

Appendix A – Promotion materials

Transit Plus No-Show and Late Cancellation Policy

We want your feedback on a new proposed policy for no-shows and late cancellations. Learn more about the proposed points system and share your thoughts.

Virtual event #1

Date: Wednesday, June 28

Time: 10 a.m. to 11 a.m.

Virtual event #2

Date: Wednesday, June 28

Time: 7 p.m. to 8 p.m.

Scan the QR code or visit **winnipeg.ca/noshowpolicy** to:

- Register for a virtual event
- Take the online survey by **July 14**
- Learn more

Scan me



If you have questions or require alternate formats or interpretation to participate, please contact **city-engage@winnipeg.ca** or **204-986-4243**.



Winnipeg Transit **PLUS**



Politique d'absence et d'annulation tardive de Transit Plus

Nous souhaitons connaître votre avis sur la nouvelle politique d'absence et d'annulation tardive que nous proposons. Obtenez plus de renseignements sur le système de points proposé et faites-nous part de vos commentaires.

Événement virtuel n° 1

Date : Mercredi 28 juin

Heure : 10 h à 11 h

Événement virtuel n° 2

Date : Mercredi 28 juin

Heure : 19 h à 20 h

Scannez le code QR ou visitez **winnipeg.ca/politiqueabsences** pour :

- vous inscrire à un événement virtuel
- répondre au sondage en ligne d'ici le 14 juillet
- en savoir plus

Scannez-
moi



Si vous avez des questions ou si vous avez besoin d'un format de présentation différent ou d'un service d'interprétation pour participer, veuillez écrire à **city-engage@winnipeg.ca** ou appeler le **204-986-4243**.

Email to Transit Plus customers

Subject line: Provide your feedback on a new proposed Transit Plus No-show and Late Cancellation Policy

le français suivra...

Hello,

Winnipeg Transit Plus is changing how it responds to no-shows and late cancellations. The new proposed Transit Plus No-show and Late Cancellation Policy aims to improve service for Transit Plus customers, by using a point-based system with suspension of service as a penalty for losing points.

These changes follow recommendations from both the Manitoba Ombudsman's report and the [Winnipeg Transit Master Plan](#). They highlighted specific areas of improvement for our service and we're following through.

You are invited to attend a virtual event to learn more about the proposed policy, ask questions, and share your thoughts. Please use the link below to register for the virtual event that is best for you. A confirmation email will be sent following registration.

Virtual event #1

Date: Wednesday, June 28

Time: 10 a.m. to 11 a.m.

Format: Presentation followed by Q&A

[Register](#)

Virtual event #2

Date: Wednesday, June 28

Time: 7 p.m. to 8 p.m.

Format: Presentation followed by Q&A

[Register](#)

After reviewing feedback on the proposed policy, the project team will finalize the proposed Transit Plus No-show and Late Cancellation Policy and present it to Council for review. If you are unable to attend an event and would like to provide input, we invite you to take the [online survey](#) by July 14.

This is one of a number of exciting changes we're making in the next year. Our customers can also get ready for an improved booking system with more self-serve options for many aspects of our service, including the ability to check your Transit Plus points balance once this policy is implemented.

If you have any questions, or require alternate formats or interpretation to participate, please contact the project team at 204-986-4243 or city-engage@winnipeg.ca. For more information, visit winnipeg.ca/noshowpolicy.

Regards,
Winnipeg Transit Plus No-show and Late Cancellation Policy project team

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Le service Transit Plus de Winnipeg a décidé de revoir son approche en cas d'absence ou d'annulation tardive. La nouvelle politique d'absence et d'annulation tardive proposée par Transit Plus vise à améliorer le service aux clients de Transit Plus à l'aide d'un système de points, la perte de points étant sanctionnée par une suspension du service.

Ces changements font suite aux recommandations du rapport de l'ombudsman du Manitoba et du [Plan directeur du transport en commun de Winnipeg](#), qui ont mis en évidence des domaines précis d'amélioration de notre service.

Nous vous invitons à participer à un événement virtuel pour en savoir plus sur la politique proposée, poser des questions et nous faire part de vos réflexions. Veuillez cliquer sur le lien ci-dessous pour vous inscrire à l'événement virtuel qui vous convient le mieux. Un courriel de confirmation vous sera envoyé après votre inscription.

Événement virtuel n° 1

Date : Mercredi 28 juin

Heure : 10 h à 11 h

Format : Présentation suivie d'une période de questions

[S'inscrire](#)

Événement virtuel n° 2

Date : Mercredi 28 juin

Heure : 19 h à 20 h

Formule : Présentation suivie d'une période de questions

[S'inscrire](#)

Après avoir pris en compte les commentaires sur la politique proposée, l'équipe de projet la finalisera et la présentera au conseil municipal pour examen. Si vous n'êtes pas en mesure d'assister à un événement et que vous souhaitez apporter des commentaires, nous vous invitons à répondre au [sondage en ligne](#) d'ici le 14 juillet.

Il s'agit de l'un des nombreux changements intéressants que nous allons apporter au cours de l'année à venir. Nos clients peuvent en effet s'attendre à un système de réservation amélioré avec plus d'options en libre-service pour de nombreux aspects de notre service, y compris la possibilité de vérifier son solde de points Transit Plus dès que la politique sera mise en œuvre.

Si vous avez des questions, ou si vous avez besoin d'un format de présentation différent ou d'un service d'interprétation pour participer, veuillez communiquer avec l'équipe du projet au

204-986-4243 ou à l'adresse city-engage@winnipeg.ca. Pour de plus amples renseignements, visitez winnipeg.ca/politiqueabsences.

Cordialement,

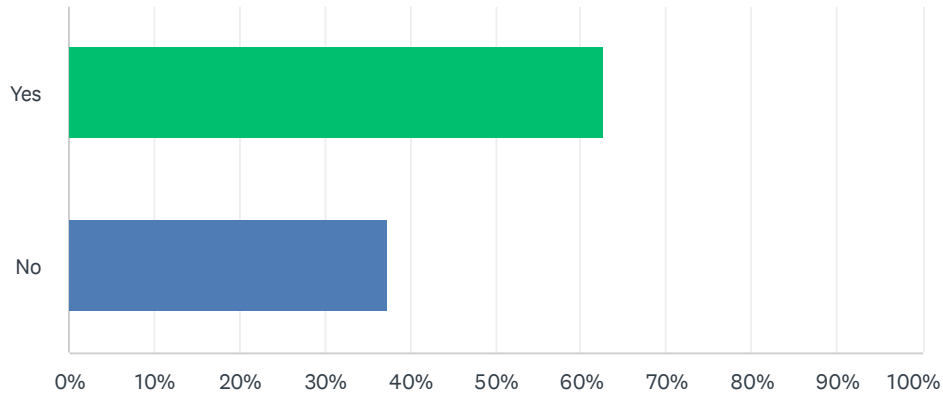
L'équipe du projet de la Politique d'absence et d'annulation tardive de Transit Plus

Appendix B – Survey results

Please note: the views expressed in the verbatim survey comments are those of residents and are not those of the City of Winnipeg. The City of Winnipeg reviews comments to analyze feedback and remove comments that are inconsistent with our [moderation policy](#).

Q1 Are you currently a Winnipeg Transit Plus Customer or have you been a Winnipeg Transit Plus Customer in the last two years?

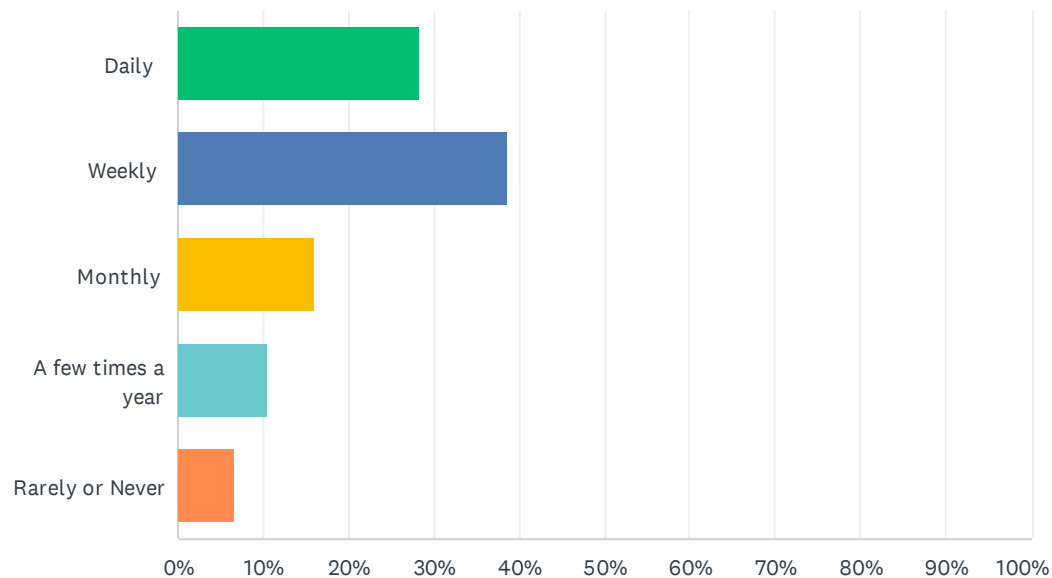
Answered: 387 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	62.79%	243
No	37.21%	144
TOTAL		387

Q2 How often do you use Winnipeg Transit Plus in warm weather months?

Answered: 239 Skipped: 148

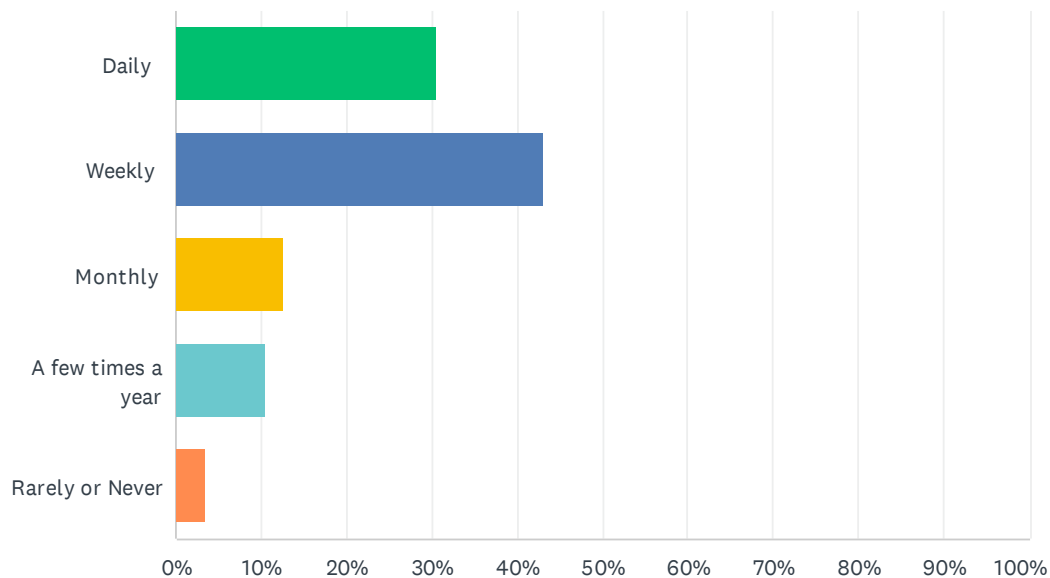


Transit No-Show and Late Cancellation Policy

ANSWER CHOICES	RESPONSES	
Daily	28.45%	68
Weekly	38.49%	92
Monthly	15.90%	38
A few times a year	10.46%	25
Rarely or Never	6.69%	16
TOTAL		239

Q3 How often do you use Winnipeg Transit Plus in cold weather months?

Answered: 239 Skipped: 148

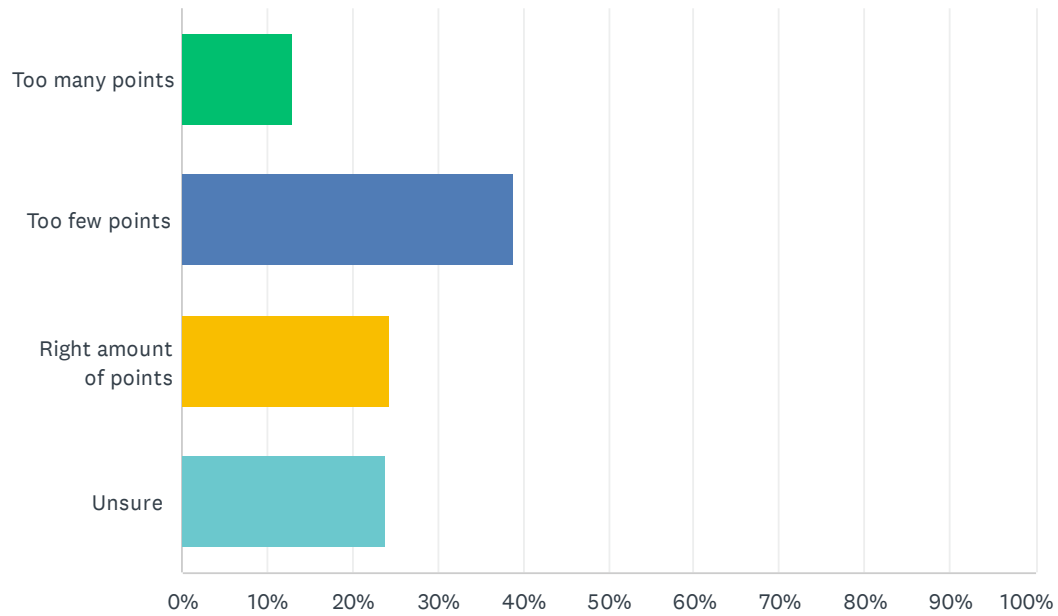


ANSWER CHOICES	RESPONSES	
Daily	30.54%	73
Weekly	43.10%	103
Monthly	12.55%	30
A few times a year	10.46%	25
Rarely or Never	3.35%	8
TOTAL		239

Q4 Is seven Transit Plus points too many, too few, or about the right amount of points per month?Note: Points do not carry over. Customers start each month with seven points in their account.

Answered: 353 Skipped: 34

Transit No-Show and Late Cancellation Policy

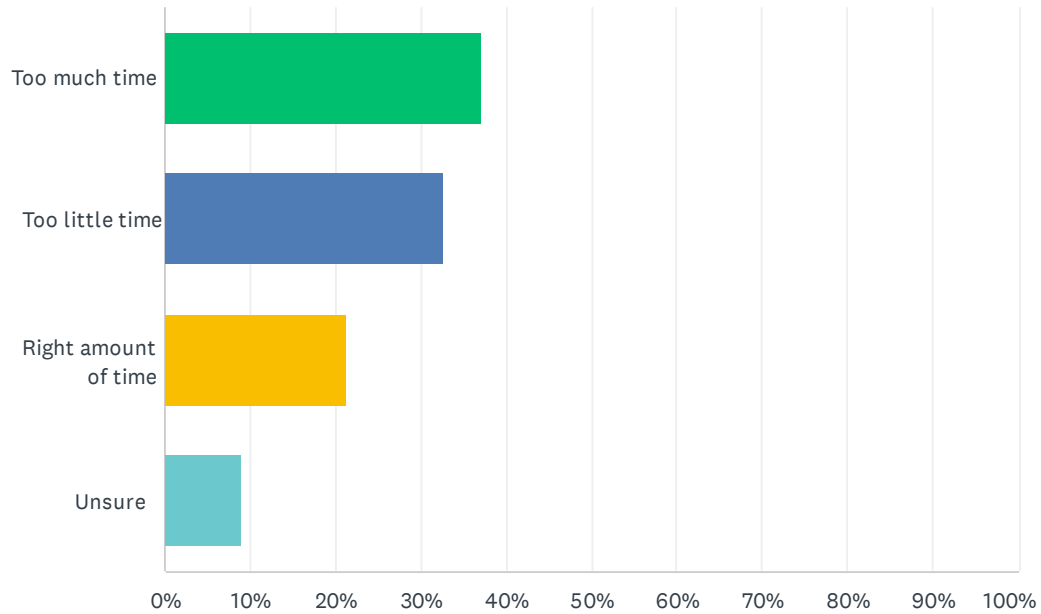


ANSWER CHOICES	RESPONSES	
Too many points	13.03%	46
Too few points	38.81%	137
Right amount of points	24.36%	86
Unsure	23.80%	84
TOTAL		353

Q5 Is four hours too much, too little, or about the right amount of notice to cancel a trip?

Answered: 350 Skipped: 37

Transit No-Show and Late Cancellation Policy

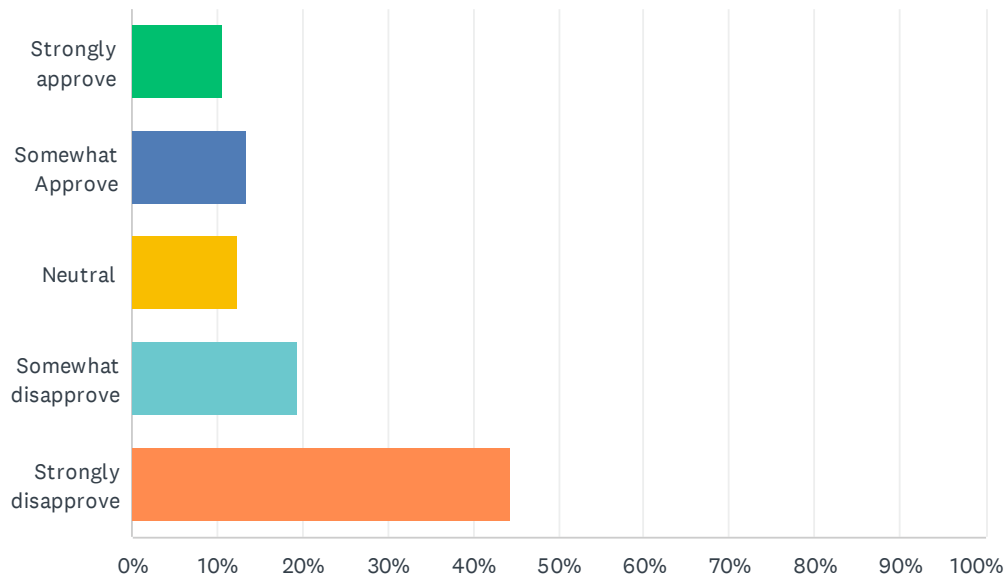


ANSWER CHOICES	RESPONSES	
Too much time	37.14%	130
Too little time	32.57%	114
Right amount of time	21.43%	75
Unsure	8.86%	31
TOTAL		350

Q6 To what extent do you support the four-hour cancellation window in the proposed policy?

Answered: 350 Skipped: 37

Transit No-Show and Late Cancellation Policy

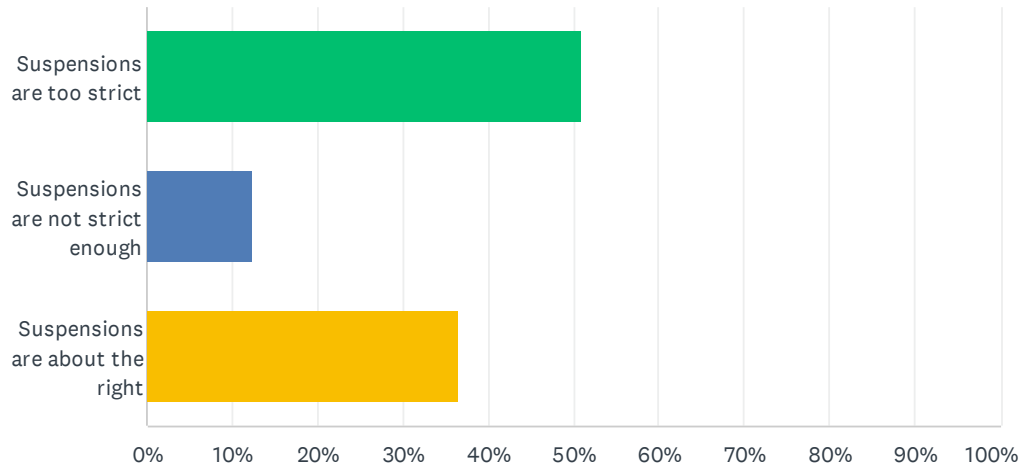


ANSWER CHOICES	RESPONSES	
Strongly approve	10.57%	37
Somewhat Approve	13.43%	47
Neutral	12.29%	43
Somewhat disapprove	19.43%	68
Strongly disapprove	44.29%	155
TOTAL		350

Q7 To get a strike, a customer has to lose all seven points in one month. They don't face suspension of service until they have more than one strike on their account. Do you think the proposed suspension of service is too strict, not strict enough, or about right?

Answered: 337 Skipped: 50

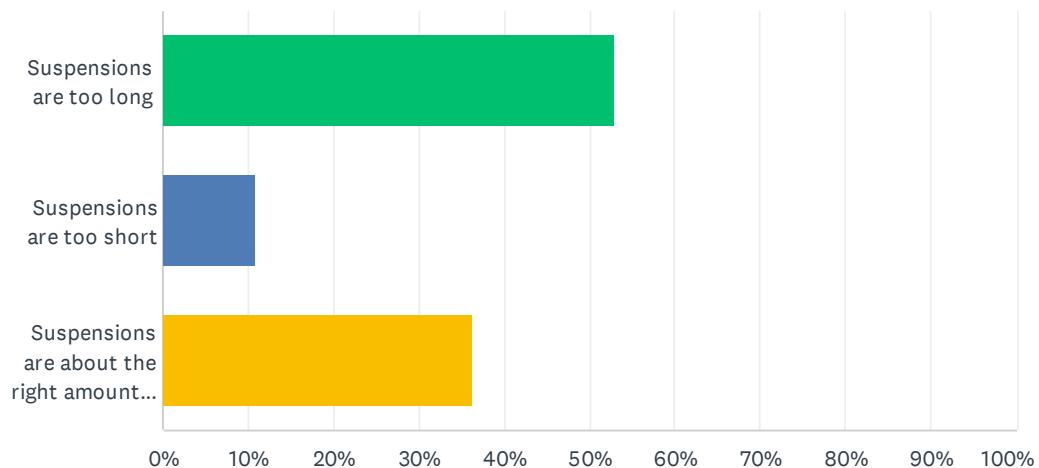
Transit No-Show and Late Cancellation Policy



ANSWER CHOICES	RESPONSES	
Suspensions are too strict	51.04%	172
Suspensions are not strict enough	12.46%	42
Suspensions are about the right	36.50%	123
TOTAL		337

Q8 Is the length of the proposed suspensions too long, too short, or about right?

Answered: 337 Skipped: 50

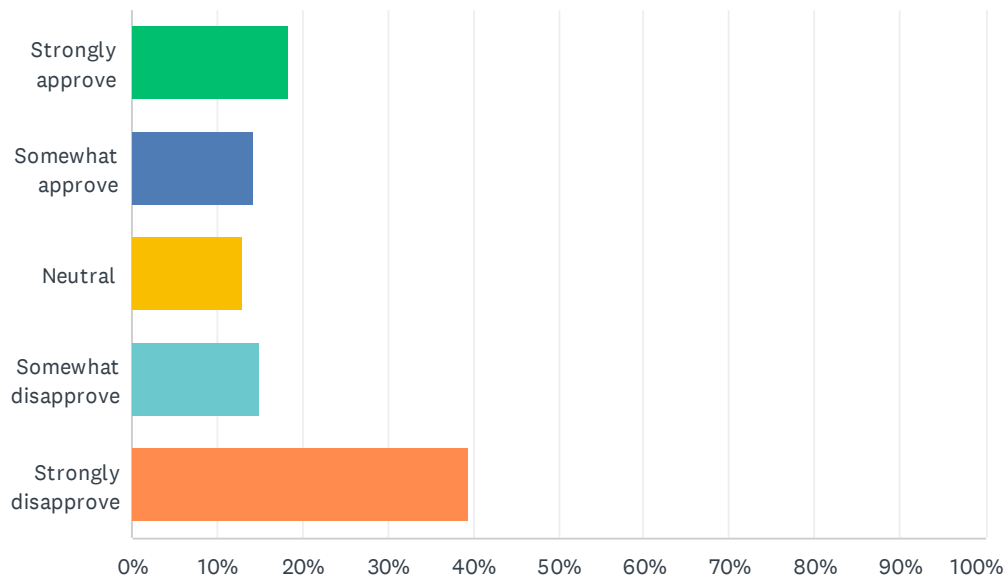


Transit No-Show and Late Cancellation Policy

ANSWER CHOICES	RESPONSES	
Suspensions are too long	52.82%	178
Suspensions are too short	10.98%	37
Suspensions are about the right amount of time	36.20%	122
TOTAL		337

Q9 To what extent do you support the suspension of service in the proposed policy?

Answered: 337 Skipped: 50

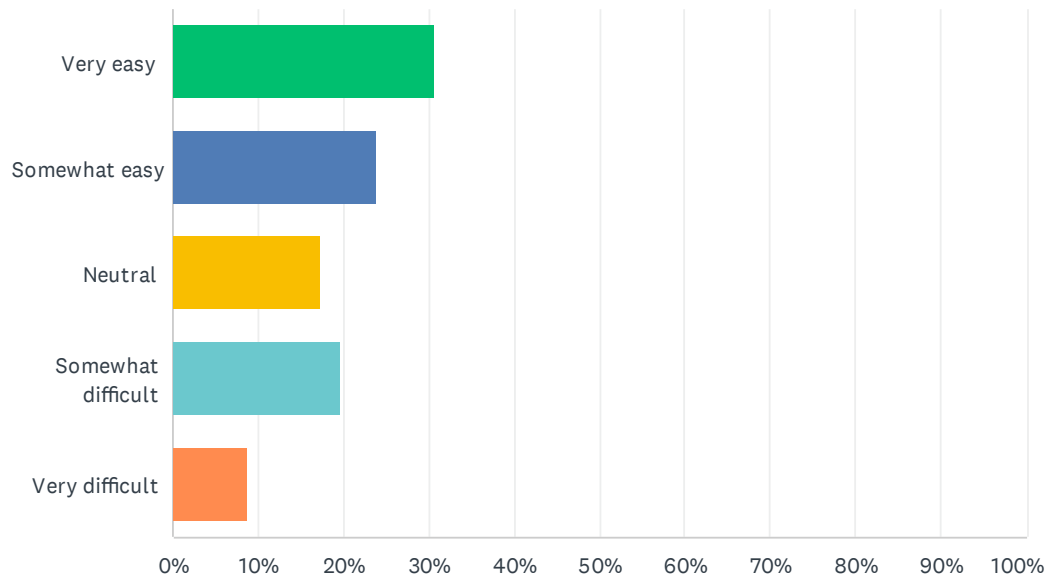


ANSWER CHOICES	RESPONSES	
Strongly approve	18.40%	62
Somewhat approve	14.24%	48
Neutral	13.06%	44
Somewhat disapprove	14.84%	50
Strongly disapprove	39.47%	133
TOTAL		337

Q10 How easy is the proposed Transit No-Show and Late Cancellation Policy to understand?

