



Award of Wheel-Trans Reservations Call Centre Overflow Contract

TTC Board Decision

The TTC Board, at its meeting on September 24, 2020, adopted the following:

It is recommended that the TTC Board:

1. Approve the change in the service level for call wait times for the Wheel-Trans Reservations Contact Centre from an average of 15 minutes to a maximum wait time of two minutes.
2. To achieve the improved service levels, authorize the award of the Wheel-Trans Reservations Contact Centre Overflow service contract to TELUS Communications Inc. on the basis of the highest total weighted score, in the upset limit of \$18.8 million for a duration of five years from Notification of Award, with an option to extend for an additional five years beyond the initial five-year term.
3. Receive the confidential in-camera verbal update.