Agenda – Standing Policy Committee on Public Works – June 10, 2026

REPORTS

Item No. 1 Winnipeg Transit Plus Annual Report 2025

WINNIPEG PUBLIC SERVICE RECOMMENDATION:

1. That this report be received as information.

Agenda – Standing Policy Committee on Public Works – June 10, 2026

DECISION MAKING HISTORY:

STANDING COMMITTEE RECOMMENDATION:

On November 29, 2022, the Standing Policy Committee on Public Works directed the Winnipeg Public Service to provide annual reports to the Standing Committee on Transit Plus, beginning March 7, 2023, and include the performance metrics listed in Appendix A.

ADMINISTRATIVE REPORT

Title: Winnipeg Transit Plus Annual Report 2025

Critical Path: Standing Policy Committee on Public Works

AUTHORIZATION

Author	Department Head	CFO	CAO
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EXECUTIVE SUMMARY

In 2025, Winnipeg Transit Plus upgraded its services to meet the rising demand for accessible rides. Transit Plus improved operations and offered customers better digital tools. This made the service more dependable and easier to navigate.

2025 is the first full year for Transit Plus with the new trip-booking software. It launched in June 2024.

Key successes this year:

- Continued enhancement: Transit Plus got to know its new software platform better. It also worked with the vendor to keep improving service.
- Going Digital: Transit Plus shifted paper files to a digital system. This makes records more accurate and easier to manage.
- Travel Training: Transit Plus had temporary travel trainers. They helped riders feel confident using the new Primary Transit Network (PTN).
- Faster Eligibility: A pilot program used outside experts to process applications. This helped get new customers approved much quicker.

The number of people using Transit Plus's service is growing. This is mainly due to our aging population. Following the Winnipeg Transit Master Plan (WTMP) will help ensure the service remains fair, reliable, and prepared for the future.

RECOMMENDATIONS

That this report be received as information.

REASON FOR THE REPORT

On November 29, 2022, the Standing Policy Committee on Public Works directed the Public Service to provide annual reports on Transit Plus to the Standing Policy Committee on Public Works, beginning March 7, 2023, and include the specific performance metrics submitted by a delegation at that meeting.

IMPLICATIONS OF THE RECOMMENDATIONS

There are no implications associated with receiving this report as information.

HISTORY/DISCUSSION

Following the successful launch of the new trip-booking system in June of 2024, Winnipeg Transit Plus and its customers have continued to realize significant benefits from the enhanced technology. These benefits include improved on-time performance, more efficient usage of vehicles and expanded accessibility through enhanced self-service tools.

The introduction of these digital options has also helped improve contact centre availability for customers who prefer to call by reducing on hold wait times. Collectively, these service improvements have contributed to continued increases in customer satisfaction, a reduction in recorded complaints, sustained improvements in managing trip demand, and more, as reflected in the statistics in this report and the corresponding infographic.

With a continued increase in the total number of registrants in 2025, Winnipeg Transit Plus must also prepare for the impact of Manitoba's aging population on current and future service demand. According to Statistics Canada demographic estimates, individuals aged 65 and older represented approximately 16.8 percent of Manitoba's population as of July 2024, with a significant concentration residing in urban centres such as Winnipeg. Provincial population projections indicate a sustained increase in the senior population over the next two decades, driving higher demand for accessible transportation, medical appointments, and community-based supports. Aging is also associated with higher rates of mobility limitations, chronic health conditions, and reduced access to private transportation, increasing reliance on paratransit and integrated service models.

As demand grows, additional pressure is placed not only on Winnipeg Transit Plus service delivery but also on caregivers and support networks who depend on reliable, accessible transportation for those they assist. Transportation is consistently identified as one of the most critical supports enabling seniors to live independently and remain connected to health care and community services. To respond effectively to these demographic trends, Winnipeg Transit Plus must continue planning for additional resources, service integration, and caregiver support to maintain service levels and meet the evolving needs of an aging population.

