



TORONTO TRANSIT COMMISSION

Wheel-Trans 10-Year Strategy Eligibility Changes

Stakeholder and Public Consultation Report

October 27, 2016

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1 Introduction

Beginning in 2017, TTC will become compliant with the Accessibility for Ontarians with Disabilities Act (AODA), by expanding eligibility criteria to include any person with a disability that prevents them from taking conventional transit for all or part of their trip. These changes are part of the Wheel-Trans 10-Year Strategy which were discussed and approved by the Board during the [February 25, 2016 Board Meeting](#).

The Board approved the following five objectives of the Strategy:

1. Develop a new service model
2. **Community and stakeholder engagement**
 - **Full community and stakeholder engagement ensuring understanding and support for the services we provide**
3. Culture change for a committed Wheel-Trans workforce
4. Financial sustainability
5. Strategic regional partnerships

This report will outline TTC's efforts to engage key stakeholders regarding the changes to eligibility policies and processes and to provide a synopsis of one-on-one meetings as well as feedback received at four public meetings held across the city.

2 Community and Stakeholder Consultation

Over a period of eight weeks, starting June 1, 2016, TTC arranged 40 meetings encompassing over 55 organizations/agencies representing individuals who may be impacted by the eligibility changes. (See Appendix A-Stakeholder List). Participants included Executive Directors from supporting agencies across Toronto, social workers, occupational therapists, a neurologist, and doctors. These professionals provide care for persons with physical, cognitive, sensory and mental health disabilities.

Meetings and presentations were also arranged with key City departments and agencies, including the Ombudsman, Auditor General and the Disability Accessibility and Inclusion Advisory Committee. This strategy aimed to ensure that the consultation approach was sufficiently thorough to capture input from key groups.

There were two main objectives to the meetings; the first was to share the Wheel-Trans 10-Year Strategy so key stakeholders would be aware of the transformational changes coming to the TTC and the rationale behind them. The second objective was to share the new application and appeal processes for new and current customers. TTC staff were primarily seeking input on the new application developed in consultation with ACAT and other TTC departments including, Diversity and Human Rights, Legal and the GTHA Specialized Transit Working Group.

TTC provided participants with the presentation and copy of the draft application prior to the meeting (Appendix B- Presentation and Draft Application).

2.1.1 What we heard – Application and Process

Comments-Application	TTC Action
Simplify the application as much as possible	Wheel-Trans customer service is available to provide assistance with the application and will be available by email or phone. TTC is also working with the key stakeholders such as the Ontario Medical Association to simplify the application
Consider having staff available to assist applicants with filling out the application	Given the number of applications we anticipate, this would require significant resources and would not be sustainable. Instead, TTC will consider creating a video and information document that reviews all the questions on the application form and helps explain what we are looking for.
A pre-screening option is a very good approach	TTC will pilot a series of pre-screening questions that will provide a guideline on whether Wheel-Trans services may be able to meet some or all of their transit needs. This will help a potential applicant to determine if they should proceed with an application. This will be available online, by phone (touch tone).
Open-ended questions on the application form are preferred.	All questions on the application form will allow applicants and their health care professionals the opportunity to explain their ability or limitations in using conventional transit.
Include list of agencies that might assist with completing application	TTC will work with agencies who may be interested in helping their clients complete the application.
Request that specific disabilities be included in the application	TTC will review any disability that may prevent anyone from taking conventional transit will be assessed on a case-by-case basis. On the application, there are four broad categories including physical, sensory, cognitive and mental health.
Client portion of the application is too long for someone with a cognitive disability	TTC reviewed the application and streamlined questions. The details being asked are critical to properly assess an individual's ability to take conventional transit. The application process allows for a representative to fill out the questions on behalf of an applicant.
Need to assess customers' ability to deal with crowds, loud noises, lights etc. These	Questions in the application are open-ended and provide clients and Health Care Professionals (HCP) an opportunity to explain how and why certain barriers may impact an

could be triggers to anxiety	applicant's ability to travel on conventional transit.
Anyone with a permanent disability should be waived the requirement to re-apply; consider re-registering rather than re-assessing	TTC wants to ensure that all customers are treated fairly and equitably, and is planning a re-registration process for all existing Wheel-Trans customers. In order to achieve AODA compliance, all customers have to be reviewed against the new criteria. This will take place over a three year period.
Application should be available in multiple formats, on line, print and braille.	TTC will make applications available online and in paper format and will provide other accessible formats upon request.
Include identifier question- "How long have you known your patient	This question has been included.
Form must capture needs of patients going through chemotherapy.	Questions will capture an individual's ability to take conventional transit regardless of disability type. There are questions about the functional abilities of the individual, which will capture all needs, including persons undergoing chemotherapy.
Consider adding "Developmental Disabilities that prevent someone from taking transit"	Questions will capture an individual's ability to take conventional transit regardless of disability type. There are questions about the functional abilities of the individual, which will capture all needs, including persons with cognitive disabilities. Any disability that prevents an individual from accessing conventional transit for all or part of their trip will be considered.
Comments-Fees	TTC Action
Seniors earning less than \$30,000 annually can't afford the fees charged by doctors to complete the application. TTC should pay for these costs.	Given the anticipated volume of applications, it would not be financially feasible to pay for this. TTC will pursue the possibility of having the form recognized by the Ministry of Health and Long Term Care. If approved, this may reduce/eliminate any fee from the health care professional
Simplify /reduce Health Care Professionals list of questions in order to reduce cost and ensure forms are fully completed	TTC consulted with the Ontario Medical Association and reduced the number of questions on the application and stream-lined the form. This will help reduce the processing cost to Health Care Professionals who are completing the application.
Comments-Health Care Professional	TTC Action
Consider adding "vision loss rehab occupational therapist" to list of authorized HCPs- they understand a blind	Regulated/licensed health care professionals will be permitted to fill out the Health Care Provider section, this list includes but is not limited to; physicians, nurses, occupational therapists, physiotherapists, optometrists, etc. A complete

person's needs	list is included in the application package.
Consider allowing a wide array of healthcare professionals to complete the HCP section and not just physicians	HCPs with a registration number from their College Registrar will be authorized to complete the application. This includes a wide array of professionals including: physicians, occupational therapists, nurses, psychologists, MSW, audiologist, optometrists etc. The application identifies a complete list.
Avoid using "Registration Number" on Health Care Professional's (HCP) application. Doctors use CPSO or something more generic that can be applied to multiple HCPs	TTC will be revising this to reflect a broader range of professionals. HCPs will be prompted to identify themselves as a Regulated Health Care Professional and provide their College Registrar Number.
Psychotherapists and social workers should be listed as HCPs and authorized to complete application	HCPs with a registration number from their College Registrar will be authorized to complete the application. This includes a wide array of professionals including: physicians, occupational therapists, nurses, psychologists, MSW, audiologist, optometrists etc. The application identifies a complete list. Social Workers are only accepted if they are registered M.S.W's.
Prepare an "info package for HCPs that could assist them in completing the form	TTC will consider this as part of the communication strategy. Healthcare providers can also email or call Wheel-Trans for assistance if needed.

Comments-Customer Support	TTC Action
Concern in the community that people will be rushed onto conventional transit when they may not be ready for it.	Current Wheel-Trans customers will continue to receive the same level of Wheel-Trans service on January 1 2017.They will be required to re-register over the next three years. The TTC will slowly introduce travel on the Family of Services, beginning with a pilot in 2017 and will ensure that they are prepared before doing so, which includes considering supports and travel assistance training where available. A communication plan will focus on this key message.
Adjust boarding time to compensate for new clients who may require more time.	TTC schedules have been developed to consider boarding time for persons with disabilities. This will continue to be an ongoing factor when schedules are being developed.
It is important to offer customers training on how to use the conventional system	Travel assistance training programs are being considered customers as part of the 10 Year Strategy and the family of services pilot.
Need to ensure that fatigue is captured in customers review. Seniors tire easily	Any disability/condition that prevents an individual from accessing conventional transit for all or part of their trip will be considered.
Consider allowing customers to travel with a support worker when they occasionally need to.	Customers are permitted to apply for the Support Person Assistance Card which allows persons with disabilities to travel with a support person. In accordance with the AODA, the support person will not be charged a fare.
Consider providing translation services to eliminate language barriers applicants and for those going through an assessment	TTC is exploring translation services that exist within the community that applicants can be referred to for assistance.
Ensure that anyone with a cognitive disability has the necessary supports at their destination to assist them.	TTC is mandated to provide a public transportation service and as such, support persons have to be provided by the customer. TTC operators are focused on delivering safe and reliable transportation. Any needs, such as that of a support person, are above the scope of public transit.
Suggest having Customer Service Representatives (CSR) at accessible stations during the launch of Family of Services	TTC's station transformation program includes additional representatives at stations who will be able to provide added support to customers.
Concern about someone in a wheel chair trying to board a crowded subway	Ongoing training will continue to be provided to TTC operators to continue to improve the experience for persons with disabilities and those travelling with mobility aids.
Continue to maintain ability to use the phone or "call". Concern that not everyone has internet or smartphone.	Customers can continue to book trips by phone. TTC will be providing customers with other options as well, such as booking online and through a smart phone App.

