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

REPORTS

Item No. 3 Transit Advisory Committee (TAC) Update – May 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 DECISION:

On May 30, 2017, the Standing Policy Committee on Infrastructure Renewal and Public Works concurred in the recommendation of the Winnipeg Public Service, with the following amendments:

- Add the following new recommendations:

    2. That a pilot project to test Bus Operator safety barriers to reduce the opportunity for Operator assaults be implemented.

    3. That a Transit Advisory Committee be established following consultation with ATU, WAPSO and other stakeholders to review industry practices, assess and determine trends and recommend strategies to improve safety on the Winnipeg Transit system.

    4. That the Winnipeg Public Service launch a "See Something, Say Something" campaign to encourage customers to report activities contrary to the Public Transit By-Law:

    5. That reporting procedures be established with the Winnipeg Police Service (WPS) for proactive safety initiatives.

    6. That the Winnipeg Public Service provide monthly verbal status updates to the Standing Policy Committee on Infrastructure Renewal and Public Works on the creation of the Transit Advisory Committee and the Terms of Reference.

- Renumber the remaining recommendations accordingly.

DECISION MAKING HISTORY (continued):

STANDING COMMITTEE RECOMMENDATION:

On February 28, 2017, the Standing Policy Committee on Infrastructure Renewal and Public Works moved the following motion:

WHEREAS the safety of transit customers, drivers, and staff is of paramount importance to the City of Winnipeg;

AND WHEREAS it is appropriate, in order to build upon on-going work and collaboration with the Amalgamated Transit Union, for the City of Winnipeg to undertake a review of its transit security measures to ensure, to the greatest extent possible, the safety and security of our employees and customers;

THEREFORE BE IT RESOLVED THAT the Standing Policy Committee on Infrastructure Renewal and Public Works direct the Winnipeg Public Service to provide a comprehensive list and explanation of current safety management practices, as well as innovative ideas or potential new concepts, for the benefit of transit operators and customers, and report back within 90 days.

ADMINISTRATIVE REPORT

Title: Transit Advisory Committee (TAC) Update – May 2025

Critical Path: Standing Policy Committee on Public Works

AUTHORIZATION

Author	Department Head	CFO	CAO
R. Young	G. Ewankiw	T. Graham	S. Armbruster, Interim CAO

EXECUTIVE SUMMARY

This is the semi-annual administrative report to provide the Standing Policy Committee on Public Works (SPC PW) with key highlights of the Transit Advisory Committee's (TAC) efforts and recommendations to the Public Service regarding safety on the Winnipeg Transit system. TAC met on February 24, 2025, and November 26, 2024, since the last update.

ELERTS App

The TAC considered the purchase of a mobile reporting solution that enables individuals to quickly and discreetly report concerns. There was discussion around cost and monitoring and that improvements to 311 may be more impactful, such as reviewing the service level agreements with 311 prioritizing Transit calls. TAC is currently reaching out to 311 for discussion.

Bus operator shields

The shield sub-committee has been working with Purchasing to issue an Expression of Interest (EOI) on shield extensions. The closing date is still to be determined as it is currently under review.

The Amalgamated Transit Union (ATU) asked TAC to reconsider the shield committee's mandate and investigate a full shield. TAC agreed to add the full shield to the EOI.

Community Safety Team (CST)

The Community Safety Team Lead reported in November 2024 that the CST handled 2,500 incidents of various types. Of these, 90 percent were de-escalated. The vast majority of their work is being a supportive presence and to de-escalate situations.

RECOMMENDATIONS

That this report be received as information.

REASON FOR THE REPORT

On May 30, 2017, the Standing Policy Committee on Public Works concurred in the recommendation of the Public Service, as amended, and recommended that a Transit Advisory Committee (TAC) be established following consultation with the Amalgamated Transit Union (ATU), the Winnipeg Association of Public Service Officers (WAPSO) and other stakeholders to review industry practices, assess and determine trends and recommend strategies to improve safety on the Winnipeg Transit system.

Section 4.1 of the Terms of Reference for TAC state that "TAC reports to the Standing Policy Committee on Public Works. It must provide a report to the Standing Policy Committee at least semi-annually."

IMPLICATIONS OF THE RECOMMENDATIONS

There are no implications with receiving this report as information.

HISTORY/DISCUSSION

This is the semi-annual administrative report to provide the Standing Policy Committee on Public Works (SPC PW) with key highlights of the Transit Advisory Committee's (TAC) efforts and recommendations to the Public Service regarding safety on the Winnipeg Transit system. TAC met on February 24, 2025, and November 26, 2024, since the last update.

ELERTS App

The TAC considered the purchase of a mobile reporting solution that enables individuals to quickly and discreetly report concerns. Discussion around the cost for the App and additional background costs would need to be considered as well as who would monitor any calls or reports. The Public Service does not have the capacity to accommodate monitoring a new system at this time.

It was discussed that improvements to 311 may be more impactful, such as reviewing the service level agreements with 311 prioritizing Transit calls. The Transit Advisory Committee (TAC) is currently reaching out to 311 for more discussion

Bus Operator Shields

On February 24, 2025, the Amalgamated Transit Union (ATU) advised that the feedback they had received indicated that bus operators want a full shield enclosure. ATU shared information regarding lost time due to assaults in the workplace. ATU is asking TAC to re-consider the shield committee's mandate and investigate a full shield. TAC agreed to add the full shield to the Expression of Interest.

A committee, which includes stake holders from ATU including executive members, Transit Management, the Workplace Safety and Health Committee and Winnipeg Transit's Safety Officer have chosen two bus shield extensions to test. The Public Service has reached out to its supplier and is waiting on information on cost and supply for installation and review for a static shield portion from the dash to the fare box and a new stanchion bar that goes around the farebox.

Community Safety Team (CST)

The Community Safety Team Lead indicates the CST handled and reported on 2,500 incidents of various types, 90 percent were de-escalated and they detained people on three occasions that were determined to be a serious risk. The vast majority of work is being a supportive presence and to de-escalate situations. He noted the CST only reports on the buses they ride, that they are anecdotally having an impact on problem routes and their presence is felt on the bus.

FINANCIAL IMPACT

Financial Impact Statement Date: April 24, 2025

Project Name:

Transit Advisory Committee (TAC) Update - May 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 24, 2025
Laurie Fisher, CPA, CA
Manager of Finance & Administration

CONSULTATION

This Report has been prepared in consultation with:

n/a

OURWINNIPEG POLICY ALIGNMENT

Goal: Good Health and Well-Being

Objective 3 - Proactively identify and address threats to community safety and well-being. Promote physical and mental health by mitigating, planning for, responding to, and recovering from, emergencies, disasters and crime.

Policy 4.6 Community Safety - Facilitate a culture of safety and crime prevention across the City and community, by building trusting relationships to enable collaborative action.

WINNIPEG CLIMATE ACTION PLAN ALIGNMENT

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

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: Operations
Prepared by: Richard Young, Manager of Operations
Date: April 25, 2025