

**WINNIPEG
TRANSIT
MASTER PLAN
PHASE ONE**
Public Engagement Report

Prepared by the City of Winnipeg
July 2019



Table of Contents

- Acknowledgements 2**
- 1.0 Purpose of Engagement..... 3**
- 2.0 Engagement goals & objectives 5**
- 3.0 Public Engagement Techniques 5**
 - 3.1 TECHNIQUE ONE: Online engagement platform 5
 - 3.2 TECHNIQUE TWO: In-person open houses..... 5
 - 3.3 TECHNIQUE THREE: In-person community-based events..... 6
 - 3.4 Engagement questions..... 7
 - 3.5 Promotions 8
 - 3.6 Limitations 9
- 4.0 Analysis & results10**
 - 4.1 What we heard 10
 - 4.2 Guiding principles for Winnipeg’s future transit system..... 12
 - 4.3 Areas of focus for Winnipeg’s future transit system 21
 - 4.3.1 What’s working 21
 - 4.3.2 What’s not working..... 23
 - 4.3.3 Ideas for improvement 24
 - 4.4 Who we heard from and how they use transit..... 32
- 5.0 Consideration of feedback, conclusion and next steps39**

Acknowledgements

The City of Winnipeg acknowledges its presence within Treaty 1 Territory, the traditional territory of the Anishinaabeg, Cree, Oji-Cree, Dakota, and Dene peoples, and the homeland of the Métis Nation.

The name Winnipeg has its origins in the Cree name given to Lake Winnipeg “Win”-muddy, “nippe”-water. Winnipeg is located within Treaty No. 1 Territory, the traditional lands of the Anishinabe (Ojibway), Ininew (Cree), Oji-Cree, Dene, and Dakota, and is the Birthplace of the Métis Nation and the Heart of the Métis Nation Homeland. People from around the world have come to call Winnipeg home and our community prides itself in its cultural diversity. As the original inhabitants of this land and as inhabitants of this land by birth or adoption, we all share the goal to make our city a better place to live based on mutual respect, equal opportunity, and hope.

The City of Winnipeg would also like to thank all participants for your involvement in the first phase of this public engagement process.

About this report

This report has been prepared by the Winnipeg Transit Master Plan project team, comprised of Stantec Consulting Ltd, Context Engagement and Communications, ChangeMakers Marketing Communications, and HTFC Planning & Design and the City of Winnipeg.

This report outlines the engagement process and documents the recurring themes the project team heard throughout the first phase of the Winnipeg Transit Master Plan engagement program.

1.0 Purpose of Engagement

Winnipeg is growing and our transit system needs to grow too.

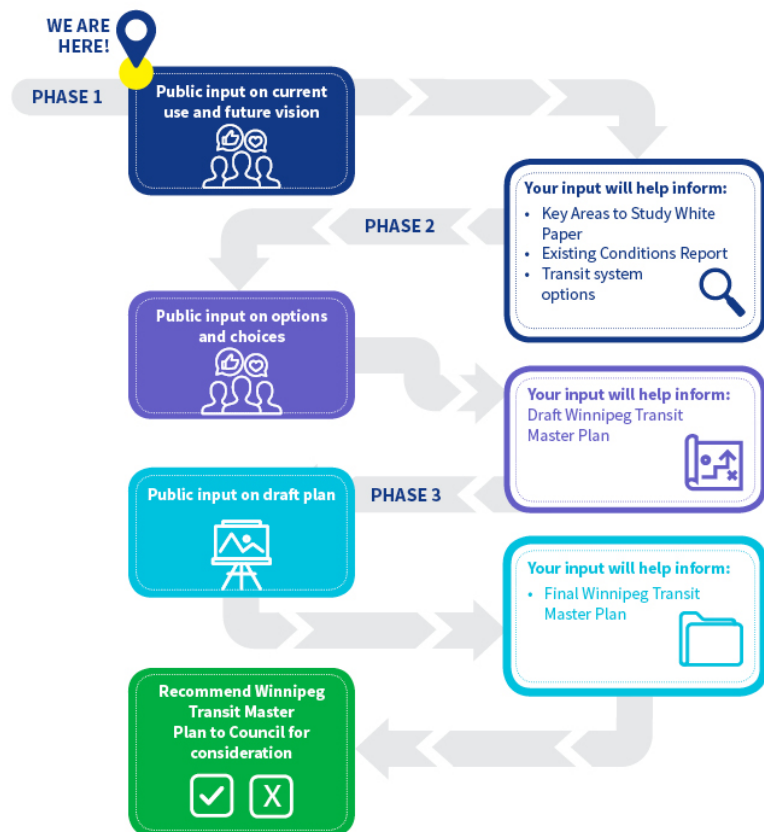
By 2040 it's expected that nearly one million people will call Winnipeg home. As we grow, we need to invest in important services and infrastructure like public transit to support a thriving, modern city. The City of Winnipeg ('the City') is undertaking the Winnipeg Transit Master Plan to help ensure that transit can connect people and neighbourhoods as the city grows.

Now is the time to think ahead about what kind of transit system we want to help build these connections around the city in a sustainable and efficient way. From March 15 to April 20, we asked Winnipeggers for their help to shape the City's future transit system.

The Winnipeg Transit Master Plan will guide the development of a transit system that provides better options for getting around and makes it easier for people to choose transit, reducing congestion on our roads, and contributing to a transportation system that serves us now and into the future. The plan will cover all aspects of the public transit system – Transit, Rapid Transit, and Winnipeg Transit Plus (formerly Handi-Transit) services and infrastructure.

This report shares the input gathered during the first of three phases of engagement for the Winnipeg Transit Master Plan. These three phases are demonstrated in the infographic on the right.

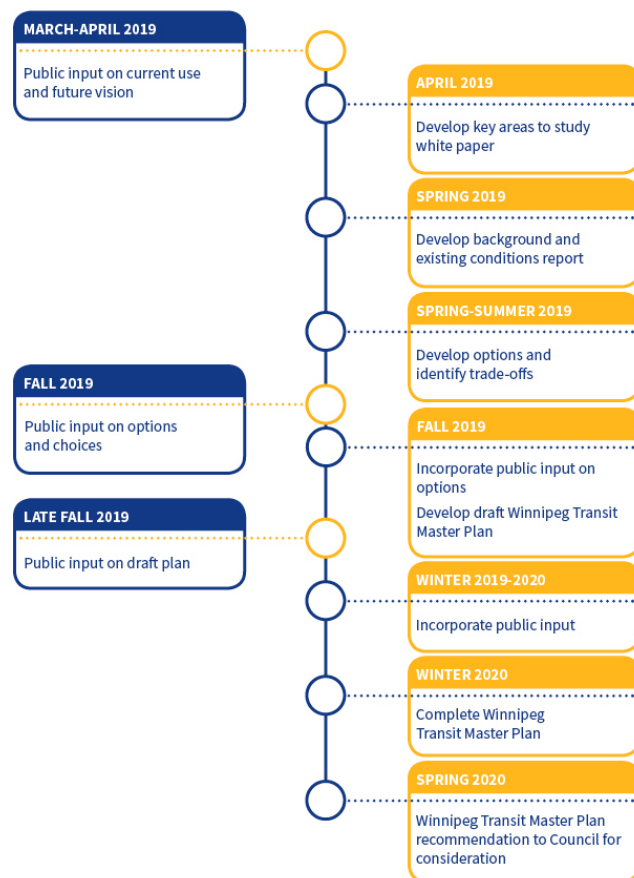
In Phase One, we wanted to learn how you use transit, what is and what's not working for you in our current system, and what's important to you as we develop our future transit system.



Public engagement is one part of the planning process integrated with a technical engineering component. In Phase One, the project team’s technical process included research and analysis in the following areas:

- **Current use:** Looking at the data around the use of the current transit system, and gathering and analyzing data on how Winnipeggers move around the city. This will identify the frequently used routes and corridors. This allows us to understand how Winnipeggers move today and where the key congestion areas are in the city.
- **Best practices:** Studying best practices and what’s being done in other jurisdictions.
- **Performance assessment:** Looking at service standards and metrics to monitor changes in the transit system against the goals set in the Transit Master Plan.
- **White paper development:** A discussion paper that looks at a variety of transit issues, including how transit networks change as cities grow and what this means in a Winnipeg context.

This information, combined with the feedback from public engagement, is being used to develop transit system options which will be used as building blocks to design the draft the Winnipeg Transit Master Plan. This integrated process is demonstrated in the graphic on the right.



2.0 Engagement goals & objectives

Phase One: *Understand Current Use & Future Vision* was the first of three phases of public engagement for the Winnipeg Transit Master Plan. The engagement process was designed to achieve the following objectives:

1. Build awareness of the Winnipeg Transit Master Plan process and opportunities for public input
2. Understand what is and what's not working for Winnipeggers with the current transit system
3. Identify what is important to Winnipeggers in a transit system for the future

Through the engagement process, the project team heard from members of the public and stakeholders about their experiences with the current system, their vision for the transit in the future, what they value about the current system and what they find challenging about it. Based on this feedback along with the technical work completed in Phase One, the project team will begin to identify potential options for the future transit system. This information will be shared along with other ideas to improve the transit service in the next phase of engagement.

3.0 Public Engagement Techniques

3,461 individuals participated in the first phase of engagement. The following table summarizes each engagement activity and associated participation level.

Date	Activity	Participation
March 15 – April 20, 2019	Online engagement platform	2,857 participants
April 9, 10, 11, 16 & 17, 2019	In-person open houses	116 participants
April 4 – 6, 8, 12 & 13, 2019	Pop up events	160 participants
April 4 – 9, 11, 12, 15 & 16, 2019	Intercept surveys	328 participants

3.1 TECHNIQUE ONE: Online engagement platform

On March 15, the City launched an online engagement platform to provide an opportunity for residents to share their input over a six-week period. The French online engagement platform was launched the following week on March 26. Online engagement provides an easy way to participate for those who are not able to attend in-person events.

2,846 individuals visited the English or French online engagement platforms, and 11 email submissions were received.

3.2 TECHNIQUE TWO: In-person open houses

In April, the project hosted five open houses in different parts of the city, and 116 participants attended these events.

The open houses provided the opportunity for members of the public to learn about the Winnipeg Transit Master Plan process and the engagement program, provide input, and pose questions to project team members.

The locations were selected to gather feedback from individuals in various parts of the city:

- April 9 at [South Winnipeg Community Centre – Waverley Site](#)
- April 10 at [Transcona East End Community Centre](#)
- April 11 at [Seven Oaks Arena](#)
- April 16 at [Sturgeon Heights Community Centre](#)
- April 17 at [Centre Culturel Franco-Manitobain](#)

3.3 TECHNIQUE THREE: In-person community-based events

- **Six pop ups**

Pop ups allowed the project team to meet people where they were, in community spaces. One hundred and sixty (160) participants visited the pop-ups, and we received input from more than 70 people.

These were more informal engagement touchpoints that met Winnipeggers at community centres and public spaces:

- April 4 at [Charleswood Library](#)
- April 5 at [Windsor Park Library](#)
- April 6 at [St. Norbert Farmers' Market](#)
- April 8 at [Elmwood-Kildonan Pool](#)
- April 12 at [Merchant's Corner](#)
- April 13 at [Linden Woods Community Centre](#)

- **Eleven (11) intercepts**

Three hundred and twenty-eight (328) participants interacted with our outreach team, of whom 196 provided input through a short intercept survey.

These were quick touchpoints conducted by an outreach team at various high-traffic locations and traffic hubs throughout the city:

- April 4 at [Seasons of Tuxedo Mall](#) and [Kildonan Place Mall](#)
- April 5 at [Portage Place](#)
- April 6 at the [Health Sciences Centre](#)
- April 7 at [The Forks](#)
- April 8 at [Winnipeg Square](#)
- April 9 at [Harkness Station](#)
- April 11 at [Red River College Notre Dame Campus](#), as well as at the Graham Avenue Mall
- April 12 at [Meet Me At The Bell Tower](#)
- April 15 at [St. Vital Transit Hub](#)
- April 16 at the [Centennial Concert Hall Bus Stop](#)

We chose the locations in a deliberate effort to hear from people with various backgrounds and perspectives. We will continue to reach out to these communities through targeted stakeholder meetings throughout the engagement process. In addition, 12 email submissions were also received from stakeholders and those requiring accommodation.

3.4 Engagement questions

The first phase of the Winnipeg Transit Master Plan engagement program was guided by the overarching question: What should Winnipeg’s transit system look like in 25 years as the City grows?

Within this, engagement questions were grouped in three parts:

Part one: What should Winnipeg’s transit system look like in 25 years as the city’s population grows to nearly one million people?