Consider a visible ID or Card so operator knows to allow more time for boarding. Can also be used by people with invisible disabilities who require priority seating.	TTC along with ACAT have introduced accessibility flash cards. Further types of such cards are being developed.
Comments-Other	TTC Action
Operators should receive adequate training (sensitivity and de-escalation)	The strategy includes training for all Wheel-Trans staff on how to properly assist the new customer base and provide excellent customer service.
Consider a pilot with the Family of Services to identify any issues.	A pilot program with volunteer current customers is planned for 2017
Consider renaming the 'conditional' approval. "Conditional" may trigger alarm bells and red flags as people may feel they have to prove their disability	The term "conditional eligibility" is defined by the AODA legislation to describe a person with a disability where environmental or physical barriers limit their ability to consistently use conventional transportation services. TTC is mandated by the AODA to use this term and category of eligibility.
Include details on customers condition and probability of behavioural issues so operator know what to expect	As part of the collection of personal health information the application does address questions on the potential behavioural issues that an applicant may have. This allows TTC to take strategies and action to mitigate the likelihood of a negative occurrence. All personal health information is collected under the guidelines of the Privacy Acts MFIPPA & PHIPPA.

2.1.2 Functional Assessments

TTC identified and presented seven possible functional assessments at each of the stakeholder meetings for feedback. Functional assessments would only be administered to applicants whose applications did not have sufficient information to make an eligibility determination. The seven assessments under consideration included:

Physical Assessment

- Timed Up and Go (TUG) Test
- Timed walk test
- Tinetti Gait and Balance Test

Cognitive Assessment

- Folstein Mini Mental State Examination (MMSE)
- Functional Assessment of Cognitive Transit Skills (FACTS)
- Montreal Cognitive Assessment (MoCA)

Psychological Assessment

- Consultation with client and their health care Professional

Sensory Assessment

- Consultation with client and their health care Professional

There was general familiarity and acceptance with the physical assessments however the cognitive and psychological assessments were less known to the stakeholders. Of the cognitive assessment tools proposed by TTC, MoCA and MMSE were the two that were most familiar to the stakeholders. The MoCA test was preferred over the MMSE.

During the consultation a new test was recommended; Tinetti Gait and Balance scale which TTC will be exploring further.

FACTS (Functional Assessment of Cognitive Transit Skills)

DARTs (Disabled and Aged Regional Transportation System) in Hamilton uses a version of FACTS to assess applicants with developmental delays. FACTS was developed by Easter Seals Project Action, and is designed to evaluate applicants who might have difficulty using conventional transit due to a developmental cognitive disability. FACTS takes 30 - 45 minutes for most individuals to complete, can be reliably administered by transit staff with no special education or O & M (orientation & mobility) background with training and, was designed to be administered in the transit authority office. In its 2013 report, entitled "Canadian Code of Practice for Determining Eligibility for Specialized Transit", CUTA cites the

FACTS test as being specifically developed and scientifically validated to conduct evaluations on orientation, safety awareness, memory, learning skills, problem solving, navigation skills and motivation. This is by far the most applicable of the tests because it helps identify the applicant’s cognitive challenges in relation to their ability to take conventional transit.

2.1.3 What we heard – Functional Assessments and Appeals

Comments-Functional Assessments	TTC Action
Anxiety and stress are the main cause of epileptic seizures-An assessment would need to capture this	An interview with the applicant in conjunction with a consultation with their health care Professional, should best determine their ability to use conventional transit. Applicants are always welcome to include other relevant documentation along with their application.
Need to ensure that memory, orientation, fatigue, processing and problem solving are addressed in assessment	The MoCA, MMSE or FACTS are appropriate assessments for these purposes.
Functional Assessments on their own will not determine individual’s ability to take conventional transit – some may require combination of assessments	A HCP should conduct an interview in conjunction with administering any functional assessments to ensure that they have a complete understanding of the applicant’s ability to use conventional transit. Eligibility decisions will be made based on all relevant assessments and documentation.
MoCA Assessment correlates to cognitive disability but does not lead to diagnosis	A HCP should conduct an interview in conjunction with administering any functional assessments to ensure that they have a complete understanding of the applicant’s ability to use conventional transit.
Recently completed assessments should be considered in lieu of new ones. Asking applicants to redo assessments can be financially and psychologically burdensome, particularly for those with autism.	Yes, the application process strives to minimize the impact on applicants which includes assessments. TTC will consider all results of previous recent assessments if submitted with the application, prior to requesting any further assessments. The application form will specifically ask the HCP if they have conducted any recent assessments/tests and what the results of these assessments/tests were, to avoid duplication.
Consider the Tinetti Gait Balance test as an assessment tool. It is used by occupational therapists in other jurisdictions to determine an individual’s ability to seat/stand on a	This recommendation will be explored.

moving vehicle.	
Comments-Appeal Panel	TTC Action
Health Care Professional on the Appeal Panel should be limited to the range of disabilities they can comment on	Healthcare professionals on the appeals panel will primarily be occupational therapists, who have the ability to assess and provide recommendations on a wide array of disabilities. Should the OT feel that the specifics of the disability require further consultation with a specialized healthcare provider, they will be provided the opportunity to do so.
Consider having a second HCP on the application form-some disabilities are very complex and customer may require input from more than one HCP to make their case.	Multiple Health Care Professionals can fill out the required section.
Appeal panel should include a member of the community	The appeal panel will include an occupational therapist, a transit expert, and a member of the community that uses accessible conventional transit.
Appeal panel should include physician knowledgeable of the disability	The appeal panel will include an occupational therapist, a transit expert, and a member of the community that uses accessible conventional transit. The panel may need to consult with the health care professional to clarify the applicant's abilities.

3 Public Consultation

In addition to meeting with key stakeholders, TTC hosted four public meetings across the city in downtown Toronto, North York, Scarborough and Etobicoke. Participants had an opportunity to review the display panels prior to the presentation (See Appendix C-Public Presentation). Panels were also posted on the project website in an accessible format. Eve Wiggins, Head of Wheel-Trans, presented the Wheel-Trans 10-Year Strategy and the changes in eligibility. This was followed by a Question-and-Answer Period for all attendees. A panel of experts including TTC staff, ACAT Chair, Mazin Aribi and ACAT representative, Lynn McCormick responded to questions.

Advertising

Details on each of the public open houses were widely advertised in the local newspapers, including: The Metro, 24Hours and all Metroland newspapers (Scarborough Mirror, East York Mirror, York Guardian, Etobicoke Guardian, North York Guardian, Parkdale Villager, Beach Mirror, Bloor West Villager, City and the Centre Mirror).

(See Appendix D- Public Meeting Notice and Advertisement).

Details were also posted on the Wheel-Trans website at TTC.ca and promoted with existing customers as they called in to book rides.

Notices were also shared with councillors who promoted the event through their own channels in the community (See Appendix D- Public Meeting Notice and Advertisement).

Accommodations

To ensure that everyone could participate, all known barriers were addressed and all facilities were fully accessible. American Sign Language (ASL) and closed-captioning services were retained for participants who required these services. Attendant care was also retained to ensure anyone with special needs was accommodated. Printed material was also available in large print.

3.1 Engaging the Community

The majority of participants were existing Wheel-Trans users who were supportive and appreciative of the service they receive. Many commented and complemented TTC Operators who go beyond the call of duty to assist them.

Existing users were pleased to receive TTC's commitment that current users would not be immediately impacted by these changes; however there would be a requirement to re-register over the next three years. This would ensure that all Wheel-Trans users are treated equally by following the same application process.

Comments were received at each of the public meetings as well as on – line through the project e-mail address wtconsult@ttc.ca. The deadline for submission was July 25, 2016.

3.2 Comments from Public Meetings

Question	Response
Will service be impacted for Wheel-Trans customers?	There will be no immediate impact to current Wheel-Trans customers when this policy is effective on January 1, 2017. They will be required to re-register over a three-year period. TTC will work to minimize the impact this has for current customers and provide support throughout the process.
Family of Services is a great concept if all accessible features are working; however what happens when an elevator is not in service?	New software system will be able to monitor shut-downs and recommend an alternate route in real time. TTC is working to make all stations accessible by 2025 and enhance reliability of its elevators.
When will TTC address the platform-gap issue at subway stations?	TTC is actively working on addressing this. The new stations on the TYSSE will not have this problem.
Will Family of Service model impact the type of vehicles used?	Yes. TTC plans on purchasing smaller vehicles to add to our fleet so that there will be a wide variety available to meet our customer’s needs.
Will TTC factor in the added time it requires someone in a mobility device to board the subway train?	TTC schedules have been developed to consider boarding time for persons with disabilities. This will continue to be an ongoing factor when schedules are being developed.
How will TTC accommodate large mobility devices?	If your device cannot be accommodated on conventional transit, or space is an issue, that factor will be considered in your application.
Will Operators on the conventional system be trained on how to accommodate people with disabilities fairly and effectively, such as advising customers to move aside on vehicles so that persons with mobility devices can safely board?	Yes. Part of the Strategy includes a communication and training initiative to educate the public as well as Operators on persons with disabilities. Training plans are being developed in consultation with ACAT.
Will there be seating at streetcar and bus stops?	The Strategy will strive to include new transit transfer hubs at key locations that provide safe, dry and well lit areas for the customers moving between regions
I take transit part of the year	If winter conditions pose a problem, then that could be one

but find it difficult navigating my wheelchair in the winter through the snow. How will this impact me?	of your conditions and you would be eligible for Wheel-Trans service during the winter months.
I can't reach the crosswalk button and thus can't safely cross the street. Would that make me a "conditional" user of Wheel-Trans?	A physical or environmental barrier that prevents one from taking conventional transit could be considered a condition. All barriers will be taken into account.
The doctor's cost to complete the application can be financially onerous. Did TTC address this with the Ontario Medical Association? Will the Ministry of Health support the cost?	TTC is working with the Ontario Medical Association to streamline questions on the application to help reduce the time and cost to complete it. In addition, TTC will also raise this issue with the Ministry of Health and Long Term Care to determine if the cost can be covered by the province in the future.
Will Operators be able to assist with bags?	Operators are not obligated to help with bags or carry-ons, but they often do when possible. Customers are only permitted to travel with bags if they can manage them on their own, or bring a support person to assist if they can't. Bags are only permitted if they can be safely stored and do not pose a risk to other passengers or the safe operation of the vehicle.
Will the new eligibility requirements be available along with the scoring structure?	The determination between conditional and unconditional eligibility is determined by the responses provided in the individual's application. There is no scoring system; applications are considered case by case.

