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# TTC Public Forum On **Accessible** Transit

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**Wednesday, September  
18, 2024**

**7pm – 9pm**



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# TTC Public Forum On **Accessible** Transit

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## Opening Remarks

**Denise Soueidan-O'Leary**

Facilitator – LURA Consulting



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## **Introductions**

**Councillor Jamaal Myers**  
TTC Chair



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## **Introductions**

**Greg Percy**

(video recording)

TTC Interim CEO



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## **Introductions**

**Josh Colle**

Chief Strategy and  
Customer Experience Officer



# Tonight's Agenda

- **Introductions**
- **ACAT Update**
- **TTC Accessibility Update**
- **Wheel-Trans 10-Year Strategy Update**
- **Your questions and comments**



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# TTC Public Forum On **Accessible** Transit

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**Advisory Committee on  
Accessible Transit (ACAT)**

**Anita Dressler, ACAT Chair**

# Role of the Advisory Committee on Accessible Transit (ACAT)

- Represents the needs and concerns of TTC customers with disabilities and seniors.
- Advises the TTC Board and TTC staff.
- Consists of 15 members and up to 4 pool members.
- Has 4 subcommittees.



# ACAT's Work

Some of ACAT's highlights for 2023 and 2024 include:

- **Communications Subcommittee**

- Discussed topics such as closures and diversions posters; an e-paper pilot for digital service information at stops; signage; and newsletters.

- **Design Review Subcommittee**

- Discussed topics such as the AODA Design of Public Spaces Standards recommendations review; bus stop design standards; and Scarborough Subway Extension station design elements.

- **Service Planning Subcommittee**

- Discussed topics such as accessibility and service plans, third party entrance connection accessibility features; and accessibility considerations for winter maintenance.

- **Wheel-Trans Operations Subcommittee**

- Discussed topics such as the mobile app, re-registration, PRESTO machines, and service to High Park.

# Engaging with ACAT

- **Monthly public meetings:**
  - Microsoft Teams link on the TTC Website.
  - Last Thursday of every month.
  - Public deputations and correspondence are welcome.
- Get in touch with ACAT at [acat@ttc.ca](mailto:acat@ttc.ca) or 416-393-4111

# Become an ACAT Member

- ACAT recruits five new volunteer members every year. The next recruitment cycle will begin in Spring 2025.
- Refer to the TTC website, [www.ttc.ca/ACAT](http://www.ttc.ca/ACAT), for more information on the recruitment process.

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## **TTC Accessibility Update**

**Matt Hagg**, Manager - Customer Policy

# Accessibility Update: Subway

## What we are doing:

- 1 55 stations are now accessible
  - 2024: Donlands
  - 14 stations are now under construction
- 2 Working with third parties to create new accessible station entrances
- 3 Tactile wayfinding path improvements at some centre platform stations



Easier Access construction completed at Donlands (top), and underway at Glencairn (bottom)

# Accessibility Update: Bus

## What we are doing:

- 1 Continuing to make bus stops accessible
- 2 Bi-yearly audit of transit stops to track and prioritize accessibility upgrades
- 3 Bus operator accessibility procedures reminder campaign

- 1
- 2



Newly accessible bus stop on Wilson Avenue

- 3



### Accessibility procedure reminder

**Accessibility procedure reminder**  
The Accessibility for Ontarians with Disabilities Act (AODA) aims to identify, remove and prevent barriers for people with disabilities.  
Please assist when customers show you an accessibility flexcard or ask for assistance while getting on and off the vehicle, if you are able to. When you see a customer using a mobility device, please ask before you offer help.

#### Here are some ways in which you should offer assistance:

1. When a customer needs the blue priority seating, make an announcement requesting passengers who do not need the blue priority seating to please vacate the seats for those in need.
2. Deploy the ramp for the customer.
3. Direct the customer to the blue priority seating and wait for them to be seated before moving on.
  - If the customer is using a wheelchair or scooter, ask other passengers to please move back to allow space for the mobility device to turn around and face forward.
4. Prepare the securement area by raising the seat.
5. As the customer is boarding, always ask if they want to be secured in the securement area.
  - If the customer wants to be secured, you must secure both the customer and the mobility device.
6. Please ask the customer which stop they intend to get off.
  - Once you arrive at a customer's stop, ask if they need assistance getting off the bus and offer help if you are able to.

