

Wheel-Trans community feedback

The TTC is committed to making the transit system more accessible and equitable for all customers. Please join us as we conduct in-person and online community consultations to listen to your feedback on improving the Wheel-Trans service and Family of Services (FOS).

We invite all persons with disabilities who use the TTC, including Wheel-Trans, support persons and members of community-based organizations that support or advocate for people with disabilities to participate. Your feedback plays a crucial role in shaping decisions concerning accessibility at the TTC.

You can share your feedback in one of the following ways:

- **Hybrid public meetings:** Please join us at any of the following meetings to share your suggestions, feedback or comments with the TTC. The meetings will be held in person at the Metro Hall - Rotunda, 55 John Street, Toronto, ON M5V 3C6. The meetings will also be live-streamed.

Date: April 16, 2024

Time: 4 to 6 p.m.

Date: April 18, 2024

Time: 2 to 4 p.m.

- **Online survey:** You can also share your feedback by participating in the Wheel-Trans Service Community Feedback Survey. All responses are confidential. The survey will be open until April 30, 2024.

To participate in the survey, please visit: [Wheel-Trans Community Feedback Survey](#).

If you want to complete the survey by telephone, please call Wheel-Trans Customer Service at 416-393-4111.

For more information, please visit [Wheel-Trans Community Feedback](#). For any other questions, please contact Wheel-Trans Customer Service by email at WTCS@ttc.ca or by phone at 416-393-4111.



One Fare Program is now in effect!

As of February 26, 2024, transit customers no longer have to pay a double fare when they transfer between the TTC and Brampton Transit, Durham Region Transit, MiWay and York Region Transit when they pay with a PRESTO fare card, PRESTO in a

mobile wallet, debit card or credit card. Also, TTC customers paying single-ride fares connecting to and from GO Transit will benefit from a fare discount, making their TTC fare free of charge. Visit ttc.ca to learn more.

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 email 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 email 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.

Have you downloaded the Wheel-Trans mobile app?

You can book and manage your trips using the Wheel-Trans mobile app. The app is available for free for both iOS and Android users and supports most of the functions available on the [Wheel-Trans Self-booking Website](#). Visit the Google Play Store or the App Store to download the app. For more information, please contact Wheel-Trans Customer Service by phone at 416-393-4111 or by email at WTCS@ttc.ca.



Wheel-Trans

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