



# **TTC Wheel-Trans**

## **Customer Handbook**



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# Welcome to Wheel-Trans

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Wheel-Trans, a division of the Toronto Transit Commission (TTC), provides shared-ride public transit services. These services are provided to Toronto residents who have a disability that prevents them from using conventional TTC buses, subways or streetcars, either some or all of the time. This could be because of a physical, sensory, cognitive or mental health disability that could be permanent or temporary.

Our customers may have visible or invisible disabilities.

Wheel-Trans provides door-to-door trips and ***Family of Service trips, which means using the conventional transit system for all or part of your journey. This means, in addition to or in combination with Wheel-Trans, they can travel on our accessible buses, low-floor streetcars and subways via accessible stations.*** This Customer Handbook provides information and guidelines to safely and effectively use Wheel-Trans service. As a customer of Wheel-Trans, it's your responsibility to be familiar with Wheel-Trans policies. This Customer Handbook provides an overview of important information on how to access Wheel-Trans services. Detailed Wheel-Trans policies can be found on the Wheel-Trans website at [ttc.ca/wheel-trans/wheel-trans-policies](https://www.ttc.ca/wheel-trans/wheel-trans-policies).

You can request an alternate format of this handbook by contacting Wheel-Trans Customer Service at [wucs@ttc.ca](mailto:wucs@ttc.ca) or 416-393-4111.

For self-serve FAQs, please visit [ttc.ca/wheel-trans/new-customer-faq](https://www.ttc.ca/wheel-trans/new-customer-faq).

# Wheel-Trans eligibility

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## Who can use Wheel-Trans?

Customers are eligible for Wheel-Trans service if their disability prevents them from using TTC's conventional transit services some or all of the time.

According to O. Reg. 191/11: INTEGRATED ACCESSIBILITY STANDARDS under [Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11](#) for purposes of eligibility for specialized transportation services, specialized transportation service providers shall categorize persons with disabilities as follows:

1. A person with a disability that prevents them from using conventional transportation services all the time shall be categorized as having **unconditional** eligibility.
2. A person with a temporary disability that prevents them from using conventional transportation services 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.

Many Wheel-Trans customers have conditional eligibility and can use conventional transit when it's accessible to them, depending on their condition(s). Customers under the conditional eligibility category can travel using ***Family of Services, which means using the conventional transit system for all or part of their journey. This means, in addition to or in combination with Wheel-Trans, they can travel on our accessible buses, low-floor streetcars and subways via accessible stations.***

If you're interested in learning more about the TTC's Family of Services, or participating in Travel Training, please contact Wheel-Trans Customer Service at [wtcs@ttc.ca](mailto:wtc@ttc.ca) or 416-393-4111 and ask to have one of these booklets sent to you.

For any questions related to your eligibility, please contact [wteligibility@ttc.ca](mailto:wteligibility@ttc.ca) or 416-393-4111.





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# Self-Serve Portal

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## Self-Serve Portal

The Self-Serve Portal is an online solution designed to simplify the application and eligibility processes for prospective and existing Wheel-Trans customers. This online tool provides a quick and convenient way for existing customers who registered for service prior to January 1, 2017, to submit their application in order to begin the re-registration process. It is also a simple way to initiate an appeal if a customer does not agree with the eligibility category and/or conditions they have been assigned.

Please note that customers who want to use the Self-Serve Portal, must:

- Live in the city of Toronto
- Have a valid email address
- Have access to a printer to print out the Health Care Professional form
- Have access to a scanner or camera phone to capture a clear image of the signed Health Care Professional form

To access the Self-Serve Portal, please visit: [portal.ttc.ca](https://portal.ttc.ca). We have also created an instructional video for those who would like more information on how to use and access the portal. It can be found here: [ttc.ca/wheel-trans/how-to-apply](https://ttc.ca/wheel-trans/how-to-apply).

If you have any other questions about the portal, please contact Wheel-Trans Customer Service at [wtcs@ttc.ca](mailto:wtcs@ttc.ca) or 416-393-4111 (Monday – Friday from 8 a.m. – 4 p.m.).



# Community Bus

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Community Buses are a Wheel-Trans delivered service in five key areas located across the city. Each Community Bus is a Wheel-Trans style accessible vehicle, which is used to provide a scheduled bus route in an identified area where it is of use to the local community.

