



# **Family of Services** customer handbook

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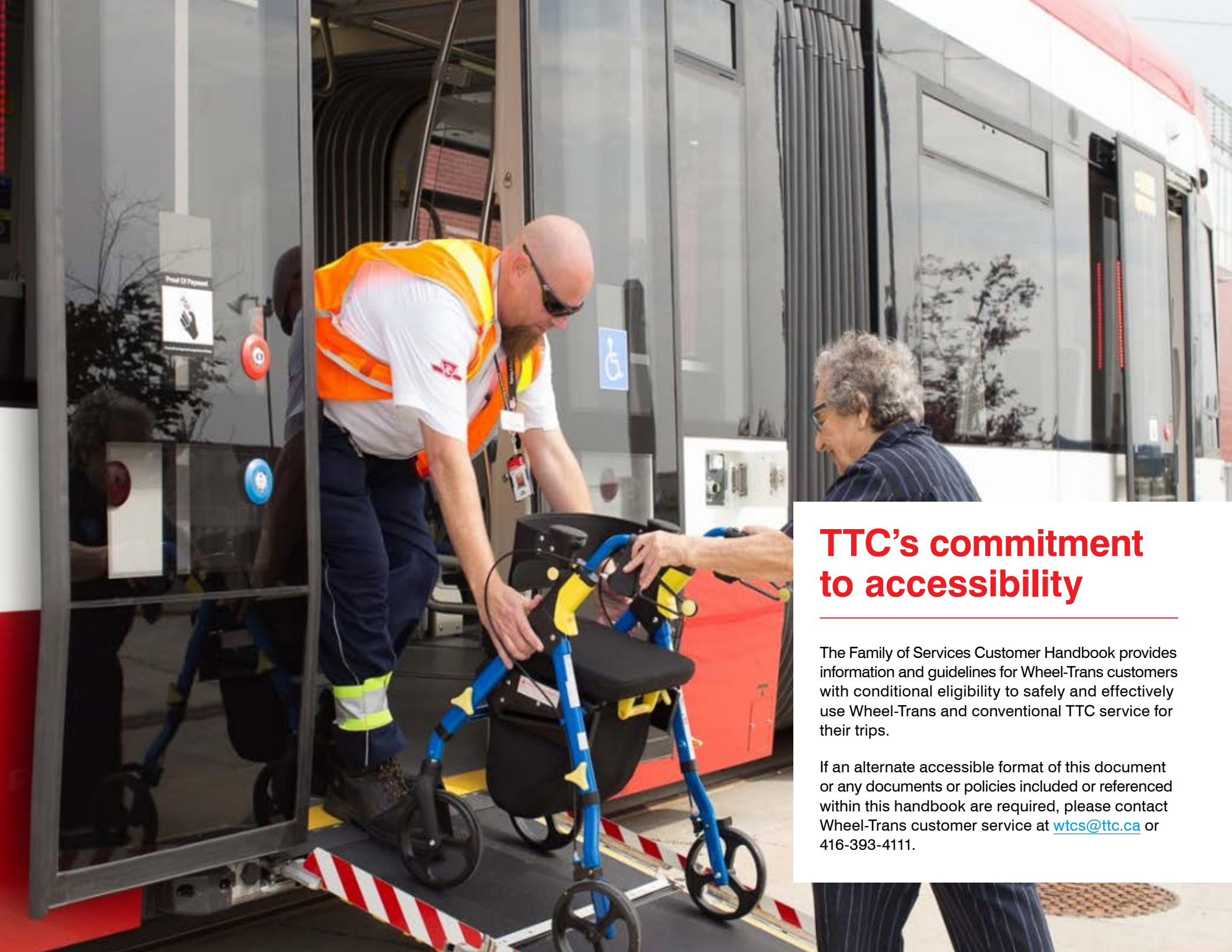
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## TTC's commitment to accessibility

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The Family of Services Customer Handbook provides information and guidelines for Wheel-Trans customers with conditional eligibility to safely and effectively use Wheel-Trans and conventional TTC service for their trips.

If an alternate accessible format of this document or any documents or policies included or referenced within this handbook are required, please contact Wheel-Trans customer service at [wts@ttc.ca](mailto:wts@ttc.ca) or 416-393-4111.





# Family of Services (FOS)

A Family of Services (FOS) trip is when a customer uses a combination of Wheel-Trans and conventional TTC modes of travel to reach their destination. Family of Services connects customers to the TTC accessible conventional network, which includes bus, subway and streetcar. Your Family of Services trip will be created based on your needs and abilities.

Below is an example of a Family of Services trip.

