



Wheel-Trans Transformation Program 2023 Update

July 12, 2023



Wheel-Trans 10-Year Strategy

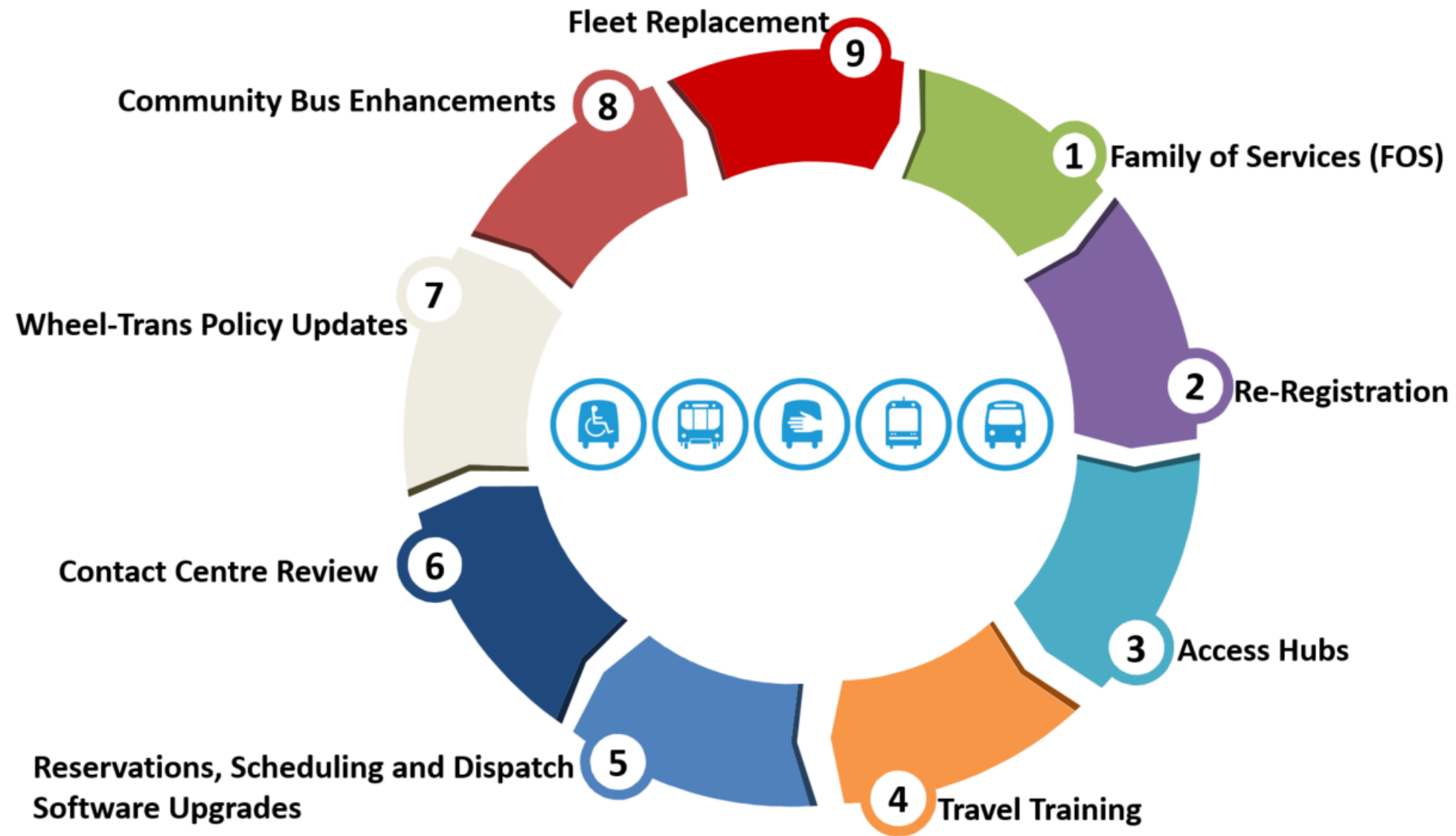
Wheel-Trans 10-Year Strategy was established in 2017 to address:

- Aging population;
- Revisions to the *Integrated Accessibility Standards Regulation* (IASR) under the *Accessibility for Ontarians with Disabilities Act* (AODA);
- Inclusiveness and equity; and,
- Quality of service



Strategy includes nine (9) initiatives and is interdependent with the Easier Access Program

Wheel-Trans Transformation Program (WTTP)



Program Update

Initiative 1: Family of Services (FOS)

The cornerstone of the WTTP is the FOS business model, which was enabled by the eligibility changes enacted on January 1, 2017. FOS provides Wheel-Trans customers with the option of using accessible-conventional transit service (bus, streetcars and subways) for all or part of their trips.

