



Winnipeg Transit

State of the System Report



Winnipeg Transit Master Plan
2026



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What is the State of the System Report?

The State of the System Report shows how the Primary Transit Network (PTN) and the accompanying feeder network are performing.

The data is based on the Service Evaluation Standards we developed when we launched the PTN.

These are the Key Performance Indicators we use to guide service adjustments and improvements in a consistent way.

These standards focus on both the quality and the productivity of each of our service classifications.

When a route does not meet its targets, we review where adjustments can be made to improve performance.

The creation and design of the PTN was guided by the following nine goals in the Winnipeg Transit Master Plan:

- **Enhance customer experience.**
Create a consistent and comfortable customer experience.
- **Increase ridership.**
Focus on moving people quickly and efficiently.
- **Improve downtown mobility.**
Create simple and straight routing through downtown, with frequent service.
- **Complement land use development.**
Integrate transit service with the urban fabric.
Service levels and service design will complement the diverse development patterns in the city.
- **Improve multi-modal mobility.**
Transit will function as one component of the broader multi-modal transportation network, working seamlessly with the bicycle and pedestrian networks.
- **Ensure transit is inclusive.**
Conventional transit service will serve as many people as possible.
Winnipeg Transit Plus will be available to anyone who is unable to use the conventional system.
- **Continuously innovate.**
Use the opportunities provided by technology to continuously improve customer service and service sustainability.
- **Empower healthy communities.**
Increase access to essential neighbourhood services such as grocery stores, schools, and health care facilities.
- **Balance investment with affordability.**
Maintain a balance between transit investment and affordability for transit riders and taxpayers.

By setting clear expectations for performance, the Service Evaluation Standards will ensure that the Winnipeg Transit network is regularly reviewed and adjusted to meet the above nine goals of the Winnipeg Transit Master Plan. The results of the Service Evaluation Standards will be reported annually, along with other key performance indicators, through the Annual Service Plan process.

Service Classifications

The centrepiece of the PTN is the organization of transit service into eight service classifications, which are designed to cater to different types of trips customers take on the transit system, and to travel demand levels.

The eight classifications are:

• **Rapid Transit** • **Frequent Express** • **Frequent** • **Direct** • **Connector** • **Community** • **Limited** • **On-Request**

Each service class has a unique purpose as described in Table 1 below. The Service Evaluation Standards reflect this purpose.

The standards outlined in this document are the current service targets that Winnipeg Transit will work towards. Winnipeg Transit strives to achieve all its service targets and is committed to making adjustments to meet them.

	SERVICE TYPE	TARGET BUS TYPE	WHAT DOES IT DO?
Primary Network	Rapid Transit	60 ft. 	Frequent service with transit-only right of way where needed to bypass congestion and move more quickly across the city
	Frequent Express	60 ft.  40 ft. 	Buses run along major streets and skip some stops to help people travel quickly across the city. These services will be upgraded to Rapid Transit over time
	Frequent	60 ft.  40 ft. 	Buses run along main streets to help people travel between neighbourhoods
	Direct	60 ft.  40 ft. 	Connect people to primary network and help them move around the city
Feeder Network	Connector	40 ft. 	Connect people to the Primary Transit Network and help them move around the city
	Community	40 ft.  30 ft. 	Help people travel within their neighbourhoods, to nearby services, and connect to the Primary Transit Network
	Limited	40 ft.  30 ft. 	Operates only at certain times, usually peak hours. Can include express or local routes serving all stops
	On-Request	30 ft. 	Help people travel within their neighbourhoods, to nearby services, and connect to the Primary Transit Network, in areas and times of day with low demand

Table 1: Service Class Overview

On-Request services are not included in the service evaluation standards in this document due to their significantly different operating characteristics compared to the fixed-route service types. On-Request Service Evaluation Standards will be developed when more robust data are available about the performance of this service type and will be incorporated into future versions of this document. Service Evaluation Standards for On-Request services will include targets for: cost per trip, wait time, trip rejection, and the replacement of paratransit trips.





On-time Performance



Definition

On-time Performance is measured by either “punctuality” or “regularity”.

Punctuality is how well a transit service adheres to its published schedule and is particularly important for less frequent services such as feeder routes.

Regularity is the consistent time between two vehicles on the same route, and is particularly important for more frequent routes such as the primary transit network. Traditionally, only “Punctuality” has been tracked. “Regularity” is a new metric, designed to better reflect customer expectations on frequent services.



Purpose

Punctuality provides a snapshot of the overall reliability of a service. It compares the number of on time trips of a route with the total number of trips of the route.

Regularity, like punctuality, provides a snapshot of the overall reliability of a service. It monitors if vehicles are operating at consistent intervals between each other.



Measurement

Punctuality is measured by the percentage of trips that adhere to a route’s published schedule. It is calculated by comparing the number of on time trips that depart from timing points along the route with the total number of trips of the route.

The punctuality of a route can often be affected by external factors, such as traffic congestion, construction, overcrowding, and poor weather. Therefore, guidelines for punctuality are set below 100%. To be considered on time, a trip must leave a timing point between **-1 to 5** minutes late of its published schedule time.

Punctuality is primarily used for feeder routes. For more frequent services, the punctuality of vehicles become less important as headways become shorter, and as more vehicles are operating on the route. Therefore, Primary Transit Lines are principally measured against regularity, the standards of which are detailed after those for punctuality.

Regularity of a service is measured by the amount of time a consistent headway is maintained between vehicles on a Primary Transit line. A regular transit service will arrive **within 3 minutes** of the scheduled headway.

SERVICE TYPE (FEEDER NETWORK)	TARGET PUNCTUALITY	SERVICE TYPE (PRIMARY NETWORK)	TARGET REGULARITY
Connector	75%	Rapid Transit	90%
Community	75%	Frequent Express	90%
Limited	75%	Frequent	90%
		Direct	90%

Table 2: Target Punctuality and Regularity



Span of Service



Definition

Span of Service is the hours of operation for a specific transit service.



