



TTC WHEEL-TRANS 10-YEAR STRATEGY

**City-Wide Public Meetings
2017 Update**



Provide update on the Wheel-Trans 10-Year Strategy

What has been done

What is coming this year

What to expect in the years to come





Our Mission: How we support the community

As part of a fully accessible TTC, we provide ***barrier-free, accessible*** service that is ***efficient, reliable*** and ***available***

Our Vision: What we strive for

An accessible transit service that ensures ***dignity, spontaneity, fairness*** and ***freedom of travel*** for all customers



There are 41,000 active customers

- 800 more customers apply each month

Customers take 14,000+ rides on peak days

- 200 Wheel-Trans buses
- 230 accessible taxis
- 2,200 sedans in the contracted service

Last year customers took 3.9 million rides

- 11% increase over 2015

We predict customers will take 4.7 million+ rides this year

- 20% increase over 2016
- 8% of the above 20% is due to new eligibility



WHAT YOU TOLD US



Provide

- More flexible cancellation policies
- More options for same-day travelling

Expand Eligibility to Comply with the AODA

- You know and expect us to comply with your legislated rights
- Expanded definition of who is eligible: now includes people with mental health, sensory and cognitive disabilities
- New category: “conditional”

Modernize

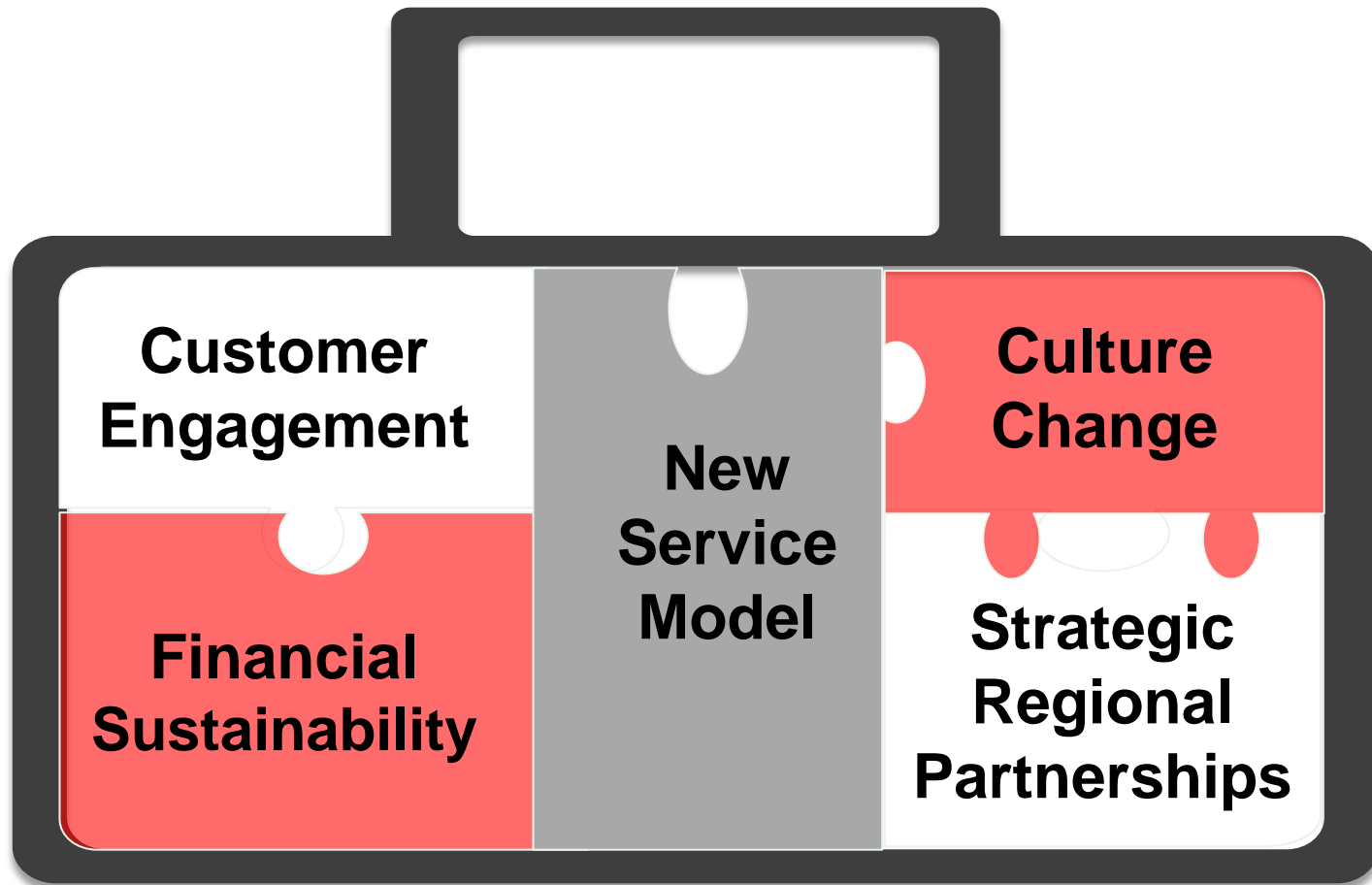
- Communicate with customers in the method they prefer
- Customers want new vehicles

