

# **Winnipeg Transit Master Plan**

**PHASE THREE: The Future of Rapid Transit**

## Shaping Winnipeg's transit system for the future

Winnipeg is growing and is expected to reach nearly a million people in the next 25 years. We need to invest in important services and infrastructure, like public transit, to support a growing, thriving, modern city, now and into the future.

The Winnipeg Transit Master Plan sets a 25-year vision for our transit system. It will help ensure that Transit can connect people and communities as the city grows. The Winnipeg Transit Master Plan will give Winnipeggers better transit options for getting around, make it easier for people to choose and access transit, help reduce existing and future road congestion, and position transit as an important part of a transportation system that can serve both current and future generations.

The Winnipeg Transit Master Plan is made up of a number of recommended changes related to network design, routes, and service options. These recommendations include both short and long-term recommendations. As would be expected, changes recommended in the first five years of the plan are more clearly defined, while longer-term changes are more conceptual. As specific projects and initiatives move forward under the Winnipeg Transit Master Plan, there will be additional opportunities for public input.

In Phase Two public engagement, we described the main features of the proposed transit network:

- Different types of service matched to different levels of demand for transit, including a primary network that provides frequent service along Winnipeg's major streets
- Different types of places to connect to transit that make it easier and more comfortable to change buses
- How transit will change
- The proposed routes of the new network

Over 4,000 Winnipeggers gave their input to Phase Two public engagement, with three-quarters supporting the proposed new network concept.

We also heard that Winnipeggers want more information on how we plan to ensure the new transit network, including rapid transit, is accessible to people of all ages and abilities, and how Winnipeg Transit Plus can be better integrated with the rest of the transit system.

In this booklet, you will find:

- An updated transit network, based on input from Phase Two public engagement
- Initial concepts for how rapid transit might look in Winnipeg
- Information on how we can make transit more accessible

In this phase of engagement, we are asking for your feedback on our draft plans for rapid transit and improving accessibility. Your input will be included with the Winnipeg Transit Master Plan when it is presented to City Council for consideration and will help inform plans for implementation.

## Draft plan for rapid transit service and infrastructure

The Winnipeg Transit Master Plan proposes key changes to both rapid transit service and rapid transit infrastructure.

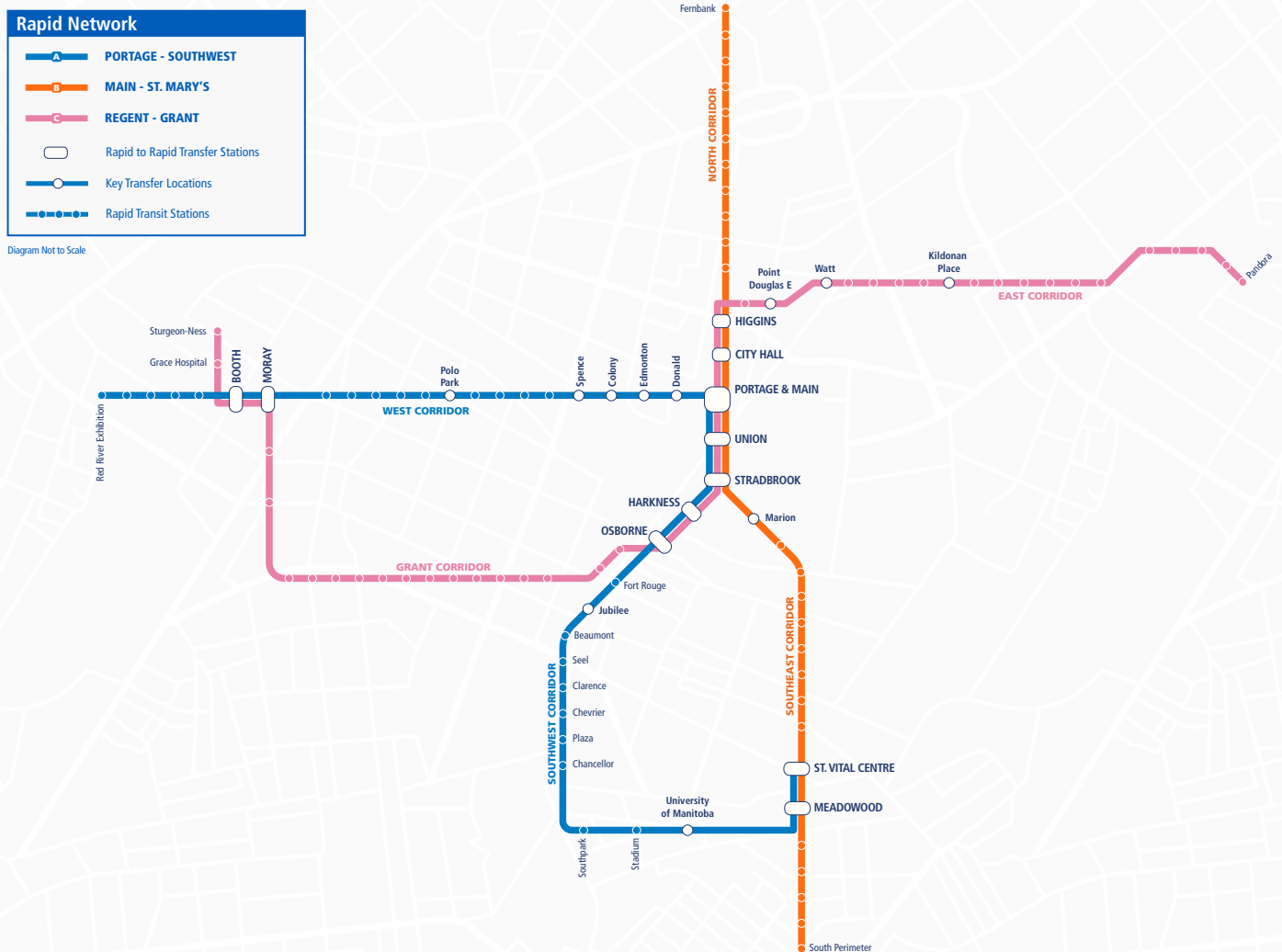
**Rapid transit service** is transit that has limited stops and runs very frequently, all day, every day.

**Rapid transit infrastructure** includes the built features that make sure rapid transit service is frequent, reliable, and efficient. Rapid transit infrastructure can range from small things like intelligent traffic signals to larger features, such as a proposed elevated transitway for Union Station.

The Winnipeg Transit Master Plan proposes three rapid transit lines that cover six corridors or major routes throughout the city. All three rapid transit lines will connect Downtown on Main Street between Portage Avenue and Stradbrook Avenue.

The diagram below shows the proposed rapid transit lines and stops to be developed over the next 25 years, including stations where you can transfer between rapid lines and between rapid transit and other routes.

### Winnipeg Transit Long Term Network Plan | Rapid Transit Diagram



## Rapid transit service

Rapid transit service is defined by three main factors:

- **High frequency:** Buses every five minutes in rush hour, never more than a 15-minute wait
- **Few stops:** At least a 10-minute walk (700 m) between stops outside Downtown
- **Longest operating hours:** Runs seven days a week during all hours of transit service

The newest phase of rapid transit service began in Winnipeg on April 12, 2020, with the launch of BLUE (part of Line A) on the southwest corridor, using the Southwest Transitway. The Winnipeg Transit Master Plan proposes expanding rapid transit service to much of the rest of the proposed network in three to seven years.

To start, rapid transit will be put in place using buses. Each line has the potential to be changed to light rail in the future based on demand. By using buses, we can begin to provide rapid transit service (frequent service with limited stops) before special infrastructure is built, and infrastructure investments can be targeted to where they are needed most to bypass congestion. This approach allows us to provide rapid transit to more people sooner and for less cost than light rail transit.

In some cases, when rapid transit service begins on a new line, every bus may not travel all the way to the end of the line. This will be based on the number of riders along the line. For example, on the proposed Line B (Main Street to St. Mary's Road), every second bus would stop and turn around at St. Vital Centre, with every other bus continuing south to the Perimeter Highway. The line south of St. Vital Centre will still have frequent service (every 10 minutes in rush hour). Once there are enough riders on this portion of the line, buses will run more frequently (every five minutes in rush hour).

As we introduce rapid transit service on a corridor, current bus routes in that area will change to connect people to the rapid transit line.

