



TTC

Wheel-Trans 10-Year Strategy

2018 Public Update

April 2018



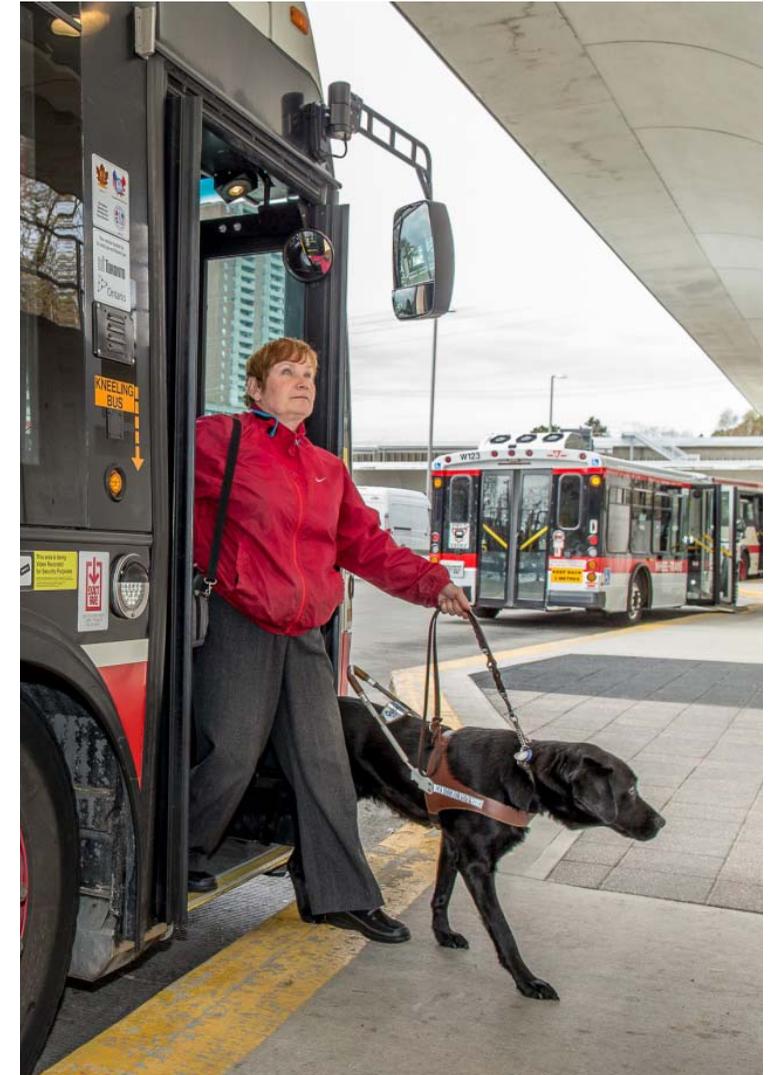
TTC Wheel-Trans

Our Mission: How we support the community

As part of a fully accessible TTC, we provide **barrier-free, accessible** service that is **efficient, reliable** and **available**

Our Vision: What we strive for

An accessible transit service that ensures **dignity, spontaneity, fairness** and **freedom of travel** for all customers



