
TTC Public Forum On **Accessible** Transit



TTC Public Forum On **Accessible** Transit

Introductions

Bruce Macgregor
TTC Deputy CEO



TTC Public Forum On **Accessible** Transit

Introductions

Councillor Jamaal Myers

TTC Chair



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 (ACAT)**

Anita Dressler, Chair of ACAT

Role of the Advisory Committee on Accessible Transit (ACAT)

- Represents the needs and concerns of TTC customers with disabilities and seniors.
- Advises the TTC Board and TTC staff.
- Consists of 15 members and up to 4 pool members.
- Has 4 subcommittees.

ACAT's Work

Some of ACAT's highlights for 2022 and 2023 include:

- **Communications Subcommittee**

- Discussed topics such as the elevator intercoms, signage, wayfinding and newsletters.

- **Design Review Subcommittee**

- Discussed topics such as new accessible entrances at condo developments, new bus design, and stair handrail redesign.

- **Service Planning Subcommittee**

- Discussed topics such as evacuation procedures, service plans, and operator training for vehicle announcements.

- **Wheel-Trans Subcommittee**

- Discussed topics such as the new mobile app and re-registration.

Engaging with ACAT

- **Monthly public meetings:**
 - Webex link on the TTC Website.
 - Last Thursday of every month.
 - Public deputations and correspondence are welcome.
- Get in touch with ACAT at acat@ttc.ca or 416-393-4111

Become an ACAT Member

- ACAT recruits five new volunteer members every year. The next recruitment cycle will begin in Spring 2024.
- Refer to the TTC website, www.ttc.ca/ACAT, for more information on the recruitment process.

TTC Public Forum On **Accessible** Transit

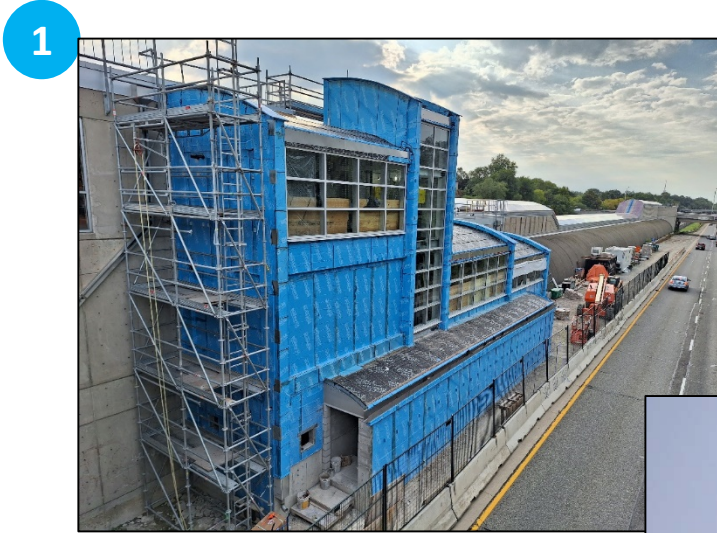
TTC Accessibility Update

Matt Hagg, Manager - Customer Policy

Accessibility Update: Subway

What we are doing:

- 1 54 stations are now accessible
 - 2022: Lansdowne
 - 15 stations are now under construction
- 2 Continuing platform edge tile upgrades.
- 3 Adding more customer service agents.



Easier Access construction at Glencairn (top) and Castle Frank (bottom) stations





Accessibility Update: Bus

What we are doing:

- 1 York Mills Station wayfinding improvements pilot.
- 2 New bus accessibility improvements (rear door chimes, Q'Pod securements).
- 3 Community bus improvements.

1



2



3



Accessibility Update: Streetcar

What we are doing:

- 1 All streetcar routes are accessible.
- 2 Improvements were completed at almost all streetcar stops.
- 3 More new streetcars in delivery.