This question aimed to understand Winnipeggers’ vision for their transit system for the future. Building on themes from OurWinnipeg (2011) and the Transportation Master Plan (2011), we developed the following high-level topics as a starting point to frame the engagement and categorize what we heard from members of the public:

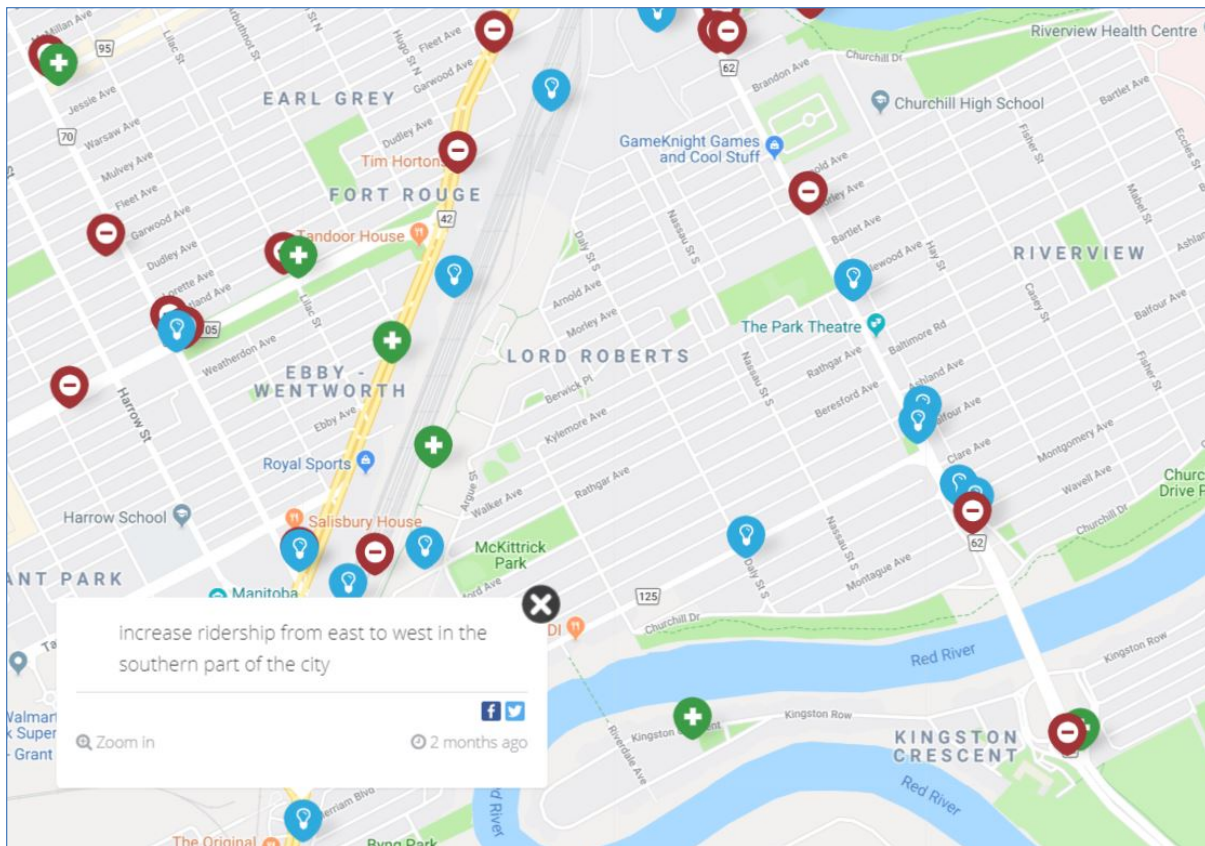
		
Efficient & easy to use	Connected & integrated	Accessible & equitable
Transit that provides frequent, fast service	Transit that offers a variety of ways to get around	Transit that enables people of all ages and abilities to get around the city
Transit that is easy for all to understand, navigate, and use	Transit that is integrated with other transportation options (like cycling, ride-sharing, walking, and driving)	Transit that provides access and opportunity to people who need it most
		
Visionary & sustainable	Affordable	Other
Transit that is forward-looking and supports goals for an active and healthy population with a low carbon footprint	Transit that is cost-efficient for current and future generations	

Using a vision wall (printed for in-person events and a digital equivalent for online engagement), the project team invited respondents to share ideas categorized within these topics on the online engagement platform and via sticky notes in-person at the open houses and pop-ups.

Part two: When it comes to transit in Winnipeg, what is working and not working for you? What are your ideas to improve transit?

This question aimed to understand and identify elements of the current transit system that are working and not working for Winnipeggers, and ideas on how to improve it. That way, the project team could identify areas to focus on during the design of the draft Winnipeg Transit Master Plan.

The project team invited input via separate coloured pinpoints identifying *This Works*, *This Doesn't Work*, and *Ideas for Improvement*, which respondents identified digitally on an interactive map (shown below) on the online engagement platform and on tabletop maps at the open houses. Input was also gathered through the intercept surveys as an open-ended question.



Part three: Demographic and transit user survey question set

This final set of questions was designed to understand respondents' backgrounds to gauge how representative the responses were of Winnipeggers' diverse perspectives, and to gather their transit preferences and user patterns. Questions were optional and based on respondents' preference to self-identify. The questions and responses can be found in the *Analysis & results* section of this report.

3.5 Promotions

The project team created a communications and promotion plan to share information about the project and opportunities for input. This information was shared on the City's website, at in-person events and on the online engagement platform. All program materials were available in English and French.

To promote the online and in-person engagement, communications activities included:

- City of Winnipeg website – The website launched, in both English and French, on March 15 and included a link to the online engagement platform, a complete project timeline, engagement updates, background information about the project, links to related documents, ways to engage (including dates, times and locations for in-person events), FAQs and related links
- News release – A release titled “City of Winnipeg seeks public input for two transit projects” was distributed, in both English and French, at 4:08 p.m. on March 15, 2019, and promoted both the Winnipeg Transit Master Plan public engagement as well as engagement opportunities for the Southwest Rapid Transitway Route Planning project
- Facebook posts on the City’s account with 16,797 followers – Five posts each in English and French from March 15 – April 18, 2019
- Twitter posts on the City’s account with 78,700 followers – 11 posts in English and French from March 15 – April 18, 2019
- Social advertising campaign reach through Facebook and Instagram:
 - Impressions: 924,282
 - Reach: 230,105 people
 - Website clicks: 4,333
- City public engagement newsletter with over 5,600 recipients – Included in two newsletters on March 28 and April 11, 2019
- Newspaper ads – Ads were placed in the following publications:
 - Canstar community newspapers: March 20 and April 3
 - The Manitoban: March 27
 - The Uniter: March 28
 - Senior Scope: March 28
 - La Liberté: April 3
- Digital display network - Ads ran from March 25 to April 20, 2019 on the City’s digital display network featuring 21 high-definition screens installed in 18 high-attendance facilities

3.6 Limitations

There are some limitations to note that are accounted for through the design and delivery of all engagement phases for the Winnipeg Transit Master Plan:

- The engagement materials and activities were delivered in both official languages (English & French). reach cultural communities who speak non-official languages, we will be continuing our targeted stakeholder meetings with groups and organizations supporting these community members.
- Key themes emerging from the first phase of engagement around affordability, social equity and planning with a gender-based lens. These topics will be explored in more detail through targeted meetings and conversations as the project progresses.

4.0 Analysis & results

This section outlines what we heard and learned from 3,461 individuals who participated in our online or in-person engagement activities broken into four sections:

- **What we heard**, providing an overall summary
- **Guiding principles for Winnipeg’s future transit system**, providing values and priorities to inform the Winnipeg Transit Master Plan
- **Areas of focus for the future transit system**, identifying key areas for further analyses and consideration
- **Who we heard from and how they use transit**, providing a snapshot of who informed the Phase One findings

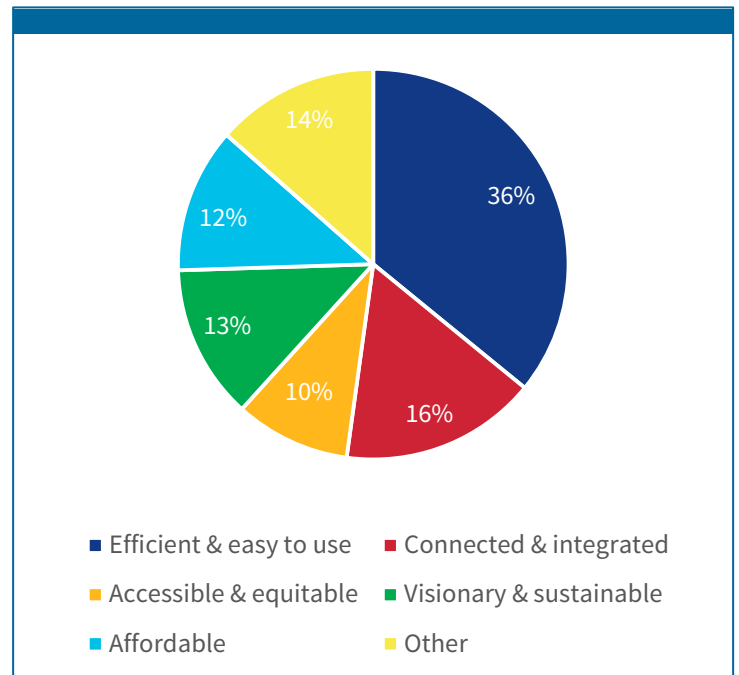
4.1 What we heard

Overall, we heard that respondents would like a transit system that is more efficient, frequent, reliable, and affordable, while also promoting health and safety and environmental sustainability.

When asked for their vision for Winnipeg’s transit system in 25 years, a system that is *Efficient and easy to use* emerged from the responses as a clear priority, as seen in the graph to the right. A strong proportion of respondents want their transit system to be a quick and simple mode of transportation that offers an attractive way to get around compared to other mobility choices. The graph also shows respondents’ desire for transit to integrate well with other modes of transportation.

Almost three-quarters of the people we heard from indicated that they use public transit as one of their main ways of getting around the city. This is much higher than the proportion of Winnipeggers who use transit, overall, which is around one in seven. This means that most of the feedback we received came from people who use and experience Winnipeg Transit on a regular basis, and rely on it to get to work, school, appointments and for day-to-day tasks. The current unpredictability and unreliability of transit services was a crucial and common point.

The most common themes were efficiency, frequency and scheduling, connectivity, and reliability. Respondents want a system that allows them to get around their city quickly and simply, on all days and at all times of the week. To be able to rely on transit as a primary mode of transport, people want to know that buses will arrive and leave on time, and that service will be available not only during peak hours, but also at night and on weekends. People also highlighted parts of Winnipeg’s current transit system that work well, like main bus corridors and frequency of service in higher density areas.



Although these themes were the most prominent, the experiences that respondents shared with us also formed other, more personal stories. People talked about how unreliable buses – arriving early, late, or sometimes not at all – have made them late for work or appointments, left them waiting a long time for the next bus, or in some cases left them stranded and frostbitten in the middle of winter. Some people suggested digital scheduled boards or an app as ways to mitigate this frustration and improve predictability. Others discussed heated shelters and the need for them, but raised concerns that they often don't work or seemed to be turned off. Some individuals also spoke to needing transportation options to get to jobs that weren't nine-to-five, Monday to Friday, stating they often have to pay for cabs or have encountered unsafe situations at night. Some suggested that transit should be made more affordable for everyone or certain groups, while others feel that costs are fair and support improvements to the system.

“At night time when I'm done work and am bussing downtown, only one of the four 11s go all the way to unicity, this means that I often have to wait 30-60 minutes downtown for my bus. In the winter I have gotten frost bite multiple times waiting for the bus and also have encountered dangerous situations as a women waiting for the bus at night.”

“I would like to be able to get to where I'm going on time and make other arrangements instead of waiting for a bus that doesn't feel like showing up at all, and also be able to find an appropriate place to wait the extra hour if I need a specific bus.”

Experiences with – and priorities for – Winnipeg's transit system vary from person-to-person. Geographies, schedules, incomes, levels of ability, and family status all affect what people would like to see in their transit system for the future. Themes of equity and affordability emerged often. What we heard from people who are dependent on transit as their only way to get around was often different from those who use transit as an alternative kind of transportation. These themes were also different from what we heard from people who currently don't use transit at all. The themes that emerged from this engagement show a broad consensus on what respondents want their system to look like in 25 years, but agreement on specifics and how to get there was not unanimous.

It is important to recognize that simply because fewer comments went into a theme does not mean that it is less important, or that it will not be considered in the development of the Winnipeg Transit Master Plan. Both the broad themes and respondents' individual stories will help to shape the future of the City's transit system, and by extension, the city as a whole. While the What We Heard Report provides a summary of the input received, all of the comments and the maps have been shared with the technical project team who will use this information to help inform their planning activities.

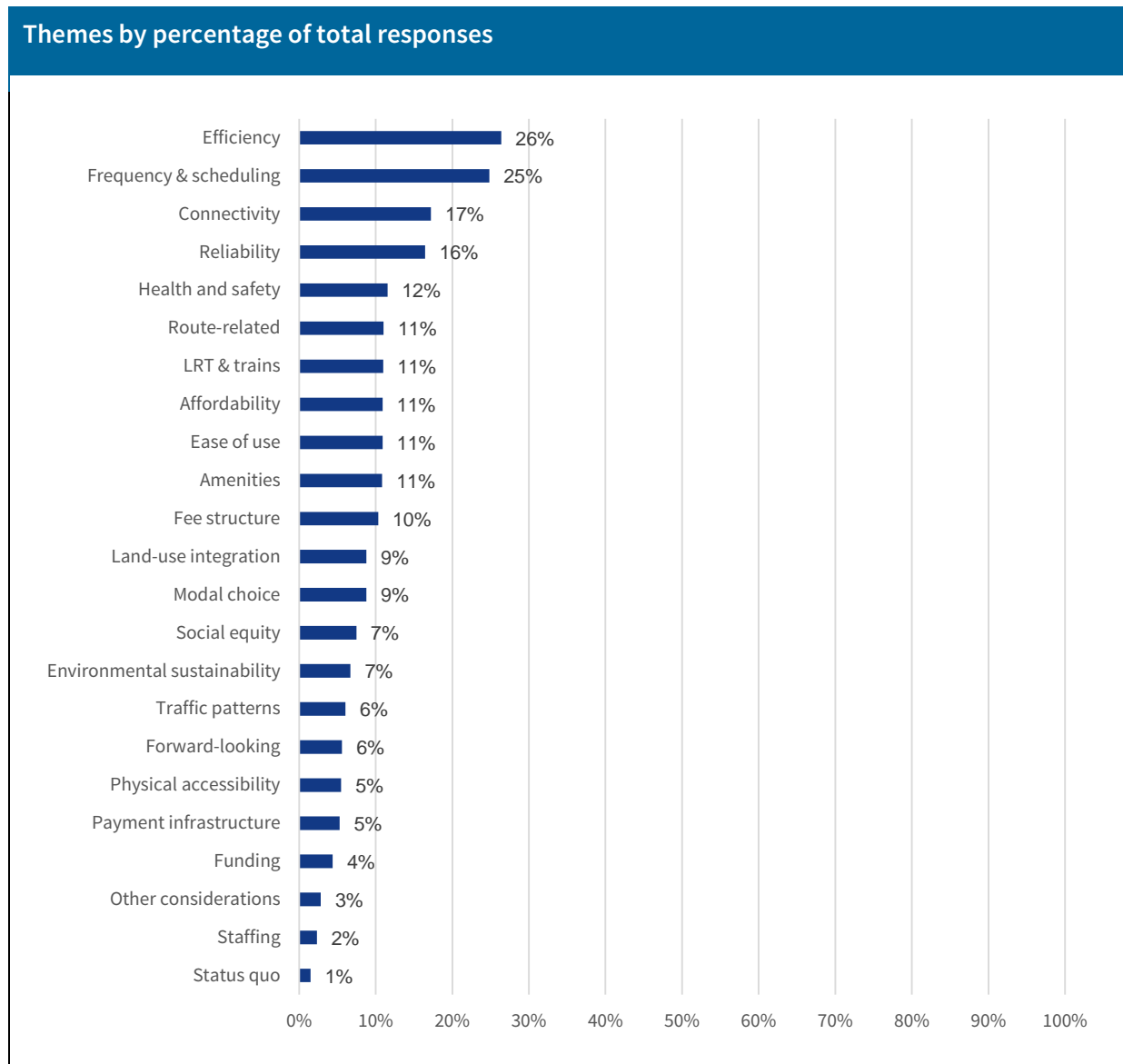
NOTE: To summarize the findings in this section, the project team reviewed and analyzed all comments received from the online and in-person engagement. The team grouped the comments into themes, revised and refined the themes over two rounds and logged the number of verbatim comments that fell within these themes. Comments often fell into more than one theme, which is why percentages below don't equal 100.