3.3 On-going Communication

As part of TTC's efforts to ensure on-going dialogue, everyone who signed-in and provided contact details will receive updates on the 10-Year Strategy. Participants were also provided the option of identifying their preferred method of communication (email vs regular mail). Throughout the consultation TTC received approximately 100 email enquiries through the dedicated email address wtconsult@ttc.ca. This e-mail will remain in place for the duration of the project.

4 Next Steps

TTC will review and assess all comments with its internal team of professionals including, Legal and, Diversity and Human Rights. Comments and suggestions will be incorporated where possible and presented to the TTC Board at its meeting on September 28, 2016.

Upon Board approval, the project team will immediately move forward with its implementation plan in anticipation of the January 2017 AODA deadline.

APPENDICES

APPENDIX A- Stakeholder Consultation

Local, provincial, and national agencies

- Alzheimer's Society of Toronto
- Aphasia Institute
- Autism Ontario –Toronto Chapter
- Brain Injury Society of Toronto
- Canadian Head Injury Resources Support
- Canadian Helen Keller Centre
- Canadian Mental Health Association
- Canadian National Institute for the Blind (CNIB)
- Community Independent Living Toronto Community Living Toronto
- Epilepsy Toronto
- Lawson Ministries-Salvation Army
- LOFT Community Services
- MS Society of Toronto
- Ontario March of Dimes
- Spinal Cord Injury of Toronto
- Toronto Central Community Care Access Centre (CCAC)
- Toronto Central Local Health Integrated Network
- Toronto Council on Aging
- Variety Village
- West Neighbourhood Housing

Medical and legal communities

- Arch Disability Law
- Centre for Addiction and Mental Health Clinical Leadership Team (CAMH)
- Holland Bloorview Kids Rehab
- Ontario Legal Aid-Specialty Clinics
- Local Health Integrated Network (LHIN)
- Ontario Medical Association (planned)
- Ontario Physiotherapists Association
- Ontario Society of Occupational Therapists
- University Health Network

Municipal and provincial stakeholders

- City of Toronto Auditor General
- City of Toronto Planning
- City of Toronto Councillors – Briefing Day
- City of Toronto Director, Equity Diversity and Human Rights
- City of Toronto Disability Accessibility and Inclusion Advisory Committee
- City of Toronto Ombudsman
- City of Toronto Senior Management Team Cluster A
- City of Toronto- Toronto Seniors Strategy
- City of Toronto- Councillor Josh Matlow- Seniors Advocate
- City of Toronto- Toronto Association of Business Improvement Areas (TABIA)
- The Honourable David Onley
- Ontario Human Rights Commission
- Metrolinx

Major exhibitions

- People in Motion
- Toronto Seniors Summit

Public Meetings

- July 5 - Downtown- Metro Hall
- July 12 - Scarborough Civic Centre
- July 14 - North York Memorial Hall
- July 21 – Etobicoke - Father John Redmond Secondary School

APPENDIX B

Presentation and Application



WHEEL-TRANS

CHANGES TO ELIGIBILITY PROCESS AND CRITERIA

External Stakeholders Presentation

June 2016



What We Do

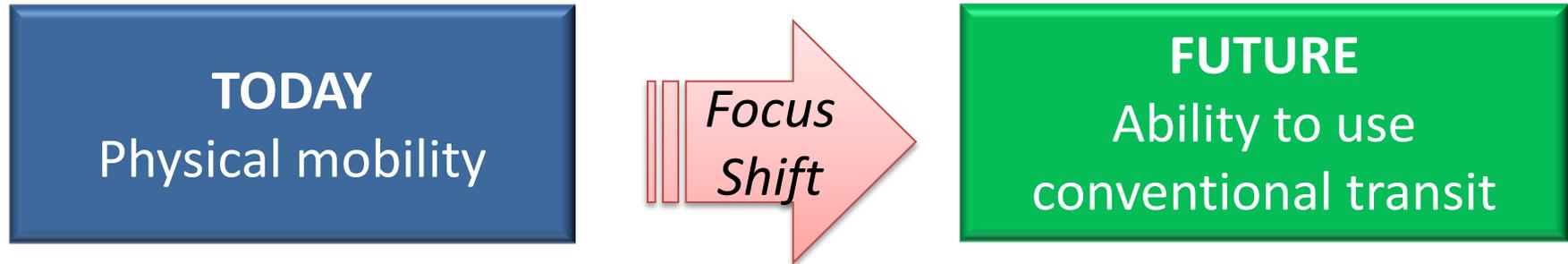
As part of a fully accessible TTC, we provide barrier free, accessible service that is efficient, reliable and available

What We Strive For

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



ELIGIBILITY IS EXPANDING



- Eligibility will be based on cognitive, mental and sensory, as well as physical disabilities
- No immediate change for existing customers
 - A reassessment process for existing customers is being developed and will be implemented over 3 years

Ensure that service is available to those who need it



ELIGIBILITY GOALS

- ✔ Support the expanded number of Toronto citizens eligible for Wheel-Trans under Ontario legislation
- ✔ Offer customers greater equity, freedom and spontaneity of travel through improved Wheel-Trans and the accessible conventional system
- ✔ Focus on new customers first, then reassess current customers over a 3 year period using the same criteria
 - Everyone is treated equitably
 - Ensure that Wheel-Trans service is available for those who need it



WHAT DOES EQUITY REALLY LOOK LIKE?



Equality = Sameness

Equality promotes fairness and justice by **giving everyone the same thing** →

It only works if everyone starts from the same place

Equity = Fairness

Equity is about making sure people get **access to the same opportunities** →

We must first ensure equity before we can enjoy equality





We need your perspective on:

- The Application – Form and Process
- The Appeal Process
- The Selected Functional Assessments

We would also like to know:

- How large a Wheel-Trans user base you represent
- What are the best communication methods for your group



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA)

The purpose of AODA legislation is to “benefit all Ontarians by developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities”.

- Eligibility expanded to include any disability that prevents use of the conventional system for all or part of a journey
- New “conditional” category of eligibility for individuals where barriers prevent *consistent use* of conventional services
- Improvements are being made to increase the availability of same day service



“CONDITIONAL” CATEGORY OPPORTUNITIES

- More options to help people reach, interact with and connect to conventional system
- More people eligible for Wheel-Trans
- Offer the right level of service to the right individuals
- Freeing up vehicles to serve more riders who need higher level of service
- Net result:

Increased Freedom & Spontaneity Of Travel

- Conditional approval initially available to new customers
- Existing customers re-assessed over time



WHEEL-TRANS' CURRENT CUSTOMERS

Customer Profile

- Over 47,000 active Wheel-Trans registrants
 - 79% are permanent registrants
 - 76% are seniors (Age 65+)