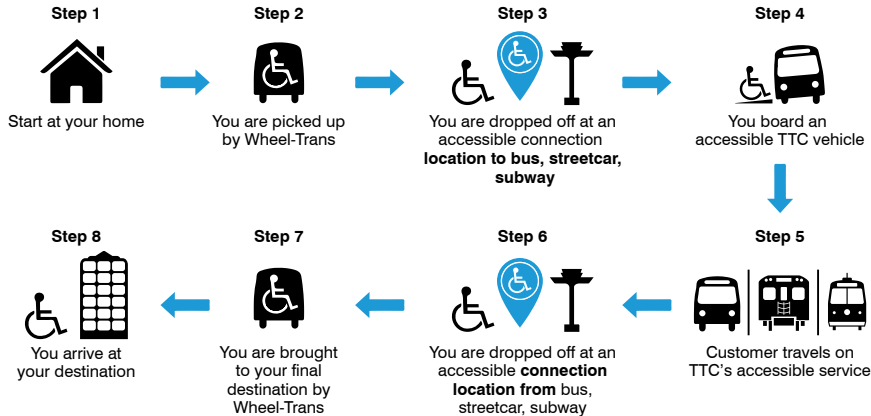


Figure 1 Family of Services Trip

Family of Services provides you with more independent and flexible travel options. Whether you are headed to the local grocery store, to an appointment or to visit friends and family. Traveling using FOS will get you where you need to go by using Wheel-Trans vehicles to connect you to the conventional TTC network based on your abilities, provides more travel options and allows for more same-day trips.

## Three categories of eligibility

As per the Accessibility for Ontarians with Disabilities Act (AODA), there are three categories of eligibility:

- **Unconditional eligibility** is for persons who have a disability that prevents them from taking conventional transit all of the time.
- **Conditional eligibility** is for persons who have a disability that prevents them from taking conventional transit some of the time.
- **Temporary service** is for persons with a temporary disability that prevents them from using conventional transit on a temporary basis.

For a list of your specific conditions, please refer to your letter of acceptance, or contact Wheel-Trans customer service.

## Conditional Trip-Matching

Conditional Trip-Matching simply means that the Family of Services trip that you will be offered will match your eligibility conditions. You will receive a trip based on your needs and abilities and can include a door-to-door trip, or a Wheel-Trans trip connecting you with conventional TTC.

If you are scheduling your trip when none of your conditions are present, then you will travel using TTC's Family of Services, and will need to travel using a combination of Wheel-Trans, and/or TTC bus, streetcar and subway.

If you are scheduling your trip when one or more of your conditions are present, you will receive a door-to-door Wheel-Trans trip from your starting address to your destination.

**Example:** You have the “winter condition” and are booking a trip during the winter months, this means your condition is present and you will get a door-to-door (D2D) trip. Wheel-Trans will pick you up from your house and take you to the doctor's office.





# Understanding your Family of Services trip itinerary



Figure 2 Sample map for a Family of Services trip itinerary

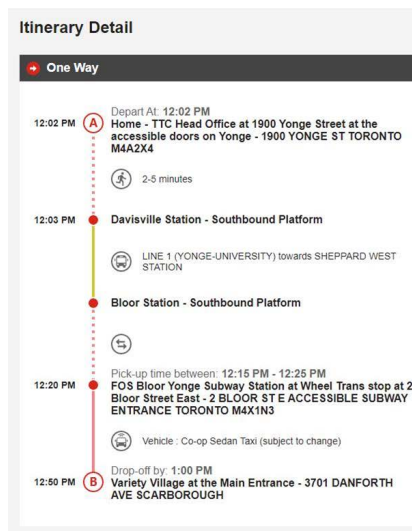


Figure 3 Directions for the sample FOS itinerary that a customer would receive

## How to read a Family of Services trip itinerary?

1. You will travel to the 100A stop and then take the bus to Broadview station.
2. You will need to wait at the designated Wheel-Trans pick-up and drop-off location at Broadview station.
3. From Broadview station, you will be picked up by Checkers Accessible Taxi.
4. Checkers Accessible Taxi will drive you straight to City Hall.

# TTC service changes/delays

Wheel-Trans' dispatchers closely monitor the conventional system for any service changes or delays. This includes, but is not limited to, elevator maintenance, subway closures and route changes. If there is a service delay that will affect your FOS trip before you travel, your trip will be updated. If there is a service change when you are on the system, every attempt will be made to contact you and the Wheel-Trans operator. If you are new to FOS travel, it is recommended that you sign up for My TTC e-Services.

## My TTC e-Services

By registering with My TTC e-Services you can choose to receive convenient and important service alerts by email. My TTC e-Alerts are real-time notices that keep you informed of all subway, bus and streetcar service changes. Elevator outage and back-in-service alerts are also available.

Register for My TTC e-Services online at [ttc.ca](http://ttc.ca). On the right hand side of the home page there is a link under **My TTC e-Services**. You can customize the e-alerts that you receive to include the routes you use and when you use them. This allows you to receive only the information that is important to you. You can also choose to receive construction announcements and other TTC News Releases by visiting [ttc.ca/user/registrationPage.action](http://ttc.ca/user/registrationPage.action).

## Social media



The TTC uses Twitter to communicate information with customers. Real time service alerts are available at [@TTCnotices](https://twitter.com/TTCnotices). For customer questions, comments, complaints or compliments, tweet [@TTCHELPS](https://twitter.com/TTCHELPS).