4.2 Guiding principles for Winnipeg’s future transit system

This section dives deeper into some of the key themes we heard from respondents on what their transit system should look like in 25 years as the city’s population grows to nearly one million people. The graph below summarizes the themes from this part of the engagement, along with the percentage of comments associated with them (from 1,259 comments on the English online platform, 30 comments on the French online platform, and 261 in-person responses).

These themes reflect the guiding principles, priorities and values that are important to respondents for their transit system of the future. The most common themes were *Efficiency* (26 percent of total comments) and *Frequency & scheduling* (25 percent of total comments). Only one percent of total comments indicated that they would like for the future transit system to remain like the status quo.

Please refer to the [English \(linked here\)](#) and [French \(linked here\)](#) online platforms to view all the ideas gathered from participating Winnipeggers.



The following table describes the themes in more detail.

Winnipeg Transit Master Plan theme and description (percentage of responses)	Summary of what we heard
<p>Efficiency (26 percent)</p> <p>The speed and effectiveness of transit service, especially in comparison to other ways of getting around (like walking, cycling, driving)</p>	<p>Many respondents felt that current transit service simply does not work well to service a growing city. With limited efficiency, transit cannot compete with the convenience of driving. Respondents hoped to see:</p> <ul style="list-style-type: none"> • Transit becoming such an effective way of getting around the city that every person can make it to their destination quicker than by active transportation options or driving • Fewer stops and transfers with more direct routes to service popular destinations • More buses on popular routes to support high transit user rates • Consider making existing routes more efficient. A more corridor-based system that mirrors the street network, with other routes connecting to them as necessary, could provide a more efficient and understandable transit system
<p>Frequency & scheduling (25 percent)</p> <p>When (days of the week and time of day) and how often buses operate</p>	<p>One of the most prominent concerns for respondents was the lack of frequent service across the city. Many transit users are facing long wait times between buses. More frequent buses meant less waiting, and less worry, to arrive at their destinations. Respondents hoped this change would also include:</p> <ul style="list-style-type: none"> • More service for evenings and weekends to make errands outside of work hours/commuting to jobs that aren't nine-to-five easier and hopefully reduce those who may otherwise drive under the influence after a late night out • Some support for reducing frequency of neighbourhood routes in order to increase frequency of high traffic routes for popular destinations and commuting schedules • Higher frequency of service at peak travel times to ensure everyone arrives at work or appointments in a timely fashion

Winnipeg Transit Master Plan theme and description (percentage of responses)	Summary of what we heard
<p>Connectivity (17 percent)</p> <p>Connections between locations (transit hubs, stations, terminals) and types of transit (such as from neighbourhood to frequent or rapid transit)</p>	<p>When it comes to connectivity, respondents felt that it was not easy to get around the city using transit to meet friends, family, colleagues, and take care personal errands. This was due to poor connections between destinations and a lack of infrastructure, such as Park and Rides, to support connection to the transit network. Respondents felt connectivity could improve with:</p> <ul style="list-style-type: none"> • Seamless connections between all routes and types of transit such as connecting from a local neighbourhood bus to a major rapid transit route • Ensuring connecting buses are planned and scheduled thoroughly to allow all transit users to make connections efficiently • Routes that connect all areas of the city, allowing people to use transit as their primary and desired way of exploring their city and completing daily tasks • More Park and Rides to better serve more disconnected areas and ensure that everyone can access them, regardless of the neighbourhood they live in
<p>Reliability (16 percent)</p> <p>How transit service operates in all conditions (including snow) and how well it keeps to a schedule</p>	<p>Respondents emphasized that they cannot be late for work, school, or appointments, and this is a common cause of frustration with current transit service. With intense and constantly varying weather, respondents want transit to be something they can count on to show up and be on time so they can make it to their destination when they need to and not be left waiting, especially in inclement weather. Some desired improvements included:</p> <ul style="list-style-type: none"> • Buses that follow their assigned schedule to arrive on-time and reduce wait times • Buses that consistently and reliably arrive every day at their scheduled time • Bus schedules that are planned appropriately to operate reliably in all types of weather, and schedules are only modified during emergencies or unexpected situations • A digital schedule board and app or website that provides accurate, live updates of bus arrival and departure times for all users to stay informed in the event of delays

Winnipeg Transit Master Plan theme and description (percentage of responses)	Summary of what we heard
<p>Health & safety (12 percent)</p> <p>How transit service relates to the health, well-being, safety, and security of its users and staff</p>	<p>When respondents use public transit, they want to feel safe, secure, and hygienic -- not only for themselves, but also for the staff and other passengers on board. To improve this, respondents wanted:</p> <ul style="list-style-type: none"> • Regularly cleaned buses and stops to prevent health and sanitation hazards • Bus service that prohibits disorderly or dangerous people to board • Increased security presence on routes or at stations, as well as driver shields or security cameras on board • Safer and less hazardous bus and station design such as steps to board and exit the bus and safer access to bus stops (particularly in low temperatures and deep snow) • Enforced smoking and drug use bans on routes and at transit stops and stations
<p>Route-related (11 percent)</p> <p>Changes or vision for specific transit routes or regarding specific locations</p>	<p>Respondents shared a number of ideas to improve specific routes and their vision on how to improve the routes they frequently use. These changes include:</p> <ul style="list-style-type: none"> • A wide-range of suggestions for specific routes and stops, including increased or expanded service to underserved and lower density areas of the city • Better service to the airport and ability to easily access transit including the ability to buy tickets at the airport • Reliability • Health and safety concerns
<p>Light Rail Transit (LRT) & Trains (11 percent)</p> <p>Transit that incorporates light-rail, trains, or other rail-based transit infrastructure</p>	<p>When it comes to transit, respondents want speed and convenience, something that many believe comes with LRT & trains. With other major cities across the world utilizing LRT & trains, respondents want their city to jump on board and create a dynamic, interconnected system of transit. This includes:</p> <ul style="list-style-type: none"> • Utilizing the old rail lines for LRT or transit-orientated trains (rather than freight) • Creating an interconnected network where users can more conveniently connect from their neighbourhoods by bus to an LRT or train to speed up their commute • Provide cross-city service and stations at key destinations to support local traffic and tourism • Utilizing LRT & trains as a more forward-looking option over bus rapid transit that would bring many positive economic, social, and environmental impacts to the city

Winnipeg Transit Master	Summary of what we heard
-------------------------	--------------------------

Plan theme and description (percentage of responses)	
<p>Ease of use (11 percent)</p> <p>How simple and straightforward it is to use transit services, including wayfinding</p>	<p>Respondents want more simple transit and wayfinding to ensure all individuals can make their way around the city with ease. To make transit easier to use respondents want:</p> <ul style="list-style-type: none"> • Simple and easy to understand transit infrastructure which includes signs, maps, mobile apps, and websites • Clear route explanations and bus numbering to ensure all riders know which route and direction they are going in as well as the end destination (e.g., need to get on the ‘right’ 16 to get to your destination) • Easier to use payment infrastructure such as being able to use debit or credit cards on board or easier ways to load Peggo cards (not enough locations)
<p>Affordability (11 percent)</p> <p>The cost for people to use transit services, and how realistic it is for people with higher or lower incomes</p>	<p>Not everyone can afford public transit at its current rate and respondents want to change this to make sure every individual has access to transportation regardless of their income. They also wanted reduced fares to entice more people to utilize the transit network. Some suggestions for creating a more affordable system included:</p> <ul style="list-style-type: none"> • Lower transit fares for everyone to make transit more competitive with driving • Lower transit fares so every individual can afford transit • Fares that reflect the level and value of service (comparing fares to those charged in other major cities with more advanced transit systems) • Free transit service on some days such as weekends or Sundays when there is not commuting traffic or even permanently to entice all Winnipeggers to use transit as a more affordable option rather than paying for a car
<p>Amenities (11 percent)</p> <p>Transit service- and station-related comforts and features</p>	<p>Respondents don’t just want convenience and efficiency; they also want comfort and amenities to make their transit experience more enjoyable. Some amenities improvements included:</p> <ul style="list-style-type: none"> • Improved and more comfortable bus shelters, including heated shelters for inclement weather • Some users enjoy and would like Wi-Fi and charging stations on buses and at stops; others found it to be unnecessary and costly • Bike racks on all buses and lockers at stations to make it easier for users to integrate bike travel into their bus routines • Accurate, live-updated digital schedule signs

Winnipeg Transit Master Plan theme and description (percentage of responses)	Summary of what we heard
---	--------------------------

<p>Fee structure (10 percent)</p> <p>How transit fees are structured (such as single fares, day passes, monthly passes, transfer windows, discounts) and financial incentives for using transit</p>	<p>We heard a range of suggestions to help make way the way Winnipeg Transit charges fees more efficient and fair. While some related to affordability, suggesting discounted or free fares, others covered topics like transfer windows and the types of passes that are available. Some of the changes respondents would like to see for transit fee structures are:</p> <ul style="list-style-type: none"> • Discounts for certain groups (such as people with disabilities, people with low income, or children), though others believe fares should be equal or free for everyone • A sliding scale based on income level to ensure transit is affordable for all • Transfer fares that last longer to ensure buses can be caught in time, especially when they are late or no shows, to prevent transit users from having to pay a second time to arrive at their destination • Distance-based charging, where cost is based on the distance or number of stops traveled • Restructured fare offerings, including better options for all-day, multi-day (2, 3, 4 day), weekly and seasonal travel, as well as monthly passes • U-passes (university/college passes) during summer months for students still attending classes on campus
<p>Mobility choice (9 percent)</p> <p>The use of multiple types of transportation (transit, walking, cycling, driving) to get from one place to another, and how those modes integrate with each other</p>	<p>Respondents want their means of travel to integrate together for seamless trips across the city. Regardless of whether they are biking, walking, driving, or utilizing transit, they want all transportation options to work in tandem. This includes:</p> <ul style="list-style-type: none"> • Infrastructure that supports all distances of trips, for people of all needs and abilities (age, mobility, income levels) • Quick transit options for both long and short trips • Improved network of sidewalks and bike lanes with transfer points to transit • Bike storage options
<p>Integration with planning and development (9 percent)</p> <p>How transit integrates with land use and transportation planning</p>	<p>Respondents did not feel that their communities had been integrated into transit planning, further reducing the efficiency of the system. They also felt there was a variety of ways to improve planning and development to better support transit on roadways. This includes:</p> <ul style="list-style-type: none"> • Communities that are designed to support efficient transit systems, with higher density or car-free zones • Repurposing existing road space (including street parking) with space re-allocated to high occupancy vehicles (HOV), transit, bike lanes, or sidewalks • Park and Rides or bike lockers at transit hubs to support multi-modal trips

<p>Winnipeg Transit Master Plan theme and description (percentage of responses)</p>	<p>Summary of what we heard</p>
<p>Social equity (7 percent)</p>	<p>Winnipeggers come from all different backgrounds. Respondents want to make sure</p>

<p>How accessible transit services are to various demographics</p>	<p>transit is accessible by every demographic regardless of where or who they are. Respondents felt:</p> <ul style="list-style-type: none"> • A transit system should reach everyone, including more remote or disadvantaged communities or demographics • Cost was a barrier in terms of social equity and limiting opportunities for those who may depend on public transit the most • Broader service hours are needed for those who don't work nine-to-five to be able to use transit to commute • Fair treatment and equivalent service is needed for people from all regions of the city (downtown and suburbs) • There is some conflict for space between strollers, wheelchairs, and walkers as well as use of priority seating; better education of users and more active management by drivers could help mitigate this
<p>Environmental sustainability (7 percent)</p> <p>The ways that transit service and infrastructure interacts with the environment, including emissions and the use of sustainable technology (such as electric buses)</p>	<p>With an increase in concerns related to climate change, respondents want to make sure the environment is always considered. An increase in transit users could reduce the number of cars on the road and decrease emissions to help protect the city's environment. They also felt:</p> <ul style="list-style-type: none"> • An increased use of environmentally sustainable or 'green' technology, such as electric buses or light rail, could benefit the city • Being a leader in this area could set an example for other growing cities around the world • A greener Winnipeg as a whole would come from fewer private vehicles and more transit or active transport use
<p>Traffic patterns (6 percent)</p> <p>Changes to traffic or road-use rules, including restrictions on private vehicle access</p>	<p>Respondents wanted to see changes in traffic and road use to better support transit efficiency including:</p> <ul style="list-style-type: none"> • Smart or controlled traffic lights to support faster bus movement • No-car zones in some parts of the city • Street parking bans on all roads except residential areas • Ensuring cars were not parked on major transit routes during peak times and providing transit priority in traffic • Simplified traffic rules and signage, including facilitating turns for vehicles

<p>Winnipeg Transit Master Plan theme and description (percentage of responses)</p>	<p>Summary of what we heard</p>
---	---------------------------------

<p>Forward-looking (6 percent) Ways in which transit can affect the future vision of Winnipeg</p>	<p>Transit in Winnipeg will continue to evolve over the next 25 years. As Winnipeg reaches the one million population mark, respondents want transit to be an integrated part of the vision for the city’s future. This includes:</p> <ul style="list-style-type: none"> • A transit system that is fully integrated with the city, and that meets its needs for years into the future • Transit with enough capacity and efficiency to support Winnipeg’s growing population • Future transit that learns and adopts from cities with world-renowned transit systems to become more efficient, including LRT & rail use • Including electric buses and environmental considerations in future plans for transit to ensure environmental concerns are addressed for a growing population
<p>Physical accessibility (5 percent) How easy or difficult it is for people, including those with mobility challenges, to access transit services</p>	<p>Respondents have their own specific needs when it comes to accessibility. Transit was seen as needing to address this so every person regardless of their mobility or location can access public transit. Some changes transit users hoped to see were:</p> <ul style="list-style-type: none"> • Bus stops within reasonable distances of home and common destinations (like schools and grocery stores) • Efficient snow and debris clearing from bus stops to ensure that people (especially those with mobility issues) can get to transit stops and buses • Less space constraints on buses as this can result in competition to fit in mobility devices (wheelchairs, walkers, strollers)
<p>Payment infrastructure (5 percent) How users pay for transit services (Peggo card payment system, mobile apps, cash)</p>	<p>When it comes to paying for transit, users want to make sure there are a variety of, and easier-to-use options to pay fares. Slow payment can cause frustration and impact the timeliness of the bus while also inconveniencing those who need to reload their Peggo cards. Users wanted this improved through:</p> <ul style="list-style-type: none"> • Improved Peggo infrastructure with fewer glitches • Ability to hold all varieties of fare structures (monthly passes, 10x passes) electronically • Faster and more efficient payment on the bus to speed up the boarding process • Credit or debit cards, apps, and pay-by-phone payment methods • More locations to purchase or load Peggo cards

