



Wheel-Trans Transformation Program 2020 Update

July 14, 2020



Wheel-Trans 10-Year Strategy Overview

BUSINESS

- Family of Services
- Eligibility management
- Contact centre review
- Customer experience
- Business process reengineering
- Fleet replacement
- Community bus enhancements
- Contract management

INFORMATION TECHNOLOGY

- Reservations, scheduling & dispatch system
- Telephony
- IVR
- Customer relationship management
- Reporting & analytics
- Incident management system

INFRASTRUCTURE

- Access Hubs
- Facilities



Family of Services (FOS)

Conditional Trip Matching



Trip Diversion

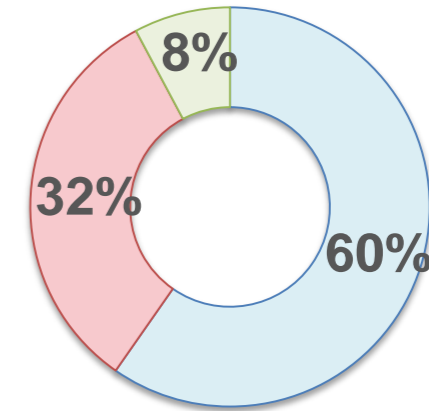
Customer survey duration	Aug - Sept 2019	Jan - Apr 2019	Jan - Mar 2020
Customers (%) reported using accessible conventional network	22%	18%	23.5%

Supporting FOS Implementation Through Re-Registration & Travel Training

Eligibility Management & Re-registration

AODA Definition	Re-Registered Customers	%
Unconditional service	1,545	26.7 %
Conditional service	3,384	58.5 %
Temporary Service	850	14.7%
Ineligible	6	0.1 %
Total	5,785	100 %

Eligibility % Split for all Active Customers



Travel Training (Est. Jan 2019)

- Personalized one-on-one and group training on how to navigate the TTC safely and independently
- Support customers as they learn to navigate the TTC and transition to the conventional system

Reservations, Scheduling & Dispatch System

IMPLEMENTATION

- Automated **multi-modal trip** booking system, which enables high-volumes of FOS trips to be booked and delivered
 - 54% of trips are booked online
- Rolled out in a phased approach between 2018 and 2021
- Phase 2 launched in June 2020
 - **Conditional Trip Matching capability**
 - **Mobile App pilot**

CUSTOMER BENEFITS

- Plan any trip (incl. FOS), any time without reservations call wait time
- Review, update, and cancel existing bookings online
- View destinations on a map view for greater convenience
- View trip history up to 18 months
- Receive important notifications
 - Service alerts
 - Vehicle location – mobile app only (pilot on WT buses)
 - Vehicle arrival



Home Screen

Book your next trip or view upcoming trip

The home screen features a Google Map at the top showing Mel Lastman Square in North York, Toronto. Below the map is a red search bar with the text "Where to?" and a magnifying glass icon. A yellow star is placed over the search bar. Below the search bar is a red header for "Next trips". Underneath, there is a card for "Today" with a yellow star, indicating a "Round Trip" with a "Requested departure: 09:30 a.m.". The card lists the departure as "DEPARTURE 09:40 a.m. - 09:45 a.m." from "TTC Head Office-1900 Yonge St - 1900 YONGE ST TORONTO M4A2Y4 TORONTO". At the bottom is a navigation bar with icons for Home, Trips, Alerts, and Menu.

Flexible Trip Booking

One way, round trip, multi trip

The "Book a trip" screen has a red header with a back arrow and the text "Book a trip". Below the header are three buttons: "One Way" (highlighted with a yellow star), "Round Trip", and "Multi Trip". The screen shows the origin as "FROM Favorite 1 - 623 WELLINGTON Street West, TORONTO" and the destination as "TO Home - 100 HUNTLEY Street apt #200, TORONTO". At the bottom, there is a "Next" button and a note "All fields are required".


Trips Details

More details displays FOS trip information




The "OUTBOUND TRIP" screen shows a map of the area around North York, Toronto, with a yellow star over a "more details" button. The trip is "SCHEDULED" and shows a "Requested arrival: 1:45 P.M.". The departure is on "Wednesday, 01, April" from "Home - 3300 WESTON RD #100 NORTH YORK M4M4M4" between "12:20 P.M. - 12:50 P.M.". The arrival is at "Favorite 1 - Casa Loma-Main Ent - 1 AUSTIN TERR TORONTO M5R1X8" at "1:45 P.M.". The "ESTIMATED DURATION" is "55 min" and "ADDITIONAL PASSENGERS" are "None".

Favourites & Recent Trips



For easier trip booking

 Where to?

