

Message from the Head of Wheel-Trans

I hope everyone is enjoying a wonderful summer! Looking ahead, we are excited to share that we will begin upgrading both the Interactive Voice Response (IVR) phone system and the Automatic Vehicle Location (AVL) system in the coming months. These enhancements are part of our broader commitment to delivering a smooth, reliable, and best-in-class customer experience, with full implementation expected by the end of next year.

We are also seeking your consent to participate in upcoming Wheel-Trans customer surveys. Your feedback is essential in helping us improve our services. To provide your consent, please visit the

[Wheel-Trans Self-booking Website](#) or contact Wheel-Trans Customer Service by email at WTCS@ttc.ca or by phone at 416-393-4111.

The TTC's Annual Public Forum is taking place on October 20, 2025. I look forward to meeting many of you at the Forum and hearing your thoughts on Wheel-Trans.



Wishing you a warm and enjoyable rest of the summer!

Cameron Penman
Head, Wheel-Trans

TTC's Annual Public Forum on Accessible Transit

Mark your calendars for the TTC's 18th Annual Public Forum on Accessible Transit! This will be a hybrid event, with the opportunity to attend in person or virtually via live streaming. It is a great opportunity to meet TTC management, staff and members of the TTC's Advisory Committee on Accessible Transit (ACAT) and learn about exciting changes happening across the TTC.

Date: Monday, October 20, 2025

**Location: MaRS Discovery District – Auditorium
101 College St, Toronto, ON M5G 0A3**

Marketplace (5:30 to 6:30 p.m., in-person only):
Interact with TTC staff and view information displays

about various accessibility initiatives at the TTC.

Forum (6:30 to 8:30 p.m., hybrid): The Forum is similar to a town hall event, where a speaker's panel comprised of TTC staff will discuss TTC's accessibility accomplishments over the past year. A moderated Q&A session will follow, and virtual attendees will be able to participate via chat.

Accommodations: Real-time captioning, sign language, and attendant care will be available at the Forum.

More information will be made available in the upcoming weeks at ttc.ca/accessibility.

Do you want to participate in Wheel-Trans customer service surveys?

As an existing Wheel-Trans customer, if you want to participate in Wheel-Trans customer service surveys, please provide your consent to the TTC to share your limited personal contact information with a third party under contract with the TTC to carry out Wheel-Trans customer service surveys. No medical information will be shared with the third party.

Log into your account on the [Wheel-Trans Self-booking Website](#) and "Opt-in" to provide consent. You can change your preference anytime under "My Profile and Settings."

Your participation in the surveys is crucial to improving Wheel-Trans service and helping us provide an enhanced customer experience.

Do you use the ramp on TTC buses? Get your free Accessible Flashcard now

All TTC buses are equipped with a ramp at the front door and have the ability to kneel or lower the front of the bus. Any customer who feels they can benefit from using the kneeling feature or ramp may request that it be activated. These accessibility features can assist people who:

- Use wheelchairs or scooters.
- Use other mobility aids, such as walkers, crutches or canes.
- Do not use a visible mobility aid, but those who would benefit from using a ramp, such as seniors or people with strollers.

You can request access to a ramp by directly asking the operator to activate the feature, or, as the bus is slowing down, show your blue Accessible Flashcard. The card lets operators know that you need to use the ramp. Accessible Flashcards are available by contacting TTC Customer Service by phone at 416-393-3030, Wheel-Trans Customer Service at 416-393-4111 or from Customer Service Agents at subway stations. For more information, please visit [ttc.ca/accessibility](https://www.ttc.ca/accessibility).



TTC Travel Training

Since 2017, Wheel-Trans has been offering a free Travel Training program for all Wheel-Trans customers who want to learn how to travel safely and efficiently on the TTC accessible conventional transit (bus, streetcar and subway). This program supports our aim to provide “an accessible transit service that ensures dignity, spontaneity, fairness and freedom of travel for all customers.” To date, we have provided over 700 Travel Training sessions to customers.

Travel Training is designed to meet the needs of every customer. The Travel Training specialist plans a personalized route along with you, keeping in mind the accommodations you may need, and accompanies you on your journey. The Travel Training program will help you improve your travel skills, reduce anxiety or fear of the unknown, and ride the conventional transit system with confidence.

