



# Wheel-Trans Transformation Program 2021 Update

June 16, 2021



# Wheel-Trans Transformation Program

**Wheel-Trans Vision:** An accessible transit service that ensures dignity, spontaneity, fairness, and freedom of travel for all customers

	Transform for financial sustainability	Enable our employees to succeed	Move more customers more reliably	Make taking public transit seamless	Innovate for the long-term
<b>BUSINESS</b>					
• Family of Services	✓	✓	✓	✓	✓
• Eligibility Management				✓	
• Fleet Replacement			✓		✓
• Contact Centre Review	✓	✓			✓
<b>INFORMATION TECHNOLOGY</b>					
• Res. Scheduling & Dispatch System	✓	✓	✓	✓	✓
• Customer Relationship Management		✓	✓		✓
<b>INFRASTRUCTURE</b>					
• Access Hubs				✓	✓



# Supporting FOS through Travel Training

## 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

## Customer Profile

Attribute	Percent 60 years +
Active customers	79.72%
Legacy customers re-registered	78.70%
Customers that have used FOS	66.62%
Customers that have been Travel Trained	68.02%



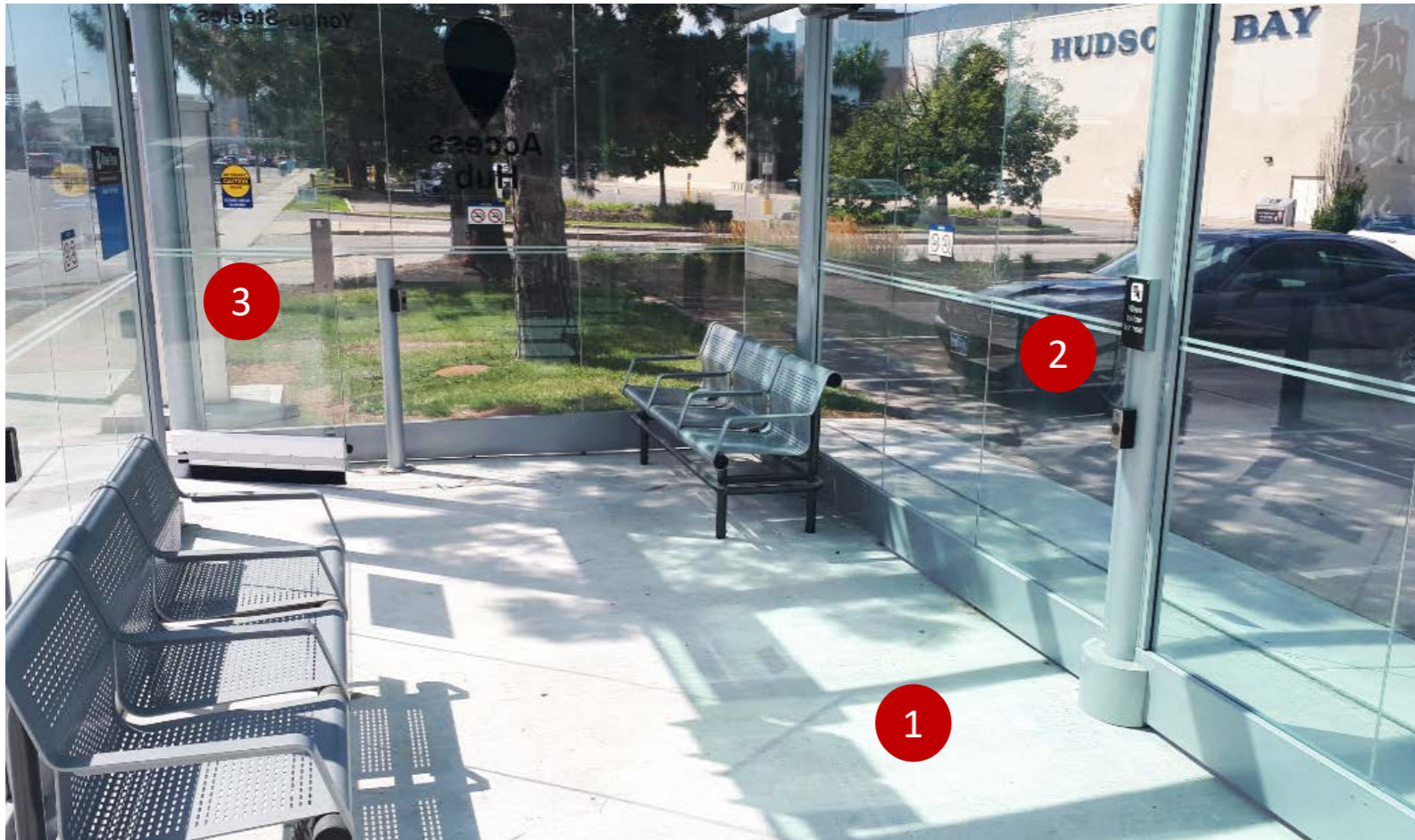
# Access Hubs

1 Spacious & comfortable waiting space

2 Wave activated heaters

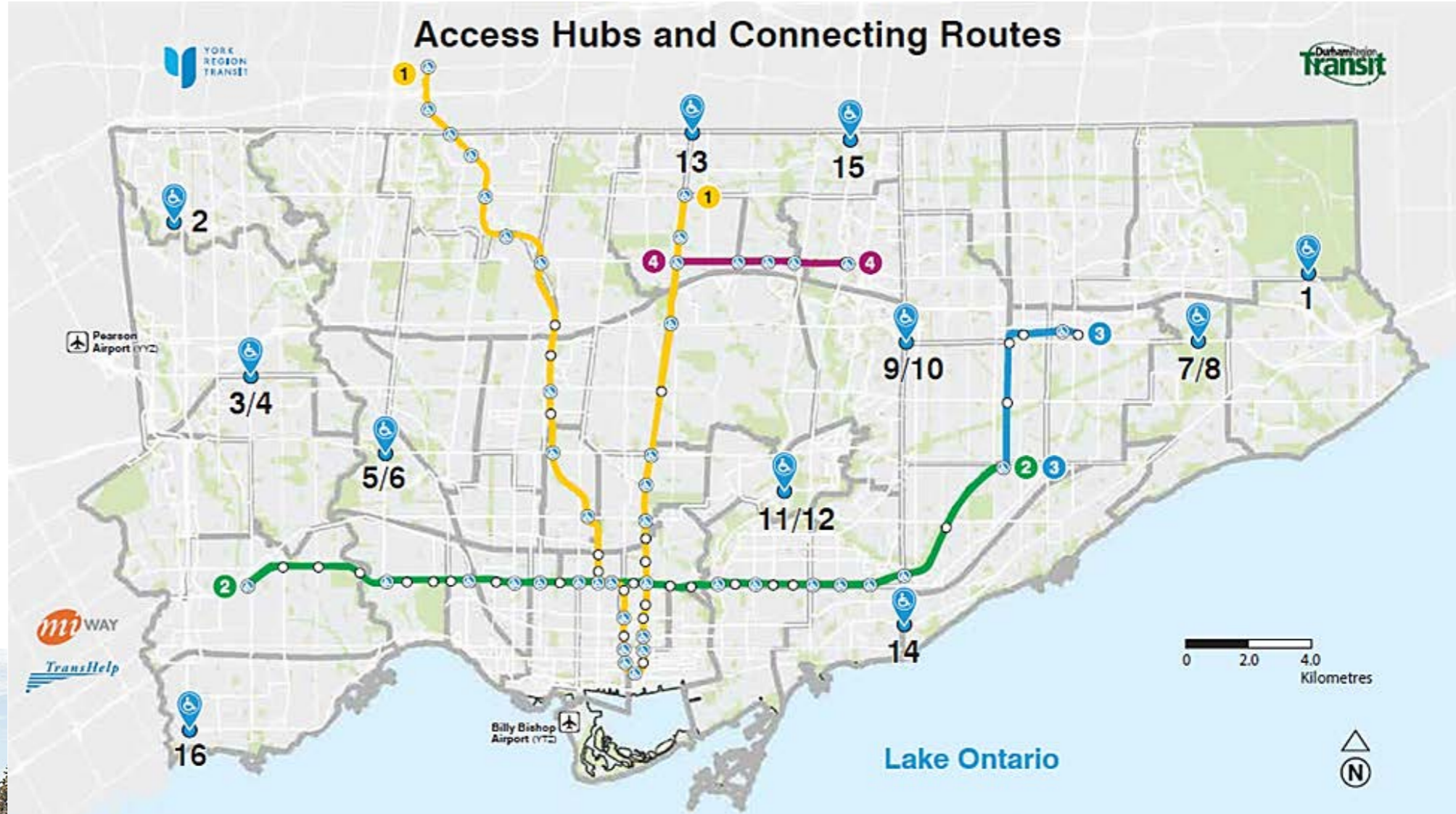
3 Accessible doors

4 Well lit



14 Access Hubs put in service in 2020, for a total of 16 Access Hubs in service

Located throughout Toronto for seamless transfer between FOS and fixed-route transit, including cross-border travel