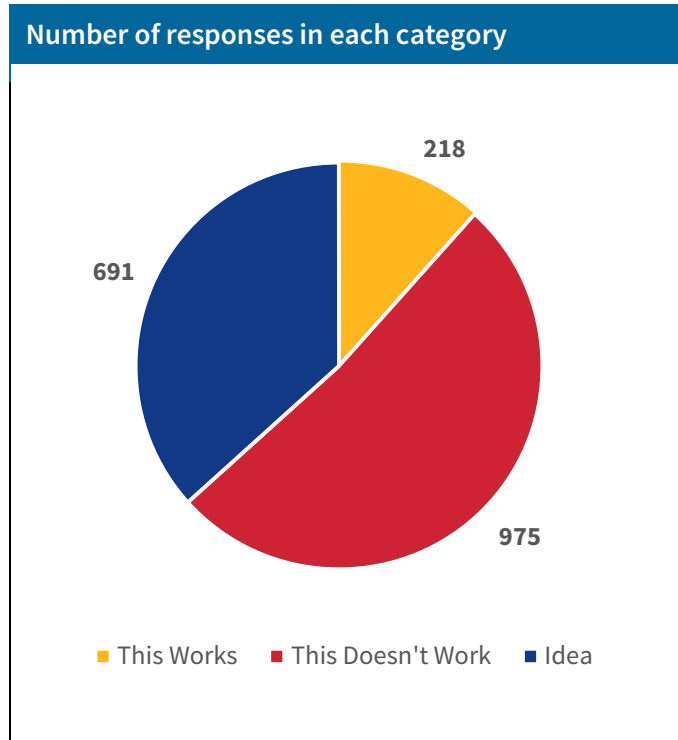
Winnipeg Transit Master Plan theme and description (percentage of responses)	Summary of what we heard
<p>Funding (4 percent)</p> <p>The source of funding for transit services and infrastructure, including taxes</p>	<p>When it comes to transit improvements, respondents know that funding is a large factor. To ensure these improvements can be put into action, respondents thought of options to assist with funding a better transit network; however, they also had a few suggestions to use taxes to make transit more affordable for everyone. These include:</p> <ul style="list-style-type: none"> • Transit that is subsidized further by public funds, allowing for discounts or free service and infrastructure improvements • A tax rebate that incentivizes public transit use • Carbon tax or property tax revenues applied to transit improvements or subsidies • Investing in infrastructure that is sustainable for the long-term, rather than fixing broken or inadequate elements of a system
<p>Other considerations (3 percent)</p> <p>Comments that do not fit into other themes</p>	<p>Many comments were received from respondents whether they were regular or occasional transit users. These comments included:</p> <ul style="list-style-type: none"> • A wide range of comments that did not fit in other themes, including suggestions for more immediate changes, other priorities, and general questions or comments • Some comments expressing disapproval of public transit or Winnipeg Transit, generally, or the Winnipeg Transit Master Plan process
<p>Staffing (2 percent)</p> <p>Regarding employees of Winnipeg Transit</p>	<p>Transit does not run without its employees and respondents want to ensure they have a positive and friendly experience with all drivers and employees when using transit. They also want to make sure employees are treated positively too. Respondents thought:</p> <ul style="list-style-type: none"> • Winnipeg Transit should strive to be a top employer, offering competitive benefits and compensation to attract and retain the best employees • Friendlier and more consistent level of service from Transit employees was needed to ensure a positive experience on every ride • Customer service should be open for more hours to allow all transit users equal opportunity for assistance
<p>Status quo (1 percent)</p> <p>Some or all elements of Winnipeg Transit should not change</p>	<p>Some respondents felt current aspects of the transit system were working adequately and efficiently as is, and hoped these continued to stay the same. This included</p> <ul style="list-style-type: none"> • Non-electric buses, Peggo, transit fares, frequency, scheduling and some routes that are working effectively

4.3 Areas of focus for Winnipeg’s future transit system

This section summarizes what we heard from the 1,884 responses (including 14 on the French online platform) on the City of Winnipeg maps identifying what is and is not working and ideas for improvement with the current transit system. These emerging suggestions can inform areas of focus for the Winnipeg Transit Master Plan.

Referring to the graph on the right, more than half of the map-based responses were regarding aspects of the current transit system that do not work. Approximately one-third of responses were ideas to change Winnipeg’s transit system, and one-tenth of responses highlighted parts of the current transit system that work well.

Please refer to the [English](#) and [French](#) online platforms to view specific location-based comments on the interactive maps, which are being used to inform the technical process.



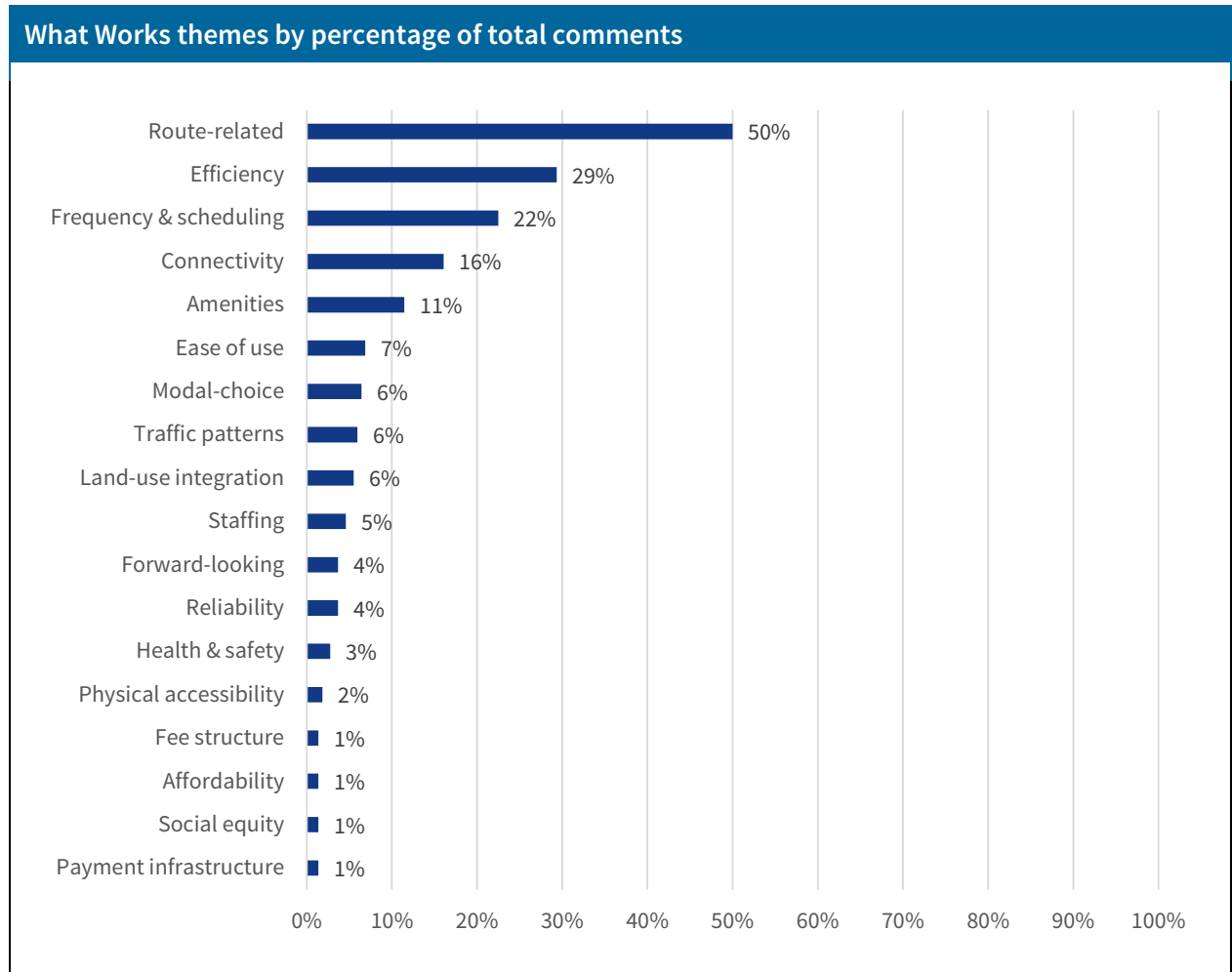
4.3.1 What’s working

When it comes to transit in Winnipeg, what is working for you?

Due to the nature of the map-based exercise, a majority of comments were about what works with specific locations or Winnipeg Transit routes. Others talked more generally about the transit system, or about a specific area without mentioning a route. Many people commented that some routes and transit services work well currently, with good frequency and scheduling and fast, efficient service. In particular, some highlighted feeder routes and rapid transit lines as effective.

// The Portage Express buses really work. They are constantly in use and are often VERY full ... They work so well they should be a model for many other major routes. Portage Express buses provide what we are all looking for - frequent service and arriving at home in a timely manner. //

The following graph displays the themes under *What Works* listed in order of highest to lowest frequency of response.



The themes emerging from the 11 intercepts were ordered slightly differently. They were conducted in high-traffic transit hubs with transit users, and we asked participants the same questions using an open-ended response format rather than a location-based response on a map. Efficiency was the most recurring theme we heard, followed closely by reliable service and connectivity between routes and transportation options. Respondents suggested that Winnipeg Transit is an efficient, effective way to get around and that buses are usually on time. Frequency and scheduling of the transit routes, as well as comments regarding Transit employees, were also commonly heard in what’s working, but they were not as prevalent as in the results of the map-based activities.

“ Leaving on a route that goes to St. Norbert or the University of Manitoba (162/137) does not work during rush hour at 4:30. The buses are completely sardine-full and zoom by, leaving me to wait for sometimes close to 45 minutes for one that will take passengers. ”

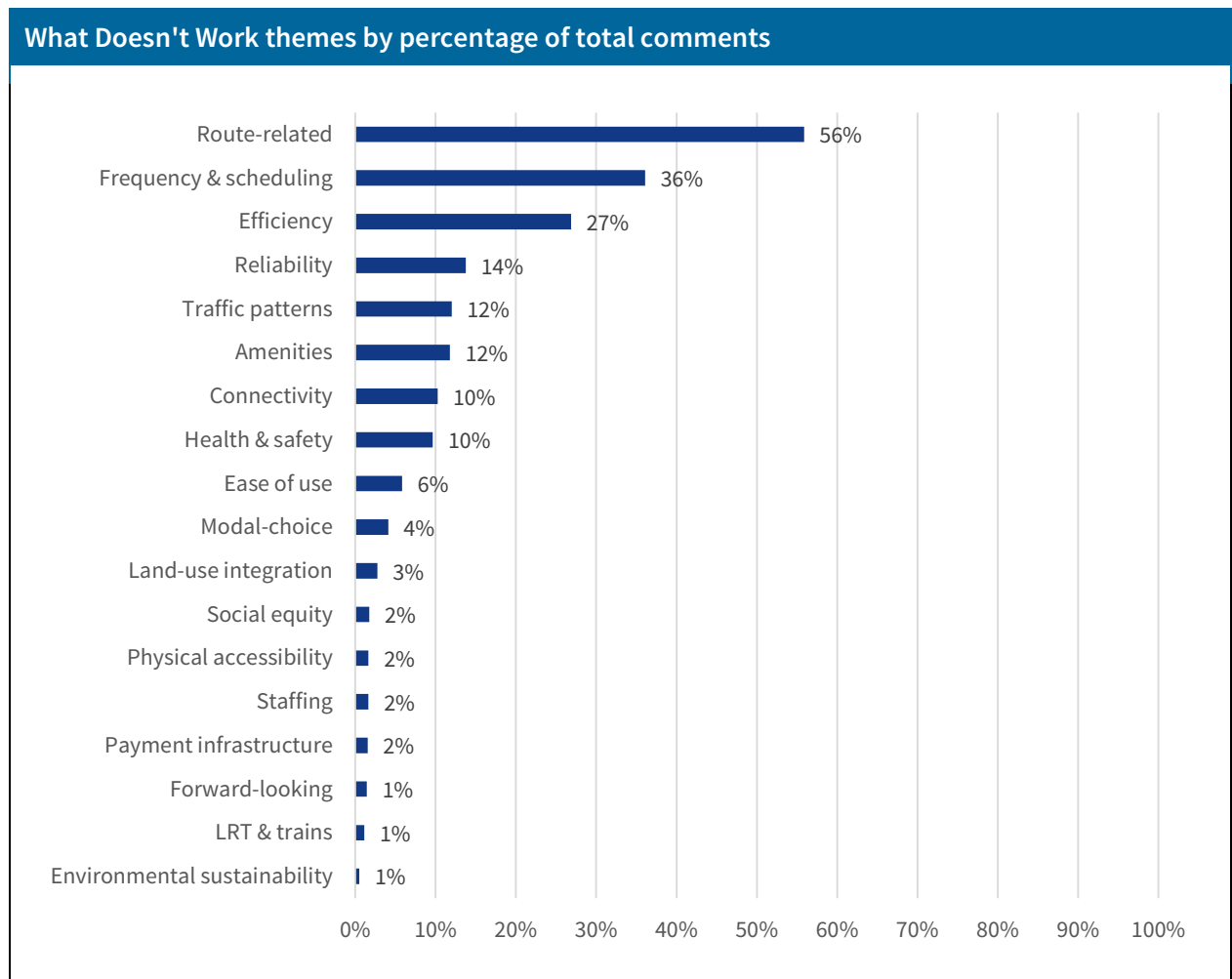
4.3.2 What's not working

When it comes to transit in Winnipeg, what is not working for you?

A majority of responses highlighted what doesn't work with specific routes. While frequency, scheduling, and efficient service were the dominant themes under what is working, they are also the key 'pain points' for what is not working for respondents.