2



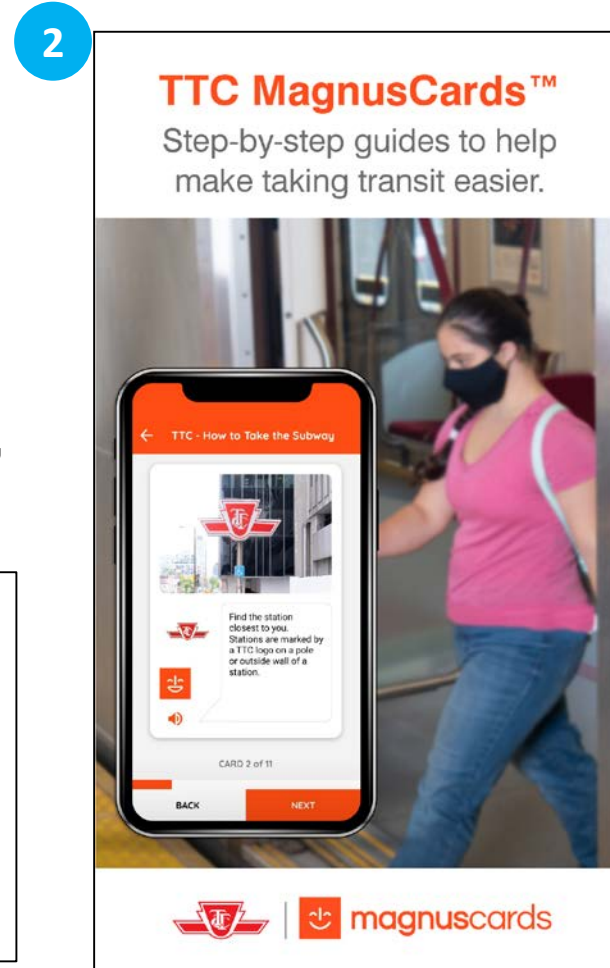
1



Accessibility Update: Customer Experience

What we are doing:

- 1 Expanded Fair Pass eligibility
- 2 MagnusCards app
- 3 Contactless elevator pilot project launched at Kipling, Kennedy, Finch, Vaughan and Union



2024-2028 Multi-Year Accessibility Plan

- The TTC is developing our next Multi-Year Accessibility Plan.
- Consultations are now underway, which include:
 - Pop-ups at various locations.
 - Virtual stakeholder meetings.
 - Online surveys.
 - Public Forum.
- For more information: <https://accessttc.ca>



Scan to fill out the survey

Your feedback

What's next?

- Your comments will be reviewed by TTC staff and ACAT.
- Responses will be posted on [ttc.ca/accessibility](https://www.ttc.ca/accessibility).
- Your feedback will be considered as we develop the Multi-Year Accessibility Plan.

TTC Public Forum On **Accessible** Transit

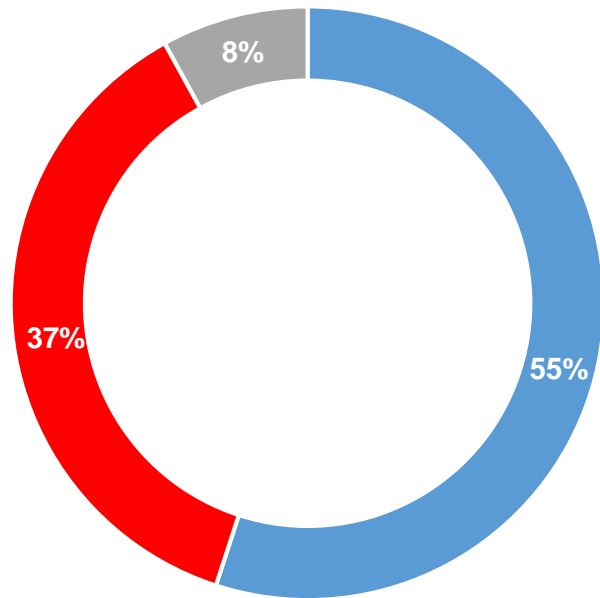
Wheel-Trans 10-Year Strategy Update

Dean Milton, Manager, Strategic Initiatives
Wheel-Trans

COVID-19 impact and recovery

Pre-COVID-19	Current State
43,000 active Wheel-Trans customers	38,497+ 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

Active Wheel-Trans Customer Eligibility Breakdown 2023



- Unconditional
- Conditional
- Temporary

Unconditional Eligibility: A customer with a disability that prevents them from using conventional transportation services (55% of customers).

Temporary Eligibility: A customer with a temporary disability that prevents them from using conventional transportation services (8% of customers).

Conditional Eligibility: A customer with a disability where environmental or physical barriers (conditions) limit their ability to use conventional transportation services consistently (37% of customers).