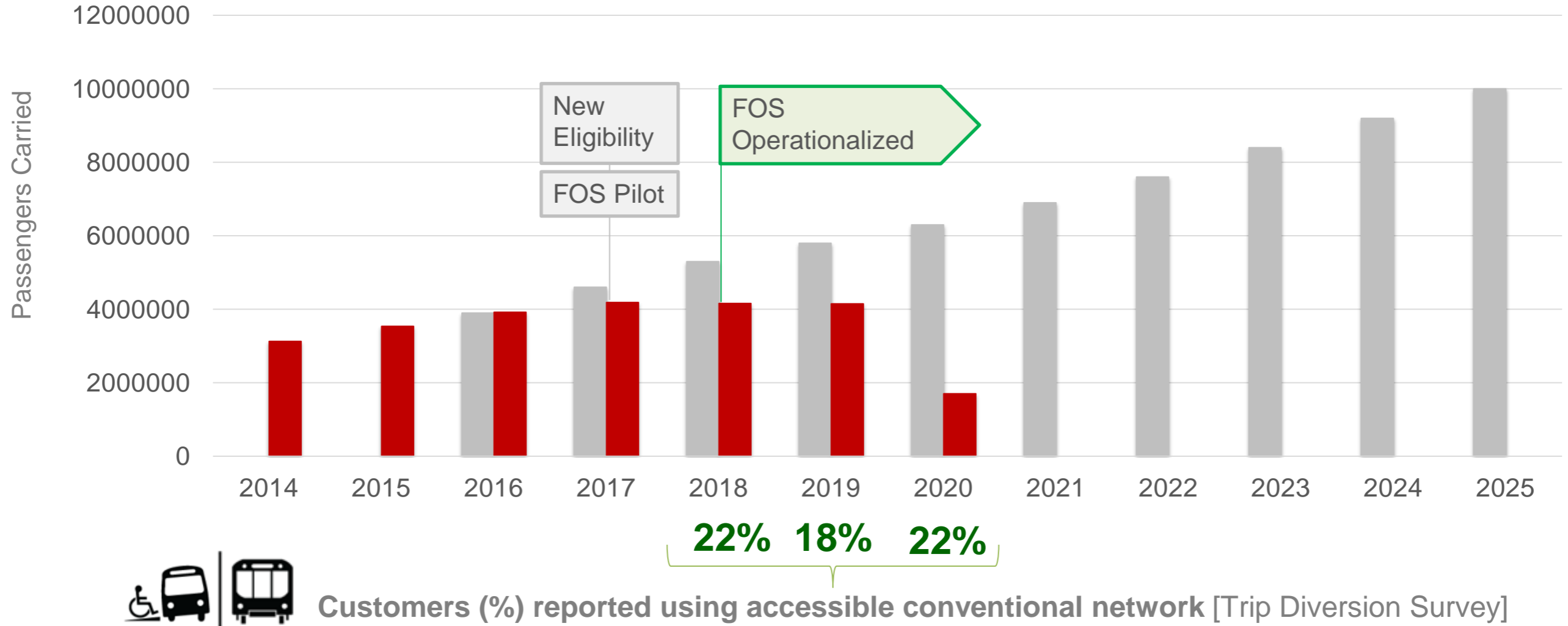


Access Hubs			
1 Meadowvale Loop 85 985 96 986	5/6 Jane/Eglinton SW, NE 32 36 936	11/12 Overlea/Thorncliffe SW, NW 25 925 81 100	15 Freshmeadow/Don Mills (Steeles) 25 925 51
2 Humber College 927 96 996	7/8 Ellesmere/Neilson SW, NE 38 96 995 133	13 Yonge/Steeles (Centrepoint Mall) 53 953 60 960 97	16 Long Branch 118 123 501
3/4 Kipling/Dixon NW, SW 45 945 82 952	9/10 Ellesmere/Victoria Park SE, NW (Parkwoods Village) 24 924 96 995	14 Bingham Loop 12 24 924 503	

Map symbols	
	Access Hubs Locations
	Accessible subway station
	Non-accessible subway station

# Measuring the Success of FOS

## Wheel Trans Ridership Comparison & Estimated Trip Diversion



# Modernizing Reservations, Scheduling & Dispatch System

## Customer Benefits

- Automated **multi-modal trip** booking system, which enables high-volumes of FOS trips to be booked and delivered
  - 54% of trips are booked online
- 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
- **Mobile App pilot**



# Fleet Replacement



## 6-M ProMaster Mini-Bus

As of the end of 2020, there are 128 Pro Master mini-bus vehicles in service. These mini-buses are smaller, more fuel efficient and can easily access more destinations.