Eligibility and Support Services

The table below demonstrates the increase in the total number of registrants for Winnipeg Transit Plus service. Over the past year, Winnipeg Transit Plus has undertaken significant work to digitize all legacy paper customer files and its entire eligibility process. During this transition,

some statistics that were previously reported have been challenging to consistently track and validate; as a result, they are not included in this year's report. Accordingly, 2025 represents a reset year for some performance statistics as Winnipeg Transit Plus prepares for upcoming updates to eligibility criteria and related policies.

As digital tools and system enhancements for eligibility continue to be implemented, the service will be better positioned to provide more comprehensive, reliable, and consistent performance metrics in future reporting periods. To support improved data collection and reporting going forward, Winnipeg Transit Plus launched an online application process in January 2026.

Total Registered Customers by Eligibility Category for 2024 and 2025

Category	**2024**	**2025**
Unconditional	4,545	4,860
Conditional	457	427
Temporary	270	242
Total	5,272	5,529

Winnipeg Transit Plus has completed a successful trial of contracted assessment services with assessors from Community Therapy Services (CTS) Inc. as the contracted provider, who delivered 1,366 assessments in 2025. An increase in registrants highlights the need for integration of paratransit and conventional systems to prepare for service sustainability with an aging demographic.

Contact Centre Statistics

In the first full year with the new software system, continued improvements were noted in the operational efficiency of the contact centre which handles trip bookings and related matters for both Winnipeg Transit Plus and Winnipeg Transit On-Request. Self-service trip management tools (automated phone line, mobile app and web app) accounted for over 19 percent of all trips booked in 2025. This, coupled with the improved performance of the new system which offer staff with easier workflows, translates directly into faster, more reliable customer service for customers who wish to manage their service by phone.

Total Contact Centre Statistics for 2024 and 2025

Type	**2024**	**2025**
Calls received	190,428	176,068
Calls answered	158,008	150,185
Calls abandoned	32,420	23,850
Emails (Web Form and Direct)	910	485
Average wait time (mins)	11.08	5.83
Average handle time[1] (mins)	6.53	4.18

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

Customer Service Representatives (CSRs) documented 6,698 customer cases in 2025, down from 8,002 in 2024. including 2,578 complaints, 423 commendations, and 3,697 inquiries requiring follow-up.

Category	2024	2025
No-show Disputes	1,044	776
Service Delivery Complaints	705	615
Commendations	382	423
Contact Centre Complaints/Trip Booking Errors	498	611
Schedule Complaints	423	505
Customer Conduct	117	151
Damage Claims	8	10

Customers making use of software's mobile and web booking apps can leave a positive (100 percent) or negative (zero percent) review for each trip. The average rating from riders who left a review at the end of their trip in 2025 was 89 percent, up from 88 percent in 2024.

Service Delivery Statistics

Service in 2025 was delivered by six contracted service providers: AB Transit Inc., Care Accessible Transportation, Exact Care Inc., Mani Handi Transit Ltd., Transdev Canada and Urban Transit Ltd. The number of providers delivering service on behalf of Winnipeg Transit Plus may fluctuate annually. This is, in part, related to the ongoing consolidation of contracts in accordance with Council's July 13, 2023, decision, under the direction of the consolidation plan approved by the Standing Policy Committee on Public Works on November 21, 2023.

Total Service Delivery Statistics from 2024 and 2025

Type	2024	2025
Requested Trips*	371,755	410,686
Completed Trips	299,455	312,228
Ambulatory**	208,072	222,294
Non-ambulatory	91,383	89,934
Cancelled in Advance	59,375	88,029
No-shows	11,973	10,344
Total Unaccommodated***	952	85

** The total number of trip requests, including those which were completed as well as those which were unaccommodated, later cancelled, etc.*
*** Ambulatory means able to walk.*
**** The total number of trip requests which could not be accommodated due to reasons such as unavailable resources to provide service, as well as unanticipated disruptions such as vehicle breakdowns.*

The modernized trip-booking system, launched by Winnipeg Transit Plus in June of 2024, continued to demonstrate strong performance improvements over the legacy system. Although trip demand increased compared to 2024, performance remained stable. OTP or "On-Time Performance", which measures the percentage of trips which are running on-time, remained at an average of 95 percent, which is at the higher-end of industry best practices. Additionally, the number of unaccommodated trips remained less than one percent of all requested rides, demonstrating the powerful efficiencies of the new scheduling engine. The paratransit industry makes efforts to achieve unaccommodated rates as close to zero percent as possible, with best practice targets between one-two percent.