Community Buses travel between key landmarks, such as retirement homes, hospitals, libraries, pharmacies and shopping centres. Most importantly, Community Buses will pull over when a customer waves at them – it is recommended that you wait at your bus stop a few minutes early to allow the operator time to see you. The current Community Bus routes are as follows:

- 400** Lawrence Manor
- 402** Parkdale
- 403** Don Mills South
- 404** East York
- 405** Etobicoke

For more information on the Community Bus, and to find a route near you, please go to [ttc.ca/wheel-trans/learn-more-about-community-bus](https://www.ttc.ca/wheel-trans/learn-more-about-community-bus).





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# Wheel-Trans operations

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Customers can book and manage their Wheel-Trans trips using the Wheel-Trans mobile app, Wheel-Trans Self-booking Website, Interactive Voice Response (IVR) or by contacting Wheel-Trans Reservations.

Service	Hours of operation	Contact information
<b>Wheel-Trans Customer Service</b> <ul style="list-style-type: none"><li>• General questions, eligibility requirements and policies.</li><li>• Set up your favourite addresses list.</li><li>• Assistance with service.</li><li>• Capturing customer feedback, requirements and policies.</li></ul>	Monday to Friday  8 a.m. to 4 p.m.	<a href="mailto:wtcs@ttc.ca">wtcs@ttc.ca</a> 416-393-4111
<b>Wheel-Trans reservations</b> <ul style="list-style-type: none"><li>• Booking trips, confirmations, rescheduling or modifying trips and cancellations.</li></ul>	Seven days per week  5:30 a.m. to 11 p.m.	416-393-4222
<b>RideLine</b> <ul style="list-style-type: none"><li>• To book advanced and same-day trips, confirm or cancel using the automated phone system.</li><li>• Initial password is the month and day you were born (MMDD).</li><li>• Family of Services trip booking is not available using RideLine.</li></ul>	Seven days per week  5 a.m. to 11 p.m.	416-397-8000

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Service	Hours of operation	Contact information
<p><b>Priority Line</b></p> <ul style="list-style-type: none"> <li>• If your ride is over 30 minutes late.</li> <li>• You have missed your Wheel-Trans pick-up and have received a no-show and require another ride.</li> <li>• To make same-day cancellation.</li> </ul>	<p>24 hours per day, seven days per week</p>	<p>416-393-4311</p>
<p><b>TTC's Customer Service and Multilingual Services</b></p> <ul style="list-style-type: none"> <li>• TTC general information on fares, conventional routes and schedules and service.</li> <li>• Available in multiple languages.</li> </ul>	<p>Seven days per week</p> <p>7 a.m. to 10 p.m., except statutory holidays</p>	<p><b>Customer Service:</b> 416-393-3030</p> <p><b>Telecommunications Relay Service:</b> 1-800-855-0511</p>
<p><b>Emergency Services</b></p> <ul style="list-style-type: none"> <li>• In case of a serious emergency, please call 9-1-1.</li> </ul>	<p>24 hours per day, seven days per week</p>	<p>9-1-1</p>
<p><b>Elevator Service Status Line</b></p> <ul style="list-style-type: none"> <li>• To check on the status of elevators and escalators at a TTC subway station.</li> </ul>	<p>24 hours per day, seven days per week</p>	<p>416-539-5438</p>
<p><b>Requesting Travel Training</b></p> <ul style="list-style-type: none"> <li>• To arrange for Travel Training, email <a href="mailto:traveltraining@ttc.ca">traveltraining@ttc.ca</a></li> </ul>	<p>Monday to Friday 8 a.m. to 4 p.m.</p>	<p>416-472-2393</p>

# Tips for success

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A successful trip always starts with the confirmation of the exact pick-up time. This can be confirmed after 7 p.m. the day before the scheduled trip. Customers can confirm in the following ways:

- Using the Wheel-Trans Self-booking Website to confirm their trip information.
- Calling RideLine, the automated touchtone phone system.
- Receiving an automated call to their personal phone number.

## Customers

Here's what you can do to make sure your trip is successful:

- Be ready and waiting five minutes before the scheduled pick-up time at the pick-up location/building entrance.
- Plan to use the washroom before the pick-up time.
- Check the weather to prepare for delays.
- Check TTC service alerts, such as the Lift Line and the TTC website.
- Check the status of escalators and elevators if travelling on conventional transit.
- Be familiar with all Wheel-Trans policies.