## Rapid transit infrastructure

The Winnipeg Transit Master Plan proposes to build rapid transit infrastructure based on what is needed on each corridor to make sure that rapid transit is frequent, reliable, and efficient.

The most basic rapid transit infrastructure is on an existing street. In places with little congestion, there is no need to build new infrastructure for many years—rapid transit service can be provided on the existing street.

Where needed, rapid transit will use one of two types of infrastructure to improve reliability: priority infrastructure or fully separated infrastructure.

## Priority infrastructure

Priority infrastructure means targeted changes we can make to existing roads that allow transit to bypass congestion and move more reliably across the city. These infrastructure changes may include:

- Diamond lanes, whether full-time or part-time, shared with taxis, vehicles making right turns, and bicycles
- Short transit-only lanes, known as queue jump lanes, at busy intersections
- Priority traffic signals
- Changes to on-street parking
- Changes to bus stop locations and configurations

Infrastructure changes will be prioritized based on where they are needed most to ensure that rapid transit is frequent, reliable, and efficient.

## Fully separated infrastructure

Over time, fully separated transitways could be developed on the entire proposed rapid network. These can take many forms, but always provide space that can only be used by transit. All fully separated transitways will be designed to be able to be converted to light rail in the future.

Fully separated transitways are different from diamond lanes. Taxis, bicycles, and turning vehicles share diamond lanes—they do not share fully separated transitways. Only transit vehicles are allowed on fully separated transitways.

There are a number of different options for fully separated transitways. These are shown on page 9.

## Draft plan for rapid transit infrastructure

The diagram on the next page shows proposed investment programs for rapid transit infrastructure in order of priority. The programs and their priority order are based on a number of factors, including building and operating costs, benefit to riders, vehicle impact, complexity, and social factors. The priorities provide a proposed guideline for investment and the programs can be built in part or in whole depending on City Council approval of the master plan and funding.

Brief descriptions of each priority are provided on page 8.

## Investment Programs and Priorities

Proposed investment programs and their priority order are based on a number of factors, including building and operating costs, benefit to riders, vehicle impact, complexity, and social factors. The priorities provide a proposed guideline for investment and the programs can be built in part or in whole depending on City Council approval of the master plan and funding.

- Priority 1** Downtown Transitways
- Priority 2** North Transitway, Southwest Transitway Extension
- Priority 3** Grant and Southeast Priority Corridors, North Transitway Extension
- Priority 4** East and West Transitways



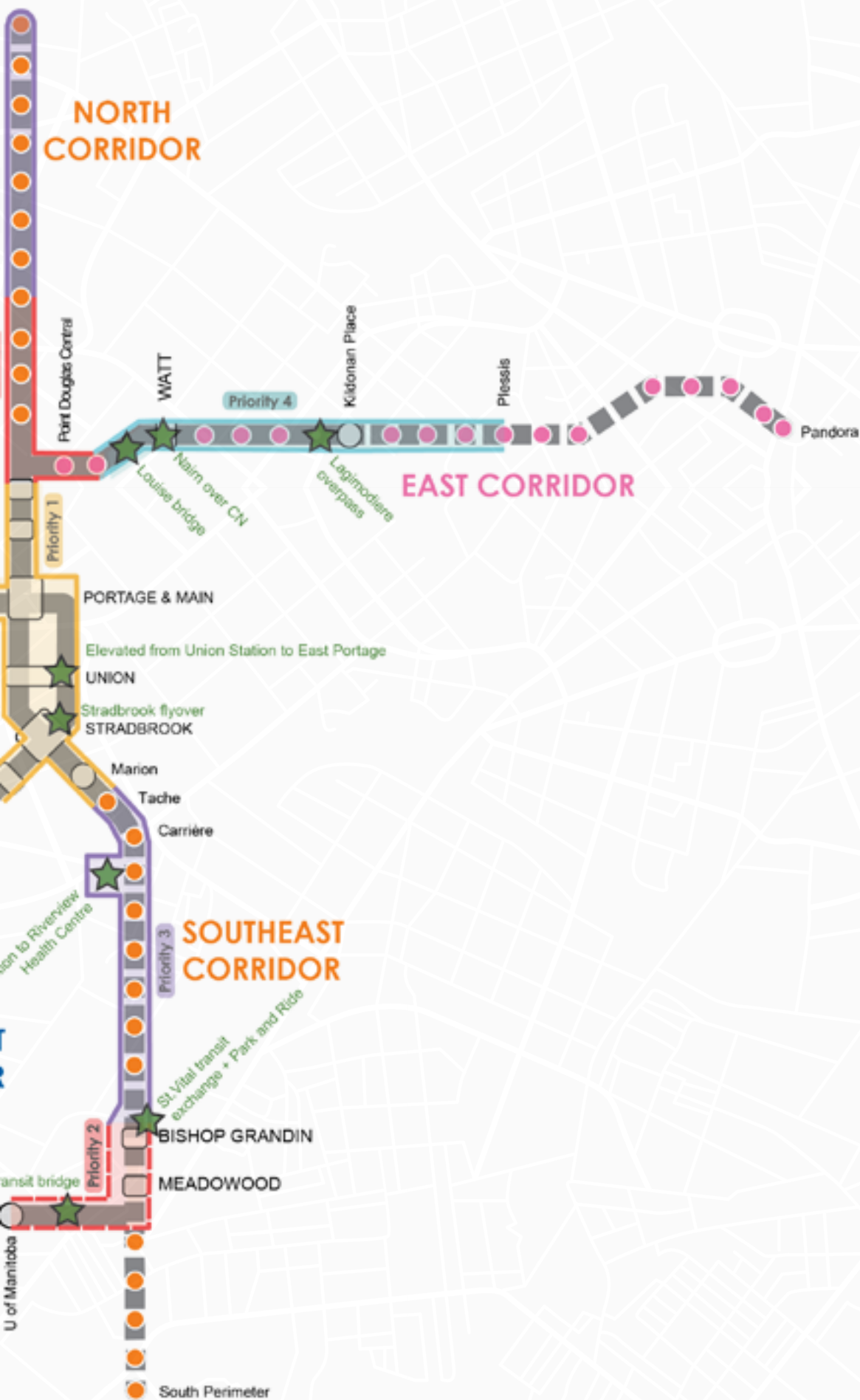
## Winnipeg Transit Master Plan Rapid Transit Network Improvements

- Separated Infrastructure
- Key Transfer Locations
- Rapid Transit Stations
- Transit Priority
- Rapid to Rapid Transfer Stations
- Key Infrastructure



Updated September 2020





## Investment Priorities

### Priority 1 – Downtown Transitways

Transitways will be built along Main Street from Higgins Avenue in the north to St. Mary's Road at Taché Avenue in the southeast and along Portage Avenue from the University of Winnipeg to Westbrook Street in the east. Key infrastructure in this program includes an elevated transitway through Union Station from William Stephenson Way to Harkness Station.

### Priority 2 – North Transitway, Southwest Transitway Extension

**North transitway:** Transitway infrastructure from Main Street at Higgins Avenue to Inkster Boulevard in the north and along Sutherland Avenue to the Louise Bridge.

**Southwest transitway:** Transitway infrastructure to connect St. Vital Centre to the University of Manitoba. Key infrastructure includes a rapid transit bridge across the Red River, as an extension of the Southwest Corridor, and interchange stations between the Southwest and Southeast Corridors at St. Vital Centre and Meadowood.

On the existing southwest transitway, this program also includes an expansion of Jubilee Station.

### Priority 3 – Grant and Southeast Priority Corridors, North Transitway Extension

**Grant corridor:** Priority infrastructure on Grant Avenue from Pembina Highway to William Clement Parkway/Moray Street, on Moray Street from Grant Avenue to Portage Avenue, and on Sturgeon Road from Portage Avenue to Ness Avenue.

**Southeast corridor:** Priority infrastructure from Taché Avenue to St. Vital Centre. Key infrastructure includes a walking connection to Riverview Health Centre across the Red River.

**North transitway:** Fully separated transitway on Main Street from Inkster Boulevard to Kildonan Park and priority infrastructure on Main Street from Kildonan Park to Fernbank Avenue.

### Priority 4 – East and West Transitways

**East transitway:** Fully separated transitways on Nairn Avenue and Regent Avenue to Kildonan Place. Priority infrastructure on Regent Avenue from Kildonan Place to Plessis Road. Key infrastructure includes:

- Nairn Avenue overpass of CP main line
- Lagimodière Boulevard overpass

**West transitway:** Fully separated transitways on Portage Avenue from the University of Winnipeg to Unicity. Key infrastructure includes a mobility hub at Polo Park that provides access to and from the transitway on Portage Avenue.



