

WHEEL-TRANS 10-YEAR STRATEGY

2019 Public Consultation Report



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TTC COMMUNITY RELATIONS
SUMMER 2019



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1. INTRODUCTION

In adherence with the *Accessibility for Ontarians with Disabilities Act (AODA)*, both the Toronto Transit Commission (TTC) and Wheel-Trans are committed to transforming the transit system at large by creating a fully accessible transit system that allows users to travel seamlessly on and between Wheel-Trans and conventional modes of transit.

1.1 Background

The Wheel-Trans 10-Year Strategy was developed in response to the new legislative requirements outlined in the AODA, recommendations provided by the City of Toronto Auditor General and the resulting forecasted increase in demand for specialized transit services in the City of Toronto.

With the TTC's conventional transit system becoming increasingly accessible and with the overarching goal of making Toronto's transit system fully accessible by 2025, an opportunity was at hand to transform Wheel-Trans' service model. This opportunity allowed the TTC to better leverage Wheel-Trans' limited resources, while simultaneously adapting and adhering to the new requirements set out in provincial legislation.

1.2 Consultation Process

Since spring 2016, the TTC has hosted a series of public meetings to inform the public of the upcoming changes to the Wheel-Trans program and services as a result of the Wheel-Trans 10-Year Strategy (Strategy). In 2017 and 2018, the TTC held a combined total of nine public consultations in order to provide updates on the status of the Strategy and to solicit feedback on the proposed implementation plan.

In 2019, there were two consultations, with the goal of shifting focus to providing updates on the Wheel-Trans 10-Year Strategy and coming changes including Family of Services, conditional trip-matching and re-registration. Similar to past public consultation meetings, meetings hosted in 2019 provided an open forum for customers and the general public alike to give feedback on the services they receive and share any comments or suggestions based on their lived experiences.

At public meetings, the presence of Wheel-Trans leadership and the Advisory Committee on Accessible Transit (ACAT) Chair Mazin Aribi, and representatives allowed for a direct line of communication between Wheel-Trans customers and decision makers. In order to deliver the best service possible, we have documented and reviewed all comments that came up in our 2019 consultations; they can be found under **Section 3: Feedback**.

To ensure universal accessibility, all venues were carefully selected with accessibility in mind, including ramps and adequate space for mobility devices. Support workers and Wheel-Trans Supervisors were present to help any guests as required. The presentation included amplified sound and a large main screen featured the presentation, a second screen featured closed captioning, and a third screen had an American Sign Language interpreter to ensure all questions, concerns, and information were represented accurately. Finally, TTC offered a closed-captioned, live-stream option for both the May 30 and July 23 meetings, in order to allow those who could not be physically present an opportunity to join the meeting online. Attendees joining via live-stream were also able to submit questions and comments.

1.3 Meeting Format

The public consultation meeting began between 6:30 p.m. and 7:00 p.m. with a 30-minute open house, where guests were welcome to explore the poster boards and speak with TTC staff and ACAT members. Attendees were encouraged to visit various information tables and review applicable print material, further described in **Section 1.5: Material Present**. The presentation slides for these meetings, found in **Appendix B: Presentation**, were laid out on poster boards and set up on easels around the venue, which was staffed by TTC employees and ACAT members who were available to answer questions.

After the open house portion of the meeting, the 30-minute presentation began at approximately 7:00 p.m. These presentation slides can also be found in **Appendix B: Presentation**.

The remaining hour of the meeting was dedicated to a question and answer period, the content of which can be found in **Section 3** of this report. At this point, a panel of TTC Wheel-Trans leadership and the ACAT Chair answered both verbal and written questions.

TABLE 1: SPRING PUBLIC CONSULTATION AGENDA

DOORS OPEN	PRESENTATION: WHEEL-TRANS 10-YEAR STRATEGY	Q&A PERIOD
6:30 p.m.	7:00 p.m. – 7:30 p.m.	7:30 p.m. – 8:30 p.m.

TABLE 2: SUMMER PUBLIC CONSULTATION AGENDA

DOORS OPEN	PRESENTATION: WHEEL-TRANS 10-YEAR STRATEGY	Q&A PERIOD
7:00 p.m.	7:00 p.m. – 7:30 p.m.	7:30 p.m. – 8:30 p.m.