# Transferring from Wheel-Trans to conventional transit

## Shared stops

A stop where both Wheel-Trans and conventional transit pick-up and drop-off customers. **At shared stops, the Wheel-Trans procedures are as follows:**

- **Drop-offs:** Wheel-Trans operators will park the vehicle at the conventional TTC stop marker and assist you off the vehicle.
- **Pick-ups:** You will wait for your pick-up at the TTC shelter or around the TTC stop marker with other customers using the conventional service.
  - The Wheel-Trans operator will only stop at the pick-up location at the scheduled pick-up time (not earlier) and park the vehicle at the shared FOS stop marker to assist you onto the vehicle.
  - If you are not waiting at the shared stop marker when the Wheel-Trans vehicle arrives, the vehicle will leave and return in 5 minutes. The Wheel-Trans vehicle will not stop and wait for customers at the stops. It is a shared location and other conventional vehicles may need to stop there. If you have not arrived when the Wheel-Trans vehicle returns, the Wheel-Trans operator will post a no-show ticket on the blue no-show board before leaving.



Figure 4 Family of Services shared bus stop

97 Yonge at Glengrove Ave. (Southbound)

## Designated Wheel-Trans stops

A stop marker that is only used by Wheel-Trans buses and contracted taxis, that is near the conventional stop marker. Family of Services transfers can occur at Shared or Separate stops. At a separate stop marker, the Wheel-Trans procedures are as follows:



Bus stop + Wheel-Trans no-show board



Wheel-Trans stop

Figure 5 Family of Services separate Wheel-Trans stop

- **Drop-offs:** The Wheel-Trans operator will park the vehicle at the Wheel-Trans separate stop marker and will assist you off the vehicle. You then proceed to the nearby shared stop marker that has a blue no-show board. The operator can direct you to where the shared stop is. The operator is not required to escort you to the conventional TTC stop marker.
- **Pick-ups:** You will wait for your Wheel-Trans pick-up at the conventional stop marker. You can wait in the shelter or around the stop marker. Please do not wait at the Wheel-Trans stop marker, that is for drop-offs only.



- If you are not waiting at the conventional stop marker when the Wheel-Trans vehicle arrives, the vehicle will leave and return in five minutes. The Wheel-Trans vehicle will not stop and wait for customers at the stops. It is a shared location and other conventional vehicles may need to stop there. If you have not arrived when the Wheel-Trans vehicle returns, the Wheel-Trans operator will post a no-show ticket on the blue no-show board before leaving.
- If the pick-up location is a subway station, the operator will place the no-show sticker on the blue no show board located on the station window or wall. If you need assistance, please ask a TTC staff member to assist.

### Important

Bus operators can let customers exit from the conventional vehicle before the actual stop marker if they deem the area to be safe (solid, level ground).

The bus operator will **still service the official stop as well**. This is to provide service for other customers potentially waiting, customers that wish to be closer to the service stop, or customers that require specific grounds to board or exit (i.e. safe ramp deployment).

### Fare payment

PRESTO is available on all Wheel-Trans vehicles, including accessible and sedan taxis.

#### All transfers

If you are using a **PRESTO card**, you must tap your card on every vehicle you board to take advantage of the 2-hour transfer.

With this transfer, you can hop on and off the system and switch directions at any point in your journey. As long as you are within two hours from your first tap, you will not be charged another fare.



### If you are paying with tokens, tickets, or cash

#### Transferring to buses and streetcars

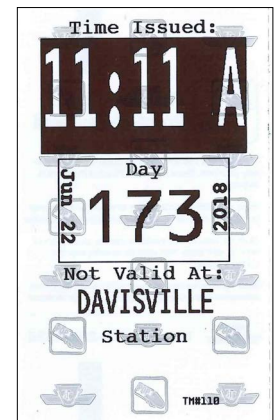
- **Do not pay the Wheel-Trans operator**, pay when you board the bus or streetcar. Ask the conventional TTC operator for a paper transfer. It is your Proof-of-Payment (POP). Carry your POP with you and be prepared to show it to TTC staff at any point of your journey.



- You can get a paper transfer from:
  - The bus driver when you board a bus.
  - The Fares and Transfers Machine on board the streetcar.

#### Transferring at a subway station

- If you are transferring at a subway station in a paid area (area that by-passes the need to go through a fare gate, because you have already paid), pay the Wheel-Trans operator.
- If you are transferring at a subway station in a non-paid area (area that requires that you enter through a fare gate and make payment), **do not pay the Wheel-Trans operator**, instead, pay in the station after you get off the vehicle. You can get a paper transfer from the red transfer machines inside the subway station fare gate.