Purpose

Span of service determines the availability of a service throughout the service day. Spans of service conform with travel demand patterns throughout the day.



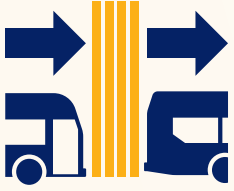
Measurement

Span of service is measured from the time of the departure of the first trip at the first stop on the route, to the time of arrival of the last trip at the last stop on the route. Service may change throughout the day. For example, buses may operate more often during the morning and evening peak periods, but less often during the middle of the day. Target spans of service are prescribed for all service types, with the exception of On-Request services.

SERVICE TYPE	PRIMARY NETWORK	FEEDER NETWORK		
	RAPID TRANSIT, FREQUENT EXPRESS, FREQUENT, DIRECT	CONNECTOR	COMMUNITY	LIMITED
WEEKDAYS				
Early AM (5:00 – 6:00)	✓	✓	✓	–
AM Peak (6:00 – 9:00)	✓	✓	✓	✓
Mid-Day (9:00 – 15:30)	✓	✓	✓	–
PM Peak (15:30 – 18:30)	✓	✓	✓	✓
Early PM (18:30 – 22:00)	✓	✓	✓	–
Late PM (22:00 – 1:30)	✓	✓	✓	–
SATURDAY				
AM (5:30 – 11:00)	✓	✓	✓	–
Mid-Day (11:00 – 18:00)	✓	✓	✓	–
Early PM (18:00 – 22:00)	✓	✓	✓	–
Late PM (22:00 – 1:30)	✓	✓	✓	–
SUNDAY / HOLIDAY				
AM (6:00 – 11:00)	✓	✓	✓	–
Mid-Day (11:00 – 18:00)	✓	✓	✓	–
Early PM (18:00 – 22:00)	✓	✓	✓	–
Late PM (22:00 – 00:00)	✓	✓	✓	–

Table 3:
Target Span of Service by Time of Day

✓ Target: service operates ✓ Target: Community Route or On-Request service operates



Headway



Definition

Headway is the longest wait time between two buses on the same route.



Purpose

Headway, like span of service, determines the availability, convenience, and ultimately, the attractiveness of a service. Services with shorter headways can allow passengers to simply “turn up and go,” without having to refer to a schedule.



Measurement

Headway is measured by how often a trip occurs on a route on average, in minutes. Headways depend on the type of service, the day of the week, and the time of day. Headways are prescribed for the following service types: Rapid Transit, Frequent Express, Frequent, Direct, Connector, and Community.

Headways do not apply to Limited service. Headways on these routes vary greatly, and they only operate during certain times of day.

Headways do not apply to On-Request service, as they are determined by passenger demand within an On-Request area. However, On-Request service will generally arrive between 5 and 20 minutes after a trip is booked.

SERVICE TYPE	PEAK	OFF-PEAK	NIGHT/WEEKEND
Rapid Transit*	4-10 minutes	5-10 minutes	10-30 minutes
Frequent Express	5-15 minutes	10-15 minutes	10-30 minutes
Frequent	10-15 minutes	10-15 minutes	10-30 minutes
Direct	10-15 minutes	10-20 minutes	15-30 minutes
Connector	15-30 minutes	15-30 minutes	20-60 minutes
Community	30-60 minutes	30-60 minutes	30-60 minutes

Table 4: Target Headways

*Only represents core segment headways. Longer headways expected on branches.



Crowding



Definition

Crowding is the measure of how much a vehicle's seated and standing capacity is used during the busiest peak hour or point along a route.



Purpose

Crowding provides a snapshot of how full or empty vehicles on a service are. It compares the seated capacity offered on a route with the demand for service. When service and demand are mismatched, it can lead to overcrowding, which can result in passengers being left behind at a stop, an increase in running time, and a deterioration in overall passenger experience.



Measurement

Crowding is measured as a ratio between the average number of passengers on a vehicle compared to the seated capacity of the vehicle. It is calculated by dividing the average number of passengers on a vehicle at its busiest point by the number of seating spaces on the vehicle. Once all the seats in a vehicle are occupied, 15 extra passengers may be standing before a trigger is reached to review the route for improvement.

Crowding standards are sometimes different for weekday peak periods and for all other operating periods. This follows precedence from other transit systems in Canada, where crowding is deemed more acceptable during peak times.

For the Winnipeg Transit system, the crowding standard is neutral about the passenger experience at all times of day. It a single crowding threshold for considering an improvement to a route, regardless of time of day. This may be reevaluated in future iterations of the Service Evaluation Standards, should there be more tolerance for crowding during peak times.

BUS TYPE	MAXIMUM SEATED CAPACITY
60 ft 	50
40 ft 	38
30 ft 	25

Table 5: Seated Capacity by Bus Type

BUS TYPE	MAXIMUM SEATED CAPACITY	IMPROVEMENT REVIEW TRIGGER
Rapid Transit	50 (60 ft.)	65 (60 ft.)
Frequent Express	50 (60 ft.) 38 (40 ft.)	65 (60 ft.) 53 (40 ft.)
Frequent	50 (60 ft.) 38 (40 ft.)	65 (60 ft.) 53 (40 ft.)
Direct	50 (60 ft.) 38 (40 ft.)	65 (60 ft.) 53 (40 ft.)
Connector	38 (40 ft.)	53 (40 ft.)
Community	38 (40 ft.) 25 (30 ft.)	53 (40 ft.) 40 (30 ft.)
Limited	38 (40 ft.) 25 (30 ft.)	53 (40 ft.) 40 (30 ft.)

Table 6: Seated Capacity and Service Review Triggers



Boardings per Service Hour



Definition

Boardings per service hour compares the total demand for a service with the amount of service provided.



Purpose

Boardings per service hour provides a snapshot of the overall productivity of a transit service. It compares how well a route is being used with the amount of service provided on that route.



Measurement

Boardings per service hour is measured as the average number of passengers who use a transit service over a single hour. It is calculated by dividing the number of boardings on a route segment by the number of service hours on the route segment.