Exceed Expectations

- Be leaders within the industry, not merely catch up to what other transit agencies offer



HOW WE WILL CHANGE OUR BUSINESS





Wheel-Trans extensively **engaged** with the community

We **listened** to advocacy groups, the medical and legal communities, the City and Provincial government ***and most importantly, our customers***

We **developed** a new mission, vision and strategic objectives

We **defined** a 10 year strategy that gain unanimous approval from the board

We **changed** our eligibility process to meet all your legislated rights





In line with AODA legislation we implemented three categories of eligibility for TTC Wheel-Trans service:

Unconditional

- for customers who are unable to use conventional transit

Temporary

- for customers who are unable to use conventional transit for a short period of time

Conditional

- for customers who are able to use both Wheel-Trans and conventional transit

THANK YOU FOR YOUR HELP IN 2016!



April 11, 2017



The Purpose is:

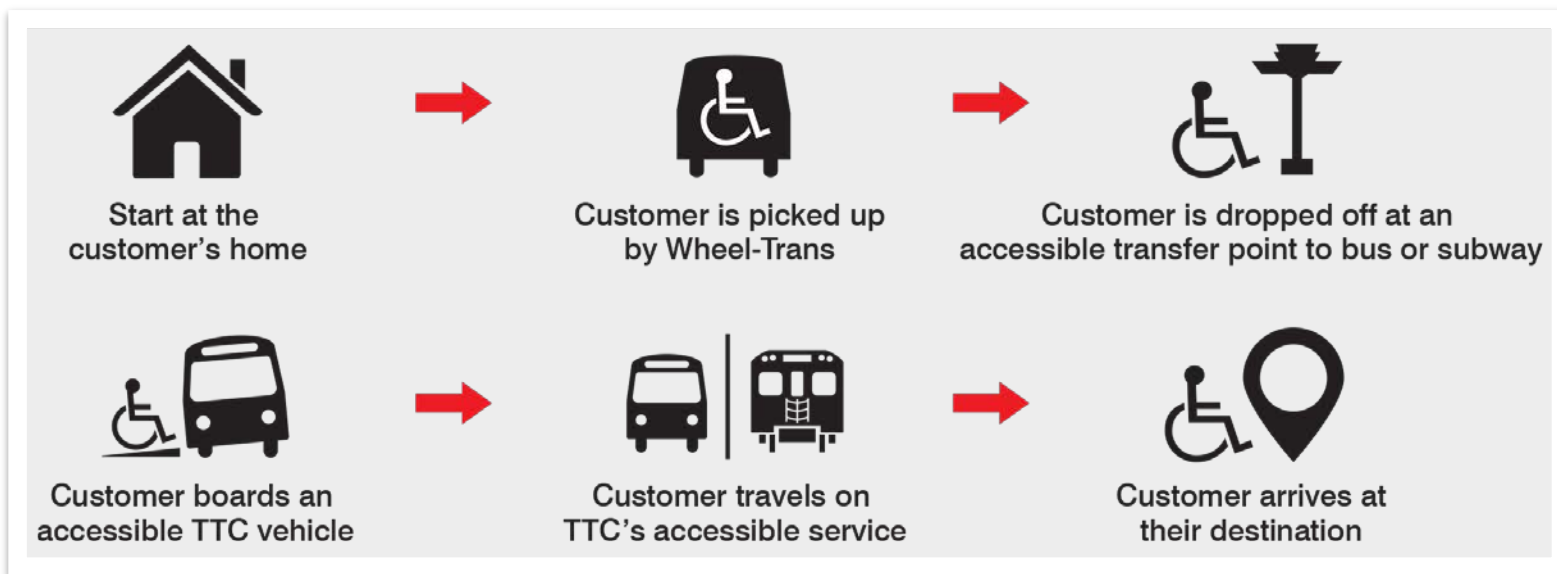
- to learn from you
- find out what works for you and what we can improve on
- find out what we need to do to support you during your family of services trips