People raised concerns with how often or when buses operated, including routes that are frequently late. Some suggested that increased service could reduce overcrowding on busier lines. Many also said that current service is too slow, not direct enough, or doesn't provide efficient options to get to and from some locations. A large number of these responses also expressed a desire for faster transit, supported by solutions such as bus-only lanes, changes to traffic light timing or stop locations, and enforcement of traffic laws. A need for better connectivity between neighbourhoods and major bus routes and destinations was also a popular theme.

The following graph displays the top 'pain points' under What Doesn't Work listed in order of highest to lowest frequency of comments.



Poor reliability, frequency, and scheduling were the biggest pain points for intercept survey respondents, speaking to buses that were frequently full or late, or both. A considerably higher proportion of intercept comments discussed concerns about health and safety than in the other engagement activities, specifically about youth and women taking transit at night, feeling unsafe on route 16 due to rowdiness, and the disorderly state of some shelters or hubs.



// Please use Union Station as the main hub downtown for all future rapid transit planning. //

4.3.3 Ideas for improvement

What are your ideas to improve transit?


Almost half of the ideas we heard from respondents were about specific routes and locations, as well as suggestions to improve efficiency, frequency, and scheduling of transit.

Ideas ranged from improving Winnipeg’s transportation network as a whole to specific changes for neighbourhood bus stops. A large number of comments discussed aspects of transit-related infrastructure, including stops, buses, payment options (Peggo), and roads to make it easier for people who use and depend on transit. Many suggestions had a focus on enabling those who needed support getting around, such as increasing transit services and moving bus stops to allow those who are transit-dependent to get to grocery stores, schools or other necessary destinations. For the most part, respondents’ ideas drove toward the goal of making Winnipeg’s transit system a more efficient and accessible way to get around all areas of the city, with a focus on improving access to its busiest areas.

The following graph displays the top ideas for improving the current transit system listed in order of highest to lowest frequency of comments.

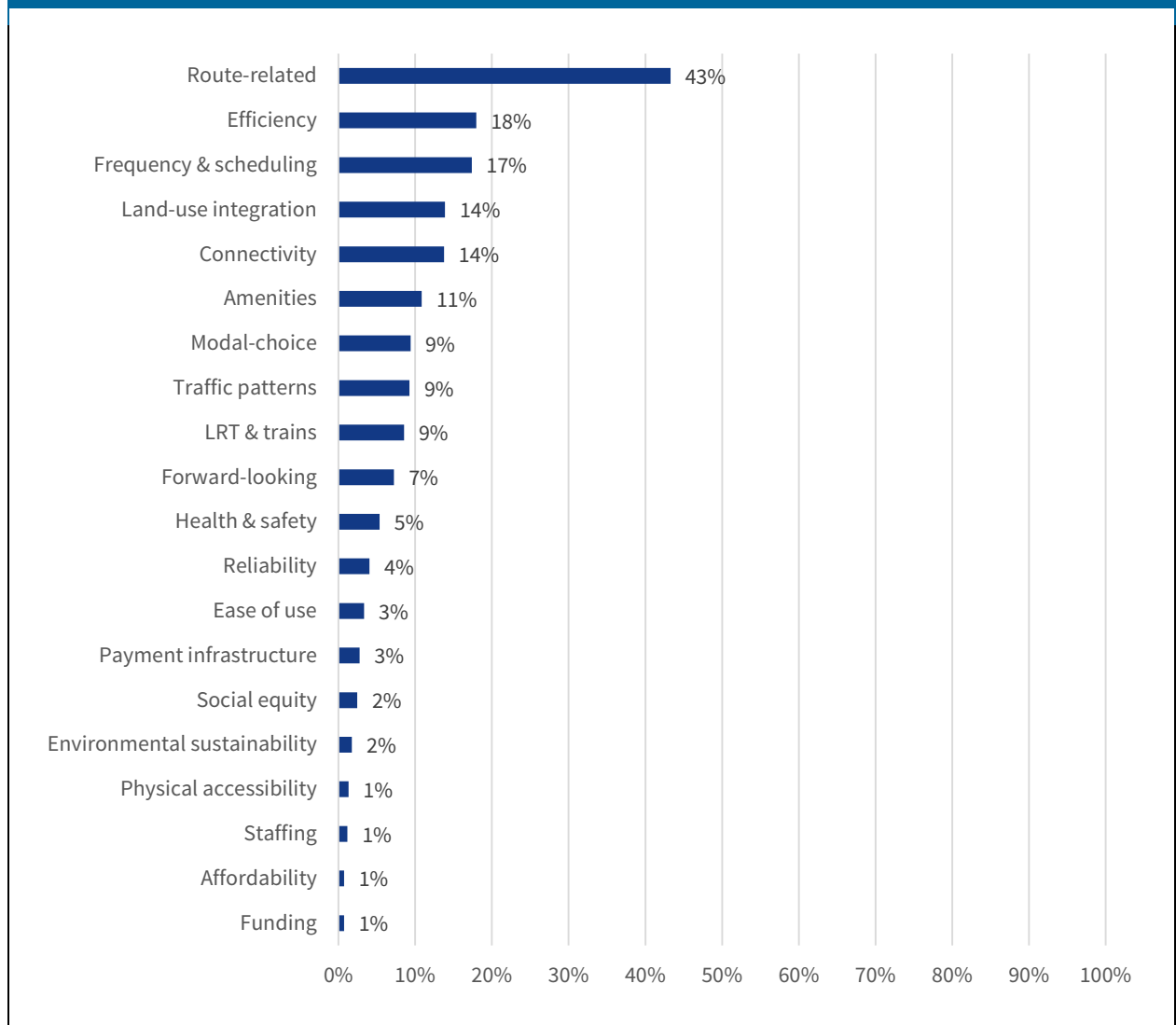


// A transit hub should be part of the redevelopment that allows all buses going across Grant, Taylor, Roblin, Kenaston, Corydon, Academy, etc to all connect together. //



// Have feeder routes through the side streets in St James between Portage and Silver, just like there are in St B and St Vital. A lot of elderly people and families with small children live in the area, and they struggle to get to Portage or Ness to get to routes to go for groceries or to school. //

Themes by percentage of total responses



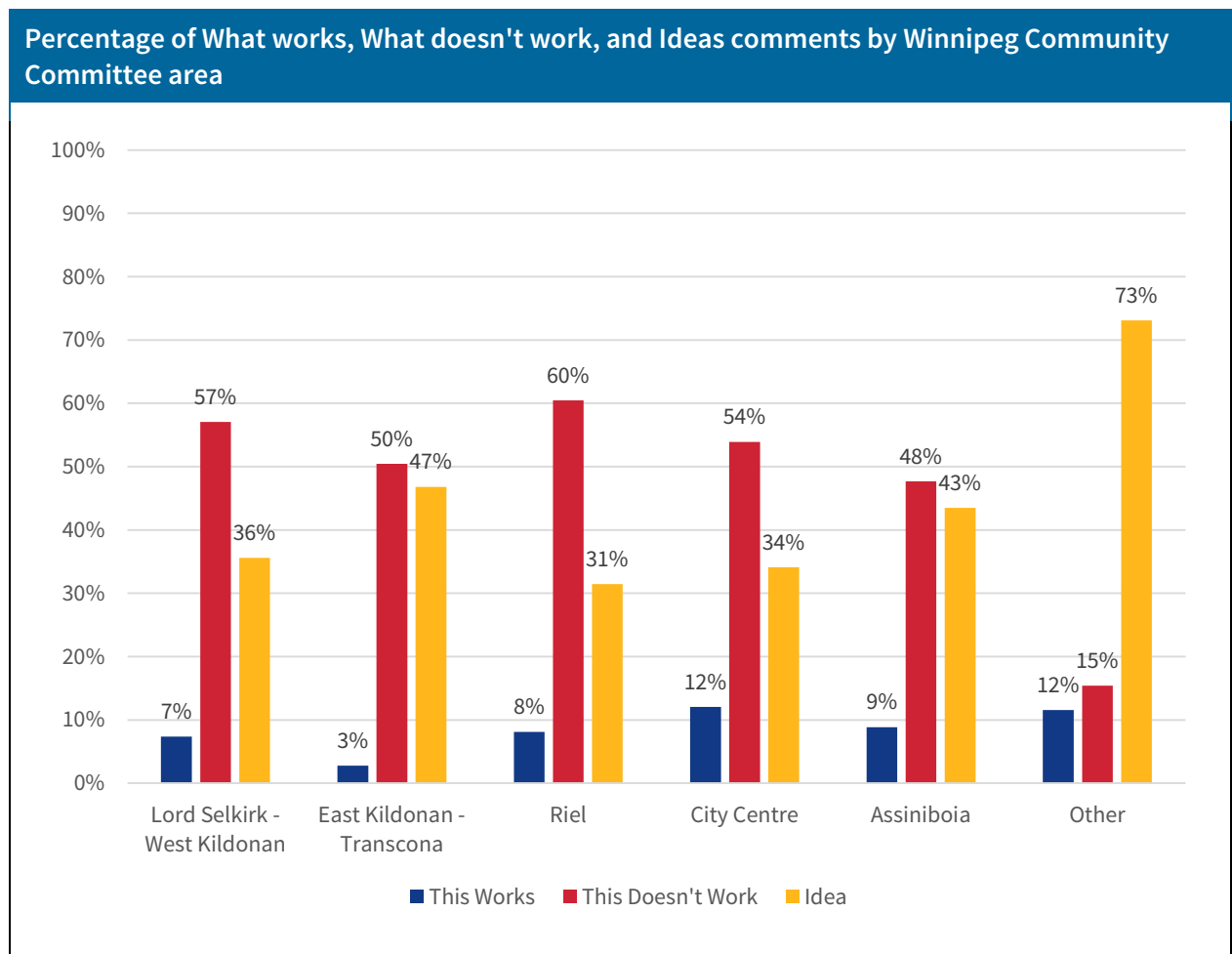
Of the comments submitted by intercept survey participants, improvements to frequency and scheduling of transit were by far the most common, as well as requests for additional routes.

By region of the city

Breaking the map-based comments into geographic regions allows us to compare feedback from different parts of the city. For this report, we segmented comments into the following Community Committee areas, each containing three wards:

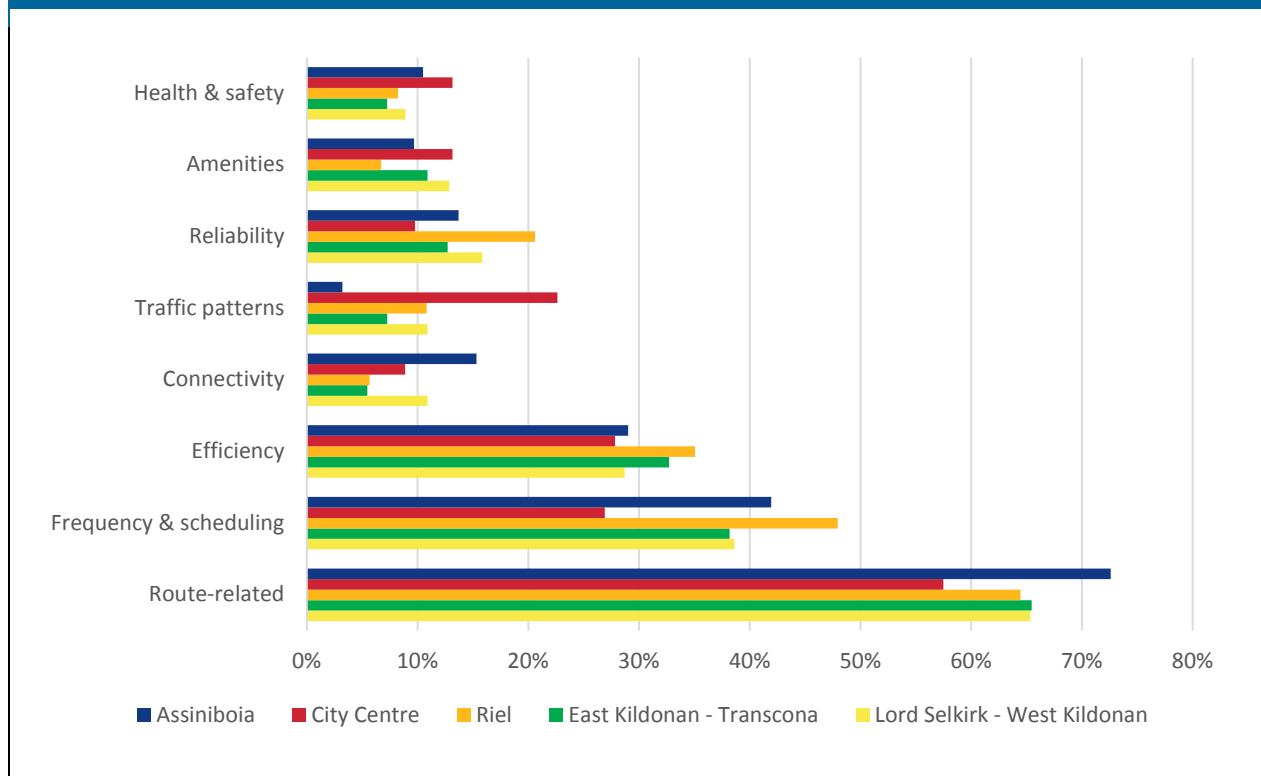
- Lord Selkirk – West Kildonan: Mynarski, Point Douglas, and Old Kildonan wards
- East Kildonan – Transcona: North Kildonan, Transcona, and Elmwood-East Kildonan wards
- Riel: St. Boniface, St. Norbert-Seine River, and St. Vital wards
- City Centre: Daniel McIntyre, River Heights-Fort Garry, and Fort Rouge-East Fort Garry wards
- Assiniboia: St. James, Charleswood – Tuxedo – Westwood and Waverley West wards

The following graph shows the proportion of online and in-person comments for *This Works*, *This Doesn't Work*, and *Ideas for Improvement*, categorized within each area. The sixth category represents comments that were not specific to one of the five areas.



The ratio of *What works* to *What doesn't work* responses varied slightly by region. Within these categories, we further analyzed the corresponding comments for common themes. Route-related comments and suggestions were the most popular theme in each region, mentioning specific transit routes or locations. The detailed comments related to routes are being analyzed by the technical team and will help inform development of options that will be shared for public input in the second phase of engagement. A strong and recurring theme we heard in *What doesn't work* was the lack of an efficient transit system (i.e. fast, reliable, frequent) and the desire to improve this aspect of transit, supported by one-quarter to one-third of all comments pinned on the interactive map. With that, most ideas spoke to improving efficiency combined with better land-use integration, such as having more and faster ways of getting around including active transportation and Rapid Transit.

