Winnipeg Transit – WINNpass Review

Stakeholder and Customer Engagement Summary

October 2021

Background

The WINNpass program provides individuals with low income the opportunity to purchase adult monthly transit passes at a reduced rate and was first introduced in 2020. As of April 2021, the discount for an adult monthly pass was increased from 30% to 40%, and will proceed to the final discount of 50% in April, 2022. In its first year, 832 Winnipeg residents were approved for the WINNpass program. This program is currently undergoing a review, including gathering feedback on the WINNpass from customers who have been using the pass and stakeholders who have been supporting community members to access the pass, and provide recommendations for program improvements.

Engagement

Prior to launching the WINNpass in spring 2020, the City consulted with community stakeholders to gather feedback on the initial program implementation. A summary of what we heard through the 2019 engagement is available at winnipegtransit.com/lowincometransitpass.

The City reached out to WINNpass customers and community stakeholders in the spring of 2021 to gather additional feedback about how the program was operating. A customer and stakeholder survey, as well as one-on-one interviews with customers and stakeholders were conducted. This report is a summary of feedback gathered through these methods. A customer summary of the approaches used to gather feedback is outlined in Table 1.

Key Findings

- A majority of WINNpass customers who responded to the survey said that it was 'Easy' (40.3%) or 'Very Easy' (44.4%) to complete the application process. Only 3 of 196 respondents indicated that it was 'Hard' (2) or 'Very hard' (1) to complete the application.
- WINNpass customers who responded to the survey were generally quite satisfied with the amount of time it took to process their applications (156 of 191 satisfied or very satisfied).
- Increased promotion may increase awareness of the program.
- Adjustments to the program are required to make transit affordable for all.
- The impacts of COVID-19 may have influenced stakeholders' ability to promote the program.
- The impacts of COVID-19 and newness of the program may have influenced stakeholders' ability to comment at this time.

Date	Activity	Details
February 4 – March 2, 2021	Customer Survey (196 responses)	WINNpass customers were invited to provide comments on the program through an online survey. Stakeholder survey feedback can be found in Appendix A and the postal code map of respondents is in Appendix D.
March/April 2021	Customer Interviews (6)	Six WINNpass customers were selected at random from those who agreed to an interview. Interviews sought feedback to better understand how the program was working for customers and how it might be improved. Interview notes can be found in Appendix C.
March/April 2021	Stakeholder Survey (7)	Key stakeholders (30) were invited to provide their feedback through a separate survey and seven stakeholders responded. Due to the low response rate for the stakeholder survey, feedback received was not analyzed using themes; rather, it was used to inform the 'what we heard' table and to cross-verify with feedback from customers. Stakeholder survey feedback can be found in Appendix B.
March/April 2021	Stakeholder Interviews (4)	Four stakeholders who work with low income populations were interviewed to gather feedback on how the program was working for them, and how it might be improved. Comments received through the interviews can be found in Appendix C.

Table 1 Engagement approaches

To learn more about WINNpass Program, please visit winnipegtransit.com

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Customer Feedback

Overall, feedback on the WINNpass program has been very positive, with customers reporting they found the application easy to complete and high satisfaction with the processing time. Nearly 90% of customer survey respondents stated that they would re-apply for the WINNpass when their eligibility expires (Figure 1 - Would you re-apply when your eligibility expires?). Though COVID-19 has had an impact on the nature and frequency of travel for customers, over 40% of customer survey respondents still indicated that their need for the WINNpass has not changed due to COVID-19 (Figure 2 - Has COVID-19 reduced your need for or use of the WINNpass program?).

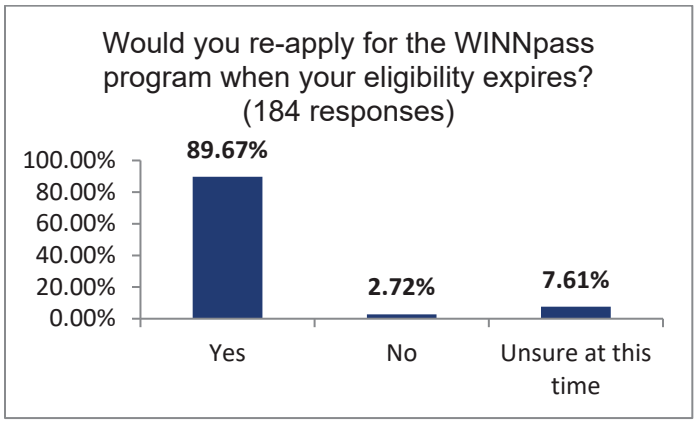

Figure 1 - Would you re-apply when your eligibility expires?

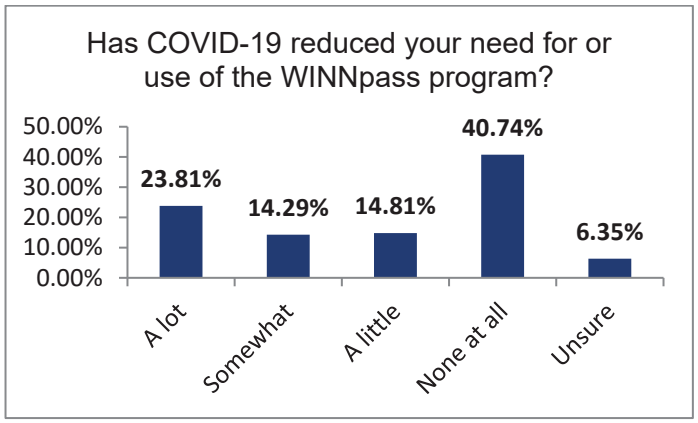

Figure 2 - Has COVID-19 reduced your need for or use of the WINNpass program

What We Heard

What We Heard	How It Will Be Considered*
The up-front **cost of a monthly WINNpass is still a barrier** for customers. Only 38% of customer survey respondents (70 of 184) indicated that had purchased a WINNpass every month since being approved.	As of April 2022, the monthly cost for the WINNpass will be further reduced to equate to 50% of an adult monthly bus pass.
Offering **other discounted fare products** was the most common suggestion for how to improve the program overall (20 of 122 suggestions). Suggestions included providing discounted single tickets, weekly passes, 14-day passes, or 28 day passes that are not tied to a specific month, or the ability to add funds that remain on the card until used.	The feasibility of offering another fare product option as part of the WINNpass program will be looked at as part of simplifying the transit fare structure proposed in the Winnipeg Transit Master Plan.
Online access to information and the registration process can be a barrier for WINNpass users.	WINNpass users can get information about the program at all Transit customer service centres or by calling 311.

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August 2021

What We Heard	How It Will Be Considered*
In-person customer service is still a high priority for many WINNpass customers. Of the customers who indicated that they reached out to the WINNpass office with questions during the application process (43 of 196), 40% did so in person, 33% via email, 12% by phone and 10% through 311.	The WINNpass program office at 510 Main St. continues to serve customers. Customers can also get information about the WINNpass program at all Transit customer service centres or through 311.
For those who provided feedback on how their needs have changed due to COVID-19, the most frequent response themes were related to **going out less** (32 of 85), and **job loss or reduced income** (20 of 85). Other themes included that they are **working from home** (9 of 85), **don't feel safe** using public transit (8 of 85), or that the **full pass is too expensive** (7 of 85).	As of April 2022, the monthly cost for the WINNpass will be further reduced to equate to 50% of an adult monthly bus pass. WINNpass customers can opt not to buy a pass for a month or several months while still maintaining eligibility for the program.
Increase promotion of the WINNpass – many people have not heard of it, or do not understand the discount structure.	Winnipeg Transit will increase the promotion of the program to increase its visibility.
Expand the locations at which the WINNpass can be purchased.	Once a customer picks up their WINNpass card, they can purchase the reduced monthly pass at all agents and customer service centres that sell Transit peggo products. Future program promotional campaigns will focus on this to improve awareness.
Navigating the application process is a challenge for WINNpass users who face **language barriers**.	Winnipeg Transit has a Travel Trainer that can go to newcomer communities and provide information, through a translator, about the WINNpass program and assist with the application process. The application process accommodates an applicant assigning an alternate contact such as a case worker or friend to assist them in the process if needed. 311 offers services in multiple languages.

Additional challenges that were faced by some customers included:

- Challenges with customer service through 311 (phone support directly from Transit preferred)
- WINNpass customers face 'invisible barriers,' such as feeling unwelcome or out of place

Next Steps

The results of the WINNpass engagement and a summary of what we heard will be included with an administrative report to the Standing Policy Committee on Infrastructure Renewal and Public Works (SPC-IRPW) in October 2021. The report and public feedback is part of the one year review of the program.

To learn more about WINNpass Program, please visit winnipegtransit.com

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Appendices

Appendix A – Customer Survey Results

Appendix B – Stakeholder Survey Results

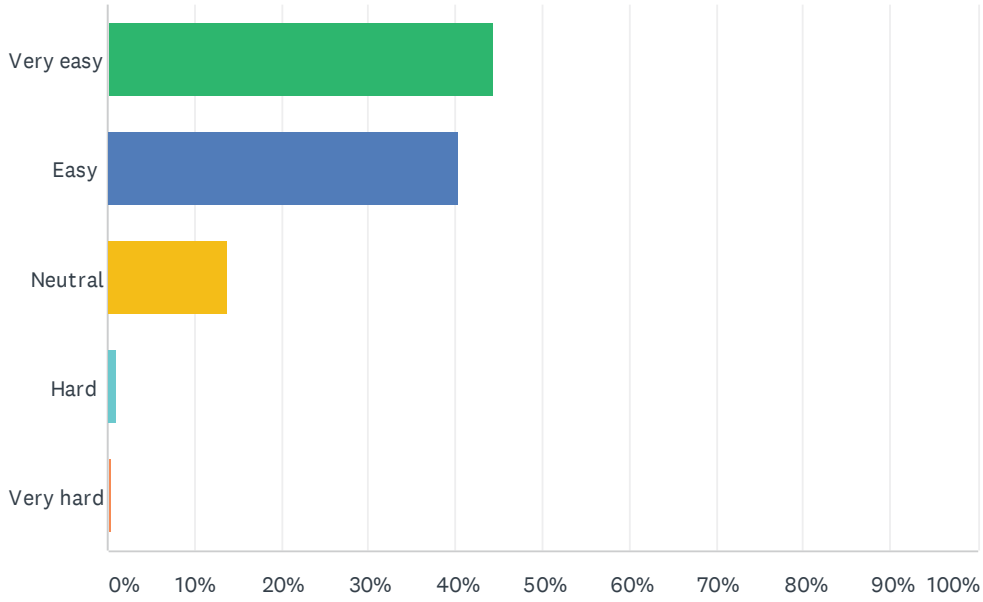
Appendix C – Customer and Stakeholder Interview Feedback

Appendix D – Customer Survey Postal Code Map

Appendix A – Customer Survey Results

Q1 How easy was it to complete the application?

Answered: 196 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very easy	44.39%	87
Easy	40.31%	79
Neutral	13.78%	27
Hard	1.02%	2
Very hard	0.51%	1
TOTAL		196

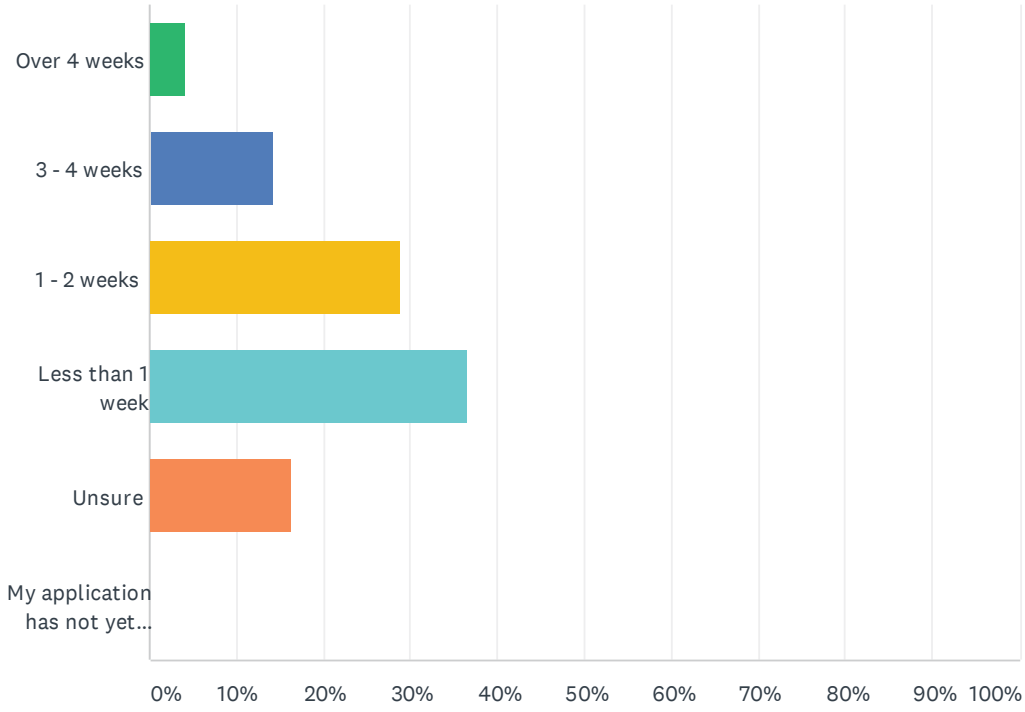
Q2 What areas of the application were confusing or complicated?

Answered: 21 Skipped: 175

#	RESPONSES	DATE
1	None	3/2/2021 8:58 AM
2	The obligation to go at office.	2/27/2021 9:39 AM
3	About Document Submission	2/24/2021 4:16 PM
4	Finding the application	2/24/2021 8:50 AM
5	of just looking at the form to see if i am the right person to get a winnpass	2/24/2021 8:03 AM
6	none	2/11/2021 7:07 PM
7	Nothing,	2/11/2021 3:40 PM
8	Would prefer to have done it all online.	2/9/2021 1:33 PM
9	Didn't get it don't know where to go? Went to Winnipeg Square told me to go to city hall to get it i have just put the funds on my full pass and pay the extra. It is so inconvenient to have it set up this way now. Also you have to buy another paygo card on top of it not good at all.	2/5/2021 8:23 AM
10	Application were okay but had some issues at the first time using it	2/5/2021 2:03 AM
11	If we were quified for the Winn pass or not	2/4/2021 7:16 PM
12	CRA would not release my partner's income with his notice of assessment. I know this is not an issue with transit or the city, but a notice of assessment really should include household income since that's what so many organizations want from it.	2/4/2021 1:07 PM
13	nothing	2/4/2021 12:29 PM
14	Bringing the approval letter in picking up the card	2/4/2021 11:32 AM
15	I think just learning how to be able to print the correct application form online was more complicating for me to learn how to do. Rather than just getting sent an easier kind of application form to fill out through someone from Winnipeg Transit instead and then learning how to fill out that particular form correctly was kind of complicating for me instead.	2/4/2021 11:08 AM
16	When i clicked the checkboxes online, they would not keep my choices when I saved them. (i had to print the application out at Staples because I was never able to hook up my printer to my laptop.) I ended up putting the X's in the boxes via pen.	2/4/2021 10:28 AM
17	no areas income requirements were straight forward however the extreme lower incomes for people who have disabilities and therefore lower income but who do not require handi transit were not factored into your pass. people who earn over 25000 annually are benefitted people who live on far less annually less than 10000 annually are penalized..this is not EI who gives transit tokens..this is a section of society that endures such lack of support even less than refugees. how about you factor in a farte for those people..that is at least equal to a senior monthly fare or less. BC has a yearly fee of 35.00 and people in this catagory get a free transit pass..these are people with disabilities..IT IS TIME to address this issue	2/4/2021 10:14 AM
18	Just having to go down to the transit service centre was difficult.	2/4/2021 10:08 AM
19	How to get the information requires, the link	2/4/2021 10:04 AM
20	None	2/4/2021 9:59 AM
21	Gathering information for people who lived in my house during a time when I was moving or unsure of my residency	2/4/2021 9:53 AM

Q3 How long did it take for your application to be processed?

