Agenda – Council – July 22, 2021

Report – Standing Policy Committee on Infrastructure Renewal and Public Works – July 7, 2021

Item No. 1 Reporting on a Winnipeg Transit Priority Seating Policy

STANDING COMMITTEE RECOMMENDATION:

On July 14, 2021, the Executive Policy Committee concurred in the recommendation of the Standing Policy Committee on Infrastructure Renewal and Public Works and submitted the following to Council:

1. That the Priority and Courtesy Seating Policy, attached as Appendix A, be approved.

2. That the budget impact as summarized in the financial impact statement, including the addition of one (1) FTE to be a dedicated Accessibility Coordinator for Winnipeg Transit be referred to the 2022 Budget Review Process for consideration.

3. That the Proper Officers of the City be authorized to do all things necessary to implement the intent of the foregoing.

Report – Standing Policy Committee on Infrastructure Renewal and Public Works – July 7, 2021

DECISION MAKING HISTORY:

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

On July 14, 2021, the Executive Policy Committee concurred in the recommendation of the Standing Policy Committee on Infrastructure Renewal and Public Works and submitted the matter to Council.

STANDING COMMITTEE RECOMMENDATION:

On July 7, 2021, the Standing Policy Committee on Infrastructure Renewal and Public Works concurred in the recommendation of the Winnipeg Public Service and submitted the matter to the Executive Policy Committee and Council.

On April 20, 2021, the Standing Policy Committee on Infrastructure Renewal and Public Works passed the following motion:

That the Winnipeg Public Service be directed to report back to the Standing Policy Committee on Infrastructure Renewal and Public Works within 90 days on the following:

1. Developing a priority seating area policy and securement stations for passengers who experience significant mobility challenges, with improvements to public awareness through appropriate signage, and include the following:

    A. Identifying the priority seating area using colour to differentiate between regular and priority seating; and

    B. Tactile identification features for the visually impaired.

2. Utilizing the pre-existing audio/visual announcement system to notify passengers when the priority seating or securement system is required, including when a passenger using a wheelchair is preparing to board, or when requested by a passenger living with a disability.

3. Developing guidelines for the maximum recommended size of mobility devices for transit riders in order to improve access and safety for all passengers.

Report – Standing Policy Committee on Infrastructure Renewal and Public Works – July 7, 2021

DECISION MAKING HISTORY (continued):

STANDING COMMITTEE RECOMMENDATION (continued):

4. Implementing training for bus drivers to assist passengers living with disabilities when entering or exiting a transit vehicle, guiding the visually impaired, or utilizing the wheelchair securement stations, when requested.

ADMINISTRATIVE REPORT

Title: Priority and Courtesy Seating Policy for Conventional Buses

Critical Path: Standing Policy Committee on Infrastructure Renewal and Public Works – Executive Policy Committee – Council

AUTHORIZATION

Author	Department Head	CFO	CAO
T. Platt	G. Ewankiw	C. Kloepfer	M. Ruta, Interim CAO

EXECUTIVE SUMMARY

The priority seating area on a bus is specifically designated for the use of persons with a disability. Other passengers are expected to respect and obey the purpose of the priority seating area. This means; if a passenger is sitting in one of the priority seats, they must vacate the seat for the passenger with a disability (as per attached policy – Appendix A). Winnipeg Transit will add improved signage to clarify the purpose of the seating areas, and will distinguish this area with different colour seating on all future bus orders.

Courtesy seating is intended to provide additional seating for passengers who may benefit from having a seat closer to a door of the bus. Currently, the space near the front of the bus includes both priority and courtesy seating. Due to the limited space on the bus the courtesy seating is on a first come, first serve basis and is only available when there are no individuals with a disability requiring the seating or the mobility aid securement spaces. Future bus orders, will have different colour seating and include a new configuration to delineate specific space for both priority and courtesy seating areas.

The priority seating policy includes a requirement for accessible boarding for persons with a mobility aid or for those who identify to the operator as having a disability to board the bus before other waiting passengers.