Customer Focus

There are over 42,000 active customers

- 1,000+ customers apply each month

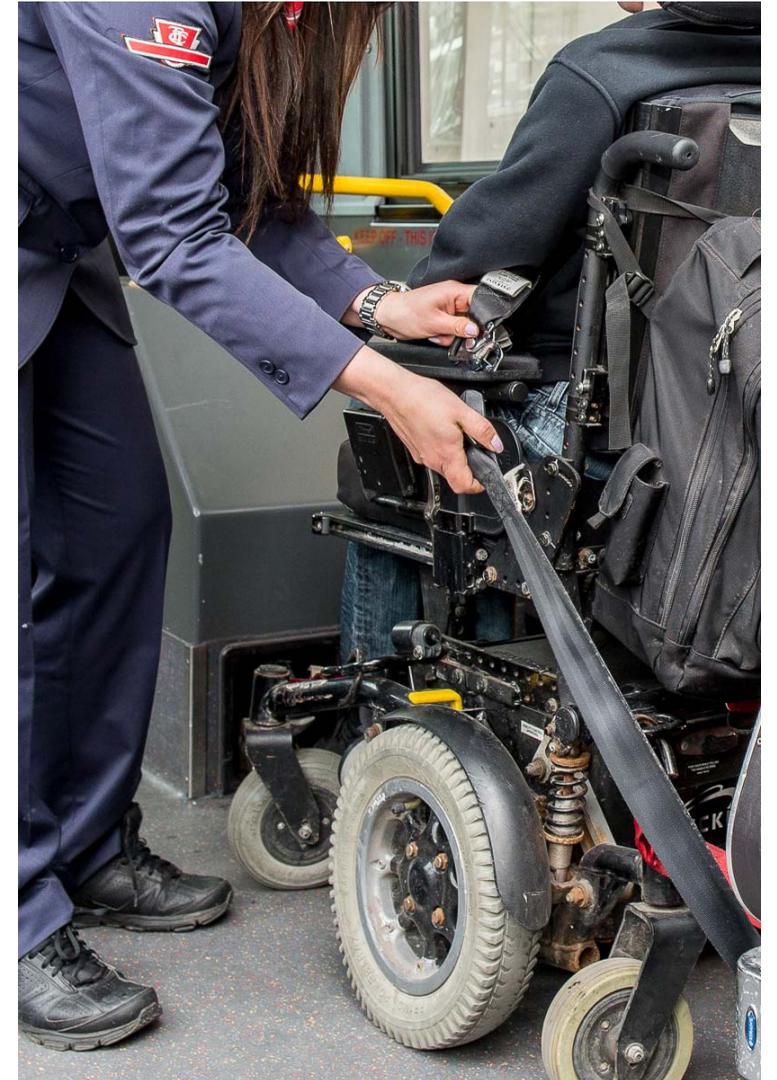
Customers take 15,000+ rides on peak days

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

In 2017 customers took over 4.1 million rides

- 7% increase over 2016

We expect to deliver 4.8 million rides in 2018



| Feedback - 2017 Wheel-Trans Customer Survey

What's working:

- Increase in overall satisfaction: 84% in 2016 to 86% in 2017
- Increase in satisfaction with on time pick-up: 71% in 2016 to 75% in 2017
- 31% of customers have used fixed-route transit in the past 12 months
- 25% of customers increased use of fixed-route transit since last year

What you asked for:

- Reduce wait times when contacting Wheel-Trans by phone
- Improve online booking system
- Improve transfer amenities between Wheel-Trans and fixed-route transit
- Help us learn to use Family of Services



5 Pillars of Customer Experience

Simple

To provide a simple experience that strives to create ease of use at every opportunity.

Flexible

To provide a flexible experience that offers service options that best meet your lifestyle.

Anticipates Needs

To provide a service that anticipates the travel needs of our customers.

Modern

To provide a modern experience that is on par with leading solutions and technology.

Invisible Support

To provide invisible support by giving customers the tools to independently problem solve.

