Minutes – Standing Policy Committee on Public Works – June 12, 2025

REPORTS

Item No. 2 Winnipeg Transit Plus Semi-Annual Policy Advisory Committee (PAC) Report - November 2024 - April 2025

STANDING COMMITTEE DECISION:

The Standing Policy Committee on Public Works concurred in the recommendation of the Winnipeg Public Service and received the report as information.

DECISION MAKING HISTORY:

Moved by Councillor Eadie,

That the recommendation of the Winnipeg Public Service be concurred in.

Carried

STANDING COMMITTEE RECOMMENDATION:

On April 11, 2023, the Standing Policy Committee on Public Works concurred in the recommendation of the Assiniboia Community Committee and directed the Winnipeg Public Service to provide semi-annual reports on the activities of the Transit Plus Advisory Committee, beginning June 26, 2023.

COMMUNITY COMMITTEE RECOMMENDATION:

On March 21, 2023, the Assiniboia Community Committee passed the following motion:

WHEREAS the Winnipeg Transit Plus Advisory Committee meets regularly discussing many pertinent issues and concerns;

AND WHEREAS these issues and concerns are relevant to decisions made by Standing Policy Committee on Public Works;

THEREFORE BE IT RESOLVED that the Standing Policy Committee on Public Works be requested to direct the Winnipeg Public Service to provide the Standing Committee with a report on the activities of the Transit Plus Advisory Committee on a semi-annual basis, beginning in June, 2023.

ADMINISTRATIVE REPORT

Title: Winnipeg Transit Plus Semi-Annual Policy Advisory Committee (PAC) Report - November 2024 - April 2025

Critical Path: Standing Policy Committee on Public Works

AUTHORIZATION

Author	Department Head	CFO	CAO
T. Platt	G. Ewankiw	T. Graham	T. Graham, Acting Interim CAO

EXECUTIVE SUMMARY

A summary of the work and discussions coming out of the Winnipeg Transit Plus Policy Advisory Committee (PAC) is provided in this report. It includes advice from the PAC to improve accessibility in public transportation.

Highlights of the report include:

- Community advocacy work by PAC members
- Suggested service improvements from PAC members and their respective agencies
- Continued enhancements with the Spare software system
- Expansion of the travel training program to support launch of Primary Transit Network
- On-Request zones expanding for Transit Plus customers

RECOMMENDATIONS

That this report be received as information.

REASON FOR THE REPORT

At its April 11, 2023, meeting, the Standing Policy Committee on Public Works directed the Public Service to provide semi-annual reports on the activities of the Winnipeg Transit Plus Advisory Committee beginning June 26, 2023.

IMPLICATIONS OF THE RECOMMENDATIONS

There are no implications with receiving this report as information.

HISTORY/DISCUSSION

The following summarizes the Winnipeg Transit Plus Policy Advisory Committee (PAC) discussions and activities from November 2024 to April 2025.

Committee Meeting: November 2024

Key Points

- Roundtable highlights of community advocacy from members:
  - Transportation Option Network for Seniors (TONS) announced a grocery shuttle pilot to address food security. Partnerships include Kelvin High School for intergenerational assistance, MLA Rachelle Schott, and Winnipeg Transit.
  - Canadian National Institute for the Blind (CNIB) noted the essential discussions with the City on the Snow campaign.
  - Age & Opportunity (A&O) discussed their work on a food security line for a delivery program, a Santa Senior program, and partnering with settlement organizations for seniors.

- Feedback on the new trip booking software:
  - ease and speed of using the app;
  - calls are less than five minutes;
  - ride-sharing is a benefit for social opportunity;
  - vehicles are being used more economically;
  - vehicles are tracked by the software system, which was reassuring to customers for no shows/cancellations/safety;
  - notifications are too frequent;
  - messages are not always clear, and seem contradictory.

  These issues were submitted to the software vendor who subsequently implemented improvements and continues to work on further adjustments to notification functionality.

- Letter of Concern
  - A letter submitted to Winnipeg Transit Plus that included a list of questions was discussed.
  - The letter was submitted by a group of individuals, some of whom are members of the PAC.
  - Some members expressed concerns about how the letter came about, and that they would have preferred to set a meeting to discuss. Other members indicated the concerns raised were not shared by all.
  - PAC discussed what changes need to happen to ensure members feel they can raise issues/concerns at the PAC meetings.
  - Members indicated they felt comfortable with the open discussions/dialogues that occur at the PAC meetings. Members were encouraged by the Chair to continue to raise their concerns, as is the mandate of the committee.
  - Community members are also encouraged to reach out to have discussions and work collaboratively with the PAC.
  - It was decided that a specific section would be added to the meeting agenda for issues, decisions, and action items.

Action Items

- To raise identified concerns with software vendor Spare and monitor the status of enhancements/fixes.

Committee Meeting: December 4, 2024

Key Points

- Roundtable Organizational Updates:
  - Canadian National Institute for the Blind (CNIB) – presented the next phase of their strategic plan, from the Getting on Board campaign; built environment, urban transportation, customer service.
  - Age & Opportunity (A&O) – working on a settlement program for seniors.

- New software feedback
  - No complaints were received from registrants (CNIB)
  - A member using the service shared their positive experiences

- Postal Strike
  - As resources allow, customers are being called to book assessments, provide information, etc., to reduce communication delays.

- Accommodation Requests
  - Winnipeg Transit Plus is currently developing new processes, letters, and assessments to support the large volume of vehicle requests submitted. Other cases submitted are for mandatory attendants, types of equipment and service animals.