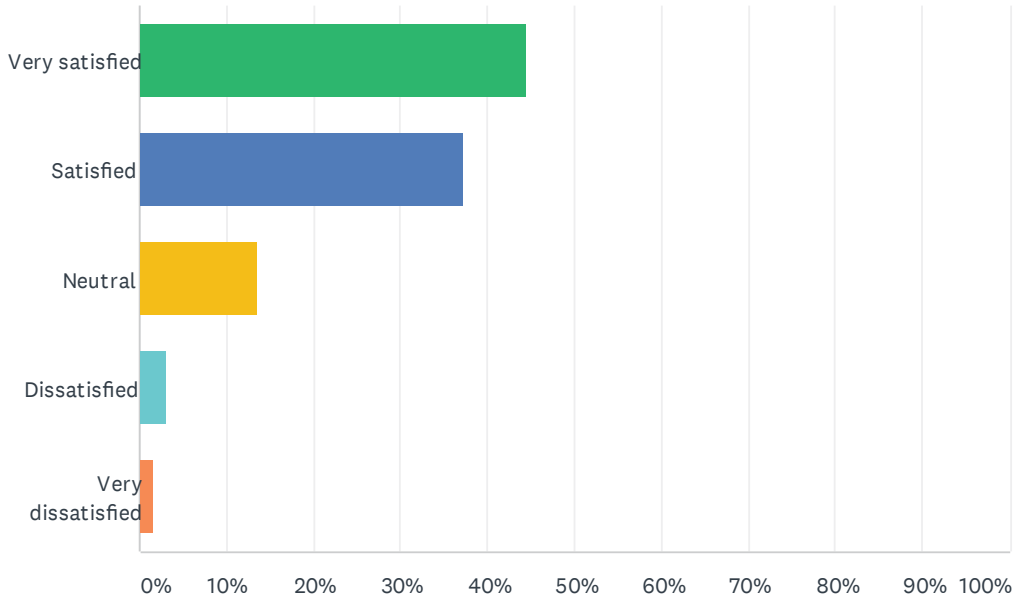
Answered: 191 Skipped: 5



ANSWER CHOICES	RESPONSES	
Over 4 weeks	4.19%	8
3 - 4 weeks	14.14%	27
1 - 2 weeks	28.80%	55
Less than 1 week	36.65%	70
Unsure	16.23%	31
My application has not yet been processed	0.00%	0
TOTAL		191

Q4 Were you satisfied with the amount of time it took to process your application?

Answered: 191 Skipped: 5



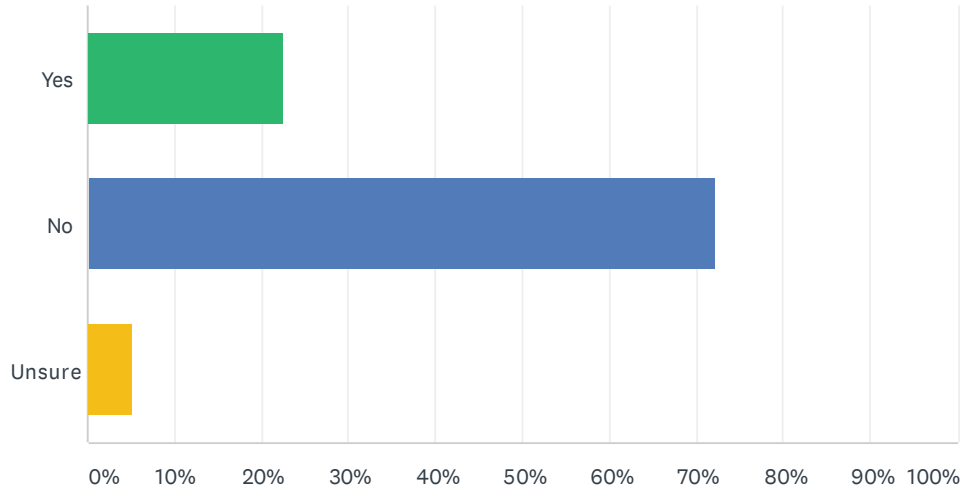
ANSWER CHOICES	RESPONSES	
Very satisfied	44.50%	85
Satisfied	37.17%	71
Neutral	13.61%	26
Dissatisfied	3.14%	6
Very dissatisfied	1.57%	3
TOTAL		191

#	PLEASE COMMENT:	DATE
1	I didn't finosh	3/2/2021 8:58 AM
2	Very quick processing	2/26/2021 6:17 PM
3	I received reply in just 1 day.	2/25/2021 10:33 AM
4	Delay was due to COVID	2/24/2021 11:01 PM
5	It was processed on a timely manner	2/24/2021 9:04 PM
6	Very satisfied, the staff were efficient	2/24/2021 8:54 AM
7	Winnipeg transit team is very helpful and friendly	2/24/2021 8:51 AM
8	due to covid19	2/14/2021 11:14 AM
9	For me it's not my language and takes time, that's all.	2/11/2021 3:42 PM
10	The employer was very helping to make all the procedures quickly	2/9/2021 9:37 PM
11	I HAD TROUBLE SETTING UP THE WINNPASS ONLINE.	2/6/2021 7:52 AM
12	Was easy and quickly	2/5/2021 1:04 PM
13	Was fairly quickly	2/4/2021 8:09 PM
14	I was pleased with the time frame.	2/4/2021 7:24 PM
15	There was little advertising about the winpass and stumbled upon it by chance	2/4/2021 6:14 PM
16	Very good and prompt customer service	2/4/2021 5:42 PM
17	It took almost 2 months to process my application. It took too long.	2/4/2021 5:02 PM
18	Didn't expect that application would be easy and fast approval.	2/4/2021 4:35 PM
19	I faxed in my application, and within half an hour received two emails, the second indicating my application had been approved.	2/4/2021 3:54 PM
20	I was surprised with such a prompt approval	2/4/2021 2:27 PM
21	But I was warned it would be something I couldn't use by what was said of payment.	2/4/2021 1:16 PM
22	Apart from difficulties proving household income, the process was very fast	2/4/2021 1:08 PM
23	I was very happy with the time it took to be processed.	2/4/2021 12:40 PM
24	People that really need these passes should not have to wait for the system when proof is given to low income families.	2/4/2021 11:49 AM
25	Superb customer service!	2/4/2021 11:15 AM
26	I waited for them to get back to me and I wanted to know if I could start getting the Winnpass for the first time, I believe it was for the month of July, 2020. However, it had been July 3, 2020 already when I heard back from someone and because of the fact that it was still earlier in the month, I phoned and asked if it was possible to start getting the Winnpass for that same month instead of paying the full price even though it already was Ju;ly 3, 2020 at that time and they let me buy the Winnpass even though it was already July 3, 2020 which was much better than paying full price already also.	2/4/2021 11:14 AM
27	I was very happy that I was able to fill out the application properly despite the aforementioned obstacle, As a person on EIA with a disability who depends on the bus for transportation, a reduced rate is very important to me. It saves me some money during these times.	2/4/2021 10:31 AM
28	i requested a low income pass in 1993!! for persons with disabilities who do not qualify for handi transit	2/4/2021 10:16 AM
29	I was pleased it didn't take too long great work	2/4/2021 10:10 AM
30	I thought it would take a little early to get the pass.	2/4/2021 10:06 AM
31	It could be easy. What if person doesn't know about how to access his CRA account ? It	2/4/2021 9:59 AM

	gonna take him hell to get the tax assessment to Show he is in low income group. I have seen people who avoid winnpass because they don't know how to access assesment.	
32	After it process I was unable to pick up the pass at any of the offices and never ended up getting the pass	2/4/2021 9:54 AM

Q5 Did you reach out to the WINNpass office with any questions during the application process?

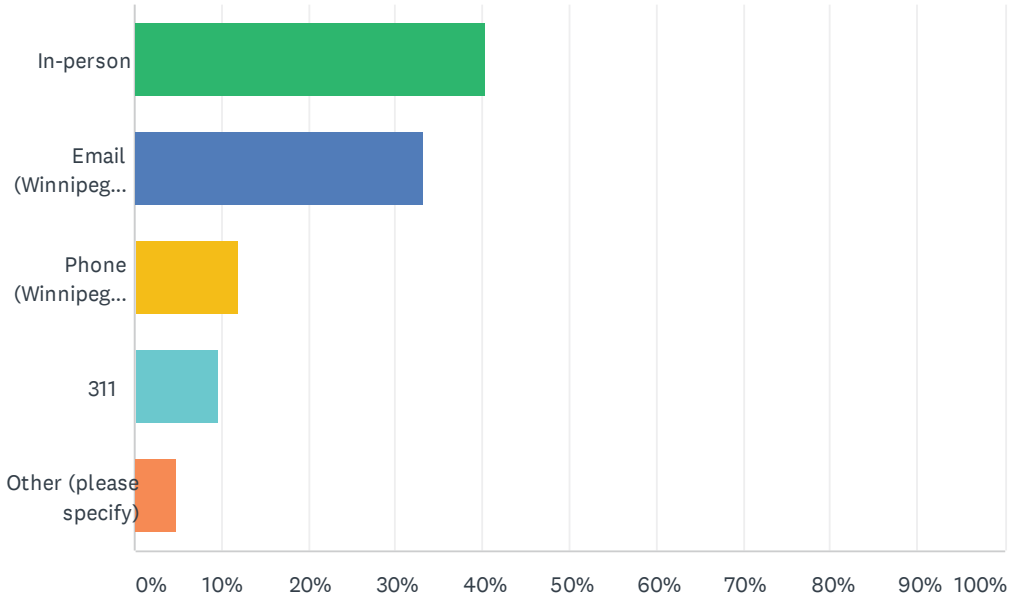
Answered: 191 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	22.51%	43
No	72.25%	138
Unsure	5.24%	10
TOTAL		191

Q6 How did you communicate with the WINNpass office?

Answered: 42 Skipped: 154

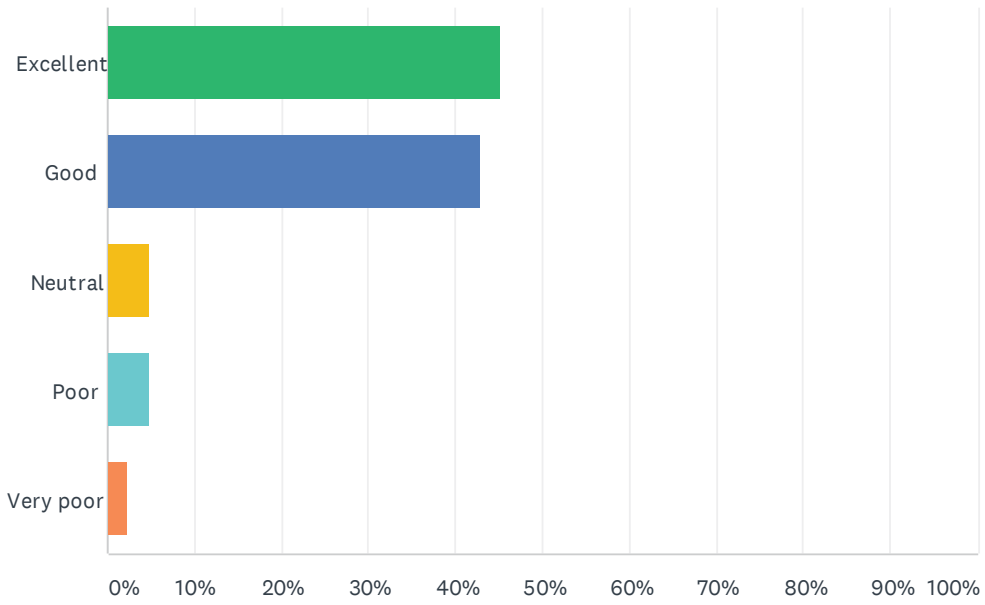


ANSWER CHOICES	RESPONSES	
In-person	40.48%	17
Email (Winnipeg Transit Customer Service)	33.33%	14
Phone (Winnipeg Transit Customer Service)	11.90%	5
311	9.52%	4
Other (please specify)	4.76%	2
TOTAL		42

#	OTHER (PLEASE SPECIFY)	DATE
1	In person and phone	2/4/2021 4:31 PM
2	wrote ombudsman the major the minister in charge..SILENCE	2/4/2021 10:17 AM

Q7 How would you rate the timeliness of response?

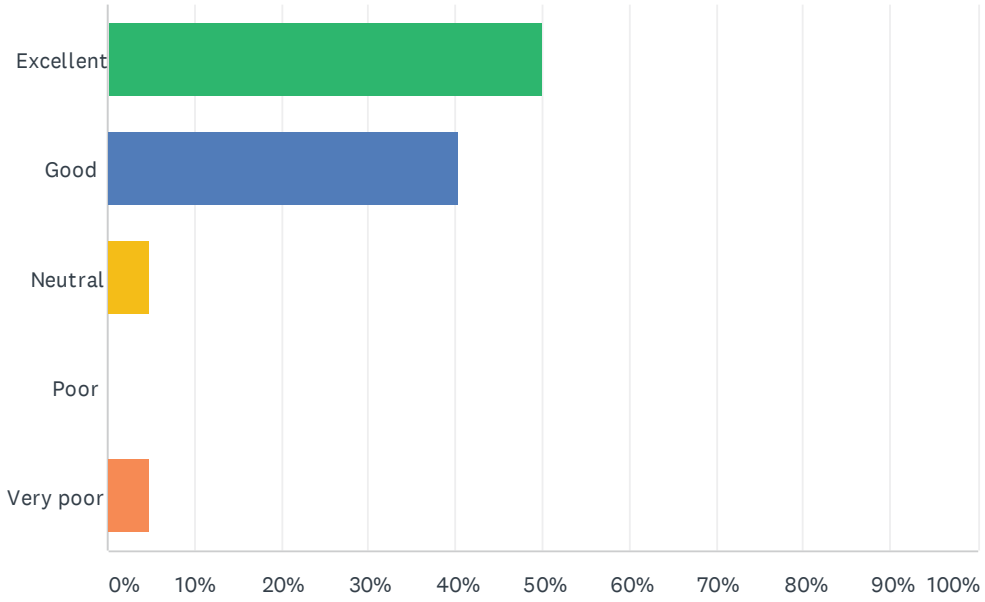
Answered: 42 Skipped: 154



ANSWER CHOICES	RESPONSES	
Excellent	45.24%	19
Good	42.86%	18
Neutral	4.76%	2
Poor	4.76%	2
Very poor	2.38%	1
TOTAL		42

Q8 How would you rate the quality of information provided?

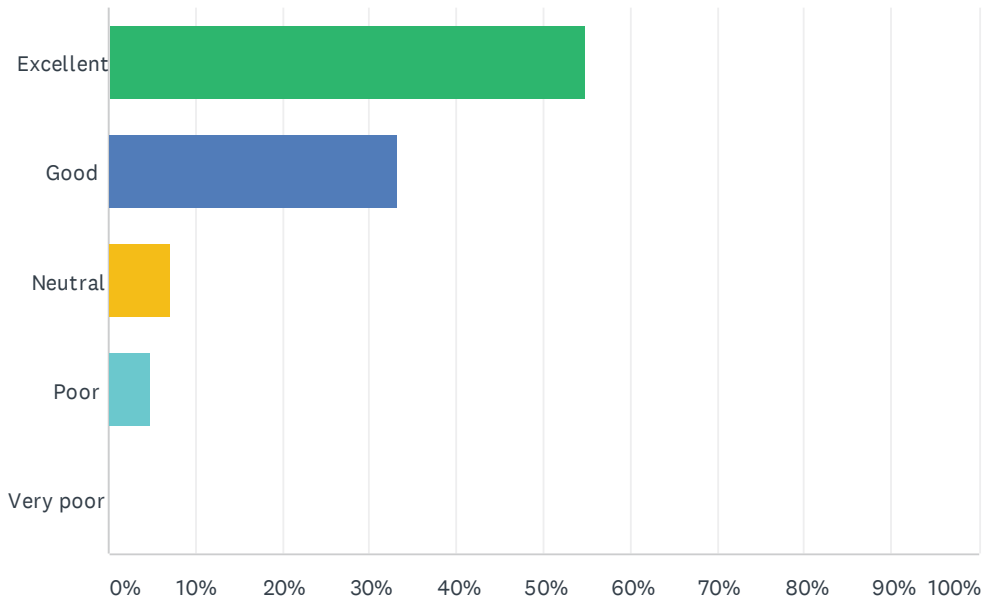
Answered: 42 Skipped: 154



ANSWER CHOICES	RESPONSES	
Excellent	50.00%	21
Good	40.48%	17
Neutral	4.76%	2
Poor	0.00%	0
Very poor	4.76%	2
TOTAL		42

Q9 How would you rate the overall customer service you received?

Answered: 42 Skipped: 154



ANSWER CHOICES	RESPONSES	
Excellent	54.76%	23
Good	33.33%	14
Neutral	7.14%	3
Poor	4.76%	2
Very poor	0.00%	0
TOTAL		42

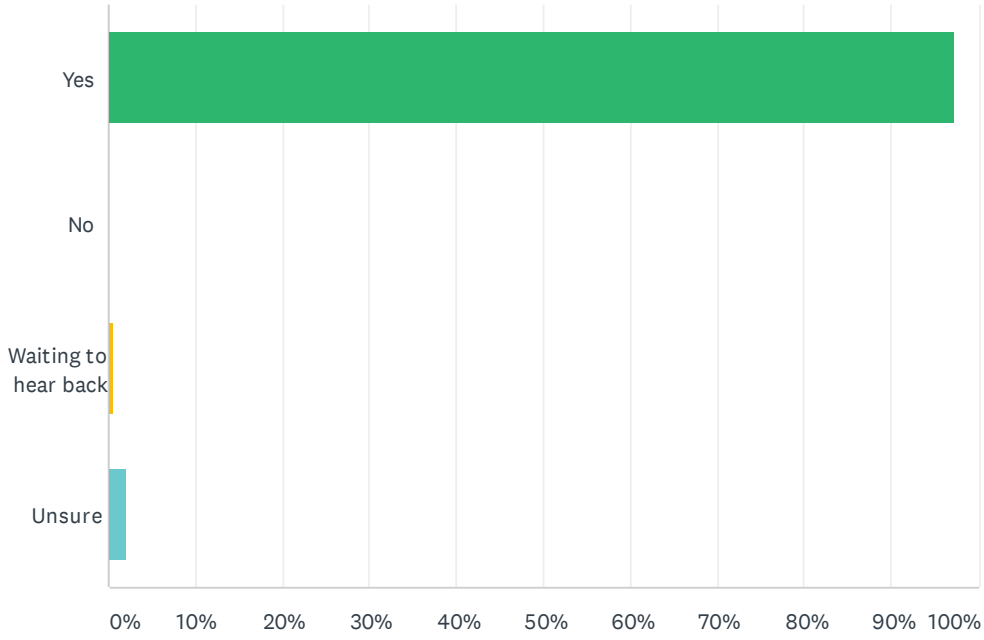
Q10 Is there anything else you would like to tell us about the customer service you received?