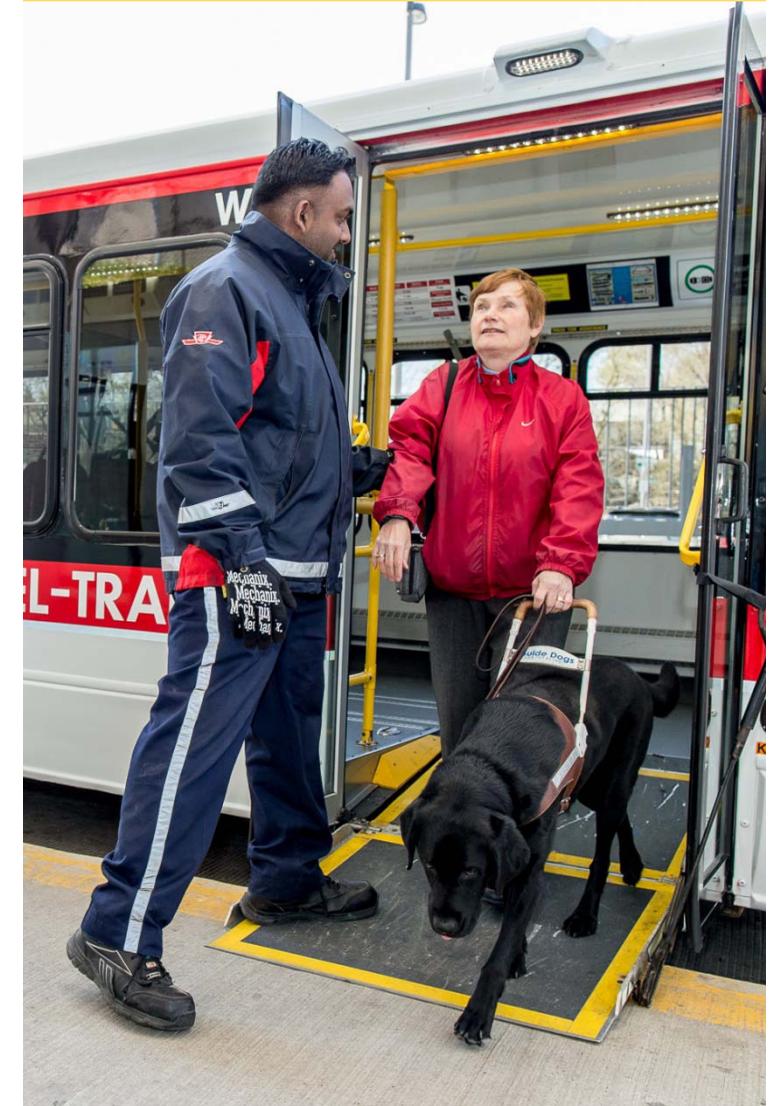


New Policies

New Customer Focused Policies

- Revised over 20 policies by conducting best practice industry reviews, consultation with key stakeholders including Advisory Committee on Accessible Transit (ACAT) and the TTC's Legal, Human Rights & Diversity department
- Will continue implementing revised policies throughout 2018
- Policies focus on setting clear expectations for both employees & customers

Simple



Family of Services

Flexible



Family of Services

Providing spontaneity, flexibility and expanded travel options for Wheel-Trans customers



- Family of Service Pilot is near completion
- Training of TTC employees
- Accessibility audit for best connection locations
- Customer feedback to improve integration

Family of Services

Flexible



Family of Services in 2018

Flexible



- TTC Accessible Subway System
- Dufferin 29
- Sheppard East 85
- Sheppard West 84
- Yonge 97
- York Mills 95
- Expansion Continues

