

Item 6



For Action

City Council Transmittal – Executive Committee Item 11.23 – Toronto Transit Commission Wheel-Trans Update on Appeal Process and Service Enhancements

Date: January 27, 2020
To: TTC Board
From: Head of Commission Services

Summary

Transmittal letter from the City Clerk confirming that City Council on December 17 and 18, 2019, adopted the subject item and has forwarded a copy of City Council's decision to the Toronto Transit Commission Board for consideration.

Recommendations

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

1. That the Toronto Transit Commission Board request Wheel-Trans staff to meet with parents, grandparents and caregivers of infants and children as soon as possible to streamline the process of bringing strollers onto Wheel-Trans vehicles to ensure accessible and consistent services across the system, and to provide an update to the Toronto Accessibility Advisory Committee in the first quarter of 2020.

Signature

Kevin Lee
Head of Commission Services

Attachments

Attachment 1 – City Council Transmittal – Executive Committee Item 11.23



Ulli S. Watkiss
City Clerk

City Clerk's Office

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**In reply please quote:
Ref.: 19-EX11.23**

December 23, 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 11.23
Toronto Transit Commission Wheel-Trans Update on Appeal Process
and Service Enhancements (Ward All)**

City Council on December 17 and 18, 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

EX11.23		Adopted on Consent		Ward: All
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Toronto Transit Commission Wheel-Trans Update on Appeal Process and Service Enhancements

City Council Decision

City Council on December 17 and 18, 2019, adopted the following:

1. City Council request the Toronto Transit Commission Board to request Wheel-Trans staff to meet with parents, grandparents and caregivers of infants and children as soon as possible to streamline the process of bringing strollers onto Wheel-Trans vehicles to ensure accessible and consistent services across the system, and to provide an update to the Toronto Accessibility Advisory Committee in the first quarter of 2020.

Committee Recommendations

The Executive Committee recommends that:

1. City Council request the Toronto Transit Commission Board to request Wheel-Trans staff to meet with parents, grandparents and caregivers of infants and children as soon as possible to streamline the process of bringing strollers onto Wheel-Trans vehicles to ensure accessible and consistent services across the system, and to provide an update to the Toronto Accessibility Advisory Committee in the first quarter of 2020.

Origin

(November 1, 2019) Letter from the Toronto Accessibility Advisory Committee

Summary

At its meeting of November 1, 2019, the Toronto Accessibility Advisory Committee considered Item DI6.5 and among other things, recommended to the Executive Committee that City Council request the Toronto Transit Commission Board to request Wheel-Trans staff to meet with parents, grandparents and caregivers of infants and children as soon as possible to streamline the process of bringing strollers onto Wheel-Trans vehicles to ensure accessible and consistent services across the system, and to provide an update to the Toronto Accessibility Advisory Committee in the first quarter of 2020.

Dwayne Geddes, Head of Toronto Transit Commission Wheel-Trans; Cameron Penman, Manager, Customer Service; Dean Milton, Manager, Strategic Initiatives; and Lodon Hassan, Assistant Manager, Customer Service will provide an overview on the Toronto Transit Commission Wheel-Trans appeal process and service enhancements. The presentation will include information on the appeal process, re-registration, family of services and door to door

service.

Background Information (Committee)

(November 1, 2019) Letter from the Toronto Accessibility Advisory Committee on TTC Wheel-Trans Update on Appeal Process and Service Enhancements

(<http://www.toronto.ca/legdocs/mmis/2019/ex/bgrd/backgroundfile-140424.pdf>)

Presentation from the Head of Wheel-Trans on TTC Wheel-Trans Update on Service Enhancements

(<http://www.toronto.ca/legdocs/mmis/2019/ex/bgrd/backgroundfile-140425.pdf>)

Letter from the Toronto Transit Commission Board on City Council Transmittal - Wheel-Trans Appeal Process

(<http://www.toronto.ca/legdocs/mmis/2019/ex/bgrd/backgroundfile-140426.pdf>)