Eligibility Assessment

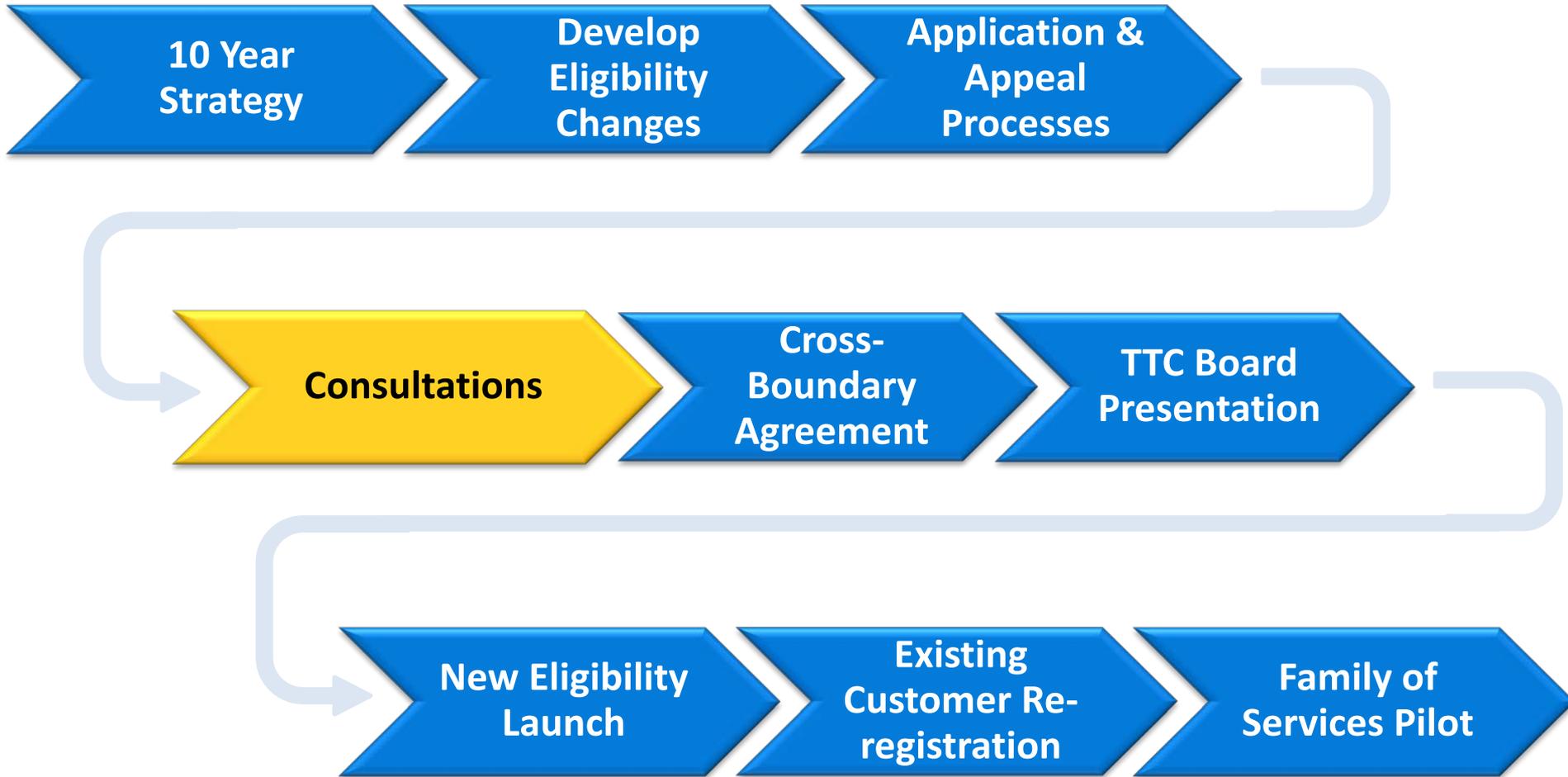
- In-person approach to determine eligibility
- Interview with third-party. Based on Physical Functional Mobility
 - In the home
 - Around the exterior of the home
 - In the community at large

Categories

- Temporary
- Permanent



THE PATH WE'RE ON



KEY CHANGE IN ELIGIBILITY



TODAY

Focus on physical mobility

FUTURE

Ability to consistently use conventional transit



PROPOSED CHANGES – APPLICATION



Key Element	Current	Future
Focus	<ul style="list-style-type: none">• Physical mobility challenges	<ul style="list-style-type: none">• Ability to consistently use conventional service
Eligibility	Two categories: <ul style="list-style-type: none">• Temporary• Permanent	Three categories: <ul style="list-style-type: none">• Temporary• Unconditional (permanent)• Conditional
Pre-screening	<ul style="list-style-type: none">• None	<ul style="list-style-type: none">• Online or via telephone
Determination of eligibility	<ul style="list-style-type: none">• In-person assessment• Mobility based testing• Point threshold required	<ul style="list-style-type: none">• Application form• Automatic approval (where possible)• Functional & cognitive assessment as appropriate



PROPOSED CHANGES – APPEAL

Key Element	Current	Future
Appeal request	Applicant contacts wheel-trans by submitting documentation supporting their need for service	Applicant completes standardized appeal form
Appeal assessment	<ul style="list-style-type: none">• In-person interview• Point threshold required	Appeal panel hearing that may: <ul style="list-style-type: none">• Uphold initial decision• Send applicant for (re-)assessment



NEW APPLICATION & APPEAL PROCESSES

Application Process



Appeal Process



Physical Assessment

- Timed Up and Go (TUG) Test
- Timed walk test



Cognitive Assessment

- Folstein Mini Mental State Examination (MMSE)
- Functional Assessment of Cognitive Transit Skills (FACTS)
- Montreal Cognitive Assessment (MoCA)

Psychological Assessment

- Mood Scale (PHQ)
- Beck's Depression Inventory



NEW APPLICATION FORM

SECTION A: Questions for you, related to everyday mobility

- Ability to use TTC Conventional Transit
- Use of Support Person(s)
- Assistive Devices Required

SECTION B: Questions for your registered healthcare professional

- General Disability Diagnosis
- Assistive Devices Required
- Ability to use TTC Conventional Transit
- Use of Support Person(s)



TTC'S FAMILY OF SERVICES

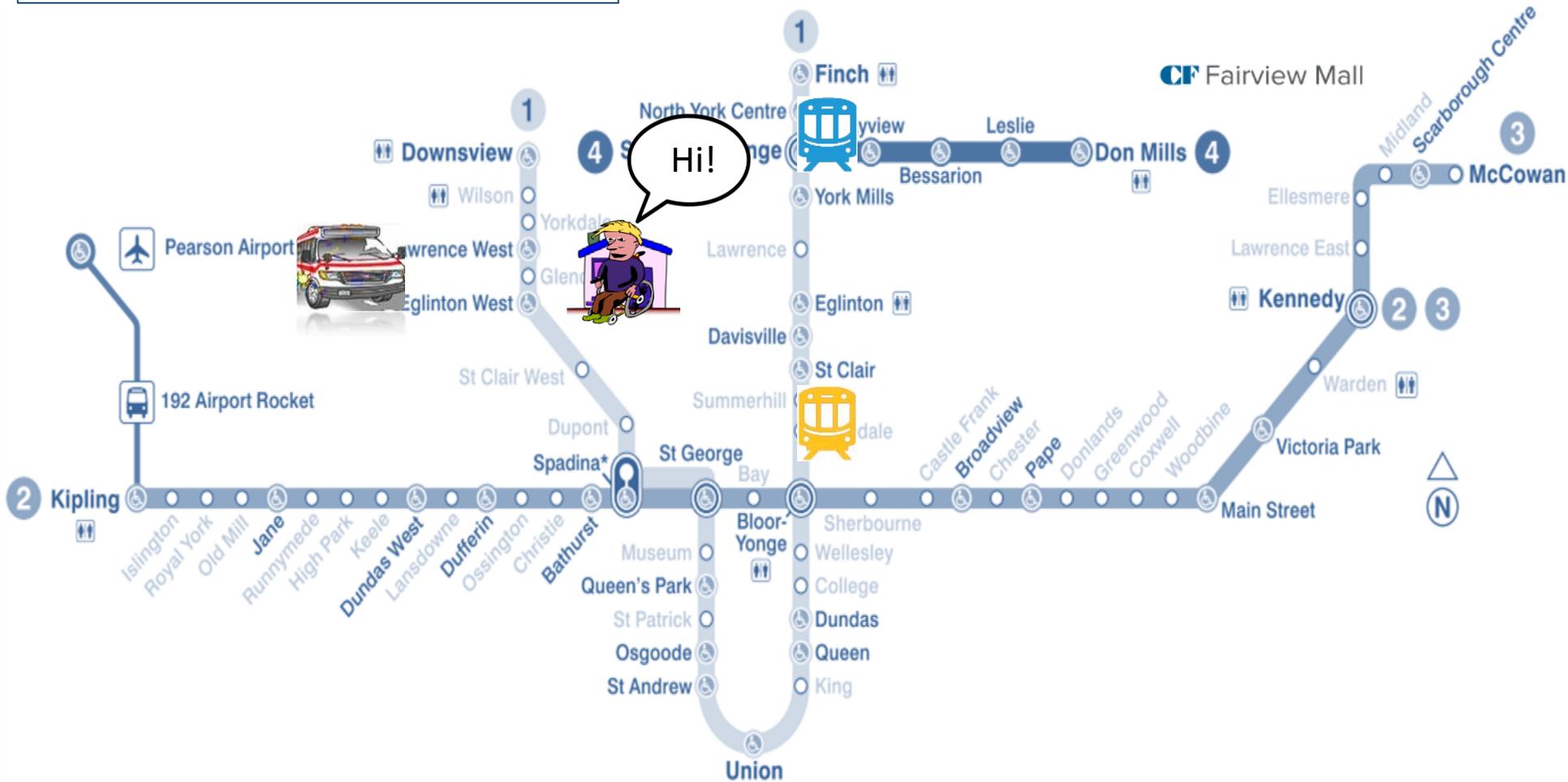


- Specialized Vehicles
- Community Buses
- Subways
- Streetcars
- Buses



EXAMPLE FAMILY OF SERVICES JOURNEY

John wants to go to Fairview Mall



CONSULTATION PLAN

Stakeholders

- Existing Customers
- TTC Advisory Committee on Accessible Transit (ACAT)
- City Councillors and City Committees
- National and Provincial Agencies representing Customers
- Local Committees agencies and Associations representing customers

Internal

- Human Rights & Diversity
- Legal
- Service Delivery
- Subway Transportation
- Customer Service



Communication Plan

- TTC web site: <http://www.ttc.ca/>
 - Editorial
 - Newsletters
 - Hand-outs
 - Special Events
-
- We can also provide content and speakers for your own communications and events



Wheel-Trans Service Eligibility Application Form

Instructions

Introduction

The Toronto Transit Commission (TTC) operates and maintains a public transit system within and around the City of Toronto. The system consists of both conventional and specialized transportation services (Wheel-Trans).