Community Bus

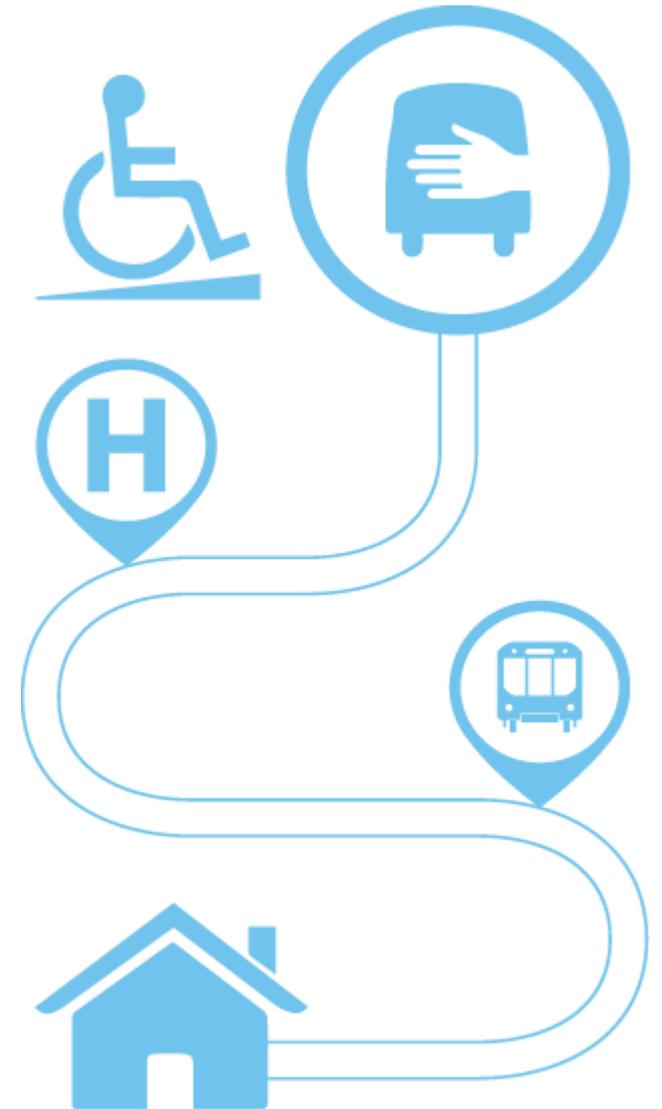
Community Bus provides five scheduled routes in various communities within the City of Toronto.

- Fully accessible, scheduled service
- No reservations required
- Rebranding of vehicles
- Available to everyone
- Regular TTC fare