Subway transfer

#### Fares

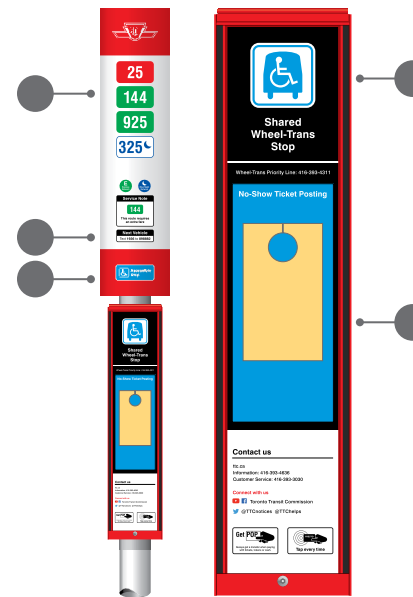
For up-to-date fare information, please refer to the TTC website: [ttc.ca/Fares and passes/Fare information](http://ttc.ca/Fares_and_passes/Fare_information).



# Travelling on the bus

All buses are accessible with ramps. All Family of Services stops are accessible, have a bench and shelter for customer use. It is important to note that not every bus stop and bus route is part of the Family of Services network.

## Understanding TTC stop markers



- 1. Route number lozenges**  
 Colours indicate level of service. For instance, red/white means regular service. white/blue means night service.
- 2. Next vehicle Stop ID**  
 Shows the stop ID number and instructions to receive a text with estimated arrival times of the service routes at this stop.
- 3. Accessible stop**  
 Indicates that the stop is accessible. Most TTC stops are accessible. In some cases street conditions may not enable a stop to be accessible.
- 4. Wheel-Trans service symbol**  
 Blue International Symbol of Access means that this is a shared stop with Wheel-Trans service. Wheel-Trans will be picking and dropping off customers at this shared stop.
- 5. Wheel-Trans no-show board**  
 Indicates special notes related to some routes at this stop.





## How to board a bus

1. Let other customers exit the bus first.
2. Ask the operator to lower the bus and/or deploy the ramp verbally or use your Accessible Flashcard. There is a *First On, Last Off* policy, which means customers using mobility devices should board first and exit last. This gives customers more space to turn and position their device in the bus.

## Tips

- If you would like the operator to wait until you are seated before moving the bus, tell them when boarding.
- If you are using a **white cane**, hold the cane in a position where the operator can see it. This will inform the operator that you may need extra verbal instruction. The operator may also stop the bus in an area where it is easier for you to board.
- If you are using a **mobility device**, please wait in an area where the operator can easily see you. This will help inform the operator that you may need the ramp or require assistance to board the vehicle. When boarding the bus using a mobility device, you must enter the bus and position yourself in the multi-purpose area facing forward. **Turn off all power and apply the brakes. If required, customers may make a request for securement from operators.**

## Requesting a stop

All buses verbally announce next stop information inside the vehicle and display in text on the next stop screen overhead. There are red buttons or yellow pull cords throughout the bus in accessible locations that you can use to request a stop. When you press a stop request button, there will be one chime, and a “Stop Requested” sign will be displayed.

If you are using a mobility device in the securement area, there is a yellow stop request button or strip that is on the underside of the flipped-up seat. When you press this button or strip there will be two chimes to inform the operator that a stop request was made, and you require the ramp.

If you are not sure about your stop or need a reminder, you can ask the operator for assistance.

## Request Stop Program

If you are travelling by bus between 9 p.m. and 5 a.m. and feel vulnerable, you may ask to be let off between stops. Ask the operator at least one stop in advance of where you wish to exit, and exit at the front doors. The Request Stop Program is only available on buses.

Note that the operator can only stop where it is safe.





# Travelling on the streetcar

## Streetcar routes

All Streetcars are accessible with ramps. Most FOS streetcar routes have separate stop markers for Wheel-Trans pick-ups and drop-offs, except 512 St Clair, has Shared Night and Wheel-Trans stops.

Some streetcar routes have their own dedicated lane, while other streetcar routes are mixed with traffic.

(Right-of-way streetcar route – Night stops)

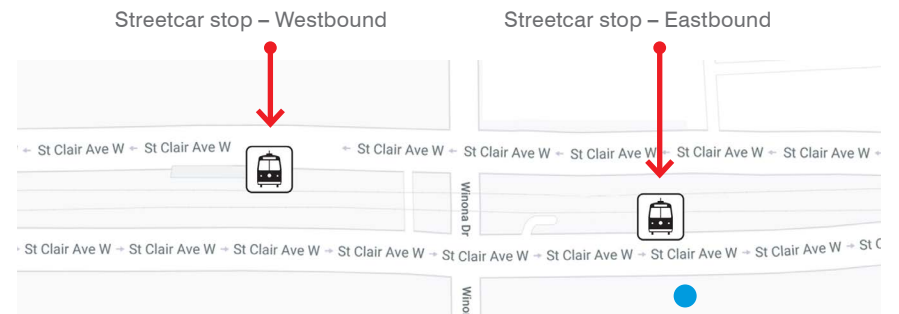


Figure 6 512 St Clair streetcar route

## How to board a streetcar

1. When the streetcar arrives at the stop, go to the second door of the vehicle and press the flashing blue button.
2. The operator will exit the streetcar to operate the ramp. The second door will remain closed while the ramp is in motion. If you need physical assistance with boarding, or need help finding a seat, ask the operator. Customers who do not require the ramp may use any door to board.