1.4 Promotion

TABLE 3: SPRING PUBLIC CONSULTATION PROMOTION

PUBLICATION	DATE
Wheel-Trans Newsletter	In mailboxes beginning May 20, 2019
Invite Councillors	May 9, 2019
Invite key stakeholders	May 23, 2019
Ad in StarMetro	May 24, 2019
TTC TV ads	May 24 – 30, 2019
TTC Twitter	May 21 – 30, 2019
Announcement on Wheel-Trans self-booking website	May 7 – May 31, 2019
Announcement on the Wheel-Trans phone system hold message	May 23 – May 30, 2019

TABLE 4: SUMMER PUBLIC CONSULTATION PROMOTION

PUBLICATION	DATE
Invite Councillors	July 15, 2019
Invite key stakeholders	July 10, 2019
Ad in StarMetro	July 19, 2019
TTC TV ads	July 15 – 23, 2019
TTC Twitter	July 15 – 23, 2019
TTC Website update	July 15, 2019
Announcement on Wheel-Trans self-booking website	July 15, 2019
Announcement on the Wheel-Trans phone system hold message	July 16, 2019

1.5 Material Present

TABLE 5: MATERIAL PRESENT AT SPRING AND SUMMER PUBLIC CONSULTATIONS

PRINT MATERIAL
Customer Service Handbooks
Travel Training Pamphlet
Policy pamphlets
Offer me a seat buttons
Offer me a seat wallet cards
Making Toronto Accessible buttons
Ride Guides
Lower the ramp cards
Busy Rideline postcards
Blue FOS pamphlets
ACCESS Newsletters
Lower the ramp cards
PRESTO user guides
PRESTO pamphlet
ACAT Brochure
Tips for Conventional Transit
Community Bus Pilot pamphlets
Community Bus pins
Wheel-Trans 10-year Strategy brochure

2. EVENTS

The TTC planned two Wheel-Trans 10-Year Strategy public consultations in order to update Wheel-Trans customers on the status of the strategy and adequately prepare them for any forthcoming changes. The event flyers can be found in **Appendix A: Event Flyers**.

Spring: May 30, 2019

Location: St. Paul’s Bloor St.
Address: 227 Bloor St. E, Toronto, ON M4W 1C8
Time: 6:30 p.m. – 8:30 p.m.
In-person Attendees: 100
Livestream Attendees: 13

Summer: July 23, 2019

Location: Metro Hall, Rooms 308 & 309
Address: 55 John St., Toronto, ON M5V 3C6
Time: 7:00 p.m. – 8:30 p.m.
In-person Attendees: 50
Livestream Attendees: 26
Family of Services: A shuttle bus service was arranged from St. Andrew Station to Metro Hall

3. FEEDBACK

The comments, questions, and suggestions brought forth at the public events and their corresponding responses are detailed below and grouped by overarching categories in the table.

TABLE 6: FREQUENTLY ASKED QUESTIONS AND FEEDBACK

CATEGORY	QUESTIONS & SUGGESTIONS	ANSWER
POLICY	Track the use of “Life Happens” points on online profile, make the points viewable when you log in.	Thank you for this great suggestion. We will consult with our IT team.
POLICY/OUTREACH	There should be an educational campaign on conditional trip-matching and re-registration for: <ol style="list-style-type: none"> 1. The general public 2. Community groups 3. Health centres 	This will be a focus for Wheel-Trans at the TTC Public Forum on Accessibility scheduled for September 25, 2019.
POLICY/OUTREACH	Are the presentations from these meetings available online?	Yes, presentations from past meetings are available on the TTC website and the July 23, 2019 event will also be posted: https://www.ttc.ca/WheelTrans/Strategy/Public_Presentations.jsp
POLICY	Why do some customers need to re-register for Wheel-Trans service?	In order to comply with the <i>Accessibility for Ontarians with</i>

