
TTC Public Forum On **Accessible** Transit



Tonight's Agenda

- **Introductions**
- **ACAT Update**
- **TTC Accessibility Update**
- **Wheel-Trans 10-Year Strategy Update**
- **Your Questions and Comments**

TTC Public Forum On **Accessible** Transit

Advisory Committee on Accessible Transit

Chair: Jonathan Marriott

Role of Advisory Committee on Accessible Transit (ACAT)

- Represents the needs and concerns of TTC riders with disabilities and seniors
- Advises TTC Board and TTC staff
- ACAT consists of 12 members and 3 pool members
- Has 4 subcommittees



ACAT's WORK

Since its inception on the 19th of May 1992, ACAT has met 383 times. Some of ACATs highlights for 2021 include:

- **The Communications Subcommittee**
 - Met 9 times & discussed 46 different issues, including the new TTC Website
- **Design Review Subcommittee**
 - Met 12 times & discussed 37 different issues, including Platform gap improvements
- **Wheel-Trans Subcommittee**
 - Met 9 times & discussed 40 different issues, including the Wheel-Trans mobile app
- **Service Planning Subcommittee**
 - Met 8 times & discussed 35 different issues, including the Yonge Tomorrow project

Engaging with ACAT

Monthly public meetings

- Webex link on the TTC Website
- Last Thursday of every month
- Public deputations and correspondence welcome

Get in touch:

acat@ttc.ca or 416-393-4111

Become an ACAT Member

ACAT recruits 5 new volunteer members every year in September.

Refer to the TTC Website www.ttc.ca/ACAT for more information on the recruitment process.

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TTC Accessibility Update

Matt Hagg

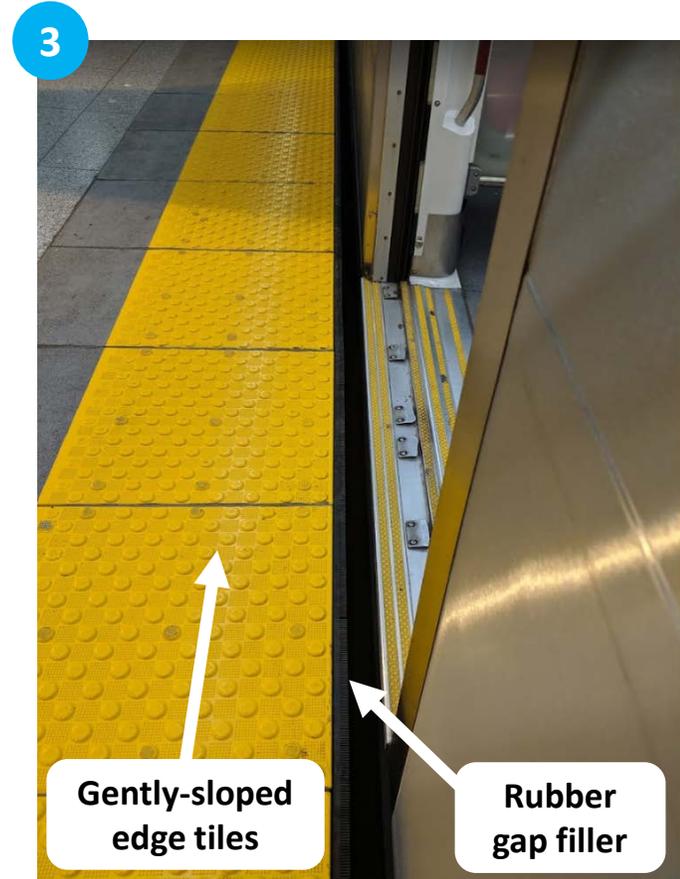
Manager – Customer Policy



Accessibility Update: Subway

What we're doing:

- 1 55 stations are now accessible
 - 2021: Sherbourne and Yorkdale
 - 15 stations under construction
- 2 Working towards all stations accessible
- 3 Reducing platform gaps
- 4 Contactless elevator pilot project:
 - Kipling, Kennedy, Finch, Vaughan and Union



Accessibility Update: Bus

What we're doing:

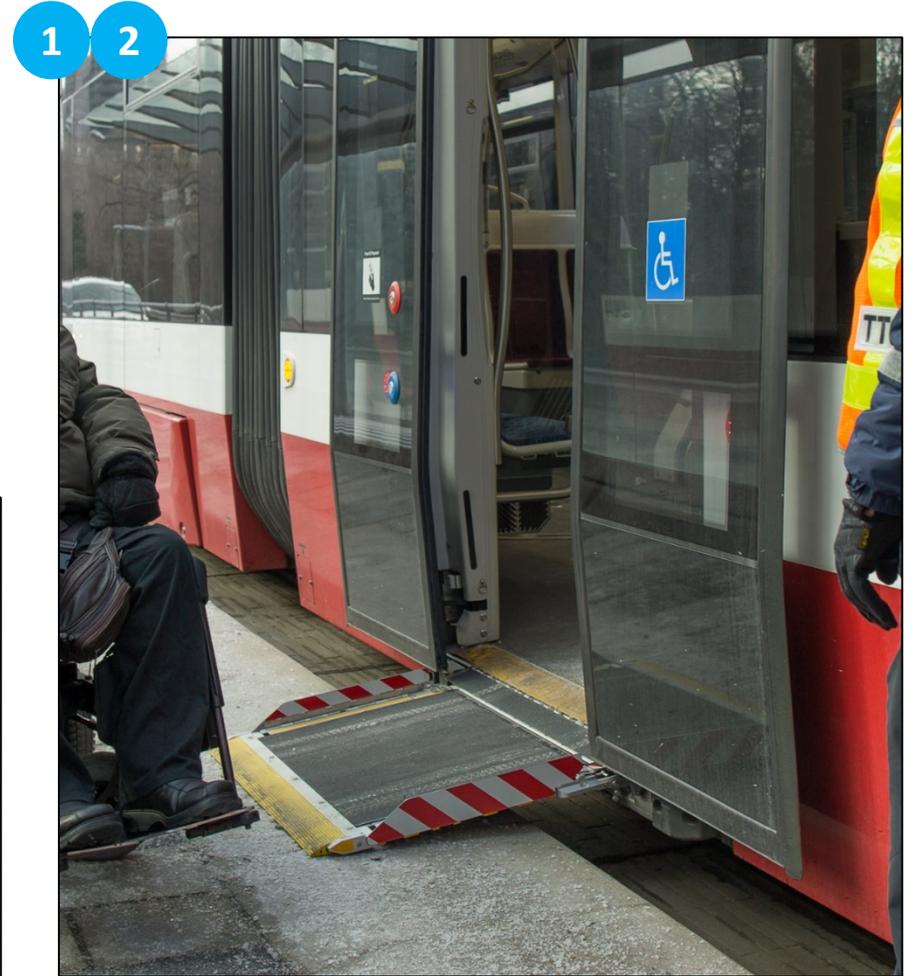
- 1 York Mills Station wayfinding improvements pilot



Accessibility Update: Streetcar

What we're doing:

- 1 All streetcar routes are accessible
- 2 60 more accessible streetcars on order
- 3 Stop improvements continue



Accessibility Update: Customer Experience

What we're doing:

- 1 Expanded Fair Pass eligibility
- 2 MagnusCards
- 3 Invisible disability awareness

1

Fair Pass Transit Discount Program

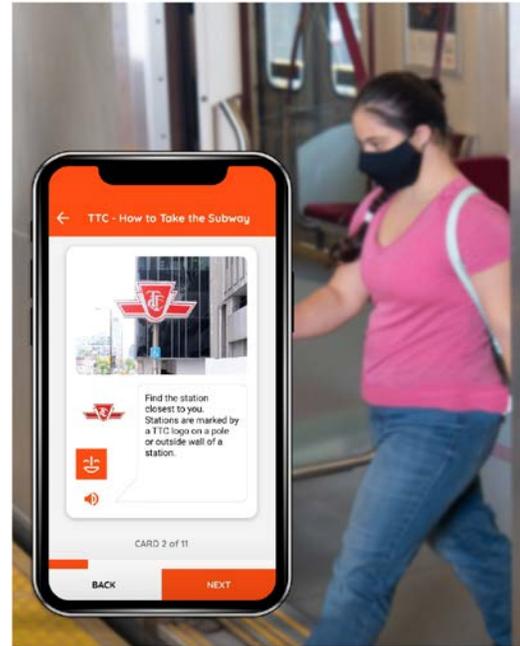


toronto.ca/transitdiscount

2

TTC MagnusCards™

Step-by-step guides to help make taking transit easier.



3



Remember not all disabilities are visible.

Offer your seat to other passengers if you are able.



For more information
ttc.ca



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Your feedback

What's next?