Two routes were piloted as expanded routes in 2017



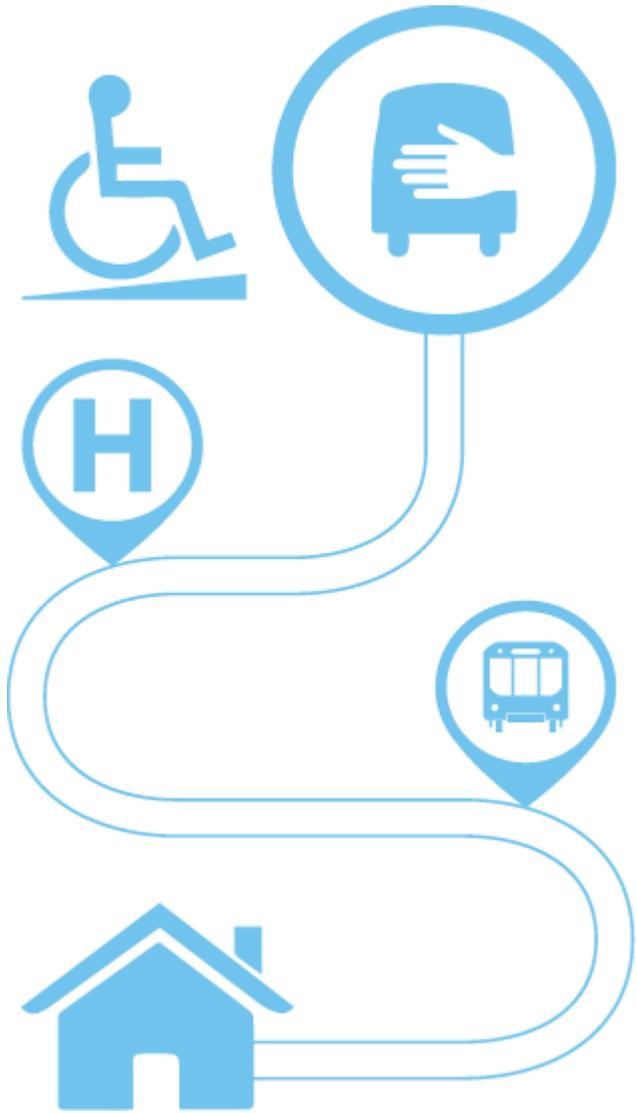
Flexible



