



Winnipeg Transit *PLUS*



2026

Winnipeg Transit Plus Annual Report 2025



Winnipeg Transit



Customer Statistics

Total Registrants by Category for 2024 and 2025



Eligibility Criteria Category	2024	2025
Unconditional	4,545 (86.2%)	4860 (87.9%)
Conditional	457 (8.7%)	427 (7.7%)
Temporary	270 (5.1%)	242 (4.4%)
Total Registrants	5,272 (100%)	5,529 (100%)
	5,272	5,529
	2024	2025

Contact Centre Statistics

Total Transit 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	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.

Breakdown of the Commendations and Complaints from 2024 and 2025



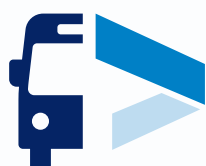
CSRs documented 6,698 customer cases in 2025, down from 8,002 in 2024, including 2,578 complaints, 423 commendations, and 3,697 inquiries requiring follow-up. There were 6.26 complaints received for every 1,000 trips in 2025.

Category	2024	2025
No-show Disputes	1,044 (32.9%)	776 (25.1%)
Service Delivery Complaints	705 (22.2%)	615 (19.9%)
Commendations	382 (12.0%)	423 (13.7%)
Contact Centre Complaints/ Trip Booking Errors	498 (15.7%)	611 (19.8%)
Schedule Complaints	423 (13.3%)	505 (16.3%)
Customer Conduct	117 (3.7%)	151 (4.9%)
Damage Claims	8 (0.2%)	10 (0.3%)
Total	3,177 (100%)	3,091 (100%)

Service Delivery Statistics

Total Transit Service Delivery Statistics from 2024 and 2025

In 2025, the service assessed 111 service recoveries in total. Service recovery fees are charges assessed to a contracted service provider when service is not delivered following expectations.



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.

Integrated Service Delivery - On-Request



With the launch of the Primary Transit Network in 2025, Winnipeg Transit's On-Request service was expanded to twelve (12) zones throughout the City. Registered Transit Plus customers are eligible for curb-to-curb On-Request service where buses can fit.

Type	2024	2025
On-Request Trips taken by Transit Plus customers	925	2,582

Accessibility

Travel Training



Travel Trainers from the Client Services Division played a significant role in the June 29, 2025 launch of the Primary Transit Network, conducting over 250 sessions with the general public and other groups, helping people adapt and understand the new route system.

The Travel Training Program is a free service designed to teach bus riders how to access transit options safely and independently, supporting both Transit Plus customers and all City of Winnipeg residents.

Customer Self-Service



Usage of self-service tools, like the Winnipeg Transit+ On-Request mobile app, accounted for over 19% of all trips booked in 2025. In addition to the app that can be used on iOS and Android devices, customers can also access a web app from any browser at winnipegtransit.com/booktransitplus, or use an automated phone service at 204-986-5711.

Score Average



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 2025 was 89%.

89%



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