



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

TTC Board Decision

The TTC Board on February 22, 2024, adopted the following:

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.