What doesn't work by Community Committee area



**Note: The graph above does not include the data from the intercept surveys as the questions were not location-specific.*

Within the city's Community Committee areas, we heard a number of interesting ideas and potential areas of focus for the Winnipeg Transit Master Plan outlined in the following tables. These summary points and a few associated comments are listed below within each region to further illustrate what we heard.

Community Committee area: Mynarski, Point Douglas, and Old Kildonan

There were 177 map-based responses that were pinned within this region.

This area, relative to the other regions, had the highest number of comments for *What works* on amenities (23 percent) and traffic patterns (31 percent), while connectivity between routes and other transportation options was relatively lower (eight percent)

- Respondents mentioned improvements in the Garden City Terminal, such as concentrating route stops, Park and Ride options, heated shelters, and reliable schedule information
- Increased service was noted as a need along Notre Dame Avenue as buses serve Red River College and the Health Sciences Centre employment area

Examples of comments:

- *Route 32 and 38 should have a stop in the Garden City Terminal*
- *Despite being a huge employment centre, there are not enough direct routes here from ALL areas of the city*

Community Committee area: North Kildonan, Transcona, and Elmwood-East Kildonan

There were 109 map-based responses that were pinned within this region.

Of all the regions, this one had the highest percentage of comments contributing ideas, and only three percent of comments associated with *What works*. There were also very few to no comments in this area on what's working related to transit frequency and schedules, connectivity between routes and other modes, reliability of service, and passenger amenities.

- Kildonan Place was highlighted in various comments as a hub of activity for transit, but with some needed improvements like a better Park and Ride, better signage and shelters, more frequency to accommodate students and family/elderly users, and more direct routes to Downtown
- Routes over Henderson Highway were described as being at capacity
- Respondents expressed a need for express routes that could service general users and University of Manitoba students

Examples of comments:

- *Have bus routes throughout the east side of the city all connected to "Crossroads Station" at Kildonan Place where Transit users can connect from their bus to the LRT line to reach Downtown or get to the west/south/north or the Airport in an efficient and convenient way*
- *Destroy the median on Henderson and place a RT lane in it's place.*

Community Committee area: St. Boniface, St. Norbert-Seine River, and St. Vital

There were 321 map-based responses that were pinned within this region.

This area had the highest percentage of comments categorized under *What doesn't work*, at around 60 percent of total comments pinned on the interactive map. Some key points included:

- The buses leaving the terminus station from the University of Manitoba are at capacity, which has a trickle down effect in subsequent stops where students have a harder time getting in the buses; increased service and potentially adding more double (accordion) buses were mentioned as improvements
- Respondents mentioned a need for increased service off-peak in the Fairfield Park area; current service is limited and transit users must walk to Pembina Highway or connect at the university for additional options
- St. Mary's Road was mentioned as a key connector between St. Boniface Hospital, St. Vital Centre and potentially the University of Manitoba; increased service during peak times, as well as better lighting and shelters at stops were highlighted as needed improvements
- North St. Boniface was noted as social and cultural area with big connections to the French community; better bus frequency, bike lanes, and some additional infrastructure could make the area a main hub
- DART (Dial-a-Ride) service works well in St. Boniface and St. Vital wards (though some respondents disagree and feel it is expensive and unnecessary)

Examples of verbatim comments:

- *What's the point in even having a stop here when the busses are always full after filling up at the main stop anyways?*
- *The addition of the 183 is great but the limited service means that if you need to get downtown at anytime after the morning rush hour, you need to either walk 15+ minutes to Pembina or bus to the UofM and take more buses from there*
- *Something needs to be improved with this route as South St. Vital is growing so much and this is the major route - for the future we need to think about a bridge or more dedicated bus lanes - expanding the roads etc. to improve the service for this area*

Community Committee Area: Daniel McIntyre, River Heights-Fort Garry, and Fort Rouge-East Fort Garry

There were 607 map-based responses that were pinned within this region.

This area generally received more positive comments than all other regions, at 12 percent of total comments associated with *What works*. It also had far fewer negative comments related to frequency and scheduling, as well as feedback about specific routes than the other regions. Comparatively, it had more comments about traffic congestion.

- Some suggested a Park and Ride at Polo Park
- Comments about Portage Avenue spoke to busses being too busy and passengers often being left behind to wait for the next bus
- Respondents commented on the rush hour traffic in Portage Avenue between Colony Street and Main Street impeding efficient transit
- Comments spoke to the poor design at Confusion Corner – including the underpass, lack of heating, and Osborne Junction being separate from the rapid transit Osborne Station – as well as health and safety concerns
- Graham Avenue was mentioned by respondents as a major transit street with good frequency and route options; however, pedestrian safety measures were noted as being required, and requests for more service to the University of Manitoba during peak hours as busses (such as the 161) are consistently too full
- The Portage and Main intersection were noted as inefficient for transit users due to the restricted pedestrian access
- Union Station was mentioned by many respondents as a historic icon and transit hub for visitors and residents; proximity to the Railway Museum and the growth of The Forks were highlighted as opportunities to make this area transit-focused
- Comments near the intersection of Osborne Street and River Avenue expressed positive feedback in regards to transit connections and wait time, but pedestrian safety was highlighted as a concern
- The intersection of Bishop Grandin Boulevard and Pembina Highway near Plaza Drive was mentioned by respondents as a traffic jam spot with buses arriving closely together increasing user wait time in between

Examples of verbatim comments:

- *Portage Avenue service needs to be carefully evaluated and optimized. There are times in winter when one can stand at a stop seeing full buses go by without stopping.*
- *It always takes forever for buses to get through here going southbound as the intersection is blocked by drivers turning right onto Portage.*
- *Having busses run down Graham is practical and relatively fast. Get cars out of here entirely! Cyclists and busses only.*
- *Any intersection in a major urban area that's closed to pedestrians doesn't work*
- *Taking a historic icon like the Forks and adding a forward-looking LRT station seems pretty ideal!*
- *Make this intersection have an all vehicle stop to allow pedestrians to cross all at once. This would make it safer for pedestrians and motor vehicles to use this intersection at it more efficient rate!*

Community Committee area: St. James, Charleswood-Tuxedo, and Waverley West

There were 260 map-based responses that were pinned within this region.

This area had the lowest percentage of comments associated with *What doesn't work*, at around 48 percent of map-based comments.

- Many comments spoke to the airport needing high frequency, express, or rapid public transit to connect to Downtown and other areas of the city, and suggested building a bus terminal or hub to support this
- Comments along Portage Avenue spoke to the inefficiency (both speed and timeliness) of buses with stops being too close to each other, unreliability and crowdedness of buses along the route (such as the 22), requests for heated bus shelters, and suggestions of features including a digital schedule board for improved predictability
- Several comments spoke to more weekend and evening bus service for those not working nine-to-five to improve safety and minimize costs for cabs to get to work
- Just outside the city's boundary, suggestions including expanding transit service to west of Perimeter Highway and growing rural municipalities (e.g., Headingley)
- Some people praised Ness Avenue for its parallel bike and walking path and frequent and express bus service
- Many people spoke to needing more transit access to the Charleswood-Tuxedo area to decrease the reliance on cars, including the shopping area and business park

Examples of verbatim comments:

- *There should be multiple lines (way more than 2) that service the airport in an express/rapid transit fashion. I could easily see 5 or 6 routes minimum that have express capability from various quadrants of the city*
- *A stop so you can get to Superstore without having to cross a street would really be helpful for those of us who are doing our grocery shopping and using transit!*
- *No common bus for getting to this end of the city [Tuxedo] as a lot of younger people (myself included) work in this area and don't have access to a car, with all this new development Winnipeg needs a bus linking downtown to Kenaston*

4.4 Who we heard from and how they use transit

A snapshot of the Winnipeggers who informed our Phase One findings

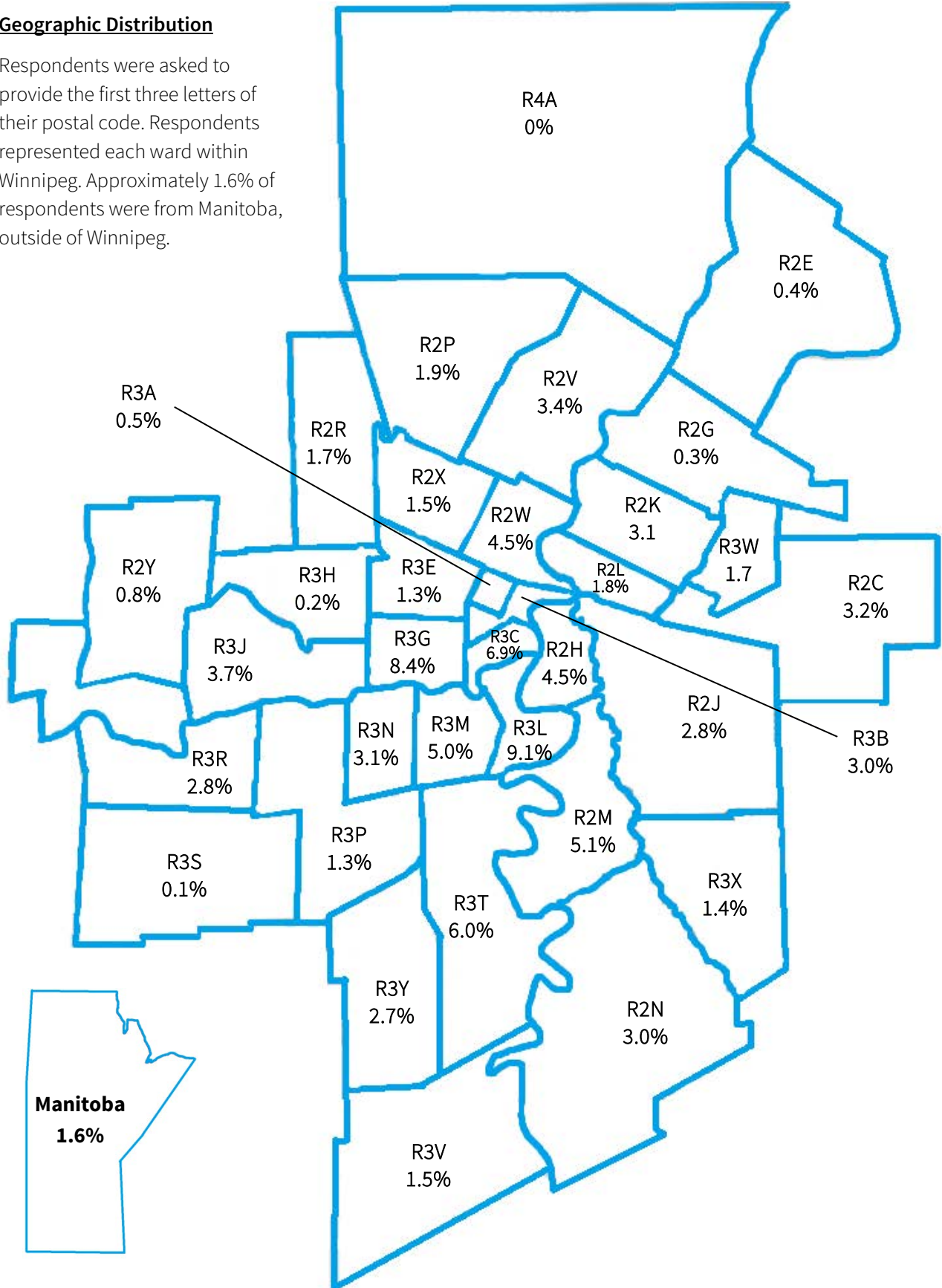
Nearly 1,100 respondents completed the series of elective demographic and transit user questions via the English and French online engagement platform, or through paper surveys at in-person events.

We heard primarily from frequent transit users; those taking transit every day or at least five days a week (almost 60 percent); who use transit to commute to work, for recreation and for day-to-day activities and tasks (68, 50 and 47 percent respectively); and who generally rely on transit services to get around (72 percent). The top destinations for Winnipeggers were typically Downtown around North Main/Exchange and South Portage, to the University of Manitoba and shopping centres such as Polo Park, St Vital, Osborne Village/Corydon and Kenaston. Between these transit users were a wide range of perspectives - from across the city and from different income levels, as well as women (53 percent), and those younger than 34 years old (59 percent) - helping us understanding unique needs and experiences for different demographic groups in getting around the city.