Community Bus

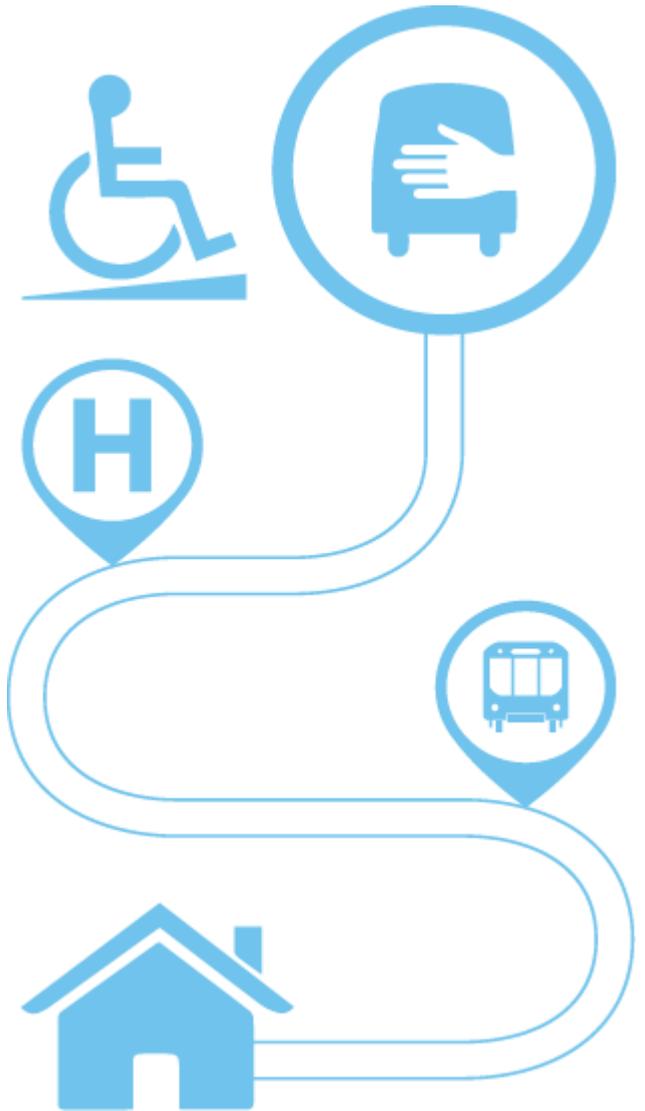
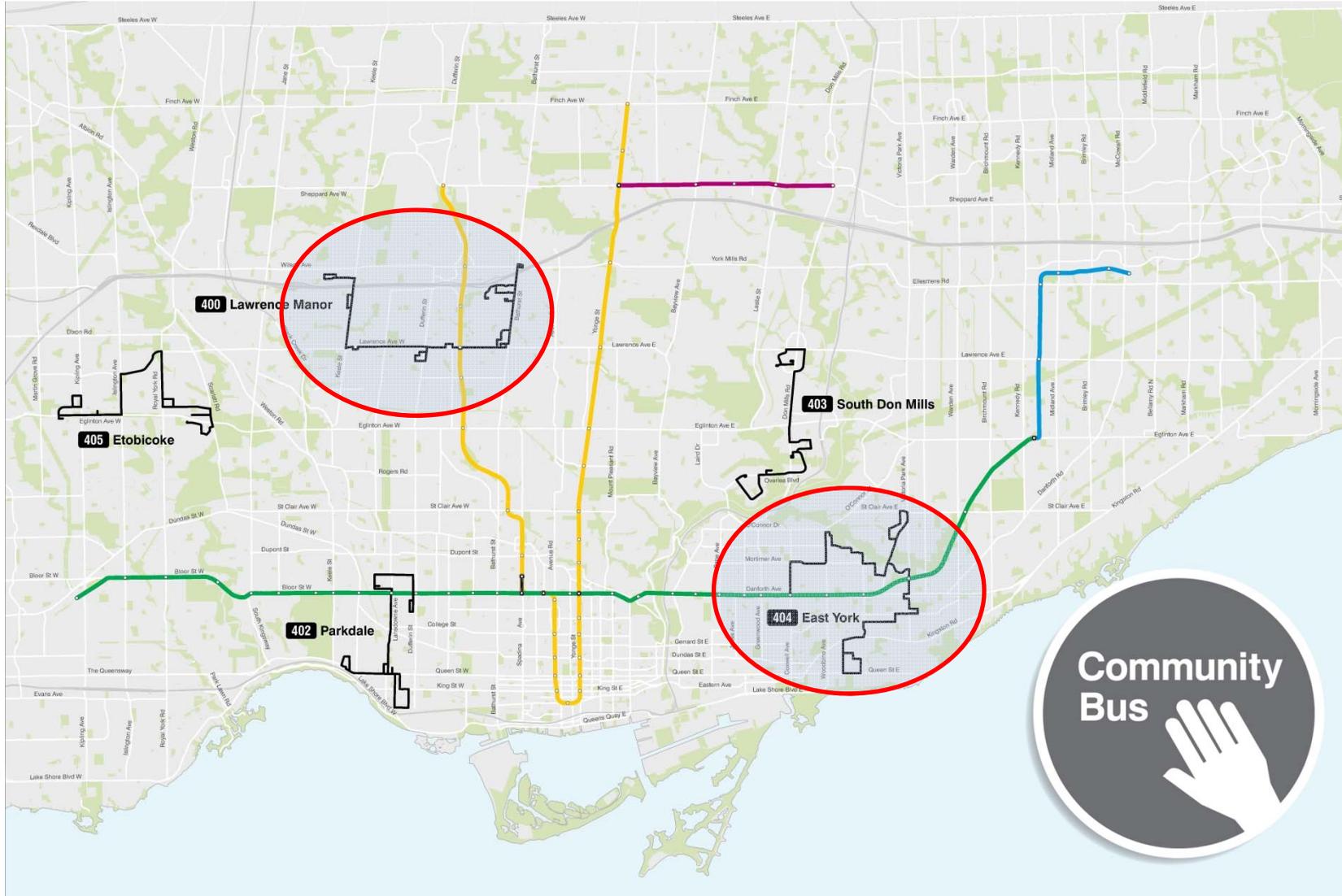


