



City Council Transmittal – EX8.9 Wheel-Trans Service Model Update - Accessibility Feedback

Date: February 22, 2024
To: TTC Board
From: Director – Commission Services

Summary

City Council on October 11 and 12, 2023, considered the subject item and has forwarded a copy of City Council's decision to the TTC Board for consideration.

Recommendations

City Council requests that the TTC Board:

1. Request the Chief Executive Officer to consult with the TTC's Advisory Committee on Accessible Transit and community organizations serving people with disabilities, on ways to improve awareness and education around Wheel-Trans registration as well as identifying potential supports and registration assistance for riders for whom English is a second language or who cannot complete registration forms online.
2. Request the Chief Executive Officer to engage in consultations with the TTC's Advisory Committee on Accessible Transit, people with disabilities and community-based organizations that provide support service for people with disabilities prior to the implementation of the Wheel-Trans Transformation Program elements that would require the use of the Family of Services Program; such consultations will inform any potential changes to the design and implementation of the Program to address concerns around safety, equity, mitigating impacts of service disruptions within the conventional transit system on Family of Services customers, and the impact of TTC crowding as service demands increase and number of people with accessibility needs grow.
3. Direct the Chief Executive Officer to report back findings to the TTC's Advisory Committee on Accessible Transit and the TTC Board in the second quarter of 2024, and to the Toronto Accessibility Advisory Committee by the third quarter of 2024 and for the Chief Executive Officer to attend the Toronto Accessibility Advisory Committee meeting to address any outstanding concerns.

Signature

Chrisanne Finnerty
Director – Commission Services

Attachments

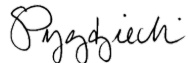
Attachment 1 – City Council Decision – EX8.9Wheel-Trans Service Model Update -
Accessibility Feedback

City Clerk's Office

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Ref.: 23-EX8.9**

(Sent by Email)

November 14, 2023

TORONTO TRANSIT COMMISSION BOARD:commissionservices@ttc.ca**Subject: Executive Committee Item 8.9
Wheel-Trans Service Model Update - Accessibility Feedback (Ward All)**City Council on October 11 and 12, 2023, considered [Item EX8.9](#) and a copy is attached for your information or appropriate action.

for City Clerk

S. Przewdziecki/wg

Attachment

c. City Manager

City Council

Executive Committee - Meeting 8

EX8.9	ACTION	Amended		Ward: All
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Wheel-Trans Service Model Update - Accessibility Feedback

City Council Decision

City Council on October 11 and 12, 2023, adopted the following:

1. City Council request the Toronto Transit Commission Board to request the Chief Executive Officer, Toronto Transit Commission to consult the Toronto Transit Commission’s Advisory Committee on Accessible Transit and community organizations serving people with disabilities, on ways to improve awareness and education around Wheel-Trans registration as well as identifying potential supports and registration assistance for riders for whom English is a second language or who cannot complete registration forms online.
2. City Council request the Toronto Transit Commission Board to request the Chief Executive Officer, Toronto Transit Commission to engage in consultations with the Advisory Committee on Accessible Transit, people with disabilities and community-based organizations that provide support service for people with disabilities prior to the implementation of the Wheel-Trans Transformation Program elements that would require the use of the Toronto Transit Commission’s Family of Services Program; such consultations will inform any potential changes to the design and implementation of the Program to address concerns around safety, equity, mitigating impacts of service disruptions within the conventional transit system on Family of Services customers, and the impact of Toronto Transit Commission crowding as service demands increase and number of people with accessibility needs grow.
3. City Council request the Toronto Transit Commission Board to direct the Chief Executive Officer, Toronto Transit Commission to report back findings to the Advisory Committee on Accessible Transit and the Toronto Transit Commission Board in the second quarter of 2024, and to the Toronto Accessibility Advisory Committee by the third quarter of 2024 and for the Chief Executive Officer, Toronto Transit Commission to attend the Toronto Accessibility Advisory Committee meeting to address any outstanding concerns.

Summary

At its meeting on September 5, 2023, the Toronto Accessibility Advisory Committee considered item [DI2.1](#) and made a recommendation to Council.

Summary from the Toronto Accessibility Advisory Committee:

Toronto Transit Commission staff will deliver a presentation to the Toronto Accessibility Advisory Committee regarding Wheel-Trans service. Specifically, the presentation addresses the following:

Service planning changes that are being made to the Toronto Transit Commission's Wheel-Trans Service, including:

- a. rationale;
- b. equity analysis and consultation process;
- c. status of the re-registration process and how barriers to re-registration have been addressed; and
- d. comparison of projected financial costs of operating Wheel-Trans under Family of Services and the previous Wheel-Trans service model.

Background Information (Committee)

(September 5, 2023) Decision letter from the Toronto Accessibility Advisory Committee on Wheel-Trans Service Model Update - Accessibility Feedback

<https://www.toronto.ca/legdocs/mmis/2023/ex/bgrd/backgroundfile-239252.pdf>

Presentation on Toronto Transit Commission Wheel-Trans Service Model Update

<https://www.toronto.ca/legdocs/mmis/2023/ex/bgrd/backgroundfile-239253.pdf>