Answered: 332 Skipped: 55

Transit No-Show and Late Cancellation Policy

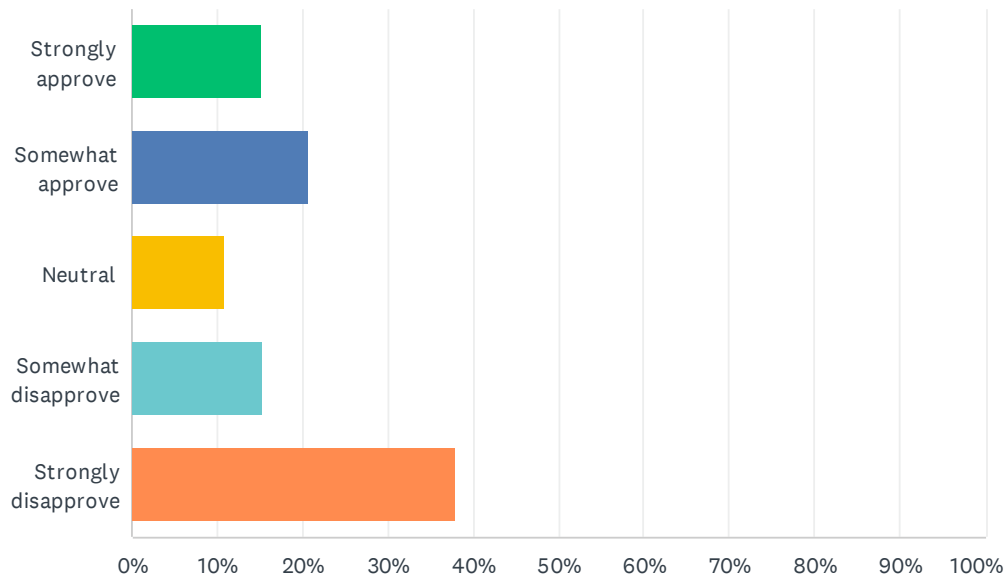


ANSWER CHOICES	RESPONSES	
Very easy	30.72%	102
Somewhat easy	23.80%	79
Neutral	17.17%	57
Somewhat difficult	19.58%	65
Very difficult	8.73%	29
TOTAL		332

Q11 Overall, to what extent do you support the new proposed Transit No-Show and Late Cancellation Policy?

Answered: 332 Skipped: 55

Transit No-Show and Late Cancellation Policy



ANSWER CHOICES	RESPONSES	
Strongly approve	15.06%	50
Somewhat approve	20.78%	69
Neutral	10.84%	36
Somewhat disapprove	15.36%	51
Strongly disapprove	37.95%	126
TOTAL		332

Q12 Do you have any comments or suggestions to improve the proposed policy? Do you have any suggestions to simplify the policy or make it easier to understand? Are there any gaps or anything we missed when developing the policy?

Answered: 258 Skipped: 129

#	RESPONSES	DATE
1	Sometimes medical situations occur & Someone cannot notify Transit Plus in good time. Medical issues should be exempt.	7/14/2023 9:10 PM
2	Customer first approach. Empathy, sympathy is the approach.	7/14/2023 8:12 PM
3	why don't you just make all the penalty the same 2 points when the total reaches 12 points in a month, they get a strike	7/14/2023 8:00 PM
4	My wife is a dialysis patient. Many of our friends are as well since we met them in peer groups, at clinic or during treatments. A typical dialysis treatment is 4 hours but it takes about 30 minutes to set up and 15-30 minutes to get off. that is if everything goes well. Some times during treatment their blood pressure drops drastically and they become ill. Usually the nurses stop treatment for a while and add a bit of water back until they rebound. Then they continue treatment. In a simple version of this, the treatment gets extended 20 minutes. Since the	7/14/2023 7:48 PM

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treatment is 4 hours and this can happen at any time in this treatment, they are already past their 4 hour window as soon as the treatment started. Other times they get really sick when they get off and they are vomiting profusely and the nurses and doctors make them stay for as long as it takes to feel better. We have had to wait for an extra hour after treatment. Since the onset of this sickness was at the end of the treatment and there is no way to tell how long it will last to recover, they will lose points on this new system because they wouldn't know until just before pick up. Other times, we have seen people get really sick or even code and then the whole ward is chaos because they are trying to revive that person. One time at St. Boniface hospital 3 people coded and died during one 4 hour treatment. This also meant that when alarms were happening on other people, their machines paused and there was no one to immediately fix the issue and restart the treatment. This would make any of those people late. Also, if you code and get revived they put you on a ward for monitoring so if you had a transit plus waiting for you, there would be no one to be able to go let transit know that the person almost died and has to stay. I think your point system is ok for people getting a ride to go shopping, or go get their hair done or visit people but if they are going to the hospital for a treatment or clinic, too many things become out of their control that could delay them. Even if it was a clinic appointment, if people were coding then the doctor they were seeing may have had to run and help resuscitate that person and then the appointment gets delayed. You need to have a separate system for those going to hospitals or other medical appointments because if they are late or no show when pick up is scheduled it is because something out of their control happened. It wasn't that they were just having a good time with friends or shopping etc. Dialysis is a life saving treatment so they cannot stop early just to ensure they make it on time to their ride home. There are other life saving treatments other people go to as well and the patient should not be punished for trying to live longer so they can be there for their loved ones.

5	Penalizes high need customers unfairly	7/14/2023 6:09 PM
6	I am very concerned regarding recent and these proposed Transit Plus policy and procedure changes. This policy change reduces transportation flexibility and will undoubtedly negatively impact individuals receiving hemodialysis who use this service. As a result, I would ask you to exempt people that use Transit Plus for transportation to dialysis treatments, which are required to sustain life, from some of these policies. Approximately 952 people with kidney failure in Winnipeg travel to in-centre hemodialysis facilities three times per week to receive life-sustaining hemodialysis treatments. Missing or shortening these treatments leads to increased medical complications, emergency room visits, hospitalization and even death. Many individuals on hemodialysis are considered to be "transportation disadvantaged," because they cannot provide or purchase their own transportation. This particular population is typically elderly, poor, mobility-impaired, minority, or a combination of these. For these reasons they depend on services like Transit Plus to access their life sustaining dialysis treatments thrice weekly. Lack of reliable, affordable, and flexible transportation options to bring individuals with kidney failure to and from HD contributes to missed treatments, co-morbidities, and poor quality of life. Many individuals receiving HD have limited financial means which magnifies the hardship of self-funding hemodialysis transportation. Because they depend on others for transportation, they are at higher risk for poor health outcomes. Lacking flexible or affordable transportation, they miss treatments or cut treatments short more frequently than those with reliable transportation. This can lead to a need for emergency care and preventable hospitalizations. Access to reliable and flexible transportation has been shown to reduce the need for emergency room visits and hospitalizations in individuals receiving hemodialysis. Magnitude of the problem identified through previous research in this area: • 39% of patients have missed HD treatments due to a mistake made by their transportation provider • On average there are 7 missed hemodialysis treatments/patient year. Less than 1 of those treatments is made up the next day, leading to increased risk for poor health outcomes, increased emergency room visits and hospitalization due to fluid build and high potassium levels which can lead to cardiac arrest and is life threatening. • In Winnipeg that is equivalent to approximately 7000 missed hemodialysis treatments per year • Risk of hemodialysis-related hospitalization or emergency room visit increases 6-fold following missed HD treatment compared to individuals who don't miss treatment • Individuals who travel to HD in "transportation van", spend more than 17 minutes on their ride to HD unit during heavy snowfall (> 2 cm snow) were 1.5-3 times more likely to miss HD treatment. The recent changes in Transit Plus policies and procedures threaten to decrease access to reliable and flexible transportation, increasing barriers to care for the 952 individuals traveling to in-centre HD in Winnipeg. People receiving hemodialysis generally have a consistent hemodialysis schedule on the same days at the same time each week. Often this schedule doesn't change for months or years. However, since last year, people receiving hemodialysis are prevented from	7/14/2023 4:09 PM

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scheduling transportation more than 1 week in advance. This means that individuals must spend time each week calling to arrange rides for these pre-scheduled hemodialysis appointments instead of booking a month or more at a time. As a result, phone calls to arrange rides with Transit Plus often result in waits to speak to someone for more than 30-45 min EACH WEEK for individuals on hemodialysis and their families. In addition, Transit Plus' proposed to change to the cancellation without penalty deadline from 30 min prior to pick up to 4 hours prior to pick up and the new 7 point/strike system will undoubtedly adversely affect people on hemodialysis and their hemodialysis treatments. Hemodialysis sessions are usually 4 hours per session. Unfortunately, many patients on hemodialysis experience unanticipated medical complications during their treatment that delay or prolong completion of their treatment and sometimes culminate in hospitalization or emergency visit and cancellation of their Transit Plus ride post hemodialysis. Cancellation 4 hours before pick-up is often impossible in these situations. Many people receiving dialysis already cut their hemodialysis treatments short because of concerns that they will be late or miss their Transit Plus ride. This new policy further reduces flexibility and will increase the likelihood of shortened treatments, resulting in suboptimal dialysis clearance, high potassium levels, fluid overload and the adverse outcomes mentioned above. These concerns are not limited to Winnipeg but are similar across Canada. We have highlighted the issues in a recent publication for which the link is provided here:

Affordable, reliable and flexible options for dialysis transport contribute to improved outcomes and quality of life in individuals receiving in-centre HD. I ask Transit Plus to modify recent and proposed policy and procedure changes in this disadvantaged and vulnerable population that uses Transit Plus services to attend hemodialysis appointments that are required to keep them alive. Specifically, I am asking that all dialysis patients be exempted from the 4 hour cancellation rule, and the required weekly rebooking of rides to hemodialysis treatments be eliminated for these patients.

7	Are we children??Common sense, respect appreciation of the service and other clients should be important to all clients. What is the current no show/cancelation factor? Is this truly a problem?	7/14/2023 2:08 PM
8	suggestion -- start with a one-hour cancellation and phase in up to a maximum of two-hour policy. Then consult Transit Plus users again. After all, airline flights are cancelled in less than a 4-hour window. The 4-hour policy may be seen as unduly removing reasonable choices from the disability community -- choices that able-bodied people do not have to be confined to. Thank you for the opportunity to respond. I appreciate this transit service very much. The staff and drivers are wonderful. Looking forward to hearing more about these proposed changes. Thank you.	7/14/2023 12:51 PM
9	When you try to call in to the automated cancellation and keep being told your pin is wrong; I do know my birthday, and to have drivers show up at wrong doors and say I am a no show ; I think Handi needs to look at this on individual basis to see whom is violating not punish all	7/14/2023 11:45 AM
10	Create an online app to allow for bookings, cancellations, account management and account communications. Is there a way to dispute point loss or strikes? E.g provide a guilty with an explanation statement?	7/14/2023 10:56 AM
11	Handi transit plus knows who are abusing the system, they should go after those customers not showing up or cancelling in advance they just let drivers sit there waiting for nothing and the next pickup person is paying the price for getting pickup late. I am so upset on this survey , you guys can't even find a solution how to decrease the looonggg waiting to your call to be answer and yet they find time to create a survey for a non sense discussion.	7/13/2023 6:29 PM
12	Don't want this	7/13/2023 6:09 PM
13	The wait on the phone continues to be far too long. That must be improved.	7/13/2023 11:13 AM
14	Perhaps look at the distribution of vans going for pickups. Maybe it's internal problem rather than a customer problem	7/13/2023 9:54 AM
15	This policy significantly disadvantages and threatens the well-being and health of people with kidney failure who use Handi-transit for transportation to attend life-sustaining hemodialysis treatments	7/13/2023 9:35 AM
16	Yes, with those new tiny back seat cars (no thought given on those). If there is a passenger on the right hand side, I can't get my swollen legs and bad knees in on the left side. 1 no room	7/13/2023 4:15 AM

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because driver has seat all the way back. 2 my leg just doesn't bend that way 3 if I make it in, i injure myself getting out. So if I see this is the case i have to cancel at the door.

17	The points are an arbitrary second layer that treats us like children. Just deal with the issue. A no show is a no show and after so many in one month you get...The cancellation issue is a problem as long as I can wait an hour before I speak to a person on the Transit Plus line. Do you not have a responsibility to provide service in a timely manner? Also the service you provide requires us to wait up to 30 minutes for our ride. How long will the driver wait before someone is a no show?	7/12/2023 10:15 PM
18	Should stay as it is	7/12/2023 9:31 PM
19	I want to stay with 30 minutes, that's the best	7/12/2023 7:45 PM
20	Don't want that	7/12/2023 7:40 PM
21	I think that the cancelation window needs to be narrower, perhaps between one and two hours instead of within thirty minutes of the start of a pick-up window, but not up to four hours. Sometimes truly unpreventable things happen at the last minute, and are not able to be foreseen within four hours, such as someone who's supposed to go to work the next day waking up feeling ill, only within two hours of their trip's window starting. Having an online ride booking system would also help, so that those who only have the ability to phone the contact center are on hold for a lot less time, especially when checking on the status of a late ride. If an online booking system is developed, it'd be nice if we could have full access to our ride history, just as the people in the call center currently do, for purposes of transparency and equality. We're able to have full access to our online banking history when we use that service, or when we use telephone banking, so having this access to our Winnipeg Transit Plus accounts would be good too. The access shouldn't just be one-sided. I appreciate how Winnipeg Transit is trying to make their services more accessible for us.	7/12/2023 7:37 PM
22	It is so difficult with medical appointments to calculate the pick up time with very long wait times in the doctor's office. The proposed four hour policy is totally unreasonable and will cause many people with mobility issues to stop using the service. Is that the intention? It creates so much tension as you wait to see the doctors. I always tell the nurse/secretary that I am on borrowed time with a particular ride time but that also creates more tension in the office interactions. If you had multiple, medical appointments that went over time in a week you could be severely penalized. One hour is a reasonable time to cancel these precious doctors' appointments. Please reconsider this time restriction. Have the people in charge do a run to one of the medical clinics and see if they can adhere to such a difficult schedule. I love this service. Thank you to the City of Wpg for providing us with these precious wheels to help us age in place and remain "independent" with great supports. Thank you to the city for this wonderful transit service. Thank you to each of the great drivers who take such good care of us in good weather and harsh Winnipeg weather. Please fix the bumpy, service roads along many apartments where seniors live, especially on [REDACTED]. Please choose better vehicles for people with leg mobility problems. Thank you Merci Megwetch Dyakouyou for this very respectful and enabling services. it is one of the best aspects of the current City of Winnipeg Transit. My father worked for the Transit for many years. I have great respect for the Transit. With great appreciation !	7/12/2023 7:04 PM
23	Wondering if lower income, end-stage dialysis patients with complex health and social barriers were involved directly in the consultation and development of the policy changes as directly impacted the most? Dialysis is a huge (and ever growing) group of Transit Plus users. Not all disability groups should be managed under the same policies and limitations. People with end-stage kidney disease require flexibility and access to the ride service to attend life-sustaining medical appointments. One process and policy does not work, and fails to address the transportation challenges and barriers faced by so many of these individuals. Affirmative action works to assist marginalized groups with modifications to reduce barriers and bring them closer in line with more able and privileged citizens. The proposed policy changes should be flexible to specific medical circumstances such as encountered by the unique group of dialysis patients. Otherwise the policy change does not meet it's intended purpose, and can actually inflict more structural and institutional barriers for this already disabled, disadvantaged group of Manitoba citizens. They are not needing to access employment. Their actual, health, well-being and life is dependent upon flexible access to the only affordable transportation system in Winnipeg. As far as 7 points being alot, this is NOT the case for dialysis patients, many of whom no-show or miss treatments due to unforeseen health complications, hospitalizations, lack of income to afford transportation, social crisis that many of this patient group encounters on a monthly basis. Everthing that may seem simple for the average rider, is 100 times more	7/12/2023 4:45 PM

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complicated for a dialysis patient with weakness, low income, lack of secure housing, social and cultural barriers... all leading to despair and exhaustion. The amount of no-showed rides is most often not deliberate, and more a result of the life-circumstances and very poor health of this population group. Couple this with having to attend dialysis 3 or more days weekly for the rest of their lives, managing constant health and social challenges, transportation, finances, and dialysis treatments is incredibly difficult. So, 7 points will not be enough for dialysis patients as they will accrue them much quicker than other non-ill, non-dialysis patients, who are not trying to access life sustaining treatments. I would say 12 points is closer to an equitable number for this group. Also the 4 hour window for a dialysis patient, is MUCH more difficult to manage. Often patients are so sick just pre or post treatment. It is unanticipated, and should not be penalized. There is a stigma in having to have someone from the hospital (TRY) to call in to advise of medical challenges impacting the late cancellation. It is demeaning, and not sustainable for the dialysis nurses and health team to be trying to call in to explain to transit while doing imperative, safe patient care at work. If Transit expects staff to call in about no-shows and late cancellations due to medical conditions, then you must set up a direct phone contact that a voice message with pertinent information can be left. Dialysis units have been requesting this disability-related support accommodation to reduce barriers for years! Please help make the system better and reduce barriers, not put more barriers in place for dialysis patients. Having to go a year without another strike is not realistic or fair for dialysis patients. They will accrue strikes more frequently and faster due to their disabilities, related social determinants of health, and the barriers that make life much more challenging to navigate. A dialysis patient having ridership suspended for a week or several weeks, will have dire impacts on patients who lack safe transportation (access) to life-sustaining treatment. There will be no magic fund to assist them with alternate transportation fees that they require to sustain their lives. They will become increasingly ill, physically impaired, and can die due to inflexible transportation services that do not account for their unique physical and medical barriers and needs. Without looking at this patient group and ensuring modified, equitable accommodations, supports and services meet their needs, disability barriers are still in place by Winnipeg Transit Plus. I would think 3 months with no strikes would be difficult for some, but more realistic for dialysis patients to clear their strike records. If citizens including other disability groups are unaware of the unique disabilities, challenges and disparities faced by dialysis patients, then they cannot speak up or understand the need for unique accommodations and flexible services, including access to life-sustaining transportation. Please invite Manitoba Renal Program to select patients to directly participate in future policy consultations and changes. This will require advanced planning and disability accommodation, but needs to be done. Please ensure Nephrologists, Social Workers and O.T's with the Manitoba Renal Program are not just invited, but are participating in these important consultations, initiatives, changes. We will support and provide valuable information required to reduce barriers and support patients as well as our Transit Plus Community Partners.

24	Let's make it easier not harder for people with physical disabilities to get around.	7/12/2023 2:34 PM
25	This unfairly disadvantages people who frequently use transit plus for medical services multiple times a week (eg dialysis). Also dialysis patients frequently have medical issues arise that prevents them from taking their scheduled trip and cannot be predicted more than 4 hours in advance. Do you know how much time patients spend anxious and worried about missing a transit plus ride?	7/12/2023 1:48 PM
26	Many people with disabilities rely on other people and services in their daily lives. They have no control on if services and people are on time or not. This can mean that they lose control over their daily activities. The new system must incorporate this reality in its process. An easy to use appeal system must be built in and widely advertised.	7/12/2023 12:05 PM
27	"No show" policy is appropriate and reasonable for "repeat offenders" and these clients should be noted and penalized vs the majority of the clients who do not abuse the system. However ALL drivers need to be reminded to go to the door to see if client is there, not drive away without leaving the vehicle and checking, as has happened to me on more than one occasion. The 4 hour window to cancel is unreasonable as there are many situations where it is not possible to do so: medical appt where a client is delayed; waking up unwell and needing to cancel an early pick up; inclement weather where it is not safe or recommended to venture outside. For example, a person could have several medical appts in one month and therefore use up the points quite readily if each is delayed as is quite usual. Yes one could call and dispute the points but there are already long wait times to book trips and this would add another layer of frustration and dissatisfaction for clients. If the ostensible reason is to make more vehicles available when there are no shows or cancellations, not sure how this policy would help, as clients cannot book on the same day i.e if someone cancels an afternoon trip at	7/12/2023 11:05 AM

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9:00 a.m. who will receive the benefit of the freed up trip time? Clients who have been denied a trip will have already made alternate transportation arrangements.

28	No	7/12/2023 8:17 AM
29	Your reminder calls are [REDACTED]	7/11/2023 9:22 PM
30	One or two things. Going to work if a person gets ill in the middle of the night they can't give four hour notice unless you have someone working twenty four hours a day. . 2 Sometimes you can't help having a no show ex(at a medical appointment).	7/11/2023 1:30 PM
31	no	7/11/2023 1:12 PM
32	I think Transit Plus should focus on its own efficiencies before penalizing customers. Rides are often hours late, too long to be blamed on no-shows and it can take a long time to get through on the phone. The phone system is also not accessible for many people to use independently. I don't agree with a penalty process of any kind, but I think this is not something that should be implemented until transit plus resolves the aforementioned issues. Comparing the new system to financial penalties is misleading, because that hasn't been in place during COVID.	7/11/2023 11:10 AM
33	We are finding that lots of our patients are waiting for their drivers and sometimes they do not even show up, however later patients are marked as a "no show". I think that is wrong and it seems that drivers are taking so much advantage of that system. There should be a recording system that will not allow drivers to lie about being at certain spot.	7/11/2023 8:57 AM
34	What if the ride you've ordered Doesn't come in the half hour. A lot of time. Either they come 20 minutes early or they come 45 minutes late. What compensation does the writer receive in this case.	7/11/2023 8:44 AM
35	I think that this marginalizes the people who use the services the most/are the most unwell. Patients with medical issues like those on hemodialysis often have to make late cancellations related to acute medical issues. I would suggest you have a different policy for those people (ie those on hemodialysis) because acute medical issues resulting in them making a late cancellation could result in them not having transportation to a life-saving therapy. Patients already don't want to stay late on hemodialysis treatment because they might miss their ride. Now people will either cut their hemodialysis treatment short or leave with unstable vital signs because of the new strike system. I don't want someone being unsafe on the drive home (with transit plus) or a critical incident happening because of the new policy.	7/11/2023 8:07 AM
36	It's very difficult to book a ride nowadays, sometimes have to wait for 90 minutes	7/10/2023 8:11 PM
37	Need to fix your phone call reminders	7/10/2023 8:05 PM
38	No	7/10/2023 7:08 PM
39	Many people who rely on Transit Plus are using the service to get to ongoing life-sustaining treatment and have no other way of getting to this life-or-death appointment. They are the ones who are penalized the most severely with this new policy. There needs to be a medical exception for those who are cancelling due to unforeseen medical emergencies. Many times, a dialysis patient will show up to treatment to be told that urgent follow-up is necessary after their treatment time and they are forced to choose between their well-being and the ensuing penalty they will incur from Transit Plus. Due to their delicate condition, they are more at risk for complications that lead to missed rides. Their treatment is only four hours so if they show up and find out they need to stay longer, they have already missed the window to cancel/change their pickup time. We have seen, too many times, people declining medical treatment and follow-up because they cannot afford a cancellation fee and certainly, with the new policy, if their account were to be cancelled for even one week, this could mean death. Our patients do not have alternatives. It is unfair to punish them in a similar way to someone no showing a ride to their family doctor or to the grocery store. The consequences for them are life-and-death. There needs to be a medical exception. Please consider this.	7/10/2023 4:04 PM
40	When you have a Doctors appointment, you sometimes have n o control over the time to cancel. also when you call to cancel, you can be waiting 1 to 2 hours for someone to talk to you . this is ofte not your fault. I find this new system very unfair. Some people need this service. I feel that if someone does get a strike, then have them pay \$10.00 to \$15.00 per trip for a couple of weeks.	7/9/2023 9:16 PM
41	Have had the experience of being at the correct pick up spot and the driver being at the wrong	7/9/2023 9:12 PM

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spot. Also, sometimes appointments are cancelled only a couple of hours before it is to take place.

42	My concern is that I am a dialysis patient with 6x2 hour treatments per week. When something happens during the treatment there are times when I will not make it to my ride. In the previous 30 minute cancellation, I was able to still cancel on time. With the four hour window, I would loose a point any time this happens. However, I guess that as long as it does not happen more than 3 times a month, I should be okay? Can there be an opportunity to review circumstances if a person gets to the suspension stage?	7/9/2023 8:41 PM
43	Policy language is clear and concise. Flow charts easy to follow, not too busy and complex. Subtle messaging in use of colored borders in flow chart. eg. green for positive, red for negative, yellow more neutral. David V-S's speaking voice on recording of June 28 was clear and easy to follow. Suggest placing definitions and responsibilities at the start of the document or saying at the start of the document where to find the definitions and responsibilities. Intro line could be less forma such as "These are words you will see in this policy. Here is what they mean." "You are responsible for... and Transit Plus is responsible for...". Having said this, as a gov't employee, I looked for definitions and responsibilities at the start of a document, but for a less formal presentation to public, placing these at the end may be standard practice. Looking forward to some of the online options. Hope to be able to book online at some point. Looking forward to being able to make same day bookings or same day changes without causing much stress for the call center and drivers. I worry about drivers receiving notice of changes to trips while they are driving and the stress of changing routes and plans while on the road. Safety first. Suggest a call back option for booking where the customer could leave a call back number rather than being on hold for up to an hour and a half at times. Then the next available call center staff could return calls in the order received. Listening the the music and messages while on hold can be unsettling for our minds as we can't listen to anything else at the same time. Four hour window to cancel seems long, but from an operational perspective (less stress for drivers and call center employees) the four hour window is probably reasonable and safe. Understanding the points system, strides, and suspensions may be a challenge for intellectually challenged customers, but it would be appropriate for these customers to be encouraged to have a buddy (friend, family member) work with them or remind them to feel free to check in regularly for their point balance. Make it standard procedure to remind customers of their point balance when they call for a booking. No show - I did see a driver take a photo of an empty lobby and the building address signage, send the photo in for approval to leave without the customer and then tell me that I was a witness to the no show. Wondering if this is standard procedure for drivers. I think the driver was nervous and concerned about being at fault in some way when he did not need to be concerned. A point about the driver being required to wait 5 min. before calling in the no-show needs to be in the policy. I believe it is policy that if the driver arrives early, and if the customer is ready to depart, then the trip can happen, but if the driver arrives before the pick-up window and the customer is not ready, then the driver must wait. I had a driver arrive 45 min. before a pick-up window one time and I cut my volunteer time short to accommodate the driver. Suspension of service consequence could be an issue for customers relying on Transit Plus to get to dialysis. Can't think of an alternative penalty at the moment. Thank you for all you are doing to provide the best possible shared ride service and for the opportunity to provide feedback. If I think of something else, I'll send an email.	7/9/2023 6:19 PM
44	Hello, I have experienced that I would be waiting for a driver. The driver is a no show and I get a no show on my account. This is never true, because I am running late and have to get a friend or a cab to get me to my destination. My frustration comes with the driver lying and not telling the system the truth. I am a visually impaired man who does have a language barrier. My body is not well to put up with the stress. I have been in a situation where the driver slept in making me late, then saying I was a no show. This is not correct. Also, drivers need to help clients to more of an extent than they do. Driver's need to be more lenient, kind, friendly, and not discriminative. Older folks do no need this. Perhaps the policy has flaws due to your employees and not the passengers. The fact the public relies on you to help them out, your drivers need to know the importance of how that help is needed and not be protecting themselves with lies that are not true. This happens way too many times and yet we never get support of dispatch or anyone in your department. They just take notes and say someone will get back to you and never do. Or I have been in a situation where I have been waiting in the front for my name to be called andl get a no show to find out the driver said they called my name and when no one responded they left. That is not true. No one came nor called my name and said it was a no show. I have also had where the driver came too early and left and said I was a no show. Your drivers need to be more considerate and more respectful to their job and	7/9/2023 12:09 PM

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the human beings they work with. Perhaps, hiring drivers with more compassion would be nice. Everyone is aging and aging is not fun. Tomorrow those drivers will be old and needing help too. They cannot be treating folks like this. Especially when someone is visually impairs and needs help and guidance for themselves. I think you folks need to look into the drivers more than anything else. I don't care if you have camera's or voice recording, there are many people who speak a different language. How can you ensure that nothing is being said that should not be. Also, at dispatching level, please have more receptionist that have more languages under their belt. There are many people whom have different languages and booking and canceling trips would be more understanding to them if they knew what was being said. Therefore, if you notice fault with the general public regarding no show or late show or whatever, then maybe hiring people who speak the language would be nice; therefore, less confusion and things can be translated well and therefore your policy feedback can be understood if the clients knew what changes were being made. I know it is not easy on your part; however, you are a major part in many peoples live and making people be independent as much as possible. Therefore, thank you greatly for your efforts and service. But what I have mentioned is also a reality playing into no shows and late cancellations. 1). Not always the client and 2). Language barrier, might be a few things you might want to look into. Thank you for your time.