Answered: 22 Skipped: 174

#	RESPONSES	DATE
1	Great service. Nice to get a break as a low income earner.	2/24/2021 1:04 PM
2	Very efficient and dedicated staff	2/24/2021 8:55 AM
3	Was great and didn't take long either	2/19/2021 11:24 AM
4	Yes, actually I didn't know about this card, but the customer service at the transit library office near the Winnipeg square told me about it, and he was very nice and kind, and he did his best to help, but when I came in the different shift to complete my application the officer was changed who seems didn't want to help, he didn't try to listen to me he said everything you can find online, and when I complete all the application and the documents needed again I found the helpful officer, he was very caring and supportive, and he explains everything, he was very nice and kind and respectful.	2/9/2021 9:47 PM
5	They try to help but seem uncertain as to why it wasn't loading. It is difficult to reach someone for help..have to go through 311 and wait 2-3 days for a return phone call. This is slow response if your bus pass expires in a couple of days	2/9/2021 1:38 PM
6	Technical issues on the machine when I paid for my Winnpass.	2/7/2021 11:18 AM
7	Until when I get the discount for the Winnpass .?	2/5/2021 10:48 PM
8	I work 8-5 down Henderson for the life of me I couldn't find a place to purchase the winpass the shoppers and 7/11's around where I lived wasn't selling it	2/5/2021 2:40 PM
9	Good business	2/4/2021 7:19 PM
10	Very prompt	2/4/2021 5:42 PM
11	I tried to load money to my WINNPASS card online. But it failed to do so. So that I always go to the office in-person to load the card.	2/4/2021 5:06 PM
12	I'm just glad that this service is available to me. Thank you.	2/4/2021 4:57 PM
13	Customer service was great. All my inquiries were answered and they are very helpful.	2/4/2021 4:37 PM
14	Winpass is so helpfult!	2/4/2021 3:44 PM
15	Instructions for accessing notice of assessment are out of date. You can no longer use service canada to access the full cra account or proof of income. Proof of income is hidden until you log in with a gckey. Transit did not seem to be aware of this.	2/4/2021 1:10 PM
16	No	2/4/2021 12:45 PM
17	They got back to me more quickly than I though that they might get back to me. I was really surprised that they already started letting me buy the Winnpass instead of the full amount for the month of July, 2020 already even though it was July 3, 2020 already as well. That was also good.	2/4/2021 11:16 AM
18	The card is very easy to be canclled due to some issue. I have to request the new card again for couple times. Everything works well and thanks so much for the benifit rather than this issue.	2/4/2021 11:02 AM
19	everyone passed the buck..transit was silent for years..noone gave a shit..and treated refugees better than a disability income.	2/4/2021 10:17 AM
20	Yes. The lady I met at the customer service desk attended to very well by given me information on how and where to load my WNNPASS CARD.	2/4/2021 10:10 AM
21	Continue your good service.	2/4/2021 10:08 AM
22	My winnpass stopped working without any reason and it happened to me twice in just 3 days. I had to go downtown which is like 30 minutes from my home and everything i get in bus even to be there and my card is not working even if i had month recharge, bus driver see me with bad eyes. I really hate the situation where card stop's working without any reason. I had been in Montreal before and it never happened to me with my opus card	2/4/2021 10:01 AM

Q11 Were you approved for the WINNpass program?

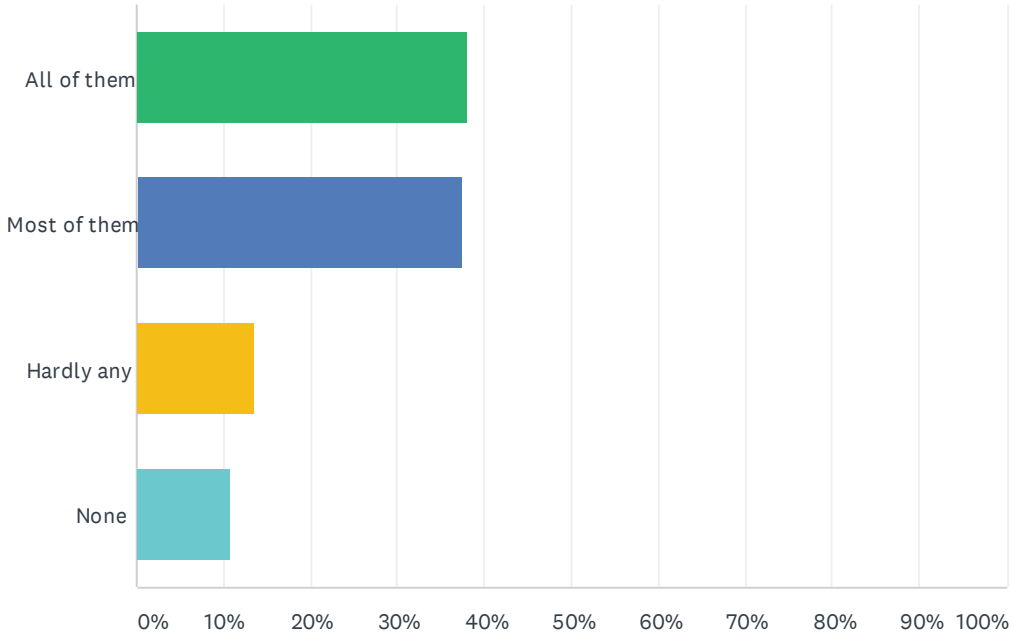
Answered: 190 Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	97.37%	185
No	0.00%	0
Waiting to hear back	0.53%	1
Unsure	2.11%	4
TOTAL		190

Q12 How many monthly passes have you purchased?

Answered: 184 Skipped: 12



ANSWER CHOICES	RESPONSES	
All of them	38.04%	70
Most of them	37.50%	69
Hardly any	13.59%	25
None	10.87%	20
TOTAL		184

Q13 If you have not purchased a monthly pass every month, why haven’t you?

Answered: 78 Skipped: 118

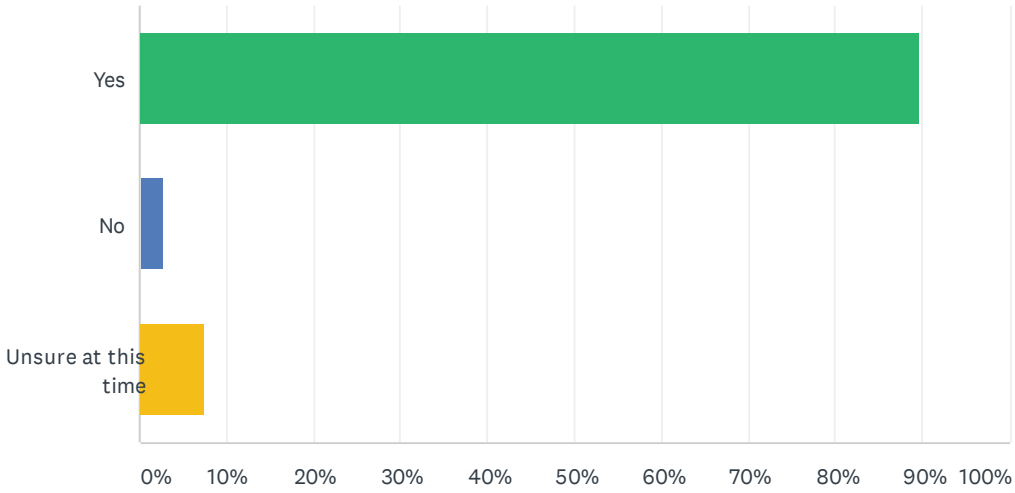
#	RESPONSES	DATE
1	Covid winnipeg under code red	3/1/2021 3:01 PM
2	I will purchased pass it so happen i cant go to the station but it would be convenient if they are also available at other outlet	3/1/2021 9:28 AM
3	I did not purchase last December because I was at home without job, so I did not have the need to take the bus everyday.	2/24/2021 11:08 PM
4	It was cheaper to use tickets	2/24/2021 2:10 PM
5	due to change in my working locations	2/24/2021 1:45 PM
6	Some months I do not need to use bus frequently	2/24/2021 12:44 PM
7	I have purchased all monthly bus passes since I got approved.	2/24/2021 11:22 AM
8	I apply for the participants through my work and have been satisfied with the process time as it is fairly quick and affordable. I wish that the participants could get a lower rate bus pass when they first start our program as they start at minimum wage and cannot afford a full monthly adult pass on top of there basic needs even after the discount. Our 6 month training program doesn't qualify under Manitoba registration for a "student" but I wish it would bcuz so many of our participants would benefit immensely.	2/24/2021 9:44 AM
9	Covid situation	2/24/2021 9:42 AM
10	I have only missed the month of February because I got someone driving me to work.	2/24/2021 9:36 AM
11	I purchased every month	2/24/2021 8:55 AM
12	Laid off because of covid-19	2/24/2021 8:31 AM
13	I wasn't working for a bit but once I started I bought one every month since	2/24/2021 8:29 AM
14	I didn't need for January	2/24/2021 8:07 AM
15	I haven't needed to	2/23/2021 9:48 PM
16	Laid off work	2/9/2021 1:39 PM
17	Because I was not working for almost a month	2/6/2021 9:58 PM
18	Haven't needed one yet. Plan to get one at end of Feb.	2/6/2021 12:07 PM
19	I did not know to set it up online. I ALSO THOUGHT THE PRICE WAS STILL TOO HIGH.	2/6/2021 7:55 AM
20	Been off work	2/5/2021 10:37 PM
21	Covid restrictions/ stay at home orders	2/5/2021 5:00 PM
22	I haven't got a winnpass for i was told two different places and I just use my full pass and put the funds on there	2/5/2021 8:27 AM
23	Sometimes purchased monthly pass via my Eco-Pass from work	2/4/2021 10:40 PM
24	I didn't purchase a Win pass this month because I wouldn't use it enough to warrant buying a monthly pass	2/4/2021 8:35 PM
25	I have been purchasing it consistently, but this month I decided to just put some money on my other bus card because I'm not getting enough shifts (i.e. bus trips) at work to justify $72 for the month. I accidentally used my Winnpass yesterday because I forgot it was a new month and it just made the same sound as usual when I swiped it, so I didn't realize till my trip home when I saw the screen that said it was empty instead of just hearing the noise. I think that's a nice feature, to let people with the pass get the 'approved' sound and get on the bus even if it's empty. It'll save a lot of people from being late to work on the first of the month if they forget to load it etc.	2/4/2021 8:21 PM
26	Covid.. haven't used Transit as much.	2/4/2021 7:25 PM
27	We have so far	2/4/2021 7:20 PM
28	The only time I didn't purchase one was when I had to self isolate	2/4/2021 6:14 PM

29	Personal circumstances.	2/4/2021 4:57 PM
30	Was able to find a ride for now but will be buying once I need to commute.	2/4/2021 4:38 PM
31	I don't have a bus pass every month to save money.	2/4/2021 4:32 PM
32	I was only recently approved, nearing the end of December 2020, so I've only had two months available to me to purchase.	2/4/2021 3:56 PM
33	Don’t need one every month	2/4/2021 3:21 PM
34	It's difficult for me to access places to buy a pass. Shoppers doesn't sell them, neither does seven eleven. Neither does the grocery store. When I am working, it's hard to make time on my (unusual) schedule to get down to a transit office.	2/4/2021 2:42 PM
35	after 1 month of use I did not need anymore, I bought a car.	2/4/2021 2:30 PM
36	Due to the current with covid every where I go to is closed. Therefore I don't need to take the bus.	2/4/2021 2:21 PM
37	I got laid off from work so I did not need a monthly pass.	2/4/2021 1:59 PM
38	Covid	2/4/2021 1:44 PM
39	COVID ... no need to move around the city.	2/4/2021 1:22 PM
40	I can't afford that, I buy for regular Peggo as I did paper tickets, I need the same at reduced Peggo card fillings.	2/4/2021 1:17 PM
41	Not useful i dont work regularly. I cannot buy just by week	2/4/2021 1:01 PM
42	I need to go to work	2/4/2021 12:52 PM
43	i had some unexpected expenses this month so for february i will use tickets.back to winn pass in march and i am on a fixed income	2/4/2021 12:51 PM
44	N/A	2/4/2021 12:45 PM
45	Money	2/4/2021 12:41 PM
46	I just got acceptance and I havent been able to buy it yet but I am planning to buy every month after this month.	2/4/2021 12:41 PM
47	I ride my bike in the summer months.	2/4/2021 12:30 PM
48	my programs are cancelled due to covid	2/4/2021 12:19 PM
49	I’m afraid to use public transportation because of the pandemic.	2/4/2021 11:53 AM
50	Have use of a vehicle now.	2/4/2021 11:50 AM
51	Everything has been closed so I have been stuck at home.	2/4/2021 11:39 AM
52	Cheaper to do the fare daily basis because I will not be using the bus.	2/4/2021 11:34 AM
53	I’m trying to save some money, with Covid and winter weather I’m trying to limit my bus trips and I’m aiming to spend no more than 30$ on bus tickets per month.	2/4/2021 11:31 AM
54	Most of my commutes are for college. However, due to the pandemic, my studying has moved to online. That's the reason I have not purchased.	2/4/2021 11:24 AM
55	I definitely always purchase the monthly pass every month and it also is great to get it at a better price as well.	2/4/2021 11:18 AM
56	I got approved when the pandemic hit and haven’t riden the bus since	2/4/2021 11:16 AM
57	Our needs are changing, we have one car for 6 family members so we know some months we will need a bus pass but some months we don't.	2/4/2021 11:03 AM
58	I was sick ,had surgery and was restricted to movement	2/4/2021 10:43 AM
59	I did not travel by bus every day at the start of every month. This allowed me to purchase the 28-day pass at a lower rate.	2/4/2021 10:33 AM

60	Off work	2/4/2021 10:32 AM
61	I haven´t gone out much due to the pandemic	2/4/2021 10:30 AM
62	Because of covid-19, i got laid off.	2/4/2021 10:29 AM
63	pandemic compromised immune system might mean death..	2/4/2021 10:18 AM
64	Covid, unemployment and school was switched on online	2/4/2021 10:15 AM
65	Not enough funds this month so I got bus tickets	2/4/2021 10:11 AM
66	It's still too expensive. I'm disabled and not currently working. I hoped for single fare discounts as well, but it only allows for a monthly pass. Due to covid, I can't go out much anyways.	2/4/2021 10:10 AM
67	Out of Province	2/4/2021 10:09 AM
68	have not purchased many due to covid restrictions	2/4/2021 10:09 AM
69	Got a new car after 3 mos	2/4/2021 10:09 AM
70	Mostly have been working from home	2/4/2021 10:09 AM
71	Lost my winnpass card	2/4/2021 10:08 AM
72	I no longer work and can’t afford a monthly pass of any kind. I use tickets now.	2/4/2021 10:07 AM
73	I now have access to alternate transportation and I wanted to purchase the card without the monthly pass in case that changed. It has not changed and especially with the pandemic, I avoid taking the bus now.	2/4/2021 10:07 AM
74	It’s still fairly expensive for me.	2/4/2021 10:01 AM
75	Haven't needed one every month due to pandemic	2/4/2021 10:00 AM
76	I did	2/4/2021 10:00 AM
77	Because the first time i went to get it i only had enough money for a biweekly pass and it was not provided in a biweekly formate and because the second time I went to get it and dispatcher had no idea what I was talking about. Also there was a lot of miscommunication about this program as people who didn't know about the program details thought I could just pick it up at any place I got a regular card for Winnipeg transit.	2/4/2021 9:57 AM
78	Lack of funds, and Covid hit so I couldn't really use it.	2/4/2021 9:53 AM

Q14 Would you re-apply for the WINNpass program when your eligibility expires?