Figure 7 Shared night stop and Wheel-Trans stop





### Tip

- On the second door, the red stop request button is circular with tactile outward facing arrows. The blue ramp request button is a circular smooth surface button.

### Requesting a stop

All streetcars verbally announce next stop information inside the vehicle. The same information is displayed in text on the next stop screen overhead. When you approach your stop, press the red stop request button or the blue button if you require the ramp. The red stop request buttons are found throughout the streetcar on grab bars, and blue ramp request buttons are found on the second door and at the two mobility device seating areas opposite that door. The door open buttons on every streetcar door also function as stop request buttons.

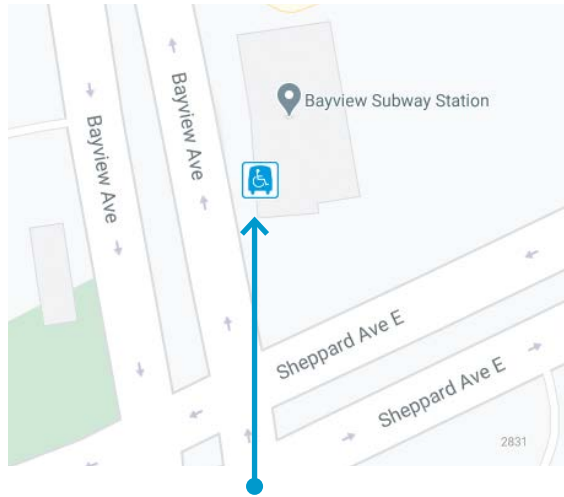
## Travelling through the subway station

FOS travel will only connect customers to accessible subway stations equipped with elevators; all TTC subway stations are expected to be accessible by 2025. This includes elevators, automatic doors, wide fare gates and high-contrast signage. Accessible fare gates are wider and have two available card readers at different heights.

Customer Services Agents (CSA) are available beside the fare gate at all stations. They can answer questions, help with fare purchases, and assist customers throughout the station.

## Subway stations

Wheel-Trans stops are located at all accessible subway stations and will have a no-show board nearby. Many have benches at this location as well.



The Wheel-Trans pick-up and drop-off is located outside the station at the entrance on the east side of Bayview Ave., north of Sheppard Ave. East. The stop is near the elevator, shared with route #11 Bayview



This is a shared Wheel-Trans stop, where customer's no-show tickets may be placed on the blue section of the shared stop marker.

## Signs

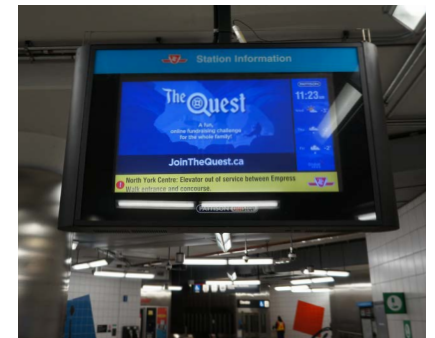
Station names are posted at each entrance and at the train platform level. When you enter the subway station, look for large print, colour contrast signs with the International Symbol for Access like the ones shown to the right to help guide you to your destination. Customers are advised to refer to the directional signage in subway stations and follow signs with subway line numbers or the direction they intend to travel in. As the TTC directional system is being updated to refer to terminal stations (e.g. Kipling for Westbound), you may encounter both types of signs on your journey. When you exit the subway train, look for signs for street or buses to exit the station or connect to Wheel-Trans.



On station maps, there are "You are Here" markers.

## Information screens

The video screens at subway entrances and above platforms show TTC service updates, next train arrival times, the date and time, as well as news, weather, advertising, charity and community messages. If there is an emergency, important customer information will also be displayed on these screens.







### Lift line

If you require the use of an elevator, call **416-539-5438 (LIFT)** before you travel to make sure the elevators you need are in service. If you are travel using Family of Services, elevator status is monitored regularly by Wheel-Trans.

At certain stations, customers may need to use elevators that are not on TTC property to travel to and from street level. The TTC provides phone numbers to check the status of non-TTC elevators. This information is available online at [ttc.ca](http://ttc.ca) under the **Elevators & Escalators** tab of each subway station. Escalators are reported as out of service only when the service interruption is long-term.

### Subway station safety

If there is an emergency on the subway platform, use the Passenger Assistance Intercom at the Designated Waiting Area (DWA).

### Evacuating the station

In an emergency, you may need to exit the station. Listen for announcements and follow the instructions. If you are unable to understand the instructions, find a TTC staff member or Customer Service Representative for assistance. If you need help exiting the station, use the Passenger Assistance Intercom (at the elevator or Designated Waiting Area) to connect with a TTC staff member on site.





# Travelling on the subway train

## Accessible features

All subway platforms have a yellow tactile edge which means that you are close to the edge of the platform. **Do not walk on or stand on this yellow edge unless you are getting on or off a train.**

## Designated Waiting Area (DWA)



Every subway platform has a Designated Waiting Area (DWA) that is identified by a black and white sign that reads DWA.