Winnipeg Transit will also update its stop announcement system to include an automated announcement to notify all passengers that the priority seating area is required.

A passenger education campaign by Winnipeg Transit will emphasize the regulatory requirement for the priority and courtesy seating areas. The campaign will also address some of the key barriers that were identified by the 2020 public engagement (Appendix B).

The transit fleet attempts to transport all passengers; however some mobility aids (wheelchairs, scooters) and strollers cannot fit on the loading ramp, position safely, or be properly secured in the mobility aid spaces inside of the bus, therefore the Public Service has provided recommended guidelines that meet the restrictions in order to be able to access the bus.

If required, bus operators will remind other passengers to vacate the priority seating area, but will not enforce. The enhanced training for bus operators will include the safe use of accessibility equipment and features, disability awareness, and preparedness to respond and assist persons with disabilities.

Transit's ongoing commitment to accessibility and the Winnipeg Transit Master Plan require a dedicated position focused on providing oversight and guidance on accessible transportation. With the introduction of the Transportation Standard there is an increased responsibility for Winnipeg Transit to ensure infrastructure and policies are not a barrier to accessing public transportation. All future Transit infrastructure builds will be required to meet all of the accessibility features under the legislation and consider the issues that have been raised.

RECOMMENDATIONS

1. That the Priority and Courtesy Seating Policy, attached as Appendix A, be approved.

2. That the budget impact as summarized in the financial impact statement, including the addition of one (1) FTE to be a dedicated Accessibility Coordinator for Winnipeg Transit be referred to the 2022 budget process for consideration.

3. That the proper officers of the City be authorized to do all things necessary to implement the intent of the foregoing.

REASON FOR THE REPORT

On April 20, 2021, the Standing Policy Committee on Infrastructure Renewal and Public Works directed the Winnipeg Public Service to report back within 90 days on the following:

1. Developing a priority seating area policy and securement stations for passengers who experience significant mobility challenges, with improvements to public awareness through appropriate signage, and include the following:
    a. identifying the priority seating area using colour to differentiate between regular and priority seating and,
    b. tactile identification features for the visually impaired.
2. Utilizing the pre-existing audio/visual announcement system to notify passengers when the priority seating or securement system is required, including when a passenger using a wheelchair is preparing to board, or when requested by a person with a disability.
3. Developing guidelines for the maximum recommended size of mobility devices for transit riders in order to improve access and safety for all passengers.
4. Implementing training for bus drivers to assist passengers living with disabilities when entering or exiting a transit vehicle, guiding the visually impaired, or utilizing the wheelchair securement stations, when requested.

IMPLICATIONS OF THE RECOMMENDATIONS

If approved, Appendix A will become the policy for the priority and courtesy seating areas on Transit and better position the Department to be able to meet the proposed Transportation Standard in the Accessibility for Manitobans Act.

The financial impact is referred to the 2022 budget process and includes the addition of 1 FTE.

HISTORY/DISCUSSION

Winnipeg Transit has a fleet of low floor buses that kneel to curb height, deploy ramps and have a variety of other accessible features. To enhance the accessibility of the Transit system, a guiding policy, subsequent implementation, and corresponding education is required. Education for all passengers will be key to the successful transition to a designated priority seating area for persons with disabilities. It will be essential for all passengers to understand the reason for this change, have awareness of the upcoming legislation and realize the importance of passengers working together for access to public transportation for all.

In the summer of 2020, Winnipeg Transit held public engagement sessions to improve its understanding of the needs of transit users and identify key requirements for transit passengers with disabilities. The public engagement feedback centered around the current priority seating area and the barriers faced by individuals using wheelchairs, scooters, strollers, and from other passengers with disabilities that may or may not be visible. Feedback was also sought from the public on potential policy recommendations, although the responses were inconclusive (public engagement summary attached as Appendix B).

The most common barriers expressed by transit passengers were:

1) lack of space in the front of the bus for all mobility aids and strollers,
2) difficulty flipping up benches,
3) lack of community and operator understanding around disabilities, including invisible disabilities,
4) riders not offering up their seats,
5) conflicts between riders due to limited space at front of the bus.