When a route segment's boardings per service hour are below the minimum threshold or reach the improvement trigger, it will be reviewed for potential upgrade or downgrade. There are no improvement triggers for Rapid Transit, as it is the top service class. Improvement triggers are listed for Frequent Express service, however the key consideration for improvements on Frequent Express lines will be the timeline of the Rapid Transit infrastructure. Service upgrades and downgrades consider a range of factors, such as the other service evaluation standards and the feasibility of modifying stop locations and stop infrastructure.

SERVICE TYPE	PEAK		OFF-PEAK		NIGHT/WEEKEND	
	MINIMUM THRESHOLD	IMPROVEMENT REVIEW TRIGGER	MINIMUM THRESHOLD	IMPROVEMENT REVIEW TRIGGER	MINIMUM THRESHOLD	IMPROVEMENT REVIEW TRIGGER
Rapid Transit	50	–	40	–	40	–
Frequent Express	55	65	45	50	45	50
Frequent	35	65	25	50	25	45
Direct	35	65	25	50	25	45
Connector	15	45	10	35	10	35
Community	15	45	10	35	10	35
Limited	10	30	–	–	–	–

Table 7: Boardings per Service Hour – Minimums and Service Review Triggers



Cost per Boarding

Note: Cost per Boarding will not be presented in this first State of the System report. Accurately reporting the Cost per Boarding requires data from a full year of service, so this will not be possible until the 2027 State of the System report.



Definition

Cost per boarding compares the cost of providing transit service for one unlinked passenger trip with the number of boardings on that service.



Purpose

Cost per boarding provides a snapshot of how efficiently service can be provided on a per-passenger basis. It compares the cost of providing a service with the ridership that the service generates.



Measurement

Cost per boarding is measured as the cost of providing service for one unlinked passenger trip. It is calculated by dividing the average operating cost per service hour of a route segment by the route segment's average number of passenger boardings per service hour. The cost per boarding of a route segment is then compared against the median of its own route class to determine its relative annual performance.

The cost per boarding measure can also be applied for different time periods based on the median of that time period, to determine changes to the route within its current service class.

Route segments which are less than half the median cost per boarding are considered high performing. Route segments which exceed double the median cost per boarding are considered low performing. High performing routes will be reviewed for potential upgrades in service class (e.g. a Direct route is upgraded to a Frequent route), while low-performing routes will be reviewed for lower-cost service opportunities.

There are no high-performance review triggers for Rapid Transit, as it is the top service class. High-performance review triggers are listed for Frequent Express service, however the key consideration for improvements on Frequent Express lines will be the timeline of the Rapid Transit infrastructure. Not all the routes reviewed will receive a change in service type. Service upgrades and downgrades consider a range of factors, such as the other service evaluation standards and the feasibility of modifying stop locations and stop infrastructure.

SERVICE TYPE	HIGH PERFORMANCE REVIEW TRIGGER	LOW PERFORMANCE REVIEW TRIGGER
Rapid Transit	n/a	> 200% Median Cost / Boarding
Frequent Express	< 50% Median Cost / Boarding	> 200% Median Cost / Boarding
Frequent	< 50% Median Cost / Boarding	> 200% Median Cost / Boarding
Direct	< 50% Median Cost / Boarding	> 200% Median Cost / Boarding
Connector	< 50% Median Cost / Boarding	> 200% Median Cost / Boarding
Community	< 50% Median Cost / Boarding	> 200% Median Cost / Boarding
Limited	< 50% Median Cost / Boarding	> 200% Median Cost / Boarding

Table 8: Cost per boarding Service Review Triggers

Service Evaluation Dashboards

Winter 2025 KPIs

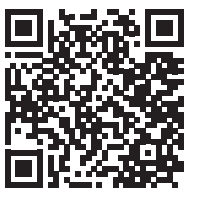
These dashboards show how each route is performing based on our Service Evaluation Standards. The screenshots in this section show data from the Winter 2025 schedule for select routes.

To view data for all routes, visit winnipegtransit.com/state-of-the-system-dashboards.
Or:

Click the link →

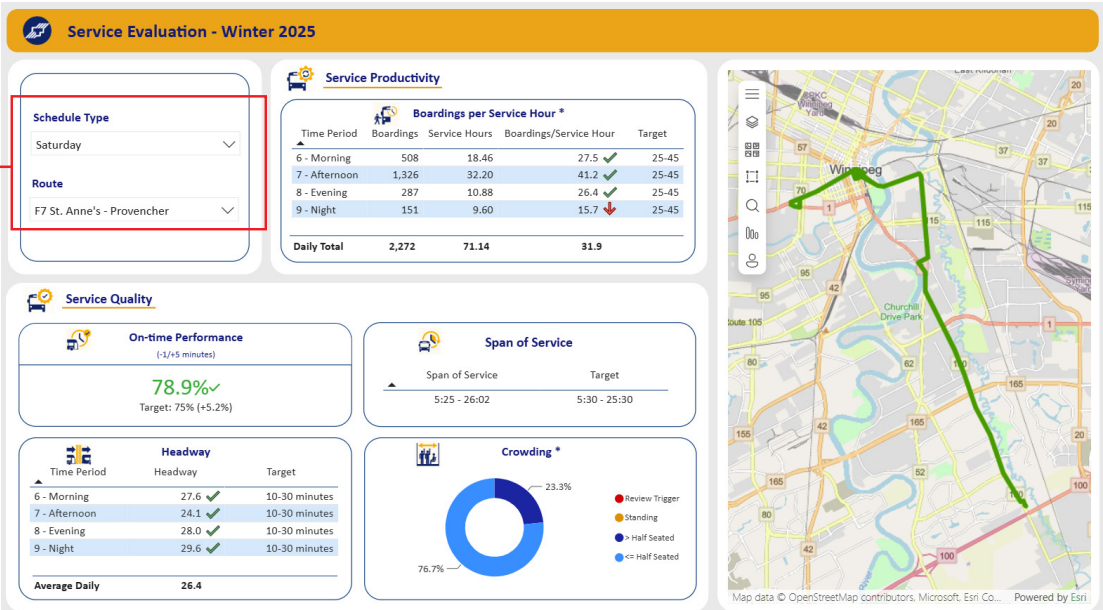
 Online Dashboards

Scan the QR code →



Dashboard Example

To view specific schedule types and routes use these dropdown menus



*Due to detection errors and small sample sizes in some cases, boarding data may be unavailable for certain schedule types, routes, and time periods.

