

The following summarizes the Winnipeg Transit Plus Policy Advisory Committee (PAC) discussions and activities from November 2025 to April 2026.

PAC Meeting: December 2025

Key Points

- Review and update of the PAC Terms of Reference, including clarification of membership structure and representation.
- Discussion regarding expanded participation from organizations representing individuals with dementia and members of the deaf community.
- Review of eligibility policy messaging to emphasize functional ability and barriers to conventional transit use.

Decisions/Recommendations

- Continue refinement of the Terms of Reference for future Council consideration.
- Ensure eligibility modernization reflects a functional, inclusive approach.

PAC Meeting: January 2026

Key Points

- Winter accessibility concerns related to snow clearing were raised and documented.
- Members shared examples of blocked curb cuts, bus stops, and sidewalks affecting safe access to transit services.
- Public information sessions regarding eligibility, no-show/late cancellation, and bag policy updates were finalized.
- Update provided on availability of revised online application forms.

Decisions/Recommendations

- Escalate winter accessibility concerns to Public Works leadership.
- Simplify and clarify public information session materials.

PAC Meeting: February 2026

Key Points

- Feedback from public information sessions, including themes related to vehicle availability, wait times, and trip verification processes.
- Overview of optional mobile application enhancements, including location-sharing functionality.
- Discussion regarding onboarding supports and educational materials for new customers.

Decisions/Recommendations

- Explore additional notification options to improve accessibility for customers with cognitive disabilities.
- Continue monitoring winter accessibility coordination efforts.

PAC Meeting: March 2026

Key Points

- Update provided on accessibility work underway, including the development of the Accessible Transportation Standard Regulation (ATSR) compliance roadmap and the cross-divisional review of existing policies and procedures.
- Revisions to the Policy Advisory Committee Terms of Reference continue to clarify purpose, membership, and reporting structure.
- Upcoming “Let’s Talk, Transit” public information sessions were announced, covering topics such as navigating the transit system, Transit Plus, On-Request service, and WINNpass.
- Transit Plus operations staff provided an update on scheduling adjustments made to account for winter boarding delays.
- Discussion took place regarding the Ride Time Policy and the balance between shorter ride times and the number of trips that can be accommodated through shared rides.
- Progress reported on digitizing Transit Plus applications and case files.
- Members raised concerns regarding snow clearing around bus stops and intersections. Transit advised that discussions with Public Works are ongoing.
- Accessibility training for operators was discussed, including potential future presentations from the Training Branch and CNIB.
- Service boundary limitations near the City of Winnipeg limits were discussed.
- To raise awareness, members were also advised of upcoming reports to the Standing Policy Committee on Public Works, which bridge earlier operational discussions with committee-level initiatives.

Decisions/Recommendations

- Continue updating PAC Terms of Reference.
- Continue to collaborate with Public Works to identify issues of snow-clearing and accessibility improvements.
- Plan future presentations on accessibility training initiatives.

PAC Meeting April 2026

Key Points

- Update provided on accessibility work underway supporting alignment with the Accessible Transportation Standard Regulation (ATSR) and ongoing compliance planning toward the January 1, 2027, deadline.

Client Services Division

B-414 Osborne St., Winnipeg, MB R3L 2A1

Division des services à la clientèle

B-414, rue Osborne, Winnipeg (Manitoba) R3L 2A1

T. | Tél. : 204-986-5722

F. | Fax : 204-986-6555

winnipeg.ca

- Revisions to the Policy Advisory Committee Terms of Reference continued, with discussion focused on membership structure, participation expectations, and the committee's advisory role.
- A presentation was delivered by CNIB highlighting considerations related to vision loss and accessible transit environments.
- The Training Branch provided an overview of Winnipeg Transit's accessible training program, including operator training related to supporting passengers disabled by barriers.
- Discussion took place regarding tactile walking surface indicators and stop-area wayfinding treatments, including colour and placement considerations and alignment with CSA guidance.
- Members reviewed elements of the Transit Plus eligibility modernization work, including messaging approach and emphasis on functional ability and equitable access.
- Updates were provided on accessibility coordination activities supporting service improvements and future compliance readiness.
- Members provided feedback to inform refinement of engagement materials and committee governance documentation.

Decisions/Recommendations

- Continue updating the Policy Advisory Committee Terms of Reference.
- Incorporate feedback from CNIB and committee members into accessibility planning and wayfinding discussions.
- Support continued information sharing on accessibility training initiatives.