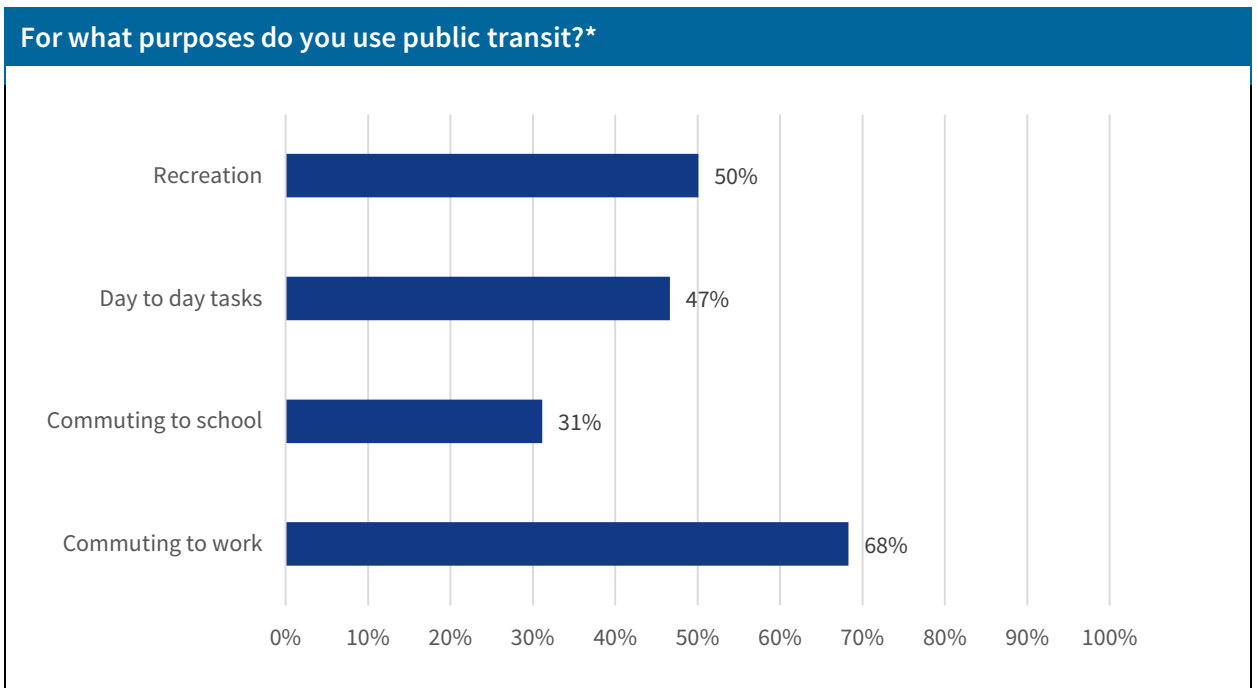
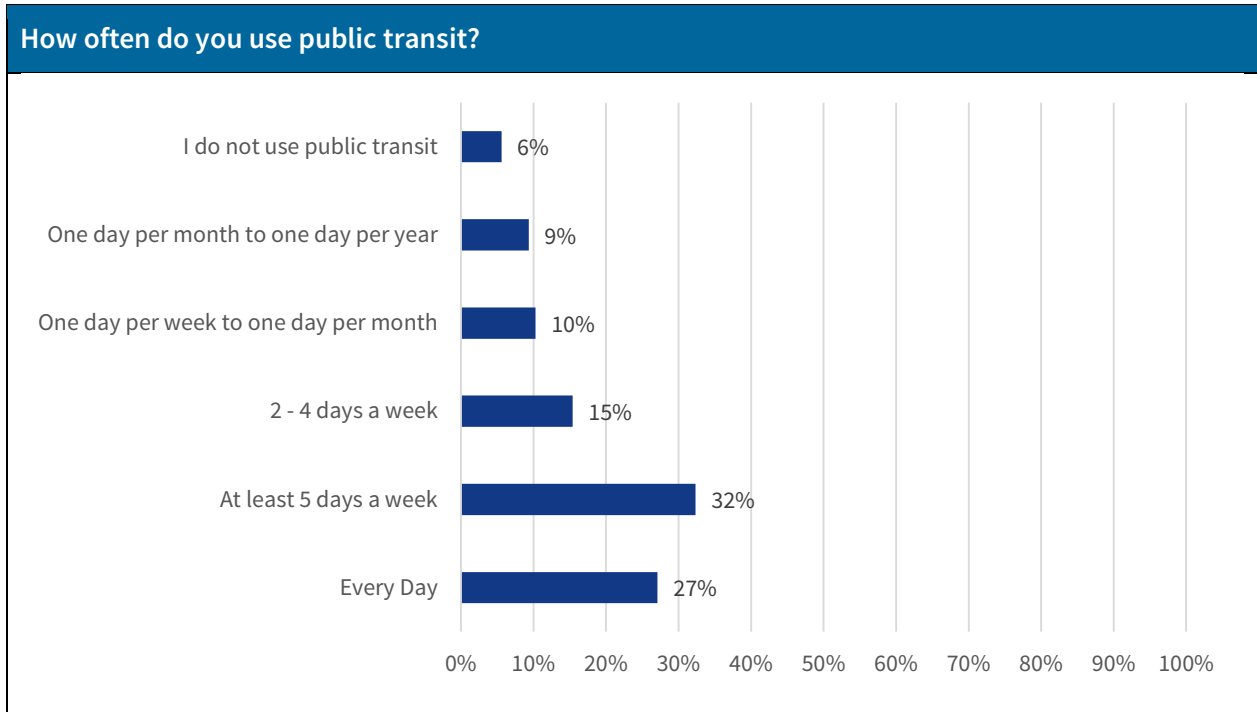
We also heard preferences in the way these users wanted to be able to access transit in the future, such as preferring to walk longer to a bus stop with more frequent service than having a shorter walk to a bus stop with less frequent service. We also heard that a majority of transit user respondents prefer checking the route schedule in advance, and walking and waiting at the nearest bus stop at the schedule time (54 percent) - which is a common approach for three-quarters of respondents - followed by users preferring the ability to walk and wait for the next bus without looking at a schedule (30 percent).

Geographic Distribution

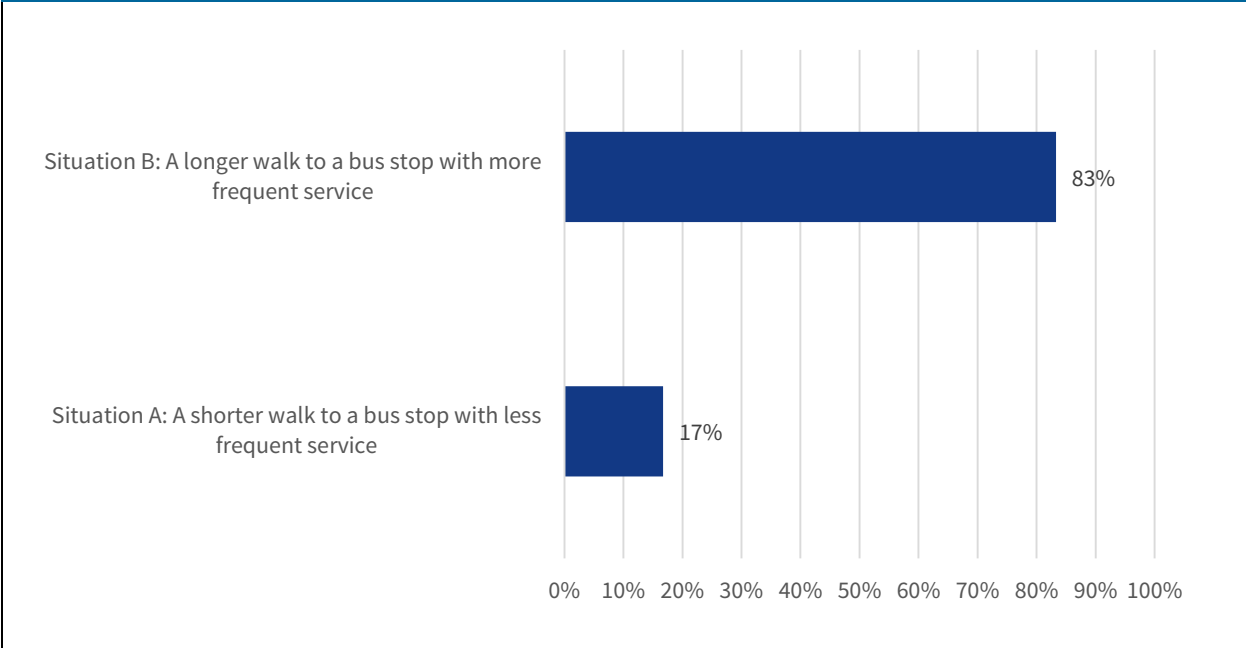
Respondents were asked to provide the first three letters of their postal code. Respondents represented each ward within Winnipeg. Approximately 1.6% of respondents were from Manitoba, outside of Winnipeg.



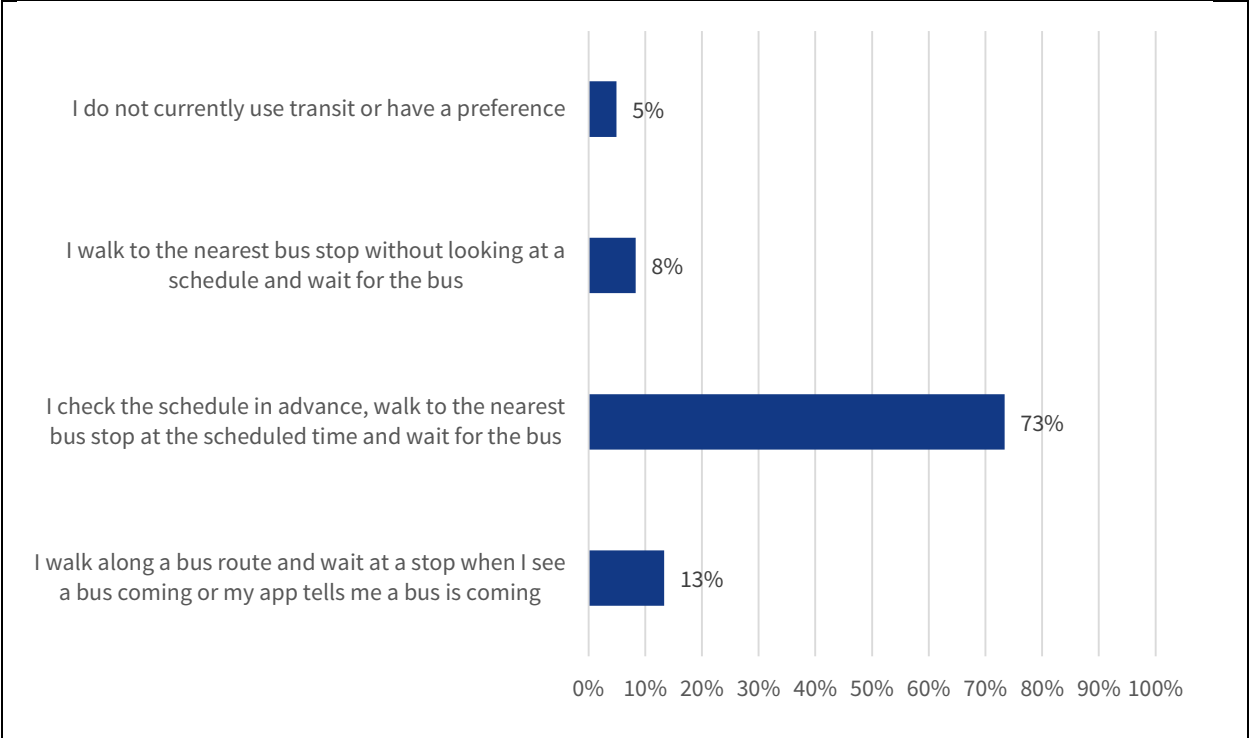
Each of the following figures shows the question we asked and the resulting breakdown of responses. Figures marked with an asterisk* reflect questions which allowed respondents to select multiple responses.



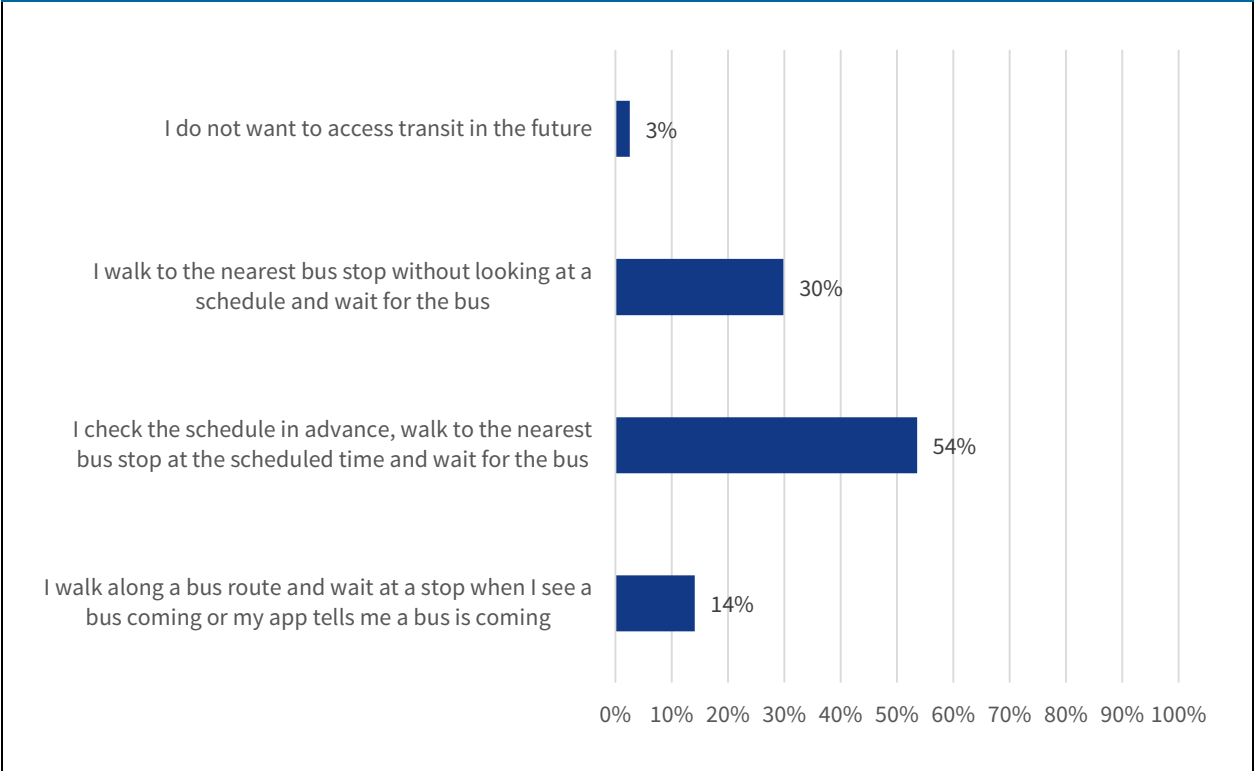
If only one situation can be implemented, which situation would you prefer?



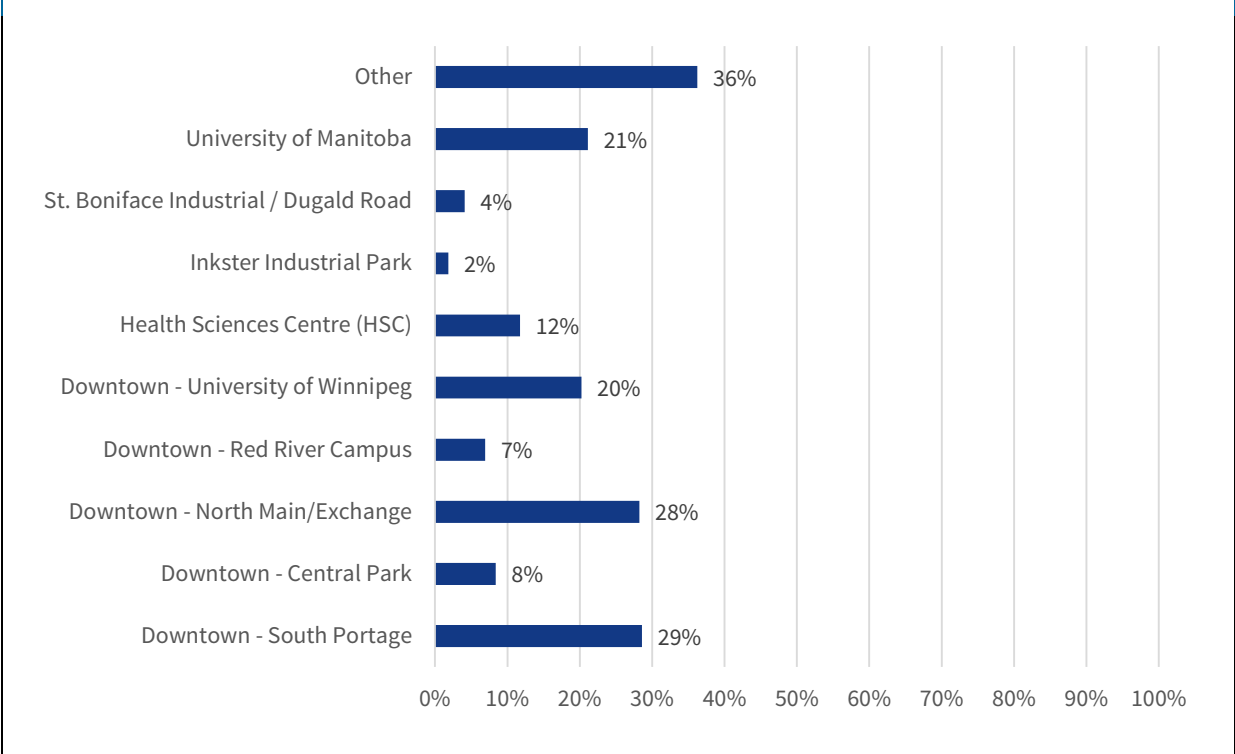
Which behaviour best describes how you currently access transit?



