

Message from Igor Samardzic, Chair of ACAT

Summertime greetings from Igor Samardzic!



The Advisory Committee on Accessible Transit has been busy with a number of ongoing projects, as the weather has warmed up and as more parts of our city open and return back to normal.

- The TTC Forum on Accessible Transit will be held on October 21, 2021. More information will be available as September approaches.
- The TTC’s 100th anniversary celebrations have begun, with more to come over the next few months, including accessibility milestones that have been made over the decades.
- The TTC launched new safety campaign to educate cyclists about the importance of stopping when they see Wheel-Trans vehicles, contracted sedan taxis and accessible vans parked in a bike lane so Operators and drivers can drop off or pick up a customer.

In addition, ACAT is seeking five new members to join our committee in January 2022. Applications will be available from September 7 to 21, for seniors, people with disabilities, or people with demonstrated knowledge/interest in accessible transit issues. We encourage you to read Carmen Galvan’s ACAT experience below as a first time committee member.

“I joined ACAT because I am someone who identifies as disabled and have spent many years working with people with invisible disabilities. I wanted to be able to advocate for my communities in ways that were tangible and meaningful. I have learned so much from the other committee members, not just about accessibility but about how far the TTC has come thanks to the work of ACAT. They really help you see the bigger picture. If you’re thinking of applying please do, the more ACAT is representative of people who take public transit, the better the outcomes and feedback will be.” – Carmen Galvan – 2021 ACAT Member

To learn more about ACAT and to apply, go to ttc.ca/acat.

Igor Samardzic
Chair of ACAT



Wheel-Trans

580 Commissioners Street, Toronto, ON M4M 1A7

Access



Wheel-Trans

Newsletter of the Wheel-Trans community

Summer 2021

Message from Dwayne Geddes, Head of Wheel-Trans

Fall is around the corner after a very busy summer full of exciting changes at Wheel-Trans. Throughout summer, we began to prepare for the return to normalcy with relaxed COVID-19 restrictions and increased ridership.

The Wheel-Trans team continues to work towards creating a barrier-free system to allow our customers flexibility and freedom of travel. As part of our Family of Services Model, starting late-August, contracted sedan taxis were permitted to enter subway station bus bays for seamless drop-offs and pick-ups. The team at Wheel-Trans has also worked diligently to secure approval for the purchase of 110 new buses to replace the aging Friendly vehicles, with new vehicles arriving as early as October 2021. In order to meet the ridership demands, which continue to increase as the city re-opens, Wheel-Trans is working closely with Toronto Public Health to reintroduce ride sharing to our customers, a change that will allow us the scheduling flexibility to accommodate more rides.

As we move into fall, the TTC will celebrate its 100th anniversary, which will give us an opportunity to reflect on the milestones we have crossed and identify those we would like to.

Thank you for your patience as we navigate these unique circumstances brought forth by the pandemic.



Dwayne Geddes
Head of Wheel-Trans



Introducing our new Travel Training specialist!



The TTC is pleased to announce that Victoria Kolakowski has joined as the new Travel Training specialist, and will be able to support you as you travel using the TTC's Family of Services; bus, streetcar and subway.

Victoria has extensive experience supporting individuals with disabilities, as well as a Master's Degree in Critical Disability Studies from York University.

Please feel free to reach out to Victoria for any Travel Training related questions that you might have, or to book a session. She can be reached at 647-614-9396 or by email at Wheel-TransTravelTraining@ttc.ca.

Community Bus update

Community Bus service changes going into effect on September 7, 2021

Effective September 7, 2021, the TTC will be making service adjustments to the following Community Bus routes:

- **400 Lawrence Manor:** Service will be extended into Lawrence Heights via Blossomfield Drive, Flemington Road, and Varna Drive. Service will operate on Mondays, Wednesdays and Thursdays only from approximately 9:30 a.m. to 5:30 p.m., and the headway will change from every 75 minutes to every 90 minutes.

- **402 Parkdale:** Service will be changed to operate into Dundas West Station via Dundas Street West and Bloor Street West, and will be removed from Wallace Avenue and Lansdowne Avenue north of Dundas Street West. Service will operate on Tuesdays and Fridays only from approximately 9:30 a.m. to 5:30 p.m., and the headway will be improved from every 90 minutes to every 60 minutes.
- **404 East York:** Service will be extended from Victoria Park Avenue and Gerrard Street East (Freshco) south to Kingston Road, and will be eliminated between west of Victoria Park Avenue and Gerrard Street East, and Queen Street East.
- **405 Etobicoke:** Service will be extended to Islington Avenue and Dixon Road and to the West Park Healthcare Centre. Service will operate Monday to Friday, from approximately 9:30 a.m. to 5:30 p.m., and the headway will be improved from every 90 minutes to every 75 minutes.

Stay tuned for more information about the upcoming service changes and visit [ttc.ca](https://www.ttc.ca) to learn more about these routes.



Language Line Solutions

Did you know that Wheel-Trans has a Language Line available for customers who would like to use a language other than English to communicate with us over the phone? A customer can simply state the language they would like to speak in once they are connected with an agent and they will connect with a Language Line interpreter to facilitate the conversation.

TTC Wheel-Trans Customer Service is available, Monday-Friday 8 a.m. – 4 p.m., by email, WTCS@ttc.ca and by phone, 416-393-4111.

Soluzione Linea Telefonica Linguistica (Language Line)

Sapevi che Wheel-Trans ha una Linea Telefonica Linguistica disponibile per i clienti che preferiscono parlare una lingua diversa dall'inglese per comunicare con noi al telefono? Basta che il cliente indichi la lingua che desidera parlare una volta connesso con un agente, il quale collegherà un interprete della Linea Telefonica Linguistica per facilitare la conversazione.

多語言熱線解決方案

你知道嗎？復康專車還提供多語言熱線服務，方便非英語使用者與我們電話交流。乘客僅需在工作人員接線後說出自己想要使用的語言，便會有多語言熱線口譯員加入對話，協助雙方溝通。

Soluciones de la Línea telefónica de idiomas (Language Line)

¿Sabía usted que Wheel-Trans cuenta con una Línea de idiomas disponible para aquellos clientes que deseen utilizar un idioma, distinto al inglés, para comunicarse con nosotros por teléfono? Una vez conectado con un/a agente, el cliente simplemente puede indicar el idioma en el que desea hablar y el/la agente lo conectará con un/a intérprete de la Línea de idiomas para facilitar la conversación.

2022 ACAT recruitment

The Advisory Committee on Accessible Transit will be accepting applications for members from September 7 – 21, 2021. If you, or someone you know, is interested in providing advice and guidance to the TTC Board and staff on:

- Accessibility features of new buses, streetcars, subway trains and stations
- Wheel-Trans eligibility criteria, the application process, trip booking and Family of Services
- Technology improvements, such as Trip Planner and [ttc.ca](https://www.ttc.ca)
- Training of TTC Operators, Collectors and Customer Service Agents (CSA's) regarding accessible services at the TTC
- And much more!

Then ACAT is for you!

Applications can be completed online at [ttc.ca/acat](https://www.ttc.ca/acat), starting on September 7, 2021. You can also request an application be sent to you by calling 416-393-3030. Mailed applications must be sent to Wheel-Trans – ACAT applications c/o Customer Service, 580 Commissioners Street, Toronto, Ontario M4M 1A7. Applications can also be faxed to 416-338-0126. If you require an accommodation, please email acat@ttc.ca. All applications must be received no later than 4 p.m. on September 21, 2021.