Answered: 184 Skipped: 12



ANSWER CHOICES	RESPONSES	
Yes	89.67%	165
No	2.72%	5
Unsure at this time	7.61%	14
TOTAL		184

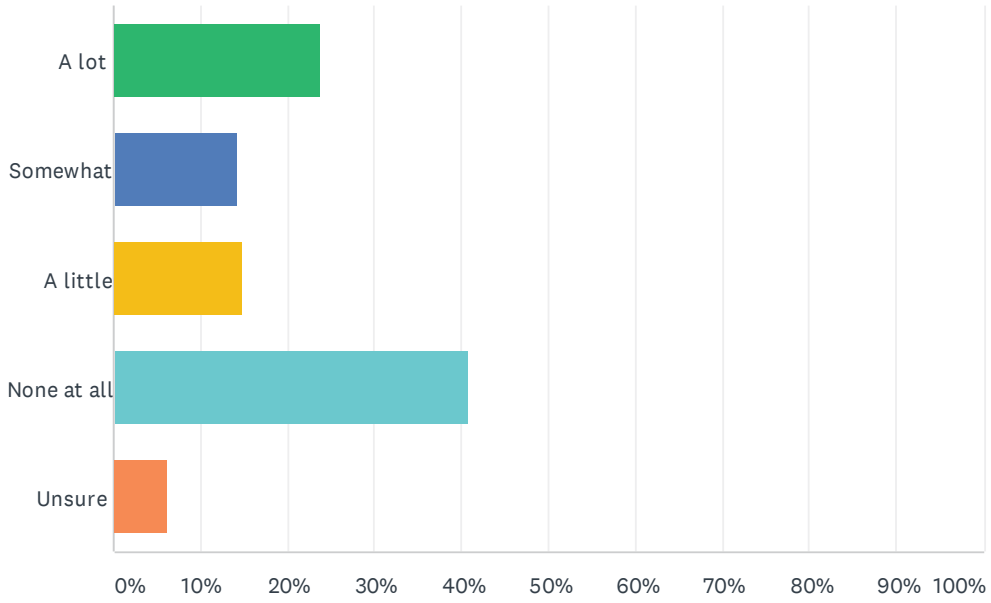
Q15 Why would you not re-apply to the program or why are you unsure at this time?

Answered: 18 Skipped: 178

#	RESPONSES	DATE
1	just need more details to apply and would for sure reapply	3/4/2021 10:22 AM
2	Even though a adult bus pass is discounted at 71.00 it is still a large amount for someone attending our program, we work with people with barriers to employment and some are very hard consistent employees that need a much lower rate monthly bus pass	2/24/2021 9:51 AM
3	at the time i had no bus fare at the time	2/24/2021 8:05 AM
4	Maybe will have a vehicle by then.	2/6/2021 12:08 PM
5	AS stated the price is too high for my budget.	2/6/2021 7:56 AM
6	Because the CONVID-19, that's the hard time for me, I can not found the job. That's the reason for my why I apply the WINNpass. I am no sure when I will find the job, so I am unsure if will re-apply this program.	2/5/2021 8:39 PM
7	Purchasing a car	2/5/2021 2:46 PM
8	Had trouble to try to get the the first one and use full pass still don't have no ideal where to go in Winnipeg	2/5/2021 8:28 AM
9	Money issues. Bus pass for the month should never be more than $40.	2/4/2021 4:32 PM
10	It wasn't ideal for me.	2/4/2021 3:11 PM
11	It's hard to access.	2/4/2021 2:42 PM
12	If I don't buy another car for my spouse, I will re-apply for her	2/4/2021 2:31 PM
13	Due to the pandemic and my current circumstances, I don't know whether or not I will need it.	2/4/2021 2:01 PM
14	Because I can't even initiate it never mind refill it monthly.	2/4/2021 1:18 PM
15	Most likely will not be eligible due to income growth	2/4/2021 10:11 AM
16	I have a car already	2/4/2021 10:10 AM
17	I think my income last year was above the threshold.	2/4/2021 10:07 AM
18	Not sure if I would be able to actually get the pass	2/4/2021 9:57 AM

Q16 Has COVID-19 reduced your need for or use of the WINNpass program?

Answered: 189 Skipped: 7



ANSWER CHOICES	RESPONSES	
A lot	23.81%	45
Somewhat	14.29%	27
A little	14.81%	28
None at all	40.74%	77
Unsure	6.35%	12
TOTAL		189

Q17 If applicable, how has COVID-19 changed your need for or use of the WINNpass program?

Answered: 85 Skipped: 111

#	RESPONSES	DATE
1	wouldnt	3/4/2021 10:23 AM
2	Because of Covid 19..lots lost their jobs and the WINNPASS program is such a big help.	3/1/2021 8:07 PM
3	Yes	3/1/2021 3:02 PM
4	due to WFH scheme	3/1/2021 9:28 AM
5	I bought a car and had no desire to use shared transportation for health security reasons.	2/27/2021 9:41 AM
6	Due to COVID my income was reduced and it was hard to invest money in my Peggo Card. Therefore, WINNpass program gave me the chance to balance my expenses and could pay all my bills on time without restricting other basic needs.	2/24/2021 11:15 PM
7	There was less of a need to take the bus because a lot of events were cancelled and I lost my job temporarily .	2/24/2021 9:05 PM
8	I haven't been going out as much	2/24/2021 2:11 PM
9	It gives me more options as to get off of a full bus to reduce my exposure to Covid-19	2/24/2021 11:23 AM
10	No that much .	2/24/2021 11:04 AM
11	Yes because participants sometimes will miss work bcuz they don’t have bus fare	2/24/2021 9:53 AM
12	Few ride to do essential shopping	2/24/2021 9:42 AM
13	COVID-19 has impacted the use of WINNpass because I don't have the need to go out often only when it is necessary.	2/24/2021 9:37 AM
14	During COVID-19, I do not need to go out regularly.	2/24/2021 9:19 AM
15	So far, I think WinnPass is a public welfare project. Let's go according to the pre-determined rules or a little bit reduce.	2/24/2021 9:04 AM
16	I was laid off in December, as such I don't have to travel everyday. But I used it most times when I go for interviews and shopping.	2/24/2021 9:03 AM
17	I've had a reduction in my income as well as an increase in need to use public transit so the WINNpass program has greatly helped me	2/24/2021 8:52 AM
18	Laid off	2/24/2021 8:31 AM
19	I was unemployed march-october	2/24/2021 8:29 AM
20	N/A	2/24/2021 8:06 AM
21	Excellent	2/14/2021 11:16 AM
22	Since the work is not stable, it made me consider to purchase or not.	2/11/2021 3:43 PM
23	Laid off at work for 6 weeks...because you have to buy the month, difficult to renew at times	2/9/2021 1:40 PM
24	I stay at home all day	2/8/2021 7:33 PM
25	Hasn’t changed. I need the WINNpass every day.	2/7/2021 8:43 AM
26	As a front line worker, Covid does not much impact my need for bus transit	2/6/2021 10:45 AM
27	no it has not.You need to make the Winnpass more affordable.	2/6/2021 8:00 AM
28	Winnpass changed my need because of the pandemic I'm loosing more hours and the discount that I got from the Winnpass it's a big help for my budget .	2/5/2021 10:56 PM
29	Not traveling as much, once restrictions loosen travel will go back to normal.	2/5/2021 5:01 PM
30	Layoffs	2/5/2021 10:43 AM
31	If you are working at home, you don't need a Win pass to get to work	2/4/2021 8:36 PM
32	I have no 'extracurricular' events or friends to visit, so I don't need to go anywhere much except work and groceries.	2/4/2021 8:22 PM

33	It help people that are struggling on there own	2/4/2021 7:23 PM
34	I was lucky and had a covid scare near the end of the month, but if it had happened when I just bought it or in the middle of the month it would have been a waste of money	2/4/2021 6:16 PM
35	I use it daily for work so help in costing	2/4/2021 5:43 PM
36	The places that I go.	2/4/2021 4:58 PM
37	Do not need this before but just started to work that is why I might be needing it now.	2/4/2021 4:39 PM
38	I never go anywhere. I use bus pass money to pay for grocery delivery.	2/4/2021 4:33 PM
39	I try to keep my outings restricted to working my volunteer shifts and trips to pick up groceries and other needed supplies, so I'm not going out as much as I might be if weren't for the pandemic.	2/4/2021 4:02 PM
40	When I got laid off and no work, staying at home	2/4/2021 3:51 PM
41	Limited travel	2/4/2021 3:45 PM
42	I don’t go out as much and tend to use friends for rides or get stuff delivered	2/4/2021 3:22 PM
43	The drivers aren't enforcing the mask mandate well, which makes me feel less safe bussing. Almost every time I bus, I see someone not wearing a mask. I've seen multiple drivers let people on with shirts pulled over their faces that go down the second they get on. Why pay $75 to feel unsafe?	2/4/2021 2:43 PM
44	All the places I usually go to when I use the bus is closed.	2/4/2021 2:22 PM
45	I was laid off from work, so I wasn't travelling as frequently as I would normally have been.	2/4/2021 2:01 PM
46	Definitely!	2/4/2021 1:45 PM
47	No	2/4/2021 1:35 PM
48	No volunteering programs, therefore my services are not required.	2/4/2021 1:22 PM
49	It only steepens the uselessness of it, less of the few rides that I did before.	2/4/2021 1:19 PM
50	I was hired to a covid-19-related job, which necessitated the bus pass	2/4/2021 1:12 PM
51	It is very useful to me since i still have to go to work even during covid.	2/4/2021 1:10 PM
52	Instead of reloading it for a month I buy weeklh pass instead. I shared ot with my child.	2/4/2021 1:02 PM
53	I work from home now	2/4/2021 12:45 PM
54	I don't use the bus as much	2/4/2021 12:41 PM
55	No.	2/4/2021 12:30 PM
56	Totally. Kim avoiding public transportation.	2/4/2021 11:53 AM
57	There is no where for me to go except pharmacy and grocery shopping once or twice a month.	2/4/2021 11:41 AM
58	Work schedule were reduced, bus usage was reduce because I no longer need to go out and use the bus	2/4/2021 11:35 AM
59	I’m working from home now, so less bus trips.	2/4/2021 11:33 AM
60	I used to have more sporting events to go to and things like floor hockey tournaments or practices as well as basketball tournaments or practices, as well as bowling and soccer in the summer. Therefore, I really needed to be able to get around to these other places a lot as well and to my volunteer positions and other possible appointments. But now because of Covid, I cannot participate in any sporting events right now and I do not have to go to as many places right now, but even when we get back into code orange and more privileges will start coming back, I will need the busses to run more often and on a better schedule again like it used to be before they also did more cutbacks on the bus services as well in order to be able to get to more places like these as well.	2/4/2021 11:23 AM
61	I have been staying at home and haven’t ventured out, I’ve also been ordering food online	2/4/2021 11:17 AM

62	I study from home and no longer take the bus to University.	2/4/2021 11:05 AM
63	Laid off from work twice.	2/4/2021 10:52 AM
64	Because the province had to move to RED code which affects every activities.	2/4/2021 10:45 AM
65	I have stayed home more often and can work from home	2/4/2021 10:30 AM
66	Laid-off	2/4/2021 10:30 AM
67	as i said..i get rides now while community spread is rampant..and the few times i rode the bus..even the bus driver was not wearing a mask..and a few riders as well the bus was over run with students and standing room only..most of the time. a real shit show	2/4/2021 10:20 AM
68	My work has finally reopened and I'm not getting hardly any shifts so I'm paying for fare on a daily basis because it's not worth it for a full pass. I'll be answering in this survey that reduced weekly or daily fare would be great.	2/4/2021 10:16 AM
69	I'm a student on a student sponsorship budget and even though I'm still saving a few dollars on the winnpass compared to the rates for post secondary passes, its still a little pricey!!! Edmonton subsidized passes go for far much less than what you offer here in Winnipeg+	2/4/2021 10:16 AM
70	Work from home and lockdowns made it almost unnecessary to use public transit	2/4/2021 10:15 AM
71	Because of covid I don't use the bus unless I have too because I bring my children	2/4/2021 10:12 AM
72	It makes it not worth it to get a monthly pass, but single fare discounts would be a huge help.	2/4/2021 10:11 AM
73	staying home alot and only going out if i totally have to	2/4/2021 10:10 AM
74	All services are online	2/4/2021 10:09 AM
75	I work from home, so I use the bus less	2/4/2021 10:08 AM
76	WINNpass is too expensive and not needed to get to work.	2/4/2021 10:08 AM
77	I absolutely avoid taking any private transportation. I am disabled and at high risk	2/4/2021 10:07 AM
78	Due to covid, we have work from home and i have to go out just for grocery (since I don't have a car) I do the recharge every month but 71$ seems to be alot now. I still recharge it because without transit i feel like i am in jail and have no where no accessibility to go. It's a bit expensive but if u see economically, it's not worth it to recharge 71 just to go 5 times a month 😅	2/4/2021 10:05 AM
79	Affordable	2/4/2021 10:03 AM
80	N/A	2/4/2021 10:01 AM
81	No school, work, gym	2/4/2021 10:00 AM
82	Anxiety around using busses.	2/4/2021 9:58 AM
83	was laid off from work for almost 5 months, that's why i need not able to use it.	2/4/2021 9:55 AM
84	I no longer go out to do anything, so don't need bus fare except for emergencies.	2/4/2021 9:53 AM
85	If we could extend it another year without reapplying since we were not able to maximise its use due to restrictions in going out.	2/4/2021 9:51 AM

Q18 Do you have anything suggestions on how we can improve the program overall?

Answered: 122 Skipped: 74

#	RESPONSES	DATE
1	1. I am only able to buy monthly pass online or at transit station. It's a little inconvenience for people who don't familiar with online order. 2. As current, Winnpass has monthly pass only. I suggest to have 1 more kind of pass to be flexible for users. It may be 28 days	3/4/2021 6:30 PM
2	no	3/4/2021 10:23 AM
3	No	3/2/2021 6:10 PM
4	No	3/2/2021 8:59 AM
5	I am happy with paying a lot less for monthly bus pass as this is only my way of trasportation	3/1/2021 3:03 PM
6	the program is good and beneficial...keep it up!	3/1/2021 9:29 AM
7	Thanks	2/27/2021 9:41 AM
8	No	2/26/2021 6:21 PM
9	Just thank you for your support to us in these difficult times.	2/24/2021 11:16 PM
10	To be able to purchase the pass online and register versus picking it up in person.	2/24/2021 11:03 PM
11	Please make our online acccount easy to use. Mines was locked out because of password issues which was extremely frustrating and icca5 pay for my bus pass online	2/24/2021 9:06 PM
12	Everything Is Perfect	2/24/2021 4:54 PM
13	If the cost are reduced that would help me a lot.	2/24/2021 4:32 PM
14	Its good overall	2/24/2021 3:43 PM
15	No	2/24/2021 1:05 PM
16	could it be automatic renewal?	2/24/2021 12:05 PM
17	Keep it up .	2/24/2021 11:05 AM
18	Yes make it possible to have our participants qualify to have a student monthly bus pass for the duration of the training at 6 months from start to end date	2/24/2021 9:55 AM
19	Reduce more the fee Enlarge that population can use winnpass (inflation, covid) impact salary and more people need that	2/24/2021 9:50 AM
20	Everything is good. I am glad they put this bus pass out for low income people.	2/24/2021 9:47 AM
21	If the WINNpass can also be available for youths and students	2/24/2021 9:38 AM
22	At the first time, a clerk of shoppers drug mart did not know how to deal the WINNpass. Recently, when I visited a new shopper drug mart, they told me they do not deal the WINNpass and I can charge the pass at only some places, so I could not charge the pass at that time.	2/24/2021 9:21 AM
23	I think the winnpass is the best as a public welfare project.Carry on.	2/24/2021 9:10 AM
24	No suggestions	2/24/2021 8:56 AM
25	It was a challenge to get to a transit office to pick up my WINNpass, it would be helpful if it was available at more places	2/24/2021 8:52 AM
26	No	2/24/2021 8:43 AM
27	No, everything's just fine! Thank You very much.	2/24/2021 8:33 AM
28	nope!	2/24/2021 8:29 AM
29	I know for myself I had to go to the Transit Office downtown to get my card, and I had to leave my job early so I could leave to make it there before it closed. Maybe make getting the card for the program for accessible for people, as some may not be able to leave their jobs early enough to make it in order to get to Winnipeg Square to the Transit office to get that card.	2/24/2021 8:11 AM
30	N/A	2/24/2021 8:06 AM
31	Discount for e-cash	2/24/2021 8:05 AM

