



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



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.



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



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



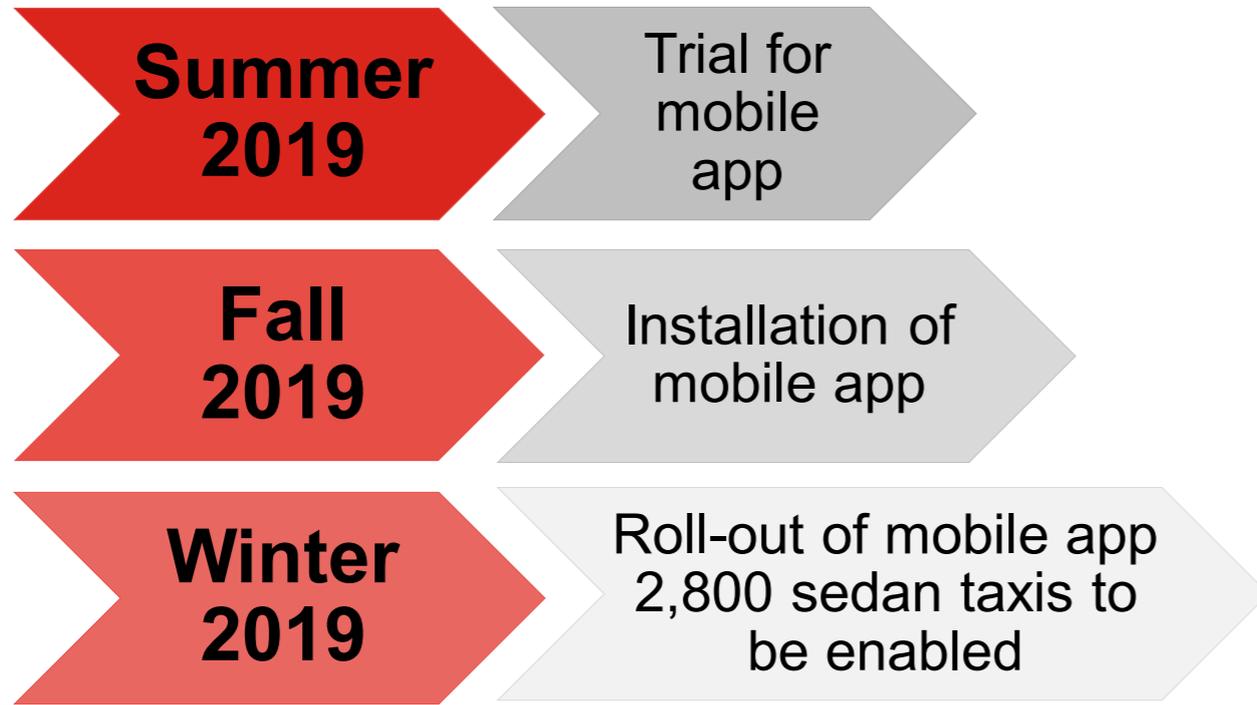
| New customer-focused policies

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



PRESTO

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



| 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



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



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



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

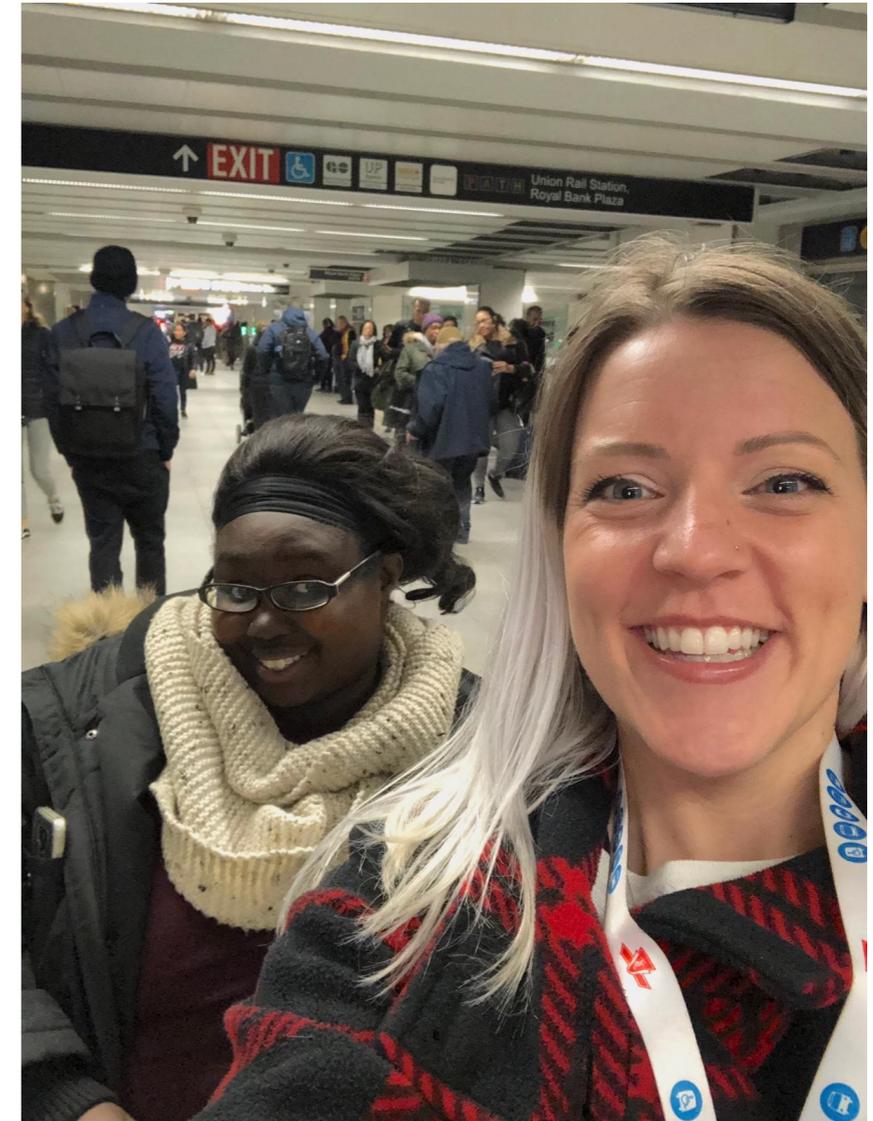


Travel Training

- 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

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



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



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



Meadowvale Loop Access Hub

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



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>