45	Just 1 point: pls lower the cancellation time to 2 hours. My doctor's waiting room is full. Sometimes I cannot help cancelling. It is not my fault. I am a responsible person. Cannot miss doctor appt.	7/8/2023 1:58 PM
46	All of the no-show and late cancellation policy is directed at the customer only. What is the role of the driver in this policy? Also clarify more specifically what is meant by drop-off and pick-up points in the policy; what, if any, is the role of the driver here.	7/7/2023 1:12 PM
47	The cancellation time could be reduced to an hour. Booking trips should be able to be done online at home as the waiting time on the phone is incredibly long. Customers should have easier access to speak with a representative at all times. Customers who have regularly weekly scheduled rides (ie dialysis pts) should be able to book monthly OR book for the year and call in to cancel only if needed.	7/7/2023 9:18 AM
48	If you have a early morning trip, let's say 8am and you wake up not feeling well, you aren't waking up before 4am to cancel a ride, or tell your employer that you won't be in. 4 hours is too long, decrease this to 2 hours, which is MORE responsible and keep the same amount of points. I think that is fair.	7/6/2023 5:26 PM
49	I think this is very straightforward. Being contacted after the first strike to find out if a customer is not fully understanding the process is extremely important. I believe this will prevent no shows and will encourage cancellations that allow someone else to use the bus or cars. I think TransitPlus is such a privilage - thank you	7/6/2023 4:20 PM
50	Overall I am pretty neutral, but there should be a way (without calling) to see your status. And I think 4 hours is too much, and maybe 2 is better, personally, when I cancel I do it at the appointment/venue because I know then if my returns work. Also, the notice should go to the driver within 30m. I also think there needs to be much more call to action. Such as changing the 30-minute window, its way too long and unrealistic for people to sit by the door or window waiting like they have to, and having a way to track the driver like WAV without calling. Then hold times are terrible, an online booking system needs to come yesterday... TBH I don't think this plan will change much. [REDACTED]	7/6/2023 3:35 PM
51	Too complicated, not harsh enough penalties, and too many steps before a penalty occurs.	7/5/2023 1:46 PM
52	A four hour cancelation window is far to strict of a timeline, especially for morning rides. if your pick up is 7am, you would not be awake 4 hours before in order to cancel. Also, suspension of service is a very ableist view. for someone who relies on Transit plus, especially during winter months, Winnipeg Transit Plus' suspension penalty is limiting one's accessibility. Start thinking about the clients that you serve and stop penalizing us for our disability!	7/5/2023 11:39 AM
53	What if a person gets up at 7 am and feels sick and their ride is at 9:00. They don't know four hours ahead of the pick up time. They woke up sick.	7/5/2023 10:37 AM
54	This policy deals with cancellations and no shows, but does not deal with the flaws in the booking and scheduling system that create additional late cancellations and no shows. As one example, not everyone has a cell phone, so when the driver is late, and you call the dispatch tp find out where they are as the system suggests, the driver may show up while you are in your apartment on hold with the dispatch. Another example is that because of the inflexibility	7/4/2023 3:45 PM

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of the system, notwithstanding the 15 minute warning call, a client must still wait at the door from the first minute of the scheduled 30 minute window, which means that client's may have to wait up to 35 minutes or more in extreme cold or heat or in physical pain because of some health condition. The driver's are to give a 5 minute grace period from the start of the window, but this is so strict that on one occasion I was 10 seconds late and the driver's computer had already counted me down and marked me as a no show. (I was exiting my building as he was about to drive away) . This is a factor in the increase in no shows. As clients with physical issues (which is why we are clients in the first place), it is often difficult to make it to the car on time even with the 15 minute warning call. To sum up this new penalty system seems to be a reasonable idea, but the current booking and scheduling computer system, which has absolutely no human input, common sense, or flexibility is far too rigid for both clients and drivers to reasonably follow. For example, I have been told by two different drivers that they will be fined if they do not leave exactly at the end of the five minute grace period. Improvements to this current system are necessary to reduce no shows and late cancellations.

55	How do the clients KNOW they have accumulated strikes because the drivers have come early, left, & mark client as no show. 2. Will there be a place to check your points {like \$ left in your account}? -We currently need his. 3. Do clients get credits when drivers are Late?	7/4/2023 11:00 AM
56	no	7/4/2023 10:10 AM
57	If we have to cancel within 4 hrs., please make sure we are able to get through on the phone quicker. As of now I always wait at least an hour before someone answers. I guess we have to read the itemized proposals over and over until we understand it. Speaking for myself, of course, as I cannot grasp information quickly anymore. I do hope that the changes will work well for us riders. I believe you are trying to improve Handi Plus for all concerned. Thank you.	7/3/2023 11:18 PM
58	If I have a pickup at 6:00am so do I need to wakeup before 2:00am to cancel that trip? Make no sence to me	7/3/2023 10:09 PM
59	Just concerned about the 4 hour notice for cancellations. Would like to see it as 3 hour notice.	7/3/2023 1:05 PM
60	The only "no shows" I've had is when the driver does come to get me. I am blind. When that happens, it is very upsetting.	7/3/2023 12:24 PM
61	No shows are not always the customers fault, more than half the time it is the driver's fault. Are the drivers going to have a points policy as well? As for cancelations, life can happen very quickly and it can be very unpredictable so sometimes late cancelations happen.	7/3/2023 11:11 AM
62	Do not like that at all	7/2/2023 7:55 PM
63	Why I don't like the concept of having to cancel 4 hours in advance is because what if you get sick 2 hours before you're supposed to be picked up? I think there should be some grace allowed if people are sick and have to cancel.	7/2/2023 2:05 PM
64	Handi transit and transit plus are a cluster[REDACTED]. There has never been a proper Transit system in place in winnipeg to accommodate service for special needs. This survey is just another token approach to identify that you are still working on this but 40 years later you might want to find another city who in fact has a working system in place .	7/2/2023 1:17 PM
65	I just plain don't understand this whole concept	7/2/2023 1:16 PM
66	nothing at this time	7/2/2023 11:04 AM
67	Fundamentally, I find that this proposed policy will only maintain or increase barriers to service to those who are already facing high barriers to access and mobility. The purpose of handitransit is to try and make up for the incredibly high levels of inaccessibility and poor service in our regular transit service. If our city and transit were designed properly to have a dense, walkable, and financially affordable city for transit then Handitransit wouldn't be necessary in the same way to begin with. This isn't a private taxi or uber service. This is a publicly funded transit option that provides a lifeline to vulnerable users. Those who need this service have all kinds of reasons why they might have to change their plans at the last minute, not show up etc. Those of us who use the regular Winnipeg bus system don't have to be held accountable if we have a change of plans, why should those using Handitransit have to? They're already expected to do the additional labor of calling for a service (which they wouldn't have to if winnipeg transit operated as it should). There are also so many stories and of handitransit not arriving as it should, being later, of operators being inconsistent and poorly	7/2/2023 10:19 AM

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trained to meet the needs of users. Where is their accountability? Why are you trying to punish vulnerable users for having complex lives? Where is the data on how many users are not showing up or cancelling their rides late? How much money is actually being lost? I fail to see how this is actually a significant enough concern that warrants making people's mobility more challenging than it already is. This is fundamentally ableist. This is a proposed policy that is focused too much on minor financial savings over providing a vital service.

68	If a [REDACTED] perons's Home Care person is late and that affects thier readiness, how do you compensate for that?	7/2/2023 9:54 AM
69	How long would the suspension be after losing 7 points?	7/2/2023 9:36 AM
70	Since I am a regular Handi Transit user I have plenty of feedback on your new proposal...your Service with the Drivers has gone seriously downhill ...way downhill...Drivers no longer come to the door...now in the Winter if a client is in a Wheelchair how in heaven are they supposed to wait outside for the Driver in our Extreme Climate Conditions??? to double check if they have arrived..especially from the Main Entrance of an Apartment Block... I use a Cane and that's bad enough having to go in and out often to see if the Car is outside the Apartment Block...Ridiculous...we are Challenged!!! Handi Transit is Not a Cab...Certainly Not with having to Schedule ahead of time...Your Changes of a Block Time for the Drivers to pick us up was bad enough with Bad Customer Service...How many times and I mean many times your Drivers are coming Past ...yes Past the 1/2 hour Pick up time...Again..get this through your mind...we are Challenged..Example..Shopper's on Leila are kind enough to give me a chair as I wait for the Driver to pick me up for home...According to your Rules..I have to be waiting 5 minutes Before the 1/2 hour Block Time for pick up. ..but Driver comes 10-15 minutes After...that is a long wait for any Challenged Person...Shame on this Policy..used to be we could phone 10 minutes after Driver was to arrive so that the Customer Service Intake could check with Dispatch to see where the Driver is...This 1/2 hour Block plus 5 minutes ahead of time was to please you Policy Makers...Not Customer Friendly at all...Now! You want to penalise the Challenged even further...Removing the Strike Points after One Year! of your Late or Cancellation times!!! Again Ridiculous!...One Year indeed!!! I have a good mind and probably will if this [REDACTED] policy goes forward to write a Personal Handwritten Letter to the Mayor with a Copy to the Councillor in Charge and my own inept current Councillor for my area to protest this New Change...Maybe the Free Press would only be too happy to read my Protest. I am dependent to get places with my 5 spinal fractures with Handi Transit...the Seats are cushioned and I am snugly strapped in and have No Choice but to take it. For that I am grateful for the Available City Service but your Policy hinders/not Helps us. Erase this...and start again...Firstly Train your Drivers to at least open the Car Doors for us...how many just sit there at the Driver's seat and expect us to get in ourselves...I stand outside the vehicle till it registers with them that they are Not Cab Drivers....we take Handi because we need the Assistance to at least open the door....Basic!! Next...remove that Customer Unfriendly Block Time period...go back to where we could phone C S and request where our late ride is..used to be we could call 10 minutes after the designated time....Next restore the Driver to come to the pick up Door...especially Apartment Block Main Entrances....Get back to Customer Service Basics...Penalising us for One Year before Strikes are Removed is totally unacceptable...period... I have given you some suggestions...You need to have Challenged Customers on your Policy Committees to give you the ideas you need to enhance service...Stop Penalising the Challenged rider. This New Proposal is Unacceptable...period!!	7/1/2023 11:00 PM
71	We should be compensated when the driver is over an hour late for pick up. Also the automated call to notify the customer of the "15" minute arrival time doesn't always happen, it is not reliable!	7/1/2023 3:03 PM
72	Until you can guarantee seamless service no different than regular Winnipeg Transit then you should not put up any more artificial barriers for people with disabilities. My MIL will pay over \$50 for a cab rather than take Handi Transit.	7/1/2023 12:59 PM
73	What if the driver is late or no show?	6/30/2023 10:34 PM
74	THAT GREAT	6/30/2023 7:29 PM
75	Some survey questions do not properly gauge Transit use (daily? weekly? etc.; how was I to answer? I use it 3-4 days a week year round) or are confusing (4 hours notice too much/little; question and answer use contradictory phrasing in that question speaks of too much/little NOTICE, answers speak of too much/little TIME—I think 4 hours notice for cancellation is TOO LONG...the current 30 minutes seems good to me). Other than that, although I think switching to a points system is overly complicated compared to the current system (which,	6/30/2023 6:49 PM

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oddly enough, I had been informed by TransitPlus customer service, is that there is NO LONGER any penalties for cancellations/no-shows, and NOT the old no charge/one charge/two charges/etc. system...), I have no issue with it as a system. As indicated above, I feel requiring 4 hours notice is too long, and further, penalizing customers when a medical aid—which must be preapproved for use by TransitPlus—cannot be properly secured does not seem reasonable at all. In my opinion, this line should be struck.

76	Would this policy put someone's employment at risk? What if the person has to cancel because home care did not arrive	6/30/2023 5:28 PM
77	I rarely miss rides but I think those that do need to realize the cost of this service to the City of Winnipeg. There are those who respect the service and those who abuse it. Abusers of the service need to have strict consequences.	6/30/2023 1:17 PM
78	I know that about 1 hr has been close for me a few times. It is a double edge sword for you. If I miss the 1 hr mark(which is what I thought it was) the driver shows up anyway and 60 minute potential of using that time is lost. At 4 hrs the driver and other customer lose 240 minutes. I don't think if people miss the 4 hr window, they will cancel at all.	6/30/2023 10:19 AM
79	Making it easier to cancel trips without having issues using the automated line, or being kept on hold to instead talk to a representative to cancel, will have to be worked out if we are expected to provide at least four hours notice without being penalized. Sometimes waiting on hold after having issues with the automated system can be lengthy. If you are unable to hold a cell to your ear and need to use it on speaker phone, in a noisy environment, the automated line directs you to call and speak with a representative. An option to cancel trips online might limit complications.	6/30/2023 10:10 AM
80	I believe there shouldn't be a total dismissal of service if the individual really need the service. The cancellation time is too long, it should be two hours depending on the circumstances. The appointment can be cancelled for the passenger before he or she gets an opportunity to cancel the ride, so there wouldn't be a no-show. There should be a back up plan for late cancellations that couldn't be helped. "Another rider in that vicinity."	6/29/2023 11:27 PM
81	Doctor appointments are so hard to establish the length of time needed, as even their staff can't predict how long it will take and we end up being no shows.	6/29/2023 11:15 PM
82	1. I support in principle, but based on my Mother's experiences, I would ask if people would gain points if drivers don't show or are late. 2. Four hours might sound reasonable as a time limit for cancellation, but when it often takes my elderly Mother 1-2 hours to get someone on the phone, it sounds less fair. The concept is good, but it seems punitive towards users when the system itself constantly makes mistakes with no apparent repercussions.	6/29/2023 9:32 PM
83	Respect is needed from both parties.. we try our very best to be on time and give adequate time to cancel our trips, but life happens. Respect needs to be given, as well as received. It is our human right to receive service after being patient enough on hold for hours to book our trip.	6/29/2023 8:44 PM
84	I had hoped to be able to improve the call-in procedures to begin booking my rides. You seem fixated only on punishment for No Shows late cancellations and Bad Language attempts. Your service is a God-send for people like me. You would find much appreciation in dealing directly with us in our struggle to keep medical appointments and other obligations through your great work!.	6/29/2023 7:52 PM
85	It has to be simple - I would like to see the right behaviour rewarded for the customer as well. Maybe a credit system for following the rules. Also 2 hours vs 4 hours notice of cancellation seems more logical.	6/29/2023 6:28 PM
86	What strikes does Transit Plus get when they cancel or are late for appointments	6/29/2023 6:27 PM
87	When I've booked a trip and requested pick-up for 3 hours later and I am finished in 1 1/2 hours, I usually cancel the pickup and take a ride home. Would I get docked points for this? These are the only times I've cancelled on short notice. Thanks	6/29/2023 5:13 PM
88	Since it takes hour or more to book a ride people book rides for a week even if they are not sure definitely whether they are going or not. So at the end they cancel. The cancellation window is too big. Sometimes a trip to a doctor doesn't take even 4 hours. If you have to cancel the return trip , you have to cancel before going. It doesn't make sense.For the seniors difficult situations, chest pains come all of a sudden. So it is difficult to cancel 4 hours before. I say this by my experience.	6/29/2023 5:13 PM

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89	My concern is the 4 hour policy for morning rides. I take transit to work, so I'd have to call in before 3:15 am to cancel. What if I wake up with my alarm at 6 am, and am vomiting or test positive for Covid? That's not fair to penalize someone in that circumstance. In that case, 90 minutes or a maximum of 2 hours is more appropriate.	6/29/2023 4:40 PM
90	What about those who have doctors appointments that run late. This is usual problem that happens at most hospitals. Are they going to be penalized for factors outside their control?	6/29/2023 4:28 PM
91	Make it a 2 hour window for cancellations	6/29/2023 4:26 PM
92	No	6/29/2023 4:26 PM
93	I don't have a mobile phone. if ride is late more than ten minutes, to report or make you aware, I must return to my suite to inform you. This is a hardship on health.	6/29/2023 4:26 PM
94	I do not approve of these proposals at all. It is hard to believe that so many people are abusing the system that these type of penalties have to put in place.	6/29/2023 4:24 PM
95	Thank you for reaching out to the community and previous users. I have an account but have it frozen. Even though I live with disabilities, I have friends who rely on Transit-Plus daily. Thank you for dropping the fees. This is a much needed and valued change. I support your concern for people with disabilities, who are often older adults, people with low incomes, or living with chronic illnesses. The fees added extra costs, forcing them to decide between rent, groceries and medicines. However, I disagree with the current proposed model. Though it is well thought out and your asking the community is very welcomed. Considering I support people with disabilities, I find the policies punitive. I would ask for your consideration in the following scenarios, and what your plans are to reduce these strikes and mitigate the process to prevent extra hardships on both ridership and your office? - Some people are able to work and if they are called in for overtime, and the office is busy, how are they able to cancel in this window? - If someone has a medical emergency and requires additional care, how are they able to cancel when waiting in a medical office where phone calls are prohibited? - Weather events delaying rides, or someone offering to assist a passenger who booked? - If there is a scheduling conflict, or if the driver misses the passenger for any reason, are there ways to mitigate this? Please consider these situations. Many people rely on this service, due to lack of other supports and want their independence. The black marks are an added stress to both individuals and those that support them. Please consider the models used for Uber and Lyft transport. They have more of a social system, which has a positive approach to encouraging ridership. Passengers are encouraged to take rides or give sufficient notice. Both passengers and drivers have agreements and the app is efficient in booking and payment, as well as cancelation and no-shows. It is a communal model. I would strongly ask the City of Winnipeg to consider a similar model. Payment methods could be adjusted for methods the city already uses. Other jurisdictions have success working with existing interfaces and creating partnerships with competitors, collaborating on a user friendly public model will be a recipe for success. Please consider success models in other jurisdictions, in particular: Calgary, Edmonton, Toronto, USA states like: Texas, New York, Minnesota, Florida, international: the UK, France, Australia, Israel, etc. Again, thank you for hearing the community's concerns and appreciation for these much needed changes. Thank you for all your dedication, research and thought put into these policies. I look forward to hearing from you and appreciate follow up, including updates and new developments. Thank you for your time and considerations for the factors above.	6/29/2023 4:23 PM
96	The focus on improving policy seems important but also fails to address quality of service, which is very much related to cancellations. Last minute cancellations due to bad service should not be penalized at all. People need reliable transportation.	6/29/2023 4:05 PM
97	4 hr notification time is far too long .Are people supposed to contact transit + at 4 am when they have an 8 am pick up that's not realistic	6/29/2023 3:53 PM
98	What about a person gets ill just a few hours before their pick up window? Our the person who has been waiting throughout the 1/2 hour window - should they not call others to pick them up? This has happened to me.	6/29/2023 3:48 PM
99	No	6/29/2023 3:21 PM
100	This is a limited resource and those taking advantage of it should appreciate what they have been given. If they cannot respect that then NAIL them for it...there are plenty of deserving people who will appreciate it	6/29/2023 3:15 PM

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101	The proposal is punitive and leaves no room for consideration of the clients needs or abilities. This is the wrong time to introduce such measures when there are so many faults with the system such as long holds when making appointments, no room for same day emerging needs for rides, long waits after appointments, concerts or services for the return trip etc. I suggest a great deal of improvement is needed before you start penalizing clients.	6/29/2023 3:09 PM
102	The policy is focusing only on customers. A no show can be caused by a driver not showing up, not going into a building to look for a customer, a customer might not see the driver due to vision impairment or driver not wearing a uniform easy to identify, etc. Also 4 hours does not allow enough flexibility for appointments out of the customer's control. An evening class might finish early, a doctor's appointment might run late, there might be an incident preventing the customer to get to a specific pick up location, etc.	6/29/2023 3:03 PM
103	You leave a person with no means to get to work/doc appointment if their suspended for a week. You also not taking into consideration last minute problems that may occur for an individual. You also don't address what happens when Transit is late or no show for individual and they missed an appoint or late for work ...what about their compensation	6/29/2023 3:01 PM
104	A four hour advance cancelation is unworkable.	6/29/2023 2:51 PM
105	Nobody takes transit plus for fun. They're struggling generally. Putting hurdles will only drive people further into poverty. The city and province need to fund access. If regular transit is dodging responsibility, then there has to be another support. What's the alternative? Long term care institutions? Hospitals? Death?	6/29/2023 2:50 PM
106	Give it back to Winnipeg Transit. The drivers of handi transit are terrible, and the whole system is a joke.	6/29/2023 2:43 PM
107	Would like to see the cancellation window at 2 hours.	6/29/2023 10:33 AM
108	6 points instead of 7 points each month. Pick a number that divides by 2. 7 is confusing.	6/29/2023 10:26 AM
109	My question is what about the clients who follow the rules but the driver doesn't show up. Is there any type of credit to the client for this?	6/28/2023 11:40 PM
110	Is this plan going to improve the length of time we spend waiting on phone making trips? That is what you need to fix, having people answer phone	6/28/2023 10:26 PM
111	There are quite a few, I'm afraid. First of all, your physical/mental state can change dramatically within four hours. It's just not realistic to be able to even guess how you'll be doing a third of the day later for so many people. The weather is similarly unpredictable. As Sohail pointed out, you can even get outside and realize you can't get down the driveway to the vehicle. The time of day is also going to pose a huge challenge to a lot of people. You really would have to wake up at 4 AM so you can cancel your 8 o'clock ride. I know that complications arise by changing the rules based on the time of day, but I don't see how everyone who needs a ride early in the day is going to manage. These morning riders are also the ones very likely to be needing rides at the same early time of day every weekday. That means their daily morning schedule will now require ridiculously early wakeup times, or risk service being suspended for increasingly long periods. I know that it will require many strikes-losing 7 points in a month, two months in a row. But consider our winter weather. It's not entirely unknown to have such bitterly cold/snowy for more than seven days in a month, in more than a month in a row. And that's simply the weather, without accounting for a rider's medical situation. It's not unusual to have the weather impact your health, be it freezing cold or sweltering hot, or the pressure from storms, change of weather, etc, etc. Some of that can be judged the night before, but definitely not all. Especially if weather patterns get more erratic with climate change. Some kind of appeals process needs to be put in place. Otherwise, you're going to just be relying on someone working in a call centre to understand your situation. If you look at another service, the EIA workers in the call centre often aren't sure of answers, give you conflicting information between different employees, or sometimes tell you totally incorrect information. I don't think we can necessarily rely on call centre workers to be the difference between meeting your budget for the month and spending \$100+ for a week (or more, if it's not the first strike) of taxi service. I don't mean to disparage people who work at call centres whatsoever, but we need some kind of second resort when necessary. In particular, I'm concerned about the ramifications of service suspension on people who need to get to essential medical appointments. It's a huge issue for people who need to get to work, but missing a medical procedure, or even a surgery, could have an immense result on someone's health. Will there be a way for people to put off a suspension when in situations like	6/28/2023 9:26 PM

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this? Being able to schedule a suspension [within a reasonable time frame] could improve things. Overall, getting rid of the fines is a huge improvement, and I don't want to make it seem like I totally reject these changes. But the period to cancel rides has to be adjusted. If right now, you only have to cancel within half an hour, why does it have to change? The system is clearly functioning as it is. Just changing the fines to points is a great idea and I was shocked to see how expensive the fines get. When people with disabilities are some of the poorest Canadians, it's not at all a reasonable system. But the timing part, at least, is good. Don't just throw that away, please. Even an hour would be reasonable. But past that, and especially, at four hours, it's just going to cause a lot of complications in people's lives. I hope that these comments may help somewhat.

112	I think reducing the number of starting points will help to ensure that there is an understanding of the issue of cancellation and no shows	6/28/2023 4:11 PM
113	If a driver shows up without the proper vehicle to carry the rider and their mobility equipment, that should not count against the rider	6/28/2023 2:23 PM
114	I think the policy was long overdue. What worked 20 years ago is not working in today's standards. My only comment and I made it in the comments during the presentation is the five minute window that the driver can give us if we're not at our exact location at that time what your five minutes is and what my five minutes is may be a difference of three minutes. For example, I think there needs to be a little bit of a buffer and I do understand about the scheduling and trying to get the driver to be kept on time, I think each case should be judged on its merit.	6/28/2023 12:19 PM
115	I believe that 4 hours is too long for a cancelation policy I would say 2-3 hours would be more fair. I believe that this is too drastic of a change from the current policy, I think that it is currently only half an hour so increasing it to 4 hours would be too drastic of a change and 2 hours will be a stretch for many.	6/27/2023 8:00 PM
116	I agree about "at the door" cancellations. I do not agree about "at least 4 hrs for cancellations. I have called 7 hrs ahead and still have the bus arriving at my residence. As to the view that a bus, after "on time" cancellation, can be used to pick someone up: that is ludicrous. When we first call in we are advised that "same day changes" are not allowed. If this is the case, what happens to the unused bus? Coffee break for the driver!	6/27/2023 3:02 PM
117	1. you recommend not travelling if ill, when you wake up in the morning and are sick and travelling within 4 hrs. you will be charged 2. if your ride is late and this results in being late for a doctor's appointment you could run the risk of being late for pickup. (no cell phone) 3. drivers are allowed 1/2 hr to arrive but you give us only 5 min. I was 3 minutes late from a doctor's appointment and missed my ride home. I waited an additional hr and finally took the scenic route via regular transit to get home. Luckily the bus had a lift that I could use to get on	6/27/2023 12:40 PM
118	This shows a profound lack of understanding and empathy for people with disabilities. The fact that transit plus is run by people without disabilities is clear with this policy, and the way transit plus is run in general. You're holding the people you're supposed to serve accountable, while there is no accountability in the other direction. You offer a service full of holes, that makes countless mistakes and serves its purpose poorly, and want to take that meagre service away if people don't fit into the very specific boxes you've created for them? Shame. It's a good thing you're hiring a disability coordinator (or whatever the title is), as it is sorely needed. Provided you hire someone with lived experience and not some bureaucrat who knows nothing of living with a disability.	6/27/2023 12:13 PM
119	1) If the driver is late for pick up because do not know where he/she is going or does not know the city or does not read the monitor or either in good weather or construction etc or was told was a no-show that customer is late for their appointment. At times we have to pay for that missed appointment. This driver should be accountable like the customers for anyone of these situations or more that is not given. If the driver is made to pay for groceries that customer says he/she dropped then they should be made to pay for missed appointment fees- which happened to me. 2) Hire staff which would cut down customer waiting time which can be up to an hour if driver is late and wanting to book a ride. 3) direct line when customers who are calling to find out where the ride is. All this is very frustrating. 4) Late or no-show vehicle or customer cost both Wpg Transit Plus and customer time and money. 5) I find calling for cancellations before Re 5 PM strict. What happens if sick through the night? Or fell or not dressed completely when fire alarm in building goes off and have to evacuate or stuck in elevators? Or if Wpg transit driver stops for breakfast or coffee making the customer late- this has happened to me. 6) Most vehicles are too small for even a short person and driver seat is	6/27/2023 11:16 AM

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moved up. 7) What happened to “door-to-door service? Very very few drivers do this. 8) drivers need to have training as to where the correct door to pick up customer; how to operate the mobility device; even to know what “door-to-door” means and others things.