Flexible



Community Bus

Flexible



New Cancellation Policy

- Launched September 2017
 - Focuses on flexibility, not penalty
- Cancel trip up to 4 hours before scheduled pick-up
- 8 Life Happens Points
 - 1 point for Late-Cancels
 - 2 points for No-Show
- Reduced number of customer violation letters
 - 78% of customers agree that the new policy is more convenient

Flexible



Learning More About You: Our Customer

- We have researched and surveyed our customers and have learned some interesting facts:
 - 78% of our customers are retired
 - Average age of our customers is 72
 - 74% are ambulatory
 - 81% have total household incomes under \$50,000
 - 65% use Wheel-Trans to get to medical appointments
- We use this data to better understand our customers and anticipate their needs
- This research guides all of the decision making and changes that happen at Wheel-Trans

Anticipates Needs



Access Hubs

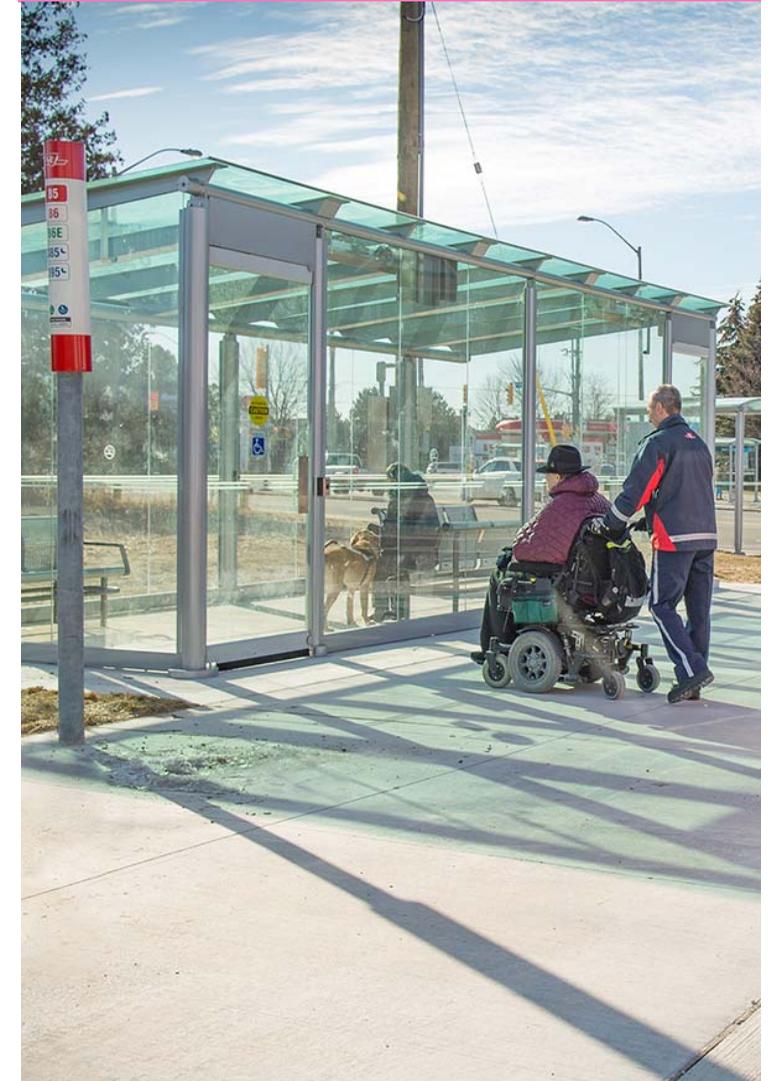
- Dry, well-lit, heated space for you to wait when connecting with your bus
- December 2017
 - Access Hub at Meadowvale Loop completed

