Winnipeg Transit *PLUS*

2025

Winnipeg Transit Plus Annual Report 2024

Winnipeg Transit

Winnipeg

Customer Statistics

Total Application Statistics for 2023 and 2024



Type	2023	2024
New applicants	2,138	2,314
Existing registrants	450	385

Total Application Outcomes for 2023 and 2024



Type	2023	2024
New applicants eligible for service	1,610	1,856
Incomplete registration	368	291
Pending	102	14
Did not meet criteria	58	153

Total Registrants by Eligibility Criteria and Category for 2023 and 2024



Eligibility Criteria Category	2023	2024
Unconditional	4,548 (89.6%)	4,545 (86.2%)
Year-round	4,525	4,498
Alzheimer's Disease and Related Dementia	23	47
Conditional	246 (4.9%)	457 (8.7%)
Winter only	137	205
Dialysis only	109	252
Temporary	281 (5.5%)	270 (5.1%)
Short term	281	270
Total Registrants*	5,075 (100%)	5,272 (100%)

*Due to a system change in 2024, registrant data is inclusive of the first 3.5 months of 2025.

Total Customer Re-registration Outcomes for 2023 and 2024



Type	2023	2024
Re-registered	974	511
Incomplete	97	26
Found ineligible	0	0
Registered customer's accounts closed*	871	463

*Accounts are closed upon request, for those who have not used the service for 18 consecutive months or more or are deceased.

Contact Centre Statistics

Total Transit Contact Centre Statistics for 2023 and 2024



Type	2023	2024
Calls received	201,881	190,428
Calls answered	147,799	158,008
Calls abandoned	44,105	32,420
Web Form (Emails)	730	910
Average wait time (mins)	19.66	11.08
Average handle time[1] (mins)	8.58	6.53
Customer Service Representatives[2] (FTE)	16.10	17.62

1 The average time it takes to complete an interaction between a customer and the customer service representative.

2 The approved budgeted number of full-time equivalent customer service representatives.

Breakdown of the Commendations and Complaints from 2023 and 2024



CSRs documented 8,002 customer cases in 2024, up from 6,372 in 2023, including 2,795 complaints, 382 commendations, and 4,825 inquiries requiring follow-up. There were 9.34 complaints received for every 1,000 trips in 2024.

Category	2023	2024
No-show Disputes	**894** (36.5%)	**1044** (32.9%)
Service Delivery Complaints	**799** (32.7%)	**705** (22.2%)
Commendations	**246** (10.1%)	**382** (12.0%)
Contact Centre Complaints/ Trip Booking Errors	**274** (11.2%)	**498** (15.7%)
Schedule Complaints	**133** (5.4%)	**423** (13.3%)
Customer Conduct	**96** (3.9%)	**117** (3.7%)
Damage Claims	**5** (0.2%)	**8** (0.3%)
Total	**2,447** (100%)	**3,177** (100%)

Summary of Customer Satisfaction Survey



The adjacent table presents our Customer Satisfaction (CSAT) scores, with the following benchmarks for comparison based on industry averages: 0-74% indicates a need for improvement, 75-84% is considered good, and 85% or higher is rated excellent.

Type	Score Average
Customer Satisfaction	90%

Summary of Rider Reviews



Customers using our new software platform's self-service mobile or web apps can leave a positive (100%) or negative (0%) review for each trip they take. The average rating from riders who left a review at the end of their trip in 2024 was 88% from a total of 7,351 trips reviewed.

Service Delivery Statistics

Total Transit Service Delivery Statistics from 2023 and 2024

In 2024, the service assessed 43 service recoveries in total. Service recovery fees are charges assessed to a Contractor when service is not delivered following WTP expectations.

Type	2023	2024
Total Trips	**281,979**	**299,455**
Ambulatory*	193,434	208,072
Non-ambulatory	88,545	91,383
Cancelled in Advance	29,935	59,375
No-shows	13,534	11,973
Unaccommodated	1,804	952

* Ambulatory means able to walk.

Integrated Service Delivery - On-Request

On August 27, 2024, Winnipeg Transit's On-Request service was re-launched using the same software provider, Spare, as Winnipeg Transit Plus. On-Request (OR) is an extension of Transit's conventional service and separate from Transit Plus. OR delivers an affordable, convenient, and efficient service in low-density neighbourhoods without full-time transit. This enabled Transit Plus customers wishing to make use of On-Request service to do so from the same self-service mobile and web apps used to manage their Transit Plus trips. In 2024, Transit Plus customers took a total of 925 trips throughout Winnipeg's four On-Request zones, with 50% of Transit Plus customers booking using our mobile or web apps.

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