120	I coordinate a Supported Employment Day Program. Expecting Support Networks to cancel rides 4hrs in advance is unacceptable when the majority of my clients that utilize Transit Plus leave for their scheduled activities less than 2hrs after waking up each day.	6/27/2023 10:39 AM
121	For people who require transit daily, cancellation circumstances related to medical issues or work are Often beyond their control. Cancellation of service is unreasonable and they should be offered a payment alternative to buyout a strike to avoid work loss and necessary medical attendance. They should not be punished for circumstances beyond their control. This is especially important for return rides home. Many appointments and work situations are unpredictable and can be lengthened without the individual's control.	6/27/2023 9:12 AM
122	I have been a transit plus user for five years. Throughout that entire time, I've been grateful to have transportation, but I became immediately aware it's far from a perfect system. I've heard ongoing suggestions of upcoming improvements, but this policy was not what I anticipated as the city's next steps. Life without Transit plus would be incredibly isolated. I can't drive. I can't take city transit. Relying on family or taxis presents either a personal or financial burden that's unsustainable for me, and i imagine the same could be said for many of my peers. This point system ascribes a responsibility to people with disabilities that threatens a human right to access to a life outside their four walls. The policy states we lose points for every cancellation not made 4 hours in advance of the pickup window and for every missed or declined trip. A transit plus driver will leave if you are not at your pick up spot within 5 minutes of their arrival. I ask you whether a few times a month your plans change by 5 minutes with less than four hours notice. I ask you whether your plans ever get cancelled by a friend, a doctors appointment runs late, or a birthday party is more fun than you anticipated, an unexpected snow fall takes some extra time to clear. As a person with a disability, imagine even more medical appointments, notoriously not timely, maybe home care ran late, or home care didn't show up at all, maybe my disability caused me to have an accident or to spill something on my clothes, maybe i wasn't feeling well, or my pain was too severe. I ask you whether a couple times a month, in Winnipeg winter, you come outside to leave for work to find an unexpected snowfall and no one shoveled the driveway for you. Under this policy, if a transit plus user has a ride booked for work in the morning, and wakes up to circumstances such as snow on the ground which makes their trip an impossible one, they will be penalized for not knowing 4 hours in advance that the snow would inhibit their journey. I ask you to recognize the challenges that people with physical and cognitive disabilities face. I challenge you to plan 24 hours of your day, days in advance, and keep to that schedule, circumstances be [REDACTED]. To know exactly where you're supposed to be 4 hours from now and to not ever be more than 5 minutes late. Do we not have a human right to change our minds or make a mistake more than seven times a month? We aren't lazy, or apathetic, but sometimes we are slow, and sometimes we are forgetful, and sometimes we simply have lives, which is what this program is meant to encourage. Transit plus is an incredibly valuable to me as a wheelchair user and I recognize the added costs involved to have a specialized vehicle give me door to door service. When I legitimately miss a ride due to my own personal error, I liken it to having asked a friend pick me up and forgetting to tell them I changed my plans. I can understand the want to impose some accountability to riders. What I can't understand is why are changes to penalize riders are even being suggested in advance of taking accountability for the incredibly well-known gaps in service. In the 2022 edition of the transit plus newsletter, it shows 3% of trips are no shows and 10% are late cancellations. There is a picture of a thumbs up saying completed trips, 87%. What constitutes a thumbs up to transit plus? Regular users are calling the call centre multiple times a week adding up to hours of their time. It's a very lucky day when you get through to a representative in 30 minutes or less. Most times, you wait on hold over an hour, I've waited on hold for over an hour and been disconnected. I've waited on hold for over an hour only to reach a representative who lets me know they're having connection issues and won't be able to book a ride. Ride scheduling switched from priority service to first come first serve booking and you can book your rides up to 7 days in advance. This means you need to call at least a couple times a week to ensure you're able to book as far in advance as possible, because if you were to try and book a ride even 24-48 hours prior, it's often the case they wouldn't be able to accommodate you. I have not met a single transit plus user who doesn't have a tirade of stories surrounding their experiences with this service. I can't speak for everyone, but I can speak to my own experiences and let you know that of my peers that I've chatted with, their stories all echo my own. I had a ride scheduled to bring me home from a doctor's appointment. The only ride available was one hour after my appointment was	6/26/2023 8:37 PM

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scheduled to end. Once my appointment ended, I went to the lobby to wait for my ride. When my pick up window had lapsed, I called the call centre and after some time was told that my driver was about 15-20 minutes away. And so, I continued to wait. After 30 minutes I called the call centre a second time, and after waiting on hold again, I was told the same thing, the driver was 20 minutes away. I asked the representative to look into it further and was put on hold while he connected with dispatch, who then connected with the driver. At this point, it was roughly an hour and 20 minutes past my pick up window, well over two hours since the end of my appointment. When the representative came back on the line, he let me know the vehicle was 20 minutes away, but traffic was bad and they would be there as soon as possible. When he finally arrived, I spoke with the driver who said he had called dispatch hours earlier to let him know he was going to be late. Had Transit plus notified me, I would have tried to arrange for alternate transportation. That night, it took me nearly four hours from the end of my appointment time to get home. For some a late pickup means a missed meeting or showing up late to work, often it's a missed appointment, or other scheduled plans. For others it could mean missing a meal Or MUCH needed home care support. I once scheduled a very quick ride to take me from Garden City mall to an appointment two blocks away down Leila. My appointment was at 5:00 PM, and my pick up window was between 4:00 and 4:30. Around 4:35 I called the call centre and the representative let me know traffic was bad and my ride was still 30 minutes away. I sat waiting for my driver for 75 minutes. when he picked me up, he apologized and let me know that he was coming from Saint Vital mall, and his next pick up after me was back in Saint Boniface. By the time I arrived at my drop off location, it was too late to accommodate my appointment, so I simply had to wait for my next pick up, an hour later, to take me home. I was grateful my practitioner didn't charge me a no show fee, but that is not always the case. This story in itself is frustrating and is a consistently repeated example of poor planning. However, the most frustrating part, is the entire time I was in the Garden City mall foyer waiting for a driver to come from across the city to take me two blocks away, there was a transit plus van and driver sitting in the Garden City mall parking lot. I often cancel rides last minute because my pick up is so late that I won't make it to my appointment on time. Would I have to take those rides to prevent me losing points and potentially losing services next month? Or spend more time on hold on an overtaxed call centre challenging the strike? Why is this policy putting onus on the rider, not the service provider? As one person, these are not extreme or uncommon occurrences. For as much freedom as they provide, I've lost a lot of my life to transit plus. Compound that across the thousands of users of the service. The policy states, "The system is designed so customers try to keep their points by cancelling trips that are not needed with enough notice so the trip can be used for another customer." Prior to penalising riders with this policy, the city needs to acknowledge their own negative impact on the number of rides available and the associated costs. I don't know how many times I've been out with a friend, going to and from the same location, at the exact same time, booking our rides within hours of each other, only to be picked up by two separate vehicles. I've met husbands and wives being picked up from their homes by separate vehicles on a daily basis. When routes are not appropriately scheduled, fewer rides are available and traffic and delays are going to compound throughout the day as drivers are required to drive back and forth across the city unnecessarily costing riders time and the city money. Accountability should first be the responsibility of transit plus, not the riders. The Winnipeg accessible vehicle app is a platform where I can see all my upcoming bookings. I receive a notification about 40 minutes before my ride letting me know a ride has been created. There is a GPS tracker that gives me close to live location updates, I receive a notification when my ride is approaching. I receive a phone call when my ride has arrived. If I'm not at my pickup location, I receive a courtesy phone call from the driver. The difference between quality of service is night and day. On different planets. For 15 years, city transit riders have known when their buses are running two minutes late. The means for better service exists and they have been sitting in the city's hands while we wait on hold, while we wait in hospital lobbies, while we wait to get home on long treks throughout the city. I understand changes are underway and transit plus is soon to undergo major improvements. However, for five years I have been listening to hold messages on the transit plus contact line making me aware of big improvements soon to come to the program. There was the long-awaited automated phone line, which was found to be unsuccessful immediately upon its launch. We were prompted to subscribe to a newsletter, which thus far has had 1 distribution per year, riders aren't notified in any way, and they present little information that isn't already shared in the hold music we listen to on repeat so often. We now get 15 minute warning calls that would be so helpful, if they were reliable. They sometimes call 15 minutes in advance of your window, sometimes it's 15 minutes in advance of your specific assigned pick up time, sometimes after you're already on the bus, or sometimes not at all. To date, I have seen few of these big plans be implemented with a great degree of success. I ask that you recognize transit plus has not always achieved their goals

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with the changes they make. I ask that discussions of this policy be tabled until transit plus has implemented a strategy to address the wait times and the route scheduling, and to implement that strategy with demonstrated success. A functional independent booking and cancellation tool, significantly reduced hold times for those who are unable to use the booking tool and who would need to speak with a contact centre representative, more accurate live pickup times and approximate drop off times, notifications for changes or delays, more effective routes for your drivers, which should in turn lead to reasonable transportation for your users including better pick up times and shorter rides. SURVEY users and drivers comparing specific performance indicators and after year of demonstrated improved, fair and adequate service, if this issue still needs attention, I challenge you to be innovative with your solutions and at that time evaluate how best to discourage no shows and late cancellations, but allow the new system time to work before turning to penalising riders. Through our years of using this service, if you add up the countless hours we've lost to transit plus waiting on hold to book rides or to determine the location of a driver, waiting to be picked up, taking absurd trips throughout the city, all the plans, gatherings, days of work, and appointments we've missed, I think we have banked enough points to buy us some time.

123	This proposal is legitimate if the driver would do the proper protocol prior to calling a no show somehow calling a no show must be done after a due diligence. Secondly the GPS pinning the driver the location is not entirely accurate. To legitimize the no show claim driver must take an actual photo of the client home address. To back up the claim. 4 hours no show is too much especially when you get up and feel sick and a short window is given to cancel the ride is too tight. This is especially in the morning and someone is scheduled to work yet felt sick a four hour window is pretty tight.	6/26/2023 5:13 PM
124	The suggestions that I have are 1 Cancellation times are too long for customers, things happen quickly, you may be able to get a ride from a friend or family member. I think you should have a 1 hour window for the customer to call transit plus to cancel the ride. 2. Customers should be on time for their rides, i understand but what's the point of the 30 minute window, I'm confused as to when I should be ready, If a ride is scheduled for 2:00 pm, the driver should be there at 2:00 pm, if not, the driver should be calling us when they have arrived, like taxi-cabs do, That way we're not left wondering if we missed our ride. 3. Transit plus drivers should extend their wait times for customers at the destinations from five minutes to 10 minutes before leaving because customers may be on the way to get the ride but take a little longer, 4. Transit plus dispatch should be available until midnight for customers to call to see where their ride is if the drivers are running late.	6/25/2023 11:37 PM
125	No	6/25/2023 4:35 PM
126	Yes, but I will be sending a separate email as I have many comments to your questions which are not covered in the answers listed !	6/25/2023 12:58 PM
127	Take in to account that wait times to speak with a call taker vary from 15mins to 1 hour. Not everyone can access the automated cancelation line. In cases with illness, a person may not know they will need to cancel 4 hours in advance. In cases of persons who work in specific areas (I work in a hospital and may not know I'll have to cancel until an hour out due to patient demands). It is not appropriate to penalize someone for less than 4 hrs notice.	6/25/2023 12:26 PM
128	BEING A HANDI-TRANSIT CUSTOMER FOR THE MOST PART [REDACTED]. [REDACTED] [REDACTED]. WHEN I HAVE TO WAIT OVER AN HOUR TO BOOK A RIDE [REDACTED]. WHEN I AM THE ONLY ONE ON THE BUS SURE DOES NOT INDICATE EFFICIENCY. WHEN MY DRIVER IS LATE THERE IS NO REPERCUSSION. WHEN I AM ON THE RETURN RIDE FOR OVER AN HOUR IT STINKS. I HAVE NEVER BEEN ABLE TO BUY ICE CREAM BECAUSE IT WILL BE MELTED BEFORE I GET HOME. 2 BAGS FOR SHOP IS UNREASONABLE. CAN YOU SHOP FOR THE WEEK IN ONLY 2 BAGS? I CAN GO ON AND ON. HANDI TRANSIT PLUS NEEDS A LOT OF CHANGES.,	6/25/2023 11:55 AM
129	Hello Why transit not send cancel additions to samsung tablets Why dispatch not approve no show when driver waiting 20 min	6/25/2023 10:42 AM
130	Why suspend dialysis patents and not hairdres or casino people Abuse transit and wasting dialysis [REDACTED]	6/25/2023 10:39 AM
131	I understand and appreciate that no shows and last minute cancellations are costly however I feel that four hours minimum to cancel is not realistic taking into consideration that the majority of the population utilizing the services may have had a bad night's sleep, reaction to	6/24/2023 11:00 PM

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medications, suddenly feel very ill or fatigued, etc which typically occurs less than four hours prior to the scheduled rides. A two hour cancellation policy is respectable. I am concerned that this proposed policy does not take into consideration the responsible passengers and we therefore are all being penalized for other passengers' actions. I believe there are other ways to look at service delivery costs: I cannot help but notice when I am dropped off daily at work there is often at least one if not two other Transit Plus vehicles dropping off other passengers whom we are all on the same or very close route. As Transit Plus states it is a shared ride service, I am not clear why we cannot be driven in the same vehicle. I also hear similar experiences of passengers going to/returning from other regular scheduled events such as dialysis that they encounter multiple vehicles for passengers that could travel together if physically safe to do as their immune systems may be more vulnerable than others. Please consider: - Keeping the monetary fines in place for the passengers not utilizing the services in a responsible manner; -Implementing a minimum of two hours to cancel rides; and -Scrutinize the routes of scheduled rides, particularly the ongoing attending work or dialysis, so that we are at least doubled up. I am excited about the upcoming addition of online booking. I am very grateful for Transit Plus and the independence it provides to me to continue to work, attend medical appointments, shop, socialize, etc.

132	People who use this service have health issues. This can lead to short cancellation times which is understandable and not punishable. To block people from using the service is unethical and possibly even illegal. Try to provide a better service instead of punishing already very disadvantaged people.	6/24/2023 9:18 PM
133	There are many people that use Attendant care and Handi Transit. If their attendant care is late, therefore, being late for Handi Transit, or to cancel, then they are being fined. That's [REDACTED] Do regular passengers on regular transit get fined if they don't show up one day?	6/24/2023 4:29 PM
134	Most of the driver are no show. It's not the riders fault.	6/24/2023 10:57 AM
135	Are you going to penalize drivers who are late or too early and leave without the customer and still bill the customer?	6/24/2023 3:33 AM
136	My opinion would be three hours would reflect what I would find happening in my ridership; I also recognize that the four hours would make use of the vehicle. The seven points a month seems fair.	6/23/2023 11:18 PM
137	The new policy is a barrier to those that require the most! You should reevaluate the policy to support those that require it the most	6/23/2023 10:47 PM
138	When the driver sees the customer coming but ignores and goes away. Also the driver doesn't get down from the vehicle to see whether passenger is there. In these situations what will happen	6/23/2023 10:26 PM
139	First, your example of 4 hr cancelation is at 9 pm.What happens if your ride is at 7 am, not fair.I think four hour should not happen before noon and after.As we have disabilities and sometimes we do not know if we physically can go out that day till we get up.Sometimes I cancelled because a friend offered me a ride and thought I saved transit then they can book someone else.Now , I will not think I am helping transit plus with a cancellation .I think they should start with a two hr window.To see how it works out.Plus , because you do not open or book from 8 am to 10pm.And for some reason when I phone the 11 number it tells me to phone your 22 number.It sometimes do not work.I can see the no shows that is bad.But, I have been on the bus when we drove across town and the person did not show up and he waited 5 minutes.Which I think can be too little time.Is the not a system that can phone the person or bus driver ring their door?Plus, I think Handi plus have to realize that they are dealing with people with disabilities and some can be cognitive. Plus, there is so many time's , most time I am the only one on the bus , they should be able to add rides at last minute or hours before.Once I called for a ride for the next day, they had no rides.But, I live close to Pembina and counted 4 buses go by and the distant I wanted to go was about 5 minutes down Pembina to my doctors appointment'.And they said they had no rides.They should go by distance too.There should be one bus in each area of town and do short rides in that area and then buses that do the the longer one's.Handi needs to look at different things, like I go to Margret grant pool.They drop me off and there is a lady waiting to go home in Osborne .Out of 20 times,only once it was the bus that dropped me off picked her up.Someone that looks at patterns of people.And sometimes if people book in a week , they should be able to call you and ask if an hour later or sooner would be ok to combine picking more people up.	6/23/2023 9:25 PM
140	Illness and mobility issues can easily make us too slow or late for a ride. Some drivers are	6/23/2023 9:19 PM

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rude as such times.

141	I agree that constant last minute cancellations and no shows are a drain on budget and resources. However, I am very concerned about imposing a four hour minimum to cancel as that is not realistic. A one and a half hour to two hour minimum I believe would be attainable. I have lost track how many times I have had drivers wait for me at the wrong location even though it's clearly in the provided pick up instructions. Also, sometimes I wake up feeling very physically unbalanced and exhausted so I have to cancel and typically do so in a two hour window. Having to constantly beg and prove I am in the right in order to prevent strikes is demeaning although I am sure that is not the intent. I also note I have yet to meet a driver who did not appear to greatly appreciate having a no show or sudden cancellation as it allowed them to get back on schedule.	6/23/2023 9:09 PM
142	I support this policy although I don't necessarily approve of it. We don't always know 4 hours in advance if we need to cancel our ride. Stuff happens and what happens when Transit Plus doesn't have a ride for us at our registered time? Are they penalized in some way?	6/23/2023 8:35 PM
143	1.) I have had a driver or two as no shows- what about that? 2.) Wait times on the phone to get a booking is ridiculous!! 3.) What happens if your doctor orders more tests and it runs overtime to cause a no show on my part? I had a wonderful driver wait a few extra minutes and am grateful as I just had hip surgery. 4.) I would like to give Kudos to most of the drivers [REDACTED] [REDACTED] I have had to date and to the CSR'S. I really need and appreciate the service. Thank you! [REDACTED]	6/23/2023 5:42 PM
144	The 4 hour cancellation policy is difficult for many elderly who suffer from gastrointestinal problems that come on suddenly. You are well when you go to bed at night but develop flu symptoms by morning. If you have a trip before noon, you will be a late cancellation or a no show as there is not time to make the 4hour cancellation deadline as the office is not open to receive calls before 8:30 am.	6/23/2023 1:01 PM
145	If you abuse or cancel at the door, should have a penalty. Sometimes cancel and the driver shows up so the message needs to get there and system needs to be improved. Don't always have control when there's a third party involved - like with medical appointments. It's not always going for coffee where you have control.	6/23/2023 12:16 PM
146	Is there not a better way to improve customer service and outreach to serve this population? Strike policies give the appearance that transit plus riders are all presumed guilty of no-shows. If no shows and cancellations are a concern, find a better a better way to connect and consult with your customer and riders.	6/22/2023 10:42 PM
147	Four hours for notice for cancellations is not realistic. Often times, appointments get canceled at the last minute at no fault of the customer, meetings run over or people suddenly fall ill. Suspension of service should not be part of this policy. For many people, Winnipeg Transit Plus is their only form of transportation. Implementing a suspension of service creates additional barriers for people who already face significant barriers due physical limitations. The disability community should have been consulted BEFORE this policy was developed and also during the development process. Had this been done, suspension of service would not have been included in the policy and the four hour cancellation window would've been deemed unrealistic. Also, where in the policy is mention of an appeals process. Clients should have the right to appeal a loss of points. What happens if the Transit Driver doesn't show? No show drivers happen. How are these situations handled?	6/22/2023 9:39 PM
148	there were some situations (had to rush spouse to hospital) where i had to cancel my trip/trips almost at the last minute. according to your proposal, i will be punished for this. i don't think that is right.	6/22/2023 9:13 PM
149	This policy needs to be revisited. There needs to be full consultation iwth users. Generally, this is a good service but the disability community needs to have their say and they need to bbe listened to and heard.	6/22/2023 8:17 PM
150	no	6/22/2023 4:58 PM
151	This policy does not deal with drivers as NO SHOWS or late arrivals. Also does not deal with cancellations if appointments end early or late if other transportation has been obtained.	6/22/2023 2:11 PM
152	Don't treat us like children, we're adults.	6/22/2023 11:03 AM
153	I like the fact that this system does not charge people for missed rides, as I am sure that	6/22/2023 10:19 AM

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many of the people who use the service have no/limited ability to pay fines. I work in an inner city health clinic, and we struggle regularly with getting patients to attend appointments, as they have many things (money, work, childcare, illnesses, drug/alcohol use, EIA meetings, court dates) that can be unpredictable and can interfere with their ability to keep appointments. I am wondering - how much input did Winnipeg Transit get from TransitPlus users, particularly those who frequently no-show, into the development of this policy?

154	3 points a month.	6/22/2023 8:50 AM
155	People are booking trips and no showing all the time Pls suspend people who do this I am waiting in back of bus with driver for 40 minutes and other person not show wasting time thanks for survey	6/22/2023 7:48 AM
156	The cancellation window should be 2 hours please	6/22/2023 6:51 AM
157	The target customers of Winnipeg Transit Plus are people with disabilities who depend on the transportation service. In order for the point-system policy works, Winnipeg Transit Plus should think of improving the drivers' literacy and effort in using the system, improving the wait time for speaking with an agent to report a driver's no-show and implementing the online system to allow customers to book and cancel online, see point status in real-time. Since Winnipeg Transit Plus doesn't allow same-day booking, how can the 4 hrs cancellation in advance free up the vehicle for picking up other customers? Also, the quality of service varies from one driver to another. Some drivers are courteous and helpful, but some don't care and wait for the opportunity to skip the trip and enter a no-show on the system. The new policy seems to be punitive in nature when the customer support system needs improvement.	6/21/2023 10:14 PM
158	Recommended considering frequency used if proceeding with a points based model. This will disproportionately affect high-frequency users more as they will have more opportunities to lose points and also then have a higher negative impact if they are suspended. Recommended building in some method to dig into why there are no shows and cancellations. Weather, medical, mobility, etc are real issues and you want to be sure that you are not penalizing those who are already vulnerable. Consider thinking "what can we do to help users decrease to no shows and late cancellations?" Rather than "how can we punish those who are a no show or late cancellation?" Work from a client/user centred model. My recommendation, knowing very little about the logistics and details of this service, increase reminders to users, work with drivers to increase on time pickups, build in grace periods for pickups, consider building cancellation lists to limit downtime for drivers, survey users to ask about the why of no shows and cancellation. I appreciate that the fee/penalty is removed from this proposed policy.	6/21/2023 9:40 PM
159	Yes, you missed gaps. You're cutting services yet again for people with disabilities who have the most reason to cancel last minute. Illness due to our health condition, transit's inept route match system causing us to cancel, the discrimination of people with disabilities when no non - disabled person has to deal with these restrictions. improve the system by getting better software and letting us book online as an option. You are just just restricting our ability to live our lives rather than trying to improve anything.	6/21/2023 8:13 PM
160	The fact that my coworker uses Handi transit to get to work, and that they would literally have to wake up at 4 AM to call in and cancel the call is BS. Things happen and we need to make life more accessible not less.	6/21/2023 8:02 PM
161	This process is extremely punitive and barriered in the approach. Users of Transit Plus already face an enormous amount of barriers, and if they could would likely use public transit or their own method of transport. Given that is not possible for most users, they rely on Transit Plus as their primary means of transportation. Transit Plus has created an exclusionary policy that extinguishes the rights of users.	6/21/2023 1:24 PM
162	This looks suspiciously like a social credit system the CCP in China uses. How many lates and cancellations do you get? Old people have trouble with schedules and many times they depend on others who do not follow through with commitments. This is unfair.	6/21/2023 12:10 PM
163	You are treating older adults and those with disabilities as if we are children. With our being desciplened for bad behaviour. Many issues can arise as the person is getting. Ready for pick up ie a bathroom call which does not allow the alder adult to get down to the bus within the 5 minute period., Yes life happens. The wait times for return pick ups is horrible, especially if te person has no chairs to wait for the pick up. If the booking system of waiting time to get through to make the appointment or to change it .It is degrading to be treated like second class citizens. I have eliminated because I was not aware that i would ne terminated if I didn.t use it	6/21/2023 12:31 AM

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the program, they have me no notice when they did this but they did not reimburse my money. It get my \$ 10.00 back I had ti fill out a form and then they mailed me a check 3 weeks later

164	From what I hear from users the service providers and trip coordinators need to do a better job of scheduling trips in regards to timing, locations etc.	6/20/2023 10:35 PM
165	Before implementing this policy, stop half hour window system. Give us a fixed time and then ask us to show up on time for pick up. And driver should not leave giving us 5 minutes wait from stated pick up time when showing up on time. If driver comes late the company should be charged he is working for. Right now drivers are taking advantage of half hour window time to relax and come to pick up at end of window time. Also correct your 15 minutes call reminder for ride coming. Sometimes call comes when I am in the ride or driver already left marking me no show or driver showing up after 45 minutes or even after an hour. If you want to decipline rider then decipline drivers, companies and Transit Plus staff and schedule maker personal. Do not combine two trip one going north and other going south.	6/20/2023 9:02 PM
166	If I am at an appointment and it ends early, it is not fair to penalize me for cancelling if I find another way to get home, considering the recorded messages advise me to do just that. Penalizing the customer is unfair, especially considering how many times the ride shows up late (two of my own trips in the last week) causing us to be late for, or have appointments cancelled. Also, if I become unwell less than 4 hours from pickup time, penalizing me for not riding sick, which is also stressed in the recorded messages, is wrong and unfair. Passengers of Transit plus are disabled and/or seniors who sometimes have difficulties that are beyond our control. To penalize us for our limitations is beyond wrong. Considering how many problems there are with the service, penalizing us when the issues with the service are not fixed is wrong. We are already facing enough discrimination in society. We do not need more from a service that is SUPPOSED to make things easier for us.	6/20/2023 5:50 PM
167	I feel there should also be consequences for no show or late drivers.	6/20/2023 1:48 PM
168	I disapprove of the four hour notice of cancellation I mainly use Transit Plus for medical appointments. Most doctors running late so you have to allow extra time, sometimes I allow too much time. For example, last week the doctor saw me early and I had an hour and a half wait for Transit Plus and the only place to wait would've been sitting on a bench in the sun so I cancelled and used a taxi. I am always waiting at my pick up time five minutes before the 30 minutes. I realize this is not part of the survey, but the wait time on the telephone to book Transit Plus is worse than ridiculous. Perhaps you should be looking into that instead of setting up a point system.	6/20/2023 12:25 PM
169	I would reduce the required cancellation window from 4 hours to 2 hours.	6/20/2023 10:35 AM
170	There should be no point system or suspensions. I have a friend who uses the service. She was labelled as no show because the driver did not leave the vehicle to check where she was. She has a sight dissability and needs assistance to get to the car door. Trip bookings or cancellations should be done online as well as telephone. Wait times are excessive almost every day. Online booking/cancellation would streamline everything and drivers can be updated in real time via app or email.	6/20/2023 10:31 AM
171	There are several comments I have regarding this. First I would like to start with the discriminating verbage used by [REDACTED] in the newspaper release last week, referring to transit clients as repeat offenders. Since when are clients treated like prisoners? If I do recall correctly us clients are the reason that the [REDACTED] Union even has a job. This is highly punitive and assumptive. On at least four occasions and I have multiple witnesses which are the directors and managers of my company who diligently watch the entrances of my building to make sure that I get a ride home from work daily. On four occasions I have been incorrectly marked as a no-show when I've been waiting there from right before the pickup window starts and my desk is right at the door, up until 10 minutes past the time and have been refused replacement rides when none have been available. As a disabled person, someone who is not mobile, or like myself, someone who is considered legally blind, with not many other supports or options how do you suppose this is fair treatment? Do you understand that when we call in to note the infractions of the transit driver that there is no repercussions on their end but it's placed all on the clients? How is that fair how many false strikes are people going to get and how many false points are going to be taken away from them when they have in fact not no showed. The transit operators and drivers are wonderful, for the most part. I would say this is a cyclical triangle of turmoil, in that, the clients get upset with the drivers or operators, The operators get upset with the drivers or clients, the drivers get upset with the operators or clients. It's a systemic issue and ever since the system was changed	6/19/2023 10:03 PM