Gradual introduction of Family of Services with pilot volunteers starting slowly throughout 2017

We will be touching base regularly with our pilot participants to hear their feedback



FAMILY OF SERVICES PILOT – HELP US LEARN FROM YOU



TTC Accessible Subway System

TTC Bus Routes

- Dufferin 29
- Sheppard East 85
- Sheppard West 84
- Yonge 97
- York Mills 95





TTC has been working hard to improve the accessibility of the conventional transit system:

- TTC buses are low floor, accommodate mobility devices
- All train fleet and more than half of subway stations are now accessible
- Elevators are now available at 35 stations
- Line 1 subway trains feature both audio and visual stop announcements
- Improved way finding across the network
- Continuing to put more low floor streetcars into service

FoS PILOT - RECRUITMENT

- You were very helpful last year
- We want to learn from you again
- If you want to help us by participating in the Family of Services pilot, let us know

WTConsult@ttc.ca or 416-393-4111



MYTH BUSTING



Fact: Wheel-Trans service will continue. We are improving your travel choices to provide you with greater spontaneity, dignity and independence.



MYTH BUSTING



Fact: We will work with you to match your travel to your abilities. We understand that not everyone can use conventional transit all of the time.



MYTH BUSTING



Fact: We will plan and provide support for your journey on transit. We are not abandoning our customers.





Cancellation Policy

You told us: the current late cancellation policy isn't working for you

We're listening: instead of having to cancel the night before your trip, you will be able to cancel up to 2 hours before your trip

No-Show Policy

You told us: the current policy could be more flexible

We're listening: life happens, we are ensuring that our new no-show policy balances both customer needs and operational demands



NEW VEHICLE

Benefits:

- manoeuvrability to get you closer
- ramps, not lifts
- clean and new

Specifications:

- Low floor, high roof
- Seating for 6
- Plus 2 wheelchair positions
- Side and rear ramps
- Equipment storage area