## Transitway types

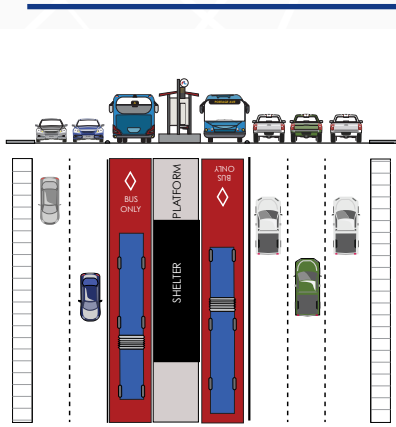
A transitway is a road that is only used by transit.

The diagram below shows three different types of fully separated transitways.

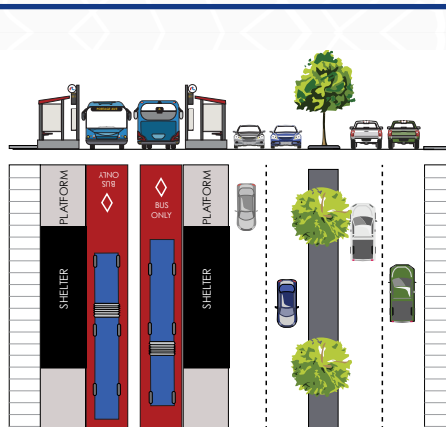
The different options for fully separated transitways will be used based on what works best for the specific area to keep transit and vehicle traffic from crossing paths too often, while providing pedestrian access to transit stops and stations.

## Fully separated transitways

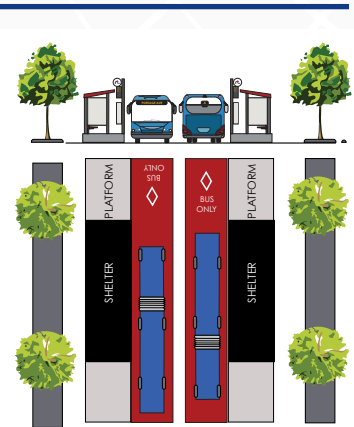
### Centre-running



### Same-side running



### Exclusive roadway



Most fully separated transitways outside of Downtown will be centre running, including most of Portage Avenue and Main Street.

Transitways in other areas, such as Downtown, will be based on the physical constraints of the existing roadways neighbourhoods.

## Rapid transit infrastructure Downtown

All three rapid transit lines will meet on Main Street between Portage Avenue and Stradbrook Avenue. The renderings on the next two pages show concepts of how this could look. These concepts will require more detailed design and study before anything is built.

All new transit stations will be built to the City of Winnipeg Accessibility Design Standards, to make transit more accessible for people of all ages and abilities.

## Union Station

Union Station will be the central hub of the rapid transit network. All three rapid transit lines (A, B, and C) and five other frequent and direct lines (D, K, L, Q, and T) will meet at Union Station (a map of all rapid, frequent, and direct lines is on page 18 of this booklet). The different lines will be routed through three locations:

- 1 In front of Union Station at street level on Main Street (B, Q, and T)
- 2 Inside Union Station on an elevated transitway (A, C, and D)
- 3 Behind Union Station at street level on Israel Asper Way (K and L, not shown)



The proposed plans for Union Station include improvements for accessibility. The pedestrian crossing at Broadway and Main Street will be improved and there will be better pedestrian access to the Forks.

There will also be new and improved bike paths to connect Union Station to the Forks.

There will be a drop-off zone for Winnipeg Transit Plus customers and the general public.

## Stradbrook Station at Norwood Bridge

Several changes are proposed at the intersection of Queen Elizabeth Way, Mayfair Avenue, and Stradbrook Avenue:

- 1 An elevated transitway will run from Union Station to Harkness Station (next to Stradbrook Avenue).
- 2 There will be a transit station on the east side of the intersection, at both street level and on the elevated transitway, with access between levels via an elevator, escalator, ramps, and stairs.
- 3 Stradbrook Avenue will become a one-way street (eastbound), and Mayfair Avenue will change directions to connect westbound traffic from Queen Elizabeth Way to River Avenue.
- 4 A bridge will carry pedestrians and bicycles across the street, to the station, and beyond.
- 5 The north sidewalk and bike lanes of the Norwood Bridge will be reconfigured. Bicycles and pedestrians will still have access in both directions, on both sides of the bridge.



## Portage and Main

The proposed network design includes seven primary network lines that travel through Portage and Main (all three rapid transit lines and four frequent lines; see the primary network diagram and full network plan on pages 18 and 19). We have identified a need to create a transit station at Portage and Main that enables people to make connections between transit lines in a way that is universally accessible while respecting the results of the 2018 plebiscite. This station will be the subject of a separate study that will include further technical analysis and public engagement.

We have also identified alternative routing that would allow us to implement the proposed rapid transit service plan prior to building a new transit station at Portage and Main, if needed. The alternative routes would allow us to implement rapid transit service (high frequency, seven days a week, with limited stops) using existing bus stops (see the short-term network plan on page 20).



## How these changes will affect traffic Downtown

Building fully separated transitways Downtown will help transit move faster, making it more efficient and reliable. With buses removed from traffic, other vehicles will move a little faster too, even with less space.

The graphic below compares estimated travel times Downtown during the afternoon rush hour in 2044 with no street changes to estimated travel times with rapid transit. With rapid transit, the average person will save three minutes travelling through Downtown by car and bus. Approximately 50,000 people will travel through Downtown each day, resulting in a total time savings of 150,000 minutes just during afternoon rush hour.



### Winnipeg Transit Long Term Network Plan

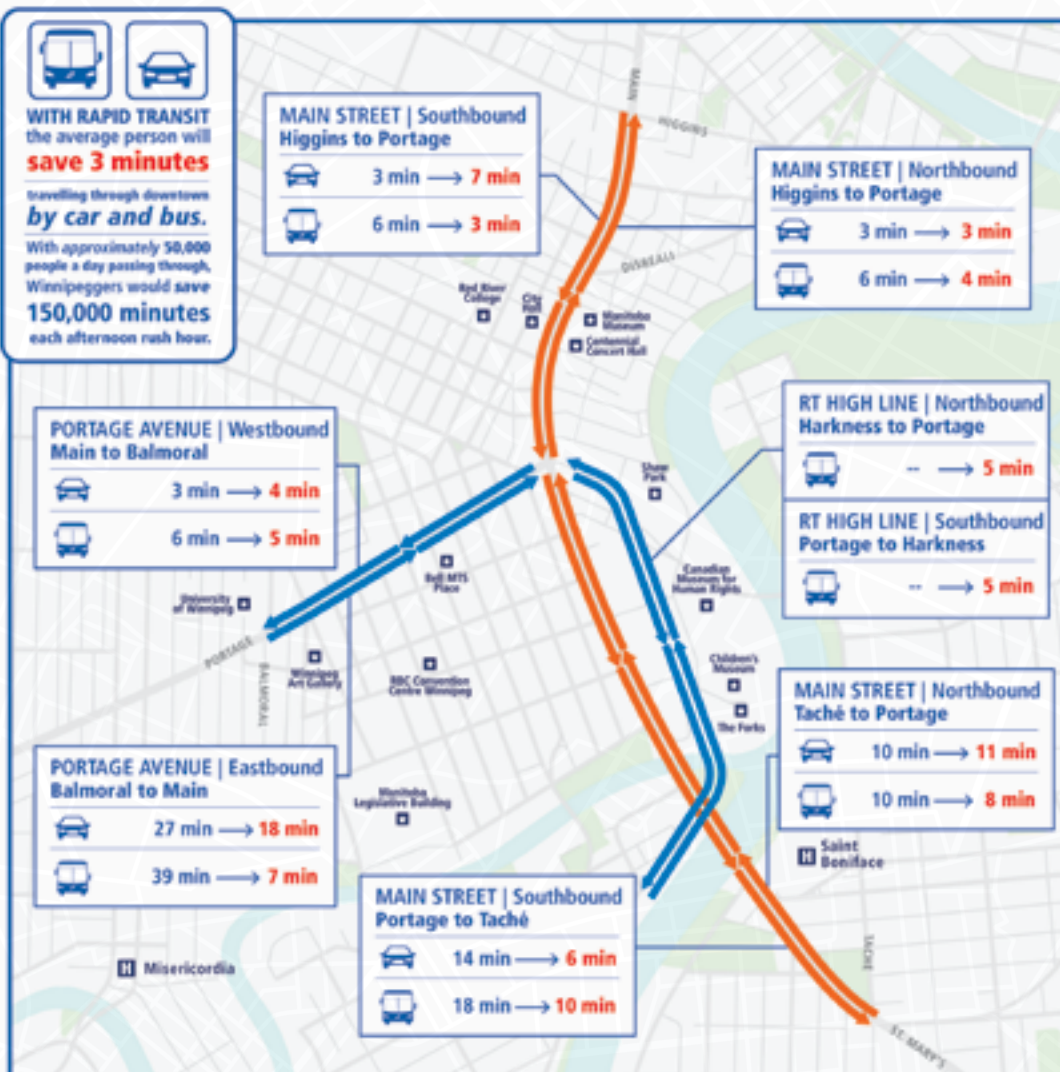
## ESTIMATED TRAVEL TIME COMPARISON Downtown Afternoon Rush Hour in 2044