Which behaviour best describes how you would prefer to access transit in the future?

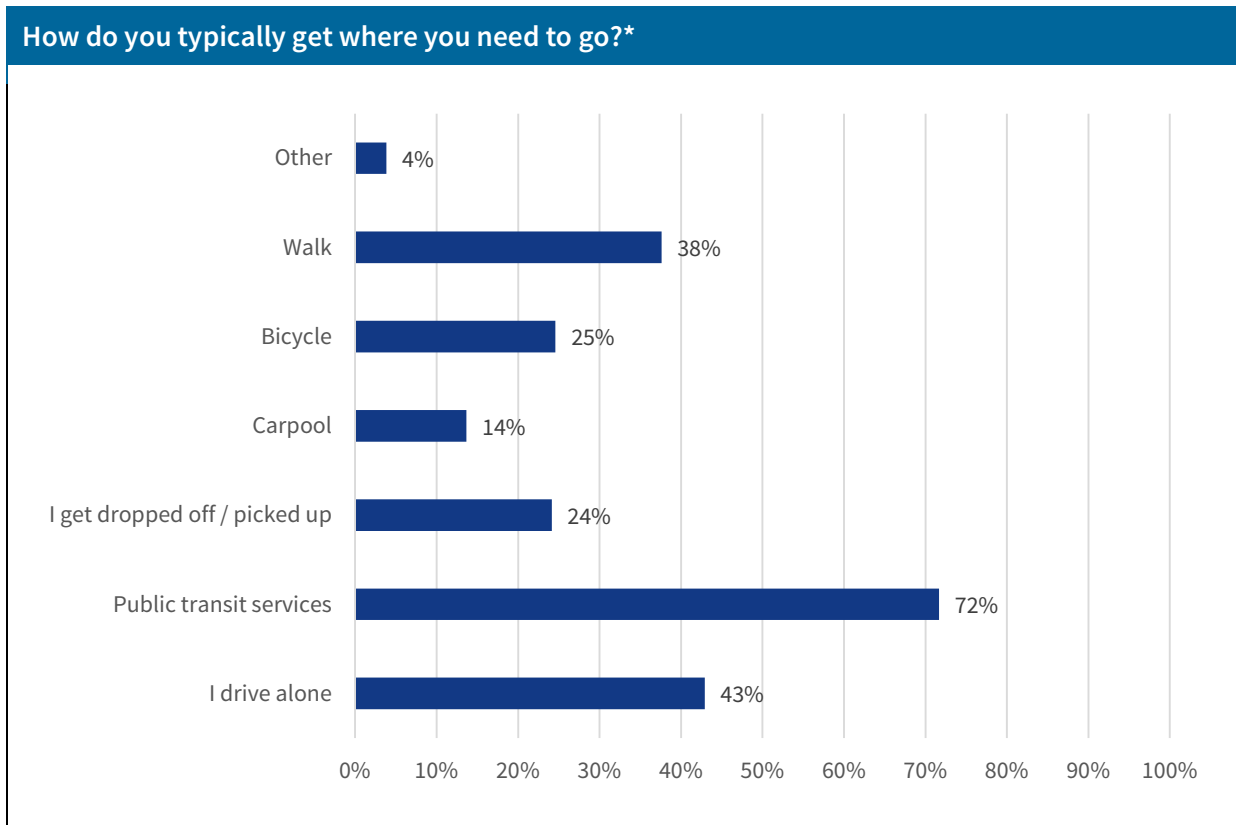


What is your typical destination?*

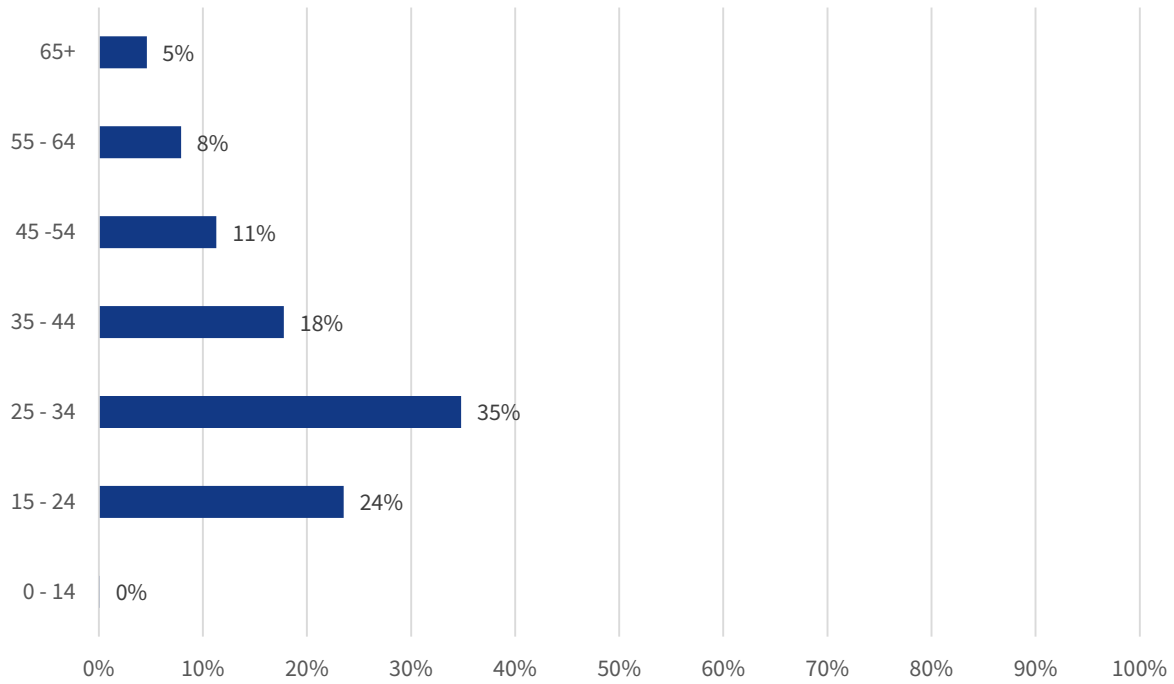


Of the destinations submitted by respondents under the *Other* option, Polo Park, St. Vital (neighbourhood and mall), Osborne Village/Corydon, Kenaston (shopping centre and outlet malls), and St. Boniface landmarks

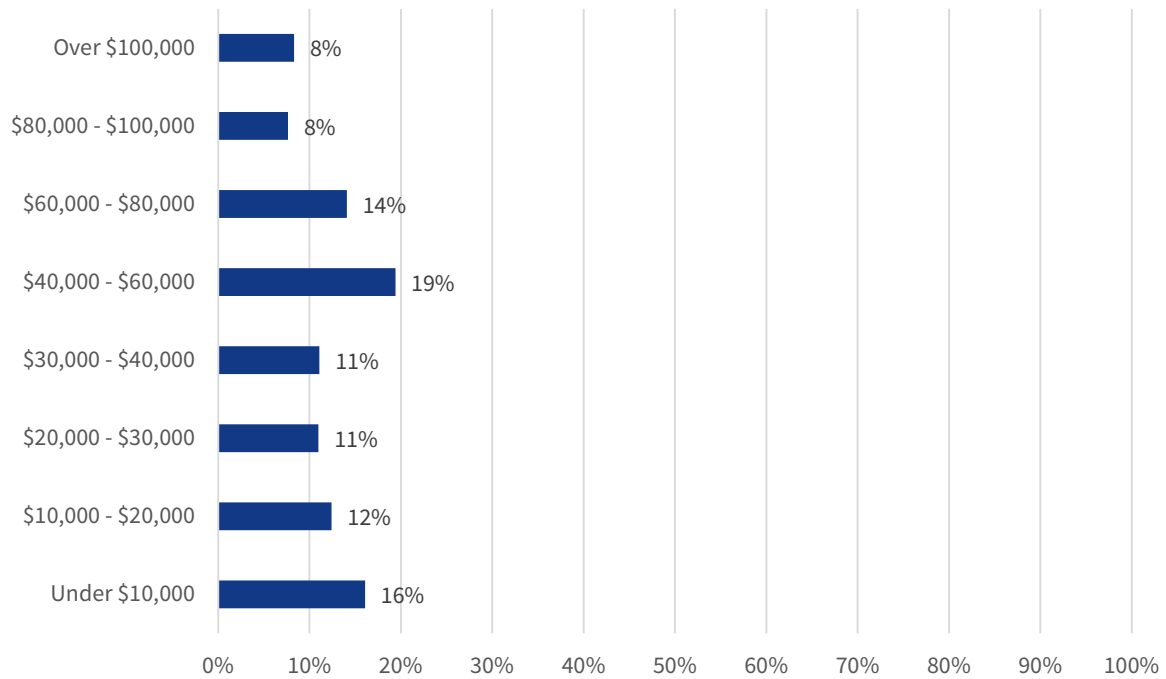
were the most common. Many people also specified certain locations downtown, Health Sciences Centre, and University of Manitoba, which fall under our existing categories. Many people also said the Notre Dame Campus at Red River College, as this was not included as a separate option.



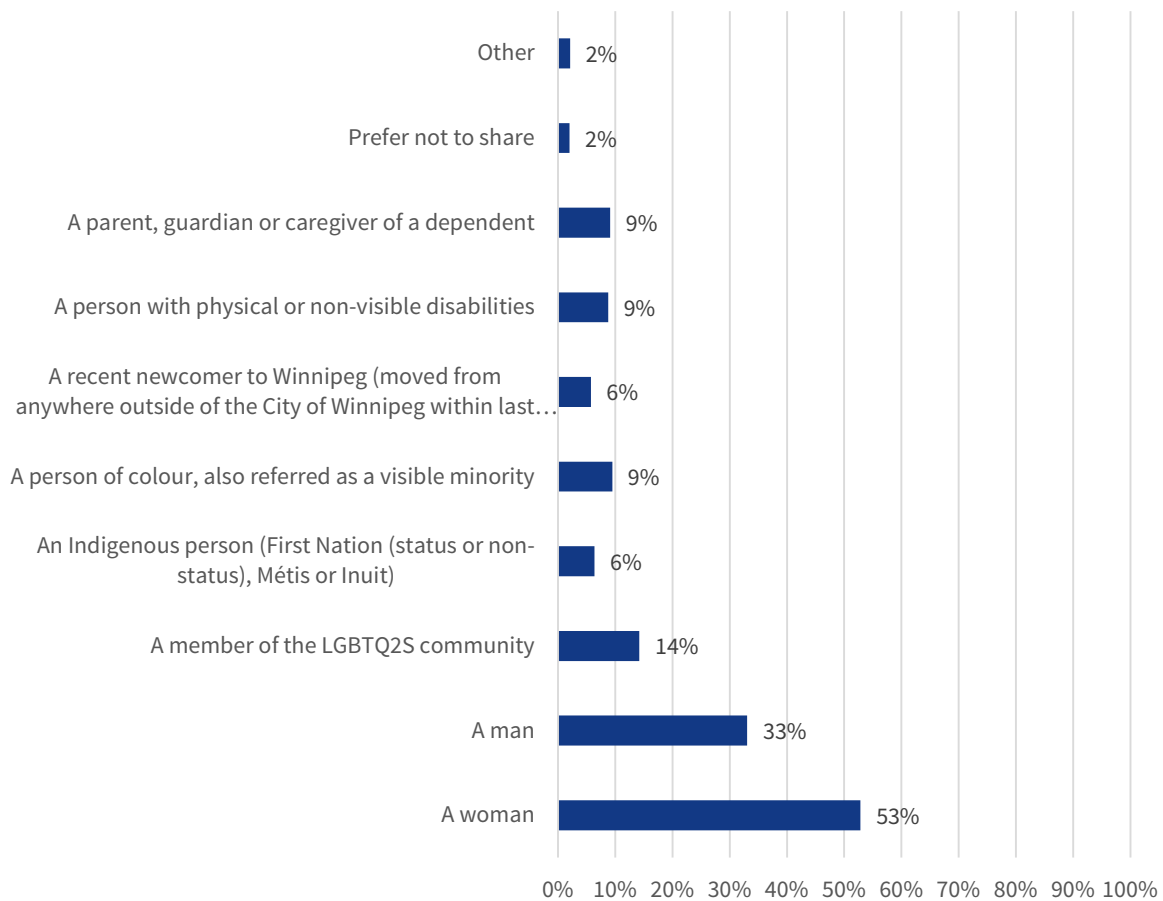
What is your age?



What best describes your individual annual income?



Please self-identify as you feel comfortable



5.0 Consideration of feedback, conclusion and next steps

This first phase of public engagement helped the project team understand what is important to Winnipeggers when it comes to transit – what they want and need to make our future transit system work for them.

This input, combined with the findings from the technical process, is being used to create options and transit concepts that will further inform the development of the Winnipeg Transit Master Plan.

Phase Two of public engagement will launch in fall 2019. The project team will share options and transit concepts for Winnipeg’s future transit system with stakeholders and members of the public to obtain feedback. The information gathered will help shape the draft of the Winnipeg Transit Master Plan. end of 2019.

The final Winnipeg Transit Master Plan and its recommendations will be presented to City Council in early 2020.