A new vehicle type – the Community Shuttle 2 (CS-2), manufactured by Creative Carriage Ltd., was introduced to the Winnipeg Transit Plus fleet on January 1, 2025. Vehicles are selected to

support customers with varying abilities, needs, and mobility aids and to accommodate the shared ride nature of public transit. The CS-2 vehicle, based on the Ram ProMaster platform, offers improved ride quality, better fuel efficiency, dual-ramp access and a reduced height and better turning radius compared to legacy vehicle styles. These improvements help make service more flexible for both customers and vehicle operators, moving the Transit Plus fleet towards unification and improved accessibility.

The continued enhancement of the Winnipeg Transit Plus Inspector program has allowed for faster resolution of customer incidents requiring investigation, such as motor vehicle accidents, as well as enhanced oversight of contracted service providers. Due in large part to this team, now consisting of three full-time Inspectors and one full-time Senior Inspector, 111 service recovery fees were assessed against service providers for contract-related deficiencies, up from 43 in 2024. Identifying deficiencies proactively improves the ridership experience for customers, and supports Winnipeg Transit in responsible usage of resources. In 2026, Winnipeg Transit Plus Inspectors will begin using marked Winnipeg Transit Plus vehicles for their duties, similar to those used in the conventional transit system, improving their capabilities and visibility.

With the launch of the Primary Transit Network in June 2025, Winnipeg Transit's On-Request service – which operates using the same software platform as Winnipeg Transit Plus – was expanded to 12 zones throughout the City. Registered Transit Plus customers are eligible for curb-to-curb service on On-Request, meaning that where buses can fit, customers will be picked up and dropped off at the curb of an address, instead of a physical or virtual bus stop, helping to reduce distance-related barriers. In 2025, Transit Plus customers took a total of 2,582 On-Request trips.

Accessibility Services

Winnipeg Transit continues to prepare to meet the statutory requirements of the upcoming Accessible Transportation Standard Regulation (ATSR) under *The Accessibility for Manitobans Act (AMA)*, coming into effect January 1, 2027.

On June 29, 2025, Winnipeg Transit's conventional fixed-route Primary Transit Network (PTN) was launched. Travel Trainers from the Client Service Division played a significant role in the launch, providing online presentations and an on-street presence to support Transit Plus riders and all City of Winnipeg residents in understanding and adapting to the new route system.

Travel Training Sessions from 2025

Type	Focus	2025 Sessions
Public Presentations	PTN awareness for the general public.	192
Partner Sessions	PTN awareness and navigation supports for targeted groups, such as the Winnipeg Regional Health Authority, schools, community agencies and housing providers, and internal City of Winnipeg staff.	38
Community Outreach Events	Engaging with the public and providing PTN trip planning assistance at community events and in public locations.	50

Sessions provide customers with important Winnipeg Transit information, ranging from trip planning, education on specific transit services, such as On-Request, and opportunities to familiarize with boarding and alighting and using accessibility features, such as mobility aid securements, on buses in a pressure-free environment.

The Travel Training program also supported Winnipeg Transit Plus customers directly by assisting in the re-launch of a newsletter to strengthen communication about service updates, accessibility information, and available travel supports. Additionally, using their thorough knowledge of Winnipeg's new conventional fixed-route system, they have supported initial research into First-Mile Last-Mile Family of Services options for Winnipeg Transit Plus customers. The Family of Services model is a component of the Winnipeg Transit Master Plan, and a key part in enhancing transportation equity for all residents by integrating conventional and paratransit services.

Summary of 2025 Strategic Plan

Over the past year, significant milestones were achieved in modernizing transit operations and enhancing the user experience. The following four pillars represent the core actions taken to improve service sustainability and accessibility.