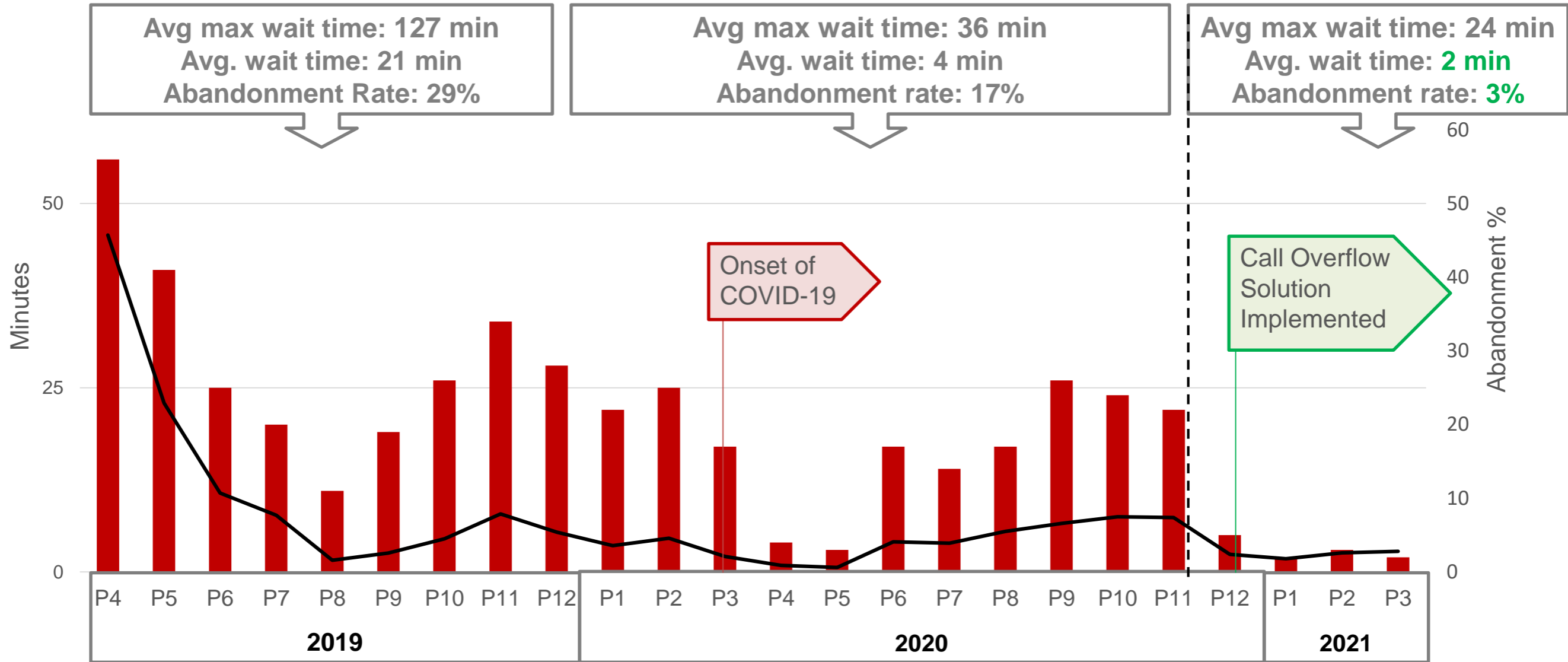


## 7-M ProMaster Pilot Vehicle

In 2020, the TTC successfully completed a pilot of a 7m ProMaster vehicle, including ACAT endorsement, as a supplement to the Pro Master mini-bus. This included the approval of purchasing 90 additional vehicles in 2021.



# Contact Centre Review (Reservations)



# Future Benefits

## Reservations, Scheduling, and Dispatch

- Mobile Application pilot will continue
- Pilot will be expanded to more customers

## Stations Accessibility (Easier Access Phase III)

- All stations will be accessible by 2025
- 52 out of 75 already accessible (69.33%)

	2021	2022	2023	2024
Remaining Stations	3	2	5	10

## Family of Services (FOS)

- Continuing to add routes and stops to enhance FOS trip options