32	No	2/24/2021 8:03 AM
33	Not really sure about that. It was alot easier than I thought it would be.	2/19/2021 11:26 AM
34	I want them to remove restrictions that you must purchase monthly pass when you want to collect your Winpass card.	2/16/2021 10:38 AM
35	I hope everyone can avail the winnpass irregardless they are low or high income earners. I hope you give discount to frontliners who take bus a their mode of transportation.	2/11/2021 7:12 PM
36	I would love a subsidy of 50% or more, for low-income families to pay 76 dollars for transportation still something significant	2/11/2021 4:31 PM
37	I am new here and just use only for a few months in the COVID situation so I will see it	2/11/2021 3:44 PM
38	How to have information of any update for the Winnpass, for example, a text message can help to know all the details for the update	2/9/2021 9:51 PM
39	Often have trouble reloading online. Sometimes says pending for 10 days…called 311, they send a message to transit, and someone calls us days later. Why can't we call them directly..311 is a middle man and the message gets distorted through 3 people. Was told sometimes the pass works even when it says pending..need to tap it twice on bus…this information would be helpful online, instead of waiting for someone to call back	2/9/2021 1:45 PM
40	Revise the monthly price downwards Also allow the possibility of half price recharge every 2 weeks or 1 week Due to Covid19 we recharge one month and after that we go out only 2 or 3 times a month.	2/8/2021 7:47 PM
41	Only some locations that you top up your peggo cards you have the options to top up your win pass.	2/8/2021 11:09 AM
42	Please reduce the cost markedly as our income has diminished markedly due to COVID19.	2/8/2021 12:06 AM
43	I'm very pleased with the WINNpass program. It's allows me to use the money for other expenses, for groceries, and hydro	2/7/2021 8:47 AM
44	Not really	2/6/2021 10:04 PM
45	Make the winnpass half the price of the regular transit bus pass.	2/6/2021 8:02 AM
46	I hope I can still continue to get a discount while the pandemic not go away .	2/5/2021 10:59 PM
47	This year we might not be able to qualify for the winnpass and we are hoping that the income requirement will increase because lot of us need discount in bus pass.	2/5/2021 10:39 PM
48	Have the application renewed by a simple income check, rather than re-applying every year.	2/5/2021 5:02 PM
49	Not really things are changing	2/5/2021 2:49 PM
50	I think the programm works properly. It helped me a lot. I am really thankful about that. I didnt know the existence of the programm before, otherwise I would apply for it a lot time ago	2/5/2021 1:07 PM
51	Take away the double beep when paying. I'm embarrassed for people to know that I need financial help.	2/5/2021 10:44 AM
52	Yes should be able to buy at stores full passes are tickets student etc. Would be WAY MORE HELPFUL	2/5/2021 8:30 AM
53	Hope there's optional annual passes for WINNpass so don't have to charge every month	2/5/2021 2:06 AM
54	Please add more convenient places for renewal of the monthly pass easily.	2/4/2021 8:47 PM
55	You should offer a yearly Winnpass	2/4/2021 8:37 PM
56	It would be cool to half a "half" pass, which would give Winnpass holders a limited pass for cheaper, like instead of unlimited for $72, they could get, say, 20 fares for $45. I find the timed passes almost silly...a 14-day pass that is instead a 30-TRIP pass would be more useful. You never know how many trips you're going to need in a time period, especially when you work various jobs part-time/casual/on-call. You could end up with none or just one.	2/4/2021 8:33 PM
57	The program is great and I do not feel it needs any improvement	2/4/2021 8:10 PM

58	No.. although I wonder why it is a scale of reduction in fares. 30 40 50 percent, why?	2/4/2021 7:28 PM
59	It's a good program, and it should continue for people that are struggling	2/4/2021 7:24 PM
60	Frontliners during COVID-19 should included in the eligibility. Make it easy application for the renewal.	2/4/2021 7:20 PM
61	Instead of monthly, make the pass 4 week durations so the date of purchase can be more flexible	2/4/2021 6:18 PM
62	I would like to have one of those cards that other passengers flash to the driver, rather than the card I tap to pay for my fare.	2/4/2021 6:00 PM
63	it seems working well	2/4/2021 5:44 PM
64	Actually, I tried several times, the WINNpass monthly adult pass can not be purchased online.	2/4/2021 5:10 PM
65	Keep up the good work.	2/4/2021 4:58 PM
66	Just for the initial winnpass card, I thibk it would be nore convenient for us to buy it anywhere like 7-11, etc. Online order sounds good but having to wait for 14 days for the card to arrive is just too long for me.	2/4/2021 4:41 PM
67	Make the bus pass cheaper and application processing faster. It's not fair that the poor always have to fill out forms and wait so long just to have access to basic necessities. It's dehumanizing. We aren't numbers, we're human beings. We matter.	2/4/2021 4:35 PM
68	I had an exceptionally easy time with my application and approval process, so there isn't a single thing *I* can think of that could possibly need improvement.	2/4/2021 4:03 PM
69	Is the Card automatic renewal?	2/4/2021 3:51 PM
70	The card should be given to applicants even witjout purchasing the load for the first time for future use.	2/4/2021 3:48 PM
71	Very good program. Thanks for giving me the opportunity to benefit from it	2/4/2021 3:22 PM
72	Better policing and make it more accessable for night shift workers	2/4/2021 2:44 PM
73	I liked your service pretty much	2/4/2021 2:32 PM
74	Not at this time. When I used the pass, I had no problems.	2/4/2021 2:24 PM
75	I'm still having trouble buying the Winnpass from 7-11 retailers. Most stores say they've never heard of it, and one even accused me of trying to scam them. Calling 311 to complain, the operator also had never heard of this program. The retailers need to be better educated, as does 311.	2/4/2021 2:14 PM
76	Lowered cost for seniors. If wasn't for Covid I most certainly would have used my bus pass ALOT MORE!	2/4/2021 1:47 PM
77	.	2/4/2021 1:22 PM
78	Make it initiated by ticked type purchases of what ever we need and or can afford and funds stay indefinitely when unused.	2/4/2021 1:21 PM
79	Maybe a different card appearance than the regular peggo card.	2/4/2021 1:19 PM
80	Having to pick up the card in person during business hours is frustrating since many people who use them will have to miss work and pay to get them. More support on how to get proof of income would also be helpful.	2/4/2021 1:15 PM
81	If you have per week for low income. But monthly is good i saved 60 for the two of us.	2/4/2021 1:03 PM
82	not yet	2/4/2021 12:52 PM
83	No	2/4/2021 12:45 PM
84	none so far.	2/4/2021 12:42 PM
85	Lower cost	2/4/2021 12:41 PM
86	Speed up the registery process.	2/4/2021 12:31 PM

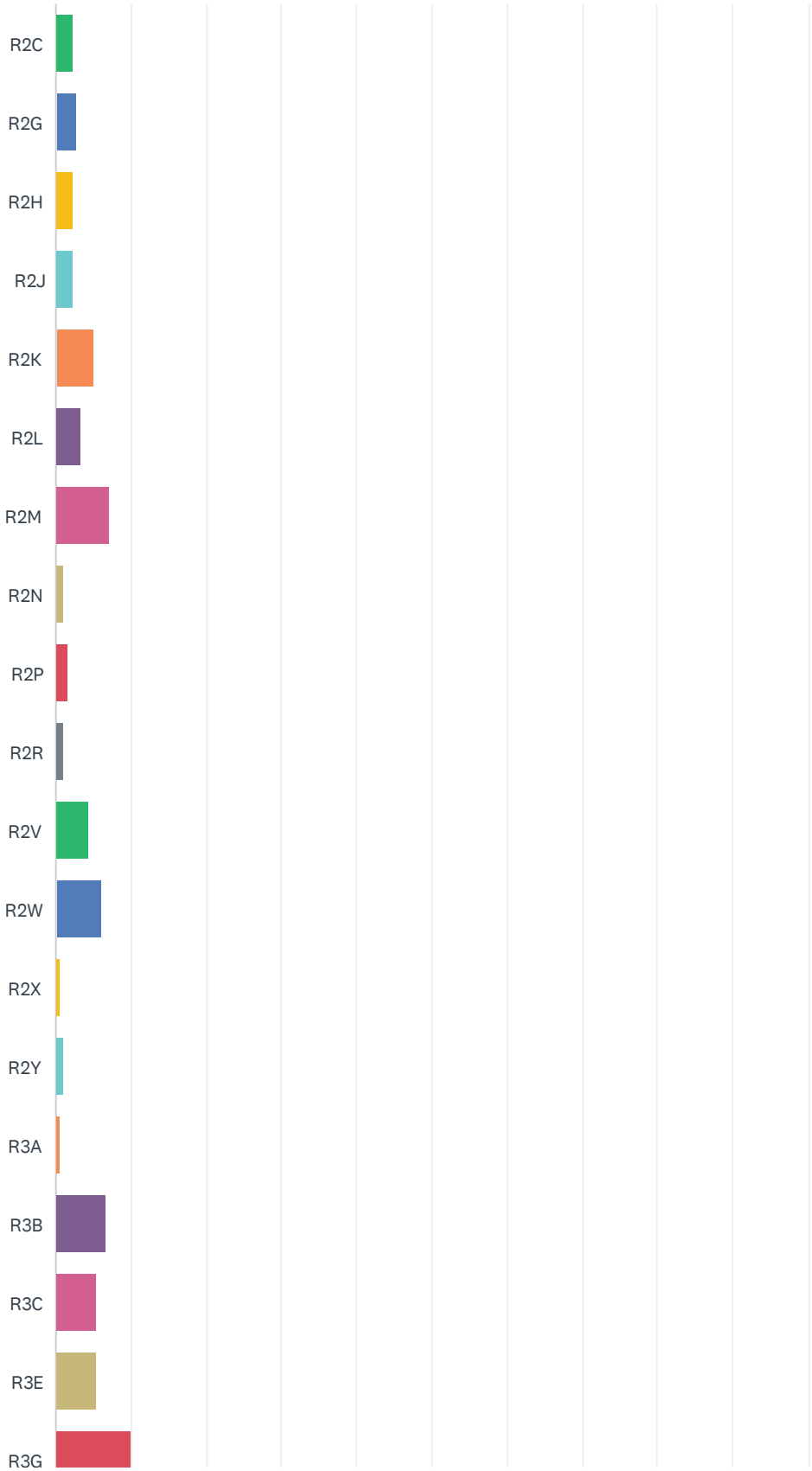
87	Price to be reduce.	2/4/2021 11:54 AM
88	It would be really nice if they could make a whole monthly bus pass cost $30.00 per month and that it would be guaranteed to never go up past that amount for people that are on fixed income. I mean it is great that it will be going down to $62.30 after March 2020, and that the next year it is supposed to be going to half price. However, it would be even nicer if the whole price of a monthly bus pass would never increase past $100.00 maximum each month and then people buying the Winnpass could always be guaranteed to purchase the monthly bus passes at $50.00 per month maximum and that it would never go higher than that price maximum. However, I heard that they were actually thinking of making transit possibly totally free for everybody using the services or up to $1.00. If that were the case then I do believe that instead of making it totally free that they could charge maximum $30.00 per month instead and that it would be guaranteed to never go up in price. I think that still would be way better and more reasonable for people that are still on low income allowances, and also at least they still would be making some money from people buying bus passes and it would even be more affordable and realistic to always pay that set price of $30.00 maximum per month and then everybody that still pays that amount could still use the service at a guaranteed more affordable rate for everyone in general. I also believe that if bus fare was completely free however, then there might be way too many people waiting for buses and they might get very overly crowded and then some people might not even be able to get on a bus at all which also would be no good either. Unless they would also have the busses run way more often for these possible reasons as well. It also would be nice if they could have a possible transit bus service that if people had to go to certain places where there was no bus service to that certain place on a particular day or time, if they could call a transit number and get a transit bus to pick them up at their place of residence at a certain time or day and then transport them to exactly where they need to go. For example, sometimes I have had floor hockey tournaments to go to on a Saturday at St. John's Ravenscourt and there has been no bus service that goes up to there or even near there especially on a Saturday at an earlier time or it does not go there at all on a Saturday as well. It would be nice if people could also request special services to certain places that they need to go to for certain times and there have been other places that I needed to meet at in order to go to a floor hockey tournament in Brandon or Swan River for example. Sometimes, I had to meet at the St. James Civic Center even earlier then when the buses started running just to be able to get there on time first and to not be late to go with the main bus that would take the coaches and the athletes to these tournaments as well. It also would be nice to have specific requests made ahead of time so that buses could go to these certain places so that people are also not late for things like sports tournaments and other sporting events as well. It also would be nice if they could provide bus service for all people in general that always need to go to certain places for certain times as well such as sports practices, places where bus service is not as common or is not available at all especially at certain times or days of the week, and it also would be nice if there was a service where people could phone a transit bus service ahead of time and make specific requests for days and times that they have to go to certain events so that they also would be guaranteed rides to exact places they need to be and also never be late for these types of events which is also really important as well. That also would be really nice of people that normally have no other way of getting to certain places for certain times on their own as well. I also hope that they could consider improving the service in this way especially when there is no bus services for certain places, days or times that someone might also need to go to as well.	2/4/2021 11:51 AM
89	The program works great.	2/4/2021 11:42 AM
90	Thank you for the program, I still feel that it’s expensive, I hope it will become more affordable in the future, and maybe also include children under 18.	2/4/2021 11:41 AM
91	Please check on the cards.. I had a problem because the first two card given to me is defective, this cause me to pay my fare in a regular price. It was an additional expense on my part	2/4/2021 11:36 AM
92	No, but I do look forward when thing come back to some type of normalcy	2/4/2021 11:18 AM
93	None	2/4/2021 11:16 AM
94	The first pass had to be purchased with a full month fare and from a limited number of locations, this made it inconvenient for us to get the pass in the first place. Maybe it can be sent to us through the mail?	2/4/2021 11:06 AM
95	I hope it can be cheaper and flexiable , I hope it can be more opions such as daypass or weekly pass. My schdule is adjust bi-weely. I hope It will come soon.	2/4/2021 11:06 AM

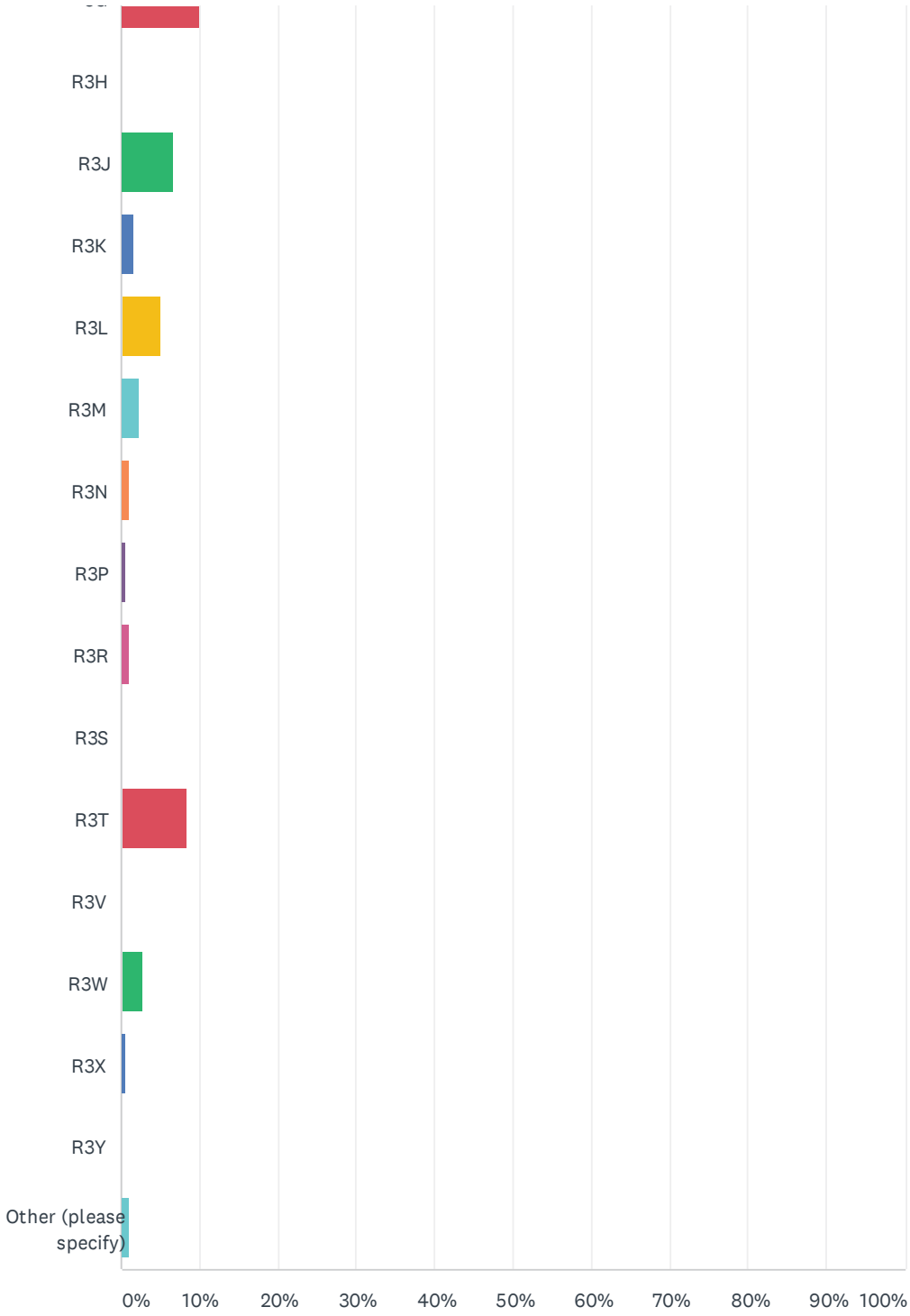
96	Yes. 1. I feel like Winnipeg transit is not reliable. Buses cancel, they are hardly on time and often, very often they come early so people miss it. 2. Shed for bus stops are really bad. It's missing from many stops in sides of city and in downtown it's dirty, in bad condition and really risky. 3. Increase the buses. At some locations buses are not enough to hold. Eg. A bus going from a to b has a number. Now there's another bus with same number but it goes from a to c. Problem is from a it's going after every 30 minutes. Good enough. But a person who needs to go to b has next bus after 1 hour which is really bad. 4. Bus number is a mess. As i told from a to b and a to c are like 75% same route but it's still 25% different but both has same number.. why ? Are we Short of number ? You should give different number to both. 5. You need to bring a change to routes of buses. Its really bad. Roads like keneston which had lots of stores Walmart has hardly 1 bus. My friend's working there are always like lets take uber. Bus services needs to be improved. 6. I have heard about Winnipeg thinking about free bus transit. Please do somethings. A. People can use credit card to pay in bus. Idk how and how expensive it is but it's the right way B. Change your routes. I live on 2080 Pembina and Just to reach 2500 Pembina, i need to change a bus. It's nonsense. Routes needs to be redesigned. C. 75 min is not good. Not in any case. Firstly it should be like u can use pass 4 times in day. Suppose i go to Walmart and need to change 1 bus. I go take ticket .. Walmart is 20 min away. I am in Walmart. In no circumstances i can be back in 45 min. Its better to enable number of times we used over time. D. 5$ for unlimited day. That's the right deal. And 2.5$ for 4 times. E. Increase buses. D. Reduce fairs for everyone till a point where everyone wants to use transit coz it's really cheaper. Remove students, winnpass, Senior plans. It's mess for everyone. It's should be like 40$ for Senior and children below 18. 60$ for everyone else. Easy simple straightforward. E. give offers. People who will use transit for 6 months straight will be part of lottery system or something like that F. Please please please give ur part kn Cleaning. Buses and bus stops both are very dirty.	2/4/2021 10:58 AM
97	No, Its great.	2/4/2021 10:45 AM
98	I think WINNpass should have options like as normal peggo card so that people can refill it 7 days or whatever amount they want if they don’t need it monthly!	2/4/2021 10:36 AM
99	None that I can think of at this time.	2/4/2021 10:34 AM
100	Please, let the purchase of WINNpass card loading be available in all stores. I mean the loading of the card. I visited Supers drug mart last two months I was rejected and told me they had not been authorized to load WINNpass card. I had to walk extral kilometres to 7-11 store before I got to my card loaded.	2/4/2021 10:22 AM
101	tiered income and a new catagory for people with disabilites who do not qualify for handy transit.. all that is required is the same Option c..where disability income is indicated.	2/4/2021 10:21 AM
102	No its good so far	2/4/2021 10:20 AM
103	no	2/4/2021 10:18 AM
104	Give options for weekly or single fare reduction. Due to Covid I don’t go out much anymore so I’m back to paying full fare because I don’t need a monthly pass	2/4/2021 10:17 AM
105	See question no 10	2/4/2021 10:16 AM
106	Eliminate bus fare for everyone. That's the best, most sensible thing for our city, for the environment, for everyone. Short of that, add low income fares for youth as well. It's weird that my son's bus pass now costs more than mine. Make the discount much more significant. It is still unaffordable at the level given and even at the proposed tiers. Discount ALL fare options for low income people. Still, eliminating bus fare is the best way to go. It will increase ridership. It will eliminate barriers to employment. It will simplify the system. It will allow people with disabilities better access to community.	2/4/2021 10:16 AM
107	Allow buying not only month pass	2/4/2021 10:16 AM
108	No I do not	2/4/2021 10:12 AM
109	Allow the shops such as 7-Eleven and Shoppers to sell winnpass.	2/4/2021 10:11 AM
110	Wonderful program by The Winnipeg Transit for low-income individuals. Totally appreciate the efforts!	2/4/2021 10:10 AM
111	na	2/4/2021 10:10 AM