1. **Accessibility Compliance and Planning**
   Winnipeg Transit formalized its commitment to the upcoming Accessible Transportation Standard Regulation by appointing a dedicated Project Manager to work in tandem with the Accessibility Coordinator. A forthcoming report will detail actions achievable within the approved budget and outline the additional financial investment necessary to meet the statutory requirements of the regulation.

2. **Infrastructure Modernization – Contact Centre Software Upgrade**
   A critical technological milestone was reached with the successful upgrade of the City's Genesys contact centre software across all City contact centres. This infrastructure improvement, moving to a modern cloud-based environment, will help to enhance system reliability and allow Winnipeg Transit Plus to explore new technologies and communication channels to improve internal efficiencies and better connect with customers.

3. **Service Model Review and Eligibility Enhancements**
   To address outstanding Manitoba Ombudsman recommendations, align with the Winnipeg Transit Master Plan, prepare for the Accessible Transportation Standard Regulation and ensure long-term sustainability, a specialized consultant was engaged to conduct a comprehensive audit of Winnipeg Transit Plus service. The audit focused on eligibility criteria, current operational practices, and overall service delivery. A report is currently being finalized that will highlight proposed policy changes and recommendations for service enhancements designed to better serve customers.

4. **Community Transition and Travel Training**
   In support of the Primary Transit Network launch, temporary Travel Trainers were deployed to facilitate a smooth transition for riders. Travel Trainers provided support through direct presence to assist riders in navigating the new system in real-time. Success was driven through a mix of in-person and online presentations, ensuring that even those with episodic conditions or cognitive impairments felt supported in using conventional transit.

Winnipeg Transit Plus Strategic Plan for 2026

1. **Policy Review and Updates**
   Present updated policies to Council related to eligibility, no-shows, and cancellations to ensure clarity, consistency, and alignment with evolving service demand and legislative requirements. This work will include an assessment of operational impacts and resource implications to support sustainable service delivery.

2. **Alignment with *The Accessibility for Manitobans Act* – Accessible Transportation Standard Regulation (ATSR)**
   Continue implementation planning to respond to the ATSR's statutory requirements by January 1, 2027, by prioritizing compliance actions that can be achieved within approved budget and resources.

3. **Formalize the Travel Training Program**
   Work towards making the expanded travel training program permanent, in alignment with the WTMP, to support customers navigating the new route network, expand integrated mobility services, such as First-Mile/Last-Mile service delivery, and prepare customers for anticipated updates to the eligibility criteria and the Winnipeg Transit Plus policy. Currently, the program has one permanent travel trainer, and expanding this service will require additional operating budget.

4. **Integrated Services**
   To modernize paratransit service and enhance the sustainability of transit services, Winnipeg Transit Plus will continue to explore and pilot integrated services with the use of a First-Mile/Last-Mile service delivery model. In parallel, work will continue to optimize existing fleet resources to improve efficiency, reliability, and service capacity.

FINANCIAL IMPACT

Financial Impact Statement Date: April 22, 2026

Project Name:

Winnipeg Transit Plus Annual Report 2025

COMMENTS:

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

Laurie Fisher April 22, 2026
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)
Section 4.1 – Transit Vision – Network Goals

1. Enhance Customer Experience
2. Improve Ridership
3. Improve Downtown Mobility
4. Complement Land Use Development
5. Improve Multi-Modal Mobility
6. Ensure Transit is Inclusive
7. Continuously Innovate
8. Empower Healthy Communities
9. Balance Investment with Affordability

WINNIPEG CLIMATE ACTION PLAN ALIGNMENT

Strategic Opportunity #3

Advancing Sustainable Transportation – Increasing Mobility Options and Shift to Zero Emission Vehicles

Key Direction 3.1
Increase Use and Efficiency of Public Transit Systems

WINNIPEG POVERTY REDUCTION STRATEGY ALIGNMENT

Goal 5 – Transportation System Equity is Enhanced

Objective A – The affordability and accessibility of transportation and transit service is increased.

SUBMITTED BY

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Division:	Client Services
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Date:	May 20, 2026
File No:	

Attachments:
Appendix A, Winnipeg Transit Plus 2025 Annual Report Infographic