Through the Travel Training sessions, you learn how to:

- Identify accessible routes
- Locate and use the accessibility features available at TTC stations and on vehicles
- Board and exit vehicles with or without mobility devices (e.g. wheelchairs, scooters, walkers)
- Use the PRESTO fare payment system
- Interpret TTC maps and signage
- Recognize landmarks
- Request help from our transit operators
- Manage unexpected challenges, such as delays and closures

If you are interested in participating in the Travel Training program, please email traveltraining@ttc.ca or call 416-472-2393. For more information, please visit the [Travel Training page](#) on ttc.ca.

Note: Travel Training does not determine Wheel-Trans eligibility.



Have you used the Wheel-Trans Self-booking Website and mobile app?

The [Wheel-Trans Self-booking Website](#) (SBW) and [Wheel-Trans mobile app](#) offer the fastest ways to book or cancel your Wheel-Trans trips, any day, any time, at your fingertips. There is absolutely no wait time, and these online methods offer a variety of features such as locating your vehicle as you wait, saving your favourite drop-off/pick-up locations and receiving important service announcements from Wheel-Trans.

To learn how to use the Self-booking Website or the mobile app, please call Wheel-Trans Customer Service at 416-393-4111, Monday to Friday, from 8 a.m. to 4 p.m.

Alternatively, you can watch the [Wheel-Trans Self-booking Website Video Tutorial](#) on TTC's YouTube channel for step-by-step video instructions on how to use the website to instantly book or cancel your rides.

Visit the [Wheel-Trans Mobile App page on ttc.ca](#) for step-by-step video instructions on how to use the mobile app to instantly book or cancel your rides.

Debbie and Louise share their experiences with the Wheel-Trans Self-booking Website and the Wheel-Trans mobile app:

Louise B.,
Wheel-Trans customer



I use the Wheel-Trans App all the time to book, modify, or cancel a trip. Hats off to Wheel-Trans for developing the mobile app. Try it! You might like it and even save time by no longer having to wait on hold with Reservations.

Louise's favourite features on the Wheel-Trans mobile app:

- Receive alerts, notifications, vehicle type, and confirm trip times.
- Track the vehicle using the "Where is my Ride" feature (10 minutes before the scheduled pickup time). If I see the vehicle arrive early, I will go out early. If it's late, I can see how far away the vehicle is and get an approximate new pickup time and also notify others if needed.

Debbie G.,
Wheel-Trans customer



I use the Wheel-Trans Self-booking Website once a week, since it is very convenient to use. I prefer the website over calling the Reservations Line since there is absolutely no waiting in a queue for a reservationist to take your call. Further, the website is available 24/7 and you can

book a trip at any time. The website has the added advantage of a notes field where you can be more specific about your trip location. The website is fully compatible with a screen reader, so I can use it independently without relying on anyone.

Debbie's favourite features on the Wheel-Trans Self-booking Website:

- Book, cancel, and modify your trips without any wait times or reliance on a booking agent, 24 hours a day, seven days a week.
- Register eight favorite places.
- Send trip details to family or support persons by e-mail.
- Enter specific pick-up or drop-off instructions and phone numbers.
- Check trip details, trip times and vehicle type.

This year, Wheel-Trans is celebrating 50 years of providing an accessible transit service that ensures dignity, spontaneity, equity and freedom of travel for Torontonians with disabilities.



Wheel-Trans began its operations on February 3, 1975, with seven vans serving 46 customers.



Fifty years later, it has expanded to a fleet of over 2000 vehicles comprising 268 buses, 330 accessible taxis and 1,600 sedans, serving 42,000 customers with disabilities across Toronto.

Let's hear what our customers have to say!

Maxine Downey says, "I have been with Wheel-Trans for 15 years. It has been tremendously helpful in my life. The drivers are so kind and helpful. Without Wheel-Trans, I wouldn't be able to get out and do things. You can depend on Wheel-Trans without a doubt. It has been a lifesaver. My sister uses the paratransit system in Nova Scotia, but it is nowhere as great as Wheel-Trans and is only for medical appointments. My message for the Wheel-Trans community is that I pray for all of you and thank you for giving me freedom."

Henry Wellisch says, "Wheel-Trans is an invaluable service that I use all the time. I am extremely happy and grateful to have this service. Wheel-Trans is on time and gives advanced warning before arrival. I have family in New York and the Netherlands, and I don't believe that they have a great service like what is available here in Toronto. Congratulations on your 50th anniversary, Wheel-Trans!"