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over there's been nothing but exacerbated problems. Interesting that the developer of the system quit and went over to work for Uber after the implementation of the new system has failed. The people who are suffering are the operators, drivers, and clients because the system is not working and the managers that are not on the front line are sitting in the mahogany desks sipping their Starbucks cold brew coffees not caring at all. And I personally [REDACTED] and anyone else without any managerial pull or executive bias to attempt to use this service for a consecutive three months daily and rely only upon that to actually get a grasp on how the system works. The drivers are treated like absolute garbage. They don't get any scheduled breaks they are forced to work 12-hour days, they're forced to work a minimum of six days a week and these are good hard working people with compassion who are significantly underpaid have no Union access and the crap rolls downhill. They get stressed out and the clients get stressed out but neither the clients nor the drivers are to blame for the conditions and the toxic working environment. I have also personally spoke with one of the operators who let me know that when people call into cancel, as this has happened to me, I canceled my 4:00 p.m. to 4:30 p.m. pick up window returning home from work and I canceled that at 7:30 in the morning as I was not feeling well. The driver showed up at my work anyway and then I was marked as a no-show but I had canceled even more than 4 hours in advance. The transit operator let me know that the system fails and sometimes the notifications don't go to the driver. She also let me know that sometimes those notifications will manually be pushed forward from the operator, to the driver, without success. How is this a fault of the client? How is this a fault of the driver or the operator? Then the client gets blamed and upset with no defense and not even allowed to plead their case and when they put in a report they don't get a call back to rectify the situation. Never mind sitting on hold for 30 minutes minimum up to two and a half hours, where's the compensation for our time twice a week because you could only book A week in advance? They got rid of standing scheduled orders Then, the drivers get frustrated because they get tacked on more people due to systemic errors and cancellations they can't keep up with the schedule or they aren't notified of cancellation so they get frustrated. The operators get frustrated when the drivers are frustrated and also get frustrated when the drivers don't want to accept the trip or can't do it in a timely fashion when it's near impossible for them to pull off. Not only do I think that [REDACTED] needs to make a public apology for the language and verbiage she used to describe transit riders and the punitive perspective and narrow-mindedness, but the entire city should reevaluate the system and actually make it accessible, and actually bite their ego bite their pride and revamp the system that did not do what it was intended to do and made it worse for everyone. There are also an abundance of other issues that I would like to address and if this one is not rectified to my liking, I will absolutely go to the media and new stations on behalf of all of my fellow clients, the driver's and the operators for better treatment. It would serve the city to hire the driver is an operators as city employees with benefits unions scheduled breaks and the like rather than contractors being taken for granted when they work the absolute hardest. I would like for you all to stop and take a minute and ask yourself some very serious questions: 1. If you were permanently disabled, how would losing all of your freedom and becoming completely dependent on other people impact your life? 2. What if your mother, father, caregiver, son, daughter, other family member or loved one was left in the streets waiting for a ride that may or may not come? 3. What if you are a loved one feel ill suddenly and how to make a last-minute cancellation? What if the surgery or a dialysis appointment went long or scheduled work event changed, would it be fair to incur an infraction? 4. How would you or your loved ones be impacted if your salary got deducted anytime a city bus didn't show up and you had to show up a little bit late? Would it be fair to take away your wages for something out of your control? 5. In the interest of quality of life, how can you justify suspending a patient on dialysis for factors out of their control in the event that they accrued seven strikes? How would you feel about being held liable if something happened and they passed away for missing their treatment because they had no other way to get there? 6. Who thought of the policy and what expertise or frontline experience do they have utilizing the service that justifies the decision? I find it extremely hypocritical of the city, and even province at that when inclusion and mental health and disability support, is verbally supported but when it comes to brass and taxes look what the system does. Is this a supportive service or is this punitive for people in positions beyond their control? And don't think it's just Winnipeg transit plus, no one should have to sit on an 18-month wait list for a counselor for mental health or 24 months as a single mother to get into Manitoba housing when there's people using and abusing those systems. Where is the mentality of support? Actions speak louder than words and the city is certainly saying a lot, through action and pressing forward with this policy, on where their true stances about supporting persons with disabilities and helping them stay off of social assistance and actually be being part of the working force and positively contributing to not only the economy, but their family, their own mental well-being, freedom, independence, and human rights. It's taking me a

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while to speak up, and I should have done it sooner. Enough is enough. I certainly hope I do not see this policy pass. Not to mention, what is the percentage of users of this service who are text savvy and computer literate? Do you really think the elderly who haven't had a lot of time to learn the internet or have supports to teach them are really going to come online and take this survey or going to show up virtually on the meeting? I think it's absolutely ludicrous and the stats that come in are going to be absolutely biased. I have ridden with a multitude of passengers who have given up and are tired of fighting because their voices aren't heard. I am personally partially sighted and even have a hard time utilizing technology. I am currently using voice to text so it also wouldn't surprise me if there is errors in the grammar, disclaimer. How are you going to make a positive change and rectify all the wrongs that have been happening over the years for the users of this service? I'm not going to stand by and watch people being treated this way. You can personally contact and call me because I stand behind absolutely everything that is said in I am [REDACTED]. You have until June 30th, 2023 to contact me and rectify this before I follow up. Thank you for taking this seriously and for your anticipated solutions in advance. [REDACTED]

172	May not be equitable for folks using services for medical appointments and needing to cancel for reasons beyond their control. Also need to consider the impact of drivers listing people as 'no shows' simply because the driver did not take the time to actually look or wait for the customer. Some people have severe mobility challenges and some drivers only wait a single moment for customers - customers shouldn't be penalized for this, especially if they only use services for appointments such as dialysis. Also, AM medical appointments will make it difficult to provide 4+ hours cancellation notice (for example, a dialysis patient waking up for treatment but found to be too ill to leave the home).	6/19/2023 6:29 PM
173	What the [REDACTED] is this? Why would you do this to disabled people? When your vehicles are routinely late, you expect people with physical and mental disabilities to have complete control over their situations and have their rights doled out and taken away in points? I am HORRIFIED at this. It's an epic miss and you should be fearful if it makes the mainstream media because it's a terrible look for whoever came up with it. It's so epically tone deaf I don't know where to start and your deliberately evasive survey didn't even give me a chance to point that out. Hard pass - as a non disabled person I am DISGUSTED by this. Don't implement this regressive system and dehumanize vulnerable people.	6/19/2023 3:11 PM
174	Unless you are a disabled person you cannot fully understand the impact of such a policy. An able bodied person has the ability to more easily predict how their day will go. Disabled persons have many more issues that may get in the way of what appears to be "adequate notice". If this policy has been developed without input from disabled person, shame on the policy developers.	6/19/2023 12:29 PM
175	So, This is just an under-handed way of bring something back that the provincial ombudsman's office told you you had to stop. This whole system is fraught with inadequacies that put excess burden on clients while allowing hand-transit management to get away with little or no responsibility. I am constantly hearing from drivers that they frequently have to drive long distances after dropping off a client in order to get to their next pick-up. Might I suggest you investigat that before you do as you always do and immediately scapegoat the clients for all of your problems. These decissions are always made by people with no skin in the game. I came to realize just exactly what the true perception of people with disabilities is in this city when the city council voted down a motion which would have seen sidewalks ploughed down to the pavement. We hear constant rhetoric from politicians about "active transportation." It appears this has nothing to do with people with disabilities. If the city took liberties with communities who believe they are marginalized due to race, sexual orientation or gender identity the way it does with persons with disabilities, It would be all over the evening news and the city would sheepishly back off immediately. People don't take handi-transit by choice. It is already an extremely inflexible and unforgiving system. When drivers screw up, we are on hold forever only to be put on hold again to wait for a dispatcher who pretends not to know why we are calling even though we know the person who initially answered the call has provided them with notes. This 30 minute window thing is ridiculous. The times are hard to remember. I have frequently been kept waiting for a ride that I later learn was never going to sho up because the driver failed to look for me or let me know they were there. They don't make the driver come back. You have to wait for another ride. I hope that the independent living resource centre comes after you as it did with all of the bull crap you were pulling that the ombudsman told you had to stop. Stop off-loading responsibility for all of your perceived problems on to the disability community simply because you understand that [REDACTED] rolls down hill and clients have no recourse because they are at the bottom of the food chain. Train your people and stop	6/19/2023 10:01 AM

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putting race above ability. Finally, take responsibility for the fact that the problems you have are caused by YOU AND YOU Alone. I am absolutely fed up with this city's attitude toward persons with disabilities. This policy will only serve to further undignify a whole community of people who are already devalued, disrespected and thought of as charity rather than equal citizens. There is no doubt in my mind that if the tall foreheads at City Hall thought for one minute they could abolish Winnipeg Transit Plus, They would do it. I plan to mount a campaign on facebook that hopefully my allies will support. [REDACTED], so can people with disabilities. You people are gutless wonders and cowards.

176	Until Transit Plus is able to answer your call within 5-10 minutes, we could start looking at the no show policies, but currently you can be on hold for hours before your call is answered by a human. We could do all of this online, but we are not in a progressive city so I'm not holding my breath.	6/19/2023 9:47 AM
177	No suggestions.	6/18/2023 8:03 PM
178	I am not sure how the four hour cancellation window would work for morning trips. What is needed is a user friendly on line program for bookings and cancellations.	6/18/2023 2:27 PM
179	I was involved with transit plus system as I was a health care worker. Most people that use this mode of transportation have no other choice as they are elderly or disabled. All the rules and point system must be very stressful for these people. The majority of users are stressed enough just trying to get to their location and not worry about this confusing system. Hopefully there is a better solution to this problem and the people using the system have a say	6/18/2023 1:37 PM
180	The description is easy to understand. I suggest creation of a post-card type handout that customers can post on their fridge or bulletin board. I like that users can phone to get their points balance and don't have to have Internet access.	6/17/2023 10:03 PM
181	Too cumbersome using the Human Resources to implement a useless endeavour and not focusing them where they are needed such as 1 length of time to book..wait iMessage sometimes 3 hours 2. General understaffing..not enough drivers or phone answerers 3, providing more resources and facilities for on time and better vehicles. Some vehicles are in poor condition. The policy should be forbon time vehicles and on time bookings. It should be on the service not the riders, People are not cancelling rides that take them hours to Book and are often late. One tries to find another ride if Transit Plus is 30 minutes late and they are left in a lurch, Thus policy dies not allow for the difficulties faced by the disabled such as long appointments that delay the person. Totally wrong focus. You need more drivers, more vehicles and more people on the phones. Husvpolicy is wasteful time consuming and misdirected with no appeals. It will take resources from other more crucial difficulties. Scrap it!	6/17/2023 7:09 PM
182	It doesn't make sense to suspend services when people need to get to and from appointments, work etc. If they had another way to get around they wouldn't be using the service. 30 minutes is plenty of time to cancel. Sometimes you don't know 4 hours in advance that you need to cancel. Sometimes you receive a call cancelling an appointment just before your scheduled ride is due. They no longer make same day changes to the schedule so if you are attending an appointment and they are running late you can't call to reschedule your ride. If you are able to find another way home and call to cancel there is no way to give that much notice. If you don't have another way home then you have to choose to walk out on your appointment, which in some cases for medical tests or specialists you could have been scheduled months in advance, or try to find another way home. Taxis are not always a financial option. If you wake up sick and need to cancel an early appointment and scheduled ride then again you aren't able to give 4 hours notice. Sometimes have cancelled on the automated line well within my 30 minutes and my ride has still shown up. Sometimes drivers have not come into the building to let me know they are there until the 5 minute wait time is up, and they've already contacted dispatch to call in a no show, so by the time they let you know they are there they are driving away before you get to them. Calling in to speak to a customer service representative can take up to or exceeding an hour, so even if you had time to cancel at the start of your call, your ride may have shown up while you are on hold. I don't believe that people are no shows or cancel close to scheduled trips on purpose. No one decides last minute to cancel for no reason. That reason should be taken into consideration. It could be as simple as a last minute bathroom run was needed while waiting for the ride to show. 5 minutes is not long to wait for someone.	6/17/2023 5:38 PM
183	Would be ideal if the cab could call the person when they arrive. I have taken the wheels of hope and there is an exact time for pick up and never a problem. When I was to be pricked up to be brought back home the cab was past the 30 minute window and had to call my wife to	6/17/2023 3:08 PM

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pick me up. She was almost there to get me when the cab finally showed up. Why a 30 minute window, it can be difficult at times as unexpected things happen . I suffer from blood cancer and had a nose bleed the last minute and had to take find something to plug my nose before going down to meet the driver. The wait times for trying to make an appointment have been 1 hour long before a person is available. Any chance of an online booking system?

184	How will this information be communicated to Transit Plus customers? Also, the concept of points and strikes will be challenging for some users, particularly those with cognitive challenges. Will there be an easy way for customers to know their "balance" without having to wait on line for hours?	6/17/2023 11:57 AM
185	Does your drivers lose points too for being late? On a few occasions they have been late and I had to book cab because I was late for appointments. 4 hours is too long for call ins. I once fell on my ramp an hour before a pick up time and called in. That was an accident, do I get a penalty for unexpected accident. I also had last minute changes in the winter time that I called in "an hour" to cancel. Transit Plus still showed up. Transit plus drivers should call our phones to let us know if they are going to be late or give us their number when the notification comes in is my suggestion. Thank you. Love your service.	6/17/2023 10:09 AM
186	Will transit pay customers when they are late or no show? What accountability exists on that side? Taking away vital transportation services when unforeseen events may require clients to cancel / now show is highly problematic and discriminatory to an already marginalized group	6/16/2023 11:15 PM
187	I think four hours is too long when it takes so long to get a call through to transit plus. I understand there is a cancellation line but not everyone is tech-comfortable enough to use it properly and it's not a solution to this problem by any means considering the userbase.	6/16/2023 10:19 PM
188	I think the fact that someone could phone and explain why they turned the ride away, medical emergency is good. In that case 7 points are maybe too much. This fact needs to be more clear though.	6/16/2023 9:41 PM
189	What recourse do the clients have when the transit is very late or no show? I was a user of the system and this happened to me several times. I suggest that you provide another private transport or repay the client's costs to do this. Also when transit is very late and the client finds a ride, there should be no late cancellation policy if the client notifies transit office	6/16/2023 9:34 PM
190	Keep the late/no show policy the same as it is now, and go back to scheduling rides (not on a first come basis). Just because other cities may have some of the policies already that are being proposed, doesn't mean that it will work in Winnipeg. Also, current priority list trips (work, school, etc) should still be accommodated.	6/16/2023 8:08 PM
191	Sadly, a doctor's office can cancel and we have no control over that. Sadly too, a driver might not show up - again we have no control over that. Think the Carberry accident of a few days ago, and doctor's at HSC had to cancel appointments to be available for ER patients. We would have zero control over that too! Weather can create cancellations. I have not ever had cancellations except when the doctor's office called the day of the app't but I might be most fortunate. I do not want others not so fortunate to be penalized for this kind of event, even though I don't know how you could police that unfortunately. We could ask the dr. office for a note - but they don't actually need more paperwork either!!!	6/16/2023 6:44 PM
192	I'm not sure. I've applied for Transit Plus services but denied. I would like to propose that when a Senior citizen has health issues ie: tailbone pain compression, difficulty walking, uses a cane, hearing impairment, body aches, etc Should be able to have access to Transit Plus services.	6/16/2023 4:45 PM
193	When assessing the 4 hour late cancellation window, consider the inordinate amount of time it takes to get through to Transit Plus over the phone	6/16/2023 1:32 PM
194	I know of many people who use this service and have had the driver arrive early and leave before they get out to the pick-up area. In -20 weather it is difficult to sit to wait, therefore they show up no earlier than five minutes for their appointed pick-up time. Also, having worked in Health Care, these cancelations are often necessary, as appointments can extend well past their return booked time. There has to be some leniency to accommodate Medical appointments, and poor weather conditions. Also, if the driver arrives early, a telephone call would be appreciated. Customers should not have to pay for bad service.	6/16/2023 1:16 PM
195	I think the 4 hour cancellation notice is too short should be a 2 hour cancellation notice	6/16/2023 12:49 PM

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196	A lot of details to remember.	6/16/2023 10:52 AM
197	I think the cancelation time frame should be 2 hours in advance not 4 as sometimes things come up and we can not give 4 hours notice.	6/16/2023 10:49 AM
198	Greetings with the current system that you guys are putting in place. I have a few thoughts. Please find them below. Thank you . Number one. I am completely blind. So if the driver fails to come and actually grab me. Then this would equal a point reduction. Just because I cannot see? I would like there to be a appeal process available. From what I've been reading. There is currently not one available. I do completely understand for the need to curb the no-show/late cancellations. I completely understand that. I also think that the points the amount you're given is too low. I would suggest perhaps 10. This would make its that's not too high. Or too low.	6/16/2023 9:16 AM
199	Can't have a no show policy as per ombudsman's office report. Maybe ask the customers what they need instead of assume the needs by able body people. Disabled people should be making theses decisions not able body people, you have never walk a day in my shoes. This is [REDACTED] to think that you guys could come up with such a harsh no show policy's. You change rides when ever you want , this no show policy will not being going through or I'll get the Winnipeg free press investigation into disrespect and discrimination towards disabled people.	6/16/2023 8:07 AM
200	Some individuals with higher needs use transit plus daily to live their life. The new policy does not support those with possible cognitive disabilities nor, those who have no other option to get themselves around. Do we give strikes to able bodied individuals if they miss their taxi or cancel last minute? What about the times where transit plus doesn't show up and I get charged for a no show, and then in this case a strike ? Multiple times I'll be waiting 15 minutes before my pick up window outside, and then transit plus does not show up but I'm charged for it, how do you plan on holding the drivers accountable with the new policy being so strict??? A week - 1 month suspension is absolutely ridiculous. Figure out a better system and stop putting further barriers up for people with disabilities	6/16/2023 7:54 AM
201	Tired of rides being late. So.etimes have to cancel because ride is sk late and will miss appointment so have to cancel last mi ute because ride is still not picking me up so need to take a cab to dialysis and under this I would have to wait for ride even if it will be over an hour late which isnt fair to penalize me for handi sending g a trip from too far away to get me on time.	6/16/2023 7:27 AM
202	Is someone available in the morning to process cancellations? I assume a large amount will come in when people wake up and it may not be feasible to provide 4 hours notice at that time	6/15/2023 11:52 PM
203	Users should be able to speak directly with a staff within 15 minutes.	6/15/2023 9:18 PM
204	The only time that I cancel my trip was because the car did not come between the half hour window .	6/15/2023 8:46 PM
205	I have never used, but many family members have. Transit plus is routinely late and make people late for their appointments. Where is the punishment for transit plus? Or credits to people who are late for their medical appointments because transit plus is late to pick them up?	6/15/2023 8:29 PM
206	No shows need to be automatically reviewed. There are instances where it's not the person's fault they didn't make their ride. I.E, driver goes to a different entrance than they were dropped off at. The environment is loud and someone couldn't hear their name being called. Or an appointment runs long and the person is unable to call to cancel. Suspension of service is too punitive. For many people Transit Plus is their only form of transportation. Maybe a reduction of service after a number of consistent no shows that are found to be legitimately the customers fault could be a better approach.	6/15/2023 6:39 PM
207	A pilot program to test the policy would not be workable, but could the policy be back-tested? i.e. knowing the ridership behaviour during the past year, what would be the effect if the policy had been in place for the year? Would many people receive a lot of strikes? Suspensions of service? Perhaps you could identify and communicate with those high-infraction riders on the effect of the new policy so they could adjust their behaviour.	6/15/2023 5:47 PM
208	4 hours before the ride is a VERY UNFAIR Amount of time. Things change fast. If drs office is behind and that person has to cancel before	6/15/2023 3:35 PM
209	This new policy should not be in place. Four hours is too long of a time to cancel. For	6/15/2023 2:10 PM

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example, if someone wakes up at 6am they are sick, but their pick up is 8am. The person would be penalized for being sick. Same if appointment times are changed.

210	If there is an issue after one month, I would suggest that a transit employee contact the client to inquire if they are having difficulties rather than waiting to make contact after the second month and give them a suspension at the same time. Letters are effective for some but not all. I would suggest that Transit work with drivers to have them consistently arrive during the pickup window provided - have heard from quite a few riders that the driver arrived early then took off if they are not there - not fair to the rider, especially when their return home ride is then cancelled. Wait times on phones are too long!	6/15/2023 2:02 PM
211	What about the drivers being late/no showing. So many drivers do not arrive on time or within way to wide of windows. How are they held accountable? As many of the users are disabled and/or elderly, this process is quite complicated. Particularly the cancellation. If you are on a trip and run into a friend who can take you home, why are you penealized for that? I think that it will add too much anxiety for the users and cause a lack of trust.	6/15/2023 1:07 PM
212	N/A	6/15/2023 1:06 PM
213	There are many times where an appointment is canceled last minute, or when you have a disability sometimes pain or illness comes out of nowhere, so getting penalized is not right.	6/15/2023 12:58 PM
214	I was a user for 6 weeks in 2019 due to my left knee total replacement and on the waiting list now to have my right knee replaced. I agree with this proposal as it was difficult to get both pickups back and forth availability when I needed them first during the first two weeks of my surgical recovery. The drivers and I would often wait past another's passengers pick up time for the passenger to arrive. This sometimes caused delays with my medical and physio appointments.	6/15/2023 12:57 PM
215	The calls have to be answered in a timely manner ! Shouldn't have to wait an hour or more to get thru ! Cancel line tells you there are no trips booked when there are ! THESE ISSUES NEED TO BE FIXED BEFORE YOU IMPLEMENT ANY THING NEW !!!!!!!!	6/15/2023 12:42 PM
216	Courtesy and Respect. I mean [REDACTED] happens...but.. people need to get their act together or face consequences.	6/15/2023 12:38 PM
217	Yeah it's systemically discrimination	6/15/2023 12:25 PM
218	I believe the time it takes to even contact someone with transit eats into it's time. You need to develop an app for people can actually access and change there times.	6/15/2023 12:15 PM
219	Possibly an option for leniency under special circumstances in the year after the 3rd strike? Under the proposed program, after the person has hit the 3rd strike, any further strikes will result in a month suspension until they have gone a year without strikes, correct?	6/15/2023 12:10 PM
220	I like that people will no longer be charged for missing rides. I like the points system, but maybe it should be something easier to remember like 10 points - one point lost for a no-show and one point lost for a late cancelation. I think the policy should be that people have to cancel within 1 hour. If people lose 10 points within one month, I think there service should be suspended for 2 days.	6/15/2023 11:55 AM
221	transit plus is penalizing customers for their poor service. i had to wait an hour outside last winter because they were late. one time a driver took off from my house just at exactly the 5 minute time. the sad part was i was in my driveway and he looked at me as he drove away. sometimes i have medical appointments that end early and i call wave because i cant wait 1-2 hours for transit plus. i always call transit plus to cancel as soon as i know. maybe you need to go back to the system of prioritizing people with medical appointments. i am all for penalizing people at dollarama or the mall. also if someone is in hospital are you going to penalize them for not calling. i think more work needs to be done on your proposal.	6/15/2023 11:30 AM
222	One question... it assumes that the person is no showing for no reason or a reason in which they have control of, this does not take into account, late cancellations due to illness, doctor cancelling late, phone service, financial barriers, sidewalk conditions, driver at the wrong location and "no shows". Yes, agree no shows are an issue, agree that no show due to not caring should be reduced. Although, i believe that often times it is beyond the control of the client and this policy does not take this into account. Punishing clients for things out of their control is not going to go over well and will drive clients away, which will probably solve the service capacity issue but not actually meet the needs of the population.	6/15/2023 10:23 AM

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223	This is an important resource for the community. This policy sounds like an important step in reducing no-shows	6/15/2023 10:11 AM
224	3 missed or cancelled (less than 4 hrs notice) per month should result in a strike (suspension of service for that month). People will take advantage of the new very lenient proposed rules which would take away from the ones who rely on this service.	6/15/2023 10:11 AM
225	It should be confirmed that the client has easy access to a phone in order to cancel. If they are depending on someone else, this may result in a delay of notification.	6/15/2023 10:07 AM
226	A clean start each month does not provide long term accountability.	6/15/2023 9:57 AM
227	The minimum 4 hr notice isn't feasible. Ive had Dr's appointments cancelled with as little as 1 hrs notice. 2 hrs, although not ideal, would be understandable. I would like further clarification on what happens if a driver is more than 30 min late and I need to make other arrangements. Will I have points taken off for canceling? I'm often left waiting at work and sometimes a coworker will offer to drive me home. I don't want to be penalized for your scheduling error.	6/15/2023 9:57 AM
228	Transportation is a human right, especially in a city such as Winnipeg that has been poorly designed for people outside of cars. Transit Plus should NEVER suspend anybody's access to its service!	6/15/2023 9:39 AM
229	- will it improve the reliability of transit showing up on time - consider not penalizing for medical appointments (it is a necessity) - suspension with the exemption of medical appts	6/15/2023 9:30 AM
230	There should be a monetary penalty associated after a certain number of no show or late cancelations	6/15/2023 9:27 AM
231	I understand that demand for this service is far greater than supply. The service should be there for people who need it, but who respect other users and the service itself. Consequences for late cancellations and no-shows should be severe; there are other options, they just cost more.	6/15/2023 9:16 AM
232	I think for cognitively sound, well-supported, fairly physically capable users without multiple comorbidities, this is a fair system, however there are many clients that have concerns with the above and sometimes experience several concerns in combination, making it difficult to make their rides/cancel more than 4 hours prior. Given the major difficulty in getting through to book a ride and the Transit Plus system's own major issues with timing, I do not feel this penalty system is particularly fair. Should Transit Plus rectify all their system concerns, I feel this would be more fair. I also feel a suspension of services for dialysis patients using Transit Plus for trips to life-saving treatments is unacceptable.	6/15/2023 9:02 AM
233	Please consider... - not everybody has a cellphone - not everybody has internet	6/15/2023 9:00 AM
234	A client I know was given a strike because she was waiting at the correct door but the driver waited at the wrong door. She could not contact Transit because all there was at the correct door was a public telephone and Transit only accepted online contact. When Transit met with the [REDACTED], commented on what the Transit people were telling us, but as far as I know, no changes were made. They said that prior to a driver arriving at the client's residence, the client would receive a recorded phone call saying that their vehicle was arriving and that they should be at the door. I pointed out that a client with memory issues, for example, might be confused because they no longer have a vehicle. I suggested that the phone call might say that the Transit bus will be arriving to pick them up. I also suggested that a human being make the phone call, not just a recording. Were these suggestions acted upon?	6/15/2023 8:52 AM
235	The review should be automatic when a no show or late cancellation has happened. The majority of the time it is not the users fault. The expectation of the user being there half an hour early then adding the late cancellation policy is too much. It needs to be one or the other. Late cancelations often happen for unexpected reasons. A 1 hour window should be sufficient to re dispatch the driver. A more efficient system of grouping riders and drivers needs based on locations to be provided. Drivers will often clock a no show when they drive off because of a service animal. Point system of 30, 1 each day would be more with automatic review, prior to suspension would be more acceptable	6/15/2023 8:37 AM
236	Way too many chances, 3 points maximum. Late and no show, all equal 1, they get three strikes and they lose service for a year.	6/15/2023 8:36 AM
237	What penalty is there for when Transit is late to pick you up and you miss an appointment.	6/15/2023 7:27 AM

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And the doctor charges you for a missed appointment.