Customers with conditional eligibility are able to travel using the accessible conventional TTC service (bus, streetcar and subway) when **NONE** of their conditions are present. **This is known as Family of Services (FOS).**

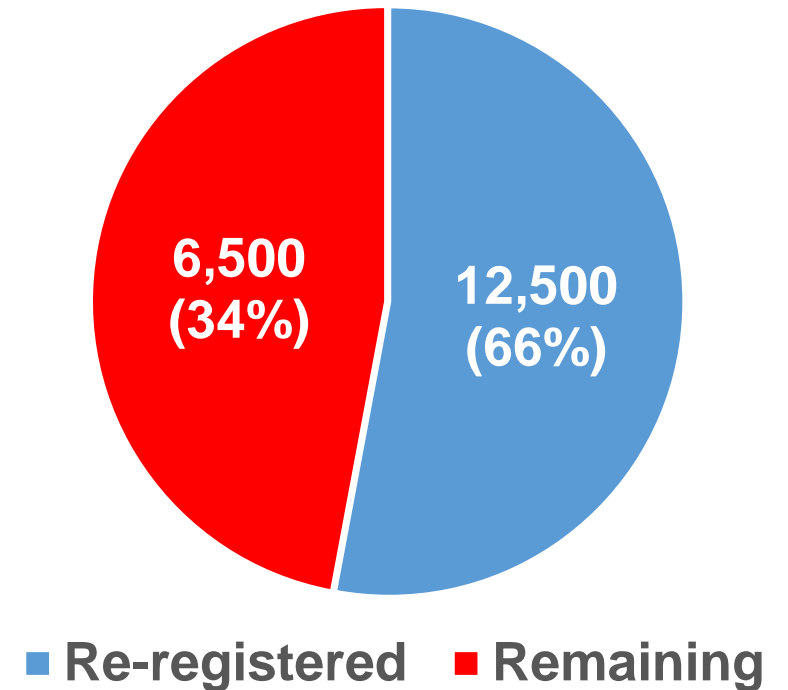
Note: Wheel-Trans customers can request and receive door-to-door service, regardless of their eligibility status.

FOS travel is optional.

Status of Wheel-Trans re-registration

- On January 1, 2017, Wheel-Trans introduced a new application process and eligibility criteria to comply with the AODA deadline.
- A standardized re-registration process was established in collaboration with other GTHA agencies. The application form with a 14-day acceptance period was implemented.
- To ensure all Wheel-Trans customers are equitably categorized during the re-registration process.
- Wheel-Trans customers **prior to 2017** have been re-registering under the current eligibility process for the last six years.
- 12,500 (66%) of 19,000 legacy customers have re-registered.

Number of legacy customers (19,000)



Family of Services (FOS)



Wheel-Trans customers using FOS

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 **2.8 M** FOS trips have been completed

Travel Training

- The objective of Travel Training is simple, we want to support and familiarize our customers with traveling on the conventional system using Family of Services.
- Customers receive orientation and navigation assistance.
- Various types of training available:
 - One-on-one route training
 - Virtual and phone training
 - Station and vehicle orientation
 - Fixed route training
 - Customized training based on individual needs



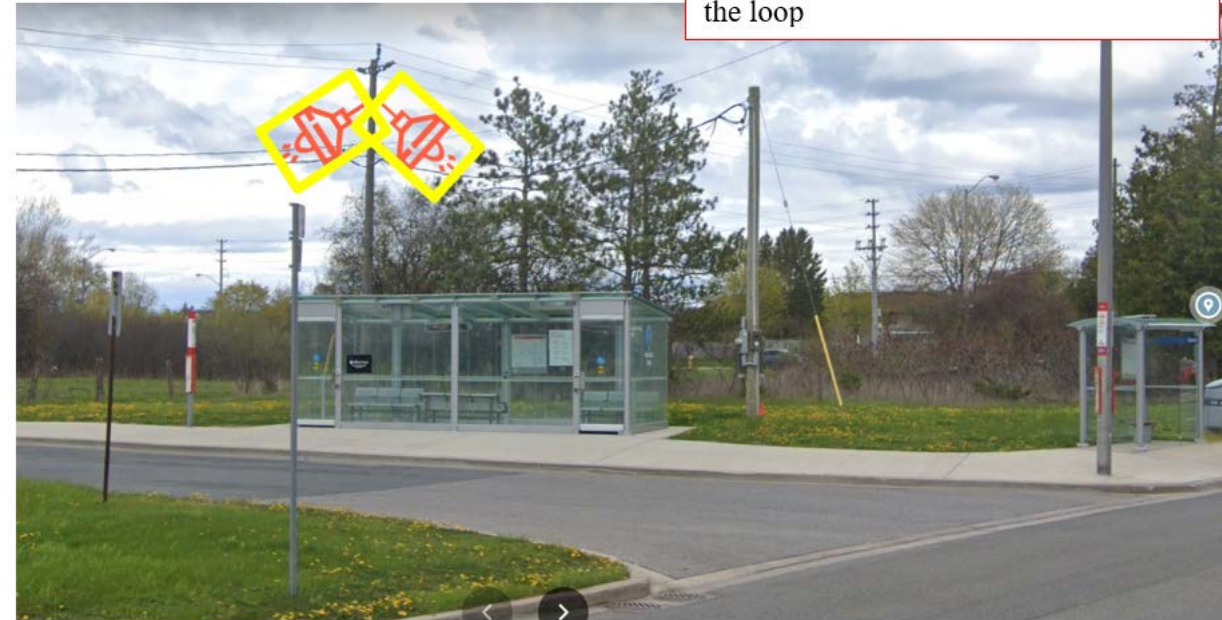
Image of a Wheel-Trans customer in front of a TTC bus