		<p><i>Disabilities Act (AODA)</i> and to ensure a fair and equitable approach, all Wheel-Trans customers who were approved for Wheel-Trans service before January 1, 2017 will need to be re-registered. All registered customers who applied for service after January 1, 2017, have already been assessed under Wheel-Trans new eligibility process and will not need to re-register.</p>
POLICY	Who is being re-registered first?	<p>All customers who applied for and received Wheel-Trans service prior to January 1, 2017, will need to be re-registered to meet the <i>Accessibility for Ontarians with Disabilities Act (AODA)</i> definition of eligibility, and customers who travel the most frequently will be invited to re-register first.</p>
POLICY	Do I have to wait for the TTC to contact me about re-registration?	<p>No, you can apply for re-registration at any time before official notices are sent out. The Wheel-Trans application form is available on the TTC website, or you can request an application from Wheel-Trans customer service be mailed to you.</p>
POLICY	Is there an option to pay after the fact if we do not pay when entering the Wheel-Trans vehicle?	<p>In an effort to combat fare evasion across the transit system at large, we require payment upon entering all TTC vehicles, including Wheel-Trans vehicles. Presto is the preferred method of payment, and allows customers multiple transfers within a two hour window.</p>
POLICY	How do you address complaints about operator behavior?	<p>Please forward all service related complaints to the Wheel-Trans customer service team at wtcs@ttc.ca or 416-393-4111. All complaints are fully investigated and appropriate action is taken as necessary.</p>

<p>FAMILY OF SERVICES/POLICY</p>	<p>If a subway is delayed and I need to connect with a Wheel-Trans vehicle, what happens? Will I still be picked up?</p>	<p>Delays and diversions can happen at any time, however, Wheel-Trans dispatchers monitor Family of Services trips and routes for service disruptions and other unplanned diversions. If your route is delayed in any way, Wheel-Trans dispatchers will attempt to notify you about the delay, and any changes to your routing. Should a customer ever miss their Wheel-Trans connection, we ask that they call the Priority line at 416-393-4311 to arrange for another vehicle. Customers will not be stranded.</p>
<p>FAMILY OF SERVICES/POLICY</p>	<p>What is being done to educate the general public about the accessibility needs of those using the Family of Services?</p>	<p>We began by ensuring all TTC staff received <i>Accessibility for Ontarians with Disabilities Act</i> (AODA) training and have a zero tolerance policy for discriminatory behavior.</p> <p>We will also continue educating the public through print advertising campaigns and public meetings. Our latest “Share the Space” campaign has been running since Spring 2018 (See Appendix C: Share the Space Campaign). In addition, we are currently planning a small public campaign on the shared Family of Services stops, set to be launched in Fall 2019.</p>
<p>FAMILY OF SERVICES</p>	<p>When will the subway stations become accessible?</p>	<p>In adherence with the <i>Accessibility for Ontarians with Disabilities Act</i> (AODA), we are committed to making the transit system accessible by 2025. Currently, there are elevators installed in 45 of the system's 75 stations. Customers will only be brought to accessible subway stations, with working elevators, for their Family of Services (FOS) trips.</p>
<p>FAMILY OF SERVICES</p>	<p>What is the deployment timeline for low-floor streetcars?</p>	<p>Currently the TTC operates low-floor accessible streetcars on:</p> <ul style="list-style-type: none"> - 501/301 Queen - 504/304 King

		<ul style="list-style-type: none"> - 509 Harbourfront - 510 Spadina - 512 St Clair <p>All streetcar routes will be served by low-floor streetcars by 2020. Customers will only be brought to streetcar routes with accessible streetcars for their FOS trips.</p>
FAMILY OF SERVICES	What if there is a gap between the bus and the curb? Or if the bus ramp is not working?	<p>Every operator must ensure the ramp on their assigned vehicle is in working order. If a ramp is not working, the bus must not enter service.</p> <p>Bus operators are AODA trained to deploy the ramp and assist customers if they require assistance to board.</p>
BOOKING	Are there plans to address the wait-times and dropped calls for phone bookings (especially for those who do not have access to a computer)?	Yes, a plan was put in place to address wait times; there has been a significant reduction in wait times with the recent hiring of call centre staff.
BOOKING	Will I have to travel using Family of Services?	If a customer has conditional eligibility, and their condition(s) are not present, then they will travel using Family of Services, which is a combination of Wheel-Trans and the conventional TTC (bus, streetcar and subway).
BOOKING	Can you please explain the phone-booking procedure?	<p>1) Call the Wheel-Trans reservation number 416-393-4222.</p> <p><i>Trip-booking is available daily from 5:30 am to 11:00 pm seven days a week, including holidays.</i></p> <p>2) Speak to a Reservationist</p> <p>3) Confirm desired booking time and destination</p> <p>Unconditional customers can also call into the RideLine, an automated touchtone booking system at 416-397-8000 and follow the prompts to book rides.</p>

