



**For Action**

## **City Council Transmittal – Executive Committee Item 8.23 Wheel-Trans Appeal Process**

**Date:** October 24, 2019  
**To:** TTC Board  
**From:** Head of Commission Services

### **Summary**

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Transmittal letter from the City Clerk confirming that City Council on October 2 and 3, 2019, adopted the subject item and has forwarded a copy of City Council's decision to the Toronto Transit Commission Board for consideration.

### **Recommendations**

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It is recommended that the TTC Board consider City Council's decision, as follows:

1. That the TTC request the Head of Wheel-Trans to make a presentation to the Toronto Accessibility Advisory Committee prior to the end of 2019 to provide an update on the wheel-Trans appeal process and corresponding accessibility and communication improvements based on the comments made by Toronto Accessibility Advisory Committee members at its meeting on June 20, 2018.
2. That the TTC request the Head of Wheel-Trans to make a presentation and seek feedback from the Committee prior to the end of 2019 on the upcoming re-registration of all Wheel-Trans customers to determine their new eligibility based on the Accessibility for Ontarians with Disabilities Act.

### **Signature**

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Kevin Lee  
Head of Commission Services

### **Attachments**

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Attachment 1 – City Council Transmittal – Executive Committee Item 8.23

City Clerk's Office

**Secretariat**  
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Ref.: 19-EX8.23**

October 11, 2019

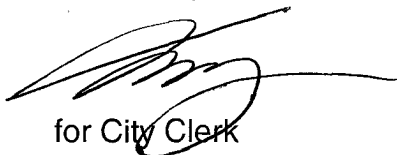
Mr. Kevin Lee  
Head of Commission Services  
Toronto Transit Commission  
1900 Yonge Street  
Toronto, Ontario  
M4S 1Z2

Dear Mr. Lee:

**Subject: Executive Committee Item 8.23  
Wheel-Trans Appeal Process (Ward All)**

City Council on October 2 and 3, 2019, considered this Item, and a copy is attached for your information or appropriate action.

Yours truly,

  
for City Clerk

M. Toft/sb

Attachment

c. City Manager

## Executive Committee

EX8.23		Adopted on Consent		Ward: All
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### Wheel-Trans Appeal Process

#### City Council Decision

City Council on October 2 and 3, 2019, adopted the following:

1. City Council request the Toronto Transit Commission to request the Head of Wheel-Trans to make a presentation to the Toronto Accessibility Advisory Committee prior to the end of 2019 to provide an update on the Wheel-Trans appeal process and corresponding accessibility and communication improvements based on the comments made by Toronto Accessibility Advisory Committee members at its meeting on June 20, 2018.
2. City Council request the Toronto Transit Commission to request the Head of Wheel-Trans to make a presentation and seek feedback from the Committee prior to the end of 2019 on the upcoming re-registration of all Wheel-Trans customers to determine their new eligibility based on the Accessibility for Ontarians with Disabilities Act.

#### Committee Recommendations

The Executive Committee recommends that:

1. City Council request the Toronto Transit Commission to request the Head of Wheel-Trans to make a presentation to the Toronto Accessibility Advisory Committee prior to the end of 2019 to provide an update on the Wheel-Trans appeal process and corresponding accessibility and communication improvements based on the comments made by Toronto Accessibility Advisory Committee members at its meeting on June 20, 2018.
2. City Council request the Toronto Transit Commission to request the Head of Wheel-Trans to make a presentation and seek feedback from the Committee prior to the end of 2019 on the upcoming re-registration of all Wheel-Trans customers to determine their new eligibility based on the Accessibility for Ontarians with Disabilities Act.

#### Origin

(July 12, 2019) Letter from the Toronto Accessibility Advisory Committee

#### Summary

On June 20, 2018, the Toronto Accessibility Advisory Committee received for information a presentation by the Project Lead, Customer Service and Assistant Manager, Customer Service, Wheel-Trans on an update to the Wheel-Trans Appeal Process.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2018.DI20.4>

During the course of the meeting, the Committee made several requests for accessibility and communication improvements as well as to confirm from Wheel-Trans that all customers with conditional eligibility are still eligible for door-to-door service until such time as the Toronto Transit Commission is fully accessible in 2025.

**Background Information (Committee)**

(July 12, 2019) Letter from the Toronto Accessibility Advisory Committee on Request for Update on the Wheel-Trans Appeal Process

(<http://www.toronto.ca/legdocs/mmis/2019/ex/bgrd/backgroundfile-136106.pdf>)

(June 27, 2019) Letter from Michael Miceli, Member, Toronto Accessibility Advisory Committee on Request for Update on the Wheel-Trans Appeal Process

(<http://www.toronto.ca/legdocs/mmis/2019/ex/bgrd/backgroundfile-136107.pdf>)