



Wheel-Trans Transformation Program 2022 Update

June 23, 2022



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
BUSINESS					
• Family of Services	✓	✓	✓	✓	✓
• Eligibility Management				✓	
• Fleet Replacement			✓		✓
• Contact Centre Review	✓	✓			✓
INFORMATION TECHNOLOGY					
• Res. Scheduling & Dispatch System	✓	✓	✓	✓	✓
• Customer Relationship Management		✓	✓		✓
INFRASTRUCTURE					
• Access Hubs				✓	✓



Family of Services, Access Hubs

Customer Survey

- A customer survey was completed in June 2021 with results shared in September 2021. Over 29% of customers travelling on any given week are using FOS

Travel Training

- Personalized 1 on 1 and group training on how to navigate the TTC safely and independently as customers transition to the conventional system
- 557 customers have been Travel Trained to date

Instructional Video

- Produced an educational customer facing video as an additional tool to assist customers and demonstrate the accessibility of the conventional system

<https://spaces.hightail.com/receive/9apNWHvliH>

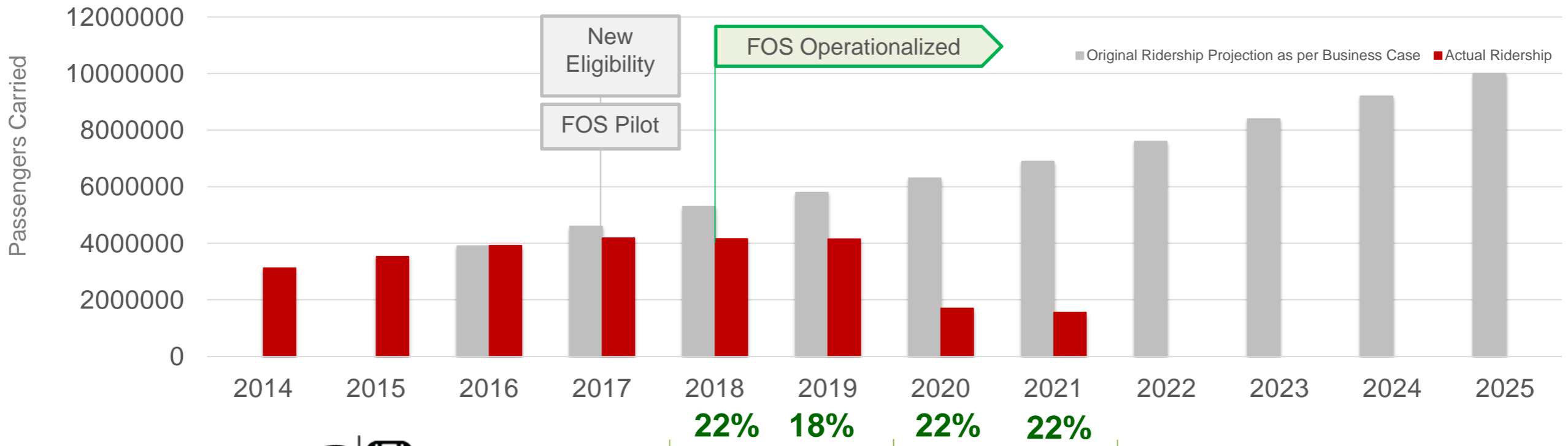
Access Hubs

- 16 spacious, well-lit, heated and completely accessible shelters located throughout Toronto for seamless transfer between FOS and fixed-route transit, including cross-border travel