Through a jurisdictional scan it was noted that most transit properties have established policies, and practices, operator assistance and training, and have engaged in comprehensive communication campaigns to inform the public (Appendix C). Some properties provide specific dimensions for mobility aids and strollers or of the space dimensions within the bus to allow access for mobility aids and strollers.

Signage and Identification of Seating Area

The priority seating area is located at the front of the bus and is designated by posted signage. The configuration for priority seating may vary depending on the bus series; however, the, current layout would incorporate six seats that face inward and four seats that face forward.

For easy identification Winnipeg Transit will add improved signage to clarify the purpose of both the priority and courtesy seating areas, which is anticipated to begin in the fourth quarter of 2021. The estimated cost of the required signage is $10,000. Further, Transit will distinguish this area with different colour seating and will also review a possible new configuration on all future bus orders. Making this type of change on a go-forward basis is most economical as ordering different coloured seats will not increase the overall cost of a new bus. Retrofitting the fleet with different colored seats would cost approximately $2.016 million and result in significant wastage as the old seats can not be reused. Based on this approach there is no financial impact as the different coloured seat cushions will be included in the specifications for future bus orders.

Priority Seating Area

The proposed Transportation Standard of the Accessibility for Manitobans Act states that the priority seating area on a bus is for the use of passengers with a disability. The legislation states that other passengers are expected to respect and obey the purpose of the designated seating area. This means; if a passenger is sitting in one of the designated seats, they must vacate the seat for the passenger with a disability (full policy attached as Appendix A).

The proposed Transportation Standard of the Accessibility for Manitobans Act specifically states;

> ***17. Priority seating and mobility aid spaces***
> *(1) Every conventional transportation service provider shall ensure that all of its transportation vehicles*
> *(a) have clearly marked priority seating for persons with disabilities; and*
> *(b) have two or more allocated mobility aid spaces, with each having space as defined by CSA D435 Accessible Transit Buses, and are equipped as appropriate with securement devices.*
> *(2) The priority seating for persons with disabilities, and mobility aid spaces, shall be located as close as practicable to the entrance door of the vehicle.*
> *(3) Passengers without disabilities shall vacate the priority seating if its use is required by a person with a disability. Mobility aid spaces may be used for other passenger purposes (such as strollers, baggage, etc.) if not required for use by a person with a disability who uses a mobility aid and who would not have access to the transit vehicle otherwise.*
> *(4) When necessary, vehicle operators will assist if other passengers are refusing to vacate the priority seating and mobility aid spaces. Other passengers are not required to vacate transportation vehicles to accommodate passengers with disabilities.*

A passenger with a disability occupying a priority seat is not required to move for another passenger with a disability. However, if the mobility aid securement space is required because of the boarding of a passenger with a scooter or wheelchair, individuals with disabilities seated in the priority seating will be encouraged to move to alternate seating, if possible. This is to allow for as many passengers as possible to board the bus; if the mobility aid securement area is not available for a passenger travelling with a wheelchair or scooter they will not be able to board the bus.

Individuals with the requirement to secure their wheelchairs and scooters would not otherwise have access to the transit vehicle. It is important to note that unsecured wheelchairs and scooters pose a safety risk to other passengers and the user of the mobility aid. These unsecured mobility aids can turn into projectiles in case of an accident or routine driving.

While passengers are expected to vacate the space for the use of the securements in the mobility aid spaces, there is no expectation for a passenger to leave a transit vehicle in order to make room for a passenger with a disability.

Bus operators will activate the automated announcement when the mobility aid securement spaces are required or on request for others requiring priority seating. If further assistance is required, bus operators will remind passengers sitting in the priority seating area to move to another seat. To accommodate persons using a wheelchair or scooter, bus operators will remind the person(s) occupying the seats to move to another seat if able. In the event the

passenger occupying a seat in the priority seating area chooses not to move, the bus operator will not enforce the requirement.