Mary Sharagovich says, "Wheel-Trans is the future. Without Wheel-Trans my life would be inside my two-bedroom apartment. Wheel-Trans helps me to be independent by going to the store, picking up my medication and going to Aqua Fitness twice a week. I have friends in Calgary and they say no such great service exists. Wheel-Trans is 10/10 and I am 100 percent happy with the service."

Ruby McDonald, a Wheel-Trans customer and a regular user of Family of Services, says, "Wheel-Trans is very helpful in my life. I walk with a cane, and Wheel-Trans helps me catch the local bus to get to the grocery store. I have met many different drivers who are so kind and polite. I am originally from Trinidad, and there is no such service. I also have an elderly sister in England, and there is no such service there either. Thank you, Wheel-Trans!"

Now it's time to hear what our operators have to say!

Peter Kirow, retired Wheel-Trans operator with 45 years of service, says, "Driving every bus in the Wheel-Trans fleet since the beginning means I've witnessed firsthand the evolution of accessible transportation over the years. I have a passion for helping others. Hence, assisting customers with disabilities and ensuring they have access to safe, reliable, and dignified transportation was such an important and rewarding aspect of my role. The gratitude and appreciation you receive from customers is incredibly fulfilling, knowing that you're making a real difference in their lives."

Bonnie Semkin, a TTC operator for 35 years with 15 years of Wheel-Trans service, says, "Every day is a new day as a Wheel-Trans operator! Creating a warm, welcoming, and fun environment for our customers can make a huge difference in their day. When you combine humour, kindness, and personalized interactions, you not only brighten their experience but also build lasting

connections. Customers with mobility needs often face significant barriers in society, which can make everyday activities challenging and isolating. By addressing these challenges head-on, Wheel-Trans is creating a positive impact and helping them feel more included, valued, and empowered."

John Lombardi, a Wheel-Trans operator with over 30 years of service, says, "Wheel Trans has grown from serving a few patrons going to school or work to now enabling people to pursue education, build careers, and achieve independence. By removing transportation barriers, Wheel-Trans is not just providing a service; it is opening doors to opportunities and changing lives. Wheel Trans is still growing and evolving. Being a relatively young agency means there's so much potential for innovation and progress in the years to come. The fact that we are already providing excellent service while working on further improvements is a testament to the dedication of the team."

A visual journey of Wheel-Trans over the last five decades



1975-1985

March 1980: A Wheel-Trans passenger who uses a wheelchair is seated inside a Wheel-Trans bus



1975-1985

August 1980: Exterior of Wheel-Trans bus no. 722



1985-1995

August 1985: A staff member of the Wheel-Trans Reservations and Scheduling team



1985-1995

July 1988: East side of the TTC's Lakeshore Wheel-Trans Bus Garage at 580 Commissioners Street



1995–2005

June 1996: Wheel-Trans bus at the Bus Rodeo



1995–2005

July 2002: Wheel-Trans bus riding around the City of Toronto



2005–2015

January 2015: A staff member of the Wheel-Trans Reservations and Scheduling team

January 2015: A staff member of the Wheel-Trans Reservations and Scheduling team



2005–2015

August 2015: A Wheel-Trans operator assisting a Wheel-Trans passenger

August 2015: A Wheel-Trans operator assisting a Wheel-Trans passenger



2015–2025

August 2017: A Wheel-Trans bus is stationed outside the Automotive Building at 105 Princes' Boulevard



2015–2025

July 2025: Wheel-Trans ProMaster 7-metre bus

A first look at the future of Wheel-Trans



Preliminary renderings of the Damera Vero Battery-Electric Bus.

As we celebrate Wheel-Trans' remarkable journey over the past 50 years, here is an exciting peek into the future. Wheel-Trans is committed to eliminating emissions by 2040 by fully transitioning to battery-electric vehicles.

Currently, the TTC is procuring five pilot Wheel-Trans vehicles (pictured on the left). The first few vehicles are expected to arrive and begin testing in 2026.

Through this transition, the TTC's primary goal remains to provide fully accessible vehicles that meet customer needs. Therefore, the Advisory Committee on Accessible Transit (ACAT) will be a key evaluator of the new battery-electric buses.



Wheel-Trans

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