Wheel-Trans provides a safe and reliable transportation option for persons with disabilities to travel with freedom and dignity. Applicants may be eligible for Wheel-Trans service if their disability prevents them from using TTC's conventional transit for all or part of their trip. Disabilities may be permanent and/or temporary and are those identified in the Ontario *Human Rights Code* including, but not limited to physical, sensory, cognitive and mental health disabilities.

Categories of Eligibility

Wheel-Trans offers three categories of eligibility consistent with the *Integrated Accessibility Standards Regulation (IASR O. Reg. 191/11)* and the *Accessibility for Ontarians with Disabilities Act (AODA) 2005*.

- **Unconditional** – A person with a disability that prevents them from using conventional transit.
- **Conditional** – A person with a disability where environmental or physical barriers limit their ability to consistently use conventional transit. An applicant who qualifies for conditional service may be able to use conventional transit for all or part of their trip, but may also qualify for specialized transit under specific circumstances (e.g., weather, travel to a non-accessible location).
- **Temporary** – A person with a temporary disability that prevents them from using conventional transit. An applicant who qualifies for temporary service requires specialized transit for a defined period of time.

Helpful Definitions:

- **Conventional transportation services** (conventional transit) means fixed route service on buses (including community buses), streetcars and subways

Wheel-Trans Service Eligibility Application Form

(including light rail/rapid transit). A significant part of TTC's conventional transit is currently accessible. The remainder will be accessible by 2025.

- **Specialized transportation services** (specialized transit) mean pre-arranged door-to-door service, and/or service to and from conventional transit for registered users.
- **Family of services** means combined conventional transit and specialized transit for people with disabilities.

How to Apply for Wheel-Trans Service

The Wheel-Trans eligibility application form (the application) is available on www.ttc.ca/wheeltrans or by calling 416-393-4111. Alternative accessible formats are available upon request.

Persons who believe they qualify for and are interested in becoming Wheel-Trans customers should complete and sign the application. To ensure a fast and seamless application process, be sure to complete the application in full. Incomplete forms may be returned to the applicant for completion.

The Application

Section A contains questions about your everyday mobility and ability to use conventional transit and is completed by you/your representative. **Section A** also requests that you to certify that the information you/your representative have provided to Wheel-Trans is correct.

Section B is your consent to have your health care professional(s) contacted for additional information or clarification if requested.

Section C is completed by your health care professional(s) and requests your health care professional(s) to certify that the information they have provided to Wheel-Trans is correct. If you require more than one health care professional to complete the form, make copies of **Sections B and C**.

Section D is completed by you/your representative and allows Wheel-Trans to share your information with other transit properties within the Greater Toronto and Hamilton (GTHA) area should you wish to travel in other Regions.

Section E is to be completed if you wish to apply for the TTC Support Person Assistance Card. Some Wheel-Trans customers require additional assistance when travelling, and

Wheel-Trans Service Eligibility Application Form

need a support person to travel with them. Under the TTC support person policy and the AODA, a support person is one “who accompanies the person with a disability to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities”. Wheel-Trans operators are unable to provide the service of a support person because they are focusing on what they do best; delivering safe and reliable transportation. If you require a support person, one has to be provided by you. If you wish to apply for a card at the same time as you submit your application, complete **Section E** along with your healthcare professional.

In-person functional assessments:

Wheel-Trans is committed to providing a fair and objective eligibility process for all our applicants. To ensure we correctly match our transit services to your abilities, you may be requested to attend a functional assessment to learn more about your abilities in performing activities related to travelling on transit. Your category of eligibility will be based on the information provided in your application and the results of a functional assessment (if required).

Appeal Process

Wheel-Trans is obligated to assess all applicants and determine the correct category of eligibility based on individual abilities. We strive to provide a fair and objective eligibility process resulting in the best level of service for you. However, should you disagree with the eligibility decision; you may wish to request an independent appeal to have the decision reviewed. Additional information on the appeal process, as well as required forms, can be found on TTC’s website at www.ttc.ca/wheeltrans or by calling Wheel-Trans Customer Service 416-393-4111.

Applicant’s Responsibilities

- Fully complete **Sections A and B of application**
- Have your health care professional(s) complete **Sections C**
- Complete **Section D** if you wish to travel to destinations outside Toronto but within the GTHA
- Complete **Section E** if you wish to submit your request for a TTC support person assistance card with your Wheel-Trans application
- Photocopy the entire application for your records
- Cover any costs incurred for completing this application or for obtaining additional information

Wheel-Trans Responsibilities

Wheel-Trans Service Eligibility Application Form

- Ensure each application received has been completed in full and contact the applicant if any information is missing
- Always balance the abilities of the customer with the types of transit services available
- Objectively review each application and notify applicant in writing of decision
- Contact the applicant if submission of application results in a request for an assessment
- Provide the opportunity to an independent appeal process should the applicant disagree with the eligibility decision

For questions contact us at WTEligibility@ttc.ca or 416-393-4111

Completed applications should be sent by one of the following methods to the attention of Wheel-Trans Application:

- By mail: 580 Commissioners Street, Toronto, Ontario, M4M 1A7
- Email: WTEligibility@ttc.ca
- Fax to: 416-338-0126

Personal Information & Privacy

All Wheel-Trans vehicles are equipped with mounted video cameras. Images from these cameras may be used for the purpose of confirming eligibility for Wheel-Trans service. Any of your personal information collected by video cameras on Wheel-Trans vehicles and through the eligibility application process is collected under the authority of the *City of Toronto Act, 2006 c.11, Schedule A, the Occupiers Liability Act, c.O.2*, including but not limited to Part XVII, and the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c M.56*. This information is also subject to TTC's Privacy Policy and will be used for determining eligibility for Wheel-Trans service.

Any questions about this collection can be directed to:

- By mail: The Coordinator, Freedom of Information/Records Management, 1900 Yonge Street, Toronto, ON, M4S 1Z2
- Phone: 416-393-4000

**Wheel-Trans Service
Eligibility Application Form**

Section A: Applicant Information

Is this a renewal application? Yes No

Personal/Contact Information

Surname (last name)

First name(s)

Preferred Salutation (optional)

Date of birth (YYYY/MM/DD)

Home Address

Street

Apartment/Unit

City or town

Province

Postal code

Phone (preferred number) ⁽¹⁾

(alternate number)

TTY/TDD number (for people who are deaf, deafened or hard of hearing)

Email address

(1) Wheel-Trans will contact you in the event of a service delay of 30 minutes or more

Mailing Address (If different than the home address)

Street

Apartment/Unit

City or town

Province

Postal code

**Wheel-Trans Service
Eligibility Application Form**

Section A: Applicant Information

Authorize a Representative

If you require another person (such as your spouse/partner, other family member, friend, etc.) to act as your representative for matters relating to this application and/or services provided by TTC/Wheel-Trans, complete the following information.

Name of representative Relationship to applicant

Is your representative filling out this application? Yes No

Are you authorizing this person to represent you in all matters related to services?

Yes No

Signature of applicant Date (YYYY/MM/DD)

Name of applicant (please print)

Emergency Contact Information

Wheel-Trans has a duty to ensure the safety of all of our customers. In the event of an emergency where your health & well-being is at risk, we request to have additional contacts on file. Please provide us with up to three emergency contacts.

Name (first contact) Name (second contact)

Relationship to applicant Relationship to applicant

Phone Number (s) Phone Number (s)

Name (third contact)

Relationship to applicant

**Wheel-Trans Service
Eligibility Application Form**

Phone Number (s)

OFFICE USE ONLY

Date Application Received: _____

Applicant Name: _____

Registration Number: _____

Eligibility Decision: _____

Reviewer Name: _____

DRAFT

Wheel-Trans Service Eligibility Application Form

Section A: Applicant Information

Questions

1. Do you currently use any of the following? (check all that apply):

- TTC bus
- TTC subway
- TTC streetcar
- TTC Wheel-Trans
- TTC Community bus
- Other (Specify): _____

2. Please identify any disability conditions that affect your ability to travel on conventional transit?

Disability Condition(s)	Always affects my ability	Sometimes affects my ability	Explain how and why this disability condition affects your ability to travel on conventional transit
Physical	<input type="checkbox"/>	<input type="checkbox"/>	
Sensory	<input type="checkbox"/>	<input type="checkbox"/>	
Mental Health	<input type="checkbox"/>	<input type="checkbox"/>	
Cognitive	<input type="checkbox"/>	<input type="checkbox"/>	
Other	<input type="checkbox"/>	<input type="checkbox"/>	

3. Is your ability to travel on conventional transit impacted by any of the following seasonal conditions? Check all that apply.

	Always	Never	Sometimes	If always or sometimes, explain why
Extreme cold	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
During or after ice & snow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Extreme heat	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**Wheel-Trans Service
Eligibility Application Form**

Section A: Applicant Information

4. Do you need a support person to travel on conventional transit or Wheel-Trans?

Note: A support person is someone who assists an individual with a disability with communication, mobility, personal care/medical needs or with access to goods, services or facilities. The support person should be capable of meeting the needs of the individual with a disability during travel and/or at their destination. If the applicant requires a support person when travelling on TTC or Wheel-Trans, they have to provide their own.

