



Winnipeg Transit

PLUS



## Newsletter

Winter 2025 - 2026



## Welcome Back!

### In this issue...

Upcoming Holidays  
Travel Training Program  
On-Request  
Priority & Courtesy Seating  
PTN Testimonial  
Travel Tips  
And more!

The Winnipeg Transit Plus Newsletter is back, full of updates, tips, and stories designed to keep you connected and confident with Transit Plus.

Watch for each issue — it's your guide to what's new and what's coming next!



## Upcoming Holidays

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

- \* New Year's Day, **January 1**
- \* Louis Reil Day, **February 16**
- \* Good Friday, **April 3**

Dates to note - Service hours remain unchanged:

- \* New Year's Eve, **December 31**
  - o Ride free from 7 p.m. until the end of service
- \* Zero Discrimination Day, **March 1**
- \* Two-Spirit and Indigenous LGBTQQIA+ Celebration and Awareness Days, **March 20**
- \* World Autism Awareness Day, **April 2**



Winnipeg Transit PLUS





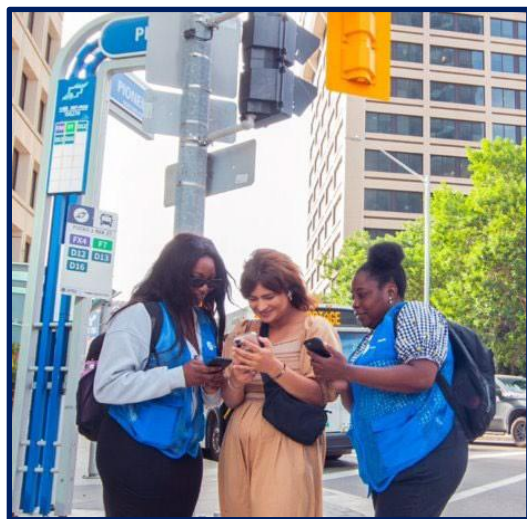
## Travel Training – Refreshed and Ready to Help

Winnipeg Transit's Travel Training program helps riders navigate the city's transit system. It's designed to build confidence and independence. The program offers personalized guidance on:

- Planning trips
- Reading schedules
- Riding the bus safely

The travel training program was recently updated to help support riders with the launch of the new Primary Transit Network (PTN). Our team is made up of permanent and temporary trainers who have developed:

- Refreshed materials
- New trip planning tools
- Expanded outreach to schools, community groups, and organizations across the city.



Our dedicated travel trainers work one-on-one or with small groups to provide hands-on learning. We're here for you - whether you're new to Winnipeg Transit, adjusting to route changes, or want to feel more comfortable riding the bus. Sessions are tailored to each rider's needs. Our goal is to make public transit more accessible, welcoming, and easy to use.

Could you or someone you know benefit from travel training?

To learn more or request a session, visit [winnipegtransit.com/traveltraining](https://winnipegtransit.com/traveltraining).



## Winnipeg Transit On-Request

Winnipeg Transit now provides On-Request service to 12 different zones of Winnipeg.

On-Request is a book-on-demand, shared ride service available to all Winnipeg residents. On-Request costs the same as a standard transit fare. Rides can be booked:

- By downloading the Winnipeg Transit+ On-Request app,
- Online at [winnipegtransit.com/bookonrequest](http://winnipegtransit.com/bookonrequest)
- Or over the phone by calling 311.

After you book, the On-Request bus usually arrives within 5-20 minutes. For more details on how to book the service, see the [On-Request How-To Guide](#).



## On-Request – Another Option for Transit Plus Users

If you're a registered Transit Plus customer, you can get curb-to-curb service when using the On-Request service. This means the bus can pick you up and drop you off right at the curb, as long as both locations are accessible by bus. On-Request buses only travel inside certain zones.



This service helps Transit Plus customers make short trips within their neighbourhoods or connect to main bus routes in the new network. Customers can pay for On-Request rides using your Transit Plus E-Cash.

To learn more about On-Request, including service hours and neighbourhood maps, visit [Winnipeg Transit On-Request](#) or call 311.



