



Holiday Hours

Winnipeg Transit Plus will operate on a holiday schedule, with the earliest pick-up of 8 a.m. and the latest pick-up at 10 p.m. on the following dates:

Good Friday, April 7
Easter Monday, April 10

- [Holiday Hours](#)
- [WAV Pilot project](#)
- [Travel Tips](#)
- [A New Face in Client Services](#)
- [Manager's Message](#)

Winnipeg Transit Plus Partners With the City of Winnipeg Wheelchair Accessible Vehicle (WAV) Central Dispatching Pilot

Winnipeg Transit Plus has partnered with Winnipeg WAV (Wheelchair Accessible Vehicle) with a shared commitment to support Transit Plus customers' ability to move flexibly around their community. When available Transit Plus vehicle resources are unable to accommodate a trip request, this pilot program lets us offer Winnipeg WAV as an additional option. Of course, we'll continue to try to find a trip for you with our dedicated Transit Plus fleet first, however, if you're able to accept the Winnipeg WAV option, we're more likely to be able to accommodate your trip.

Successful partnerships between the paratransit industry and for-hire providers exist across North America.

When we accommodate your trip using Winnipeg WAV, fully licensed taxi drivers perform the trip in one of their wheelchair-accessible taxis. These drivers are trained in customer service, disability awareness and mobility equipment securement. However, at this time in the pilot, they are not given the same training on our policies and procedures as Transit Plus drivers. Because of this, some procedures, such as door-to-door service, may not take place on a trip provided by Winnipeg WAV.

Once your trip has been assigned to Winnipeg WAV, the notifications will work slightly differently. On the night before your trip, with an automated callout, Transit Plus will advise that your trip is being accommodated on Winnipeg WAV. On the day of the trip, you'll be sent a text message when the wheelchair-accessible taxi is dispatched (if the number provided can accept text messages). Finally, an automated phone call will be made when the vehicle arrives.

For more information on the WTP/WAV partnership, please visit our website at [Winnipeg WAV partnership](#).

With current snow and ice conditions, when heading outside, consider:

- Adding non-slip details to your ramp/entrance to improve traction.
- Seeking options to improve your ability to manage the winter terrain and conditions (e.g. ice pick for cane, proper outdoor footwear/slip on “tracks,” or contacting the manufacturer or vendor of your mobility device for winter tires or tires with more tread.
- Insulating metal components or wearing gloves to avoid having to contact them directly with bare hands.
- Travelling with lights or reflectors.
- In the cold, batteries tend not to hold their charge or may drain more quickly. Check that your batteries are fully-charged before heading out, and follow any maintenance recommendations.

Please also note these important Winnipeg Transit Plus customer reminders:

- Driveways and walkways must be clear of snow and ice before pick-up and drop-off to provide safe transportation for our customers.
- If a driver feels it is unsafe to enter/exit a driveway or to load/unload a customer due to slippery conditions, the driver will not provide pick-up/drop-off at that location.
- Safe access to your property is your responsibility.

Visit Winnipeg.ca or call 311 for more information about snow clearing.

A New Face in Client Services



We are pleased to announce the hiring of Adam Cunliffe as our transit supervisor of customer services. Adam started with the City of Winnipeg at the Winnipeg Parking Authority in 2012. For five years, he managed on-street parking, which included designating accessible loading zones. From 2019-2022, Adam coordinated the unit responsible for enforcing neighbourhood livability standards as part of the Community By-law Enforcement Service.

Adam will be managing three customer service centre locations – B-414 Osborne Street, within the Millennium Library, and in Winnipeg Square. In addition, he will be overseeing the intake and response to inquiries coming to Transit from 311.

If you're visiting our B-414 Osborne Street service centre, ask for an introduction! We know Adam would love to meet you and learn more about how he can encourage and train his team to provide the best service possible.

Manager's Message



As our winter season is well underway, I wish you all warm greetings.

The team at Winnipeg Transit Plus remains committed to your safety and transportation needs.

I recognize the challenges you have been experiencing of late in connecting with our Contact Centre and appreciate your patience while we recruit and train our recently hired Customer Service Representatives. Our team

is dedicated to ensuring high levels of customer service, which includes working diligently to offer you new self-service options, including new online tools. The first new online option to launch this month is booking in-person assessment appointments online, with information and instructions included on all future assessment appointment letters from our registration and assessment team.

In order to make the service more accessible to customers and to implement additional operational efficiencies, Transit Plus will be replacing the RouteMatch scheduling system with a new vendor capable of offering an accessible web and mobile trip booking app and improved user-friendly automated phone-in options to book new trips or manage existing ones. We will provide updates in the spring edition of the newsletter to keep you informed along the way.

Our service has had a very high trip accommodation rate during the past two years due to efficiencies realized in the new first-come, first-served scheduling model and lower ridership. As ridership levels rebound, our operations team reallocates available vehicle resources to continue offering as many trips as possible. As a result, you may notice at the time of booking that the pick-up times the representative offers may differ from what you've been used to receiving. Times offered will be the best available at the time of your request. With the addition of WAV trips during this pilot project, the goal is to continue to accommodate as many trips as possible.

We are preparing for more opportunities to hear from you as we plan to host public engagement to discuss potential areas of enhancement to the service, including recommendations for a new no-show and late cancellation policy. Stay tuned for more information on that front.

Sincerely,

A handwritten signature in black ink, appearing to read 'T. Platt'.

Teresa Platt
Manager of Client Services

Commendations

Transit Plus wishes to recognize the outstanding service of our drivers, customer service representatives, and team leads by highlighting a few recent commendations.

“Nathan is very polite, nice talking to people, you feel like somebody talking to a human being on the phone. He is always calm and talks to me politely. Keep it like that. He’s something.” -Winnipeg Transit Plus driver, Paolo

“This driver identified and explained a concern to the customer. That explanation led to our occupational therapists being able to follow up with the customer about their mobility and ensure everyone’s safety. Thank you!”

-Megan, Supervisor of Registration and Assessment, Winnipeg Transit Plus

We look forward to sharing more commendations in future newsletters, and continuing to highlight those staff and drivers who exemplify Winnipeg Transit Plus’ commitment to service excellence.

We’re Looking For Volunteers!

Are you a Transit Plus customer interested in participating in volunteer opportunities? If so, please email us at transitplus@winnipeg.ca with your name and customer registration number so we can keep you updated on ways to stay involved. (e.g. photo shoot, vehicle reviews, etc.)



We want to hear from you!



If you have any ideas for content you’d like to see in future newsletters, let us know by:

- Emailing transitplus@winnipeg.ca,
- Sending your ideas in writing to **B-414 Osborne St. Winnipeg, MB, R3L 2A1.**