• Access Hub at Meadowvale Loop

• Up to 3 new Access Hubs

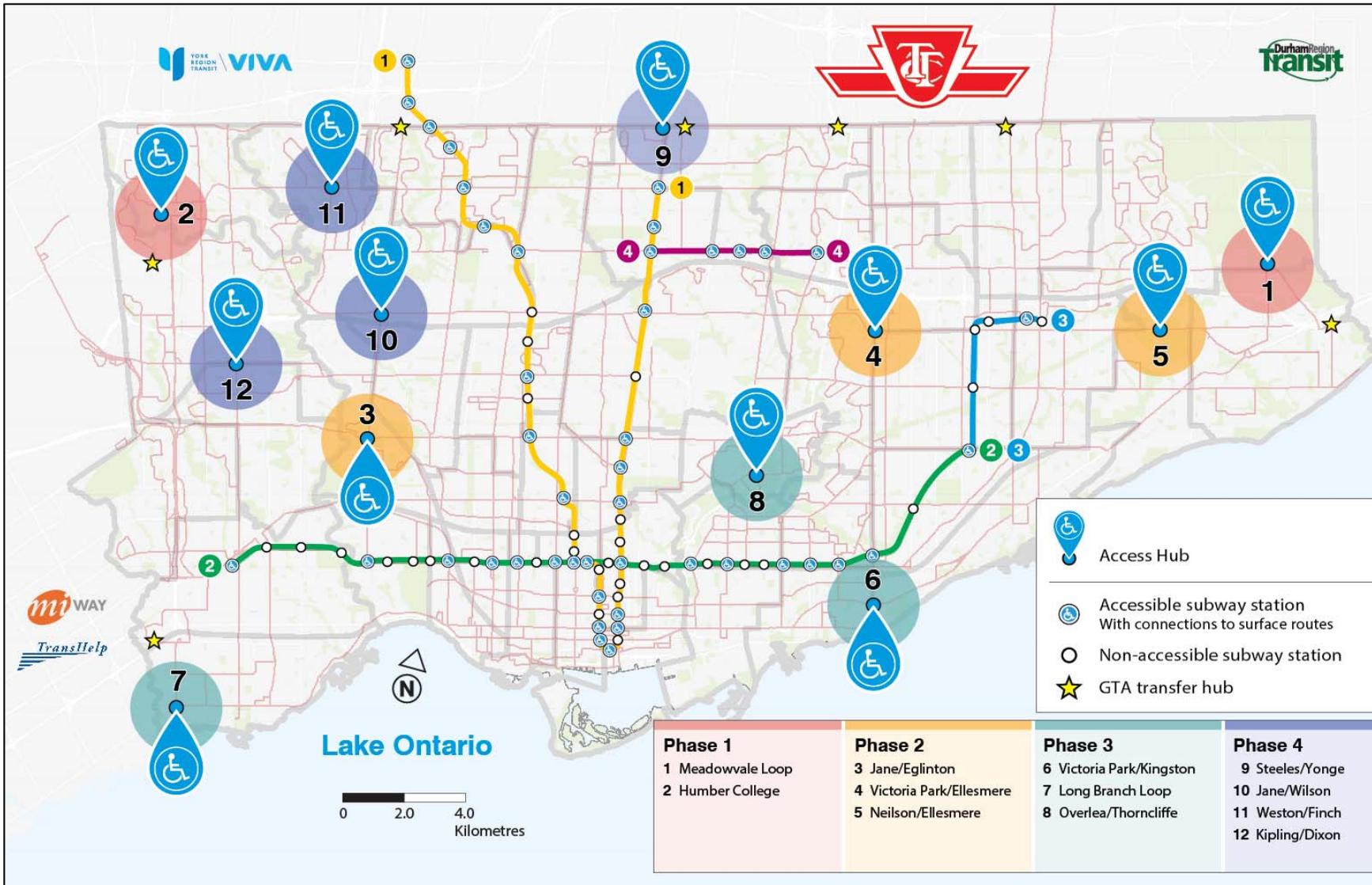
• Up to 3 new Access Hubs

Anticipates Needs



Access Hubs – Possible Locations

Anticipates Needs



New Telephone System

- Implementation Spring 2018
- Increased call capacity
- Position in queue provided to customer
- Customer can request call-back
- Improved quality assurance

Modern



Modernized Scheduling

- Matches availability of service with customer ability to provide trip options using Family of Services
 - Wheel-Trans
 - Community Bus
 - Buses, subway, and streetcar transit schedules

2018

- New online booking system supporting Family of Services

2019

- Mobile booking app

2020

- Trip updates on service disruption

Modern



New Vehicles

Modern



New ProMaster Vehicle

- Maneuverable
- Fuel efficient
- Side and rear ramps
- Vehicle capacity, up to:
 - 6 seats
 - 2 mobility device spaces
- Total of 80 in fleet by the end of 2018

Travel Training Pilot

- Summer 2018, 6-month pilot to support Family of Services
- Orientation sessions, handbook, travel training materials
- Offers 1 on 1 travel training on TTC Services
 - Wayfinding & navigation
 - Planning and preparing your trip
 - How to handle the unexpected
- Participate and help us to design a permanent travel training program



| Wheel-Trans 10-Year Strategy

Thank you.

Wheel-Trans is looking for customers with conditional eligibility who want to learn how to travel on all TTC services

To participate, or if you have any questions or comments,
please send to:

Wtconsult@ttc.ca