

Subject: Official Written Representation for Standing Policy Committee on Public Works

Dear Members of the Standing Policy Committee on Public Works,

My name is Sadeya Nader, and I am writing to you today as a concerned resident of Winnipeg and the spouse of a twenty year veteran driver for Winnipeg Transit Plus.

I am formally contacting this committee to bring to light a deeply unfair, inefficient, and hostile operational culture within Winnipeg Transit Plus. My husband has dedicated two decades of his life to safely transporting our city's most vulnerable citizens. He wears a Winnipeg Transit badge, enforces city policies, and works exhausting thirteen hour shifts. Yet, the city's current policies treat frontline contractor drivers like second class citizens, while completely shutting out their decades of expertise.

On behalf of my husband and his fellow frontline colleagues, I urge this committee to investigate four critical failures.

First, unqualified inspectors are creating safety risks. The city currently bans experienced paratransit drivers from applying for Transit Plus Inspector roles, giving exclusive preference to conventional city bus drivers as internal promotions. These new inspectors have never driven a paratransit vehicle for a single day. They lack hands on experience with complex mobility equipment tie downs, door to door passenger handling, and specialized paratransit scheduling. It is a severe training gap that compromises passenger safety.

Second, the system is punishing efficiency and enforcing environmental waste. The city's internal scheduling algorithms frequently create inefficient and logistically impossible trip chains that fail to account for rush hour or construction. Experienced veteran drivers routinely use their local knowledge to re route trips, saving fuel, reducing emissions, and ensuring no passenger is late. Shockingly, inspectors are actively fining and threatening these drivers with suspension for not following the exact automated trip queue. The system frequently instructs drivers to arrive up to thirty minutes early, expecting them to idle their vehicles, waste gas, and violate the city's own emission policies just to satisfy a broken algorithm.

Third, Rather than receiving support, veteran drivers facing grueling thirteen hour shifts or more are targeted with harassment by new inspectors who have zero practical, field tested experience de escalating paratransit passenger disputes. Furthermore, contracted drivers have zero say in service improvement meetings, and despite wearing the Winnipeg Transit badge on their uniforms, they are actively barred from entering physical Winnipeg Transit offices.

Fourth, the city is exporting Winnipeg tax dollars to global corporations. The city's current Request for Proposal evaluation system is heavily stacked against local, long standing Winnipeg businesses. By prioritizing large corporate size on paper, the system naturally favors massive, out of province conglomerates like Transdev and Care. When the city shuts out local providers, millions of Winnipeg tax dollars leave our local economy entirely. This rigid process rewards polished corporate bid writers while wiping out the dedicated, local small businesses that have spent over twenty, thirty or more years keeping money and jobs right here in our community.

Our family is demanding basic professional respect, safety accountability, and operational equality. You cannot run a safe, community minded paratransit network by promoting people who have never done the job, while silencing, fining, and bankrupting the local frontline experts who keep the wheels turning.

I formally request that the Public Works Committee take the following actions. One, open Transit Plus Inspector roles to experienced contracted drivers who actually understand paratransit equipment and daily road realities. Two, review the procurement scoring process to ensure local small business operators are not completely shut out by global conglomerates. Three, cease the practice of penalizing drivers who adjust their trip sequences to improve punctuality, reduce idling, and save fuel. Four, ensure contracted operators are given a seat at the table in all future Transit Plus service improvement panels. [\[1\]](#)

Thank you for your immediate attention to this urgent matter.

Sincerely,
Sadeya Nader