

Message from the Head of Wheel-Trans

We are happy to welcome the new Chair of TTC's Advisory Committee on Accessible Transit (ACAT), Anita Dressler, and Co-Vice-Chairs, Gwyneth Dalzell and Erica Tanny. We look forward to working with the committee members to continue transforming Wheel-Trans to remove travel barriers and improve customer experience.

In recognition of National AccessAbility Week that took place from May 28 to June 3, 2023, we highlighted the tremendous work by the Advisory Committee on Accessible Transit (ACAT) and the Wheel-Trans service as part of the TTC's Family of Services, in making the TTC an accessible, reliable and inclusive service for all customers.

We have been focusing on several initiatives over the past few months including the ongoing efforts of our Wheel-Trans Eligibility Re-Registration Program so that more of our customers who registered prior to January 1, 2017, are categorized into one of the three AODA-mandated eligibility categories. As we enter the second half of 2023, here are some things to look forward to from Wheel-Trans. We will be launching the Wheel-Trans mobile application later this year which will enhance the customer experience of booking and managing trips. Customers can also use the app to find their Wheel-Trans ride and receive service alerts and trip reminders. Further, planning is underway for the TTC's 16th Annual Public Forum on Accessible Transit to be held in fall 2023. More details

will be made available on the TTC website in the coming weeks.

Finally, in terms of our ongoing fleet replacement, the Board approved the purchase of 52 six-metre ProMaster buses for the Wheel-Trans fleet in May. These vehicles will replace the first-generation six-metre ProMaster buses, which have all reached the end of their design life. In 2023, the TTC is scheduled to receive 23 six-metre and 76 seven-metre ProMasters to replace the 157 vehicles due for decommissioning. The 52 six-metre ProMasters approved by the Board, along with a future procurement of the TTC's first battery-electric buses, will complete the replacement of these vehicles by the end of 2025.



Cameron Penman
Head of Wheel-Trans

TTC's Annual Public Forum on Accessible Transit

Planning is underway for the TTC's 16th Annual Public Forum on Accessible Transit, to be held in fall 2023. The forum will take place in a hybrid format

with options to attend virtually or in person. Further details will be made available on the TTC website in the coming weeks, [ttc.ca/accessibility](https://www.ttc.ca/accessibility).

Have you tried using our self-booking website?

The Wheel-Trans Self-booking Website is the easiest and fastest way to book, cancel and check all your

trip details. Log on to mywheel-trans.ttc.ca.

Eligibility re-registration for Wheel-Trans service

Customers who were registered with Wheel-Trans prior to January 1, 2017, are required to submit a new Wheel-Trans application for re-registration. You can do this either by visiting portal.ttc.ca, or by contacting Wheel-Trans Customer Service by phone at 416-393-4111 or via e-mail at WTCS@ttc.ca.

How do I know if this applies to me?

If you are unsure of whether you have to re-register for Wheel-Trans, you can contact a reservationist before booking your ride by phone at 416-393-4222 or via e-mail at WTCS@ttc.ca. Alternatively, you can look for the following information on the Self-booking Website:

Our records indicate that you have not Re-Registered for Wheel-Trans service

As authorized by AODA legislation, Wheel-Trans requires all customers who qualified for Wheel-Trans service prior to 2017 to re-register under the current Wheel-Trans eligibility process. Customers will still have access to Wheel-Trans service.

Please access the Customer Portal or contact Customer Service at 416-393-4111 or by email at wtcs@ttc.ca

Why do customers have to re-register?

Under the AODA, 2005, all specialized transportation service providers were required to categorize persons with disabilities for eligibility based on three categories: conditional, unconditional and temporary, by January 1, 2017. On January 1, 2017, Wheel-Trans introduced a new eligibility criteria and application process to comply. This re-registration process for customers who applied prior to January 1, 2017 ensures a fair and equitable approach for all Wheel-Trans customers and ensures that all customers are assessed using the same eligibility criteria.

What are the new eligibility categories?

Unconditional eligibility: a person with a disability that prevents them from using conventional transportation services. They always receive door-to-door service.

Temporary eligibility: a person with a temporary disability that prevents them from using conventional

transportation services for a specified period of time. They always receive door-to-door service.

Conditional eligibility: a person with a disability where environmental or physical barriers limit their ability to consistently use conventional transportation services. When none of their conditions are present, the customer will travel using conventional TTC and Wheel-Trans, or the customer receives door-to-door services when one or more of their conditions are present.

Will I still have access to door-to-door Wheel-Trans service?

Yes, customers who qualify for Unconditional or Temporary eligibility will be able to travel door-to-door for all of their trips. Customers with Conditional eligibility will be able to travel door-to-door when their conditions are present and use Family of Services when their conditions are not present. *Currently*, a Family of Services trip is optional, meaning customers can choose to travel door-to-door at all times.

TTC Community Bus service available to all customers

Did you know that the TTC has five Community Bus routes namely, **400 Lawrence Manor**, **402 Parkdale**, **403 Don Mills South**, **404 East York**, and **405 Etobicoke**? The service is available to everyone and customers can either board at a stop along these routes or flag the bus at any point in between stops. Customers can also get dropped off at any point in between stops as long as it is safe to do so. TTC fares are the same on Community Buses as they are across the system and customers can pay using a PRESTO card, PRESTO Ticket, TTC ticket, token, or exact cash.