7. Please remember that the "first on, last off" policy remains in place at all times.
8. Please use de-escalation techniques and/or contact Transit Control as per standard procedure.

Together, we must ensure that every customer can travel comfortably on the TTC.

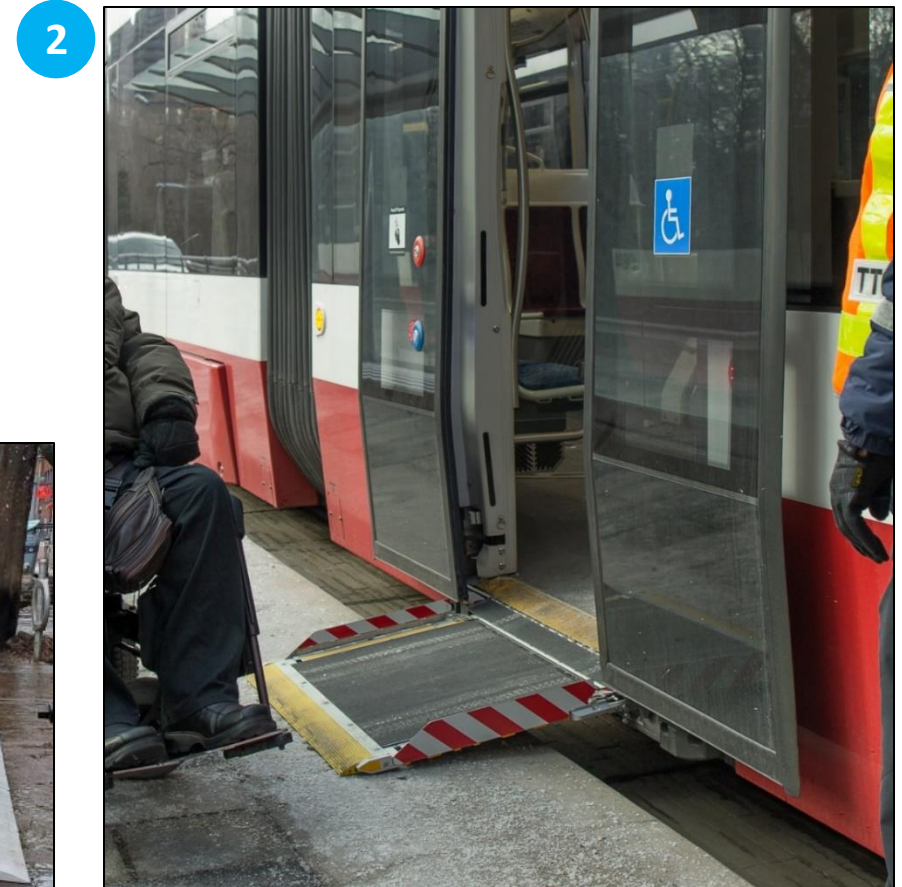


Reminder campaign poster

# Accessibility Update: Streetcar

## What we are doing:

- 1 Planned installation of additional modular raised streetcar platforms along King Street
- 2 More new streetcars in delivery



# Accessibility Update: Customer Experience

## What we are doing:

- 1 Increase fare gate tapping time to improve accessibility
- 2 Updating MagnusCards app and TTC card decks
- 3 Replacing benches with seats with integrated backrests and armrests