The aim of this policy is to raise awareness and recognize the needs of persons with a disability to have equitable access to public transportation. The roll-out of the policy and public communication is the first step to raise awareness of the need for universal access and is anticipated that implementation will begin in the fourth quarter of 2021. Once implemented, a further review will be required to determine the success of the application of the policy and to evaluate if additional supports, such as enforcement, or additional education and training is required.

Courtesy Seating

Courtesy seating is intended to provide seating for passengers who may benefit from having a seat closer to a door of the bus. With the current bus design, the courtesy and priority seating will be within one location. Due to the limited space on the bus, the courtesy seating area will only be available when there are no individuals with a disability requiring the seating or mobility aid spaces. In future bus orders, the courtesy and priority seating will be delineated by designated space and coloured seating.

The Transportation Standard states:

> *17(7) Conventional transportation service providers may have courtesy seating for seniors, expectant mothers, or passengers with small children. Courtesy seating is in addition to and not the same as priority seating, which is seating specifically designated for people with disabilities.*

The courtesy seating area will be available on a first come, first serve basis and will not be limited to seniors, expectant mothers, or passengers with small children. The courtesy seating area is intended for use by any passengers who may benefit from sitting near the door of the bus. It is expected that passengers show consideration for their co-riders and move to the rear of the bus if they are capable of doing so to accommodate other passengers who may have a greater need.

Individuals sitting in these seats are expected to give up their seats; however, there is no enforcement. Bus operators are not expected to enforce the courtesy requirement for passengers to vacate a seat unless the mobility spaces are required. In current buses, to accommodate a person using a wheelchair or scooter, bus operators will remind the passenger(s) occupying the seat(s) to move to another seat. Securing mobility aids is for the safety of all passengers, as unsecured mobility aids pose a significant risk to passengers, the operator, and the user of the mobility aid.

Through a passenger education campaign, all passengers will be asked to respect the designated seating area and show consideration for those whose need is greater than their own. It is important to note that bus operators will not intervene in any dispute related to priority and courtesy seating.

Given the vast number and varying degree of disabilities, which may or may not be visible, it is extremely difficult for a third party to determine who is more entitled to the priority and courtesy seating area. As such, passengers are encouraged to help in removing barriers and creating access for persons with disabilities (relocating to other seats, moving to the back of the bus, assisting with lifting up seats as able), which will be supported though the passenger education campaign.

Tactile Identification

Further investigation will be required to determine the most assistive method for the sight-loss community. Winnipeg Transit is reaching out to community groups and stakeholders to review viable options as well as conducting a jurisdictional scan to determine alternative accessible features implemented or trialed. The enhanced operator training program for the bus operators will include information on how to assist persons with visual impairments when they are boarding and exiting a bus and during their ride.

Automated Announcements

Winnipeg Transit will update its automated announcements on all of its buses. The automated announcements will be activated by the bus operator to notify all passengers when a mobility aid securement space is required for an individual boarding with a wheelchair or scooter, or upon request from an individual with a disability who requires the priority seating area. It is anticipated that the automated announcements will be ready for implementation in the fourth quarter of 2021 with no additional financial investment needed.

Mobility Aid and Stroller Guidelines

While the Winnipeg Transit fleet is accessible, it has a variety of different styles of buses with varying methods of securement and placement for wheelchairs and scooters. The transit fleet attempts to transport all passengers, however some mobility aids (wheelchairs, scooters) and strollers will not fit on the ramp, be safely positioned, or be properly secured in the designated mobility aid securement spaces inside the bus.

The available space in a transit bus is limited based on its dimensions. Therefore, the Department has provided recommended guidelines that meet the restrictions in order to be able to access the bus.