	Always	Never	Sometimes	If always or sometimes, explain why
Conventional Transit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Wheel-Trans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

DRAFT

Wheel-Trans Service Eligibility Application Form

5. Do you currently use any of the following assistive devices? Check all that apply.

- No device
- Brace(s)
- Cane(s)
- White cane
- Crutch(es)
- Service animal
- Communication device(s)
- Oxygen tank (specify measurements, if known): _____
- Prosthetic(s)
- Scooter:

Dimensions (in inches or centimeters, if known):

Width _____ Length _____

Combined weight with applicant:

- Less than 800 lbs/318 kg More than 800 lbs/318 kg

Walker/Rollator (specify type):

- Foldable Non-Foldable

Wheelchair

Type:

- Motorized Manual (non-foldable) Manual (foldable)

Dimensions (in inches or centimeters, if known):

Width _____ Length _____

Combined weight with applicant:

- Less than 800 lbs/318 kg More than 800 lbs/318 kg

Other: _____

Note: Conventional transit bus ramps are 32 inches wide (81cm). Wheel-Trans bus ramps are 32 to 34 inches wide (81-86cm). All assistive devices must be kept clean and in good repair as Wheel-Trans may not be able to provide service if your assistive device cannot be properly secured.

**Wheel-Trans Service
Eligibility Application Form**

Section A: Applicant Information

6. On your own or using an assistive device, can you travel a city block (175 metres/575 feet)?
- Always. The maximum number of city blocks I can travel is _____ blocks
- Never
- Sometimes

If never or sometimes, explain why:

7. Can you get to/from the transit stop/subway station nearest to your home?
- Always Never Sometimes

If always, are you using this transit stop/station?

- Yes No

If never or sometimes, explain why:

8. Can you wait at a transit stop/subway station for a bus, streetcar and/or subway?
- Always Never Sometimes If there is seating

If never or sometimes, explain why:

9. Can you recognize and understand destination and route number signs on transit stops, transit vehicles and in subway stations?

- Always Never Sometimes

If never or sometimes, explain why:

10. Can you recognize and understand when and where to board and when and where to exit transit vehicles?

- Always Never Sometimes

If never or sometimes, explain why:

**Wheel-Trans Service
Eligibility Application Form**

Section A: Applicant Information

11. Can you present a fare, take a transfer, tap a pass and/or show proof-of-payment upon request?

- Always Never Sometimes

If never or sometimes, explain why:

12. Can you transfer transit vehicles and modes (e.g., bus to streetcar, streetcar to subway, etc.)?

- Always Never Sometimes

If never or sometimes, explain why:

13. Can you independently seek help or assistance if required?

- Always Never Sometimes

If never or sometimes, explain why:

14. Please provide any additional information you would like us to consider regarding your ability to use conventional transit?

Please ensure you have answered all the questions completely.

Forms may be returned to you if:

- **There are unanswered questions**
- **Further explanation is requested**

**Wheel-Trans Service
Eligibility Application Form**

Section A: Applicant Information

I certify that the information provided in the application is true and correct. I understand that providing false, incorrect and/or misleading information could lead to discontinuation of Wheel-Trans service.

Name of applicant (please print) Applicant's signature

Date: _____

Person completing Section A if other than applicant:

I certify that the information provided in the application is true and correct. I understand that providing false, incorrect and/or misleading information could lead to discontinuation of Wheel-Trans service.

Name of representative (please print) Representative's signature

Address: _____

City: _____ Province: _____

Postal Code: _____

Phone: _____

Relationship to applicant: _____

By signing above, you/your representative agree to advise Wheel-Trans of any changes to your disability(ies), assistive device(s), personal information and/ or if you no longer require Wheel-Trans service.

**Wheel-Trans Service
Eligibility Application Form**

Section B: Authorization to Release Personal Health Information

I hereby authorize the following health care professional(s) to complete **Section C**. I also recognize and authorize TTC/Wheel-Trans and its authorized agents/representatives to contact and/or otherwise communicate with my health care professional(s) and to receive additional information, including my personal health information, if additional information, documentation and/or clarification is required to process my application. Finally, I recognize that this information, including my personal health information, will be reviewed by TTC/Wheel-Trans and its authorized agents/representatives for the purposes of determining Wheel-Trans eligibility and/or service delivery options for Wheel-Trans.

Name of applicant (please print)

Applicant's signature

Date: _____

Person completing Section B if other than applicant:

Name representative (please print)

Representative's (signature)

Date: _____

Name of health care professional who may release additional information, documentation and/or clarification including my personal health information:

Name (please print): _____

Profession: _____

Address: _____

City: _____ Province: _____

Postal Code: _____

Phone: _____

Date: _____

Wheel-Trans Service Eligibility Application Form

Section C: Health Care Professional Information

The applicant is applying for Wheel-Trans service. Wheel-Trans is a shared ride public transit service for persons with disabilities who are unable to use conventional public transit for all or part of their trip. The information you provide will allow Wheel-Trans to evaluate the applicant's eligibility for Wheel-Trans service.

The applicant or their representative has completed **Section A**. Please read **Section A** in its entirety before completing and signing **Section C**. If the applicant is applying for a TTC Support Person Assistance card, please complete the health care portion of **Section E**.

This section is to be completed by a regulated/licensed health care professional (Physician, Psychiatrist, Physiotherapist, Optometrist, Audiologist, Psychologist, Chiropractor, Occupational Therapist, Speech Language Pathologist, or Registered Nurse) or regulated/licensed MSW (Master of Social Work) according to the nature of the applicant's disability(ies).

If you require clarification, please contact Wheel-Trans at WTEligibility@ttc.ca or 416-393-4111.

The applicant has authorized TTC/Wheel-Trans to contact/communicate with you if additional information, including personal health information, documentation and/or clarification is required to process this application.

Name of applicant: _____

How long has the applicant been under your care? _____

1. Which, if any, of the following disability(ies) does the applicant have? Check all that apply. For temporary disabilities, specify duration in months.

Disability	Permanent	Temporary (Duration)	Episodic / Sporadic	Frequency
Physical Specify: _____	<input type="checkbox"/>	<input type="checkbox"/> _____ months	<input type="checkbox"/>	
Sensory Specify: _____	<input type="checkbox"/>	<input type="checkbox"/> _____ months	<input type="checkbox"/>	
Mental Health Specify: _____	<input type="checkbox"/>	<input type="checkbox"/> _____ months	<input type="checkbox"/>	

Wheel-Trans Service Eligibility Application Form

Disability	Permanent	Temporary (Duration)	Episodic / Sporadic	Frequency
Cognitive Specify: _____	<input type="checkbox"/>	<input type="checkbox"/> _____ months	<input type="checkbox"/>	
Other Specify: _____	<input type="checkbox"/>	<input type="checkbox"/> _____ months	<input type="checkbox"/>	
None	<input type="checkbox"/>			

2. Identify and explain the impact of the applicant's disability(ies) (i.e., mild, moderate, severe) on their ability to travel independently in the community.

Impact	Explain
Mild <input type="checkbox"/>	
Moderate <input type="checkbox"/>	
Severe <input type="checkbox"/>	
No Impact <input type="checkbox"/>	

3. Has the applicant completed any functional assessments, tests, and/or evaluations (e.g., TUG, MOCA) of their disability(ies) in the last 24 months that measure their ability to navigate independently in the community?

Yes No Not Applicable

If yes, provide details below.

Date	Name of Test / Evaluation	Purpose of Test	Results & Impact (Mild, Moderate, Severe)

Is there anything else we should know about the applicant's disability(ies)?

4. Is the applicant currently using any prescribed assistive device(s)?

Always Never Sometimes

If always or sometimes, specify device(s):

Wheel-Trans Service Eligibility Application Form

If only sometimes, describe why:

5. Does the applicant need a support person to travel on conventional transit or Wheel-Trans?

Note: A support person is someone who assists an individual with a disability with communication, mobility, personal care/medical needs or with access to goods, services or facilities. The support person should be capable of meeting the needs of the individual with a disability during travel and/or at their destination. If the applicant requires a support person when travelling on TTC or Wheel-Trans, they have to provide their own.

	Always	Never	Sometimes	If always or sometimes, explain why
Conventional Transit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Wheel-Trans	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

6. Wheel-Trans is a shared ride service. This means that during a ride, Wheel-Trans customers travel with Wheel-Trans operators and other Wheel-Trans customers and passengers. Wheel-Trans vehicles stop at different locations and Wheel-Trans operators must exit the vehicle to pick-up/escort customers. For these reasons, please indicate if the applicant is likely to engage in any of the following behaviour(s)?

	Always	Never	Sometimes	Provide Details (if always or sometimes)
Exiting vehicle and wandering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Causing harm to themselves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Causing harm to others	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Making a verbal or physical threat of violence or harm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**Wheel-Trans Service
Eligibility Application Form**

Section C: Health Care Professional Certification

I certify that the information that I have provided in **Section C** of this application is accurate and current.