Favorites


-  **Favorite 1 - Casa Loma-Main Ent - 1 AUSTIN Terrace, TORONTO**
Favorite 1 - Casa Loma-Main Ent - 1 AUSTIN Terrace, TORONTO
-  **Favorite 2 - 564 MOUNT PLEASANT Road, TORONTO**
Favorite 2 - 564 MOUNT PLEASANT Road, TORONTO
-  **Home - 3300 WESTON Road #100, NORTH YORK**
Home - 3300 WESTON Road #100, NORTH YORK


Recent

-  **Home - 3300 WESTON Road, Unit 100, NORTH YORK, M4M4M4**
NORTH YORK (M4M4M4)
-  **Sunnybrook Medical Centre-G Wing - 2075 BAYVIEW Avenue, NORTH YORK, M6M3Z8**
NORTH YORK (M6M3Z8)

TTC Service Alerts

Staying informed

 **TTC Service Alerts**

 [Home](#)

All Service Alerts

Unplanned Service Disruptions

Service Alert:
95 York Mills: Detour eastbound via Brimley Rd, Triton Rd, McCowan Rd, Bushby Dr, Grangeway Ave and Ellesmere Rd due to a collision.
Last updated at 11:59 AM


Service Alert:
38 Highland Creek: Detour via Brimerton Dr and Bellamy Rd N due to a collision.
Last updated at 11:39 AM

Service Alert:
Line 1: This Sunday only, there will be no subway service between Lawrence and St Clair due to construction on the Eglinton Crosstown LRT. Shuttle buses will run.
Last updated at 9:48 AM

Service Alert:
141 Downtown/Mt Pleasant Express: Service on 141 Downtown/Mt Pleasant Express is suspended. Customers can utilize 74 Mt Pleasant service from St Clair Station.
Last updated at Mar 25, 11:00 AM

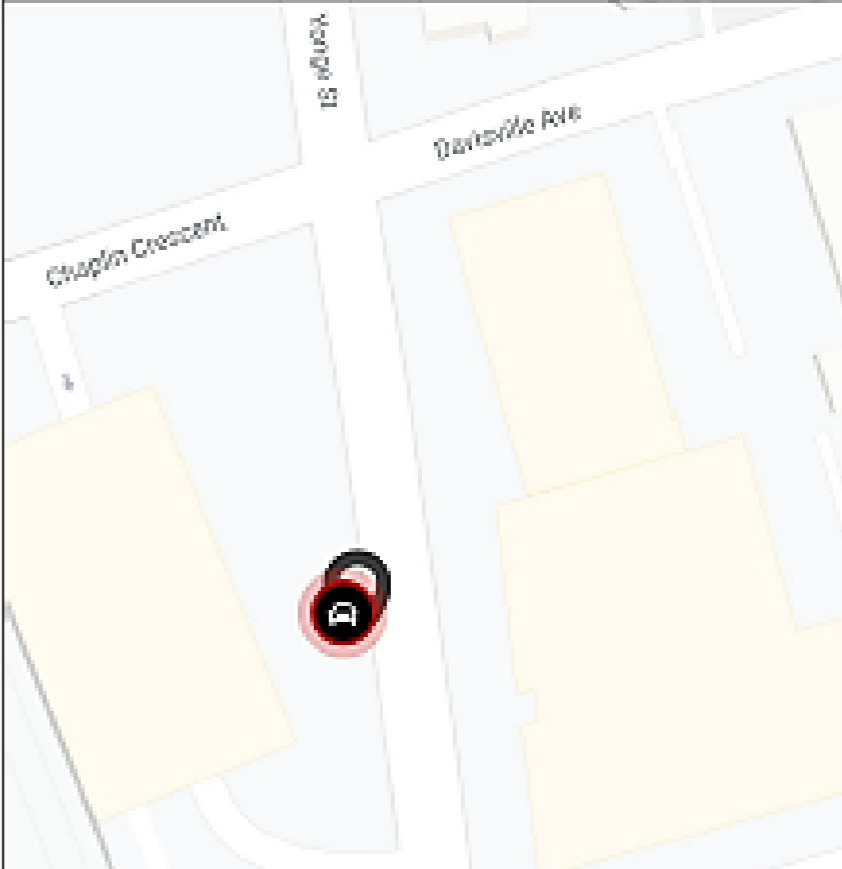
Vehicle Location

Real-time information

 **Trip details**

TYPE: Wheel-Trans Van

Vehicle has arrived



Access Hubs



WHY?

- Shelters provide comfortable waiting space
 - Well lit
 - Wave activated heaters and accessible doors
 - Room to accommodate several mobility devices

WHERE?