NO STREET CHANGES



WITH RAPID TRANSIT



Traffic simulation results are based on preliminary design concepts and estimates of travel preferences over the next 25 years.

## Accessibility and Winnipeg Transit Plus

In Phase One public engagement, we heard that making transit more accessible to people of all ages and abilities is important to Winnipeggers. In Phase Two public engagement, we also heard from participants who want accessibility to be improved throughout the transit system to make transit more safe and useable for people with disabilities.

Improving accessibility and integrating Winnipeg Transit Plus with conventional transit are important goals of the Winnipeg Transit Master Plan to enable people of all ages and abilities to move around the city. To understand the current issues and develop proposed changes, we:

- Reviewed the Manitoba Ombudsman's report on Winnipeg Transit Plus, the *Accessibility for Manitobans Act*, and what is being done for accessible transit in other cities
- Audited 1,112 bus stops for accessibility based on the City of Winnipeg Accessibility Design Standards
- Held two information sessions with Winnipeg Transit Plus users

Based on this information, we are proposing the following changes to Winnipeg Transit Plus and the rest of the transit system to enable people with disabilities to access and use transit with greater convenience, flexibility, and safety.

- Update Winnipeg Transit Plus policies to bring them in line with the *Accessibility for Manitobans Act* and best practices for accessible transit
- Identify places where two or more transit routes meet, and people are likely to transfer, and prioritize these for accessibility improvements to be completed with other transit infrastructure projects
- Pilot an option for some customers to use Winnipeg Transit Plus and conventional transit together—providing more freedom and flexibility to these customers, and enabling Winnipeg Transit Plus to serve more customers overall



## Places where people connect within the transit network will be priorities for accessibility

One of the key steps to make our transit network more accessible is to ensure that the places where people connect to transit are accessible. In the proposed network, there will be four types of places where people can connect to transit: stops, junctions, stations, and hubs.

### What are they?

#### **Stops**

Marked locations along primary network lines and feeder network routes where riders can access transit. These are used in our current transit system.

#### **Junctions**

Places where two or more routes meet. Junctions will be developed to make it easier to change buses and will have shelters and real-time transit information.

#### **Stations**

Places where many people are getting on and off the bus, usually with two or more connecting lines or routes (for example, a frequent line and a connector route). Stations will be developed with larger shelters, real-time transit information, and may have places to change to other kinds of transportation (for example, bike racks or drop-off zones).

#### **Hubs**

Places where you can transfer between three or more lines or routes and switch between different kinds of transportation—walking, cycling, driving, and public transit. Hubs can also include features like Wi-Fi, food service, and shops.

The Winnipeg Transit Master Plan commits to making transit junctions, stations, and hubs fully accessible. This includes making sure that:

- Transit stops are near each other on opposite sides of the street—this allows you to start and end your trip near the same place
- Transit stops are near crosswalks at intersections
- Sidewalks connect to the transit stops at junctions, stations, and hubs
- Sidewalks, crosswalks, traffic lights, and curbs are universally accessible
- The distance to walk or roll between transit routes is as short as possible
- There are heated shelters and real-time transit information available
- New stations and all other infrastructure improvements follow the City of Winnipeg Accessibility Design Standards

Winnipeg Transit will work with other City Departments to make these improvements, including working with Public Works to review signal timing.

As part of the Winnipeg Transit Master Plan, 1,112 bus stops throughout the city were audited based on the City of Winnipeg Accessibility Design Standards. Every stop received a score between 0 and 100 percent. About one-third of stops (378) scored as “good,” meaning they are generally accessible to people with visual, cognitive, and physical disabilities. Ninety-six stops (about eight percent) failed, meaning they are not accessible and it is difficult to get on and off the bus safely.

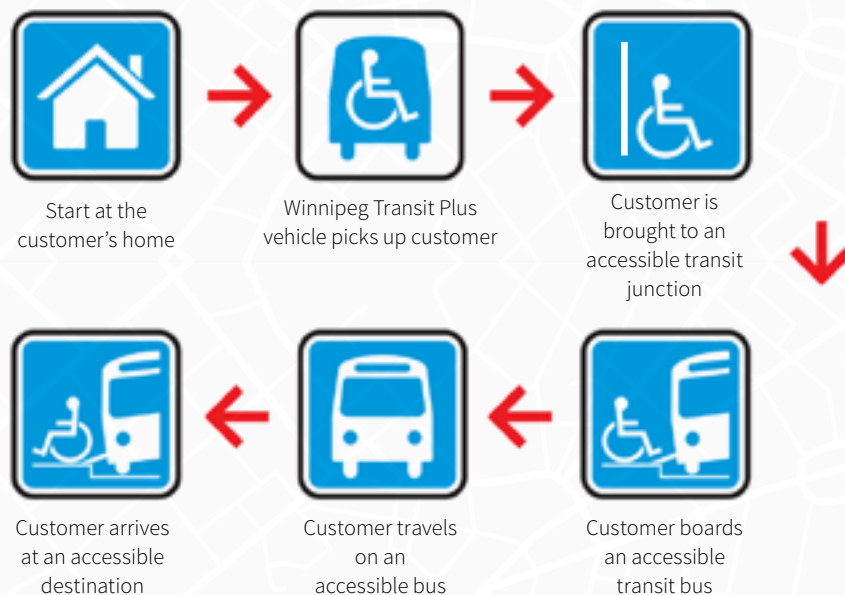
The results of this audit will be used in two ways:

- Transit stops with “good” scores can be part of a pilot project for some Winnipeg Transit Plus customers to use a combination of Winnipeg Transit Plus and conventional transit to travel around the city
- Locations with a low score that will become transit junctions, stations, or hubs in the proposed network will be prioritized for accessibility improvements when other infrastructure improvements are being made (see the draft plan for rapid transit infrastructure on pages 6-7 for proposed infrastructure programs and priorities)

## Integrating Winnipeg Transit Plus with the conventional network

By making conventional transit more accessible, we can provide more travel options for people with disabilities. One of these options is to combine Winnipeg Transit Plus service and conventional transit for customers whose abilities allow it, providing them more freedom and flexibility.

In this option, a Winnipeg Transit Plus vehicle brings customers from their home to an accessible transit junction, or from an accessible transit junction to their destination, or both. Winnipeg Transit Plus staff will have the information and training they need to help customers plan combined trips. Winnipeg Transit also will provide travel training to assist customers in making combined trips door to door.



Before piloting this option, we will make sure the following infrastructure and support is in place:

- **Accessible transit junctions, stations, and hubs:** Locations where customers can easily walk or roll to connect to conventional transit. See “Places where people connect within the transit network will be priorities for accessibility” for more details.
- **Accessible buses:** Currently, all of Winnipeg Transit’s buses are low-floor, with audible next stop announcements and visual display of next stops. As buses are replaced, new vehicles will include updated wheelchair securement systems. Winnipeg Transit will also improve signage and public education about priority seating areas to encourage riders to make sure these areas are available for those who need them.
- **Accessible destinations:** Winnipeg Transit Plus will identify and track destinations that can be reached by an accessible path from rapid transit stations and hubs.
- **Trip planning system and eligibility criteria:** Winnipeg Transit Plus will upgrade its scheduling system to include information about accessible transit junctions, stations, and hubs and accessible destinations. The eligibility criteria for Winnipeg Transit Plus will also be updated to identify customers who are able to use both conventional transit and Winnipeg Transit Plus. Winnipeg Transit Plus staff will be able to help customers plan trips that use Winnipeg Transit Plus and the conventional system, connecting to the conventional system at accessible locations.