BOOKING	Telephone lines should update you about where you are in the queue.	This feature is already available, providing what number you are in the queue.
BOOKING	Would it be possible grant public access to the wait times from the past five years (including the number of dropped calls)?	Yes. The TTC’s Advisory Committee on Accessible Transit (ACAT) will request this information at an upcoming meeting and publish the information publicly in the meeting minutes.
BOOKING	Would it be possible to give users the option to make seat preference requests when booking their rides?	Wheel-Trans is a public transit service which operators on a first-come, first-serve basis.
BOOKING/APP	What are the timelines for the release of the Wheel-Trans application and what are some of the features it will have?	The mobile app is scheduled to be released in the fall of 2019. The app will allow customers to: <ol style="list-style-type: none"> 1. Book occasional trips 2. View trip history 3. View future trips 4. Where’s my ride? pilot 5. Notifications and service alerts
OTHER	Could the TTC website be updated to allow users with visual impairment to adjust font size and colour contrast of web text and images?	The TTC website is AODA compliant. Many accessible features can be adjusted through your computer’s personal settings.

4. NEXT STEPS

Smaller events will be held with targeted stakeholder groups to disseminate information and collect additional feedback on the Wheel Trans 10 Year Strategy. This will include information sessions on the re-registration and conditional trip matching process that will be rolled out in Fall 2019.

All of the questions, comments and suggestions that arose in the 2019 consultations will be used to inform the long-term planning and the roll-out of the 10-Year Strategy.

To view the materials and livestream videos of the 2019 events and for more information on upcoming events, please visit our website at: <http://www.ttc.ca/WheelTrans/Strategy/index.jsp>.

5. APPENDICES

Appendix A: Event Flyer

Spring 2019 Event Flyer

TTC Wheel-Trans Public Consultation



Please join us for updates on the Wheel-Trans 10-Year Strategy, including the Family of Services Program, Access Hubs, Conditional Trip-Matching and Re-registration. Participants will have an opportunity to ask questions and provide input to the Wheel-Trans team.



Date: Thursday May 30, 2019

Event Time: 6:30 - 8:30 p.m.

Location: St. Paul's Bloor Street, 227 Bloor Street East

Closest Accessible Subway Station: Bloor-Yonge

The following support services will be available:

- Captioning
- Attendant
- Interpreter (Including ASL)

Contact Information:

Lema Salaymeh, Senior Community Liaison, TTC

Email: wtconsult@ttc.ca, TTY 416-393-4555,

Wheel-Trans Customer Service: 416-393-4111



Wheel-Trans

Summer 2019 Event Flyer

TTC Wheel-Trans Public Consultation

Please join us for updates on the Wheel-Trans 10-Year Strategy, including the Family of Services Program, Access Hubs, Conditional Trip-Matching and Re-registration. Participants will have an opportunity to ask questions and provide input to the Wheel-Trans team.



Date: Tuesday, July 23, 2019

Event Time: 7:00 - 8:30 p.m. (presentation to begin at 7:00 p.m.)

Location: Metro Hall, Rooms 308 & 309, 55 John St., Toronto, ON M5V 3C6

Closest Accessible Subway Station: St. Andrew

Link to livestream: <https://www.meetview.com/ttc20190723/>

Please note, all attendees will be responsible for booking their rides back from the venue. For those using our Family of Services, there will be a shuttle available from St. Andrew Station to Metro Hall every 15 minutes between 6:00 – 7:30 p.m. and 8:30 – 10:00 p.m. on July 23, 2019.

The following support services will be available:

- Captioning
- Attendant
- Interpreter (Including ASL)

Contact Information:

Lema Salaymeh, Senior Community Liaison, TTC

Email: wtconsult@ttc.ca, TTY 416-393-4555,

Wheel-Trans Customer Service: 416-393-4111



Wheel-Trans

Appendix B: Presentations

Spring and Summer 2019 Presentation



TTC Wheel-Trans 10-Year Strategy 2019 Public Update

May 30, 2019



TTC Wheel-Trans

Our Mission: How we support the community

Barrier-free, accessible service that is **efficient, reliable** and **available**

Our Vision: What we strive for

Dignity, spontaneity, fairness and **freedom of travel** for all customers



2 | May 30, 2019



Advisory Committee on Accessible Transit (ACAT)

- The Advisory Committee on Accessible Transit (ACAT) includes residents of Toronto who provide advice and recommendations to the TTC Board and TTC staff on matters pertaining to accessible public transit in the City of Toronto. Such matters include the removal of barriers to accessibility and improving the customer experience for persons with disabilities and seniors.