## We Want to Hear from You!

This newsletter is for you, our riders. Tell us what topics you'd like to see in future editions—or share feedback, questions, or a memorable experience with Transit Plus. Your story might even show up in our next edition.

Your voices help us improve and grow. Use our [Online Form](#) to get in touch or visit [winnipeg.ca/contactwtp](http://winnipeg.ca/contactwtp)





## Priority & Courtesy Seating

At the front of the bus, you'll find seating designated for passengers with disabilities or mobility challenges. These seats are:

- Positioned to accommodate individuals using wheelchairs or scooters
- Designed to flip up for access to mobility securements that help ensure a safe ride
- Yellow for easy identification (on newer buses only)
- Equipped with conveniently located stop-request buttons under the seats, allowing passengers to signal their stop with ease.
- Directly behind priority seating, you'll find courtesy seating. These seats are green on newer buses. They're available for passengers such as seniors or parents travelling with young children. It's an option for passengers who may benefit from sitting closer to the front or near the door.



Our bus operators are here to assist passengers with mobility aids. When needed, they can also play an onboard announcement prompting riders to move toward the back of the bus. Our travel trainers can also help passengers learn how to use the bus's accessibility features with confidence.

**Priority  
Seating Area**  
Vacate if  
needed by  
persons with  
disabilities



**Zone de sièges  
réservés**  
Libérez votre  
siège pour les  
personnes  
handicapées

## Primary Transit Network (PTN) Testimonial



Kiana Scott relies on the Winnipeg Transit bus system in her day-to-day life. Kiana is a person with autism. She's also a passionate advocate for individuals with ASD and other special needs. Kiana understands firsthand how accessible and reliable transit can make a big difference.

Recently, Kiana shared her thoughts on the new transit network. She said it has improved her daily commute. She also said it makes it easier for neurodivergent individuals like herself to navigate the city

with confidence.

*“Winnipeg Transit really does help those who are neurodivergent. Because [they] help us to be more independent with this new system,” Kiana said.*

What has made it easier for Kiana? She points to the Winnipeg Transit apps and their On-The-Go feature, which helps her feel confident and in control. She also said planning trips is easier with the straighter, more direct routes in the new network. We're grateful to Kiana for sharing her insight. It highlights how the Primary Transit Network can support greater independence and inclusion.

## Travel Tips

### Winter Travel Tips for Transit Riders

Stay safe and prepared in the colder seasons with these quick reminders:

**Dress in layers:** Prepare for chilly mornings and sudden weather changes with jackets, sweaters, gloves, and hats.

**Wear safe footwear:** Choose boots with good tread or use ice grips to prevent slipping on wet leaves, frost, or ice.

**Keep walkways clear:** Regularly remove leaves, snow, and ice from ramps, sidewalks, and driveways to ensure safe access.

**Be prepared for the weather:** Carry an umbrella or a waterproof jacket for rain or snow.

**Plan extra travel time:** Weather conditions like rain, snow, or ice can cause delays – allow yourself extra time to get where you're going safely.



## Manager's Message



### Welcoming in the New Year!

We are excited to return to our newsletter after the successful launch of our new software and app! Our Travel Trainers and team have been working hard behind the scenes, and we look forward to keeping you updated on what's new with Transit Plus.

Our focus continues to be on **safety, quality service, and respect** for every rider. I want to

thank our drivers, dispatchers, customer service team, and support staff for working hard each day to provide the transportation our customers rely on.

We've had several exciting highlights this past year. One in particular is a new how-to video: [Q'Straint and Quantum "how-to"](#) to help you secure mobility devices independently when using conventional transit. Our travel training team is available and here to assist you. Visit [winnipegtransit.com/traveltraining](https://winnipegtransit.com/traveltraining) to submit a request.

As we look to the future, we're preparing for the Accessibility for Manitobans Act – Accessible Transportation Standard Regulation, coming into effect in 2027. We are also committed to continuing to improve our services through new projects and customer engagement.

These projects will include:

- Updating policies for eligibility and service delivery
- Providing staff training to ensure we continue offering person-centred customer service

Thank you for your continued support. Together, we're building a service that's more accessible and inclusive for everyone.

Sincerely,

Teresa Platt

Manager of Client Services