The DWA has many features:

- A Passenger Assistance Intercom button with camera overhead. The intercom comes equipped with two buttons.
  - The blue Information button can be pressed when customers want to connect with station staff to get answers to questions about the TTC.
  - The red Emergency button should be used like the yellow Emergency Alarm found onboard TTC vehicles. Pressing this button will immediately connect you to a TTC staff member and is to be used when emergency medical, police or fire services are needed.
  - The overhead camera will allow for a TTC staff member to see what is happening and dispatch any assistance required to address the situation (police, fire, paramedics).

- Brighter lighting.
- A pay phone that has a blue button that can connect you to a mental health Crisis Line if you need to talk to someone.
- A bench or grab bar for support.
- In most stations, the accessible subway door will open close to this area. Inside this door will be blue priority seating.

## How to board a subway train

If you are boarding a train while using a mobility device, follow these steps:

1. Locate and travel to the Designated Waiting Area (DWA).
2. Give yourself enough time to board the train safely. Do not rush. If you hear chimes or see an orange light flashing above the doorway, the doors are closing. Wait for the next train.
3. If you see “wide gap space” signs on the platform floor, it is recommended that you board elsewhere along the platform where the gap between the door and platform is smaller.
4. Prepare to board by facing the platform edge.
5. When the train arrives, let any customers exit first.
6. Board through an accessible door and travel safely over the gap.
7. Locate the priority seating area.
8. Position yourself facing the direction the train is travelling. This will help when the train announces which side the doors are opening.

### Travelling over the gap

The gap can be horizontal, or horizontal and vertical and it can vary by station, by location on the platform, and/or by train.

When stepping over the gap, be careful of your footing. If using a walker, you may need to lift your walker over the gap.

When preparing to travel over the gap using a wheelchair or scooter, position the wheels so they are facing forward toward the platform edge and not on an angle. When the train comes to a stop and the doors open, travel over the gap at a medium speed. This will ensure the device has the power and momentum to go over the gap.

### Getting off the subway

Verbal and text announcements inform customers the name of the next station.

The verbal announcements will be shared over the speaker, and the on Line 1 and 4 trains, text is displayed either on the next stop screen at the top of the train, or on an LED screen found on the side of the train.



Identify which side of the train the doors are opening, and move towards the door when either the vehicle is travelling slowly, or when it stops. Exit the train before other customers board.

**For customers using mobility devices**, travel over the gap in the same way as entering, with wheels straight and at a medium speed.

**For white cane users**, Lines **1** and **4** trains feature tactile floor markers that run along the centre aisle of the train and branch off to each doorway. These tactile floor markers are red and can assist with travelling along the train and exiting. After exiting the train, follow the signage or tactile wayfinding to your intended destination.



# Travel Training



If you need assistance learning how to travel using Family of Services, take advantage of the TTC's Travel Training Program. Travel Training is a free program available to Wheel-Trans customers who want to learn how to use the TTC's conventional system (bus, subway, streetcar and Community Bus). This program will support you while you learn to travel the Family of Services.

Travel Training will help improve your travel skills, increase your confidence and self-esteem, and inform you of your travel options. During travel training customers will The Travel Training Program can be customized to meet your needs.

During travel training you will learn how to understand the TTC's conventional system, where to find the accessibility features you need, how to plan accessible routes, board vehicles with or without mobility devices and more.

**Note: Travel Training has no connection to Wheel-Trans eligibility.**

## Contact information

**Phone:** 647-614-9396

**Email:** [traveltraining@ttc.ca](mailto:traveltraining@ttc.ca)

# FOS pre-trip checklist

Review this checklist on the day you are travelling so that your journey is as smooth as possible.

- If you are using a mobility device, make sure it is in good working condition (fully charged, with a good braking system).
- Check the weather. Make sure you are able to travel in those weather conditions and temperatures. Prepare the items you may need, for example, coat, gloves, umbrella, rain boots, etc.
- Make sure your smart device (i.e. cell phone or tablet) is fully charged. Wi-Fi service is now available at all subway stations in the system. Check out [tconnect.ca](http://tconnect.ca) for more details.
- Make sure you have your fare payment (PRESTO card, one-ride, two-ride or day pass PRESTO Ticket, TTC ticket, token, cash, TTC CNIB pass).
- Check if there are any service changes along your route. This information can be found:
  - **Online:** [ttc.ca](http://ttc.ca)
  - **Email:** My TTC e-Services e-alerts
  - **Phone:** TTC Customer Information at 416-393-4636
  - **TTY:** TTC Customer Information at 416-338-0307
  - **Twitter:** @TTCnotices
- Check if there are any elevators out-of-service by calling Lift Line at **416-539-5438 (LIFT)**
- Bring photo identification. Youth (ages 16–19), post-secondary students, and seniors 65+ can show one of the following:
  - High school photo ID
  - TTC post-secondary photo ID
  - Driver's license
  - Ontario photo card
- Make sure you are prepared if there is an emergency by having emergency contact information with you. Bring your medication, water, money, if needed.