1



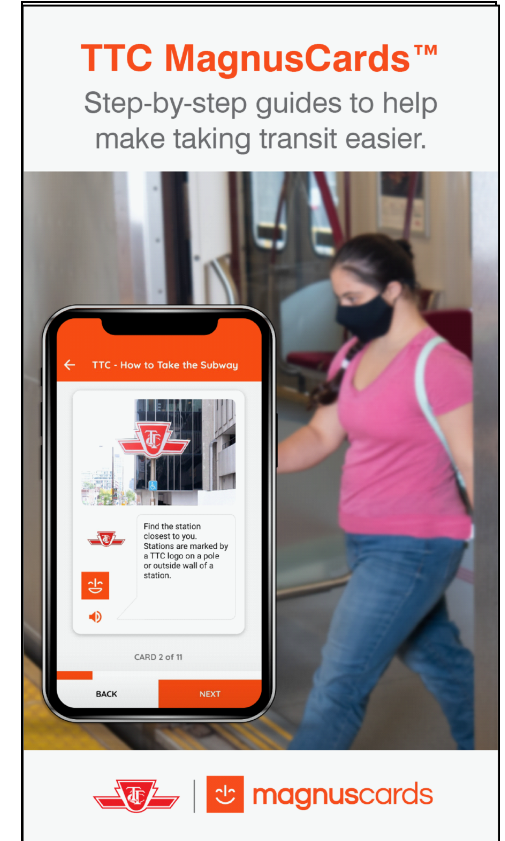
Customer accessing a fare gate

3



Updated seating at Davisville Station

2



MagnusCards on TTC



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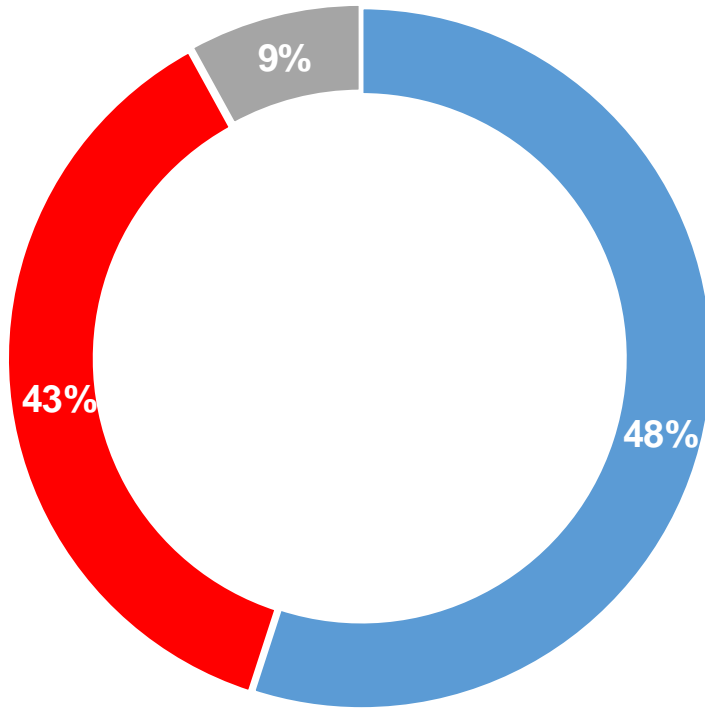
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## **Wheel-Trans 10-Year Strategy Update**

**Cameron Penman – Head, Wheel-Trans**

# Active Wheel-Trans Customer Eligibility Breakdown 2024



■ Unconditional ■ Conditional ■ Temporary

**Unconditional Eligibility: 48%**

**Temporary Eligibility: 9%**

**Conditional Eligibility: 43%**

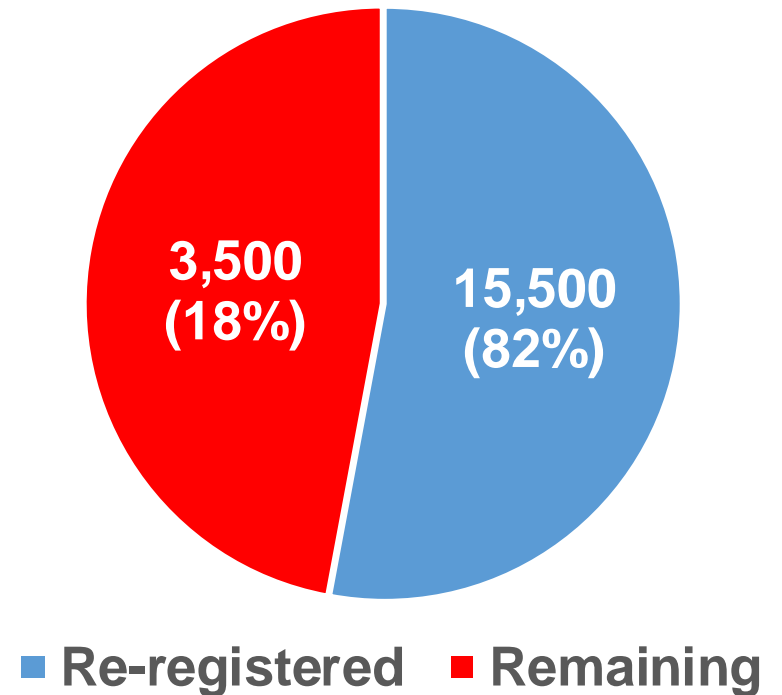
**Note: Wheel-Trans customers can request and receive door-to-door service, regardless of their eligibility status.**

**Family of Services (FOS) travel remains optional.**

# Status of Wheel-Trans re-registration

- On January 1, 2017, Wheel-Trans introduced a new application process and eligibility criteria to comply with the AODA deadline.
- A standardized re-registration process was established in collaboration with other GTHA agencies. The application form with a 14-day acceptance period was implemented.
- To ensure all Wheel-Trans customers are equitably categorized during the re-registration process.
- Wheel-Trans customers **prior to 2017** have been re-registering under the current eligibility process for the last six years.