Here is how a trip using both Winnipeg Transit Plus and conventional transit could work:

- Winnipeg Transit Plus vehicle picks up customer at home and transports them to an accessible rapid transit station on Line A (the BLUE rapid transit line).
- Customer boards an accessible bus on Line A. The average wait time is three to five minutes during the day. Rapid transit buses run every five minutes during peak times and every 10 minutes at off-peak times.
- Customer disembarks at Union Station and proceeds to accessible pick-up/drop-off zone. (See draft concept below.)
- Winnipeg Transit Plus vehicle picks up customer to take them to their final destination Downtown.








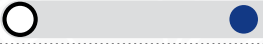
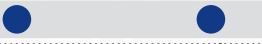















1. Pick-up/drop-off zone
2. Transit station for lines B, Q, and T on Main Street
3. Transit station for lines A, C, and D on elevated transitway, accessible by stairs and an elevator

## Proposed service types

Different areas of the city have different needs for transit service. For example, there are usually more riders along major streets and fewer riders in suburban residential areas.

The Winnipeg Transit Master Plan proposes different types of service to meet different needs and demand. The service types are connected in a network to help people get around the city.

The proposed service types were presented for input in Phase Two of public engagement. Based on what we heard in Phase Two, we have updated the service types to include accessible service as part of the feeder network, rather than a separate category.

	Service type	What does it do?	How often do buses run?*	How far apart are the stops?	
Primary Network	<b>Rapid lines</b> 	Frequent service with transit-only right of way where needed to bypass congestion and move more quickly across the city	Every <b>5-10</b> minutes	At least a 10 minute walk (700 metres)	Highest demand
	Stop spacing				
	<b>Frequent lines</b> 	Buses run along major streets to help people travel across the city	Every <b>10-15</b> minutes	At least a five minute walk (350 metres)	
	Stop spacing				
Feeder Network	<b>Direct lines</b> 	Buses run along main streets to help people travel between neighbourhoods	Every <b>10-20</b> minutes	At least a three minute walk (200 metres)	Lowest demand
	Stop spacing				
	<b>Connector routes</b> 	Connect people to primary network and help them move around the city	Every <b>15-30</b> minutes	At least a three minute walk (200 metres)	
	Stop spacing				
	<b>Community routes</b> 	Help people travel within their neighbourhoods, to nearby services, connector routes, and the primary network	Every <b>30-60</b> minutes	At least a three minute walk (200 metres)	
Feeder Network	Stop spacing				
	<b>On-request</b> 	Available in areas that have very low demand, to help people access transit	N/A	N/A	Lowest demand
	<b>Accessible</b> 	Enable eligible customers to access other transit services and get around the city	N/A	N/A	

\*other than late at night



## Primary network

The map below shows the full primary network. A larger version of this map is available online at: [winnipeg.ca/transitmasterplan](http://winnipeg.ca/transitmasterplan).

The three rapid transit lines are part of the primary network, along with frequent and direct lines throughout the city.

Primary network lines will run every five to 20 minutes all day, every day (except late at night), and stops will be spaced several blocks apart to let transit travel faster. Primary network lines will run often enough that you won't need to follow a schedule.

Primary network lines are simpler and straighter than many current routes. Simple, straight lines mean transit reaches its destination faster and can run more frequently.



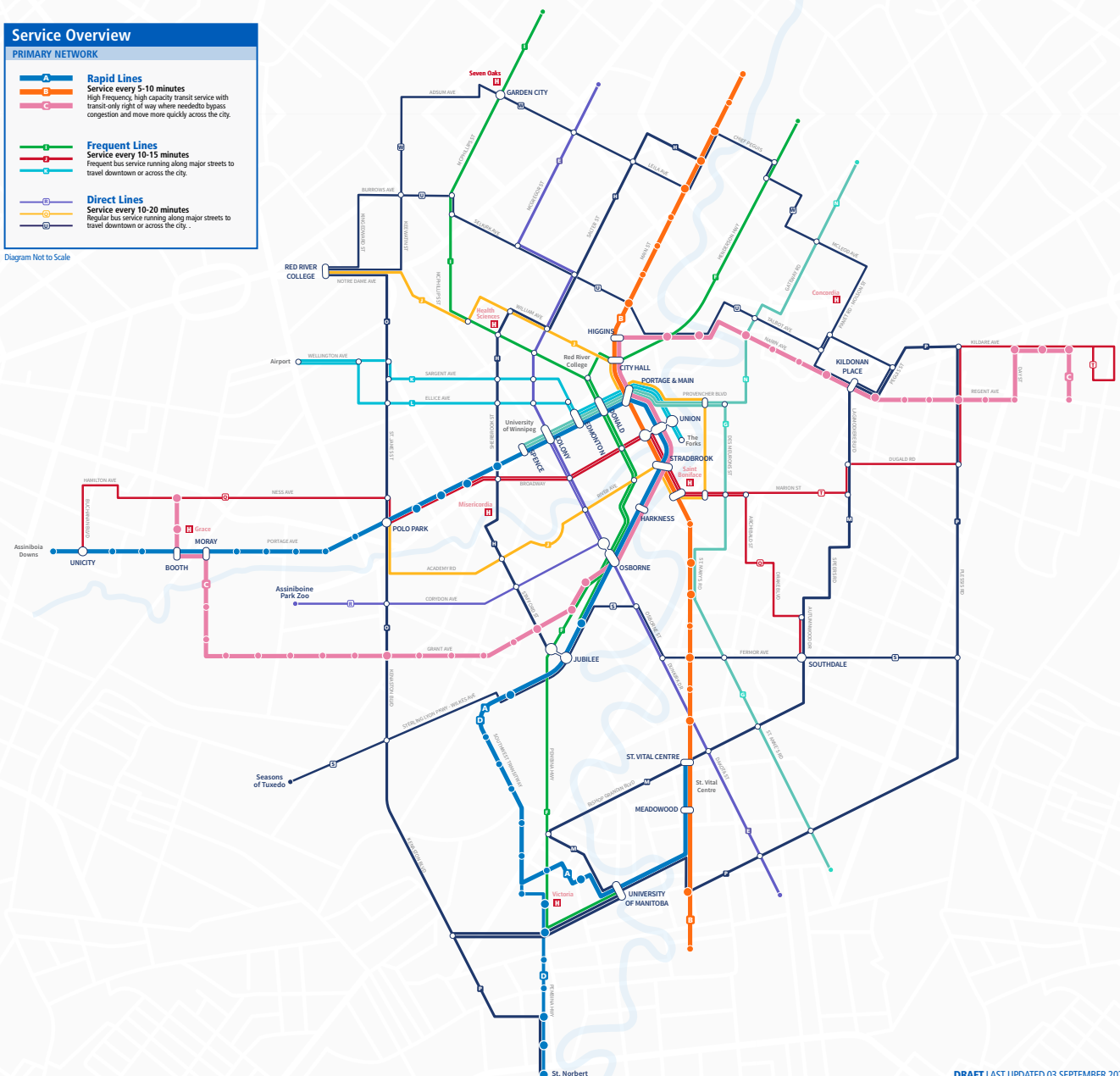
## Winnipeg Transit Long Term Network Plan | Primary Network Diagram

### Service Overview

#### PRIMARY NETWORK

- Rapid Lines**  
Service every 5-10 minutes  
High frequency, high capacity transit service with transit-only right of way where needed to bypass congestion and move more quickly across the city.
- Frequent Lines**  
Service every 10-15 minutes  
Frequent bus service running along major streets to travel downtown or across the city.
- Direct Lines**  
Service every 10-20 minutes  
Regular bus service running along major streets to travel downtown or across the city.

Diagram Not to Scale



DRAFT LAST UPDATED 03 SEPTEMBER 2020



## Full network

The map below shows the full transit network. A larger version of this map is available online at: [winnipeg.ca/transitmasterplan](http://winnipeg.ca/transitmasterplan).

The full network is made up of primary and feeder networks.