- 16 Access Hubs in service before end of 2020
 - Throughout key points for seamless transfer between FOS and fixed-route transit, including cross-border travel

Improving Cross-Border Travel

TRANSFER POINTS

- GTHA Regional Transit Providers Agreement to set criteria and collaborate on all transfer points
- **Access Hubs** used as cross-border transfer locations
- Current collaborations include expansion and enhancement of the **University of Toronto Scarborough Campus transit terminal**

ONGOING COLLABORATIONS

- **Regional video** on cross border travel in GTHA
- **How-to guides** on accessible travel within the GTHA available through all media in an accessible format
- **Workshops and training sessions for service provider dispatch staff** with the objective of providing seamless service experiences
- **Travel training** sessions incorporating cross-border travel

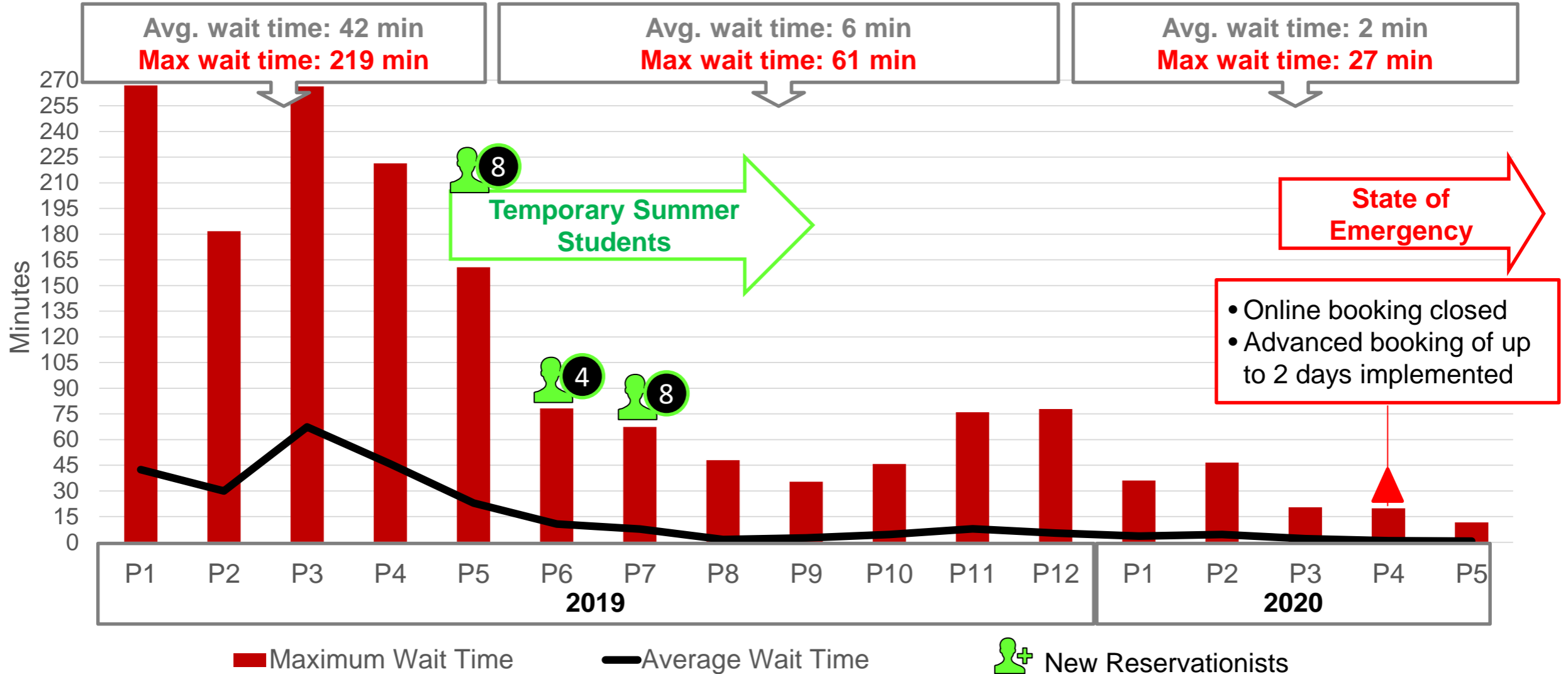
COST-SHARE

- Cost-neutral endeavor to expand TTC service boundary beyond 1km extension is not possible at this time
- GTHA Regional Transit Providers committed to exploring other initiative to improve customer experience



Contact Centre Review

2019 - 2020 Improvements in Maximum and Average Call Wait Times





Appendix: Average Day Call Wait Time Peaks