Number of legacy customers (19,000)



# Family of Services (FOS)



Wheel-Trans customers using FOS

A Family of Services trip may involve customers transferring from Wheel-Trans to and from a conventional bus, streetcar or subway, or a customer can travel entirely on conventional TTC without a Wheel-Trans connection.

**Since 2017, we estimate that over 3.4 M FOS trips have been completed**

# Travel Training

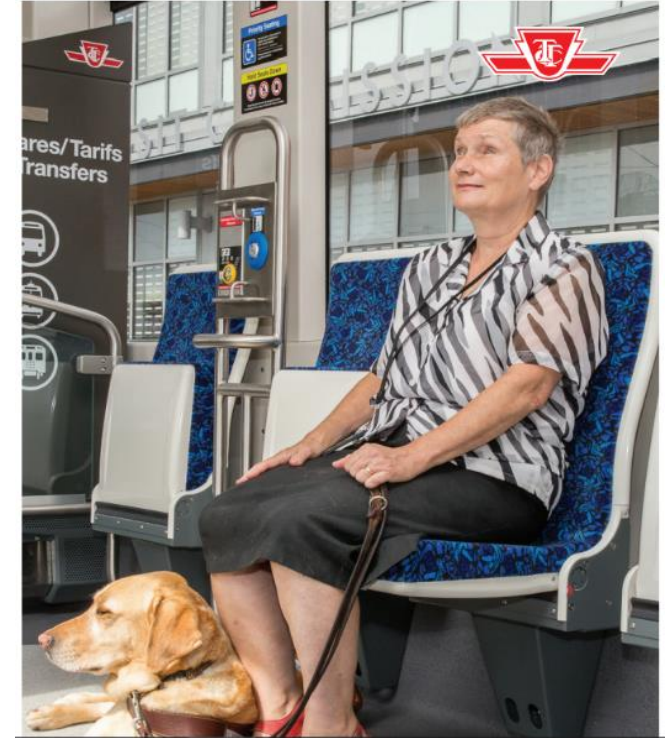
- Support and familiarize our customers with travelling on the conventional system using Family of Services.
- Types of training:
  - One-on-one route training
  - Virtual and phone training
  - Station and vehicle orientation
  - Fixed route training
  - Customized training based on individual needs
- Train the Trainer initiative for organizations supporting persons with disabilities.
- Sign up for Travel Training: [traveltraining@ttc.ca](mailto:traveltraining@ttc.ca) or 416-472-2393.



Image of a Wheel-Trans customer in front of a TTC bus

# Modernization of the service delivery model

- Improved call response times and reduced call wait times
- Improved on-time delivery of service
- Mobile app vehicle tracking
- Re-designed app and SBW to allow FOS scheduling
- Increased on-demand service availability
- Ability to provide spontaneous and equitable service which meets the customer's eligibility criteria
- In the process of updating the IVR and AVL systems



A Wheel-Trans customer traveling on a streetcar

# Wheel-Trans mobile app

Wheel-Trans launched its mobile application on September 25, 2023, available for both iOS and Android users. The app can be used to plan both door-to-door and Family of Services (FOS) trips.

You can use the Wheel-Trans mobile app in the following ways:

- Book, review, modify or cancel trips through the app at any time
- 'Where is My Ride?' (Buses & Checkers Taxi only)
- Schedule and manage trips
- Receive service alerts and view trip history



# 7-metre ProMaster Bus

- The TTC received the first pilot vehicle on September 15, 2020, which was reviewed by ACAT in October 2020.
- The procurement is almost complete, and 137 vehicles have been delivered to date.
- The last vehicle will be delivered by the end of this month.