3 | May 30, 2019



Customer focus

There are over 43,000 active Wheel-Trans customers

- 1,000+ customers apply each month

Customers take 15,000+ rides on peak days

- 180 Wheel-Trans Friendly buses
- 80 ProMaster Vehicles
- 335 accessible taxis available for service
- 2,800 sedans in the contracted service

In 2018 customers took over 4.1 million rides

We expect to deliver 4.2 million rides in 2019



4 | May 30, 2019



New booking site

- 55% of customers now booking online through:
<https://mywheel-trans.ttc.ca/SelfBooking2018/login>
- App to launch in late 2019:
 - Ability to receive alerts
 - Other features similar to the self-booking website
 - "Find my bus" pilot to be launched in the future



2018	2019	2020
• New online booking system supporting Family of Services	• Mobile booking app	• Trip updates on service disruption

5 | May 30, 2019



New customer-focused policies

- 14 customer-facing policies have been created since the beginning of the transformation
- Six new policies are in development for 2019

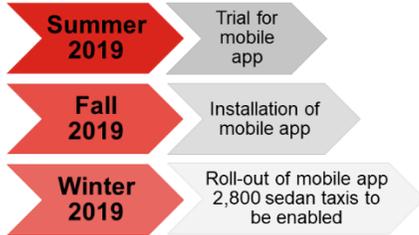


6 | May 30, 2019



PRESTO

- App solution in development
- Buses and Accessible Taxis have working mobile PRESTO units



7 | May 30, 2019



Community Bus

Community Buses provide five scheduled routes in various communities within the City of Toronto

Community buses are:

- Fully accessible
- Scheduled service, on a fixed route
- Can be flagged down in between stops
- No reservations required
- Available to everyone
- Regular TTC fare (PRESTO, ticket, token, cash)

There are currently **five** community bus routes:

- Lawrence Manor
- Parkdale
- Don Mills South
- East York
- Etobicoke



8 | May 30, 2019



Family of Services

- A Family of Services trip combines Wheel-Trans service with the conventional TTC (bus, streetcar, subway) to pick-up a customer and drop them off at their final destination



9 | May 30, 2019



Using Family of Services

- All new 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 who use Family of Services will have their routes monitored for service delays and emergencies by dispatch



10 | May 30, 2019



Customer Mode Usage survey results (diversion)

- A Wheel-Trans customer survey was conducted over the period of January – April 2019
- 18% of customers who replied, stated that the last trip they had taken was completely on the conventional TTC, in other words on either bus, subway or streetcar



11 | May 30, 2019



Travel Training

- A successful six-month Travel Training Pilot launched Summer 2018
- Pilot featured orientation sessions, events, handbook development, Travel Training materials
- Travel Training is now a permanent program to support customers in traveling on the TTC

Spring/Summer is a great time for Travel Training!

Book now: call 416-457-4151 or email traveltraining@ttc.ca today.



TTC Travel Trainer

12 | May 30, 2019



Conditional Trip-Matching

- When you book your trip, you will receive a trip based on your **conditions** and **abilities**
- Conditionally eligible customers have the ability to use the conventional TTC when their conditions are not present
- Customers who received conditional eligibility after completing their Wheel-Trans registration will travel using Family of Services in fall, 2019



13 | May 30, 2019



Re-registration

- Re-registration will allow customers to update their profiles and medical history
- It is fair and ensures equity under the AODA
- Re-registration will only be for Wheel-Trans customers who registered with Wheel-Trans service before January 1, 2017 and will begin in the winter of 2019
- The process will assess customers' abilities according to three eligibility categories:
 - Conditional
 - Unconditional
 - Temporary

14 | May 30, 2019



Access Hubs

- Access Hubs are large, accessible bus shelters with the following features:
 - Dry
 - Well-lit
 - Heated
 - Can accommodate multiple mobility devices and/or service animals
 - Ample seating
- Access Hubs are a transfer point between Wheel-Trans and TTC service in areas across the city



Meadowdale Loop Access Hub

15 | May 30, 2019



Question and answer

- **Facilitated Questions and Answers**

- Staff will come to you for your question
- You can also submit your question in writing if you prefer, just raise your hand for a comment sheet and pencil

- **Participation**

- Everyone will have a chance to ask a question before a second question is asked
- The Wheel-Trans team will collect three questions at a time, and then give answers to each
- This will help us get as much input as possible

16 | May 30, 2019



Wheel-Trans 10-Year Strategy

Thank you.

