



WHEEL-TRANS 10-YEAR STRATEGY

**City-Wide Public Meetings
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



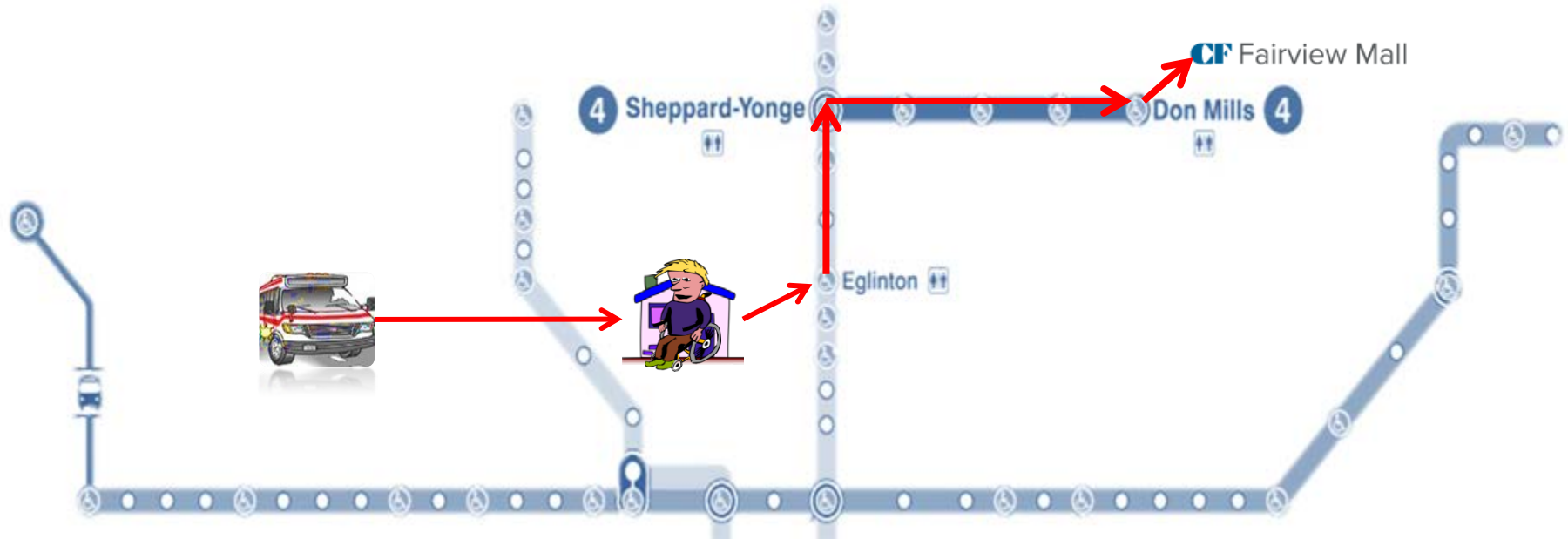
FAMILY OF SERVICES BENEFITS

- 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

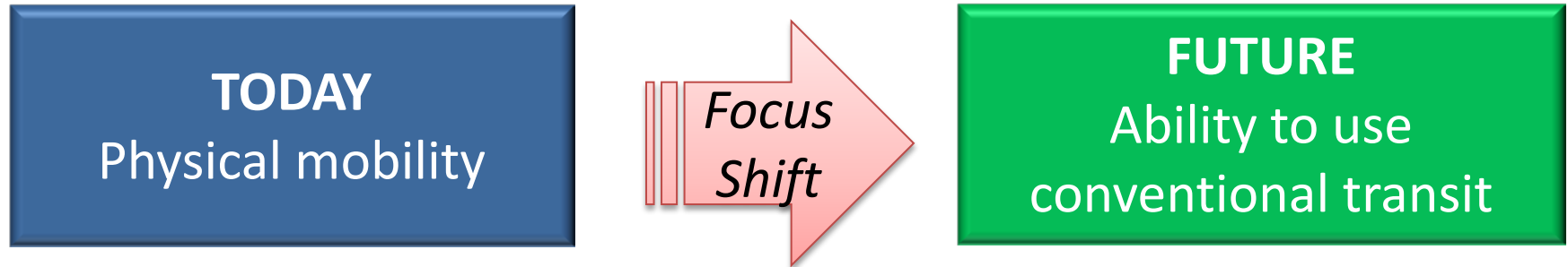