Surname (last name)

Given name(s)

Street address

Apartment/Unit

City or town

Province

Postal code

Phone

Occupation and Professional Registration Number

Date (year/month/day)

Signature

Stamp of Registered Health Care
Professional

If you indicated that the applicant requires a support person (Question #5), please fill out **Section E**.

**Wheel-Trans Service
Eligibility Application Form**

**Section D – Authorization to Release Service Delivery
Information to Other Transit Properties**

Complete **Section D** if you wish to allow Wheel-Trans to share your information with other transit properties within the Greater Toronto and Hamilton area for the purpose of assisting you if you travel in other Regions. .

Applicant Certification

I hereby authorize TTC/Wheel-Trans and its authorized agents/representatives to share my application information with the following specialized service providers in the Greater Toronto and Hamilton Area (applicant to indicate which agencies):

- Peel Region TransHelp
- York Regional Transit Mobility Plus
- Oakville Transit care-A-van
- Burlington Transit Handi-Van
- Durham Regional Transit
- City of Hamilton DARTS

Name of applicant (please print)

Applicant's signature

Date: _____

Person completing Section D if other than applicant:

Name of representative (please print)

Representative's signature

Date: _____

**Wheel-Trans Service
Eligibility Application Form**

Application Checklist

Before mailing or faxing your application
make sure you have:

- Completed this application and double-checked all information
- Checked that your health care professional(s) has completed Section **C** (and **E** if applicable), including contact information and certification number if applicable
- Made a photocopy of the entire application for your records

DRAFT

**Wheel-Trans Service
Eligibility Application Form**

Section E: TTC Support Person Assistance Card

The TTC Support Person Assistance Card is a photo identification card that identifies the card holder as a person who, because of disability, needs to be accompanied by a support person.

Applicant Information (To be filled out by applicant or representative)

First Name: _____ Last Name: _____
Street Address: _____
Apartment/Unit: _____ City: _____
Postal Code: _____ Phone: _____
Date of Birth (YYYY-MM-DD): _____

Health Care Professional Certification

I certify that (check all applicable boxes)

- The applicant is a person with a disability as defined by the Ontario Human Rights Code and the disability is:
 - Permanent
 - Temporary and expected to resolve by (YYYY-MM-DD): _____
- I confirm that the limitations/reasons described in the Wheel-Trans application to be accompanied by a support person are the result of the applicant's disability. I further certify that the information provided in the application is accurate and complete to the best of my knowledge.**

Name: _____
Street Address/Suite: _____
City: _____ Province: _____ Postal Code: _____
Postal Code: _____ Phone: _____
Professional Registration Number: _____

Signature of Health Care Professional

Stamp of Registered Health
Care Professional

**Wheel-Trans Service
Eligibility Application Form**

Section E: TTC Support Person Assistance Card

Instructions

Applications can be submitted:

By mail:

- Submit with your Wheel-Trans Service Eligibility Application to: 580 Commissioners Street, Toronto, Ontario, M4M 1A7. Include two (2) colour passport photos signed on the reverse by the authorized regulated health care professional who completed Section C of the application. Wheel-Trans will forward the application on your behalf to TTC Customer Service Centre.

or

- Detach **Section E** from the Wheel-Trans Eligibility Application and submit to: TTC Support Person Assistance Card, 1900 Yonge Street, Toronto, Ontario, M4S 1Z2, with two (2) colour passport photos signed on the reverse by the authorized regulated health care professional who “The Health Care Professional Certification” portion of the application.

In person:

- Bring **Section E** from the Wheel-Trans Eligibility Application and valid government-issued or CNIB identification to TTC Customer Service Centre at 1900 Yonge St/Davisville Station, or the TTC Photo ID Office at Sherbourne Station, where a photo for the Support Person Assistance Card will be taken. The name on the identification must match the name provided on this application. You do not need to obtain a passport photo in advance if you submit your application in person.

Allow 2 to 4 weeks processing time to receive the TTC Support Person Assistance Card.

Questions? Visit the Support Person Assistance Card Frequently Asked Questions (FAQ) page in the Fares section of TTC website <http://www.ttc.ca> or call TTC Customer Service at 416-393-3030 (TTY 416-338-0357), daily 7:00 a.m. - 10:00 p.m., except statutory holidays.

**SUBMITTING THIS APPLICATION FOR A TTC SUPPORT ASSISTANCE CARD WILL NOT
MAKE YOU ELIGIBLE FOR WHEEL-TRANS SERVICE**

TTC PHOTO OFFICE USE ONLY

Date Card Issued: _____ Card Number: _____

Appendix C

Public Meeting Display Panels



WHEEL-TRANS 10-YEAR STRATEGY

**City-Wide Public Meetings (Metro Hall)
July 2016**



Provide information on:

- Wheel-Trans services
- Family of Services
- Eligibility changes
- Transformation program





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





Support over 47,000 active Wheel-Trans customers

- 79% are permanent registrants
- 76% are seniors (Age 65+)
- >830 new customers per month

Deliver 14,000 rides on peak days

- 200 Wheel-Trans vehicles
- 230 contracted accessible taxis and 2,200 sedans

3.9 Million rides projected for 2016



OUR SERVICE GOALS

- ✔ Expand the number of Toronto residents eligible for Wheel-Trans under Ontario legislation
- ✔ Offer customers greater equity, freedom and spontaneity of travel through improved Wheel-Trans service and the accessible conventional system
- ✔ Focus on welcoming new customers, and plan for how to reassess current customers over a 3-year period using the same criteria
 - Everyone is treated equitably
 - Ensure that Wheel-Trans service continues to be available for those who need it



EQUITY IS NOT THE SAME AS EQUALITY



Equality = Sameness

Equality promotes fairness and justice by giving everyone the same thing

Equity = Fairness

Equity is about making sure people get access to the same opportunities





Multiple modes of service provide options for accessible travel

- Specialized Vehicles
- Community Buses
- Subways
- Streetcars
- Buses



FAMILY OF SERVICES BENEFITS

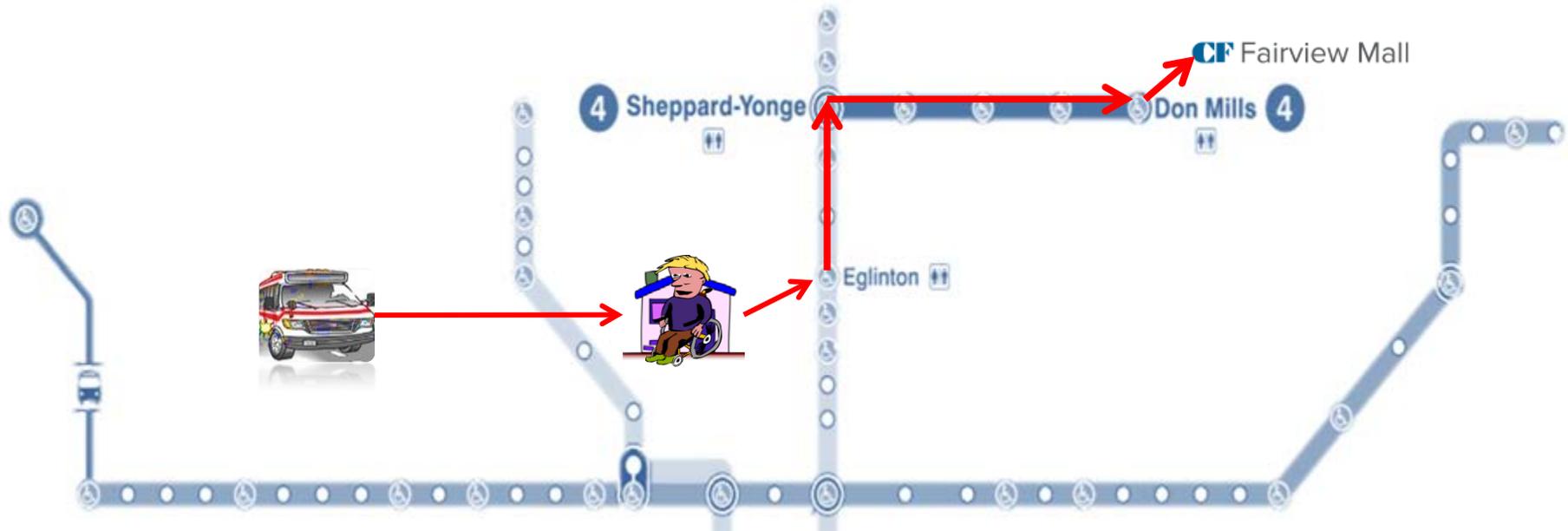


- More options for people to connect to and reach their destination
- The right level of service for each customer
- Increased capacity to serve more customers and provide more trips