Service Classification: Rapid Transit

Service Evaluation - Winter 2025

Weekday 

BLUE

Service Productivity

Boardings per Service Hour *

Time Period	Boardings	Service Hours	Boardings/Service Hour	Target
1 - AM Peak	5,838	131.16	44.5 	>=50
2 - Mid-day	10,101	185.52	54.4 	>=40
3 - PM Peak	7,255	132.24	54.9 	>=50
4 - Evening	2,827	57.80	48.9 	>=40
5 - Night	672	28.95	23.2 	>=40
Daily Total	26,694	535.67	49.8	

Service Quality

On-time Performance

66.6%!

Target: 75% (-11.2%)

Span of Service

Target

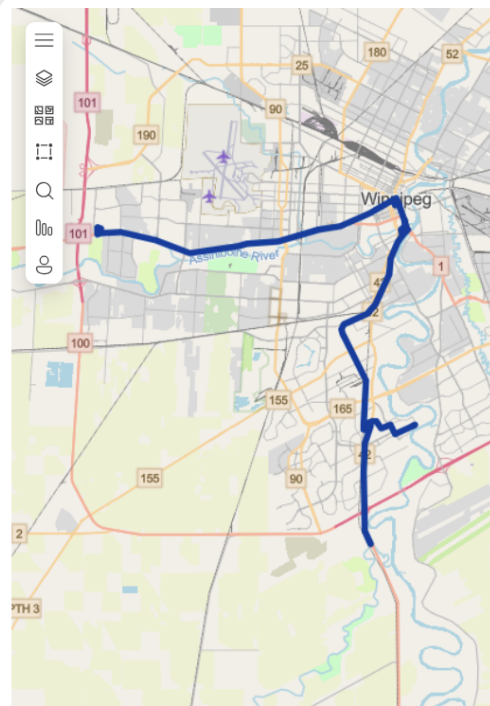
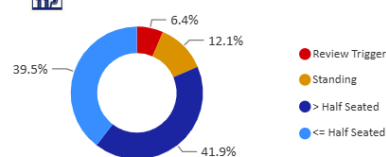
:00 - 25:30

Headway

Time Period	Headway	Target
1 - AM Peak	5.1 ✓	4-10 minutes
2 - Mid-day	6.5 ✓	5-10 minutes
3 - PM Peak	4.4 ✓	4-10 minutes
4 - Evening	11.2 ↑	5-10 minutes
5 - Night	17.3 ✓	10-30 minutes

6.9

Crowding *



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*Due to detection errors and small sample sizes in some cases, boarding data may be unavailable for certain schedule types, routes, and time periods.

Winter 2025 KPIs

Service Classification: Frequent Express

Service Evaluation - Winter 2025

Schedule Type

Saturday

Route

FX2 Main - St. Mary's

Service Productivity

Time Period	Boardings	Service Hours	Boardings/Service Hour	Target
6 - Morning	1,062	22.66	46.9	45-50
7 - Afternoon	3,519	48.90	72.0	45-50
8 - Evening	590	15.07	39.1	45-50
9 - Night	276	12.43	22.2	45-50
Daily Total	5,447	99.06	55.0	

Service Quality

On-time Performance

66.1%!

Target: 75% (-11.87%)

Span of Service

Span of Service: 5:32 - 25:50

Target: 5:30 - 25:30

Headway

Time Period	Headway	Target
6 - Morning	21.6	10-30 minutes
7 - Afternoon	17.4	10-30 minutes
8 - Evening	23.2	10-30 minutes
9 - Night	23.4	10-30 minutes
Average Daily	20.1	