238	No further comment at this time.	6/14/2023 9:51 PM
239	What about if you get a driver and he don't want to come I. To pick you up you still get a strike please call me	6/14/2023 9:24 PM
240	Very difficult to get through by phone. The system must be easier to use. Perhaps an app???	6/14/2023 9:22 PM
241	This is totally [REDACTED] People require this service which is already a terrible system. You can't punish people with disabilities for unexpected events that happen in their lives. Shame on all of you involved this is absolutely disgusting.	6/14/2023 9:19 PM
242	Until the transit system is held to account for their timeliness, or lack of, or when they don't show, or go to a wrong address, they also should get points against. Seems like discrimination against those who must use this service.	6/14/2023 9:11 PM
243	When you have a system that equally penalizes Transit Plus when they are late, miss pickups, go to the wrong address or have similar client protections only then will it not be discrimination to penalize special needs clients with no consequences to the service. If the service has to compensate clients for bad service then it can charge clients in some way for being a poor customer.	6/14/2023 8:54 PM
244	If you want people to stop taking Winnipeg Transit Plus you will do so with this idiotic cancellation policy. This policy restricts riders more than it helps. It allows for no change of plan. Often I cancel (with less than 4 hours notice) if plans change, therefore opening up the service for other people. Now I will be penalized for doing such a thing. If a person buys a pass for a month, and ends up suspended because life happens. Are you giving them their money back. Also, what happens when the automated system is down and you are stuck on hold trying to cancel a trip 4 hours in advance, but by the time you get through and cancel that trip and by the time you do you are under the 4 hour window. you'll also be dinged for that. This policy change in conjunction with the 30 minute windows on each end of the trip makes life more restrictive and a huge inconvenience for riders of Winnipeg Transit Plus, this is not a lifestyle anyone who values their time would want to be a part of and shows what Winnipeg really thinks of their disabled population.	6/14/2023 8:43 PM
245	Make the cancelation 2 hours ahead of time	6/14/2023 8:19 PM
246	This is an absolutely ridiculous policy. A 4 hour min cancelation is not doable for a lot of people for a lot of different reasons. It allows for no flexibility for a person's plan that may change. Example would be Dr appointment that have a change in time or walking up sick before work. I feel an 30-60 min cancelation window would be a better alternative. Especially for those who may only have a 90 min round trip. People use this service for many different reasons and most people don't know their whole trip 4 hours In advance.	6/14/2023 8:14 PM
247	A few times my therapist at HSC cancelled at the last minute and I couldn't help it	6/14/2023 8:02 PM
248	Just leave it as-is, being if paying outstanding fares is an issue for some, they shouldn't be booking or planning trips if they can't afford to do so. This point and strike policy should only be enforced to customers to pay for a weekly, bi-weekly, or monthly fare.	6/14/2023 7:46 PM
249	Scheduling return trips from medical appointments is very difficult. E.G. you may have to wait for an extended time before seeing a physician, the appointment may take more time than anticipated or you may undergo unexpected tests such as X-rays. When you are on an examining table or in an X-ray suite, it may be impossible to be present for the schedule pickup. On the other hand, if you schedule a return trip allowing for extended waits, tests, longer appointments and the actual appointment is short, you may be waiting an extra hour for pickup, often without any seating. Drivers often do not enter a building waiting area so it can be easy to miss rides particularly at hospitals.	6/14/2023 7:15 PM
250	I often do not even go anywhere for more than 3 hours so a four hour cancellation would not work for me. I also hate the process of cancellation with the automated ninny. I do not own a phone as of right now and often have to ask at the pool or elsewhere to put in the information. I have a very hard time figuring out the year month and date when I do not have the phone infront of me. Four hours may work for transit plus but it doesn't work for me. With chronic pain that can change in half a day, four hours may make the difference between not going or being able to go. Most people using transit plus suffer from health conditions that can change. Maybe two hours would work. What about if you have IBS and have a problem with it. Should a	6/14/2023 5:49 PM

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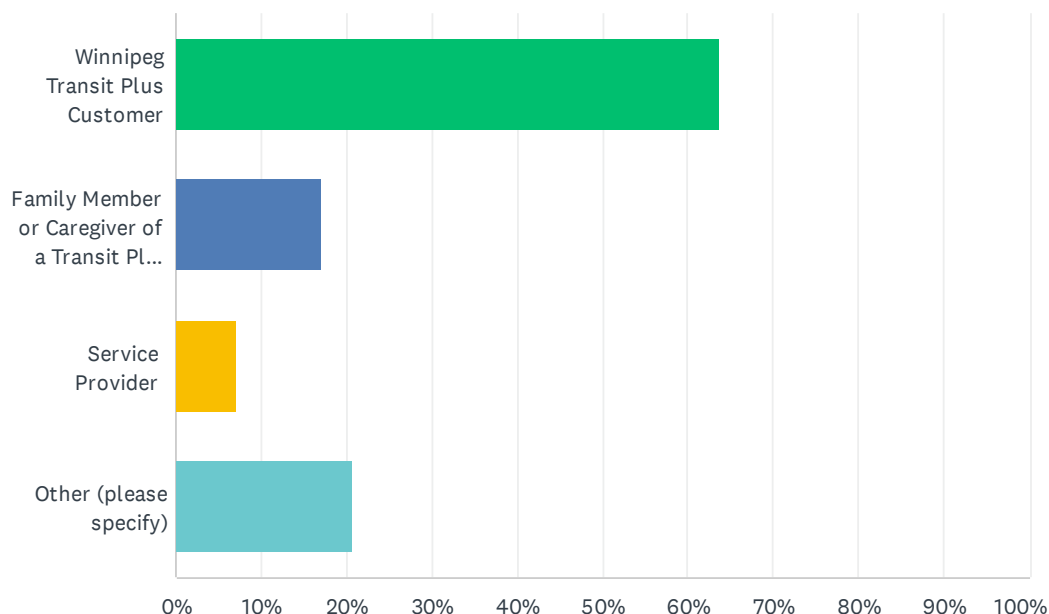
person be suspended if they have a chronic health condition. I really don't think no matter what people say, this is what you have decided and this will be implemented. Each change just makes it worse for the clients.

251	People understand fines better, strikes mean nothing compared to monetary	6/14/2023 5:29 PM
252	Less points, the way it is now we the city receives approx 65 in revenue. This new system transit loses revenue. The should get 3 points per month. The city needs to increase revenue. Most regular transit riders don't pay as they don't care and drivers should not risk their lives to make them. Make transit more safe and accountable to their drivers. If I don't show up twice for my dentist appointment I get charged or asked not to come back. Transit plus is a great service but needs to be respected.	6/14/2023 5:07 PM
253	What happens if you only know 2 hours before your trip that you have to cancel? You lose points?	6/14/2023 4:57 PM
254	Good day: from my understanding and hopefully I'm correct, you have to lose seven points to get one strike in a month. I feel that's too lenient because, yes, we are paying for the service, but we are also getting door-to-door pick up & drop off and this is a huge asset for people with disabilities. I feel it should be tapered down to 4/5 a month, as there are usually four weeks in a month and if this is happening every week for the whole month, that's unacceptable. It seems that the penalty fees are not working and this is why you're changing it. Maybe as an incentive, maybe every year, mail out some type of swag(ie yearly calendar, pens, note pads and this could be given to the drivers, so they can hand out to the customers) , to those people who are faithful to the system, Just a thought. Also, I don't mind waiting on the phone to book an appointment date, but putting funds into hiring people on the phones would be a huge asset for your customer service team , but I believe this is in the works down the road.	6/14/2023 4:51 PM
255	You should charge cancellation amount starting Minimum \$20 for Each cancellation.Allow ride payment from account.keep things simple.suspension is not solution.	6/14/2023 4:17 PM
256	I sometimes have to work overtime and am not told until sometime a hour or less before pickup. So what would happen in this situation?	6/14/2023 4:04 PM
257	Persons need to be responsible for their actions and acknowledge others will be impacted by poor choices. The service is needed and necessary and users must be respectful when booking trips to be available as requested. Without some manner of penalty abuse will continue.	6/14/2023 3:57 PM
258	s	6/14/2023 1:48 PM

Q13 Are you a... (select all that apply)?

Answered: 309 Skipped: 78

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ANSWER CHOICES	RESPONSES	
Winnipeg Transit Plus Customer	63.75%	197
Family Member or Caregiver of a Transit Plus Customer	17.15%	53
Service Provider	7.12%	22
Other (please specify)	20.71%	64
Total Respondents: 309		

#	OTHER (PLEASE SPECIFY)	DATE
1	Hemodialysis patient	7/14/2023 9:12 PM
2	Kidney Foundation Board member	7/14/2023 8:15 PM
3	spouse of a dialysis patient, friend of dialysis patients and board member of the Kidney Foundation	7/14/2023 7:50 PM
4	Citizen	7/14/2023 6:10 PM
5	Healthcare provider	7/14/2023 4:09 PM
6	Transit operator	7/13/2023 9:55 AM
7	Healthcare provider	7/13/2023 9:35 AM
8	Concerned citizen	7/12/2023 2:37 PM
9	Medical professional	7/12/2023 1:49 PM
10	health professional at Seven Oaks Hospital	7/11/2023 8:58 AM
11	very close friend to a person who has tried for 40 years to use this system and have had to pick the person up when consistently abandoned with no notice on your NO SHOWS	7/2/2023 1:19 PM
12	I am a Winnipeg Transit user, I am a volunteer with many who user HandiTransit, I have a father with significant mobility issues.	7/2/2023 10:21 AM
13	Concerned Citizen	6/30/2023 5:29 PM
14	A once in a while customer user. Eye Dr. Appointment etc...Rc	6/29/2023 11:50 PM

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15	Just a citizen of the city	6/29/2023 6:30 PM
16	friend of people who use Transit Plus	6/29/2023 6:28 PM
17	friends of transit plus customers	6/29/2023 4:25 PM
18	Potential Transit Plus Customer who has to use other options because the service doesn't meet my needs	6/29/2023 4:08 PM
19	John Q Public...used it ONCE in the past !	6/29/2023 3:16 PM
20	Friend of folks who use the service regularly	6/29/2023 3:11 PM
21	I use Winnipeg transit	6/29/2023 3:09 PM
22	friend of a transit plus customer	6/29/2023 3:02 PM
23	I don;t use it	6/29/2023 2:59 PM
24	None of your business	6/29/2023 2:45 PM
25	Unable to use Transit Plus because I'm too disabled in a way that makes me unable to use the service but have a strong stake in the disability community of Winnipeg so pay attention to it	6/28/2023 9:28 PM
26	Medical provider	6/28/2023 4:12 PM
27	Member of the public, previously family members have used	6/28/2023 2:37 PM
28	person with mobility issues that currently drives to work	6/28/2023 2:24 PM
29	disabled but can fortunately still drive my car	6/24/2023 9:20 PM
30	Concerned citizen	6/24/2023 3:34 AM
31	RMT	6/23/2023 10:39 PM
32	Disabled	6/23/2023 10:29 PM
33	Ally and convened citizen	6/22/2023 10:43 PM
34	regular bus service user	6/22/2023 5:01 PM
35	Winnipegger who cares about transit	6/21/2023 9:41 PM
36	Concerned citizen	6/21/2023 1:25 PM
37	A former user until I got. Cut off as i had not used the system S	6/21/2023 12:37 AM
38	Outside Winnipeg	6/20/2023 5:17 PM
39	Friend of customer	6/20/2023 10:32 AM
40	Senior	6/19/2023 3:21 PM
41	Citizen	6/19/2023 3:12 PM
42	Friend of disabled person	6/19/2023 12:30 PM
43	A concerned citizen who does not approve this complicated new policy	6/18/2023 1:39 PM
44	A single senior who relies on transit now and I want a good Transit Plus service to be there for me should my physical abilities deteriorate.	6/17/2023 10:07 PM
45	none of the above	6/16/2023 10:28 PM
46	Was aTransit user for a couple of years. Also was a caregiver for my husband who used Transit for about 5 years before he died	6/16/2023 9:37 PM
47	An applicant	6/16/2023 4:48 PM
48	No comment	6/16/2023 1:36 PM
49	Retired Health Care Employee and friend of some who use the service.	6/16/2023 1:18 PM
50	I have never used Transit Plus but might in the future. I appreciate the opportunity to provide	6/15/2023 5:52 PM

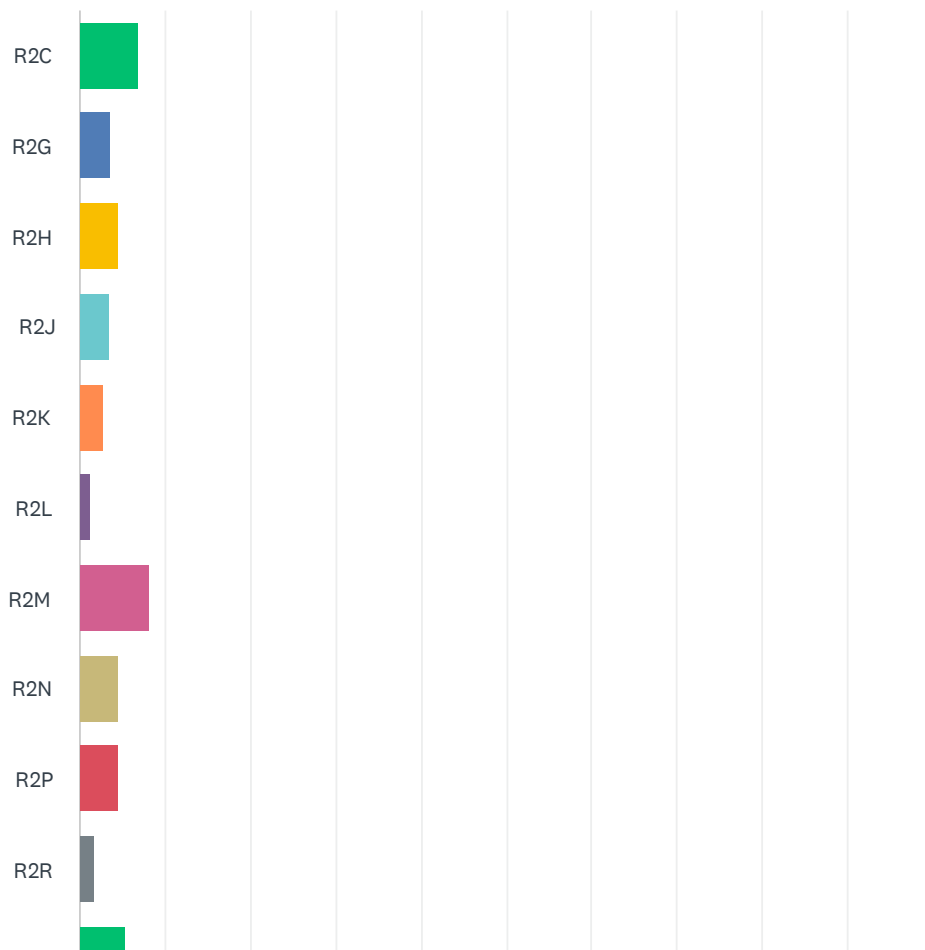
Transit No-Show and Late Cancellation Policy

input.

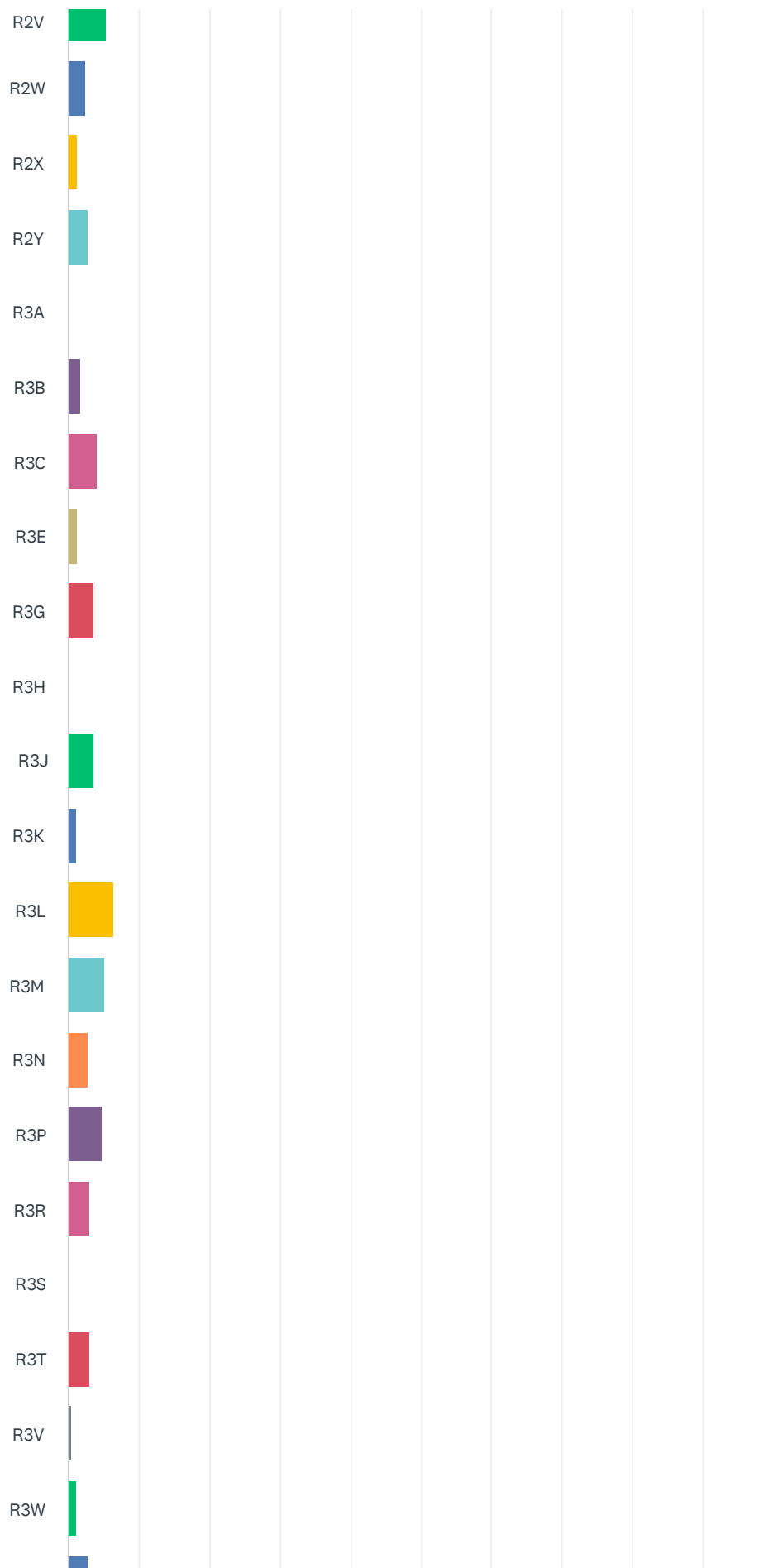
51	Disabled Person who may use Transit Plus in future	6/15/2023 1:07 PM
52	Previous and future Transit Plus user.	6/15/2023 12:58 PM
53	Friend of Transit Plus Customer	6/15/2023 12:11 PM
54	Concerned citizen	6/15/2023 10:32 AM
55	Senior citizen who may need to use the service in the future.	6/15/2023 10:08 AM
56	Occassional user of transit	6/15/2023 9:59 AM
57	Occasional transit user	6/15/2023 9:28 AM
58	Winnipeg Resident who doesn't use this service	6/15/2023 9:18 AM
59	possible future customer	6/15/2023 9:04 AM
60	regular rider	6/15/2023 8:53 AM
61	volunteer with Accessibility committees	6/15/2023 8:53 AM
62	Regular transit rider	6/15/2023 8:36 AM
63	Concerned citizen	6/15/2023 8:35 AM
64	Friend of many people with disabilities, I play para sports	6/14/2023 9:20 PM

Q14 Please provide the first three characters of your postal code.

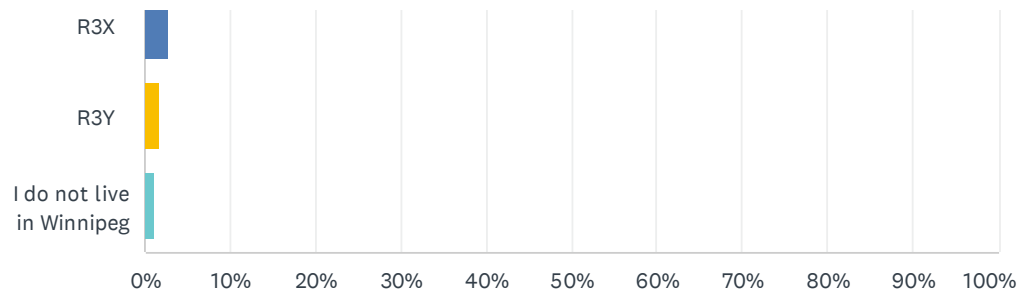
Answered: 296 Skipped: 91



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Transit No-Show and Late Cancellation Policy



Transit No-Show and Late Cancellation Policy

ANSWER CHOICES	RESPONSES	
R2C	6.76%	20
R2G	3.72%	11
R2H	4.39%	13
R2J	3.38%	10
R2K	2.70%	8
R2L	1.35%	4
R2M	8.11%	24
R2N	4.39%	13
R2P	4.39%	13
R2R	1.69%	5
R2V	5.41%	16
R2W	2.36%	7
R2X	1.35%	4
R2Y	2.70%	8
R3A	0.00%	0
R3B	1.69%	5
R3C	4.05%	12
R3E	1.35%	4
R3G	3.72%	11
R3H	0.00%	0
R3J	3.72%	11
R3K	1.01%	3
R3L	6.42%	19
R3M	5.07%	15
R3N	2.70%	8
R3P	4.73%	14
R3R	3.04%	9
R3S	0.00%	0
R3T	3.04%	9
R3V	0.34%	1
R3W	1.01%	3
R3X	2.70%	8

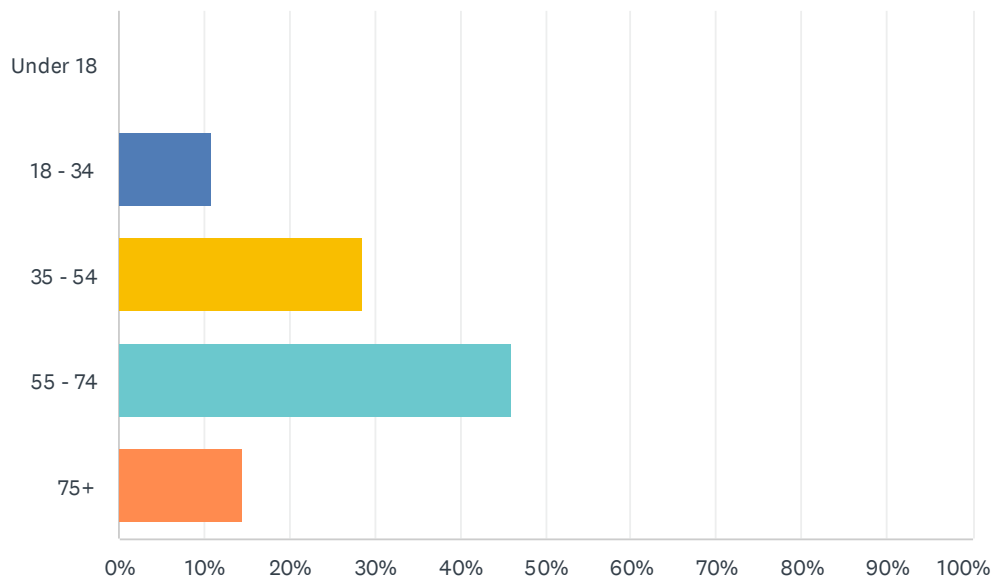
Transit No-Show and Late Cancellation Policy

R3Y	1.69%	5
I do not live in Winnipeg	1.01%	3
TOTAL		296

#	I DO NOT LIVE IN WINNIPEG	DATE
1	Family members and friends who use services live in wpg	6/20/2023 10:36 PM
2	I do not live in Winnipeg	6/20/2023 5:17 PM
3	R1A	6/19/2023 12:30 PM

Q15 What is your age?

Answered: 315 Skipped: 72

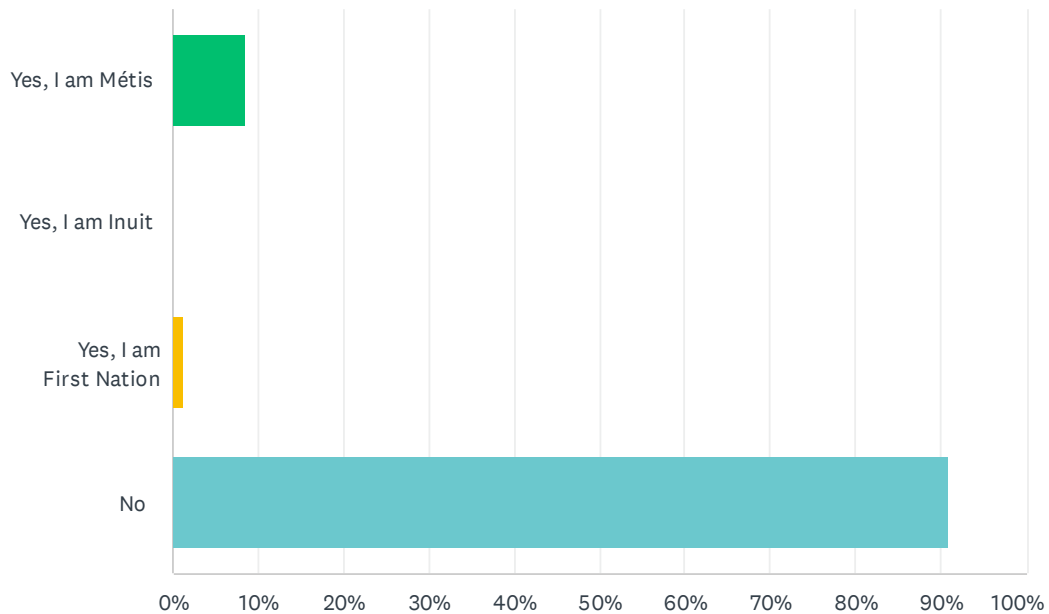


ANSWER CHOICES	RESPONSES
Under 18	0.00% 0
18 - 34	10.79% 34
35 - 54	28.57% 90
55 - 74	46.03% 145
75+	14.60% 46
TOTAL	315

Q16 Indigenous Peoples: An Indigenous person is a member or citizen of a First Nation, the Métis Nation, or Inuit Homeland. Are you an Indigenous person?