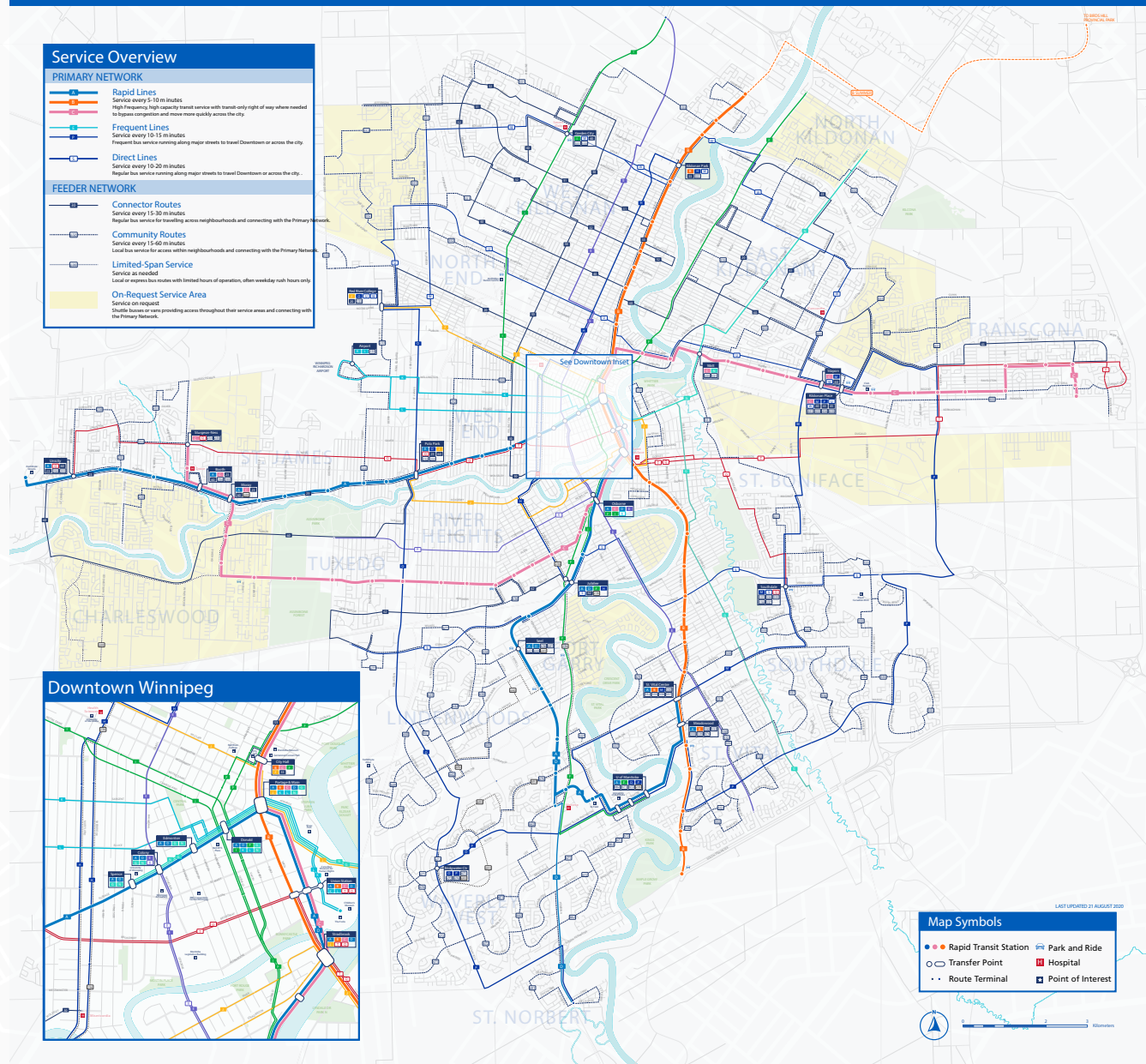
The feeder network is made up of community and connector routes and on-demand and accessible services to connect transit users to the primary network. Feeder network routes will avoid congested areas and stay on time more often.

Only primary network lines will run Downtown. These lines will be simple and straight with fewer turns. Every line that goes Downtown will be very frequent with buses arriving every five to 15 minutes.

Transit stations around Downtown will allow people to connect between the rapid, frequent and direct lines on the primary network. Over time, infrastructure will be built to give transit priority and speed up trips.



## Winnipeg Transit Long Term Network Plan



## Full network – short-term network plan

The Winnipeg Transit Master Plan proposes expanding rapid transit service to much of the rest of the proposed network in three to seven years. One advantage of bus rapid transit is that the service can be introduced before special infrastructure is built, and infrastructure investments can be targeted to where they are needed most to bypass congestion.

The short-term network plan shows the network of rapid transit service and other routes that will be implemented in the next three to seven years. This plan is based on existing infrastructure and expected ridership. In some cases, when rapid transit service begins on a new line, the bus may not travel to the end of the line as proposed in the long-term network plan.

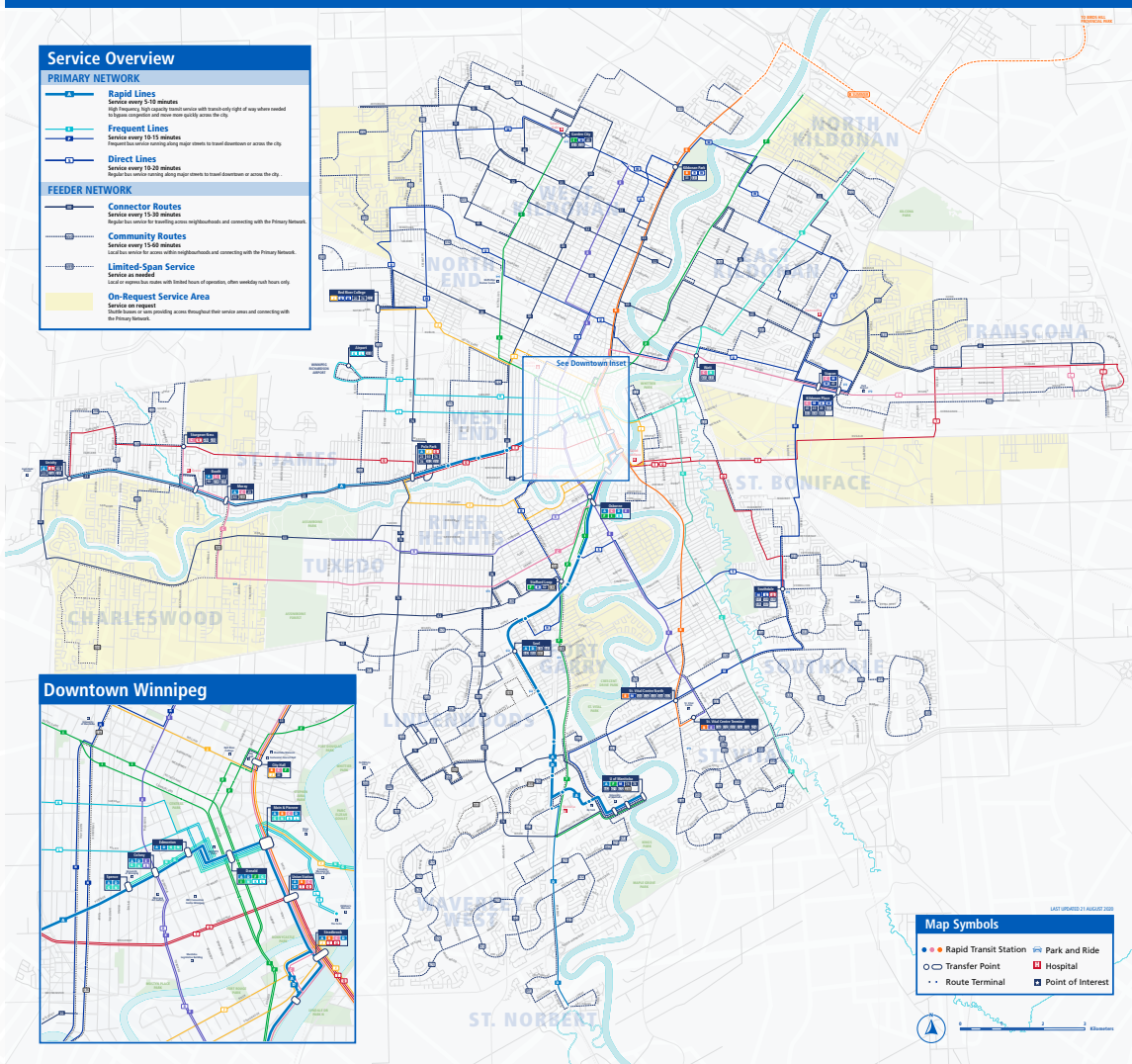
For example, on Line B (Main Street to St. Mary's Road), the short-term network plan proposes that rapid transit service will end at St. Vital Centre. In the long-term network plan, Line B will go to the Perimeter Highway. Even when the long-term network plan is put in place, at first every second bus on Line B may go to the Perimeter Highway, with every other bus turning around at St. Vital Centre. Once there are enough riders on the portion of the line south of St. Vital Centre, every bus will run to the Perimeter Highway.