- Winnipeg Transit Plus Operational Updates
  - Since the launch of the new software system, the service continues to accommodate 100 percent of all trip requests, no longer requiring WAV overflow vehicles.

- AI Voice Pilot
  - Discussed a potential AI voice pilot, available through the software system to assist with call centre volumes.
  - Consensus from members was an interest in demoing the tool.

Decisions Made

- Review accommodation requests, safety access requirements, community collaboration, and communication improvement practices.
- A member provided some examples of recent no-shows for Winnipeg Transit Plus to investigate as a sample audit for the new system. Proceed with a demo of the AI voice program.

Committee Meeting: February 10, 2024

Key Points

- Roundtable Organizational Updates:
  - Manitoba Association of Senior Centres (MASC) representative raised that there is a general transportation crisis for seniors, for essential needs; access to health

care, basic needs, social connection, maintaining independence, community engagement, economic stability, equity, and inclusion.
    - Grocery shuttle program discussion regarding inquiries for mobility device space on the conventional service. The priority and courtesy seating policy was reviewed of how to store mobility devices, and the securement systems required. The member requested travel training support by attending the next shuttle to teach the participants about the accessibility features of the bus.
- An inquiry was raised regarding ETA for trips and vehicle routing with the new scheduling system. Winnipeg Transit Plus has been working with the software to adjust configurable items to enhance the rider experience. This is the first winter with the system; we will continue to monitor and re-evaluate.
- Travel training was discussed as a key method to support seniors with programs, events, and the changes to the Primary Transit Network occurring on June 29, 2025.

Decisions Made

- The committee recommended using social media to promote the travel training program.

Action Items

- To provide feedback to the Transit Communications team for promoting the travel training program.
- To book travel trainers for upcoming grocery shuttle dates.

Committee Meeting: April 7, 2025

Key Points

- New business
    - Announcement that Manitoba League of Persons with Disabilities will be submitting a new member to the committee.
    - A new process and workflow for customers submitting a vehicle request was reviewed, and has been implemented for a trial.
- Roundtable Organizational Updates:
    - Several members shared concerns regarding funding for their respective agencies.
    - MASC representative shared the outcome of their meeting with City Councillors regarding age-friendly Winnipeg, and touted the success of Winnipeg Transit Plus' new self-serve options, resulting in fast booking for customers.
    - TONS member discussed the interest of new communities exploring grocery bus shuttles. Planning is ongoing for next times and dates.
    - CNIB representative noted the SnoWay campaign ending March 31, with details of the campaign to be summarized. Next focus is on the rural strategies/plans and work for accessible voting for the upcoming election.

- On-Request Service
    - Winnipeg Transit Plus presented the On-Request (OR) Transit option which will offer curb-to-curb service, where feasible, to Winnipeg Transit Plus customers with the expansion of eight additional zones and a total of 12 zones throughout Winnipeg with the launch of the Primary Transit Network (PTN).
    - Payment options for Transit Plus customers using OR services were discussed, including whether customers should be able to use their Transit Plus e-cash balance for OR service.

- Winnipeg Transit Plus: 2025 Roadmap and Reports
    - The committee was presented the 2025 roadmap for Winnipeg Transit Plus and the upcoming Annual report and Semi-annual PAC report.
    - Roadmap items discussed included contact centre system upgrade, relaunch of travel training program, upcoming engagement and review of eligibility, PTN launch, upcoming Spare system upgrades and future service enhancements.

Decisions Made

- The committee will review and make recommendations on the vehicle requests to formalize the process.
- The committee was in favour of Winnipeg Transit Plus customers using their e-cash balances for OR service.

Action Items

- CNIB to share the conclusions of the SnoWay campaign at an upcoming meeting.
- Provide feedback regarding the committee's support for Winnipeg Transit Plus customers to use their e-cash balances for OR service.

FINANCIAL IMPACT

Financial Impact Statement **Date:** April 25, 2025

Project Name:

Winnipeg Transit Plus Semi-Annual Policy Advisory Committee (PAC) Report November 2024-April 2025

COMMENTS:

There is no financial impact from the recommendation in this report as it is for information only.

M. Kray, CPA, CMA for Laurie Fisher, CPA, CA
April 25, 2025

Laurie Fisher, CPA, CA
Manager of Finance & Administration

CONSULTATION

This Report has been prepared in consultation with: N/A

OURWINNIPEG POLICY ALIGNMENT

Goal: Environmental Resilience
Objective 2: Prioritize sustainable transportation as the mobility options of choice.
Transition to a sustainable transportation system that safely and efficiently moves people, goods and services, increases access to a variety of affordable mobility choices, encourages less reliance on personal vehicle travel, reduces travel time, mitigates congestion and related greenhouse gas emissions, and supports the development of denser, better-connected, healthy and complete communities.

Winnipeg Transit Master Plan (2021)
Network Goals:

1. Enhance Customer Experience
   Increase Ridership
   Improve Downtown Mobility
   Complement Land-Use Development
   Improve Multi-modal Mobility
   Ensure Transit is Inclusive
   Continuously Innovate
   Empower Healthy Communities
   Balance Investment with Affordability

WINNIPEG CLIMATE ACTION PLAN ALIGNMENT

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

Relevant actions include: Deliver continuous improvement in transit service with a focus on customer service, reliability, and route connectivity, and public education.

WINNIPEG POVERTY REDUCTION STRATEGY ALIGNMENT

Goal 5(a) Transportation System Equity is Enhanced – the affordability and accessibility of transportation and transit service is increased.

SUBMITTED BY

Department:	Transit
Division:	Client Services
Prepared by:	Teresa Platt, Manager of Client Services
	Cody Dzik, Operations Supervisor
Date:	April 25, 2025