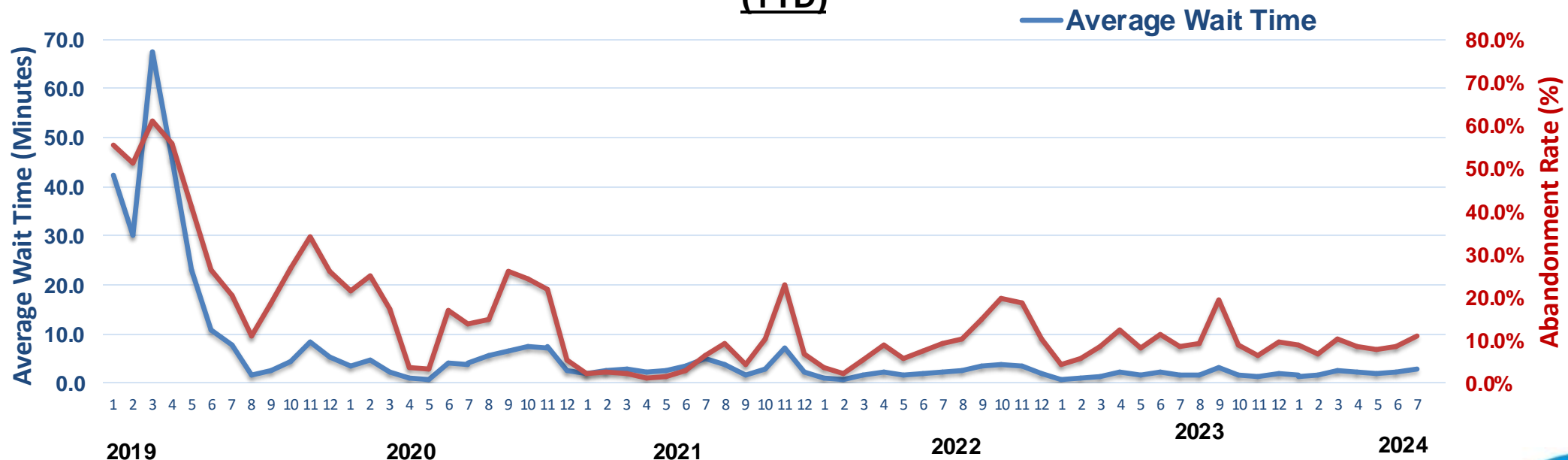




# Reservations call centre update

- In November 2020, a contract was signed with TELUS Communications to handle overflow calls for Wheel-Trans Reservations to reduce peak and average call wait times and abandoned calls.
- Average call wait times dropped from 30 to 60 minutes in 2019 to under two minutes in 2024, as depicted in the chart below:

**Wheel-Trans Reservations Average Wait Time & Abandonment Rate 2019 – 2024**  
**(YTD)**



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This is *your* night

**We want to hear from you:**

- Suggestions
- Concerns
- Compliments

# Panel Members

- **Anita Dressler** – Chair of ACAT 2024
- **Shakira Naraine** – Chief People and Culture Officer
- **Cameron Penman** – Head, Wheel-Trans
- **Malik Tanwir** – Head, Stations
- **Matt Hagg** – Manager - Customer Policy



# Discussion

**Let us know what you think by:**

- Asking a question in person – please put your hand up, and someone will come to you with a microphone.
- Submitting a question through the webcast.

Please keep your questions to a **maximum of one minute** so that we can hear from everyone.



# Your feedback

## What's next?

- Your comments will be reviewed by TTC staff and ACAT.
- Responses will be posted on [ttc.ca/accessibility](https://www.ttc.ca/accessibility).
- Your feedback will be considered as we develop the 2025 annual Accessibility Plan Status Report.

# Other ways to provide feedback:

## Contact TTC:

- **Phone:** 416-393-3030
- **TTY relay service:** 1-800-855-0511
- **Email:** [accessibility@ttc.ca](mailto:accessibility@ttc.ca)
- **Write to us/drop by:** 1900 Yonge St., 1st Floor