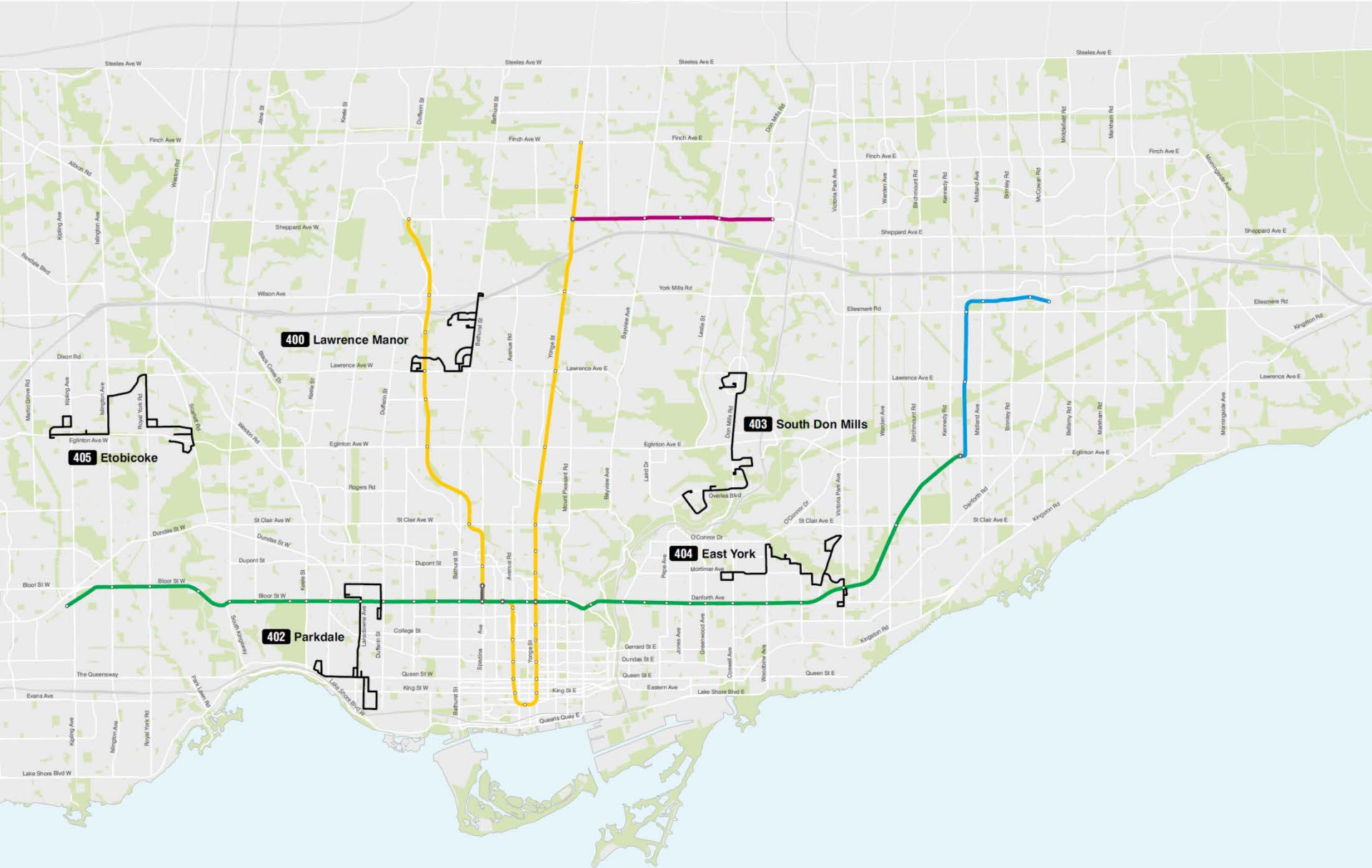


Did you know TTC's Community Bus service:

- Stops at the front door of many buildings and landmarks like residences and hospitals
- Can be flagged anywhere along the route as well as bus stops
- Available to everyone, not just Wheel-Trans customers
- Has dedicated wheelchair positions
- Driven by Wheel-Trans operators