Access Hub improvement – Meadowvale Loop

Security cameras to monitor exterior of the hub shelter



Lighting to improve overall security of the loop



In response to customer safety concerns raised at the 2022 TTC Public Forum, work has begun on the installation of video cameras and improved lighting at the Meadowvale Access Hub - Durham Region Transfer.

Modernization of the service delivery model

Modernization of the Wheel-Trans scheduling software has created a user-friendly experience for customers:

- Improved call response times
- Reduced call wait times
- Improved on-time delivery of service
- Mobile app vehicle tracking
- Re-designed app and SBW to allow FOS scheduling
- Increased on-demand service availability
- Every customer requesting a ride receives a ride
- Ability to provide spontaneous and equitable service which meets the customer's eligibility criteria



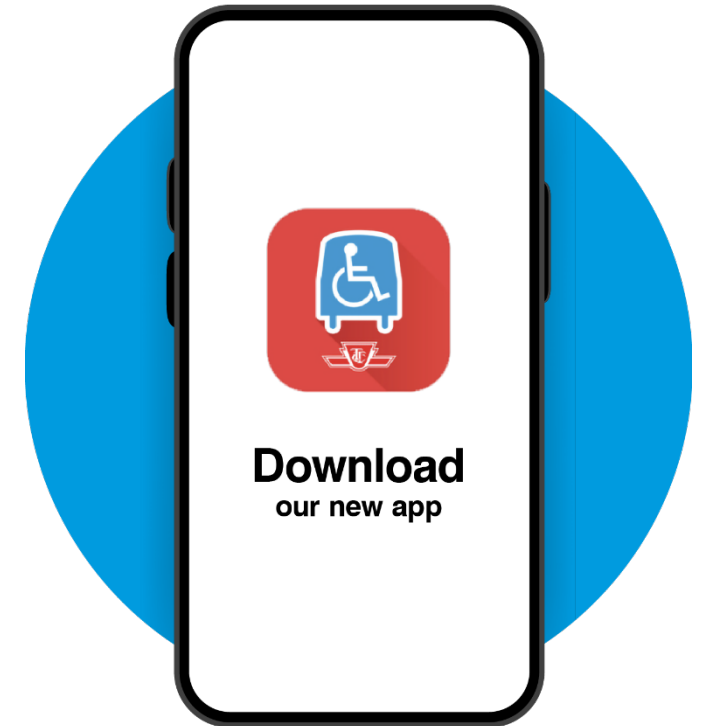
A Wheel-Trans customer traveling on a streetcar

New Wheel-Trans mobile app

Wheel-Trans launched its mobile application on September 25, 2023, available for both iOS and Android users. The app can be used to plan both door-to-door and Family of Services (FOS) trips.

You can use the Wheel-Trans mobile app in the following ways:

- Plan trips at your convenience: Book, review, modify or cancel trips through the app at any time
- Use the 'Where is My Ride?' option to see the vehicle location on a map in real time (Buses & Checkers Taxi only at this time)
- Schedule and manage both door-to-door and Family of Services trips
- Receive service alerts and view trip history
- Reset password and modify communication preferences