112	It would be nice to have WINNpass tickets, or the equivalent on a card, for those of us who have limited money and don't take the bus every day.	2/4/2021 10:09 AM
113	This might just be specific to me, but allow customers to purchase the card without loading a monthly pass at the same time	2/4/2021 10:08 AM
114	No, I'm Ok	2/4/2021 10:07 AM
115	Lower fares and buses need to be on time	2/4/2021 10:03 AM
116	Maybe include a pass for children over 12 from low income families	2/4/2021 10:02 AM
117	Could make the pass a bit cheaper lile the way some other immigrant friendly agencies offer. I have heard that they are providing the monthly pass for $35!	2/4/2021 10:02 AM
118	Lower the costs please	2/4/2021 10:00 AM
119	I just hope it can also be loaded in other stores, aside from shoppers and 7eleven. would also be better if it you could do it like a bus pass, instead of tapping it on the scanner and be hassle-free as well.	2/4/2021 10:00 AM
120	Training for all Winnipeg transit employees on the winnpass	2/4/2021 9:59 AM
121	allow people to trade in their existing card, if they have, to negate the cost of getting a new winnpass card.	2/4/2021 9:54 AM
122	I hope we get automatic renewal for this year since we had covid we were unable to fully utilised it. Without having to go through the application again.	2/4/2021 9:51 AM

Q19 Please provide the first three characters of your postal code.

Answered: 181 Skipped: 15




R3H
R3J
R3K
R3L
R3M
R3N
R3P
R3R
R3S
R3T
R3V
R3W
R3X
R3Y
Other (please specify)
0%
10%
20%
30%
40%
50%
60%
70%
80%
90%
100%

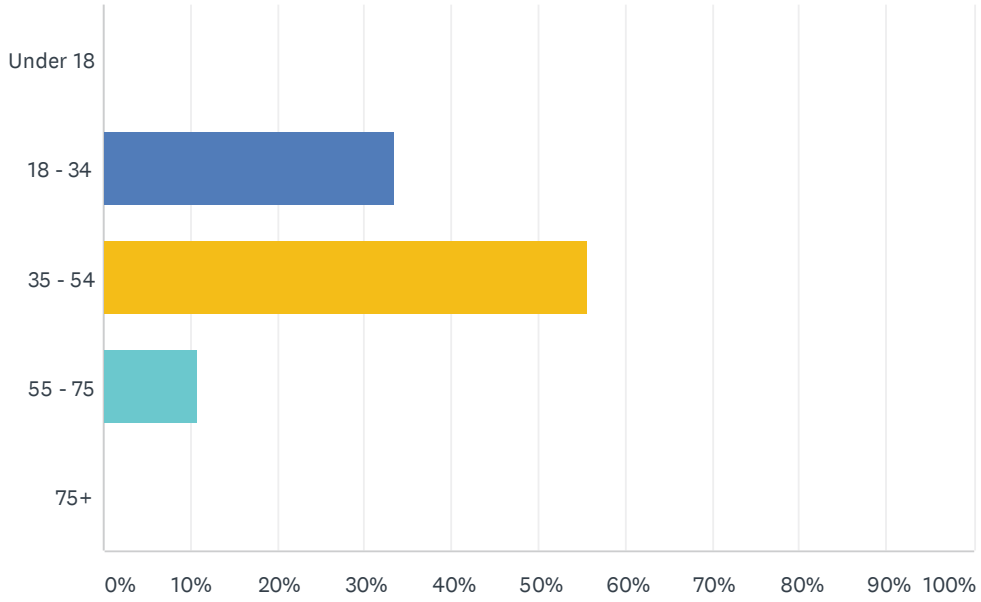
ANSWER CHOICES	RESPONSES	
R2C	2.21%	4
R2G	2.76%	5
R2H	2.21%	4
R2J	2.21%	4
R2K	4.97%	9
R2L	3.31%	6
R2M	7.18%	13
R2N	1.10%	2
R2P	1.66%	3
R2R	1.10%	2
R2V	4.42%	8
R2W	6.08%	11
R2X	0.55%	1
R2Y	1.10%	2
R3A	0.55%	1
R3B	6.63%	12
R3C	5.52%	10
R3E	5.52%	10
R3G	9.94%	18
R3H	0.00%	0
R3J	6.63%	12
R3K	1.66%	3
R3L	4.97%	9
R3M	2.21%	4
R3N	1.10%	2
R3P	0.55%	1
R3R	1.10%	2
R3S	0.00%	0
R3T	8.29%	15
R3V	0.00%	0
R3W	2.76%	5
R3X	0.55%	1

R3Y	0.00%	0
Other (please specify)	1.10%	2
TOTAL		181

#	OTHER (PLEASE SPECIFY)	DATE
1	R3A	3/2/2021 9:00 AM
2	R2W	2/4/2021 12:42 PM

Q20 What is your age?

Answered: 185 Skipped: 11

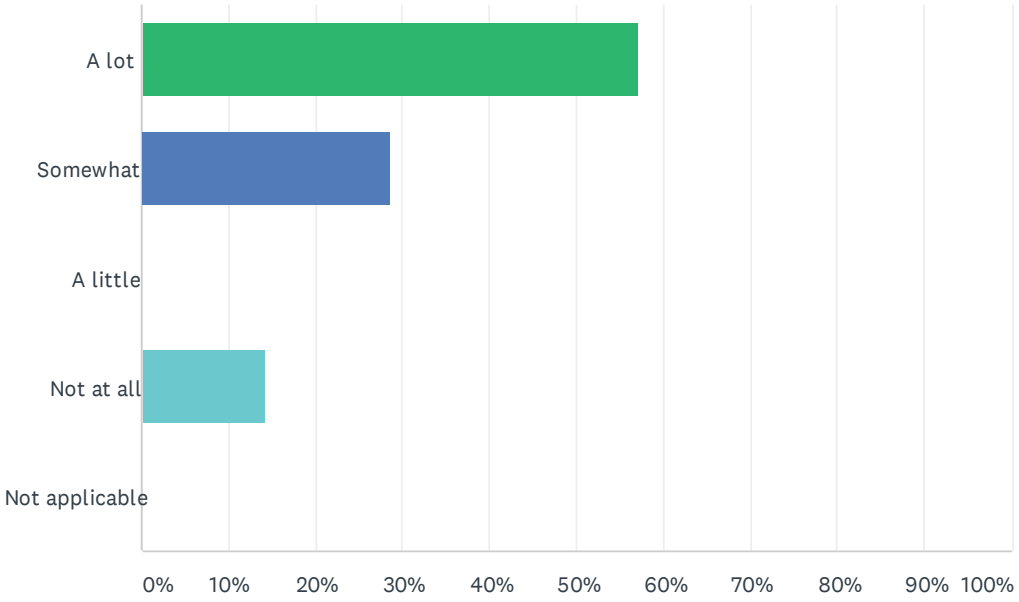


ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18 - 34	33.51%	62
35 - 54	55.68%	103
55 - 75	10.81%	20
75+	0.00%	0
TOTAL		185

Appendix B – Stakeholder Survey Results

Q1 Do you promote the WINNpass program to your clients?

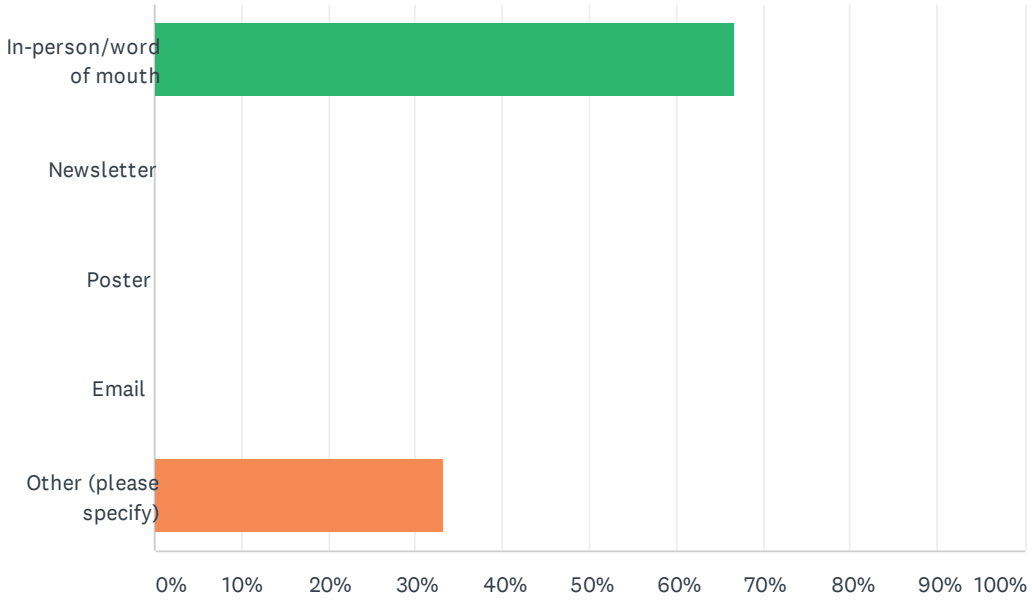
Answered: 7 Skipped: 0



ANSWER CHOICES	RESPONSES	
A lot	57.14%	4
Somewhat	28.57%	2
A little	0.00%	0
Not at all	14.29%	1
Not applicable	0.00%	0
TOTAL		7

Q2 How do you promote the WINNpass program to your clients?

Answered: 6 Skipped: 1



ANSWER CHOICES	RESPONSES	
In-person/word of mouth	66.67%	4
Newsletter	0.00%	0
Poster	0.00%	0
Email	0.00%	0
Other (please specify)	33.33%	2
TOTAL		6

#	OTHER (PLEASE SPECIFY)	DATE
1	I provide the application	2/16/2021 2:06 PM
2	Word of mouth, printout from web-page, assist with application	2/16/2021 8:58 AM

Q3 If no, why not?

Answered: 0 Skipped: 7

#	RESPONSES	DATE
	There are no responses.	

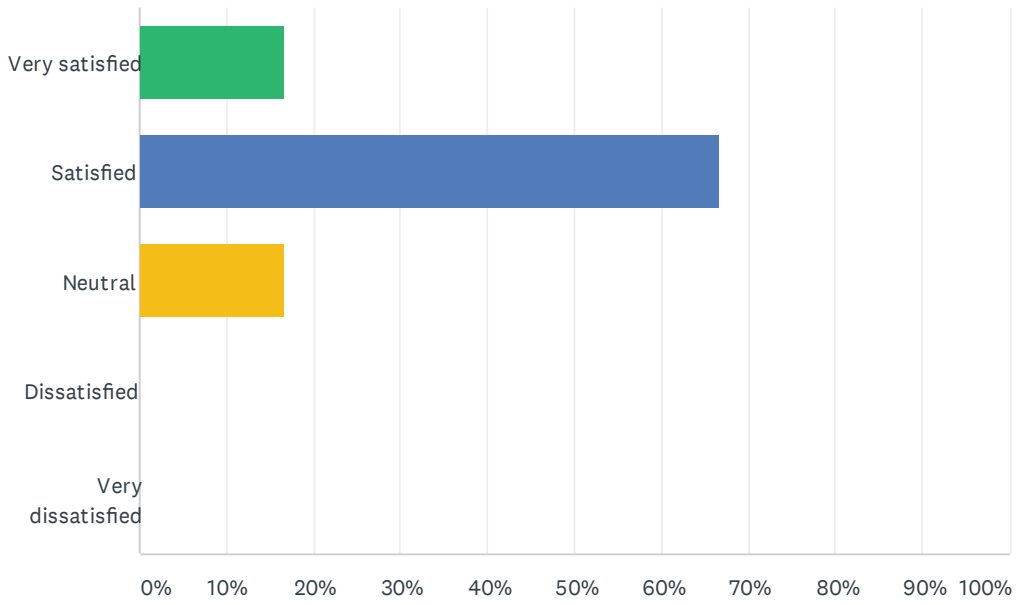
Q4 Is there anything we can do to make promoting the WINNpass program easier for you?

Answered: 2 Skipped: 5

#	RESPONSES	DATE
1	Working directly with community agencies to promote the program so our clients know of the legitimacy. It also limits their travel and if they are unsure of what to expect or how to communicate we can help.	2/16/2021 2:57 PM
2	Not really, there is good information on line	2/5/2021 2:24 PM

Q5 What has the response been from your clients to the program so far?

Answered: 6 Skipped: 1

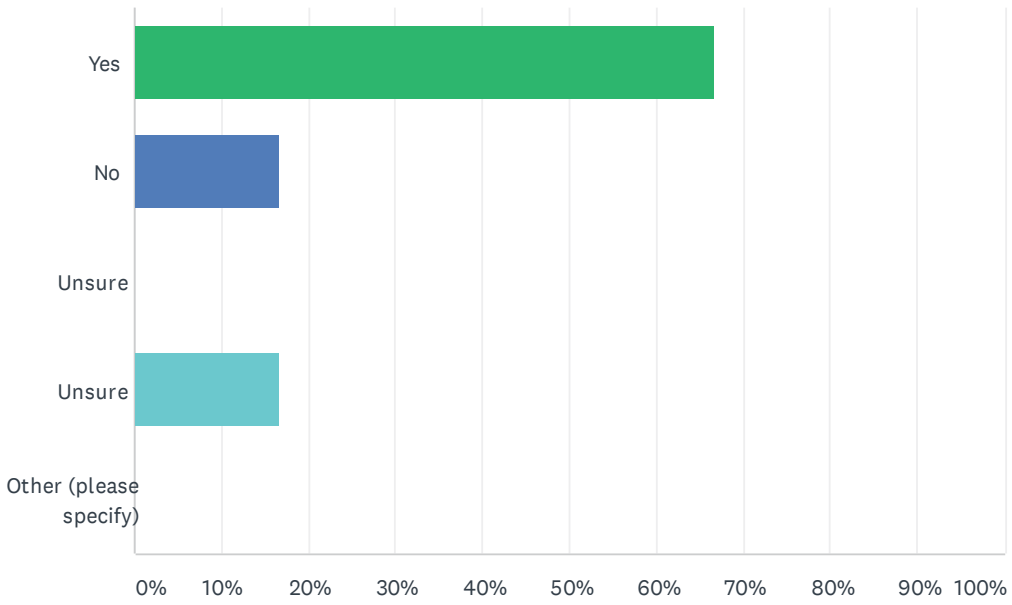


ANSWER CHOICES	RESPONSES	
Very satisfied	16.67%	1
Satisfied	66.67%	4
Neutral	16.67%	1
Dissatisfied	0.00%	0
Very dissatisfied	0.00%	0
TOTAL		6

#	PLEASE EXPLAIN:	DATE
1	I have referred a couple of clients, one had issues and did not get the eligibility letter but was dealt with quickly.	2/16/2021 2:57 PM
2	I give the application to most of my clients who are low income. I have only heard of a few who said they applied. Positive feedback so far.	2/16/2021 2:08 PM
3	There have been no complaints	2/5/2021 2:24 PM

Q6 Have you assisted your clients in completing the application form?

