

TTC's Annual Public Forum on Accessible Transit

Mark your calendars for the TTC's 16th Annual Public Forum on Accessible Transit! We are returning to an in-person event along with an option to join us virtually. It is a unique opportunity to meet the TTC management, staff and members of the TTC's Advisory Committee on Accessible Transit (ACAT), and learn about the exciting changes happening across the TTC.

Date: Monday, October 23, 2023

Location: Toronto Reference Library
(789 Yonge Street), Bram and Bluma Appel Salon

Marketplace (6 to 7 p.m.): Participants can view display boards about various accessibility initiatives at the TTC, and interact with the TTC staff.

Forum (7 to 9 p.m.): The Forum is similar to a town hall event, where a speaker's panel will comprise TTC board members and staff. The panel will discuss TTC's accessibility accomplishments over the past year, followed by a moderated Q&A session.

For more information, please visit ttc.ca/accessibility.

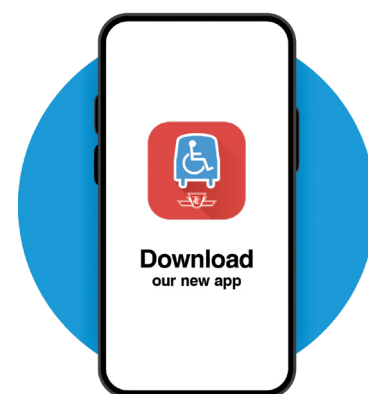


Wheel-Trans launches its mobile application

Wheel-Trans launched its mobile app on September 25, 2023, available for iOS and Android users. The app contains unique features and supports most functions on the [Wheel-Trans Self-booking Website](#).

Customers can use the app to plan door-to-door and Family of Services (FOS) trips, track vehicle location on a map in real time, receive service alerts, view trip history, reset passwords and modify communication preferences.

Customers can now book their trips using the Wheel-Trans mobile app, Wheel-Trans Self-booking Website, Interactive Voice Response (IVR) or by contacting Wheel-Trans Reservations. This new accessible technology aligns with the Wheel-Trans 10-Year Strategy that aims to enhance the customer experience of trip management. The app also offers customers spontaneity and autonomy in trip planning.



Visit the Google Play Store or the App Store to download the Wheel-Trans mobile app. [Please click here](#) for detailed instructions on how to use the app.

For more information, contact Wheel-Trans Customer Service by phone at 416-393-4111 or email at WTCS@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 the [Customer Portal](#), 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.

If a customer has not re-registered, the following message will appear when they are scheduling their trips on the [Wheel-Trans 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 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.

Debit and credit card payment available on the TTC

Paying your fare on the TTC is now easier than ever! Simply tap your debit or credit card, or use the cards loaded in your mobile wallet on your phone or smartwatch to pay your fare. The amount deducted from your card will be \$3.30, which is the same as the adult PRESTO fare. The following cards are accepted:

- Visa
- Mastercard
- American Express
- Interac® Debit
- Visa Debit
- Debit Mastercard
- Apple Pay
- Google Pay

Visit ttc.ca to learn more.



Wheel-Trans

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