## Contact ACAT:

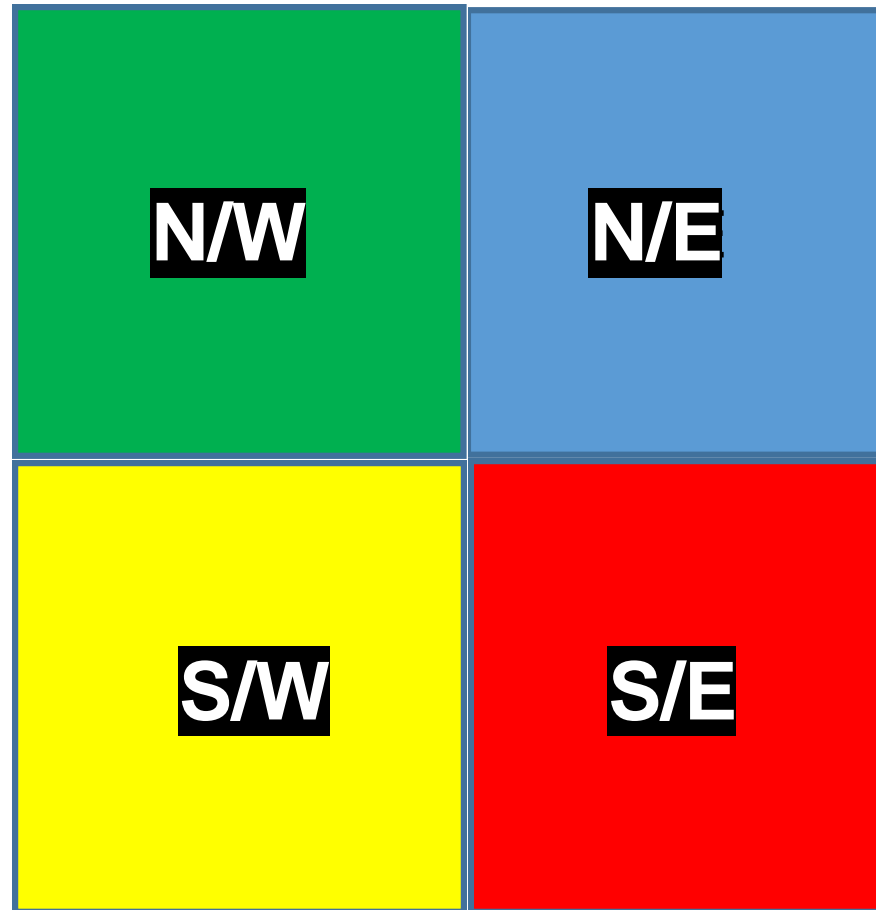
- **Email:** [acat@ttc.ca](mailto:acat@ttc.ca)
- **Phone:** 416-393-4111



# Thank you!



# Wheel-Trans Quadrant Information



# Appendix – Additional Information about Wheel-Trans

# Ongoing service improvements

- Integrating our GPS/AVL system into sedans and accessible taxis.
- Improving our on-time service with adjustments to travel times.
- Improving trip times to make sure trips are scheduled as close as possible to customer-requested times.
- Upgrading the Reservations, Scheduling and Dispatch systems to provide real-time information.
- Customers can subscribe to TTC alerts to receive notifications about Wheel-Trans and conventional services, stay informed about service disruptions and elevator outages, and discover accessible alternatives.
- Introducing the “Call ahead” and “Where is my ride?” features on the SBW and WT mobile app.
- Collaborating with other specialized GTA service providers to improve transfer connections.

# Improved communication efforts in 2024

- Public consultations to gather community feedback on FOS and accessibility of conventional TTC.
- Personal letters and e-mail blasts to Wheel-Trans customers, reminding them to re-register.
- Information published on the Wheel-Trans Self-booking Website and Access newsletter.
- Accessibility procedure reminder video, posters, postcards and checklists for operators.
- Reminders by reservationists when customers call the Wheel-Trans Reservations line.
- An information banner pops up when customers log into 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 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](mailto:wtcs@ttc.ca)

# Using Family of Services

- Family of Services routes have new stop poles to mark shared Wheel-Trans stops.
- These new stop poles have a blue No-Show board attached directly to the pole.
- Wheel-Trans customers with conditional eligibility who travel using Family of Services will have their trips monitored for service delays and emergencies by Dispatch.
- The FOS instructional video can be found [on the TTC website](#).



# Access Hubs

- Access Hubs are large, accessible bus shelters which act as a transfer point between Wheel-Trans and TTC service in areas across the city. They have the following features:
  - Dry and well-lit.
  - Heated with ample seating.
  - Can accommodate multiple mobility devices and/or service animals.
  - Some have been deemed as cross-border travel transfer locations.
- Access Hubs are cleaned every week and maintained well.



Freshmeadow and Don Mills Access Hub