Answered: 6 Skipped: 1

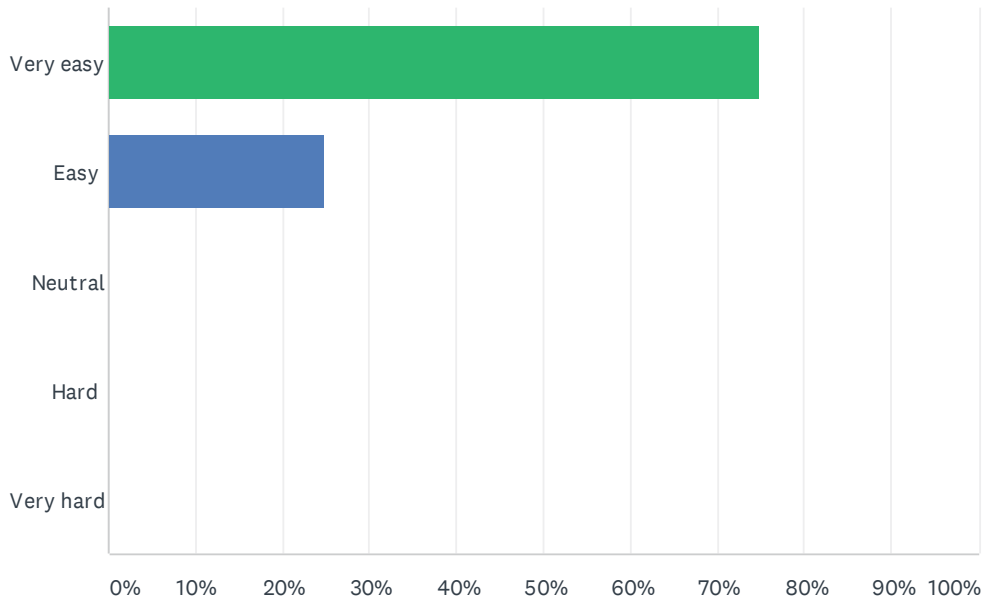


ANSWER CHOICES	RESPONSES	
Yes	66.67%	4
No	16.67%	1
Unsure	0.00%	0
Unsure	16.67%	1
Other (please specify)	0.00%	0
TOTAL		6

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q7 Did you find the application form easy to navigate?

Answered: 4 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very easy	75.00%	3
Easy	25.00%	1
Neutral	0.00%	0
Hard	0.00%	0
Very hard	0.00%	0
TOTAL		4

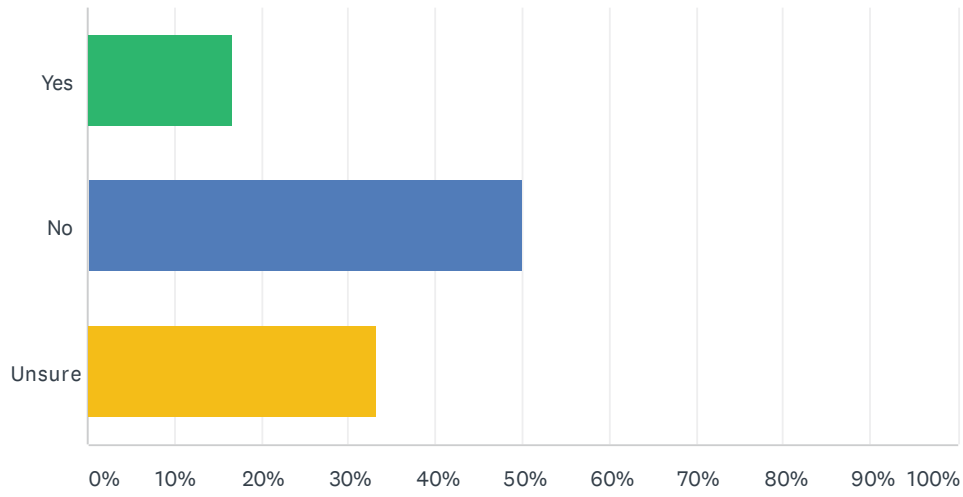
Q8 Do you have any suggestions to make the application form easier to complete?

Answered: 2 Skipped: 5

#	RESPONSES	DATE
1	My clients are often illiterate and require assistance with the application as well as the follow up to get the pass. I am able to help with the consent on the form but not always available. If we had more discretion of even distributing the passes once eligibility was confirmed it would make it more accessible.	2/16/2021 3:01 PM
2	No, it is pretty clear	2/5/2021 2:24 PM

Q9 Have you acted as a sponsor for any of your clients?

Answered: 6 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	16.67%	1
No	50.00%	3
Unsure	33.33%	2
TOTAL		6

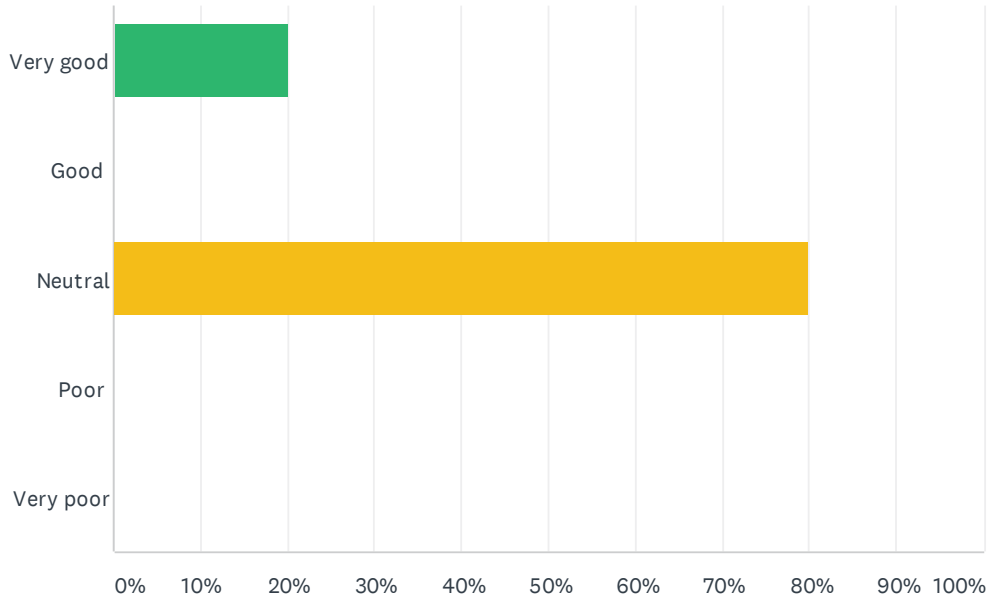
Q10 Do you have any feedback on your experience of acting as a sponsor?

Answered: 1 Skipped: 6

#	RESPONSES	DATE
1	No issues with my clients using it. Just often confused due to their limited reading skills and understanding of the program.	2/16/2021 3:02 PM

Q11 How has the uptake been of the WINNpass program with your clients?

Answered: 5 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very good	20.00%	1
Good	0.00%	0
Neutral	80.00%	4
Poor	0.00%	0
Very poor	0.00%	0
TOTAL		5

Q12 Are you aware of any reasons clients may not be applying?

Answered: 5 Skipped: 2

#	RESPONSES	DATE
1	still too expensive even if approved (on EIA budget)	2/18/2021 10:18 AM
2	They don't know about it and they still don't have funds because of the limited basic needs they receive from EIA and then not having the extra bus funds because they often have to pay for it themselves.	2/16/2021 3:04 PM
3	no	2/16/2021 2:14 PM
4	lack of awareness in my client population, many would not have internet or other means of being aware	2/16/2021 9:01 AM
5	No	2/5/2021 2:28 PM

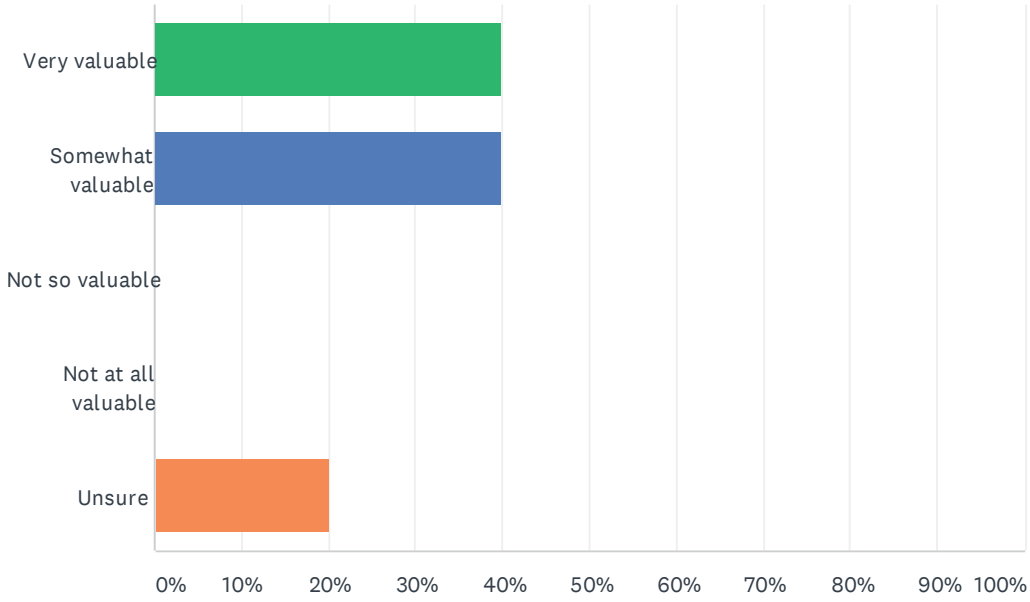
Q13 Do you have any suggestions on how to better reach clients, promote program, or encourage clients to apply?

Answered: 4 Skipped: 3

#	RESPONSES	DATE
1	More community engagement. The hardest thing is money though.	2/16/2021 3:04 PM
2	EIA specifically should be promoting this program. In addition to; Disability workers, social workers or community members.	2/16/2021 2:14 PM
3	you might already be doing this, but outreach to community organizations and housing organizations as that would be a primary point of contact for many	2/16/2021 9:01 AM
4	No, it seems to work quite well	2/5/2021 2:28 PM

Q14 Are your clients finding the WINNpass program valuable?

Answered: 5 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very valuable	40.00%	2
Somewhat valuable	40.00%	2
Not so valuable	0.00%	0
Not at all valuable	0.00%	0
Unsure	20.00%	1
TOTAL		5

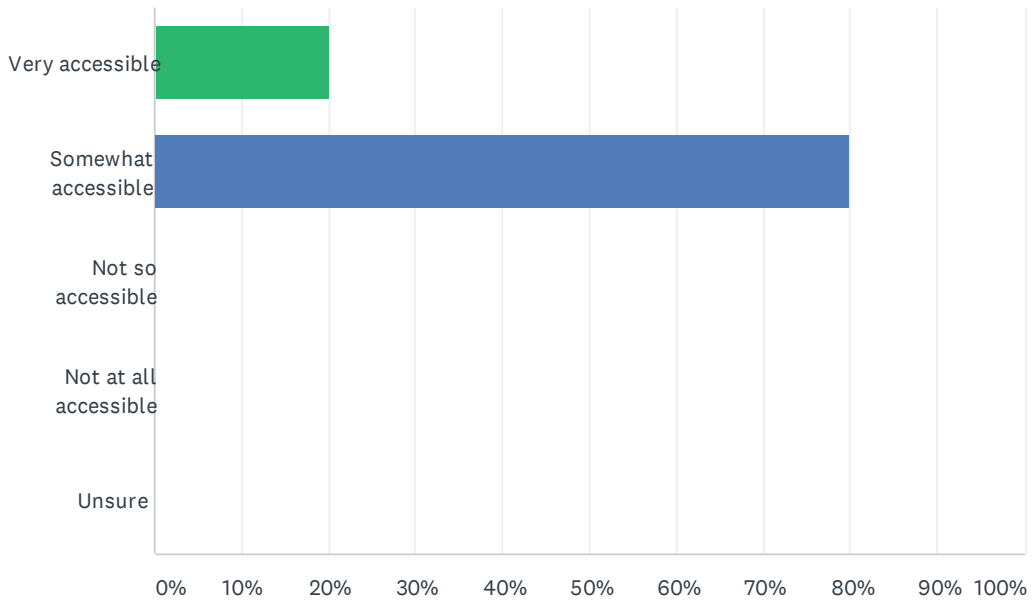
Q15 Please explain:

Answered: 4 Skipped: 3

#	RESPONSES	DATE
1	I haven't had enough clients to confirm the value. I just keep promoting it though.	2/16/2021 3:04 PM
2	The clients I spoke with, yes.	2/16/2021 2:14 PM
3	I have been [promoting the pass but only recently so not sure of the impact	2/16/2021 9:01 AM
4	These are folks who would find it difficult or impossible to afford transportation	2/5/2021 2:28 PM

Q16 Are your clients finding the WINNpass program accessible?

Answered: 5 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very accessible	20.00%	1
Somewhat accessible	80.00%	4
Not so accessible	0.00%	0
Not at all accessible	0.00%	0
Unsure	0.00%	0
TOTAL		5

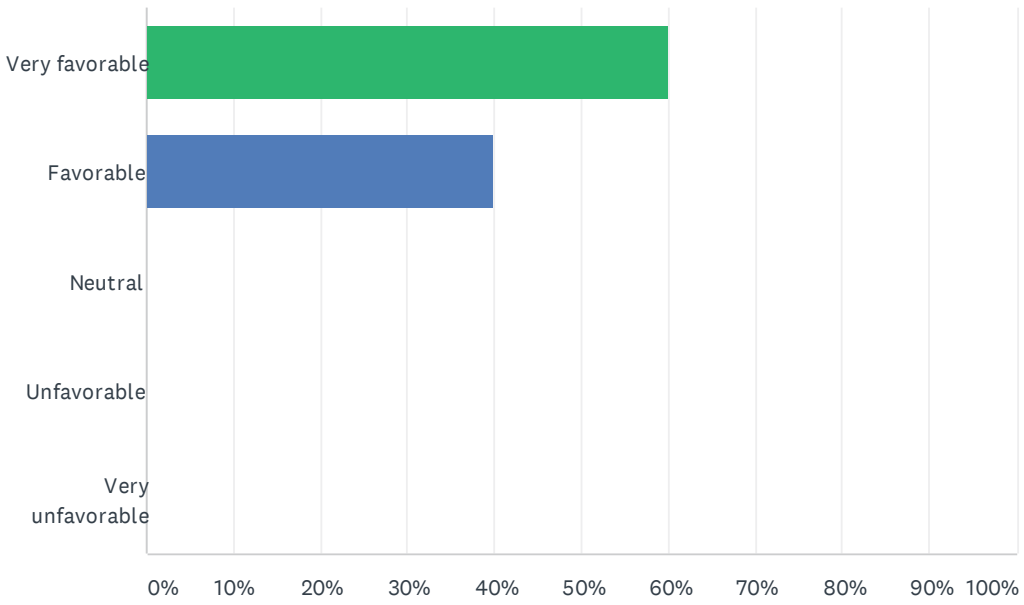
Q17 Do you have any suggestions on how to make the program more accessible?

Answered: 1 Skipped: 6

#	RESPONSES	DATE
1	Like mentioned before it's just a matter of reading skills and ability to navigate programs without support unless a worker is involved with the. A lot of the staff don't promote the program because they don't want to work through the application and follow up with clients due to the high needs we have right now.	2/16/2021 3:04 PM

Q18 What is your opinion of the program?

Answered: 5 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very favorable	60.00%	3
Favorable	40.00%	2
Neutral	0.00%	0
Unfavorable	0.00%	0
Very unfavorable	0.00%	0
TOTAL		5

Q19 Please explain:

Answered: 2 Skipped: 5

#	RESPONSES	DATE
1	I find most of my clients are low income and having access to reduced rate on transit would be valuable.	2/16/2021 2:14 PM
2	It gives people a chance to access transportation for many reasons that they would be unable to afford, it is very valuable in maintaining good mental health	2/5/2021 2:28 PM

Appendix C – Customer and Stakeholder Interview Feedback

WINNpass: Customer Interview Notes

Date: April 1, 2021

Purpose of interviews:

- Gather detailed feedback to supplement the online survey and additional outreach to community stakeholders
- Identify opportunities for improving the registration process and customer experience
- Identifying opportunities to simplify/improve promotion of the WINNpass

Question	Response
How did you hear about the WINNpass program?	My brother found out from a program he attends – Canadian Muslim Office/Association.
How easy was it for you to navigate the application process? Did anyone assist you with the application process? What could we improve?	8/10 The Canadian Muslim Office helped, and we did it at the library downtown. My brother has a challenge when he goes to 7-eleven or Shoppers, and sometimes the card doesn't work. This has happened at both vendors.
Why did you opt to NOT use the online application portal?	Online is difficult, as I have trouble reading/writing in English, so in person is much easier.
How do you feel about the current and planned price of the WINNpass? Is it reasonable?	Price is reasonable, thank you.
Do you find the monthly pass product useful? Are there other Transit products that would be helpful to add to the WINNpass program? If yes, which ones? Single rides, one week rolling passes, two week rolling passes?	Monthly pass is good in summer, but in winter, he uses transit less, sometimes only half the month. 2-3 weeks would be good.
How has COVID impacted your need for, or use of the WINNpass?	About the same.
What else could we improve about the WINNpass process or service?	I think it works really well – drivers are great, pass is great. Less frequent service can be a challenge, but not a problem with the WINNpass itself.

