



Customer testimonials

By the end of our time together, I had a chance to go on buses, subways, and a streetcar in my power wheelchair. It was exciting! I could not have asked for better support. There was SO much that I did not know!

– Kim

I highly recommend the TTC Travel Training. I know there are individuals out there with disabilities who may be anxious to ride the TTC or who are pretty skeptical – I encourage you to try it – just once. The sense of independence and freedom you will gain will eliminate those fears.

– Robert

For more information:

Email: traveltraining@ttc.ca

Phone: 416-472-2393

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TTC Travel Training Program

What is Travel Training?

Travel Training is a **free** program available to Wheel-Trans customers, to learn how to use the TTC's conventional system, which includes bus, subway and streetcar. This program can also help you learn how to travel using the TTC's integrated accessible transit services, called the Family of Services.

Travel Training will teach you about accessible features that are available throughout the TTC network and the support you can receive along the way. The goal is for you to be able to travel on the TTC to the best of your ability, in a safe and independent manner.

Travel Training can be customized to meet your needs and will give you the tools you need to travel seamlessly on the TTC.

Participating in Travel Training will not affect Wheel-Trans eligibility.

Travel Training options

One-on-one route training

Travel alongside a Travel Trainer on a route of your choice.

Fixed routes: Small group or individual

Travel alongside a Travel Trainer on a fixed route on a bus, subway or streetcar.

Station orientation day: Small group

One-hour training session at an accessible subway station.

Bus orientation

Learn how to safely board and exit a TTC bus in a safe and supervised environment.

Training over the phone or computer

Phone appointment with the option of receiving online material.

Benefits of using conventional transit

Travel Training empowers customers to take advantage of the many benefits of TTC's conventional transit service, including:

- Spontaneity: No need to plan or make reservations in advance.
- Flexibility: You decide when and how to travel.
- Connectivity: Gives you the opportunity to be more involved and connected with the community.

Sign up today by email at traveltraining@ttc.ca or by phone at **416-472-2393**.

You will learn:



- What accessible features are available throughout the TTC.
- How to board vehicles with or without a mobility device.
- Where to find elevators and ramps.
- How to use the PRESTO system and where to find accessible fare gates.
- How to understand TTC maps and signage.
- How to recognize landmarks so that you know you are at the right location.
- Where to find TTC staff and how they can assist you.
- Problem-solving skills and what to do in unexpected situations.
- Safety features and emergency procedures.