FOS: Benefits Realization

Wheel-Trans Ridership Comparison and Estimated Trip Diversion

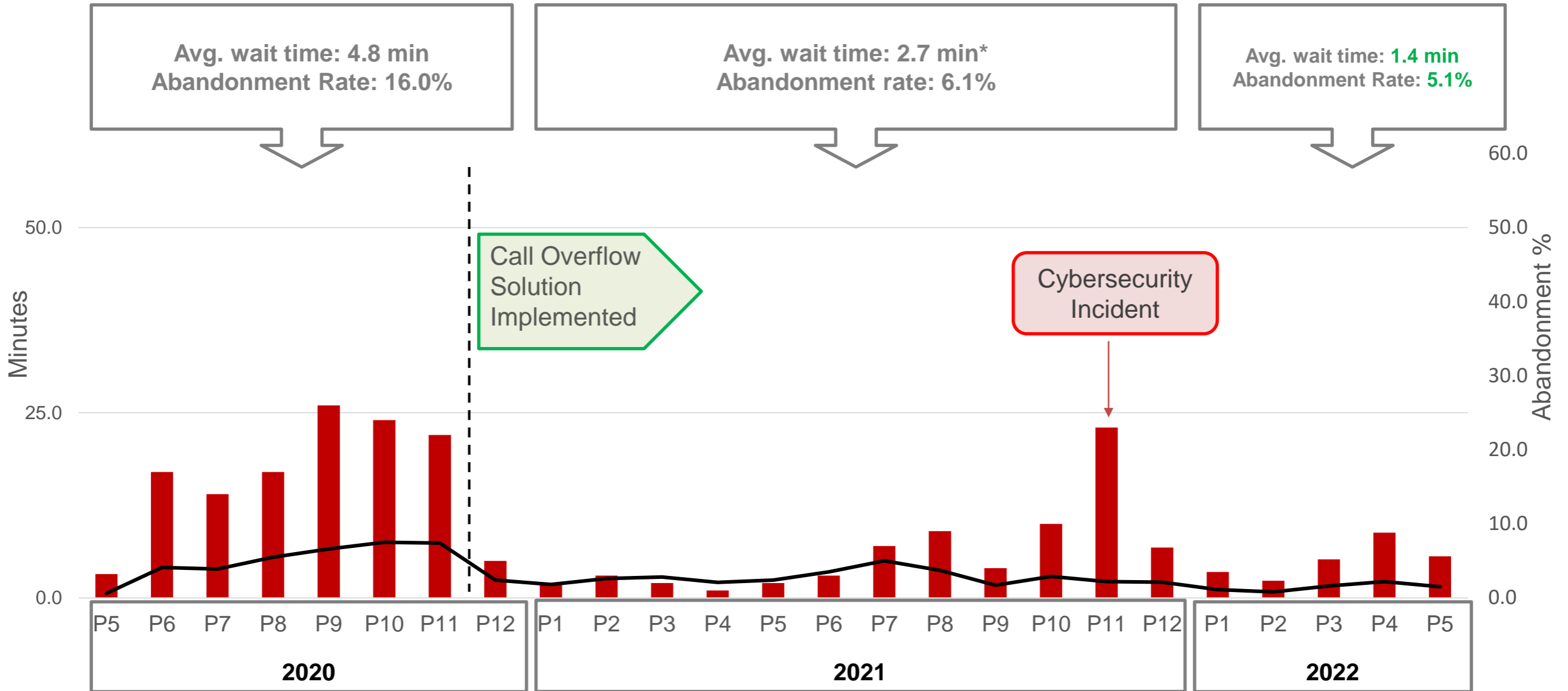


Customers (%) reported using accessible conventional network [Trip Diversion Survey]

(In Millions)	2017	2018	2019	2020	2021	TOTAL
Total Cost Avoidance (From all FOS trip types)	\$ 1.45	\$ 6.50	\$ 25.28	\$ 17.17	\$ 14.91	\$ 65.33



Contact Centre Review (Reservations)



Future Benefits

Fleet Replacement

6-M ProMaster Mini-Bus

As of the end of 2021, there are 148 6M ProMaster mini-bus vehicles in service. These mini-buses are smaller, more fuel efficient and can easily access more destinations.

7m ProMaster Vehicle

In 2020, the TTC completed a pilot of a 7m ProMaster vehicle, including ACAT endorsement, as a supplement to the ProMaster mini-bus. 109 vehicles will be delivered in 2022.



Continued Modernization of Reservations, Scheduling and Dispatch System

- Customer-Facing Improvements: Web Chat, 'Where's my Ride', Service Alerts, Map View
- Additional upgrades to multi-modal trip booking system, which enables high-volumes of FOS trip bookings.
- Mobile Application pilot will expand to more customers

FOS Expansion

- Easier Access Program Phase III
- Continuous improvement of adding routes and stops to enhance FOS trip options