Status	Next Steps
<ul style="list-style-type: none">Continued FOS expansion, bringing the total to 81 FOS routes, 508 vehicle transfer stops and 4,500 non-vehicle transfer (walking) stops in the FOS network.Produced an educational customer facing video on FOS travel to assist customers.602,881 FOS trips were completed by Wheel-Trans customers in 2022.	<ul style="list-style-type: none">Goal: Reach 100 FOS Routes and 600 vehicle transfer stops within the next three years.FOS pilot to be launched in Q3 2023.Trips to be automatically scheduled according to a customer's specific eligibility and conditions (Conditional Trip Matching).



Program Update

Initiative 2: Re-Registration

Aligned with revisions to the AODA, Wheel-Trans requires all customers who qualified for Wheel-Trans service prior to 2017 to re-register under the current Wheel-Trans eligibility process.

Status	Next Steps
<ul style="list-style-type: none">• To date, more than 9,000 customers have voluntarily re-registered. 1550 of these customers have re-registered in 2023.• Efforts continue to be made to engage with the remaining 9,000 legacy customers who have yet to re-register in order to be compliant with AODA mandated eligibility categories.	<ul style="list-style-type: none">• Legacy customer re-registration targets: 2023: 3,000 2024: 5,000 2025: any remaining



Program Update

Initiative 3: Access Hubs

To support the FOS model, the TTC has implemented a network of Access Hubs. 16 spacious, well-lit, heated and completely accessible shelters located throughout Toronto for seamless transfer between FOS and fixed-route transit, including cross-border travel.

Status

- This project is now complete and all 16 Access Hubs are installed and available for use.

Next Steps

- N/A



Program Update

Initiative 4: Travel Training

The program provides customers with information about accessibility features on the TTC conventional system, familiarization with stations and vehicles, and offers one-on-one training to customers with a TTC travel training specialist. As part of the training program customers also receive a Travel Training Handbook.

Status

- 95 customers received travel training in 2022, bringing the total to 652 customers trained to date.

Next Steps

- Travel Training program will continue to support Wheel-Trans customers who are interested in learning more about the conventional system.



Program Update

Initiative 5: Reservations, Scheduling and Dispatch (RSD) Software Enhancement

An automated, multi-modal trip-booking system is crucial for the success of the WTTP as it enables high volumes of FOS trips to be booked and delivered. The TTC upgraded the existing system using a phased approach between 2018 and 2021, with additional upgrades planned.

Status	Next Steps
<ul style="list-style-type: none">• Phases 1 to 4 completed from Dec 2019 to Nov 2021.• Over 80% of trips are now booked using the Self-booking Website.• New features/benefits: “Where is My Ride” vehicle location feature, vehicle arrival notifications, ability to request early pickup, scheduling optimization improvements, performance dashboards and automated trip reassignment.	<ul style="list-style-type: none">• Full implementation of Mobile App in Q3 2023.• Phases 5 to 8 are scheduled to be completed from 2023 to 2026.



Program Update

Initiative 6: Contact Centre Review

Implemented a Reservations Overflow Contract in Nov 2020. This overflow model provides support to Wheel-Trans reservationists, resulting in significant improvements in call centre performance.

Status	Next Steps
<ul style="list-style-type: none">In year three of 5-year contractRealized a cost savings of \$1.8 million and a cost avoidance of \$4.6 million to date.	<ul style="list-style-type: none">Strengthen partnership with the vendor to leverage more improvement in performance.
Highlight	
<ul style="list-style-type: none">2019 (Prior to Contract):<ul style="list-style-type: none">35% call abandonment rate and 20.8 minute average wait time2022:<ul style="list-style-type: none">10.6% call abandonment rate and 2.2 minute average wait time2023 YTD:<ul style="list-style-type: none">7.8% call abandonment rate and 1.4 minute average wait time	



Program Update

Initiative 8: Community Bus Enhancements

Diverting customer trips to an enhanced and expanded Community Bus service was identified as an important element of the WTTP. This service, operated by Wheel-Trans buses, has stops strategically placed at neighbourhood ‘hotspots’ and lends itself well to use by seniors and persons with disabilities.

