

Word from Chair of ACAT

I am very excited and thankful to the ACAT members for placing their trust in me as the position of Chair. It is truly an honour to serve on a Board with such outstanding members. In collaboration with the ACAT members and the ACAT Executive Committee, I look forward to continuing this important work to ensure we go beyond minimum standards and deliver meaningful accessibility for all community members using the TTC.

In my professional life I work in the field of accessibility but foremost, I am an advocate. I am passionate about ensuring that equitable and dignified accessibility is provided so everyone in our community can participate.

In 2022, I look forward to continuing with the great work ACAT has been doing and working alongside the TTC to deliver on the 2019-2023 TTC Multi-Year Accessibility Plan. There is a real need to approach accessibility from a holistic perspective and ensure that the TTC's services and facilities provide meaningful access throughout a user's journey. Whether planning a journey by using the TTC's website, physical accessibility to the built environment, or

accessible customer service, it is imperative that the TTC considers the whole experience and not operate in silos.

Alongside this, I am eager to continue to raise the benchmark of accessibility initiatives through meaningful conversations with members of our community. It is essential that accessibility is considered at the start of all proposals, and is not just an afterthought



Jonathan Marriott
Chair Advisory Committee on Accessible Transit



Wheel-Trans

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Access



Wheel-Trans

Newsletter of the Wheel-Trans community

Spring 2022

Message from Dwayne Geddes, Head of Wheel-Trans

Spring is a time for renewal and an opportunity to look forward to the exciting changes to come. Wheel-Trans entered 2022 with the election of a new Chair and two new Vice-Chairs for our Advisory Committee on Accessible Transit (ACAT). I am looking forward to working alongside Jonathan Marriott (Chair), Debbie Gillespie (Vice-Chair) and Anita Dressler (Vice-Chair) on our mutual goals of creating a more accessible transit system that is AODA-compliant and user-friendly for all our customers.

In May, ACAT will be celebrating its 30th anniversary. I'd like to thank all those who have helped us make significant accessibility achievements over the past three decades. I'd encourage those of you who are interested in getting involved to visit ttc.ca/acat for more information.

March 2022 was a milestone and marked the second year that COVID-19 has impacted every aspect of our lives, from our daily commutes to the way we interact with our friends and families. This spring, with the reintroduction of shared rides, we can safely begin our return to normalcy and resume the lives we enjoyed pre-pandemic.

As the pandemic continues to wind down, Wheel-Trans will also be resuming plans for the introduction of Conditional Trip-Matching and the continued expansion of Family of Services. To make sure customers are comfortable with

this transition, Wheel-Trans will continue to offer in-person Travel Training sessions.

Customer and operator safety remains our top priority, and as such, COVID-19 safety measures, including customer health screening questionnaires, and mandatory masks/face coverings, where medically possible, will still be in place. Physical distancing will also be maintained on our Wheel-Trans buses, where possible.

On behalf of Wheel-Trans, I'd like to thank you for your patience as we collectively adjust to evolving circumstances and focus on returning to normalcy

Stay safe and stay well.



Dwayne Geddes
Head of Wheel-Trans

Travel on the TTC with confidence

Would you like to be able to travel on the TTC's Family of Services with confidence whenever it is convenient for you? We can help.

Our Travel Training program is free and teaches you how to travel safely and independently on the TTC, and where to find all the accessible features you need.

TTC introduces MagnusCards™ by Magnusmode

The TTC has partnered with Magnusmode to develop step-by-step guides that will help people with neurodiverse disabilities navigate the TTC.

MagnusCards™ by Magnusmode, is a digital life skills library with guides to help people with disabilities perform everyday activities. The guides include visual cues, audio and text-based instructions to help users familiarize themselves with the TTC.



The TTC has partnered with Magnusmode to develop five TTC MagnusCards Decks, that focus on how to:

- take the bus,
- take to take the streetcar,
- take the subway,
- plan a trip, and;
- use TTC fares and PRESTO

The app is free to download in the Apple App Store or Google Play Store. The TTC MagnusCards are located within the 'Travel' section of the MagnusCards App, identified by an aeroplane icon.

Visit ttc.ca/magnuscards for more information.

Family of Services and Conditional Trip-Matching

A Family of Services trip connects Wheel-Trans customers with the TTC's accessible fleet of buses, community buses, streetcars or subways for all or part of their trip. Conditional Trip-Matching (CTM) will provide customers who have conditional eligibility with a trip that matches their conditions, and customers will no longer be able to change a Family implementation of mandatory CTM has been

delayed as a result of the COVID-19 pandemic, but is expected to commence this year. Please stay tuned for more updates. Re-registration of legacy customers who were granted service prior to January 1, 2022 will be taking place in concert with this. Re-registration of legacy customers who were granted service prior to January 1st, 2022 will be taking place in concert with this.

Phase 4 update

On November 28, 2021 the Self-Booking Website was updated to include a number of helpful new features. Customers who use the Self-Booking Website to schedule their trips will benefit from the following upgrades:

- Option to request an early pick-up time
- "Where is my ride" feature, which displays vehicle status and allows customers to track a vehicle on a map
- See estimated "real-time" pick-up time, when GPS is available
- "Customer Service Web Chat" option

- Ability to select SMS as a notification preference
- Improvements in screen designs with address drop-down of entrances and buildings with the same address
- Additional, and more user-friendly, help pages
- More Family of Services routes, walking stops and stop details

Throughout the ongoing COVID-19 pandemic, all regular trips requests can still only be booked through Wheel-Trans Reservations by calling 416-393-4222.

Overview of Wheel-Trans customer complaint process

When a Wheel-Trans customer experiences an incident on our service that they wish to report, they are encouraged to contact Wheel-Trans Customer Service. The Customer Service Representative is responsible for obtaining the details of the incident and reporting it to the appropriate department, where action will be taken.

The customer is responsible for providing as much information as they can recall regarding the incident, including the date, approximate time and specific details of the incident. It is also important to include statements made by the employee, and actions performed or not performed.

The appropriate department generally responds to all Wheel-Trans complaints, commendations and inquiries within 14 days. At the time of the initial communication with the Customer Service Representative, the customer is able to request to be contacted once a response has been received. Alternatively, the customer may contact Wheel-Trans Customer Service to receive confirmation that the incident has been addressed and action has been taken on their behalf. TTC Wheel-Trans Customer Service is available either by email at WTCS@ttc.ca or by phone at 416-393-4111. The contact centre is open Monday to Friday from 8 a.m. to 4 p.m.

Refresher on self-booking website communication preferences

Feature	Description
Alerts	Messages are sent if triggered by a planned or unplanned service disruption affecting the customer's trip such as subway closures, construction, service delays, etc.
Call ahead/trip arrival	A courtesy service sent to customers to be ready and waiting approximately 10 minutes before their pick-up.
Trip reminder	A daily trip reminder sent the evening before or morning of a scheduled trip with complete details. Callouts begin at 7 p.m. the night prior and recommence at 8 a.m. on the day of. Trip reminders are made based on call volume and customer trip-time.
Agency messaging	Ad hoc messages that are specific to the customer or the customer's trip.