Answered: 307 Skipped: 80

Transit No-Show and Late Cancellation Policy

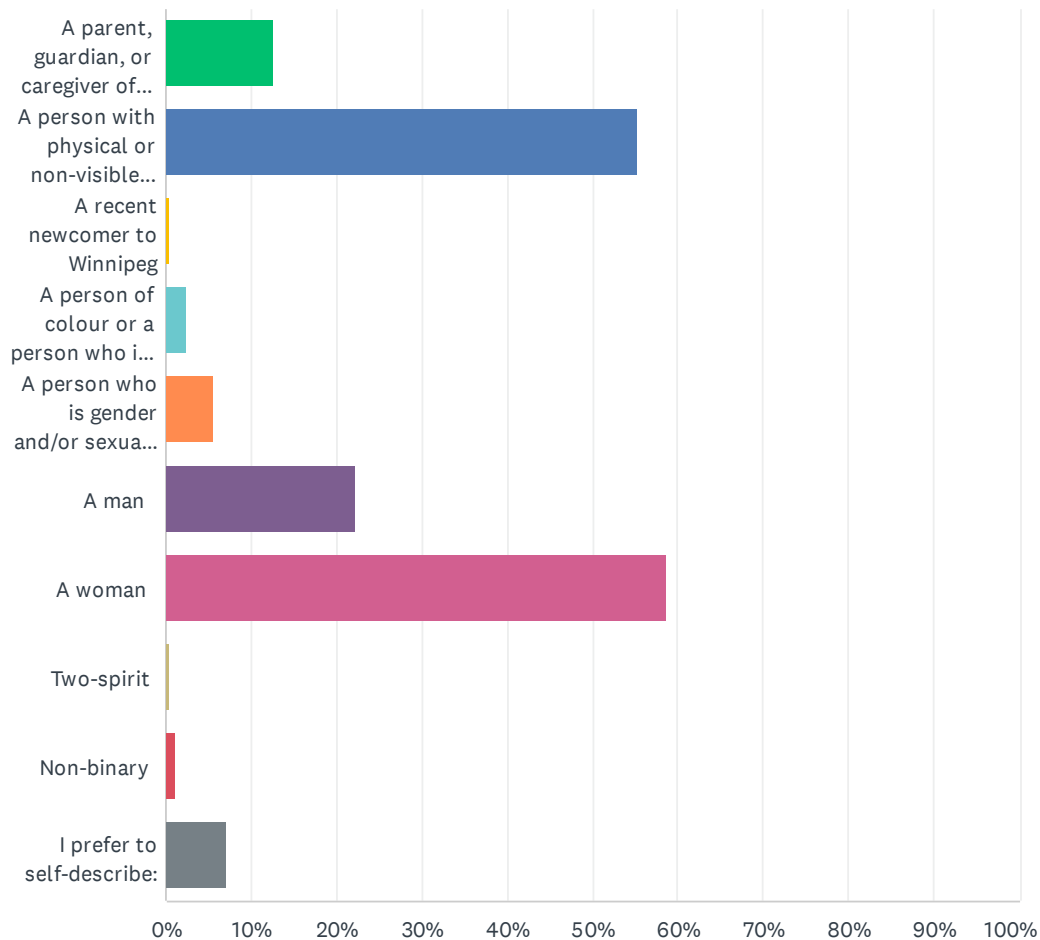


ANSWER CHOICES	RESPONSES	
Yes, I am Métis	8.47%	26
Yes, I am Inuit	0.00%	0
Yes, I am First Nation	1.30%	4
No	90.88%	279
Total Respondents: 307		

Q17 Please self-identify as you feel comfortable.

Answered: 310 Skipped: 77

Transit No-Show and Late Cancellation Policy



ANSWER CHOICES	RESPONSES	
A parent, guardian, or caregiver of a dependent	12.58%	39
A person with physical or non-visible disabilities	55.16%	171
A recent newcomer to Winnipeg	0.32%	1
A person of colour or a person who is racialized	2.26%	7
A person who is gender and/or sexually diverse (2SLGBTQQIA+)	5.48%	17
A man	22.26%	69
A woman	58.71%	182
Two-spirit	0.32%	1
Non-binary	0.97%	3
I prefer to self-describe:	7.10%	22
Total Respondents: 310		

#	I PREFER TO SELF-DESCRIBE:	DATE
1	visible minority	7/14/2023 8:02 PM
2	who's very kind!!!	7/13/2023 6:33 PM

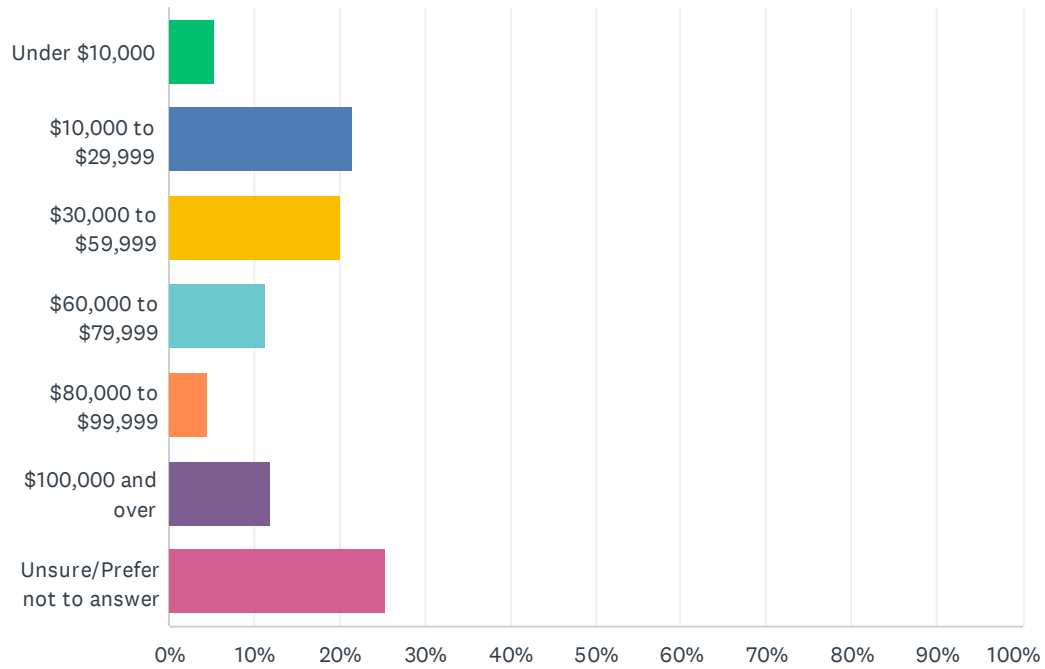
Transit No-Show and Late Cancellation Policy

3	I also have visible disabilities	7/13/2023 4:19 AM
4	A concerned citizen and friend to people with disabilities.	7/12/2023 2:37 PM
5	Caregiver	7/5/2023 10:39 AM
6	An advocate for those with disabilities, and a concerned citizen of this City and it's continued disregard for those with mobility issues (e.g. our horrid inconsistency in sidewalks, safe intersections, winter clearing for sidewalks, etc.)	7/2/2023 10:21 AM
7	I am a human being	6/30/2023 5:29 PM
8	I am a bus	6/29/2023 2:45 PM
9	Disability with walker. Unable to transfer into a van because too high for me.	6/27/2023 11:19 AM
10	WHAT DIFFERENCE DOES UT MAKE??????	6/25/2023 11:59 AM
11	Punjab india	6/25/2023 10:40 AM
12	Spiritual being having a human being having a human experience in a female body	6/24/2023 3:34 AM
13	Geesus! What ever happened to male or female!	6/21/2023 12:12 PM
14	I believe all individuals have a right to transport	6/20/2023 5:17 PM
15	Questions about race and how people identify should not be part of the survey because it doesn't matter if you want to actually be inclusive. Despicable, the only thing that you actually need to know is somebody's disability to be able to bride appropriate service	6/19/2023 10:08 PM
16	I have lupus, ulcerative colitis, and a host of other life threatening autoimmune diseases. I am very UV sensitive. Fatigue. Walking is often I am just out of hospital and on bed rest. On a worse day doing the survey would not be feasible. There might be HT users who could not do this at all, and I have compassion for them. I also understand your objective and agree with it.	6/16/2023 6:51 PM
17	What does this question have to do with service?	6/16/2023 6:28 PM
18	A retiree	6/16/2023 4:48 PM
19	A young woman with a physical disability.	6/15/2023 1:15 PM
20	A human being	6/15/2023 12:59 PM
21	-	6/15/2023 12:58 PM
22	Stroke	6/14/2023 8:05 PM

**Q18 Which of the following categories best describes your family income?
That is, the total income before taxes of all persons in your household?**

Answered: 316 Skipped: 71

Transit No-Show and Late Cancellation Policy

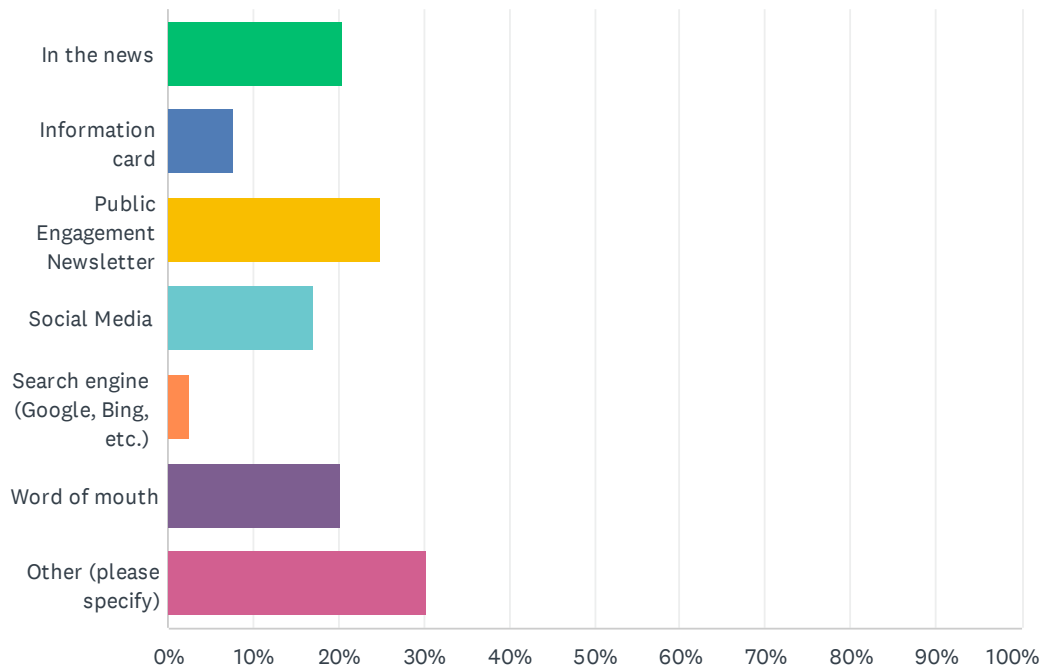


ANSWER CHOICES	RESPONSES	
Under \$10,000	5.38%	17
\$10,000 to \$29,999	21.52%	68
\$30,000 to \$59,999	19.94%	63
\$60,000 to \$79,999	11.39%	36
\$80,000 to \$99,999	4.43%	14
\$100,000 and over	12.03%	38
Unsure/Prefer not to answer	25.32%	80
TOTAL		316

Q19 How did you hear about this project? Please check all that apply.

Answered: 317 Skipped: 70

Transit No-Show and Late Cancellation Policy



ANSWER CHOICES	RESPONSES	
In the news	20.50%	65
Information card	7.57%	24
Public Engagement Newsletter	24.92%	79
Social Media	17.03%	54
Search engine (Google, Bing, etc.)	2.52%	8
Word of mouth	20.19%	64
Other (please specify)	30.28%	96
Total Respondents: 317		

#	OTHER (PLEASE SPECIFY)	DATE
1	email	7/14/2023 8:02 PM
2	A nephrologist shared this with the Kidney Board	7/14/2023 7:50 PM
3	MB SCI	7/14/2023 10:57 AM
4	Handi transit plus phone line	7/13/2023 6:33 PM
5	Email sent to me	7/13/2023 4:19 AM
6	Waiting on the on the phone waiting for a person to answer the phone to book a ride	7/12/2023 10:19 PM
7	I first heard of it when I called the Handi-Transit call center, and a recorded announcement about it was played. I then heard more about it in an email from a friend.	7/12/2023 7:44 PM
8	Note in the car and other clients	7/12/2023 7:06 PM
9	Drivers and CSR's	7/12/2023 11:06 AM
10	When call handi	7/11/2023 9:24 PM

Transit No-Show and Late Cancellation Policy

11	Well, waiting on hold for three hours trying to schedule a ride	7/11/2023 8:47 AM
12	Social worker	7/11/2023 8:08 AM
13	Transit Plus phone line	7/9/2023 8:45 PM
14	E-mail	7/9/2023 12:10 PM
15	from hospital	7/7/2023 9:19 AM
16	On the phone calling Transit Plus	7/6/2023 5:27 PM
17	While booking a trip	7/6/2023 4:25 PM
18	Hold line	7/6/2023 3:38 PM
19	My husband was a City of Winnipeg (Transit) employee- [REDACTED]	7/6/2023 1:26 PM
20	In the message while waiting for a customer service person.	7/5/2023 10:39 AM
21	transit plus on hold message	7/4/2023 10:14 AM
22	Email	7/4/2023 9:59 AM
23	E-Mail	7/3/2023 11:23 PM
24	When I called to book my ride, the tape plays that messege	7/3/2023 10:13 PM
25	call line	7/3/2023 11:12 AM
26	news about what a mess it is in.	7/2/2023 1:19 PM
27	from a friend	7/2/2023 1:18 PM
28	Your Automated Voice Information when I was on Hold to schedule a ride.	7/1/2023 11:03 PM
29	TransitPlus phone call	6/30/2023 6:50 PM
30	Church communication	6/30/2023 5:29 PM
31	A friend who also uses Transit Plus.	6/30/2023 10:22 AM
32	It was first mentioned at CNIB years ago while I visited there for information.	6/29/2023 11:50 PM
33	Email	6/29/2023 4:35 PM
34	unsure about question.	6/29/2023 4:28 PM
35	My doctor.	6/29/2023 3:49 PM
36	Email	6/29/2023 2:51 PM
37	info card in car on June 28 first time I saw it	6/28/2023 11:41 PM
38	Back seat Handi car	6/28/2023 10:29 PM
39	Email from City	6/28/2023 4:06 PM
40	Email	6/28/2023 11:04 AM
41	from dispatch	6/27/2023 12:41 PM
42	When booking a trip.	6/27/2023 11:19 AM
43	Disability Advocacy Organization	6/27/2023 10:41 AM
44	Phone prompts	6/26/2023 5:16 PM
45	I received an e-mail	6/25/2023 11:40 PM
46	When I called Transit Plus to book a trip, there is a recorded PSA about proposed new policy	6/25/2023 1:01 PM
47	NOTHING WILL BE DONE ANYWAY. I CHALLENGE ALL PEOPLE WHO ARE INSTITUTING CHANGES TO TAKE HANDI TRANSIT ANNONYSLY FOR 1 MONTH AS A ?????	6/25/2023 11:59 AM
48	Recorded announcement while waiting to book rides on the phone.	6/24/2023 11:03 PM

Transit No-Show and Late Cancellation Policy

49	Transit plus voice announcement	6/24/2023 8:46 PM
50	Information given while waiting to book rides.	6/23/2023 11:21 PM
51	Dr after having knee surgery	6/23/2023 9:27 PM
52	Learned from a friend	6/23/2023 8:36 PM
53	Email	6/23/2023 5:44 PM
54	Word of mouth	6/22/2023 9:44 PM
55	disabled friends	6/22/2023 8:19 PM
56	City of Winnipeg email	6/22/2023 5:01 PM
57	newspaper	6/22/2023 2:16 PM
58	email	6/22/2023 11:04 AM
59	An information sheet on the back of the driver's seat	6/21/2023 10:17 PM
60	I was a Social Worker and aware of the resources	6/21/2023 12:37 AM
61	Over the phone when booking a trip.	6/20/2023 9:28 PM
62	listening over an hour announcements while waiting on call to book my daily trip	6/20/2023 9:07 PM
63	recorded message.	6/20/2023 5:52 PM
64	When I was a patient of Deer Lodge for Physio and rehab after an accident	6/20/2023 12:27 PM
65	My manager who has been very upset by witnessing how I've been treated found the article in the paper and brought it to work today to read to me because none of our institution is impressed with what is going on with this service	6/19/2023 10:08 PM
66	Shared via workplace.	6/19/2023 6:30 PM
67	the message that plays whe you call the call centre.	6/19/2023 11:08 AM
68	email	6/17/2023 3:09 PM
69	Transit Plus website	6/17/2023 11:58 AM
70	Transit plus going around Wpg & empty	6/16/2023 4:48 PM
71	Direct email	6/16/2023 1:36 PM
72	Winnipeg Free Press	6/16/2023 1:18 PM
73	Email from Transit Plus, and from my OT	6/16/2023 11:00 AM
74	On transit service phone	6/16/2023 7:28 AM
75	I receive an email include this survive	6/15/2023 8:50 PM
76	Email	6/15/2023 8:30 PM
77	I'm a registered participant on Engage Winnipeg so I receive the Public Engagement News email.	6/15/2023 5:52 PM
78	manitobapossible	6/15/2023 4:19 PM
79	Email sent to me directly	6/15/2023 1:38 PM
80	email	6/15/2023 12:07 PM
81	transit plus email	6/15/2023 11:32 AM
82	work email	6/15/2023 10:24 AM
83	Email	6/15/2023 10:12 AM
84	Email from my manager	6/15/2023 9:03 AM

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85	email	6/15/2023 8:59 AM
86	Email	6/15/2023 8:44 AM
87	Email	6/14/2023 9:23 PM
88	Email	6/14/2023 8:21 PM
89	In the automatic recording when booking a trip.	6/14/2023 8:16 PM
90	Email	6/14/2023 7:16 PM
91	Email	6/14/2023 6:14 PM
92	email	6/14/2023 4:59 PM
93	By email	6/14/2023 4:52 PM
94	E-mail	6/14/2023 4:18 PM
95	Saw one of the vehicles parked across the street and decided to investigate and apply.	6/14/2023 4:06 PM
96	Received email from Transit Plus	6/14/2023 3:58 PM

Appendix C – Open-ended survey analysis

Appendix C: Open-ended survey analysis

The survey included one open-ended question to help us better understand what people think in their own words. Open-ended questions give people a chance to share ideas that may not fit into the set response options.

We reviewed all responses and grouped similar comments into themes. Each response was read and tagged with one or more themes. We then summarized the feedback in each theme to show the main ideas we heard.

Question:

Do you have any comments or suggestions to improve the proposed policy? Do you have any suggestions to simplify the policy or make it easier to understand? Are there any gaps or anything we missed when developing the policy?

Answered: 258

Skipped: 129

Themes identified: 517*

*Note: Many responses included multiple ideas and were tagged under more than one theme.

Themes and number of responses

Theme: Existing issues	Responses
Drivers or vehicles	44
Lateness	29
Pick-up window	6
Technology	13
Wait times	31
Total responses with this theme:	123

Theme: Proposed Penalty System	Responses
Address those who abuse the system	12
Appeal or dispute	17
Confusion or question	4
Keep financial penalty	7
Should be harsher	9
Simplify	9
Suspension	7
Total responses with this theme:	65

Theme: Cancellation window	Responses
Factors outside of customer control	16
Medical - dialysis	14
Medical - exemption	32
Medical appointment changes	21
Reduce 4-hour window	71
Total responses with this theme:	154

Theme: New Technology and Communication	Responses
Create new options	13
Need point and ride tracking	7
Total responses with this theme:	20

Theme: General feedback	Responses
Appreciation	7
Customer focus	21
Dissatisfaction or calls for improved service	37
Engagement	10
Flexibility	4
Negative	29
Positive	13
Unfair or discriminatory	34
Total responses with this theme:	155

Summary of what we heard

The open-ended responses showed frustration with parts of the Winnipeg Transit Plus service and raised concerns about the proposed policy. Although themes help organize the feedback, each Transit Plus customer's experience is unique, and many noted that individual circumstances must be considered.

Top five tags identified

1. Reduce the four-hour cancellation window (71 responses)
2. Existing issues with drivers or vehicles (44 responses)
3. Dissatisfaction with service and calls for improvements (37 responses)
4. The proposed policy is unfair or discriminatory (34 responses)
5. Need for medical exemptions (32 responses)

Key messages with sample quotes

The 4-hour cancellation window is not reasonable.

Participants said the four-hour window does not reflect real life. Many described situations outside their control, such as medical complications, dialysis schedules, changes in medical appointments, or relying on support staff. Morning rides were also noted as a challenge because cancelling four hours in advance would require people to wake up very early. Suggestions ranged from 30 minutes to two or three hours.

“I think that the cancelation window needs to be narrower, perhaps between one and two hours instead of within thirty minutes of the start of a pick-up window, but not up to four hours. Sometimes truly unpreventable things happen at the last minute.”

“Many people with disabilities rely on other people and services in their daily lives. They have no control on if services and people are on time or not. This can mean that they lose control over their daily activities. The new system must incorporate this reality in its process. An easy to use appeal system must be built in and widely advertised.”

Existing issues need to be addressed before changes to no-shows and cancellations.

Participants identified many existing issues, including long waits on the phone, ride lateness, and inconsistent driver practices. Several noted that while the policy focuses on customer accountability, there should also be accountability when the service is late or unreliable.

“This is the wrong time to introduce such measures when there are so many faults with the system such as long holds when making appointments, no room for same day emerging needs for rides, long waits after appointments, concerts or services for the return trip etc. I suggest a great deal of improvement is needed before you start penalizing clients.”

“I ask that discussions of this policy be tabled until transit plus has implemented a strategy to address the wait times and the route scheduling, and to implement that strategy with demonstrated success.”

“Until you can guarantee seamless service no different than regular Winnipeg Transit then you should not put up any more artificial barriers for people with disabilities.”

The proposed penalty system is unfair or discriminatory.

Comments about fairness focused on the policy’s impact on people with medical conditions and concerns that the policy treats Transit Plus customers differently than people using regular Transit.

“This unfairly disadvantages people who frequently use transit plus for medical services multiple times a week (e.g. dialysis).”

“You’re cutting services yet again for people with disabilities who have the most reason to cancel last minute. Illness due to our health condition, transit’s inept route match system causing us to cancel, the discrimination of people with disabilities when no non - disabled person has to deal with these restrictions.”

Appendix D – Virtual event question & answer transcripts

Appendix D: Virtual event question & answer transcripts

The virtual events included a short presentation and a Question and Answer session. People could ask questions in the Zoom chat or by speaking. The questions and answers from these sessions are listed below.

Virtual event #1

Location:	Zoom	Date:	June 28, 2023
Attendees:	20	Time:	10 a.m. – 11 a.m.

Question: What happens when a driver goes to the wrong door?

Answer: We will have some additional safeguards to avoid having drivers be able to report a no show from the wrong location. If the driver is not following that correct procedure, to find the customer they're picking up then that'd be an instance where we would waive the points lost, and we'd also follow up with the drivers so that we correct that behavior.

Question: How will I know where I stand in terms of points with the new policy?

Answer: The cancellation policy today really catches everything. Anything less than 30 min is considered a no show. The idea with the proposed policy would be that you'd have the ability to check your points online, on, an accessible web app, so you could use smartphone or computer. This would also likely include something on like the automated phone system. If you prefer to use the phone where you could just call in, and it could tell you your status and you can speak to one of our representatives.

Question: Will this system change to longer than 30 min cancellation window?

Answer: yes – it is a four-hour cancellation window in the proposed policy. Transit Plus is not going to pay too much attention if a late cancellation happens once in a while. It's only when it kind of climbs up to be 7 or more that we'd be concerned.

Question: What about if there is an issue with the system? Will I lose points if a driver comes after I cancelled?

Answer: A customer won't be held responsible for that. And honestly, I appreciate that you cancel, and you are responsible with how you access the service, because that's really the important part. But the next system we will not have any of those issues.

Comment: I would really like booking online because some most times I'm on the phone about an hour, an hour and a half waiting to speak to a representative to book for my for my week's drive.

Question: What would happen. For example, if a client has an early morning ride booked before 8 am. And their health care worker doesn't show up, which means they can't go to work?

Answer: That may be a late cancellation, because you probably don't want to wake up at one in the morning to cancel and you may not know the health care worker is not going to show up until it's a late cancellation. If it's happening every once in a while, that's fine – it would be a loss of 1 point. If it's happening 7 or more times in a month, that that would be a bit of a concern. We tried to build in there some considerations, for illness or medical emergency, for example.

Question: Will there still be a 5 min window?

Answer: At this point, yes, the 5 min when the driver arrives within that pick up window is fairly consistent. If we increase that further, we've talked with a lot of transit agencies and vendors that make the software and they typically don't go longer than five minutes because it can have a really significant impact on the schedule.

Question: I have one bad driver in years of using Transit plus. The other drivers are good, very good. and the same with the people on the phone. When if the driver doesn't show up on time for whatever reason and I'll get in contact to find out where my driver is and to let them know that I'm still waiting.

When I got when I took a Winnipeg way driver. he dropped me off at the wrong spot and I was lucky that I went to the right spot

When we get a phone call to remind us about the pick-up, that's too late. because by the time they fall in us we should all already have been out there between 5 and 15. So we should go to warning sooner. And all right. so I'd like to know, what's that?

Answer: When you call Transit Plus, there are 3 options currently, that you can press a button. If you press 3 to check the status of a trip happening today, like right now, you're actually sorted at the top of our call queue, our waiting list. So the next available representative will come to you or somebody else, they called in, looking for the status of their trip. You'll be the priority. But we know that, you know, contacting our contact center has been an issue so we're working on that from a staffing standpoint. The new system is really going to leverage different ways to check where your vehicle is in real time. so that agents are even more freed up to help those who really need.

Regarding notifications, with the new system, notifications are better, more accurate, reliable and there are different options, whether you want it on your smartphone looking at the app or you know any number of other reasons, including call out

Question: I'm a little bit curious about the strike system and sort of how potentially it could stack up over a period of 30 to 6 months, theoretically, somebody could get up to that 4 strike and have a month suspension, even though, you know, maybe they're having an issue once a season. so I I'm just curious about the you know, the stackability of the strikes, and whether or not the strikes can automatically erase themselves after you know the 12 months?

Answer: currently, the way that it's being drafted and proposed is that you know you'll hit that first strike whenever it happens and then it's kind of like a rolling window at that point. Yes, theoretically, if you do have up to that top. And you keep eventually having these same issues that that we, you know, at that point when you make it to the Fourth Level, you know our Operation Supervisor is calling to work with you. Our our team is trying to address what is causing this constant issue? that that we're finding this, which is far in a excess of what the average user experiences. but yeah, I mean

Question: What percentage of folks would be would receive a strike within 12 months based on current usage?

Answer: based on last year. And the number of active customers we have, it would have been below 4%.

Question: With the 4 hour window what does that actually allow for Winnipeg transit or or trans plus to do within that? Because I don't see the possibility of, you know people being able to get last minute trips or anything like that. So I'm curious if you could speak to that

Answer: So we want that new system because it pivots away from that old way of scheduling that we've been stuck with and really does start to invite and have on one platform the ability to do same-day booking, and really more than just say, in day we're looking to leverage when people give us enough notice so that our system, our team here, can really provide a trip whenever a customer needs it. So you know, when we're launching an app, and we're doing the web booking, and we can call in these are all ways that we want customers can connect with us. But really, if anytime, we may be an option, and we want that to be an actual option, not just. You call you check your toll day and day out that sorry there's no space.

So that's why the new system has to come first, because we do know technology will actually permit that kind of real time adding of new trips so that we can kind of fill those gaps and provide service more flexibly and that's especially why that cancellation window needs to be increased, and why we're waiting for the new system first.

Question: has there been consideration for, I guess cancellations related to the morning? you know, as we mentioned, some folks might not be up at 3 or 4 a.m.. To, you know, to cancel their trip in their, you know something their body just doesn't agree that morning.

Answer: We didn't see that kind of granularity in the different agencies we looked at, not to say that it's not built in and considered in the number of points that we were kind of proposing to start with. So I would say, probably the easiest way to address that would be to collect this feedback, because maybe 7 points isn't enough. And if that's truly the experience of customers and reality that you know those situations do happen frequently enough.

Question: The driver does not show up. I call in, and they say someone is coming, and they're still don't show up. And on the third call I get picked up. What is the penalty situation for this?