As we introduce rapid transit service on a corridor, current bus routes in that area will change to connect people to the rapid transit line and the rest of the primary network. There will be more opportunities for input on the feeder network before the routes change.

If approved by City Council, this plan will be implemented over the next three to seven years.



## Winnipeg Transit Short Term Network Plan



## What happens next—implementation plan

The Winnipeg Transit Master Plan lays out a vision for the future of our transit system. It includes a number of recommended changes to network design, routes, service, and infrastructure.

Once the Winnipeg Transit Master Plan is complete, it will be presented to City Council for its consideration. Once the plan is approved by Council, work can begin to put the recommended changes in place. As these changes move forward, there will be additional opportunities for public input. The graphic below gives a snapshot of how changes will happen in three key areas: improving Winnipeg Transit Plus, introducing the new transit network (routes), and building rapid transit infrastructure.





## Phase Three Survey

In this phase of engagement, we will be asking for your feedback on rapid transit service and infrastructure, transit accessibility, and the overall direction of the plan. Your feedback will help us build a transit system that connects people and communities around the city in a sustainable, efficient way.

This survey will remain open until Friday, November 6, 2020.

You can also complete this survey online at: [winnipeg.ca/transitmasterplan](https://winnipeg.ca/transitmasterplan)

### Part one: Rapid transit

The diagram on page 3 shows the proposed rapid transit lines and stops to be developed over the next 25 years.

Rapid transit will initially be put in place using buses; however, each line has the potential to be changed to light rail in the future based on demand and funding. By starting with buses, we can begin to provide rapid transit service before special infrastructure is built, providing rapid transit to more people sooner and for less cost than light rail transit.

#### Rapid transit service

The newest phase of rapid transit service began in Winnipeg on April 12, 2020, with the launch of BLUE (part of Line A). The Winnipeg Transit Master Plan proposes expanding rapid transit service to much of the rest of the proposed network in three to seven years.

#### Rapid transit infrastructure

The Winnipeg Transit Master Plan proposes building rapid transit infrastructure based on the needs of each corridor to make sure that rapid transit is frequent, reliable, and efficient.

- Priority infrastructure means targeted changes to existing roads to allow transit to bypass congestion. It can include diamond lanes, short transit-only lanes, priority traffic signals, changes to on-street parking, and changes to bus stop locations and configurations.
- Fully separated infrastructure provides space on the road that can only be used by transit, meaning vehicles like taxis, bicycles, and turning vehicles will not be allowed in these transitways. All fully separated transitways will be designed to be able to be converted light rail in the future.

#### Rapid transit infrastructure Downtown

Union Station will be the central hub of the rapid transit network. All three rapid transit lines and five other frequent and direct lines will meet at Union Station. (See draft concept on page 10.)

## 1. To what extent do you support the following proposals relating to rapid transit?

### 1a. Initial rapid transit investment should be focused on Downtown and expanded outward as needed

- ☐ Strongly support      ☐ Neutral      ☐ Strongly oppose  
☐ Somewhat support      ☐ Somewhat oppose

### 1b. Union Station should be the central hub of the rapid transit network

- ☐ Strongly support      ☐ Neutral      ☐ Strongly oppose  
☐ Somewhat support      ☐ Somewhat oppose

## 2. How do you think that the plans for rapid transit, including the proposed changes Downtown, will affect how people get around the city?

- ☐ Significantly improve      ☐ No change      ☐ Significantly worsen  
☐ Somewhat improve      ☐ Somewhat worsen

## 3. Do you feel additional changes could be made to the proposed rapid transit plan to better suit the needs of Winnipeg residents? If so please, please explain:

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## 4. The cost of light rail transit (LRT) is significantly higher than bus rapid transit (BRT); however there are investments that can be made to improve the experience of BRT. With that in mind, please rate the following features in terms of which are most likely to encourage more people to take bus rapid transit.

	Not likely to encourage more people to take bus rapid transit					Very likely to encourage more people to take bus rapid transit				
	1	2	3	4	5	1	2	3	4	5
• Vehicles that make smooth starts and stops										
• No or fewer sharp corners on routes										
• Reliable connections between routes										
• More frequent transit service on the most-used routes										
• Faster-moving transit service on the most-used routes										
• Annual fare increases stay close to where they are now										
• Fares are reduced for all riders										
• Other:										

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## Part two: Accessibility

As part of the Winnipeg Transit Master Plan, Winnipeg Transit is placing a focus on improving the accessibility of Winnipeg's transit system. In Phase One of public engagement, we heard that making transit more accessible to people of all ages and abilities is important to Winnipeggers. In Phase Two of public engagement, we also heard from participants who want accessibility to be improved throughout the transit system to make transit more safe and useable for people with disabilities.

The following questions are about how we can improve the accessibility of Winnipeg's transit system.

### 5. Please rate the following features in terms of which are most likely to improve the experience of taking transit for travellers with accessibility needs.

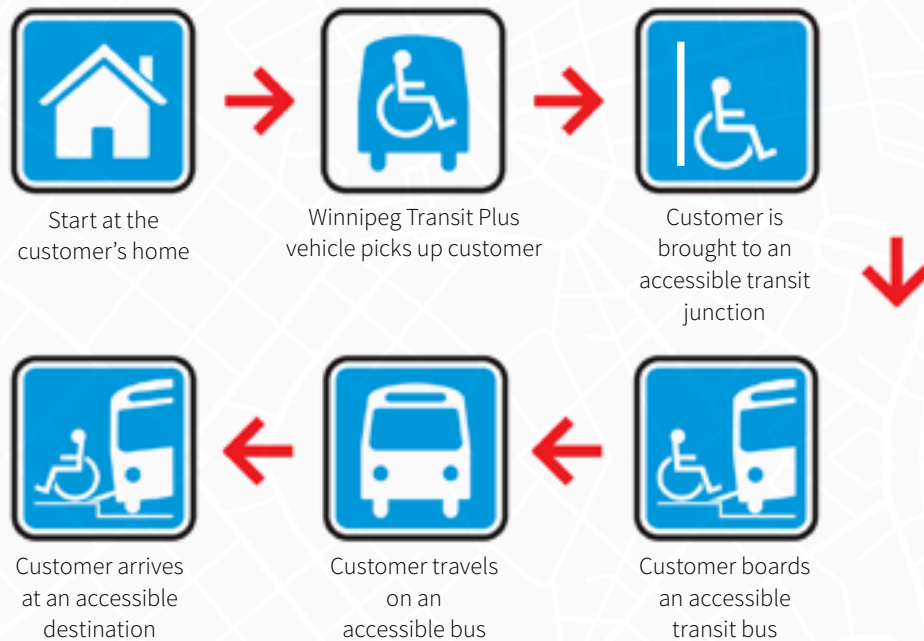
	Not likely to improve accessibility on transit				Very likely to improve accessibility on transit
• Sidewalk connections to bus stops that are wheelchair accessible	1	2	3	4	5
• Auditory cues at intersections	1	2	3	4	5
• Bus shelters with accessible seating	1	2	3	4	5
• Help from the driver with securing wheelchairs on conventional buses	1	2	3	4	5
• Snow clearing at bus stops	1	2	3	4	5
• Travel training on how to plan trips using conventional services	1	2	3	4	5
• Raised awareness of priority seating areas for travellers with accessibility needs	1	2	3	4	5
• Other:					

### 3. The Winnipeg Transit Master Plan proposes changes and improvements to Winnipeg Transit Plus. Would you like to give more specific input on Winnipeg Transit Plus?