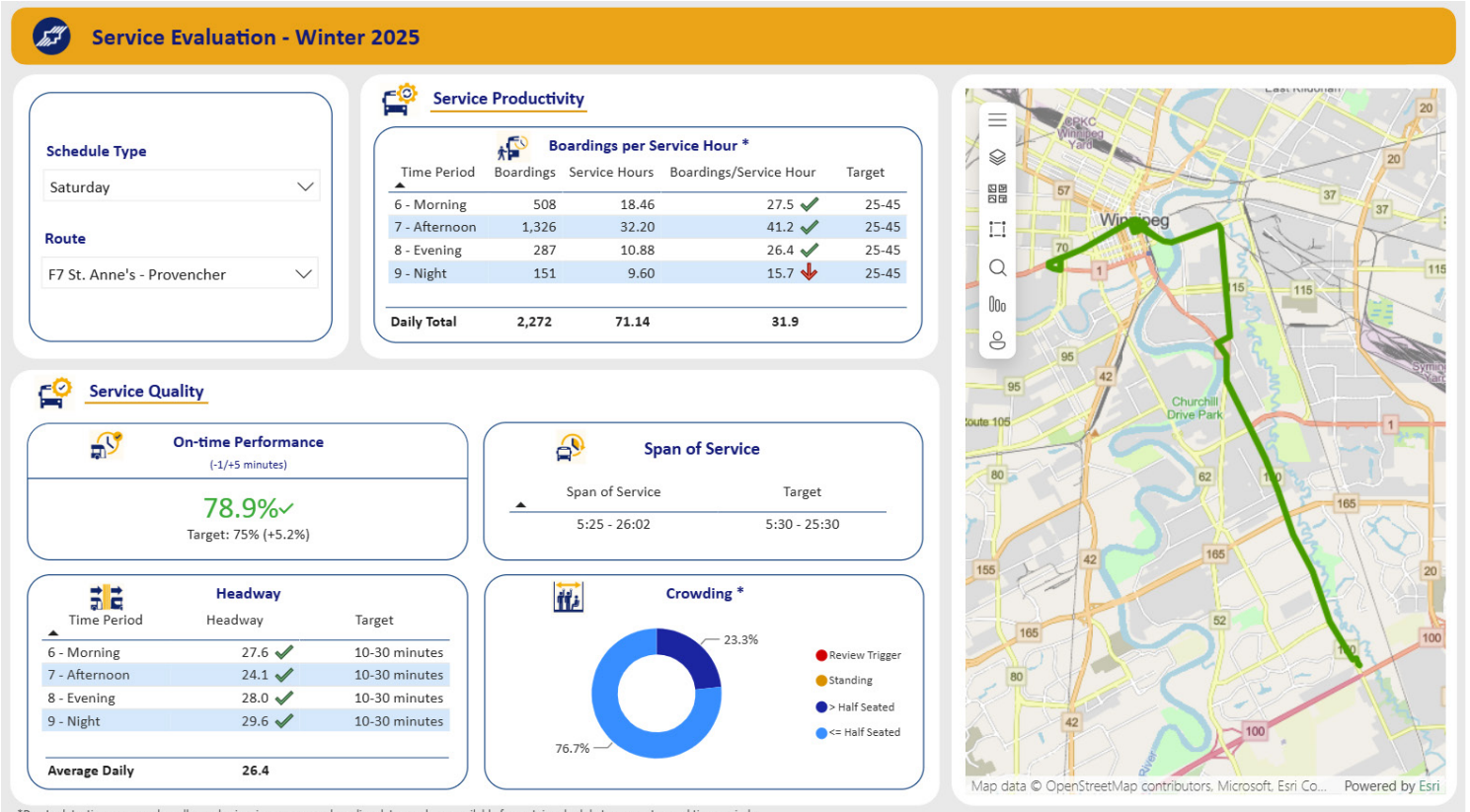
Crowding *

- Review Trigger
- Standing
- Half Seated
- Less than Half Seated

Map data © OpenStreetMap contributors, Microsoft, Esri Co... Powered by Esri

*Due to detection errors and small sample sizes in some cases, boarding data may be unavailable for certain schedule types, routes, and time periods.

Service Classification: Frequent



Service Classification: Direct

Service Evaluation - Winter 2025

Schedule Type

Saturday

Route

D10 Panet - Adsum

Service Productivity

Time Period	Boardings	Service Hours	Boardings/Service Hour *	Target
6 - Morning	669	22.20	30.1 ✓	25-45
7 - Afternoon	1,424	39.76	35.8 ✓	25-45
8 - Evening	308	15.57	19.7 ↓	25-45
Daily Total	2,400	77.53	31.0	

Service Quality

On-time Performance
(-1/+5 minutes)

76.0%✓

Target: 75% (+1.33%)

Span of Service

Span of Service	Target
5:58 - 22:57	5:30 - 25:30

Headway

Time Period	Headway	Target
6 - Morning	24.4 ✓	15-30 minutes
7 - Afternoon	23.3 ✓	15-30 minutes
8 - Evening	23.3 ✓	15-30 minutes
Average Daily	23.6	