The width of the bus ramps are 76 cm or 30 inches. To safely access the bus using the ramp, it is recommended to account for approximately 1 inch of clearance on either side of the mobility aid or stroller. Mobility aids or strollers that are more than 122 cm or 48 inches in length may not be able to make the turn when entering the bus and are more likely to have difficulty positioning in the mobility aid securement spaces and priority or courtesy seating area respectively. The space for turning into the entrance of the fleet's buses, near the fare box, ranges between 33-37 inches. For safety reasons, the maximum weight that can be accommodated on the ramps cannot exceed 272 kg or 600 pounds which takes into consideration the combined weight of the individual and the mobility aid. Additional weight must be considered for a person assisting another passenger on the ramp.

Passengers may obtain additional information about the turning radius of their mobility aid or stroller by referring to their user manual.

Winnipeg Transit will be providing additional public information related to the mobility aid and stroller guidelines as part of the roll out of the policy. If a passenger is unsure if their mobility aid or stroller can be accommodated on the bus, they can call 311 to have a Transit representative provide them with further information, or participate in Transit's Travel Training Program.

With the variety of makes and models of wheelchairs, scooters, and strollers and their own unique features such as turning radius, identifying one specific dimension for each mobility aid or stroller can be very difficult. As the safety of all Transit passengers is the most important consideration, the following will apply to all wheelchairs, scooters and strollers:

Transit passengers using strollers who have them positioned in the mobility aid securement space when not required, will ensure that strollers;

- are foldable and can be stored, if necessary,
- do not impede the aisles; all aisles must be kept clear at all times,
- are able to engage wheel locks where appropriate when on the bus.

Transit passengers using wheelchairs/scooters positioned in the mobility aid securement spaces will ensure that the mobility aids;

- have wheel locks and that they are engaged or power is turned off,
- do not impede the aisles; all aisles must be kept clear at all times,
- are properly secured at anchor points using the securement systems located in the priority seating area.

Accessible Boarding

Ensuring accessibility to transportation is one of Winnipeg Transit's primary goals. Therefore, the policy must address the entire trip, including the boarding/exiting at a Transit stop.

The Transportation Standard states;

(*1) Conventional transportation service providers and paratransit service providers shall*

(a) give priority to persons with disabilities when loading the vehicle;

(b) deploy lifting devices, ramps or portable bridge plates upon the request of a person with a disability;

(c) ensure that adequate time is provided to persons with disabilities to

(i) safely board a transportation vehicle,

(ii) be secured on a transportation vehicle, and exit a transportation vehicle.

All conventional transit buses have ramps that deploy and buses that kneel to standard curb height allowing for near level boarding of the bus. Bus operators are already expected to kneel buses or deploy the ramp when passengers are boarding with mobility aids or upon request. The attached policy (Appendix A) will make it a requirement that individuals with disabilities with a mobility aid or upon request be allowed to board the bus before other waiting ambulatory passengers. Bus operators will assist passengers upon request as operators may not be able to identify a person with a disability.

Having passengers with a disability board first will ensure that they have sufficient time to either find a seat in the priority seating area and/or secure their wheelchair or scooter for travel. This will be especially important during periods of high use to ensure these individuals have sufficient time and space.

Winnipeg Transit has a Travel Training program that can also assist passengers. The Travel Training program provides an opportunity for individuals or groups to practice boarding and exiting the bus, and to become familiar with the various accessible features, including wheelchair and scooter procedures on buses.

Training

As part of their initial training period, all new bus operators receive accessibility training as required in the Customer Standard of the Accessibility for Manitobans Act. As of January 2021, bus operators on new buses with securement systems (Q'uantum and Q'Pod) have received additional training on assisting passengers with boarding and exiting the bus, and training on how to assist with new securement systems for mobility aids.

Moving forward a more detailed and comprehensive training program will be provided to all bus operators. Bus operators will be trained on how to assist passengers on the various types of securement systems currently on Winnipeg Transit buses. The training will include instruction on the safe use of the accessibility equipment and features, procedures for situations where temporary barriers exist or accessibility equipment on the vehicle fails, and emergency preparedness and response procedures that provide for the safety of persons with disabilities. Training methods will include; problem solving scenarios, and practical hands on sessions.