The Community Bus service connects customers to popular destinations along unique neighbourhood routes. The buses stop at the front door of various buildings and landmarks, including local shopping malls, grocery stores, community centres, healthcare facilities, seniors' residences, and other stops along the route.

The Community Bus is also a great alternative to the door-to-door Wheel-Trans service, allowing Wheel-Trans customers greater independence and flexibility since there is no need to book trips in advance. To learn more about the Community Bus service visit ttc.ca.

Volunteers required – TTC’s Family of Services Pilot summer 2023

What is a Family of Services trip?

A Family of Services (FOS) trip involves travelling on a Wheel-Trans vehicle as well as the conventional TTC (bus, streetcar, subway) for all or part of a customer’s journey. Many Wheel-Trans customers have said travelling on the TTC’s conventional system has given them a feeling of independence and spontaneity. Family of Services trips can automatically be scheduled using the [Wheel-Trans Self-booking Website](#) or by contacting Wheel-Trans Reservations at 416-393-4222.

What will I need to do if I agree to participate in the FOS Pilot?

- You must commit to travelling using the TTC’s Family of Services a minimum of twice per week for the length of the pilot. The pilot will run for a period of up to 60 days.

- You must accept the FOS trip that has been scheduled specifically for you. Wheel-Trans is interested in learning how well our scheduling system books FOS trips.
- You will need to provide feedback for each of the FOS trips you take, letting us know what worked for you and how the service can be improved.

Will I be compensated for volunteering?

Fares will be reimbursed to the customers for all Family of Services trips taken during the pilot.

How can you participate?

If you are interested in volunteering for the FOS Pilot, please email FOS@ttc.ca or call 416-393-4111. Customers will be contacted with more details regarding their participation in the pilot.

Important – Updating your profile information

In order to ensure that we provide our customers with the best possible service, it is important that we have the most up-to-date information. If you have changed your mobility device, phone number, e-mail address, or home address or if you feel that your

eligibility for service needs to be changed, please contact Customer Service by email at WTCS@ttc.ca or by calling 416-393-4111. Alternatively, you can also make changes by logging in to the [Wheel-Trans Self-booking Website](#).

My Profile and Settings ⓘ

Profile Details

Name:	Timmy Tester	Receiving Person:	Not required
Birthdate:	Wednesday, August 1, 2012	Assistive devices:	Cane, Folding Walker, Non folding Walker, Non-folding wheelchair
Mailing address:	WT L - Wheel-Trans Lakeshore Division use Entrance on East Side of Building - 500 COMMISSIONERS ST. TORONTO, M4M1A7	Accompanying passengers:	Support Person (1), Companion (1), Child (3)
Eligibility type:	Unconditional	Emergency contact:	Marlee 111-111-1111
Eligibility end date:	N/A		

Communication Edit

Home phone:	416-393-6063
Cellular phone:	416-393-6063
Email:	timmy.tester@ttc.ca

Notifications

No notification was set up. You can edit your settings to configure your notifications service subscription.

Trip reminders

Upcoming Trip reminder:	None
For regular trips:	Don't be notified

Introducing our new Wheel-Trans Customer Service Supervisor!

The TTC is pleased to announce that Samina Choghtai has joined us as the Wheel-Trans Customer Supervisor. Samina brings her experience as a Reservations Supervisor, helping lead the team over the past

year. Prior to that, Samina held various leadership positions in the taxi industry where she worked closely with the Wheel-Trans contract.

Message from the Chair of ACAT

I'm Anita Dressler and I'm honoured to be the Chair of the Advisory Committee on Accessible Transit (ACAT) for 2023. I joined ACAT initially as a pool member before becoming a committee member in my third year, and finally, here I am as the Chair of ACAT.

Through all my years with ACAT, I have increased my knowledge about the city of Toronto and about what makes a city accessible. The members of ACAT, the Wheel-Trans staff, and the people behind the scenes at TTC are some of the most amazing people I've interacted with. It is a family, made of individuals desperately wanting to improve every aspect of accessible transit. Some of us have become personal friends because members of ACAT tend to develop a close bond through common interests. I feel blessed to have an opportunity to make decisions that impact thousands of people. I urge everyone who is a disabled person or who works with persons with disabilities to apply and be a part of ACAT. It's a wonderful, fulfilling, and rewarding experience. The most frequent question I'm asked is, "Where do you find the time?" My answer is when

you love what you do, it's not hard, you just have to be flexible and carry around a date timer.

I will close with two messages:

1. Please visit ttc.ca/acat to learn more about ACAT and apply to be a part of the committee.
2. If you have not re-registered for Wheel-Trans, what are you waiting for? Do it now: [Eligibility Re-Registration Program \(ttc.ca\)](http://ttc.ca/eligibility)

I wish you the best and hope to meet you as a new member of ACAT!



Anita Dressler
ACAT Chair (2023)



Wheel-Trans

580 Commissioners Street, Toronto, ON M4M 1A7