Crowding *

13.6%

86.4%

Review Trigger

Standing

> Half Seated

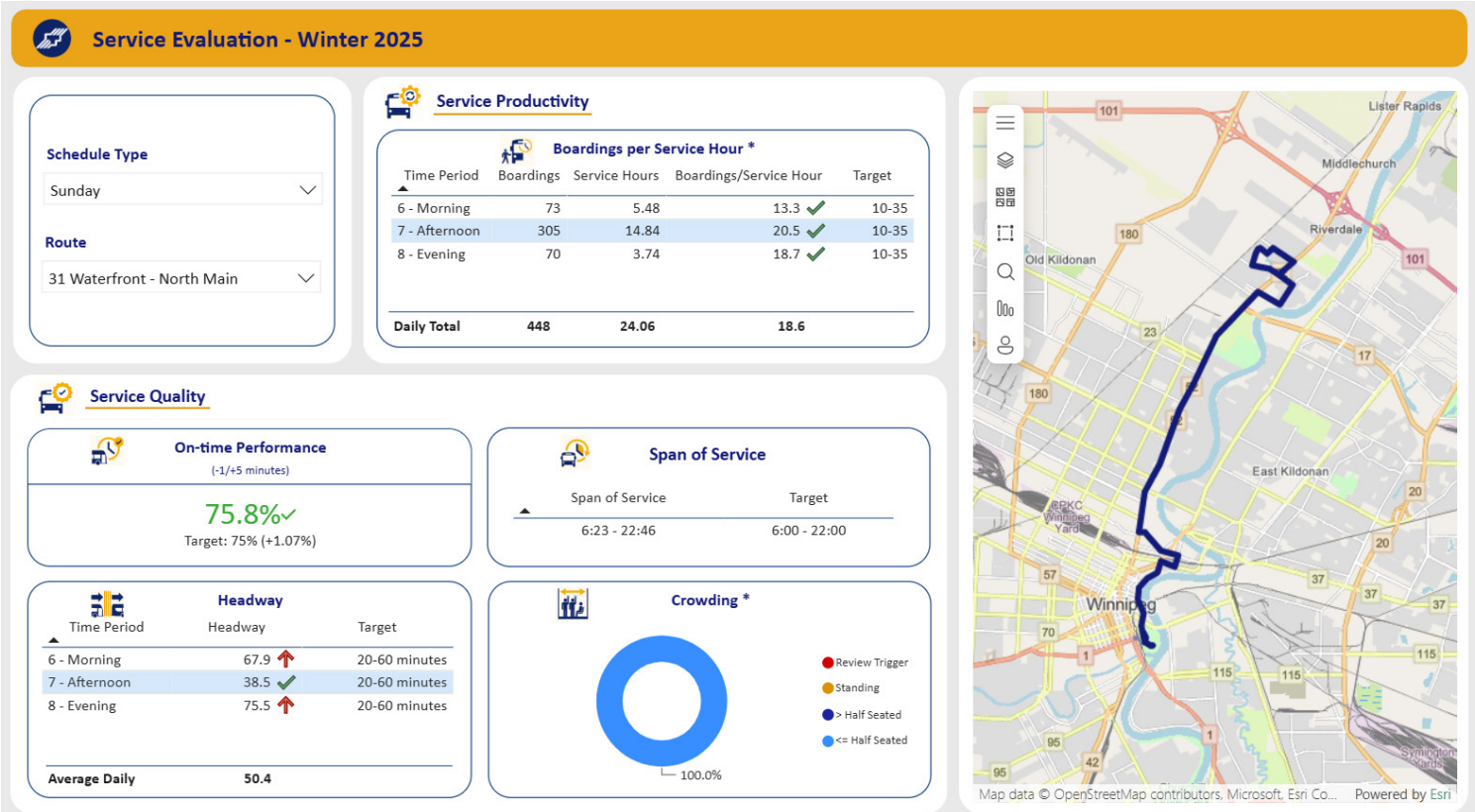
<= Half Seated

*Due to detection errors and small sample sizes in some cases, boarding data may be unavailable for