☐ Yes ☐ No **If "No," proceed to page 28.**

## Integrating Winnipeg Transit Plus with the transit system

By making conventional transit more accessible, we can provide more travel options for people with disabilities. One of these options is to combine Winnipeg Transit Plus service and conventional transit for customers whose abilities allow it, providing them more freedom and flexibility.



Before piloting this option with customers, we will make sure the following infrastructure and support is in place:

- **Accessible transit junctions, stations, and hubs:** Winnipeg Transit Plus customers will only be brought to locations where they can easily walk or roll to connect to conventional transit.
- **Accessible buses:** Currently, all of Winnipeg Transit's buses are low-floor, with audible next stop announcements and a visual display of next stops. As buses are replaced or upgraded, new and retrofitted vehicles will also include improved wheelchair securement systems. Winnipeg Transit will also improve signage and public education about priority seating areas to encourage riders to make sure these areas are available for those who need them.
- **Accessible destinations:** Winnipeg Transit Plus will identify and track destinations that can be reached by an accessible path from rapid transit stations and hubs.
- **Trip planning system and eligibility criteria:** Winnipeg Transit Plus will upgrade its scheduling system to include information about accessible transit junctions, stations, and hubs and accessible destinations. Winnipeg Transit Plus staff will be able to use the system to help customers plan trips that use Winnipeg Transit Plus and the fully accessible portions of the conventional transit network. The eligibility criteria for Winnipeg Transit Plus will also be updated, to identify customers who can make these combined trips.
- **Travel training:** Winnipeg Transit Plus customers will have access to a variety of travel training resources to make combined trips

**7. Assuming that all of the accessibility infrastructure and support described above is in place, if using a combination of conventional and Winnipeg Transit Plus services allowed me to book same-day service, I would take advantage of this option where possible:**

☐ Yes      ☐ No      ☐ I am unsure

**7a. If you answered “no,” why would you not take trips that combine Winnipeg Transit Plus service and conventional transit?**

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**7b. If you answered “I am unsure,” what would encourage you to take trips that combine Winnipeg Transit Plus service and conventional transit?**

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**8. When it comes to implementing combined trips, is there anything else we should consider?**

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### **Scheduling windows**

Winnipeg Transit Plus is proposing to introduce new scheduling windows to improve efficiency and align with industry best practices.

Scheduling windows could work something like this:

When a customer requests a pick-up for 1:15 p.m., a window of 1 p.m. - 1:30 p.m. is provided, meaning that the Winnipeg Transit Plus vehicle will arrive anytime between 1 and 1:30 pm. A customer would receive an automated notification on the estimated time of arrival of their vehicle.

**9. How would you prefer to be notified when your vehicle is on its way? Please rate the options from 1 to 5.**

	I would not use this option				I would use this option the most
• Text	1	2	3	4	5
• Email	1	2	3	4	5
• Phone call	1	2	3	4	5
• (New) App	1	2	3	4	5

## No-show and late cancellation policies

No-shows and late cancellations affect the number of customers Winnipeg Transit Plus is able to serve with its available resources. When a Winnipeg Transit Plus trip is cancelled on short notice, the driver and vehicle cannot be sent to another customer, but the cost of the trip must still be paid. Winnipeg Transit Plus can provide only a limited number of trips a day, and a no-show may mean that another customer did not get a trip who needed it. When several customers are sharing a Winnipeg Transit Plus vehicle, a no-show also causes them to wait and their trip to take longer. For these reasons, Winnipeg Transit Plus, like other accessible transit services, has penalties for no-shows and late cancellations.

We also understand that a no-show or late cancellation may be due to circumstances that are outside of our customers' control. We are proposing a different approach to our policies for no-shows and late cancellations for Winnipeg Transit Plus that will give customers flexibility, while also ensuring accountability and that services are available to people who depend on them.

The new approach will give each customer a certain number of no-shows/late cancellations within a set period of time with no penalty. If a customer uses all their no-shows/late cancellations within the set period of time, there will be a penalty. This approach will bring us in line with other accessible transit services across Canada.

### 10. To what extent would you support the proposed change to the Winnipeg Transit Plus no-show/late cancellation policy?

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Strongly support | <input type="checkbox"/> Neutral         | <input type="checkbox"/> Strongly oppose |
| <input type="checkbox"/> Somewhat support | <input type="checkbox"/> Somewhat oppose |  |

**11.** Currently, Winnipeg Transit Plus charges a fine for no-shows and late cancellations. The fine increases with each no-show or late cancellation. Other transit services use suspensions, where customers are not allowed to use the service for a set time. Like fines, suspensions may increase each time they are applied to a customer.

**Thinking about the system described above, what penalty do you think would be most appropriate once a customer uses all their points in a set period of time? Please rate the options from 1 to 5.**

	Not appropriate at all					Most appropriate				
	1	2	3	4	5	1	2	3	4	5
• Fines										
• Suspensions										
• A combination of fines and suspensions, where fines are used first, followed by suspensions										
• Other:										

### 12. Please let us know if you have suggestions about how to make the proposed changes to the no-show and late cancellation policy work in Winnipeg.

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## Part three: Overall plan

The Winnipeg Transit Master Plan is made up of a number of recommended changes related to network design, routes, and service options. These recommendations include both short and long-term recommendations. As specific projects and initiatives move forward, there will be additional opportunities for public input.

### 13. Based on your understanding of the Winnipeg Transit Master Plan, do you think we are moving in a direction that supports the needs of Winnipeg residents as the city continues to grow?

☐ Yes    ☐ No    ☐ I don't have enough information to decide

**13a. If you answered "no," please tell us what we can change to move in a direction that does support the needs of Winnipeg residents over the next 25 years.**

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**13b. If you answered "I am unsure," what additional information do you require to determine whether we are moving in the right direction?**

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## Part four: Please tell us about yourself and how you use Winnipeg's transit system.

Your answers to these questions are not required, but will help us in determining which segments of Winnipeg's population we are hearing from so we can improve engagement in the future.

### 14. How often do you use public transit?

- ☐ Every day    ☐ At least five days per week    ☐ Two to four days per week  
☐ One day per week to one day per month    ☐ One day per month to one day per year  
☐ I do not use public transit

### 15. For what purposes do you use public transit? Please select all that apply.

- ☐ Commuting to work    ☐ Commuting to school    ☐ Day-to-day tasks (e.g. grocery shopping, appointments)  
☐ Recreation (e.g. visiting friends, entertainment)

### 16. Please provide the first three characters of your postal code. This information is used to understand the input we receive from participants in different areas of the city.

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### 17. What is your age?

- ☐ 10 to 14    ☐ 15 to 24    ☐ 25 to 34    ☐ 35 to 44    ☐ 45 to 54    ☐ 55 to 64    ☐ 65+

### 18. Which of the following best describes your household income? This information helps the City understand the range of participants we are hearing from.

- ☐ Under \$10,000    ☐ \$10,000 - \$20,000    ☐ \$20,000 - \$30,000    ☐ \$30,000 - \$40,000  
☐ \$40,000 - \$60,000    ☐ \$60,000 - \$80,000    ☐ \$80,000 - \$100,000    ☐ Over \$100,000

### 19. To help the City understand the views represented in this engagement program and target our outreach efforts, we ask for the following information. Please self-identify as you feel comfortable.

- ☐ A woman  
☐ A man  
☐ A member of the LGBTQ2S+ community  
☐ An Indigenous person (First Nation (status or non-status), Métis, or Inuit)  
☐ A person of colour, also referred to as a visible minority  
☐ A recent newcomer to Winnipeg (moved from anywhere outside of the City of Winnipeg within the last two years)  
☐ A person with physical or non-visible disabilities  
☐ A parent, guardian, or caregiver of a dependent  
☐ Prefer not to share  
☐ Other—please specify: \_\_\_\_\_

## Thank you!

### Thank you for your feedback.

A summary of the results from this survey will be posted online and considered as part of the project deliberation processes. Your time is appreciated!

If you are interested in receiving further communications regarding this project, please sign up for updates by sending an email to: [transitmasterplan@winnipeg.ca](mailto:transitmasterplan@winnipeg.ca)

For more information, please visit: [winnipeg.ca/transitmasterplan](http://winnipeg.ca/transitmasterplan)

Please tear out the survey pages from this booklet and mail them back to the City with the postage-paid envelope included in this package.

## Notes

[illegible]

## Notes

[illegible]

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