Status	Next Steps
<ul style="list-style-type: none">• Board approved service modifications to the 400 Lawrence Manor, 402 Parkdale, 404 East York and 405 Etobicoke Community Bus routes were implemented in September 2021.• Increased service reliability through enhanced schedules, with the added option of “flag service” in between stops.	<ul style="list-style-type: none">• A Community Bus marketing campaign will be launched in Q2/Q3 2023 with the goal of increasing ridership.• Further Community Bus route changes will be evaluated in future years based on the status of Wheel-Trans initiatives such as FOS.



Program Progress and Next Steps Update

Initiative 9: Fleet Replacement

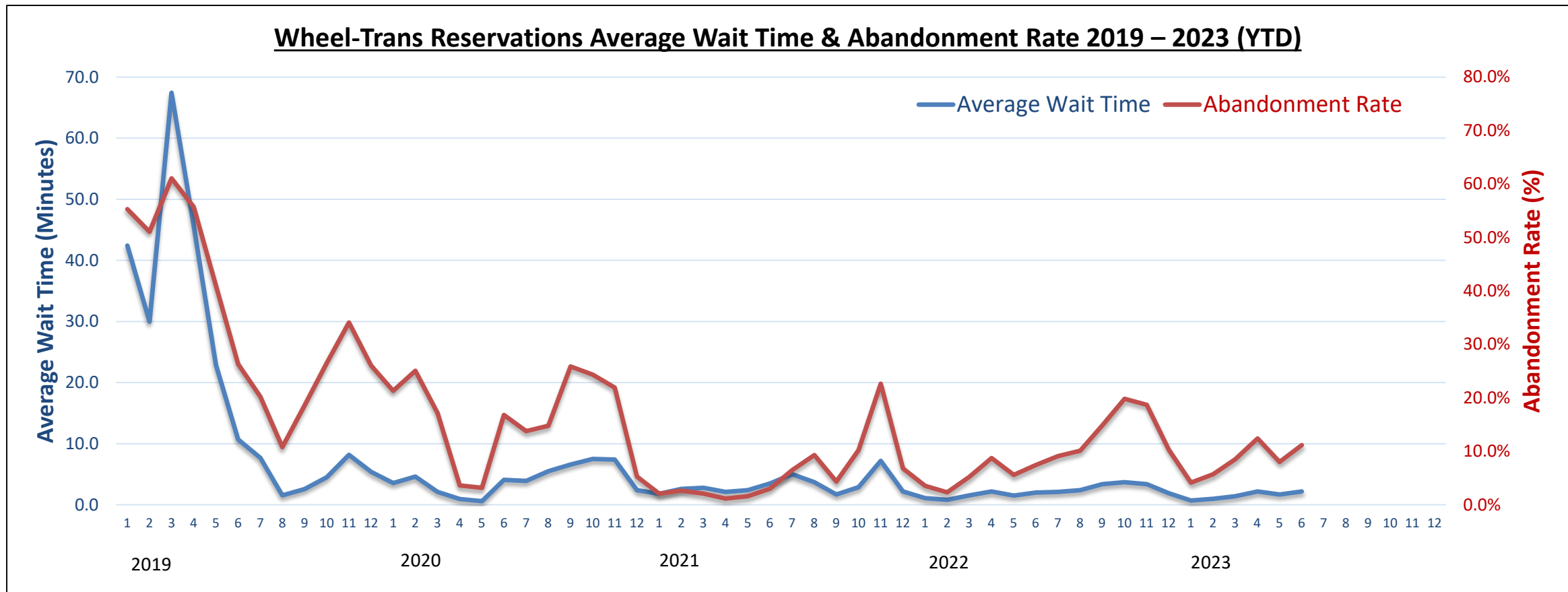
Wheel-Trans has continued diversification of its fleet mix to match new customer profiles, trip patterns, and travel behaviour. There was a concerted effort made to purchase replacement vehicles, which would improve ride comfort and vehicle reliability, reduce Greenhouse Gas (GHG) emissions and reduce fuel consumption.

Status	Next Steps
<ul style="list-style-type: none">• Currently, Wheel-Trans has 230 newer 6m and 7m ProMaster vehicles in service with the remaining 24 Friendly diesel vehicles being decommissioned and replaced by the newer buses throughout the course of 2023.• GHG emissions reduction:<ul style="list-style-type: none">❖ 6m ProMaster: 24.8%❖ 7m ProMaster: 18.5%	<ul style="list-style-type: none">• Replace the remaining Friendly diesel vehicles by Q4 2023.• 137 7m ProMaster vehicles will be delivered in total.• 52 6m ProMaster vehicles to be delivered in 2024/2025 to replace end of life vehicles.• Pilot of 10 electric vehicles is planned to start in 2025.



