



Holiday Hours

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:

July 1, 2022 (Canada Day)

August 1, 2022 (Terry Fox Day)

September 5, 2022 (Labour Day)

October 10, 2022 (Thanksgiving Day)

November 11, 2022 (Remembrance Day - veterans and current serving personnel ride free)

December 25, 2022 (Christmas Day)

December 26, 2022 (Boxing Day)

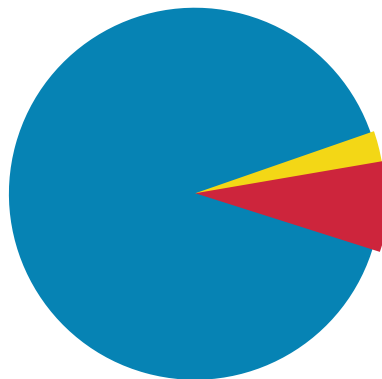
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No show/cancellation impacts on Transit Plus service

No-shows and cancellations have a negative impact on our ability to provide the best service to our customers. They also cost us money; in 2021, no-shows accounted for 3% of our total trips and cost \$273,328. We encourage you to cancel any trips well in advance so that we may fill those spots by redirecting vehicles to other customers.



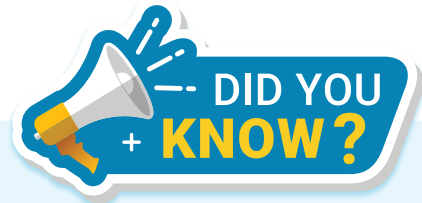
Completed Trips
87%



No-shows
3%

Cancellations
10%

Did You Know?



That drivers are expected to assist customers in and outside of the vehicle, including:

- seat belts
- offering their arm as a light assist, walking to and from the vehicle
- assisting with equipment, securing mobility devices
- communicating with customers in a respectful manner

That drivers are not expected to assist with:

- maneuvering a manual wheelchair up or down steps
- performing the duties of a specialized attendant or supervision/ medical assistance or
- lifting or carrying a customer's parcels, bags or other personal items.

Transit Plus employees and contractors providing service on behalf of Transit Plus commit to providing on-time, reliable and safe service every day based on mutual respect under our policies and practices. Customers are also expected to conduct themselves accordingly.

We expect our drivers to be treated with respect. If there are issues with a vehicle or a driver during your ride, please call 204-986-5722 to report a complaint.



Travel Tips

If a vehicle has not arrived by the end of the 30-minute pick-up window time, a customer should call the Transit Plus Contact Centre at 204-986-5722 so that Transit Plus can check on the status of their vehicle. For example, if the pick-up window time is between 9 and 9:30 a.m., call any time after 9:30 a.m.

Commendations

We appreciate hearing about the positive interactions customers have with Transit Plus drivers and staff. If you'd like to share your positive experience with us, please call 204-986-5722 and submit a commendation with one of our customer service representatives. With your approval, we'll share your commendations in each newsletter.

Recent Commendations:

Contact Centre Commendation: Customer called in to say that she “really appreciates all of our hard work here at the call centre and that all of her trips today were fantastic, and the drivers were awesome.”

Driver Commendation: Customer called to say this driver was amazing. He was knowledgeable, patient, courteous, and punctual.

Use Fare Payment From Account

We encourage contactless forms of payment, including fare payment from an account (FPA). 80% of all customer trips currently benefit from discounted fare prices using this fare payment method (i.e. the same as tickets and passes). The bonus is you can travel without any paper products or cash!

Outstanding Balances

Transit Plus reminds customers to maintain a positive account balance. Customers can check their account balance by calling the automated service line at 204-986-5711 or calling the Contact Centre at 204-986-5722 from 8 a.m. to 10 p.m.

Before booking a trip, customers must have deposited enough funds into their account to cover the fare for their upcoming trip(s).

Same Day Trip Changes

As a pre-booked service, when demand increases on Transit Plus, our ability to make same-day changes decreases. Therefore, if your appointment finishes earlier than your scheduled trip or you're calling to make a late request, please keep in mind that there is no guarantee that we can fulfill your same-day requests.

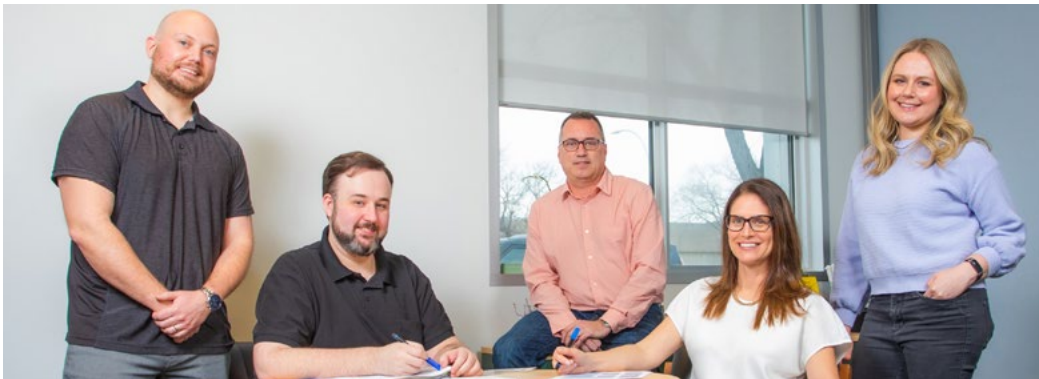


Manager's Message: June 2022

After a frosty winter season which saw winter-only service extended to May 6th this year, it appears spring has finally sprung! We all welcome this change in weather and look forward to seeing our customers out and about with the upcoming launch of priority and courtesy seating on conventional (city buses) service and other upcoming engagements.

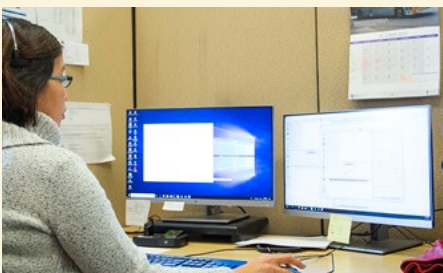
While customers are cautiously returning to travelling, we want you to know that we're doing everything possible to keep you and other passengers safe. City employees at customer service centres and other facilities, including contracted Transit Plus drivers, continue to be required to wear masks. Transit Plus drivers follow safety protocols which include regular vehicle cleanings, self-screening prior to shifts and the use of hand sanitizer throughout the day. To assist in keeping yourself and others safe, you can continue to wear a mask when possible and ensure you are self-screening before each trip.

We have a few new faces on our Winnipeg Transit Plus leadership team who are all diligently working towards enhancing your customer experience. Each supervisor works closely with their teams to meet your transportation needs; from applications for service, to call centre calls for trip requests and assistance, to road inspections, and travel training.



From left to right:
Sam Brask, David Vigier-Segal, Larry Knowles, Teresa Platt, Megan Hunt.

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 TRN-WTP-Project@winnipeg.ca,
- Calling the Transit Plus Contact Centre at **204 986-5722**,
- Sending your ideas in writing to **B-414 Osborne St. Winnipeg, MB, R3L 2A1.**