

Background

We are working to make Winnipeg Transit Plus easier to use, more reliable, and more accessible. Over the past few years, we have made many improvements and will continue to make more. We launched the Winnipeg Transit+ On-Request app to simplify trip bookings. We have also reduced call wait times and have fewer unaccommodated trips.

We are now proposing updates to three policies:

- Eligibility criteria
- No-show and late cancellation policy
- Carry-on bag policy

These updates are based on feedback from customers, caregivers, community partners, and the Winnipeg Transit Plus Policy Advisory Committee. We also looked at best practices from other cities, analyzed our service data, and worked with a consultant to assess our current service.

These proposed changes address the last recommendations from a 2019 Manitoba Ombudsman report. They also align with the *Winnipeg Transit Master Plan*. The changes will help prepare Transit Plus for the Accessible Transportation Standard Regulation, which comes into effect on January 1st, 2027.

Information sessions

In January 2026, we hosted five public information sessions. Customers, caregivers, and community partners were invited to learn about proposed policy changes and ask questions. A recording of the information session, along with an FAQ, is available on the Transit Plus website for those who could not attend.



Figure 1: Participants ask questions about the proposed policies at an information session

TRANSIT PLUS PROPOSED POLICY CHANGES

Public Information Summary



Table 1 below gives an overview of information sessions. **Table 2** provides details on how the information sessions were promoted.

Table 1: Information opportunities

ACTIVITY	DESCRIPTION	PARTICIPATION
 Virtual events	Three virtual events held: - January 28, 2026 at 9:00 a.m. - January 28, 2026 at 6:00 p.m. - January 30, 2026 at 11:30 a.m.	266 participants (455 registered)
 In-person sessions	Two in-person events were held: - January 29, 2026 at 1:00 p.m. - January 29, 2026 at 5:30 p.m.	97 participants (100 registered)

Table 2: Promotion of public engagement opportunities

ACTIVITY	DESCRIPTION	REACH
 News release	City of Winnipeg news release issued on January 14, 2026.	1 news release
 Letters to customers	Letters mailed to Transit Plus customers with information about the sessions.	5,626 letters mailed
 On-hold message	Callers to Transit Plus heard a short message about the sessions and how to join.	11,459 calls

TRANSIT PLUS PROPOSED POLICY CHANGES

Public Information Summary



ACTIVITY	DESCRIPTION	REACH
 Transit Plus newsletter	Newsletter sent on January 14 and 23, 2026, inviting subscribers to attend.	1,653 subscribers
 Messages via trip-booking system	Messages sent based on customer preferences via: • Automated phone call • Text • Email • Mobile app push notification	Over 6,000 messages sent
 Social media	12 posts shared between January 14 and February 2, 2026 on: • Transit X (11,200 followers) • Facebook (49,000 followers) • Instagram (21,000 followers) • LinkedIn (55,000 followers)	12 posts across 4 platforms

More than 350 people attended the information sessions and asked questions about the proposed policies. Participants' questions focused on:

Eligibility criteria

- Expanding current eligibility criteria
- Capacity to support expanded criteria
- How different eligibility categories will apply (unconditional, conditional, temporary)
- Reassessments
- Application process
- Timing of the new policy implementation

No-show and late cancellation policy

- How long drivers wait at the door before a ride is marked as a no-show
- Pick-up window issues (drivers early or late)
- Errors not caused by the customer
- How suspensions would apply for persons with medical conditions

TRANSIT PLUS PROPOSED POLICY CHANGES

Public Information Summary



- Late cancellations for medical appointments or other unavoidable situations
- Early morning cancellations
- Waitlists
- Appeal/review process

Carry-on bag policy

- Types and sizes of personal items allowed
- Rules about bringing pets

Other questions and concerns:

- Types of vehicles used by Transit Plus
- Input from Transit Plus drivers on proposed policies
- Ability to make changes to a trip booking
- Using On-Request services
- Types of mobility devices allowed
- Pick-up locations issues
- Travel time or route to destinations
- Changes to the Primary Transit Network (including fewer bus stops)
- Trip priority

A full question-and-answer transcript is in Appendix A.

Next steps

In spring 2026, Council will review the recommended policy changes. Members of the public may participate in a Council meeting by:

- Submitting written comments
- Appearing as a delegation (speaking at meeting of Council or its Committees)

The new policies will need Council approval before we can implement them. Transit Plus customers will be notified before the changes take effect.