This training will also have enhanced disability awareness and sensitivity training to address some of the issues raised during the 2020 public engagement. This component of the training will be developed by Transit in consultation with community representatives and will be provided to bus operators as part of their ongoing development training. The additional training will be incorporated into an existing training program anticipated to begin in the fourth quarter of 2021 and is expected to be able to be provided with no additional costs to the Department.

Once this training is completed, Winnipeg Transit bus operators will be required to assist, on request, to ensure that all passengers can safely board and exit a bus. Bus operators, street inspectors, and other Transit staff will be trained to assist passengers to secure their mobility aids in the mobility aid securement spaces in the buses.

Passenger Education Campaign

Promotion of the priority and courtesy seating area aims to enhance public awareness, and to encourage individuals to vacate their seats when someone with a disability or greater need requires the seat. It is anticipated that the campaign will start in the fourth quarter of 2021.

The passenger education campaign will emphasize the fact that the priority and courtesy areas are a regulatory requirement and how to differentiate between the two. It will also address some of the key barriers that were identified by the 2020 public engagement;

1. the lack of community and operator understanding of disabilities, including invisible disabilities,
2. passengers not giving up their seats, and
3. how to reduce conflicts that may arise due to the limited space.

Through an education passenger campaign, passengers will receive information about the importance of ensuring/supporting the needs of passenger(s) with disabilities and those passengers that may require courtesy seating. It will also offer information related to maximum mobility and stroller sizes that can be accommodated in the limited space. Information about the maximum dimensions that can be accommodated in the mobility aid securement spaces and entry into the bus will assist passengers when choosing wheelchairs, scooters, and strollers for use on transit. The estimated cost for the passenger education campaign is $20,000.

Accessibility Coordinator

The approval of the Winnipeg Transit Master Plan will require Winnipeg Transit to re-design and redefine the service it provides to Winnipeggers. As part of this re-definition, there will be a requirement to ensure that all new anticipated infrastructure to be constructed (transit stops, shelters, transportation hubs etc.) meet accessibility features required under the legislation. Further, it will be critical for the service to continue to address issues that have been raised by the community. An Accessibility Coordinator would be able to fulfill all of these responsibilities.

With the recommendations in this report, Winnipeg Transit is committing to ensuring barrier free access to transportation that aligns with the vision of OurWinnipeg and accessibility legislation.

With the implementation of the Accessibility for Manitobans Act in 2015 and the upcoming introduction of the Transportation Standard, there is an increased responsibility for Winnipeg Transit to provide ongoing review of their policies and infrastructure to ensure universal access.

The Accessibility Coordinator would be responsible for;

- providing training and information on the designated priority seating area to ensure that individuals with disabilities have priority for using the space;
- ensuring Transit information is available in a variety of accessible formats and that accessing information is not a barrier to transportation.
- implementing and training all operators to assist with the securement systems and facilitating the use of the space for individuals with disabilities;
- designing training tools related to accessibility for all Transit employees;
- developing a Transit Accessibility Plan (i.e. AMA requirements, alignment of WTMP to Our Winnipeg);
- being knowledgeable in conventional on-request and paratransit service in preparation for transition to family of services;
- identifying measurable goals/tracking systems/audit system and reporting of same;
- developing processes/procedures – identifying potential policies to be drafted;
- coordinating implementation and ensuring consistency of training;
- consulting organizations and stakeholders and disability organizations;
- establishing continuous monitoring process, obtain feedback from stakeholders;
- working closely with communications on drafting responses/FAQ's/ relating to Transit accessibility issues;
- developing, maintaining and documenting emergency preparedness and response policies to provide for the safety of persons with disabilities.

The proposed legislation states;

> *4(1) Conventional transportation service providers and paratransit service providers, in their measures, policies and practices, must*
>
> *a) identify the process for estimating the demand for accessible conventional, paratransit and on-demand transportation services;*
> *b) develop steps to reduce wait times for accessible transportation services;*
> *c) identify the process for managing, evaluating and taking action on customer feedback;*
> *d) describe procedures for dealing with accessibility equipment failures on their respective types of vehicles; and*
> *e) make these measures, policies and practices publicly available, and provide them in an accessible format upon request.*

7(1) Conventional transportation service providers and paratransit service providers shall;

a) establish, implement, maintain and document emergency preparedness and response policies that provide for the safety of persons will disabilities; and

b) make those policies available to the public and be displayed in all service vehicles.

