

Message from Igor Samardzic, Chair of ACAT

Hello TTC Wheel-Trans customers!

I am honoured to have been elected as ACAT Chair for 2021. Thank you to past ACAT Chair Mazin Aribi and Vice-Chair Marian McDonell for their commitment to accessibility and their years of service. Congratulations to the incoming Vice-Chairs for this year Chris Stigas and Debbie Gillespie, on their appointments. ACAT is pleased to welcome nine new members who are eager to get involved and share their fresh new perspectives.

- ACAT is quickly becoming immersed in several past and new initiatives for 2021, including:
- Improvements to Wheel-Trans Reservations queue times and the Wheel-Trans Self-Booking Site;
- Working with TTC staff and the TTC Board to strengthen regulations around the use of e-scooters on TTC properties;
- Providing feedback on Easier Access Phase 4, which will provide secondary accessible routes in key stations;
- Testing the new beta TTC website and offering suggestions on accessible website design;

- Approving the new Wheel-Trans 7-metre ProMaster vehicle and recommending some improved design features for customers.

Finally, on behalf of the entire advisory committee, I want to extend our best wishes to all TTC staff, customers, their families and friends for continued good health during this time.



Igor Samardzic
Chair of ACAT

Access



Wheel-Trans

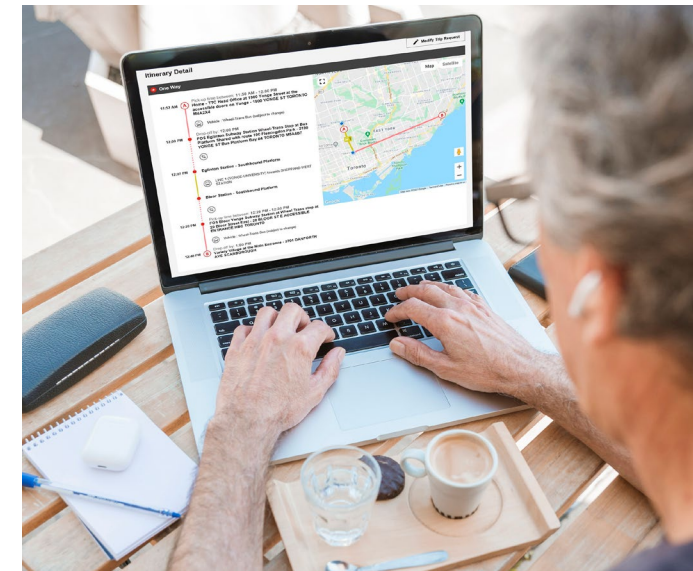
Newsletter of the Wheel-Trans community

Spring 2021

Message from Dwayne Geddes, Head of Wheel-Trans

For Wheel-Trans, 2021 will mark new beginnings and the introduction of a number of initiatives as part of the ongoing 10-Year Transformation. To kick off 2021, the Wheel-Trans team rolled out the third phase of the scheduling and dispatch updates, which included a number of improvements to our Self-Booking Website. As with all parts of the Wheel-Trans 10-Year Transformation, the objective is to ensure all customers have freedom and spontaneity of travel.

The start of this year also marked new beginnings for our Advisory Committee on Accessible Transit (ACAT), through the retirement of some long-standing members, the introduction of new members and the election of a new ACAT Chair and Vice-Chairs. We look forward to engaging the expertise of ACAT and our dedicated staff, as we continue to create responsive COVID-19 measures and we continue to move forward with our 10-Year Transformation. In the coming months, customers can expect the relaunch of our website, the rollout of Conditional Trip-Matching and the ongoing re-registration of customers.



Stay safe and stay well.

Dwayne Geddes
Head of Wheel-Trans



Wheel-Trans

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COVID-19 response

Thank you for your patience as we continue to navigate the ongoing COVID-19 pandemic. Slowing the spread of COVID-19 has been a collaborative effort, which has required the dedication of our staff, operators and customers. Wheel-Trans continues to administer the health screening questionnaire, offer customer solo rides and ensure that customers and operators are using facemasks, coverings and other personal protective equipment. For a full list of Wheel-Trans COVID-19 safety measures, please visit: [ttc.ca/WheelTrans/Wheel-Trans_Covid-19_Updates.jsp](https://www.ttc.ca/WheelTrans/Wheel-Trans_Covid-19_Updates.jsp).