Response: either there's a technical issue or the driver's not following the proper procedure. we already know that that happened. and obviously you'd probably be calling us or sending us an email to let us know that this happened a situation like that. Transit Plus then investigates, we frequently do and we wouldn't hold a customer responsible for these system or driver errors. We would then do follow up with driver. There are different contractual obligations to hold them responsible for when they don't follow that proper procedure

Question: One of my concerns is the number of occasions my driver hasn't shown up, and I've had to call to report it. The other thing is the 15 min prior call; there's been times when I've not received one. I'm wondering, are you continuing with that process?

Answer: We are continuing with it. We're trying to work with the vendor we are with now just to make improvements to that but we are pivoting as well to that new software which will make significant improvements on how those notifications get delivered, and that reliability, because that was one of the concerns.

Question: Did you get any advice or suggestion from the city's accessibility and Inclusion Committee.

Answer: Yes, Winnipeg Transit's Manager of Client Services did.

Question: what percentage of rides are no shows or late cancellations?

Answer: Under the existing system, everything is a no show, so I can't really answer for late cancellations. I know, last year, when we just posted our annual report, it's about 3% of the total number of trips we requested.

Question: Okay, that on January 10 I went to a Broadway physiotherapy appointment and I came out on time. The driver didn't get out of the vehicle and only waited one minute. What should I do in that situation?

Answer: in those situations where the driver didn't exit the vehicle in any situation. If you don't believe the driver followed that proper procedure, we want to hear about it. We need that so that we can follow up with

them and investigate it. So I know that there are times now where the call wait are high, and we are working on that, but maybe next time you're calling you could mention it. Ask that we investigate it, because if again, the driver's not exiting the vehicle, that's a problem. and our inspectors will absolutely follow up with them on that.

Question: Why doesn't Transit Plus pay the fee for a missed doctor's appointment when a driver is late?

Answer: So in those circumstances where the drivers late. I know. I'm going to. I'd encourage this call, and I know that can be a tough wait but we will prioritize that call. If the driver did not follow procedure we can investigate and there a number of contractual penalties we can enact.

Typically, we all the service itself doesn't provide compensation that I'm aware of. But if you want, provide that information separately, you can just email it to us or or call in, and we can certainly follow up to the best of our ability. Our operations team can look into that.

Question: Does the new system use Google codes for pick up locations?

Answer: that sort of functionality is fairly common in the different vendors we were looking at. so it it's likely that kind of additional detail would be something that we'd be able to control.

Virtual event #2

Location: Zoom
Attendees: 23
Date: June 28, 2023
Time: 7 p.m. – 8 p.m.

Question: What about for the people who need to get to medical appointments on a very frequent basis? What are you supposed to do if your ride is cancelled and you need to get chemo or dialysis, or whatever other appointments you absolutely need to get to?

Answer: An appointment may run over the scheduled time and we recognize those situations. Cancel as soon as you know and at that point we would look to be deducting 1 point. It takes a while to ramp up through 7 points, and that second month doing it a second time before you would be faced with a service suspension of one week. We appreciate the feedback and if you think more points are needed, please, let us know.

Follow-up: Is there a way to discuss the suspension timing to ensure it does not prevent the customer from going to an important medical appointment?

Answer: We try our best if there was illness or a medical emergency, something that you can't account for. That is under the proposed policy and instance where you let us know what happened. We'd certainly be flexible in wave points and instances like that. If it's every once in a while, or even several times a month, or it's just a late cancellation, it likely won't result in suspension of service. If it's happening a lot, we could discuss it further.

Question: This policy won't be in place until the new system is in place for tracking the vehicle and connecting with Transit Plus. So like your technology is going to improve, so we're not going to be sitting 3 h on hold, waiting to talk to somebody to cancel. Second, when the onus is always seems to be on the user to prove they

Response: This policy would not be implemented absolutely until the scheduling improvements and self-service improvements are in place so that customers can track what's going on in real time. This includes an app, the website, and interactive voice response phone line.

Follow-up: The new system also has to allow customers to check their points in real time, so that this is easy to reference for everybody.

Response: For your information, we looked at 2,022 just as an example of everybody that potentially could have been impacted if we had a late cancellation window of 4 h. It came out to be that there were about 82

unique customers. So 82 customers out of a 4,489 we have last year that would be reaching a level where they'd had at least one strike.

That number shrank as I kind of played it out we were looking. What how long would it take to get to the second strike? That number shrank to like as little as 22 people. With 2022 data, only the most extreme cases would get into third and fourth strikes.

Question: In situations where a friend will drive you home, or your boss asks you to stay late right? And you're gonna then have points off for things that you can't control, and yet also

I am also worried about the half an hour windows in which we are it on either end of the trip. Because I've had many times where the phone system has been wrong or doesn't necessarily work properly until I'm like in the van.

Answer: the 4 hour cancellation window in transit agencies that use it are very effective. They are able to have more same day service. When we do go forward with our policy proposal to council, we are planning to build in there a review period so we can make adjustments based on the new system once it is in place.

Question: So is the four-hour cancellation window in place right now? Are we still at the half an hour cancellation, or is it a 4 h cancellation, as of now today.

Answer: The policy hasn't changed. If somebody in the contact center and this directed you know, you've let me know if you want, let us know through email afterwards. Offline. I'll follow up with that customer service representative myself. but no, it is still the 30 min window.

Question: Did you look into how many clients I think you've answered. This ended up losing services when assessing other transit providers. How many users of the service did you survey initially? And will the contact center have the capacity to investigate instances?

Answer: Yes. I'm confident that the level of testing before we get anywhere near a launch day, will take place. and it'll be the goal that it's a much smoother launch for all, and that everything's available. Really, as soon as we launch? so definitely. Do we have a choice in the suspension dates? That's not currently built into the policy. It really would be based on when those points were lost.

Question: can users choose whether to have financial penalties versus losing service.

Answer: not under the propose policy. The direction for transit agencies across Canada has been that financial penalties are not effective and not equitable.

Question: You mentioned that this would impact only a small number of clients like 82. In that case, how would this encourage behaviour change?

Answer: Increasing the cancellation window is where we are looking to change behaviour and make the service more flexible.

Question: What about indirect routes and early morning rides and cancelling when four hours' notice is not possible?

Answer: Indirect routes are a major pain point. That is one of the things that we are requiring with that new system that we're working on is to make travel more direct. The other thing to mention is the list that we have in the proposal of situations, we may waive lost points. That's not an exhaustive list. It's really impossible to catch every situation. In those circumstances where something changes rapidly, and you can't account for it again, let us know, because those are the sort of circumstances we'd be looking at.

Question: Have you ever thought of awarding people who maintain their points like maybe giving somebody a I don't know like one free ride at some point ?

Answer: We did not see that as part of the other transit agencies' policies. That being said, that's a good takeaway, because if there are ways to highlight positive use of the service I'd be happy to take a second look at it and discuss that with the team.

Comment: I think that maybe a one or 2 hour no show policy would be better than 4 hours, because I know, for for example, for me, I make it a point to get up at least 2 hours before my window starts.

Comment: Customers should have an option for an alternative punishment. A one week suspension means losing one quarter of your month's pay. And that's a huge amount.

Question: What if I urgently need a trip?

Answer: Transit Plus will always take requests. If it's not pre-booked, we can only look to see if we have some space available that we'll do everything we can to accommodate those requests. In the future, with the improvements to our system, we are really looking to build it more flexibility and capacity so last minute requests can be accommodated.

Question: Do you have like a timeframe on when the app and all that will be implemented.

Answer: We are in the process of award which is closing. Now, that's basically some of the procedural hoops will do to be able to sign a contract and announce that publicly the timeline that's been communicated so far is to have all the technical pieces system in place by December 2023. Once we sign the contract with the vendor, we'll have to determine the exact timeline to make sure all the kinks are worked out, that the systems working, that we have testing it thoroughly, and that everybody's trained on it.

Question: Could you clarify the current status of the proposed policy on the phone message?

Answer: I will speak with the communications team to review what's on there, and I can certainly record new messaging to clarify where we're at and what's going on.

Question: What about an appeals process?

Answer: Looking at the transit agencies, especially that use points systems, since the intent is really to engage more flexibly with customers and deal with something that really is just a point system that's not impacting people's financials. The new system will allow us to have more data to better address situations where a request to waive points was made.

Question: Would there ever be a possibility of shortening the 4 h notice requirement for the early mornings?

Answer: One of the key focuses on this was to keep it as simple to understand as possible. There are some risks that we would have to look at as far as starting to like create time bans throughout the day. We may need to make adjustments if the policy is put in place, following approval and the new system.

Question: Why did you not mention anywhere that the it's not just one week for the strikes. Potentially I had to look. I was starting to do the survey, and it says one strike was your reminder. 2 strikes one week. Suspension third strike 2 weeks suspension for straight one month. Suspension that's over. Other different from what you were saying, I mean it. It wasn't it fully expanded upon, I should say

Answer: The information on strikes is available on the website.

Question: So this cancellation or no-show policy will not be in effect until we have a fully functioning system with the day with day of service?

Answer: Improvements to scheduling will allow us to better use the resources we have to then open the gates to be able to use the same day options, the flexible booking, because those resources will be more free and available to do that with those improvements. So this policy, these proposed changes wouldn't happen until all of those mechanisms in are in place.

Appendix E - Phone and email feedback summary

Appendix E –Phone and email feedback summary

During the engagement period, we received 10 emails and 25 phone calls. The summary below shows what we heard.

We also received letters (via email) from Manitoba Possible and the Kidney Foundation of Canada – Manitoba Branch (see attached).

Proposed Penalty System (Points / Strikes / Fairness)

- General support with concerns: Some people said the policy feels fair, gentle, and more focused on education.
- Too harsh in some situations: Others felt the punishment for no-shows is too strict, especially when delays are outside their control.
- Need fairness for drivers too: Several noted there are consequences for customers but not for drivers who are late or do not follow procedure.
- Health and disability impacts: Many said medical delays, sudden illness, or complex conditions (like dialysis) make it impossible to avoid late cancellations.
- Concern about documentation: Some worry about how to track extenuating circumstances and how much time they get to explain and request a review.
- Request for better communication: People asked for clear timelines, better notice of decisions, and certainty about how points are removed or reviewed.
- Fear of being punished unfairly: Some are worried they will lose points due to factors like snow clearing, appointment delays, or phone system problems.

Cancellation Window

- Four hours is too long: Most callers said cancelling four hours ahead is not realistic for many customers.
- One hour to two hours preferred: People commonly suggested 1 hour, 1.5 hours, 2 hours, or keeping the current 30-minute window.
- Morning trips are difficult: Many said they cannot know four hours in advance, especially early in the day.

- Medical appointments run late: Customers said appointment delays are common and unpredictable, making the four-hour rule hard to follow.
- Illness can happen suddenly: People said they often do not know they are too sick to go until close to the pick-up time.
- Need more flexibility: Some felt that allowing rebooking when appointments run late would help.
- Credit or reward ideas: One person suggested giving credit for cancelling early, not just penalties for cancelling late.

General Feedback (Other Comments & Suggestions)

- Gratitude for the service: Several people said they appreciate Transit Plus and know the service is important.
- Need clearer, simpler information: Some found the proposed policy confusing or hard to follow.
- Better communication needed: Customers want clearer notifications, timely phone calls, and better updates from drivers.
- Fairness concerns beyond the policy: A few raised concerns about how the City funds Transit Plus and broader fairness issues.
- Accessibility needs: Comments included requests for working air conditioning, closed windows during smoky days, and safer pick-up conditions.
- System improvements: Suggestions included improving efficiencies, reducing driver wait times, and addressing scheduling errors.

Existing Issues (Current System Challenges)

- Early or late arrivals: Many people said drivers sometimes arrive far too early or very late, which causes missed trips, safety concerns, and long waits outside.
- No-shows called in error: Several customers reported being marked as a no-show even when they were waiting at the pick-up spot.
- Long wait times: People shared that phone wait times and pick-up wait times can be very long and stressful.

- Booking frustrations: Some noted issues with PINs not working, difficulty cancelling rides, or trouble using online or automated systems.
- Communication issues: People want clearer updates when drivers are running late and more reliable call notifications.

Manitoba Branch
209 – 2211 McPhillips St
Winnipeg MB R2V 3M5
204-989-0800
kidney.ca/mb



July 17, 2023

Manager, Client Services
Winnipeg Transit

We are writing to you to voice our concerns regarding the recent and proposed Transit Plus policy and procedure changes. This policy change reduces transportation flexibility and will undoubtedly negatively impact individuals receiving hemodialysis (HD) who use this service. As a result, we would ask you ***to exempt people that use Transit Plus for transportation to dialysis treatments***, which are required to sustain life, from some of these policies.

Approximately 950 people with kidney failure in Winnipeg travel to in-centre hemodialysis facilities three times per week to receive ***life-sustaining*** hemodialysis treatments. Many individuals on hemodialysis are considered to be “transportation disadvantaged,” because they cannot provide or purchase their own transportation. This particular population is typically elderly, poor, mobility-impaired, minority, or a combination of these. For these reasons, they depend on services like Transit Plus to access their life sustaining dialysis treatments thrice weekly.

Many individuals receiving hemodialysis have limited financial means, which magnifies the hardship of self-funding hemodialysis transportation. Because they depend on others for transportation, they are at higher risk for poor health outcomes. Lacking flexible or affordable transportation, they miss treatments or cut treatments short more frequently than those with reliable transportation. This can lead to a need for emergency care and preventable hospitalizations. Access to reliable and flexible transportation has been shown to reduce the need for emergency room visits and hospitalizations in individuals receiving hemodialysis.

The magnitude of the problem is demonstrated through research that found:

- 39% of patients have missed HD treatments due to a mistake made by their transportation provider
- On average, 85% of missed hemodialysis treatments are not made up the next day, leading to increased risk for poor health outcomes, increased emergency room visits and hospitalization due to fluid build and high potassium levels which can lead to cardiac arrest and is life threatening.
- Risk of hemodialysis-related hospitalization or emergency room visit increases 6-fold following missed HD treatment compared to individuals who don't miss treatment

The recent changes in Transit Plus policies and procedures threaten to decrease access to reliable and flexible transportation, increasing barriers to care for the over 900 individuals traveling to in-centre hemodialysis in Winnipeg.

People receiving hemodialysis generally have a consistent hemodialysis schedule on the same days at the same time each week. Often this schedule doesn't change for months or years. However, since last year, people receiving hemodialysis are prevented from scheduling transportation more than 1 week in advance. This means that individuals must spend time each week calling to arrange rides for these pre-scheduled hemodialysis appointments instead of booking a month or more at a time. As a result, phone calls to arrange rides with Transit Plus often result in waits to speak to someone for more than 30-45 min EACH WEEK for individuals on hemodialysis and their families.

In addition, Transit Plus's proposed change to the cancellation without penalty deadline from 30 minutes prior to pick up to 4 hours prior to pick up and the new 7 point/strike ***system will undoubtedly adversely affect people on hemodialysis and their hemodialysis treatments***. Hemodialysis sessions are usually 4 hours per session. Unfortunately, many patients on hemodialysis experience unanticipated medical complications during their treatment that delay or prolong completion of their treatment and sometimes culminate in hospitalization or emergency visit and cancellation of their Transit Plus ride post-hemodialysis. Being able to cancel 4 hours before pick-up is often impossible in these situations. Many people receiving dialysis already cut their hemodialysis treatments short because of concerns that they will be late or miss their Transit Plus ride. This new policy further reduces flexibility and will increase the likelihood of shortened treatments, resulting in suboptimal dialysis clearance, high potassium levels, fluid overload and the adverse outcomes mentioned above.

Affordable, reliable, and flexible options for dialysis transport contribute to improved outcomes and quality of life in individuals receiving in-centre HD. We ask Transit Plus to modify recent and proposed policy and procedure changes for this disadvantaged and vulnerable population who use Transit Plus services to attend hemodialysis appointments, which are required to keep them alive.

Specifically, we are asking that **all dialysis patients be exempted from the 4-hour cancellation rule, and that the required weekly rebooking of rides to hemodialysis treatments be eliminated for these patients.**

We appreciate your support in making this exemption possible.

Sincerely,

Executive Director
Kidney Foundation of Canada – Manitoba Branch
Contact information removed

cc. Devi Sharmi, City Councillor, Old Kildonan
 Ross Eadie, City Councillor, Mynarski

July 14, 2023

City of Winnipeg
Public Engagement Team
Sent electronically to: city-engage@winnipeg.ca

Re: Winnipeg Transit Plus No-Show and Late Cancellation Policy

Dear Engagement Team,

Thank you for your time and consideration of our feedback on the proposed No-Show and Late Cancellation Policy for Winnipeg Transit Plus. After reviewing the policy and after attending a virtual information session, we have multiple concerns about the impact this will have on Winnipeg Transit Plus riders.

Manitoba Possible is a registered charity and non-profit organization that works to fulfil a vision of an inclusive and accessible society. We believe that people of all abilities should not experience barriers to their participation in our communities. We understand that we do this when we actively work together to eliminate barriers to full and equal participation. We acknowledge that these barriers create themselves in multiple forms, including through physical, information and communication, technological, systemic, and attitudinal barriers.

In the City of Winnipeg's 2021-2022 Accessibility Plan, the City acknowledges its commitment to the principles of Access, Equality, Universal Design, and Systemic Responsibility as outlined in the Accessibility for Manitobans Act. This lens is applied throughout our feedback on how the proposed policy fails to acknowledge these principles.

Concerns regarding the consultation process

We have concerns regarding the consultation process by Winnipeg Transit Plus. Several elements about the process bring concern, but more specifically, the level of outreach to users who will be affected by this policy change. These concerns include:

1. Inaccessible signage within Winnipeg Transit Plus vehicles that users may have a challenge engaging with
2. A lack of outreach to existing clients, including by mail and e-mail, to make clients aware of this potential policy change and to receive their feedback.
3. Failure to offer an in-person consultation session where a virtual consultation may not be accessible to some users.
4. Hosting all virtual sessions on one day, instead of providing multiple dates for the opportunity to consult users of the system.

5. Conducting the consultation during the summer months when ridership is at its lowest, and where users who have seasonal access to the service may not be aware that the consultation is occurring.

We believe that the process used by Winnipeg Transit Plus is flawed and fails to provide the adequate opportunities to receive feedback from the ridership. Further consultation with the community is crucial to accurately gauge the perspectives of the clients of Winnipeg Transit Plus.

The need for a change of policy

Winnipeg Transit Plus through its presentation indicates the need to change this policy rests on two key points in the Winnipeg Transit Master Plan:

1. To reduce the financial burden of the policy on users
2. To maximize the efficiency of the service

In addition, an investigation by the Manitoba Ombudsman indicates that the fines imposed by the system present a barrier to those who use the service. In particular, the report acknowledges the animosity between ridership as a result of the current no-show policy and suggests that a different approach may provide a more cost-effective system to managing no-shows. The ombudsman report provides examples of other jurisdictions, however, does not provide a specific recommendation for a no-show policy.

While the proposed policy does eliminate the financial burden from the ridership through removing fines, we believe that this policy on its own will not achieve the goal of maximizing the efficiency of the service.

Efficiency of the Winnipeg Transit Plus system

One of the key reasons for Winnipeg Transit Plus to change the policy is to maximize the efficiency of the service. In recent years, Winnipeg Transit Plus riders have experienced multiple barriers in accessing the system, and the current system is not efficient on its own merits prior to the consideration of the impacts of cancellations. These considerations include:

1. Significant wait times in accessing the Winnipeg Transit Plus call center. This can affect riders in their ability to adjust their rides to their preferences closer to the date of travel.
2. The ability for users to obtain a ride within the 4-hour proposed window is currently not available. Winnipeg Transit Plus actively states that it will not accept same day requests.
3. Winnipeg Transit Plus currently does not provide an online option to review their account, book trips, or manage trips.

4. Winnipeg Transit Plus's scheduling is often an inefficient use of resources, including:
 - a. Multiple vehicles for a group of clients going to the same or similar destinations
 - b. Vehicles being placed on inefficient routes
 - c. Vehicles currently being underutilized and often seen idling
 - d. Vehicles still showing up despite being cancelled hours prior to the pick-up time of the scheduled ride.

The ridership of Winnipeg Transit Plus understands the need to maximize the efficiency of the service. However, we believe that a large proportion of inefficiencies experienced by Winnipeg Transit Plus are because of their own operations and not specifically related to the no-shows or late cancellations done by the ridership.

Consideration of the lived experience of persons with disabilities

The proposed policy fails to reflect the lived experience of persons with disabilities. Persons with disabilities face several systemic barriers, including while accessing transportation. The implementation of an extended window for cancellation brings additional negative consequences for persons with disabilities, including:

1. Penalizing persons with disabilities for making last minute changes to their plans, removing this flexibility to change their plans.
2. Penalizing riders when events or appointments end earlier than expected, and either requires them to wait the extended time that was booked due to an inflexible system or be penalized for obtaining alternate transportation.
3. Penalizing riders who might experience barriers in accessing home supports, including home care services that assist them in getting ready for the day. These services can be affected by challenges such as weather, unavailability of staff, etc.
4. Penalizing riders who might experience episodic health challenges, in which a shorter window of time to cancel may be needed.

An increased time window to cancel a ride places an additional burden of an inefficient system on the ridership of Winnipeg Transit Plus. As persons with disabilities may experience additional challenges from the increased time window, we believe Winnipeg Transit Plus will experience an increase in appeals on humanitarian grounds that are beyond the control of the individual rider.

Changing behaviors

In the materials provided in this consultation, Winnipeg Transit Plus indicates that the current financial burdens and suspension practices have not changed the behaviors of clients. If the statement is true, continuing a punishment system where users may be suspended will have the same effect.

This statistic indicates that the riders experience other challenges that force them to not adhere to the current cancellation windows, and that the penalties levied against them do not change these challenges that they experience. This instead supports topics like considering the overall improvement of Winnipeg Transit Plus's operations over adjustments to the punitive measures against the ridership. These improvements, through providing flexible and accommodating services, will likely have a better impact in reducing late cancellations or no-shows than what is provided in this proposed policy.

Another element of this proposed policy is the education and outreach of Winnipeg Transit Plus to riders who are assessed strikes. This parental approach of coaching riders or investigating the reason why they cancel will likely show that issues were beyond their control, that they experienced an episodic element of their disability, or that the extended time of waiting was a large burden for them in which they could find alternate transportation.

Last, Winnipeg Transit Plus has not provided in the materials of this policy any research or statistics into the true reasons that the ridership cancels their ride, and the average window of time riders cancel their ride prior to their trip time. This information would be useful in demonstrating the potential need for this policy, but more importantly, it would provide Winnipeg Transit Plus the ability to focus on the elements that are creating the late cancellations and no-shows in the first place.

Overall recommendation

With the multiple challenges that Winnipeg Transit Plus currently experiences in delivering timely, efficient, and convenient services for persons with disabilities, we believe that this policy change is occurring too soon. This policy change fails to push forward the modernization and improvement of the services provided by the service, and any minimal gains in efficiency from the policy will only be hindered by Winnipeg Transit Plus's inefficient practices and infrastructure.

Prior to any adjustments to the no-show policy, Winnipeg Transit Plus needs to look inward and implement practices that will see the efficiencies that the service desires. This includes utilizing vehicles more effectively and efficiently, providing flexibility for persons with disabilities in how they adjust their trips, and provide timely access to customer service support over the phone or online. It is crucial that Winnipeg Transit Plus focuses on removing barriers for riders, not implementing new barriers to their participation in the communities they live, work, and play in.

After the system has demonstrated to the ridership that it is optimized and efficient based on their own internal operations are we able to have a meaningful conversation about the impact of late cancellations and no-shows. At this time, Winnipeg Transit Plus had long promised these efficiencies but they have never been actualized. Until these improvements have been seen, additional barriers should not be put in place. In this consultation, Winnipeg Transit Plus has failed to provide adequate reasoning, rationale, or

evidence that would support the proposed policy in achieving its goals of making the service efficient.

Further, if the policy in its current form were to be implemented, it would fail to consider the following:

1. **Potential Long-term effects on Ridership:** The policy in its current form requires a rider to have twelve months in which no strikes have been incurred for a previous strike to be removed. There is the potential that over three years, or four winter seasons, a rider could experience progressive suspensions. We believe that the process for how strikes are removed is excessive.
2. **Chilling Effect on Ridership:** In the current state of the service, the ridership could experience a chilling effect on booking rides with the service. Reasons for this could include the larger window of time booked to accommodate an inflexible service or the inability to adjust its schedule on the same day, this may create apprehension in riders who may consider not taking their trip.
3. **Effects on Morning Rides Not Considered:** As the policy is currently written, an individual who is scheduled for an 8:00 AM pick up will need to cancel their ride at 4:00 AM or earlier. This doesn't consider the effects that weather can have on a person's ride, nor reflect if someone may wake up and not feel well that morning. This will likely force late cancellation points onto a client who chooses to cancel a morning trip but could adversely affect the health of riders by providing an incentive for someone to continue to take their trip despite being unwell. In addition, no efficiencies are gained on the cancellation of morning trips as staff will not be available to adjust the schedule nor will riders likely be attempting to book their trips during the night prior to travel.
4. **Suspension Period is Unreasonable:** A person who experiences multiple strikes, potentially acquiring them over multiple years, will experience a significant period of time where access to transportation will be denied. The higher tiered suspension, a period of one-month, is a significant portion of time especially during the winter months where accessible travel options are limited. The negative consequences of shutting in persons with disabilities will further increase their isolation and could create issues such as loss of employment, inability to access health care, and other significant issues that can affect their health and overall wellbeing. In Winnipeg Transit Plus's own admission, the current practice does not change behaviors, and it is likely that the imposition of suspending a person from the service will yield similar results.
5. **No Independent Appeal Process:** The policy fails to provide an independent appeal process where riders can challenge a cancellation or a no-show. The leverage that Winnipeg Transit Plus has on its ridership already, such as being the internal deciders on the riders, imposing limits to accessing the service including the

window to book trips and requiring that riders provide payment in advance of service all increase the disparity of power between the rider and the service. Where we are considering the removal of someone's ability to travel, an independent process outside of Winnipeg Transit Plus should be provided.

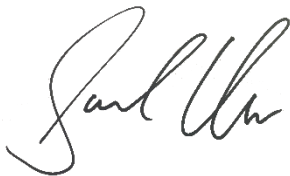
In conclusion, the proposed policy fails to achieve the desired results while increasing the systemic barriers experienced by persons with disabilities who utilize the service. The City of Winnipeg's commitment to accessibility actively states that the responsibilities to remove barriers rest on those who create or perpetuate the barrier. This proposed policy creates new barriers without a benefit to the ridership. Winnipeg Transit Plus should instead play a role in reducing barriers to transportation.

Winnipeg Transit Plus owes a level of responsibility to the people it serves. The ridership has long been promised efficiency and better access to the service, but these promises systematically fail to materialize. The burden of ensuring the efficiency and effectiveness of the service should not further rest on the shoulders of the ridership. Instead, we would like to see Winnipeg Transit Plus fulfill its commitment to providing an efficient, accessible, flexible, and safe service.

At Manitoba Possible, we are committed to collaboration in making Winnipeg and Manitoba an accessible and inclusive place for everyone who lives here. We would welcome further consultation and would be pleased to work together in ensuring all Winnipeggers have access to accessible transportation services in our city.

We thank you for your time in considering our feedback on the proposed Winnipeg Transit Plus No-Show and Late Cancellation Policy.

Sincerely,

A handwritten signature in black ink, appearing to read 'Samuel Unrau', written in a cursive style.

Samuel Unrau

Program Manager, Community Inclusion and Support Services

Manitoba Possible

Appendix F: Map of survey respondents