Greater equity, freedom and spontaneity of travel



EXAMPLE FAMILY OF SERVICES JOURNEY

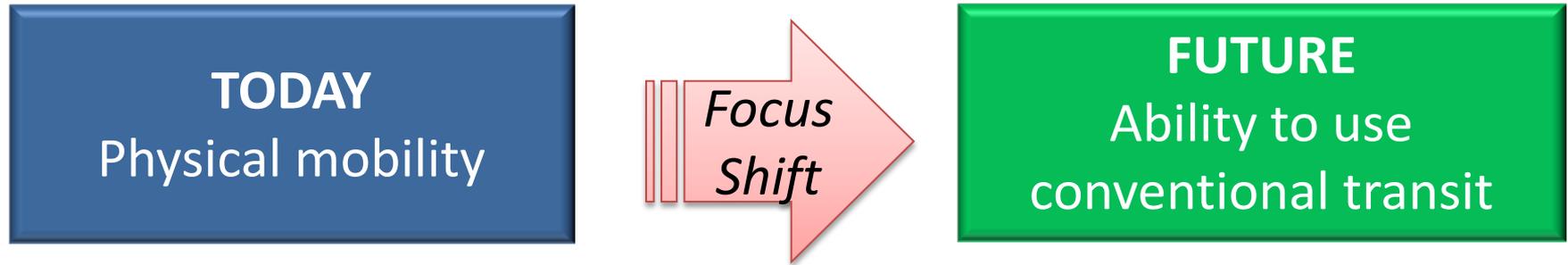


Oliver Goes Shopping

1. Oliver lives on Warren Rd, over 400m from the Spadina bus route. For his shopping trip, because of the distance, a Wheel-Trans vehicle meets Oliver at home and takes him to Eglinton Station
2. At the station, Oliver makes his way to the Line 1 platform; the vehicle goes on to serve other customers
3. Oliver boards a northbound train to Sheppard-Yonge Station
4. Once there, he takes the elevator up to the Line 4 platform and boards a train
5. Upon arrival at Don Mills Station, Oliver takes the elevator up to street level and the Mall and enjoys his shopping trip
6. On the way home, a Wheel-Trans vehicle meets Oliver at Eglinton Station



ELIGIBILITY IS EXPANDING



- Eligibility will be based on cognitive, mental and sensory, as well as physical disabilities
- No immediate change for existing customers
 - A reassessment process for existing customers is being developed and will be implemented over 3 years

Ensure that service is available to those who need it



NEW CATEGORIES OF ELIGIBILITY



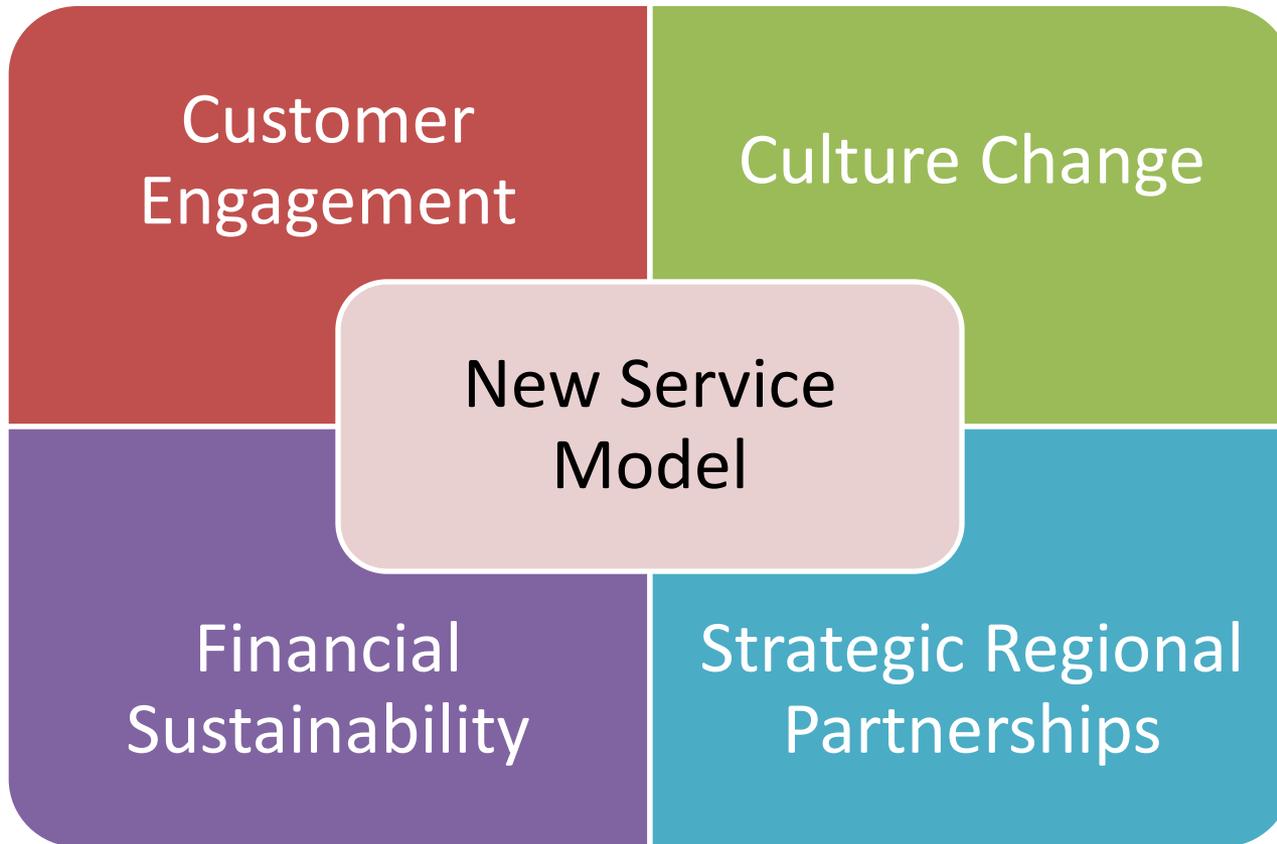
AODA legislation includes our two existing categories of eligibility and introduces a third

1. A person with a disability that prevents them from using conventional transportation services shall be categorized as having **unconditional eligibility**.
2. A person with a temporary disability that prevents them from using conventional transportation services for a finite period of time shall be categorized as having **temporary eligibility**.
3. A person with a disability where environmental or physical barriers limit their ability to consistently use conventional transportation services shall be categorized as having **conditional eligibility**.

New



STRATEGIC OBJECTIVES



TIMELINE



2016

- Updated eligibility to address AODA requirements

2017

- Family of Services pilot
- 1% of Wheel-Trans services by Family of Services

2020

- Full deployment of new fully accessible streetcar fleet
- 15% of Wheel-Trans services by Family of Services

2025

- All stations are accessible
- 50% of Wheel-Trans services by Family of Services

Customer & Community Outreach

Internal TTC Training





Local, provincial, and national agencies

- Alzheimer's Society of Toronto
- Aphasia Institute
- Autism Ontario –Toronto Chapter
- Brain Injury Society of Toronto
- Canadian Head Injury Resources Support
- CNIB
- Epilepsy Toronto
- MS Society of Toronto
- Ontario March of Dimes
- Toronto Central CCAC
- Toronto Central Local Health Integrated Network
- Toronto Council on Aging
- Variety Village

Medical and legal communities

- Arch Disability Law
- Centre for Addiction and Mental Health (CAMH)
- Legal Aid Specialty Clinics
- Local Health Integrated Network (LHIN)
- Ontario Medical Association
- Ontario Physiotherapists Association
- Ontario Society of Occupational Therapists
- University Health Network

Municipal and provincial stakeholders

- City of Toronto Auditor General
- City of Toronto Director, Equity Diversity and Human Rights
- City of Toronto Disability Accessibility and Inclusion Advisory Committee
- City of Toronto Ombudsman
- City of Toronto Senior Management Team Cluster A
- The Honourable David Onley
- Ontario Human Rights Commission
- Metrolinx

Major exhibitions

- People in Motion
- Toronto Seniors Summit



CURRENT STATUS & NEXT STEPS



- Complete eligibility consultations
- Finalize eligibility changes
- Obtain approval from TTC Board to implement changes to eligibility (September 2016)
- Develop GTHA alignment on eligibility changes
- Implement eligibility changes by January 1, 2017





Thank You.

Please forward any
additional questions to

WTConsult@ttc.ca



Appendix D

Public Meeting Notice and Advertisement

TTC Wheel-Trans services are changing

Your opportunity to get involved

The Toronto Transit Commission is asking residents to be involved in important decisions to improve Wheel-Trans.

You are invited to a public consultation regarding upcoming modernization changes to TTC's Wheel-Trans service. Learn about the TTC's family of services, expanded Wheel-Trans eligibility and more. There will be opportunity to provide your input.

Presentation will begin at 7 p.m. Refreshments will not be provided.

The following services will be provided at each location:

- Captioning Services
- Attendant Services
- Interpreter Services (incl. ASL)

For more information or to request specific accommodation, contact:
Lito Romano, Community Liaison, TTC
wtconsult@ttc.ca, 416-397-8699, TTY 416-393-4555



July 5 - Downtown, 6:30 to 8:30 p.m.
Metro Hall – Room 308/309
55 John Street

July 12 – Scarborough, 6:30 to 8:30 p.m.
Scarborough Civic Centre, Rotunda Room
150 Borough Drive
(McCowan Rd. & Ellesmere Rd.)

July 14 – North York, 6:30 to 8:30 p.m.
North York Memorial Community Hall –
Burgundy Room
5110 Yonge Street

July 21– Etobicoke, 6:30 to 8:30 p.m.
Father John Redmond Catholic Secondary
School – cafeteria
28 Colonel Samuel Smith Park Drive

Appendix E-Public Meeting Photos



Public Meeting Metro Hall



Public Meeting Metro Hall



Public Meeting North York Memorial Hall



Public Meeting Scarborough Civic Centre



Public Meeting Scarborough Civic Centre