Extending inactivity timelines

As of February 24, 2021, Wheel-Trans has extended the time frames for account deactivation due to inactivity. Recognizing that many customers have

not been able to use Wheel-Trans service due to the ongoing pandemic, Wheel-Trans has increased the deactivation time frame from 12 to 24 months. These customers will have an “active” account status until March 2022.

Customers who had their account default to “inactive” status due to lack of use, and would like to request it be returned back to “active” status, can simply call Wheel-Trans Customer Service at 416-393-4111 from Monday to Friday between 8 a.m. and 4 p.m. Your account will be reactivated right away.

Wheel-Trans 10-Year Strategy Update

Community Bus service changes coming this summer

The TTC will be making some service adjustments to its 400 Lawrence Manor, 402 Parkdale, 404 East York and 405 Etobicoke Community Bus routes this summer. The changes will include route extensions, new stop locations and schedule adjustments to help better serve the communities that these buses operate within. Details are still being finalized and more information will be communicated to customers in advance of the changes going into effect.



The TTC expanded its services to Community Bus routes in 2017. The routes connect customers to a variety of popular destinations within the community. These buses stop at the front door of various buildings and landmarks, including local shops, community centres, health care facilities and seniors’ residences. Customers can board a Community Bus at any identified bus stop along the route or by flagging the bus down between stops. The buses are fully accessible and anyone can ride on one. There is no need to book your trip through Wheel-Trans and the same fare applies on a Community Bus as on the rest of the TTC. Stay tuned for more information about the upcoming service changes and visit [ttc.ca](https://www.ttc.ca) to learn more about these routes.

Re-registration

On January 1, 2017, in compliance with the Accessibility for Ontarians with Disabilities Act (AODA), Wheel-Trans introduced our new eligibility criteria and application process. Any customer with a disability that prevents them from taking conventional transit, some or all of the time, may register for service. For those customers

who were registered before January 1, 2017, Wheel-Trans has begun the re-registration process; starting with customers who choose to voluntarily re-register. To date, over 6500 customers have voluntarily re-registered.

Customers are encouraged to continue to submit their application form for re-registration. Once Wheel-Trans has completed the re-registration of voluntary customers, there will be a move towards a mandatory re-registration process, starting with customers who are frequent riders. More information regarding mandatory re-registration will be shared later in 2021.

Newly accessible stations



In 2020, six more subway stations became accessible with elevators – Dupont, Wilson, Chester, Runnymede, Wellesley, and Bay Station.

Currently, there are 52 accessible subway stations, and all subway stations are expected to be accessible by 2025.

Updated: Inter-regional transfer points

Customers travelling to York, Peel or Durham Regions will be brought to accessible, well-lit, and heated locations to transfer to and from the transit agency in that region. The table below provides details for the updates to transfer points made

during COVID-19 and the contact information of the transferring agency. Please keep in mind that customers are responsible for contacting the regional transit agency to arrange for pick-up and drop-off times after scheduling their Wheel-Trans rides.

Transfer point	Address/information	Regional Transit Agency	Contact information
Yonge-Steeles Access Hub	6464 Yonge St. SW corner of Yonge St. and Steeles Ave. West, in the parking lot of Centrepont Mall	York Region Transit	Mobility Plus 905-762-2112
Pioneer Village YRT Station Regional Transfer	2800 Steeles Ave. West Pioneer Village YRT Platform 3	York Region Transit	Mobility Plus 905-762-2112
Freshmeadow and Don Mills Access Hub	4001 Don Mills Rd. NE corner	York Region Transit	Mobility Plus 905-762-2112
Kipling Transfer Point – West End Transfer	950 Kipling Ave. Transfer point at Kipling Underpass, E end of St Albans Rd.	Region of Peel	Transhelp 905-791-1015
Humber Access Hub	205 Humber College Blvd. Platform #4	Region of Peel	Transhelp 905-791-1015
Meadowvale Access Hub – Transfer	1365 Meadowvale Rd.	Durham Region Transit	Specialized Service 905-683-4114