Benefits Realization

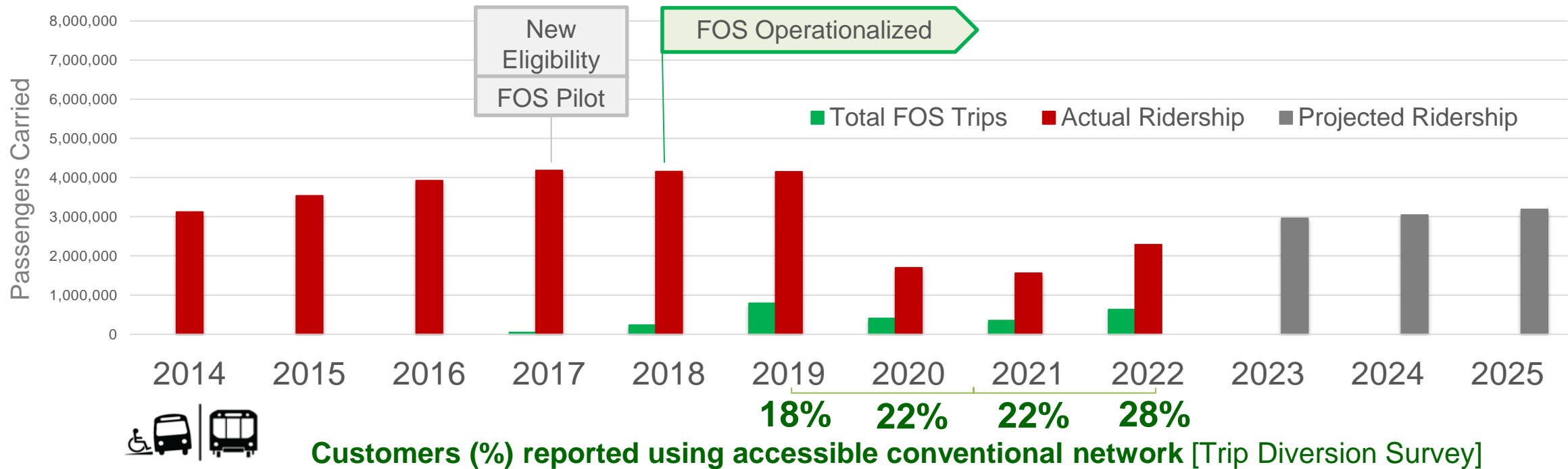
- Improvement to customer service through Reservations overflow contract
 - Reduction of customer wait times and abandoned calls
 - Cost savings of \$1.8 million and a cost avoidance of \$4.6 million to date



Benefits Realization

- Cost avoidance of \$89.7 million to date by providing Wheel-Trans users the option to use TTC accessible-conventional service for all or part of their trips through FOS model

Wheel Trans Actual & Projected Ridership with FOS Trip Total



(In Millions)	2017	2018	2019	2020	2021	2022	TOTAL
Total Cost Avoidance (From all FOS trip types)	\$ 1.45	\$ 6.50	\$ 25.28	\$ 17.17	\$ 14.91	\$ 24.37	\$ 89.70



Benefits Realization

- Compliance with revisions to the IASR/AODA
- Modernization of operations and customer-facing tools
- Improved customer experience through:
 - Expanded and enhanced travel options
 - Freedom and spontaneity of travel through FOS
 - Same day trip booking
 - Reduced call centre wait times
- Equitable, inclusive and sustainable



Wheel-Trans Program Future Benefits

- Further enhancement of RSD software
- Wheel-Trans Mobile App launch in Q3 2023
- Replacement of the MDT/AVL system
- Replacement and modernization of the IVR system
- Continued expansion of the FOS network





| Appendix 1- AODA-Mandated Eligibility Categories

Unconditional eligibility: a person with a disability that prevents them from using conventional transportation services. They always receive door-to-door paratransit service.

Temporary eligibility: a person with a temporary disability that prevents them from using conventional transportation services for a specified period of time. They always receive door-to-door service during this time.

Conditional eligibility: a person with a disability where environmental or physical barriers limit their ability to consistently use conventional transportation services. When none of the person's conditions are present, they have the ability to use accessible conventional TTC for all or part of their trip. When one or more conditions are present, the individual will be eligible for door-to-door paratransit services.

Appendix 2 – FOS Trip Example