The annual salary and benefits for this position is estimated to be $106,000 (2022 $'s).

FINANCIAL IMPACT

Financial Impact Statement

Date: June 3, 2021

Project Name:

Priority and Courtesy Seating Policy for Conventional Buses

First Year of Program **2021**

	2021	2022	2023	2024	2025
Capital					
Capital Expenditures Required	$ -	$ -	$ -	$ -	$ -
Less: Existing Budgeted Costs	-	-	-	-	-
Additional Capital Budget Required	$ -	$ -	$ -	$ -	$ -
Funding Sources:					
Debt - Internal	$ -	$ -	$ -	$ -	$ -
Debt - External	-	-	-	-	-
Grants (Enter Description Here)	-	-	-	-	-
Reserves, Equity, Surplus	-	-	-	-	-
Other - Enter Description Here	-	-	-	-	-
Total Funding	$ -	$ -	$ -	$ -	$ -
Total Additional Capital Budget Required	$ -				
Total Additional Debt Required	$ -				
Current Expenditures/Revenues					
Direct Costs	$ 30,000	$ 106,000	$ 108,120	$ 110,282	$ 112,488
Less: Incremental Revenue/Recovery	-	-	-	-	-
Net Cost/(Benefit)	$ 30,000	$ 106,000	$ 108,120	$ 110,282	$ 112,488
Less: Existing Budget Amounts	30,000	-	-	-	-
Net Budget Adjustment Required	$ -	$ 106,000	$ 108,120	$ 110,282	$ 112,488

Additional Comments: The direct costs reflect the operational changes recommended to support the Priority Seating Policy:

- the 2021 costs are for the public education campaign and the signage needed to identify the priority and courtesy seating areas on the fleet of Transit buses. These costs will be funded through Transit's 2021 approved advertising budget.
- the 2022 - 2025 direct costs are for the added FTE (Accessibility Coordinator). This added position (assumed to be rated as a WAPSO 3) would require a budget adjustment and is recommended to be referred to the 2022 budget process.
- at this time, there is no expected cost associated with implementing automated on-bus announcements or the required bus operator training.
- the replacement of bus seats to distinguish the priority seating area will be included in future bus orders at no additional cost. Changing the bus seats on the existing bus fleet is not being recommended.

original signed by

Laurie Fisher, CPA, CA
Manager of Finance and Administration

CONSULTATION

This Report has been prepared in consultation with:

N/A

OUR WINNIPEG POLICY ALIGNMENT

OurWinnipeg (2010)
The recommendations align with Our Winnipeg strategic goals for sustainable transportation. Section 01-1b promotes the creation of a safe efficient and equitable transportation system that encourages active, accessible and healthy lifestyle options.

Winnipeg Transit Master Plan (2021)
The recommendations align with Winnipeg Transit Master Plan under section 8.11 Staff Resiliency for Changes states that personnel dedicated to planning, maintaining, and improving accessibility throughout the network and connections between conventional transit and Winnipeg transit plus under the Family of Services Model.

WINNIPEG CLIMATE ACTION PLAN ALIGNMENT

This report is in accordance with the Winnipeg Climate Action Plan (WCAP) as per Directions 3.1 *Increase Use and Efficiency of Public Transit Systems* (p.46).

Relevant actions include: Deliver continuous improvement in transit service with a focus on customer service, reliability, and route connectivity, and public education found on page 46 of the WCAP.

SUBMITTED BY

Department: Transit
Division: Client Services
Prepared by: Teresa Platt, Manager of Client Services
Date: June 03, 2021

Attachments:
Appendix A - Priority and Courtesy Seating Area Policy

Appendix B - Transit Priority Seating Public Engagement Summary

Appendix C – Jurisdictional Scan