If you have any questions or comments, please send to:

Wtconsult@ttc.ca

Please visit our website at:

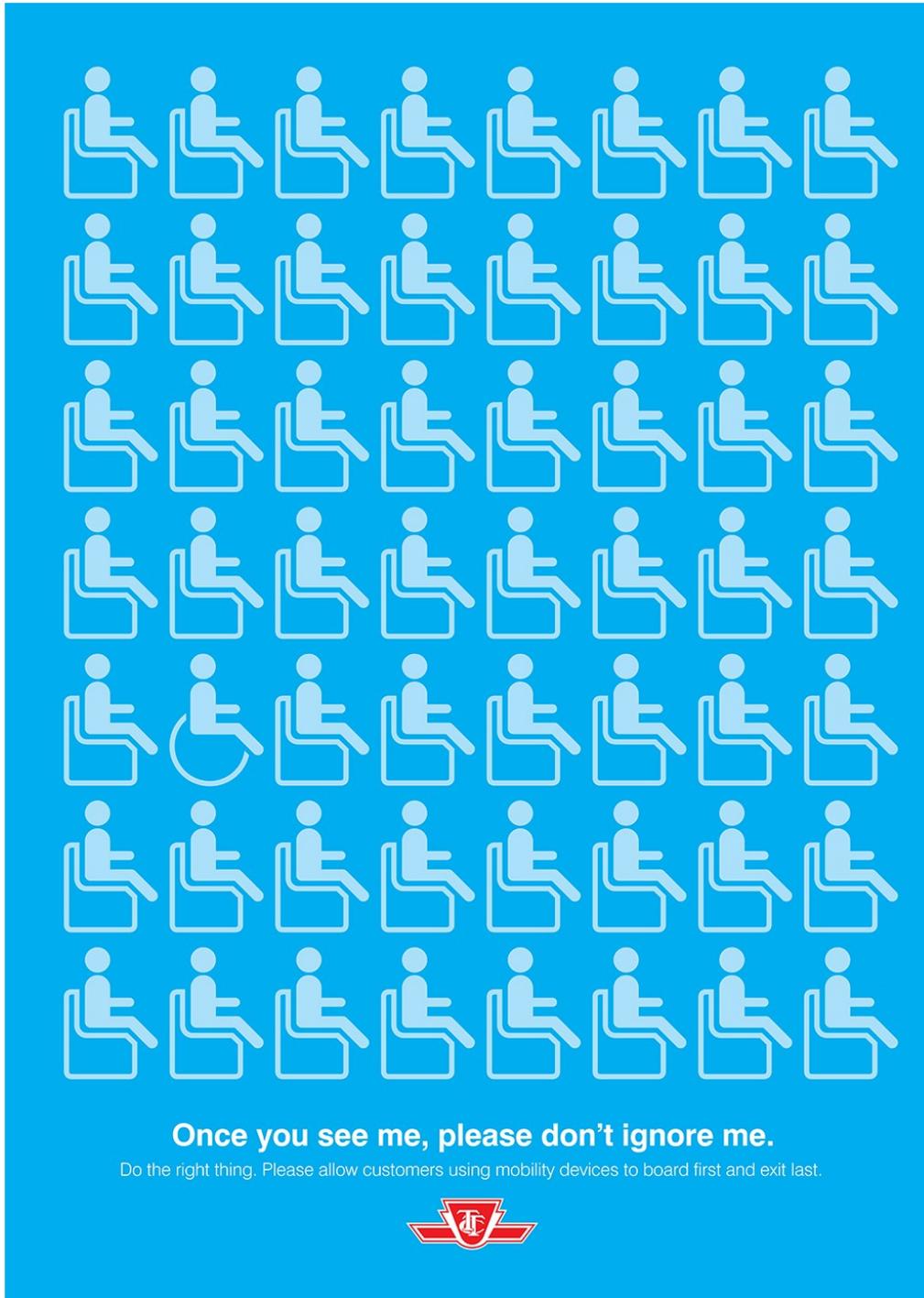
<http://www.ttc.ca/WheelTrans/index.jsp>

17 | May 30, 2019



Appendix C: Share the Space Campaign

Sample "Share the Space" Advertisement



Appendix D: Event Photos

Spring 2019 Photos







Summer 2019 Photos