## System maps and schedules

You can find all TTC system maps and route schedules online by visiting [ttc.ca](http://ttc.ca). If you do not have internet access, you can have schedules mailed to you by calling a TTC Customer Information Representative at 416-393-4636.



# Frequently asked questions

## Bus and streetcar questions

### The vehicle is crowded and I am unable to board. What do I do?

All Family of Services stops are on routes with wait times of 10 minutes or less. The operator will contact Transit Control and Transit Control will determine if there is space on the next vehicle. If the next vehicle is full, Transit Control will contact Wheel-Trans to arrange for a pick-up. The operator will share this information with you.

### The vehicle has no priority seating available. What do I do?

Keep in mind, if you are traveling on streetcar and you need help finding a seat, you should press the blue button so the operator can exit the vehicle and provide assistance. Please note, priority seating is on a first come first serve basis, and some customers have invisible disabilities.

If you are not able to find a seat and unable to travel without one, please wait for the next vehicle.

### I missed my Wheel-Trans ride and there is a no-show sticker posted on the no-show board. What do I do?

If you miss your Wheel-Trans ride, please call the Wheel-Trans Priority Line at 416-393-4311.

### The vehicle that I am traveling on is going out of service and customers need to evacuate. What do I do?

If there is an emergency, follow the operator's instructions. When traveling on streetcar, you may ask the operator for assistance if needed, by pressing the yellow Passenger Assistance button marked with a symbol of a bell in the multi-purpose area. When you are leaving the vehicle:

- Stay calm and do not rush
- Leave any large items behind
- Watch for traffic as you exit
- Go to a safe location, as instructed by the operator

### **How do I report an emergency on streetcar?**

You can do this by pressing the yellow emergency alarm strip above most seating areas, by communicating with the operator through the Passenger Assistance Intercom, or by using the Emergency handle near all doorways.

### **There is a short-turn on my bus or streetcar. What do I do?**

A short turn means the vehicle will not continue to the end of the route. Ask the operator when the next vehicle will arrive or look to see if there is a vehicle directly behind. If there is no vehicle close by, please exit the bus or streetcar as instructed, and call the Wheel-Trans Priority Line at 416-393-4311 to arrange for another ride.

### **I have been waiting for the conventional bus for over 15 minutes and no bus has come. What do I do?**

You can text the next vehicle Stop ID number to get next bus or streetcar arrival in real-time or call TTC Customer Information at 416-393-3030. Apps, including Rocketman and Transit can provide real-time updates on vehicle arrival time and bus occupancy.

## **Subway questions**

### **What if my mobility device battery dies or my device breaks down on a TTC subway platform, what do I do?**

If you are near the DWA, please use the Assistance Intercom button with camera overhead. The new intercoms feature a screen that explains how to use the two buttons located on the intercom. The blue Information button can be pressed when customers want to connect with station staff with general questions about the TTC. The red Emergency button should be used in emergency situations. Pressing this button will immediately connect you to a TTC staff member. The overhead camera will allow for a TTC staff member to see what is happening, and will come to assist you. If you are not near a DWA, ask another customer to assist you.

### **If I push the alarm strip or pull down the emergency handle in a subway train, who will assist me?**

When the emergency alarm is activated, there is an indication given to the train crew that confirms which car the alarm was activated in and the train proceeds to the next station. At the station, the train crew or a supervisor will attend to determine what kind of assistance is required, and they will make Transit Control of the situation so that they can notify 9-1-1 (police, fire, paramedics) if required.

### **All customers have been instructed to exit the train at an accessible station due to an unplanned situation. What do I do?**

TTC staff will be able to help you board the shuttle bus so you can continue your trip and/or meet your connection.

### **What happens if customers are instructed to exit at a subway station that is not accessible due to an unplanned situation? Will there be an announcement on the train in advance notifying me of the next accessible station so I can get off to use the elevator?**

The majority of stations where subway trains can turn back are accessible, however, when the turn back station is not accessible, train operators will make announcements in advance advising you which accessible station to exit at to use the elevators.

If you did not exit at the last accessible station and do arrive at a non-accessible station, listen for announcements on what to do next:

- A) If the train is returning in the direction you came, stay on the train and exit at the closest accessible station where you can ask staff for assistance.
- B) If the train is going out of service, stay on the train. Before the train leaves, TTC staff will travel through the train to make sure all customers have exited and they can provide instructions for you on what to do next.

### **What if there is a station closure in the middle of my trip?**

Wheel-Trans is constantly monitoring customer trips. If there is a service alert, every effort will be made to contact you directly. If this is not possible, please seek out a TTC employee for assistance or call Wheel-Trans Priority Line at 416-393-4311.



### **What if I am not yet inside the train, will the subway train doors close on me?**

Before the doors close there will be an announcement as well as a flashing orange light over the door. If you are in-between the doors and they try to close, the doors will touch you and then re-open.

### **Will train doors remain open longer so I can enter or exit the subway train?**

The guard will look out of the window of the train before they leave the platform. The guard will be focusing on DWA area to make sure that all customers with disabilities are able to board the train safely.