Oliver Goes Shopping

1. 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

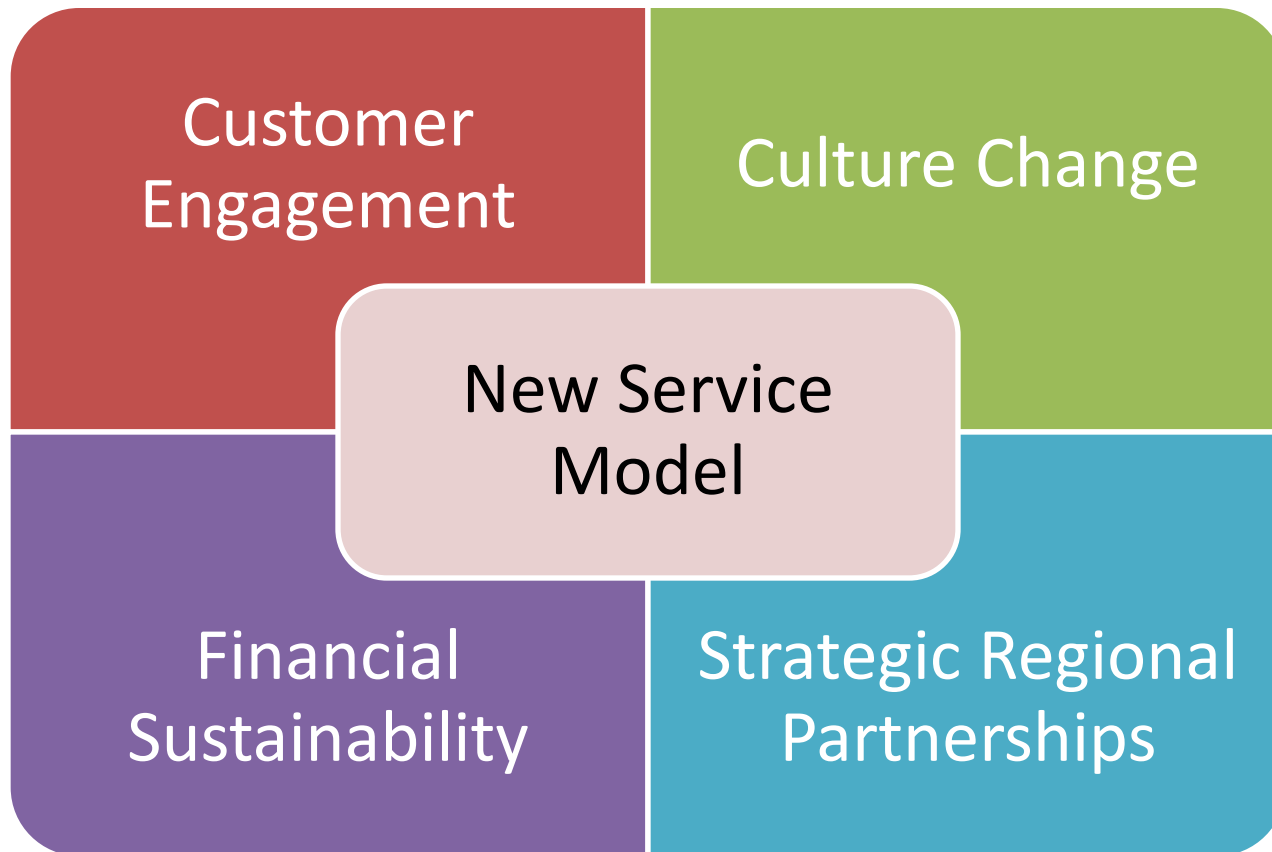
AODA legislation includes our two existing categories of eligibility and introduces a third

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