- 1 All comments will be reviewed by staff & ACAT
- 2 Responses posted: [ttc.ca/accessibility](https://www.ttc.ca/accessibility)

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Wheel-Trans 10- Year Strategy Update

Cameron Penman
Head of Wheel-Trans (A)



COVID-19 impacts and the path forward

Pre-COVID-19	Current State
43,000 active Wheel-Trans customers	31,670+ active Wheel-Trans customers*
1,000+ monthly customer applications	1,000+ monthly customer applications
15,000+ rides on peak days	9,000+ rides on peak days**

COVID-19 recovery plan, current state:

- Mandatory face coverings continue – exemptions for health reasons are permitted
- Limited ridesharing resumed in early spring with implementation on larger Wheel-Trans buses and Accessible Taxis to maintain physical distancing, as guided by Toronto Public Health and TTC Safety. Solo rides continue on Sedans.
- Customer COVID screening continues both by phone and online
- Advanced bookings can be made seven days in advance. Regular trips can be made through Reservations or the Self-booking website

7-metre ProMaster Bus

- The TTC received the first pilot vehicle on September 15, 2020, which was reviewed by the Advisory Committee on Accessible Transit in October 2020
- 7M ProMaster Bus procurement is ongoing with 138 vehicles to be delivered in total. 31 have been received to date and a total of 65 will be delivered by the end of 2022



Family of Services



Wheel-Trans customers using the Family of Services

A Family of Services trip may involve customers transferring from Wheel-Trans to and from a conventional bus, streetcar or subway, or a customer can travel entirely on conventional TTC without a Wheel-Trans connection.

Since 2017, we estimate that over 2M Family of Services trips have been completed

Using Family of Services

- Family of Services routes have new stop poles to mark shared Wheel-Trans stops
- These new stop poles have a blue No-Show board attached directly to the pole
- Wheel-Trans customers with conditional eligibility who travel using Family of Services will have their trips monitored for service delays and emergencies by Dispatch
- Family of Services instructional video can be found [on the TTC website](#)



Re-registration

Re-registration overview:

- Re-registration will allow customers to update their profiles and medical history
- It is fair and ensures equity under the *Accessibility for Ontarians with Disabilities Act*
- Re-registration will only be for Wheel-Trans customers who registered for Wheel-Trans service before January 1, 2017
- The process will assess customers' abilities according to three eligibility categories: unconditional, conditional and temporary
- As of August 2022 over 7,000 Wheel-Trans customers have voluntarily re-registered!

Defining eligibility categories

UNCONDITIONAL

- Always requires door-to-door service

CONDITIONAL

- Customer is eligible for door-to-door service when one or more of their conditions are present
- When **none of their conditions are present**, customer has the ability to travel using Family of Services

TEMPORARY

- Requires door-to-door service for a period of typically 12 months or less

Conditional Trip-Matching

When you book your trip, you will receive a trip solution trip based on your eligibility **conditions** and **abilities**.

Starting at some point in 2024, customers who receive conditional eligibility after completing their Wheel-Trans registration will travel using Family of Services when **none of their conditions are present**.

Family of Services video, Customer Handbook, Travel Training and Wheel-Trans Customer Service (416-393-4111) are all valuable resources available for support.



TTC Passenger at the bus stop

Access Hubs

Access Hubs are large, accessible bus shelters, which act as a transfer point between Wheel-Trans and TTC service in areas across the city. They have the following features:

- Dry and well-lit
- Heated with ample seating
- Can accommodate multiple mobility devices and/or service animals
- Some have been deemed as cross-border travel transfer location



Freshmeadow and Don Mills Access Hub

Access Hubs are cleaned and maintained weekly

Access Hubs Continued

List of 16 Access Hubs at 11 locations:

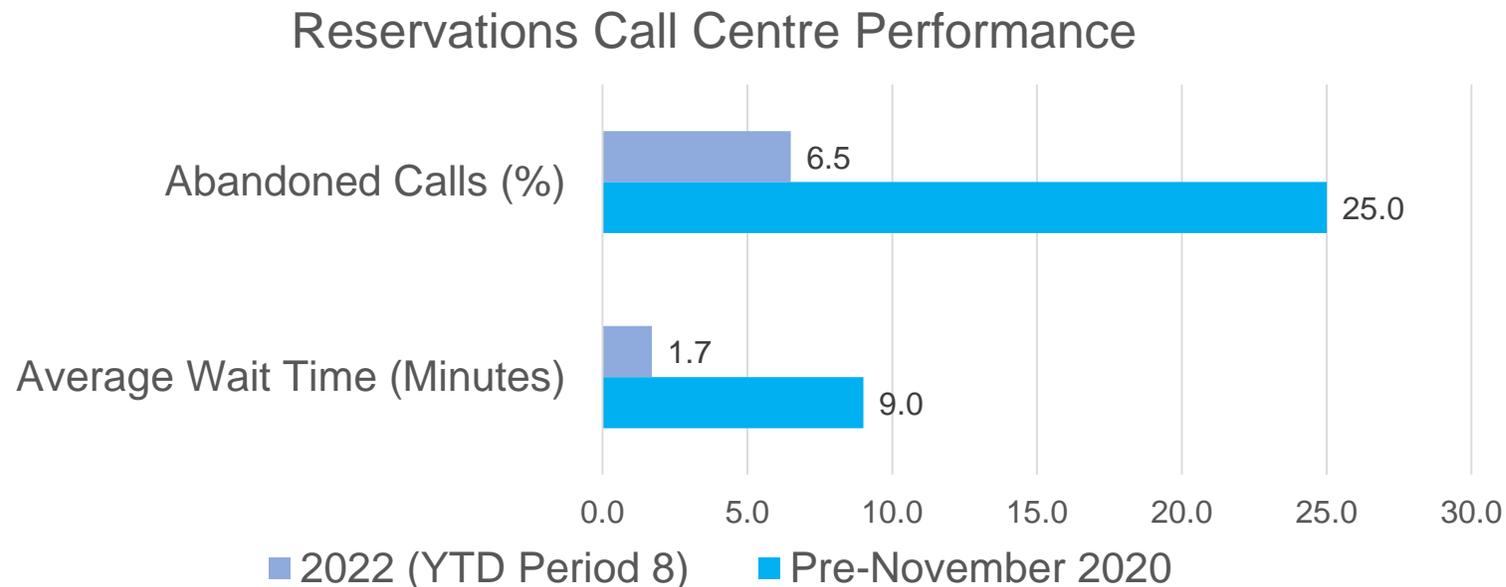
- Meadowvale Loop
- Humber College (North Campus)
- Jane and Eglinton (NE, SW)
- Kipling and Dixon (NW, SW)
- Neilson and Ellesmere (SW, NE)
- Ellesmere and Victoria Park (NW, SE)
- Overlea and Thorncliffe (SW, NW)
- Yonge and Steeles (SW)
- Bingham Loop
- Freshmeadow and Don Mills
- Long Branch



Freshmeadow and Don Mills Access Hub

Reservations call centre update

- In November, 2020, a contract was signed with an external 3rd party, TELUS Communications, to handle overflow calls for Wheel-Trans Reservations
- The goal of the contract was to reduce peak call wait times, average call wait times and percentage of calls abandoned by customers
- We have seen significant improvement in call centre performance as depicted below:



New Wheel-Trans mobile application

The mobile app is here and being piloted by some volunteer ACAT members and Wheel-Trans customers. We plan to expand this pilot later this year. The app allows customers to:

- Book, cancel or modify trips, view trip details and trip history
- Receive a call ahead notification of vehicle arrival
- Set communication notification preferences
- Receive messages and service alerts impacting trips
- Request an earlier pick-up time if available
- Easily access useful links and reset passwords
- See the location of Wheel-Trans buses in real-time as part of the app's "Where's My Ride" feature



Phone in hand icon

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This is *your* night

Tell us your:

- suggestions
- concerns
- compliments

Panel Members

- **Deborah Lyon** – Head – Streetcar Transportation
- **Cameron Penman** - Head of Wheel-Trans (A)
- **Matt Hagg** - Manager – Customer Policy
- **Laurence Lui** – Manager – Service Planning
- **Jonathan Marriott** – 2022 ACAT Chair

Please keep questions to **one (1) minute, maximum**, so that we can hear from everyone



Discussion

Let us know what you think!

You can:

- **Submit a question:** online
- **Call in with your question:** 416-764-8658
- **Twitter:**  #TTCaccess

Thank you!



More ways to provide feedback:

Contact TTC:

- **Phone:** 416-393-3030
- **TTY relay service:** 1-800-855-0511
- **Email:** accessibility.forum@ttc.ca
- **Twitter:** @TTChelps
- **Write us/drop by:** 1900 Yonge St., 1st Floor

Contact ACAT:

- **Email:** acat@ttc.ca
- **Phone:** 416-393-4111