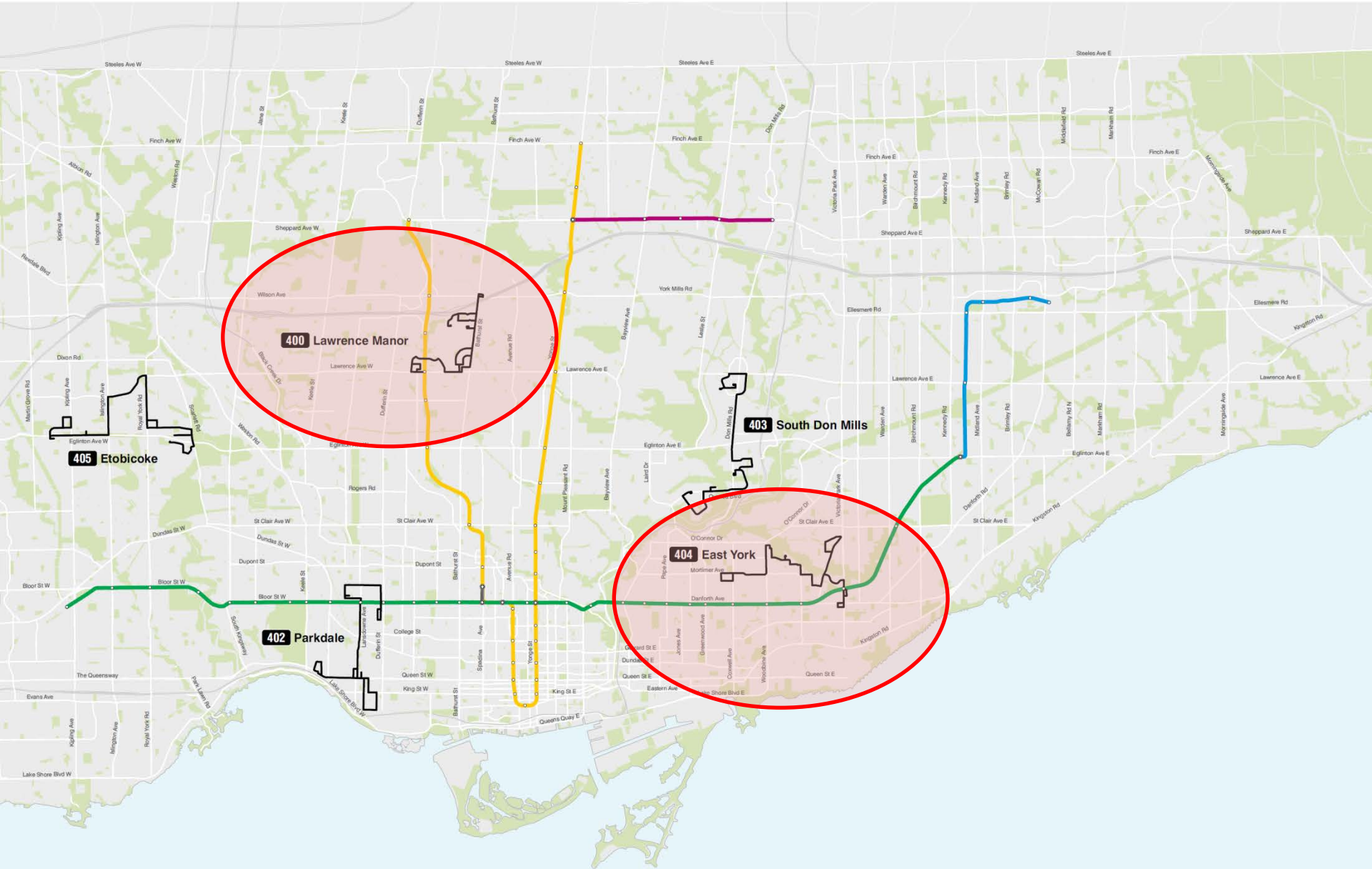


Existing Community Bus Routes



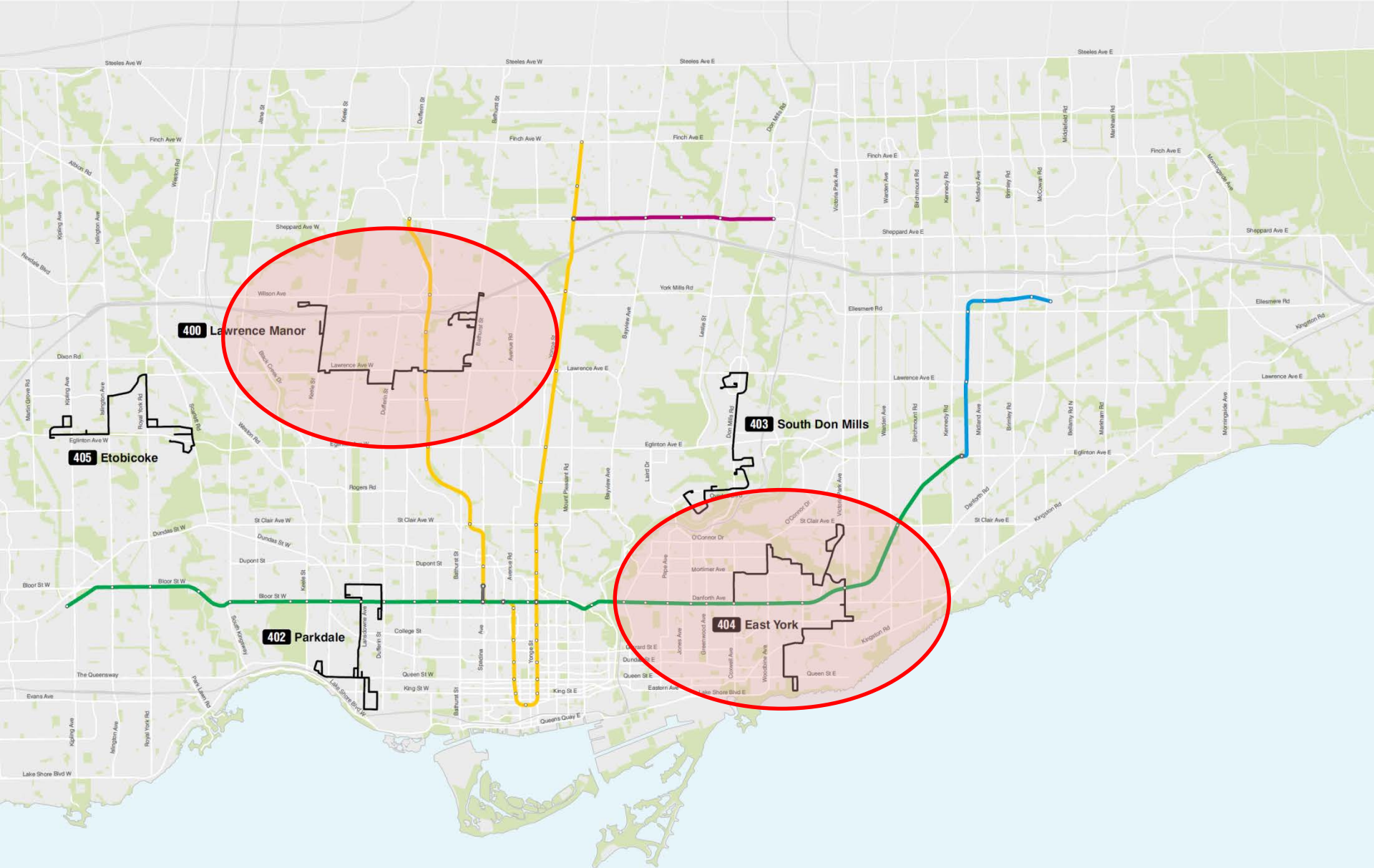


Existing Community Bus Routes





Proposed Community Bus Routes



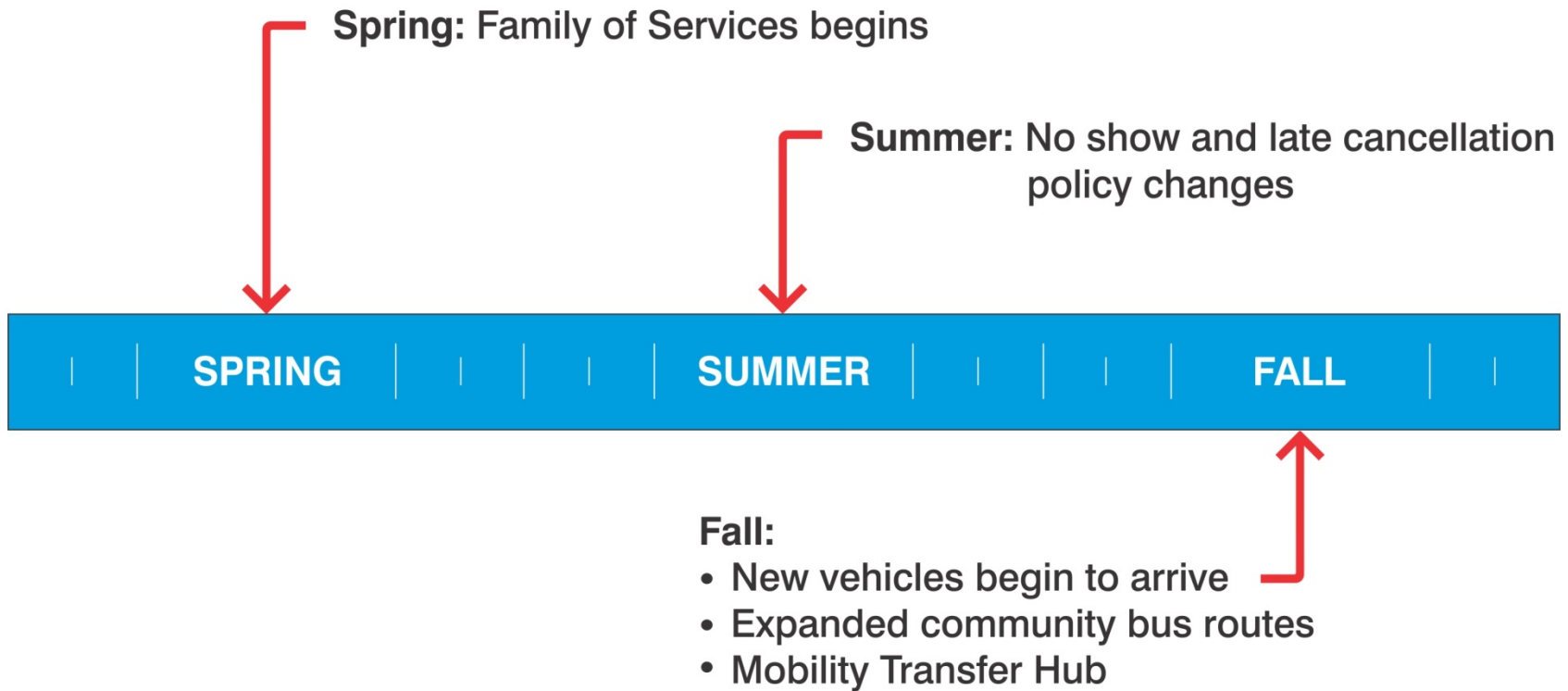
A PLACE TO WAIT

- Mobility Transfer Hubs