7-metre ProMaster Bus

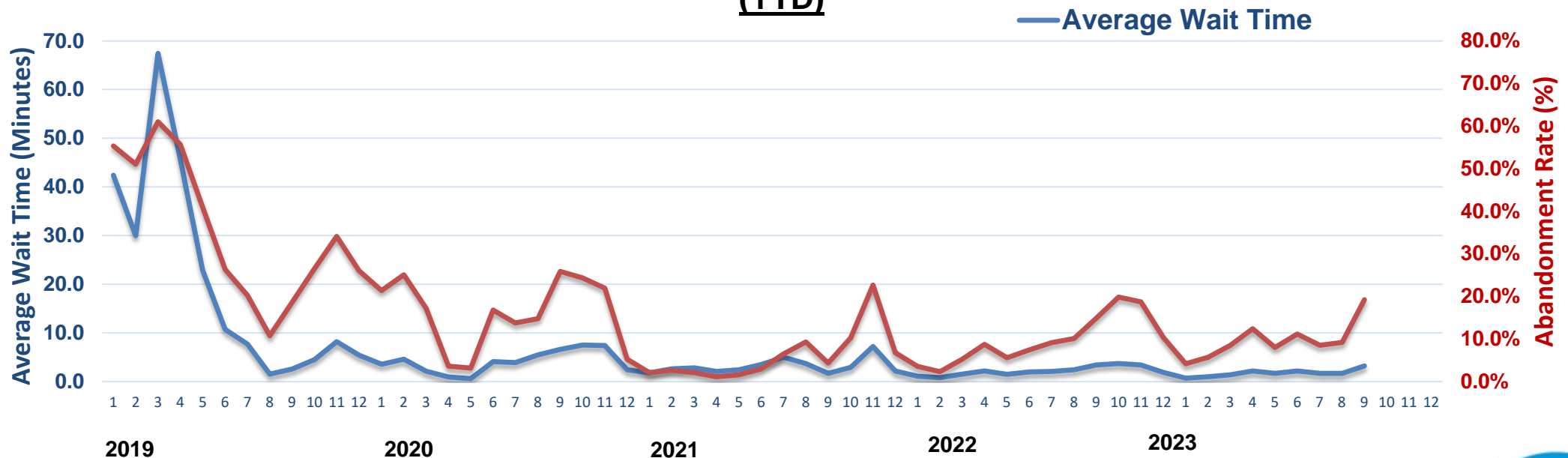
- The TTC received the first pilot vehicle on September 15, 2020, which was reviewed by ACAT in October 2020.
- 7M ProMaster Bus procurement is ongoing, with 137 vehicles to be delivered in total.
- 107 have been received to date, and the final 30 will be delivered by the end of Q1 2024.



Reservations call centre update

- In November 2020, a contract was signed with a third-party, TELUS Communications, to handle overflow calls for Wheel-Trans Reservations with a goal 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:

Wheel-Trans Reservations Average Wait Time & Abandonment Rate 2019 – 2023
(YTD)



TTC Public Forum On **Accessible** Transit



This is *your* night

We want to hear from you:

- Suggestions
- Concerns
- Compliments

Panel Members

- **Gary Downie** – Chief Capital Officer
- **Wendy Reuter** – Chief Strategy and Customer Officer
- **Deborah Lyon** – Head of Streetcar Transportation
- **Dean Milton** – Manager, Strategic Initiatives, Wheel-Trans
- **Matt Hagg** – Manager - Customer Policy
- **Anita Dressler** – Chair of ACAT 2023

Please keep your questions to a **maximum of one minute** so that we can hear from everyone.



Discussion

Let us know what you think by:

- Asking a question in person – please put your hand up, and someone will come to you with a microphone.
- Submitting a question through the webcast.

Thank you!



Other ways to provide feedback:

Contact TTC:

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

Contact ACAT:

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

Appendix



Improved communication efforts in 2023

- Personal letters mailed to Wheel-Trans customers, reminding them to re-register.
- Email blasts sent to Wheel-Trans customers.
- Information published on the Wheel-Trans Self-booking Website.
- Articles published in the Wheel-Trans Access newsletter.
- Reminders by reservationists when customers call the Wheel-Trans Reservations line.
- An information banner pops up when customers log into the Wheel-Trans Self-booking Website.

Our records indicate that you have not Re-Registered for Wheel-Trans service

As authorized by AODA legislation, Wheel-Trans requires all customers who qualified for Wheel-Trans service prior to 2017 to re-register under the current Wheel-Trans eligibility process. Customers will still have access to Wheel-Trans service.

Please access the [Customer Portal](#) or contact Customer Service at 416-393-4111 or by email at wtdcs@ttc.ca

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.
- The FOS instructional video can be found [on the TTC website](#).



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 locations.
- Access Hubs are cleaned every week and maintained well.



Freshmeadow and Don Mills Access Hub