certain schedule types, routes, and time periods.

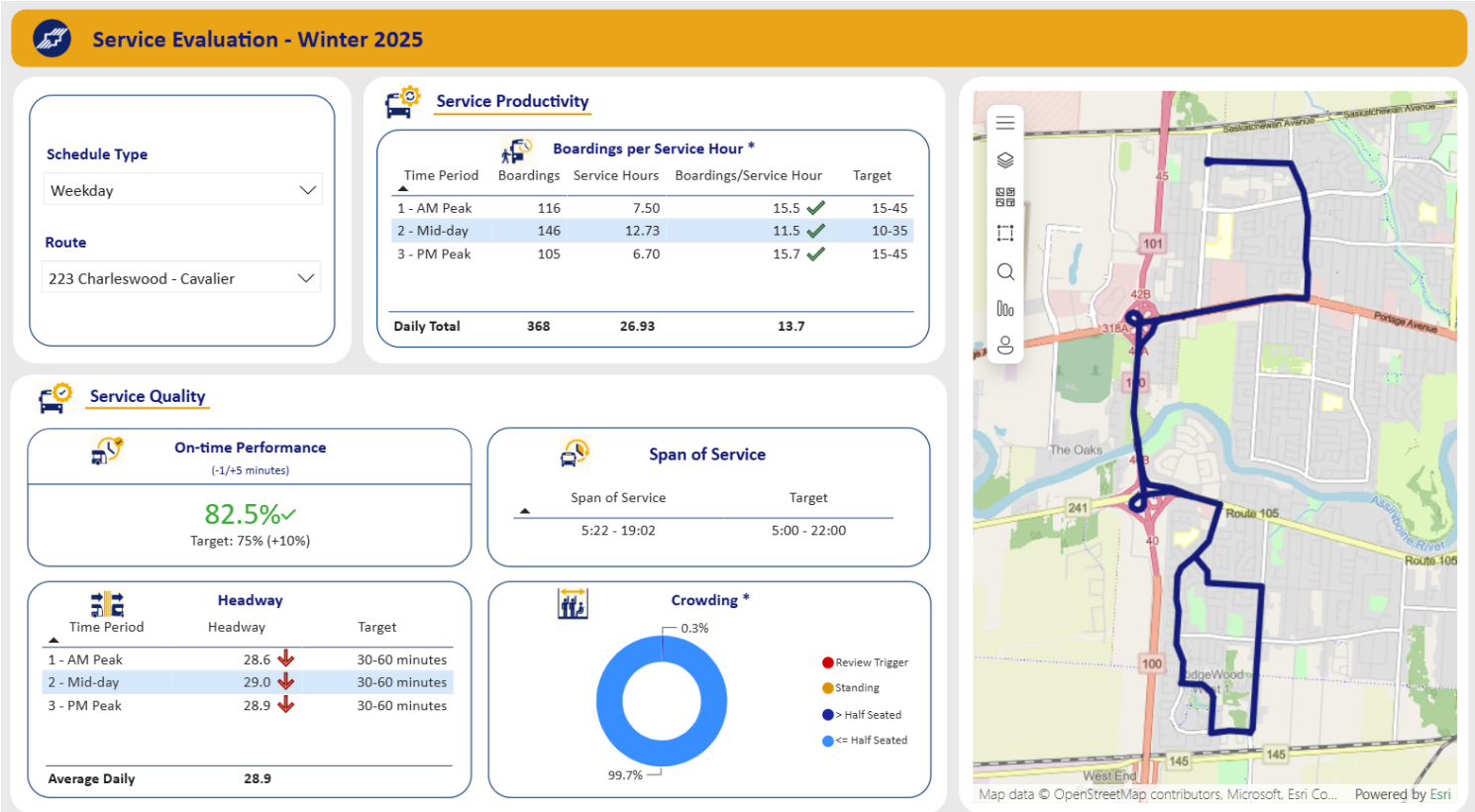
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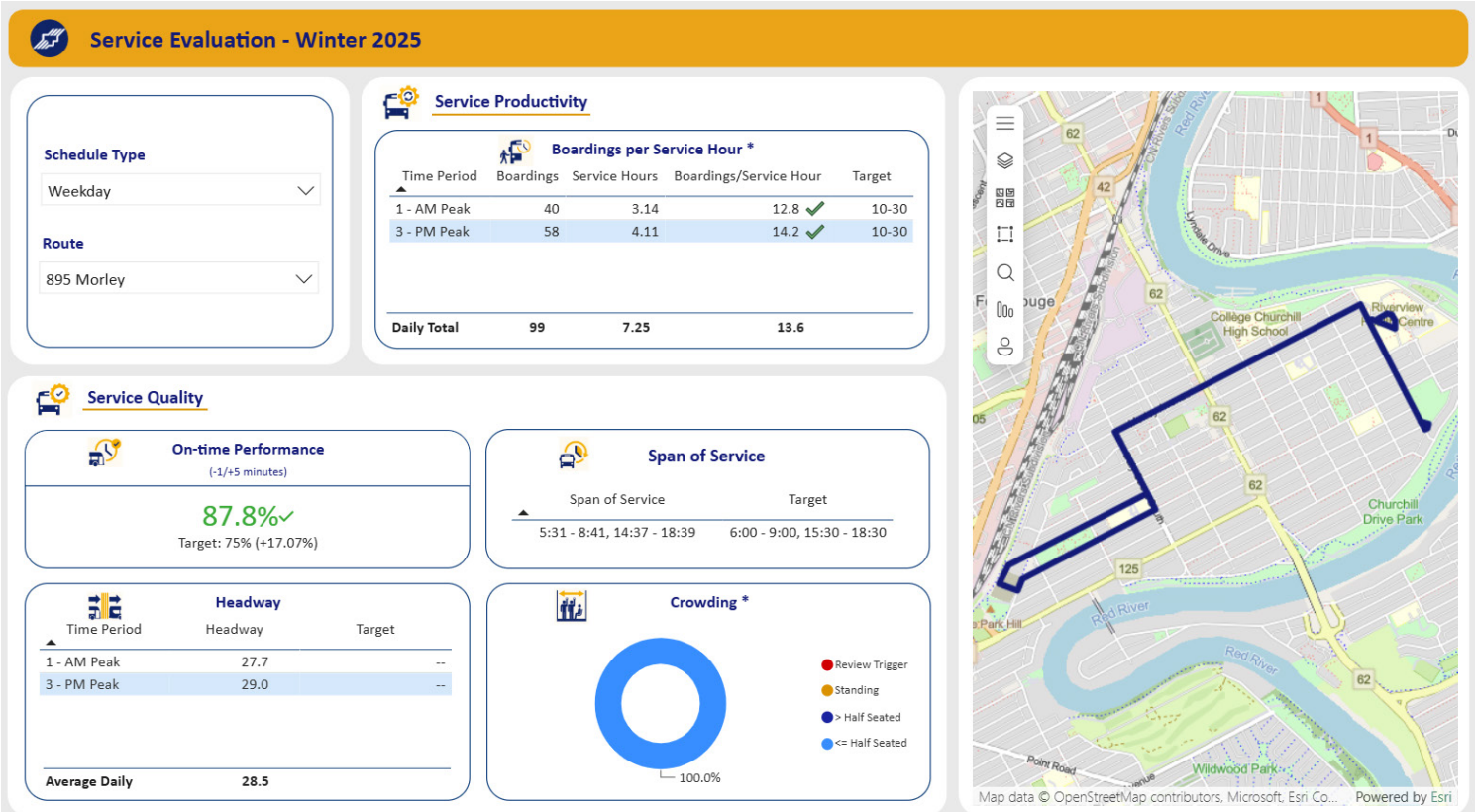
Service Classification: Connector