### **What if my mobility device gets stuck in the gap? What will happen?**

If the doors are unable to close and lock, the subway cannot move. The subway operator/guard will then look out the operator window and see you.

### **How will train guards see me on the crowded platform?**

The guard, may not be able to see you on a crowded platform but will do their best scan the platform for customers with disabilities. We encourage all our customers to wait at the Designated Waiting Area (DWA).

### **What if I have to evacuate from the train between a station and have a mobility device?**

In a serious emergency, you may need to be evacuated from a train that has stopped between stations. If this happens, listen carefully to the train staff and follow their instructions.

You may be evacuated from the train to a safe location without your mobility devices. In these circumstances, the devices will be retrieved and returned to you as soon as possible after the emergency situation has ended

## **Subway station questions**

### **I can't find the Wheel-Trans stop at the subway station. What do I do?**

Every accessible subway station has a specific Wheel-Trans pick-up and drop-off location. There will be a Wheel-Trans stop marker or a hanging Wheel-Trans sign, with a blue no-show board nearby. If you need assistance, ask any TTC staff or Customer Service Representative.

### **I have arrived at an elevator and it is out of service. What do I do?**

If you arrive at an elevator that is out of service, press the Push & Talk or Help button to confirm with a TTC staff member. On the outside of every elevator is a blue and white "Accessible Alternatives" poster with information on how to continue your journey on an accessible route.

If you need help while you are inside an elevator, press the Push & Talk, Help, or Telephone symbol button that will connect you to a TTC staff member.

If Wheel-Trans dropped you off at the station, please contact the Wheel-Trans Priority Line at 416-393-4311 to inform them of the situation, and the new accessible route so they can adjust any future pick-up times.

### **I have arrived at a subway station that has no train service or the subway station that I am scheduled to arrive at has no service. What do I do?**

If you are travelling to a station that is experiencing an issue, Wheel-Trans will re-route your trip. Your vehicle operator will be notified of the changes. You will receive information about your updated trip detail through a notification call or email.

If you are travelling to the station independently or by conventional transit, you will receive a notification call to your cellphone or email. If you require further assistance, please call Wheel-Trans Priority Line at 416-393-4311. If you do not have a phone, please ask TTC staff for assistance.

**The station is crowded due to a delay and I need assistance getting out of the station and/or to board a conventional vehicle or shuttle bus. Who will help me?**

Listen to announcements and find updates on the video screens on the subway platform, at the station entrance, or in the bus terminal. If you need assistance, TTC staff or Customer Services Representatives will be able to assist you through the crowd, help you access the elevators, and help in any way they can.

**There is a subway closure/delay, will I automatically receive a Wheel-Trans door-to-door ride?**

TTC buses are accessible; and if there is a closure or delay, you will be taking the shuttle bus to continue your trip. If you need assistance with boarding a shuttle bus, ask any TTC staff or Customer Service Representatives. If further assistance is needed, call Wheel-Trans Priority Line at 416-393-4311.

# Contact information

## Department

<b>Wheel-Trans customer service</b> Monday to Friday, 8 a.m. to 4 p.m. (except holidays).	416-393-4111 <a href="mailto:wtcs@ttc.ca">wtcs@ttc.ca</a>
<b>Wheel-Trans reservations</b> Seven days-a-week, 5:30 a.m. to 11 p.m.	416-393-4222 <a href="http://mywheel-trans.ttc.ca">mywheel-trans.ttc.ca</a>
<b>Wheel-Trans priority line</b> 24 hours-a-day, seven days-a-week	416-393-4311
<b>Travel Training Program</b>	647-614-9396 <a href="mailto:traveltraining@ttc.ca">traveltraining@ttc.ca</a>
<b>Elevator and escalator status</b> 24 hours-a-day, seven days-a-week	416-539-5438 (LIFT) or 416-393-4636 (press 5)
<b>Lost articles</b> Monday to Friday, 8 a.m. to 5 p.m. (except holidays)  Phone representatives are available between noon and 5 p.m.	Bay Station 416-393-4100 TTY: 416-338-0358

# Resources

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To see how many FOS route options are available near you, please refer to the Family of Services map at [ttc.ca/PDF/Wheel-Trans/FamilyOfServices\\_BusStopMailer\\_Mar7.pdf](https://www.ttc.ca/PDF/Wheel-Trans/FamilyOfServices_BusStopMailer_Mar7.pdf)

For more information on Wheel-Trans operations, please refer to the TTC Wheel-Trans Customer Handbook at [ttc.ca/PDF/Wheel-Trans/Wheel-Trans\\_Booklet\\_FINAL\\_AODA.pdf](https://www.ttc.ca/PDF/Wheel-Trans/Wheel-Trans_Booklet_FINAL_AODA.pdf)

For more information on Travel Training, please refer to the Travel Training Handbook at [ttc.ca/PDF/TTC\\_Accessibility/Accessible\\_Travel.pdf](https://www.ttc.ca/PDF/TTC_Accessibility/Accessible_Travel.pdf)