Other comments:

WINNpass: Customer Interview Notes

Date: April 9, 2021

Purpose of interviews:

- Gather detailed feedback to supplement the online survey and additional outreach to community stakeholders
- Identify opportunities for improving the registration process and customer experience
- Identifying opportunities to simplify/improve promotion of the WINNpass

Question	Response
How did you hear about the WINNpass program?	I think we saw it on social media?
How easy was it for you to navigate the application process? Did anyone assist you with the application process? What could we improve?	It was actually quite easy, though we tried to apply online, and found it wasn't working properly, so my husband went down to the Osborne service centre.
Why did you opt to NOT use the online application portal?	It wasn't working – we filled the form online, but couldn't attach the documents.
How do you feel about the current and planned price of the WINNpass? Is it reasonable?	It's a good price, I think it's a significant discount and appreciate.
Do you find the monthly pass product useful? Are there other Transit products that would be helpful to add to the WINNpass program? If yes, which ones? Single rides, one week rolling passes, two week rolling passes?	I think the monthly one is best for me. It would be nice to be able to recharge with a week or two at a time when circumstances change.
How has COVID impacted your need for, or use of the WINNpass?	I haven't had to use it for work due to COVID, but still appreciate having it for other activities.
What else could we improve about the WINNpass process or service?	Being able to apply online would be great.

Other comments:

WINNpass: Customer Interview Note-taking template

Date: April 7, 2021

Purpose of interviews:

- Gather detailed feedback to supplement the online survey and additional outreach to community stakeholders
- Identify opportunities for improving the registration process and customer experience
- Identifying opportunities to simplify/improve promotion of the WINNpass

Question	Response
How did you hear about the WINNpass program?	Through my wife – she worked for the City at one point.
How easy was it for you to navigate the application process? Did anyone assist you with the application process? What could we improve?	9/10 Pretty easy, my wife helped out, didn't need help beyond that. It can take a little bit of time to set up, and internet access is important. Overall, it was easy enough. My only complaint is that more people (vendors) need training on the differences between passes, and how to deal with them – I was charged the full price of a bus pass once, and questioned, when I should just be able to fill it once I have it.
Why did you opt to NOT use the online application portal?	For me, personally, I like the added set of eyes provided through in person interaction. If there's a mistake or point of clarification needed, I prefer in-person service.
How do you feel about the current and planned price of the WINNpass? Is it reasonable?	The current discount is great – big improvement over the full fare price.
Do you find the monthly pass product useful? Are there other Transit products that would be helpful to add to the WINNpass program? If yes, which ones? Single rides, one week rolling passes, two week rolling passes?	For me personally, the monthly pass is great, I'm always on the move. A 1 week, 3-day, 24 hour would be useful for sure. Same options as the regular fare products would be great. For example: My monthly pass may not be as needed when kids are on spring break, so I could see my self using a 2 week pass or something like that for months when my obligations are more limited. I recently made use of a 3 day pass when I didn't need the full month. It would be great to have a 14 day pass that only 'activates' when you use it, not from date of purchase.
How has COVID impacted your need for, or use of the WINNpass?	Yes, covid has reduced our activities outside the home, but monthly pass still usually makes sense.
What else could we improve about the WINNpass process or service?	Mainly just get the vendors up to speed.

Other comments:

Not everyone has a car, not everyone wants to drive downtown.

I would rather take the bus downtown than a car.

It shouldn't be so hard to keep buses on time in the winter – it's not a new thing!

WINNpass: Customer Interview Notes
Date: March 30, 2021

Purpose of interviews:

- Gather detailed feedback to supplement the online survey and additional outreach to community stakeholders
- Identify opportunities for improving the registration process and customer experience
- Identifying opportunities to simplify/improve promotion of the WINNpass

Question	Response
How did you hear about the WINNpass program?	Television – (CTV?) 6p.m
How easy was it for you to navigate the application process? Did anyone assist you with the application process? What could we improve?	8/10 Challenge with ID…? How did they know it was me? Should need to show ID, some people might not be honest.
Why did you opt to NOT use the online application portal?	Preferred the 'old methods' – just wanted to make sure it was delivered/processed properly.
How do you feel about the current and planned price of the WINNpass? Is it reasonable?	I think it should be lower – around $40/month
Do you find the monthly pass product useful? Are there other Transit products that would be helpful to add to the WINNpass program? If yes, which ones? Single rides, one week rolling passes, two week rolling passes?	I prefer the one-month passes, don't want to fumble with change. I always preferred the old paper monthly passes, sometimes PEGGO doesn't work.
How has COVID impacted your need for, or use of the WINNpass?	It's cut my fares in half. I do have a vehicle, but it's very expensive.
What else could we improve about the WINNpass process or service?	As above, photo ID should be required for registration.

Other comments:

WINNpass: Customer Interview Notes

Date: April 1, 2021

Purpose of interviews:

- Gather detailed feedback to supplement the online survey and additional outreach to community stakeholders
- Identify opportunities for improving the registration process and customer experience
- Identifying opportunities to simplify/improve promotion of the WINNpass

Question	Response
How did you hear about the WINNpass program?	Saw it online on the news.
How easy was it for you to navigate the application process? Did anyone assist you with the application process? What could we improve?	I didn't have a printer, so my sister filled out the application. They sent me emails for approval, but I don't have data on my phone. It would have been easier if they just sent me a print letter to confirm my approval. I was approved in May 2020, but didn't get the pass until July/August.
Why did you opt to NOT use the online application portal?	I don't have data on my phone, or a credit card. It's hard for me to get downtown to the library, and computers are often taken.
How do you feel about the current and planned price of the WINNpass? Is it reasonable?	The price is reasonable. I've been buying the monthly passes as I use the bus quite frequently.
Do you find the monthly pass product useful? Are there other Transit products that would be helpful to add to the WINNpass program? If yes, which ones? Single rides, one week rolling passes, two week rolling passes?	Monthly is best for me, though if my use of transit was reduced for a week or two, it may make more sense to by tickets.
How has COVID impacted your need for, or use of the WINNpass?	Not much change.
What else could we improve about the WINNpass process or service?	I have a lot of trouble with the machines, it often takes 3-4 times without going through. Drivers aren't always understanding.

Other comments:

I go to 7-Eleven to recharge, and they've been charging me the full fare. Shoppers seems to work better.

Could there be some type of mark on the back to let them know it's WINNpass?

WINNpass: Customer Interview Notes

Date: Friday, May 21, 2021 10:00

Purpose of interviews:

- Gather detailed feedback to supplement the online survey and additional outreach to community stakeholders
- Identify opportunities for improving the registration process and customer experience
- Identifying opportunities to simplify/improve promotion of the WINNpass

Question	Response
How did you hear about the WINNpass program?	Son told her about it/facebook
How easy was it for you to navigate the application process? Did anyone assist you with the application process? What could we improve?	Son helped her with it. Son acted as a go between, emails etc. With son's help it was easy
Why did you opt to NOT use the online application portal?	Took the form online but filled it out manually. Easiest way for her.
How do you feel about the current and planned price of the WINNpass? Is it reasonable?	Price is a great help for her. Citizen has in a financial crisis and this helped. Citizen is very appreciative.
Do you find the monthly pass product useful? Are there other Transit products that would be helpful to add to the WINNpass program? If yes, which ones? Single rides, one week rolling passes, two week rolling passes?	Very useful. Use transit excessively so monthly works well for her.
How has COVID impacted your need for, or use of the WINNpass?	No effect to her. Carries on her daily travels and chores as usual.
What else could we improve about the WINNpass process or service?	Nothing that she can think of.

Other comments: Program is very helpful and she hopes more people take advantage of this great program.

WINNpass: Stakeholder Interview Notes

Stakeholder: Harvest Manitoba

Date: April 13, 2021

Purpose of interviews:

- Gather detailed feedback to supplement the online survey and additional outreach to community stakeholders
- Identify opportunities for improving the registration process and customer experience
- Identifying opportunities to simplify/improve promotion of the WINNpass

Question	Response
What challenges have you experienced, if any, while navigating the application process?	I haven't had any community members give feedback on this; from an organizational perspective, we were planning to be a drop-off location, but COVID has changed this and we are not open to the public.
Have you used the online portal to submit applications? If not, why not?	n/a (haven't used it)
Why did you opt to NOT use the online application portal?	n/a
What barriers have your clients or community faced in accessing the WINNpass?	Income is the main barrier – it's still a lot of money all at once. Community members we've surveyed have indicated that they end up using tickets/cash, despite the fact that public transit is the main mode of transportation reported by our customers.
How might we improve the promotion of the WINNpass?	For our community, many people experience barriers to technology, so smaller cards or other printed materials are valuable. We can put something in the hampers, which would reach around 30,000 people. Through our agency partnerships and food bank, we serve around 80,000 people monthly.
How do you feel about the current and planned price of the WINNpass? Is it reasonable?	Free would obviously be great, but I understand the challenges with that. 95% of our community members file their taxes, and wouldn't have trouble qualifying, but the price is still a little too high.
Do you find the monthly pass product useful? Are there other Transit products that would be helpful to add to the WINNpass program? If yes, which ones? Single rides, one week rolling passes, two week rolling passes?	This may be useful, but unsure which product would be most helpful; this would be a good topic for a focus group with our community members.

How has COVID impacted your community's need for, or use of the WINNpass?	We were planning to be a drop-off location, but COVID has changed this and we are not open to the public.
Is there anything else you would like to share?	Think it's a great initiative, and wish we could fully engage with the WINNpass program (and our clients) in person. Public transportation is essential for the community members we serve. Might be helpful to have a map showing drop-off locations/service centres?

Other comments:

WINNpass: Stakeholder Interview Notes

Stakeholder: Immigrant and Refugee Community Organization of Manitoba (IRCOM)

Date: April 9, 2021

Purpose of interviews:

- Gather detailed feedback to supplement the online survey and additional outreach to community stakeholders
- Identify opportunities for improving the registration process and customer experience
- Identifying opportunities to simplify/improve promotion of the WINNpass

Question	Response
What challenges have you experienced, if any, while navigating the application process?	Not sure what the process was like for everyone, I just refer people, and our staff who were helping people are either no longer with us, or are on leave at the moment. Generally, language barriers and access to technology are challenges for our clients. Limited computer literacy skills.
Have you used the online portal to submit applications? If not, why not?	I assume that our staff were using the online portal, but I haven't had much direct experience as I generally refer people to others.
Why did you opt to NOT use the online application portal?	n/a
What barriers have your clients or community faced in accessing the WINNpass?	Generally, language barriers and access to technology are challenges for our clients. Limited computer literacy skills. Unfamiliarity with Canadian systems can take some time, which varies from case to case.
How might we improve the promotion of the WINNpass?	I have received a fair number of emails about it, but I haven't seen much public promotion. I assume some of this is related to COVID. I think a lot of people would take advantage of the program, but don't know about it. Perhaps email service providers in the settlement sector? We generally just google it and use the website info. Electronic access is the most helpful, especially with fillable PDFs.
How do you feel about the current and planned price of the WINNpass? Is it reasonable?	I think it's an excellent discount, and helps a lot.
Do you find the monthly pass product useful? Are there other Transit products that would be helpful to add to the WINNpass program? If yes, which ones? Single rides, one week rolling passes, two week rolling passes?	I think people who are in school use the full month passes. Not sure about other fare products at this time.

How has COVID impacted your community's need for, or use of the WINNpass?	We didn't have a lot of people register due to COVID – a lot of things shut down, some people didn't feel safe on transit during the pandemic. Language classes just reopened this week, so we will see how that impacts our clients' need. Many of our clients travel by public transit.
Is there anything else you would like to share?	Renewed advertising, as this isn't top of mind for people at the moment.

Other comments:

We didn't have a lot of people register due to COVID – a lot of things shut down, some people didn't feel safe on transit during the pandemic.

WINNpass: Stakeholder Interview Notes

Stakeholder: Ma'mawi ichitata
Date: April 7, 2021

Purpose of interviews:

- Gather detailed feedback to supplement the online survey and additional outreach to community stakeholders
- Identify opportunities for improving the registration process and customer experience
- Identifying opportunities to simplify/improve promotion of the WINNpass

Question	Response
What challenges have you experienced, if any, while navigating the application process?	People were happy for the discount, didn't understand the percentage discount. Contact info is a challenge, we often act as contact for the kids. Majority of applications are faxed; we often have to collect info for them.
Have you used the online portal to submit applications? If not, why not?	Not at this time. A lot of people aren't very tech savvy.
Why did you opt to NOT use the online application portal?	We work with a lot of mental health issues, and have to do special orientations with people for things like 'how to use a cell phone.'
What barriers have your clients or community faced in accessing the WINNpass?	Some folks are apprehensive about visiting City Hall, and we often accompany them to places. The locations can be a challenge for people – the service centre at Winnipeg Square is probably the most comfortable. Perhaps a tour of some sort could help people feel welcome and invited?
How might we improve the promotion of the WINNpass?	If you're targeting bus riders and non-profits. 'Layman's terms'! Plain language is so important. Describing the pass as a 'percentage discount' makes people have to know the full fare, so providing the actual amount may be more useful. People also aren't even aware of the under 11 year-old discount, so general promotion is helpful.
How do you feel about the current and planned price of the WINNpass? Is it reasonable?	I think the discount is great, a big step from the regular price, it brings a lot of freedom to people. It's actually a fair bit cheaper than bus tickets all the time.
Do you find the monthly pass product useful? Are there other Transit products that would be helpful to add to the WINNpass program? If yes, which ones? Single rides, one week rolling passes, two week rolling passes?	Some people only buy monthly passes when they have a bunch of appointments, then tickets for the rest of the time. The Spirit buses used to help a lot of people get from Higgins area to Broadway. A lot of seniors relied on those routes as well.
How has COVID impacted your community's need for, or use of the WINNpass?	It varies; some of our folks are students, and can stay home with classes online. Challenges with online access. We're limited with how many people we can have in the building.

Is there anything else you would like to share?	A wonderful program, definitely appreciate it!

Other comments:

Some people we serve are VERY apprehensive about accessing services, and need support to access services and opportunities. It can take a lot of time, and some people will never feel comfortable.

Some people ride the bus because they have nowhere to go.

WINNpass: Stakeholder Interview Notes

Stakeholder: Social Planning Council of Winnipeg (SPCW)
Date: April 19, 2021

Purpose of interviews:

- Gather detailed feedback to supplement the online survey and additional outreach to community stakeholders
- Identify opportunities for improving the registration process and customer experience
- Identifying opportunities to simplify/improve promotion of the WINNpass

Question	Response
What challenges have you experienced, if any, while navigating the application process?	n/a (have not used it)
Have you used the online portal to submit applications? If not, why not?	n/a (have not used it)
Why did you opt to NOT use the online application portal?	n/a (have not used it)
What barriers have your clients or community faced in accessing the WINNpass?	Reluctance to go to physical locations during covid is a common barrier. Online access is a challenge. Changing access to libraries and public services is challenging.
How might we improve the promotion of the WINNpass?	There hasn't been as much promotion as I expected when this was discussed last year. People are still online and using social media, so online promotions would likely be best at the moment. I don't think the progression of the discount, or final price is well known in the community.
How do you feel about the current and planned price of the WINNpass? Is it reasonable?	It's a significant discount, but I don't think many people know about it. If you're at the high end of LICO, it's likely affordable, but at the low end it likely isn't. Sixty dollars for people on social assistance can still be out of reach, so considering making it free for very low income individuals would be something we would support.
Do you find the monthly pass product useful? Are there other Transit products that would be helpful to add to the WINNpass program? If yes, which ones? Single rides, one week rolling passes, two week rolling passes?	I think shorter term (single day or 1 week) would be especially valuable at this time. A lot of people are walking or biking to appointments now, but weather events can then prevent them from going out.
How has COVID impacted your community's need for, or use of the WINNpass?	Reluctance to go to physical locations during covid is a common barrier. Online access is a challenge. Changing access to libraries and public services is challenging.

Is there anything else you would like to share?	We don't really have direct client relationships at the moment. People don't seem to be taking the bus as much as they used to, so it's also not as top of mind for us.

Other comments:

Appendix D – Customer Survey Postal Code Map

Geographic Distribution

Respondents were asked to provide the first three characters of their postal code. Respondents represented each ward within Winnipeg. All survey respondents postal codes were within the City of Winnipeg.