- We want to offer a dry, well-lit, heated place for you to wait when connecting with your bus, subway or streetcar
- Planned for Meadowvale - Sheppard Loop
 - Family of Services route
 - creates a place to wait in a location with limited alternative options

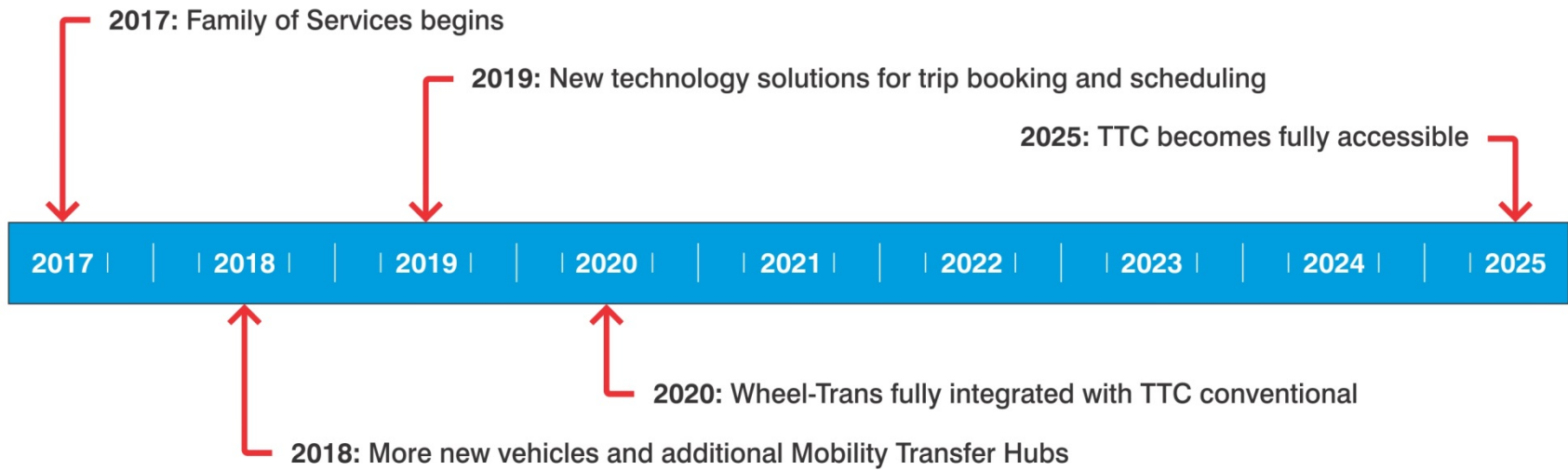


Similar shelter located in Richmond Hill

WHAT YOU WILL SEE THIS YEAR



10-YEAR TIMELINE





We know these changes are ambitious

We appreciate what's at stake

Together, we can transform Wheel-Trans into a service that you can continue to count on for years to come





Thank You.

Please forward any additional questions or comments to

WTConsult@ttc.ca