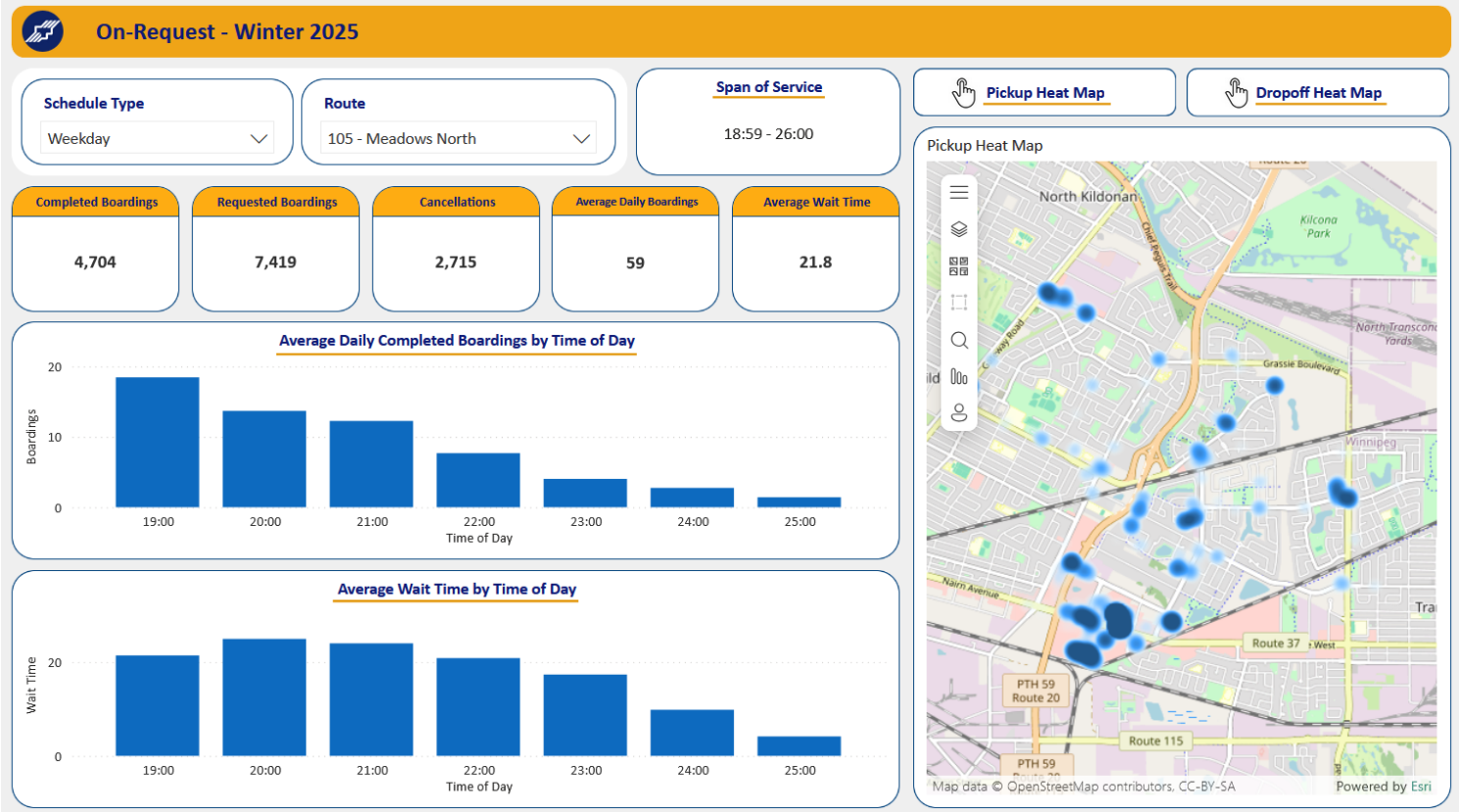
Service Classification: Community



Service Classification: Limited



Service Classification: On-Request



Summary of Key Performance Indicators



The following lists the On-Time Performance of all Primary Transit Network routes.

PRIMARY TRANSIT NETWORK			
ROUTE	PERCENTAGE OF SERVICE ON TIME		
	WEEKDAY	SATURDAY	SUNDAY
BLUE	66.6%	69.1%	72.9%
FX2	67.5%	66.1%	68.6%
FX3	68.8%	68.5%	68.2%
FX4	63.8%	72.2%	68.3%
F5	62.8%	68.5%	73.5%
F6	67.1%	73.3%	75.3%
F7	67.6%	78.9%	78.8%
F8	66.0%	64.7%	68.2%
F9	69.6%	70.9%	68.1%
D10	68.7%	76.0%	75.6%
D11	66.4%	72.9%	76.6%
D12	72.3%	28.8%	34.8%
D13	71.4%	49.1%	51.3%
D14	61.1%	68.1%	66.2%
D15	67.6%	68.0%	67.7%
D16	55.5%	63.1%	60.8%
D17	65.0%	65.9%	74.2%
D19	74.1%	76.0%	79.4%

Summary of Key Performance Indicators

↑ Top Five & ↓ Bottom Five
Performing Routes



The following ranks Feeder Network routes by On-Time Performance.

FEEDER NETWORK

ROUTE	PERCENTAGE OF SERVICE ON TIME	ROUTE	PERCENTAGE OF SERVICE ON TIME
WEEKDAY			
↑ TOP 5		↓ BOTTOM 5	
91	88.4%	889	54.4%
895	87.8%	886	58.7%
552	84.3%	888	59.1%
677	82.6%	887	60.3%
223	82.5%	28	61.0%
SATURDAY			
↑ TOP 5		↓ BOTTOM 5	
37	85.6%	70	67.6%
672	83.8%	38	69.2%
671	81.6%	43	69.6%
48	81.2%	74	70.0%
336	80.3%	28	70.4%
SUNDAY			
↑ TOP 5		↓ BOTTOM 5	
37	86.0%	74	66.2%
91	84.0%	677	66.9%
224	79.9%	22	70.3%
330	79.8%	70	70.6%
672	79.7%	336	71.8%



Summary of Key Performance Indicators



The following lists the Boardings per Service Hour of all Primary Transit Network routes.

PRIMARY TRANSIT NETWORK			
ROUTE	BOARDINGS PER SERVICE-HOUR		
	WEEKDAY	SATURDAY	SUNDAY
BLUE	49.8	50.6	42.8
FX2	51.7	55.0	47.8
FX3	31.1	30.3	31.4
FX4	34.3	31.8	30.0
F5	44.5	41.4	N/A
F6	48.2	39.6	42.9
F7	33.7	31.9	24.1
F8	41.6	35.9	32.0
F9	34.2	N/A	25.6
D10	33.3	31.0	36.0
D11	40.0	31.3	38.6
D12	35.4	38.5	38.4
D13	32.6	38.0	33.7
D14	26.4	15.4	N/A
D15	38.5	29.0	25.4
D16	35.2	20.8	17.2
D17	32.0	26.8	24.8
D19	35.2	22.8	23.4

*Due to detection errors and small sample sizes in some cases, boarding data may be unavailable for certain schedule types and routes.



Summary of Key Performance Indicators

↑ Top Five & ↓ Bottom Five
Performing Routes



The following ranks Feeder Network routes by Boardings per Service Hour.

FEEDER NETWORK			
ROUTE	BOARDINGS PER SERVICE-HOUR	ROUTE	BOARDINGS PER SERVICE-HOUR
WEEKDAY			
↑ TOP 5		↓ BOTTOM 5	
677	50.5	886	5.0
672	40.3	694	7.0
671	39.6	664	8.1
662	35.4	650	9.5
38	35.4	888	9.6
SATURDAY			
↑ TOP 5		↓ BOTTOM 5	
672	39.0	91	12.8
671	38.2	70	13.0
74	28.7	224	14.2
38	28.2	336	15.1
28	27.3	43	15.6
SUNDAY			
↑ TOP 5		↓ BOTTOM 5	
672	32.0	91	9.7
74	30.4	70	12.1
671	25.5	224	14.1
28	24.5	330	16.3
38	22.8	43	16.9



Summary of Key Performance Indicators



Crowding

The following shows the crowding for all Primary Transit Network routes, and the five most crowded feeder routes.

PRIMARY	
WEEKDAY	
ROUTE	PERCENTAGE OF SERVICE CONSIDERED "CROWDED"
BLUE	6.4%
FX2	2.4%
FX3	0.8%
FX4	0.2%
F5	1.9%
F6	2.2%
F7	0.8%
F8	2.3%
F9	3.9%
D10	0.0%
D11	0.2%
D12	0.2%
D13	0.1%
D14	0.0%
D15	0.8%
D16	0.3%
D17	0.0%

FEEDER NETWORK	
WEEKDAY	
↓ BOTTOM 5	
ROUTE	PERCENTAGE OF SERVICE CONSIDERED "CROWDED"
676	3.4%
74	2.2%
671	2.0%
662	1.9%
557	1.1%

State of the System Report



Winnipeg Transit
2026