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## Wheel-Trans

Wheel-Trans is committed to providing a safe and dignified journey for all Wheel-Trans customers on both Wheel-Trans and contracted taxi vehicles. Here's how we do our part to make sure your journey is successful:

- Provide an accessible vehicle that meets the requirements of the trip.
- Make sure our drivers and operators have received regular AODA accessibility and sensitivity training.
- Stay on time and on schedule to the best of our ability.
- Provide confirmations for scheduled pick-ups.
- Accommodate customers through various booking services.
- Make sure all customers and Wheel-Trans staff are aware of and follow Wheel-Trans policies and procedures.





# Types of vehicles

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Wheel-Trans provides trips using Wheel-Trans vehicles and contracted accessible taxi minivans and sedan taxi services.

Wheel-Trans services offer four different types of vehicles:

- **Wheel-Trans ProMaster buses (extended and regular):** Low-floor mini-bus, with a side and rear ramp, and flexible interior space.
- **Accessible taxi vans:** Accessible mini-van, with a side-door ramp to accommodate mobility devices.
- **Taxi sedans:** Non-accessible sedan vehicle.



Wheel-Trans' scheduling system assigns vehicles that best match the customer's trip and each customer's abilities as noted in the system. However, the vehicle scheduled for a specific trip may change up until the last minute due to unforeseen circumstances, like mechanical problems or traffic. This is why you might not be picked up by the type of vehicle noted in your trip confirmation.

Customers can request a vehicle exception if their disability and/or mobility aid prevents them from using one of our vehicles. Customers who apply for vehicle exceptions may limit their vehicle options, which may impact trip booking. If you think you might need a vehicle exception, please review the Vehicle Exception Policy and contact Customer Service.

## **Video footage disclaimer: Personal information and privacy**

All Wheel-Trans vehicles are equipped with mounted video cameras. 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, Municipal Freedom of Information and Protection of Privacy Act, and subject to TTC's Privacy Policy and can be used for determining Wheel-Trans eligibility.

If you have any questions about personal information and privacy, contact us in the following ways:

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

# Code of conduct

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Maintaining a safe and respectful environment for TTC Wheel-Trans customers is our top priority. We have introduced a policy to make sure our customers and staff experience a culture of respect, dignity, inclusion and safety.

The purpose of the Code of Conduct Policy is to describe the rules and guidelines concerning behaviour expectations for persons interacting with, or using, Wheel-Trans. The intent of this policy is to protect the integrity of Wheel-Trans in accordance with TTC By-Law No. 1 and other Wheel-Trans customer facing policies and to ensure appropriate use of public funds.

Please review the Code of Conduct Policy on the Wheel-Trans website [ttc.ca/wheel-trans/wheel-trans-policies/wheel-trans-code-of-conduct-policy](https://www.ttc.ca/wheel-trans/wheel-trans-policies/wheel-trans-code-of-conduct-policy) or contact Wheel-Trans Customer Service for an alternative format. The following is a summary of the policy:

## Code of conduct guidelines

- All persons will abide by TTC By-Law No. 1.
- All Wheel-Trans customers will follow all rules of the TTC, including paying their fare, respecting TTC property, refraining from interfering with a TTC operator's ability to do their job and respecting other customers.

## Policy

1. All persons interacting with or travelling on Wheel-Trans services shall adhere to the TTC By-Law No. 1. The object of this by-law is to protect the integrity of the transit system. The TTC has the authority to pass by-laws regulating the use of its transit system in accordance with section 143 and Part XV of the City of Toronto Act.

In summary, TTC By-Law No. 1 states that all persons shall:

- a. pay a fare
  - b. provide proof of payment if requested
  - c. follow rules for using transfers
  - d. refrain from riding a bicycle in or on TTC property
  - e. make available the priority seating for persons with disabilities
  - f. refrain from interfering or obstructing a TTC employee or contractor from performing his or her duties
  - g. wear appropriate shoes and clothing while on TTC property
  - h. refrain from putting your feet/shoes on the seat
  - i. refrain from laying down on TTC property
  - j. refrain from littering
  - k. refrain from smoking, using e-cigarettes or vaporizing while in or on TTC property
  - l. refrain from causing a disturbance by using profanity or gestures, by fighting or by being offensive
2. All persons will abide by the guidelines of the TTC Wheel-Trans Customer Charter.
3. Safety
- a. always wear a seatbelt, if possible
  - b. do not place any part of your body out of the window of the vehicle
  - c. do not throw any objects out of the window of the vehicle
  - d. always follow the instructions of TTC employees, including requests to evacuate the vehicle
  - e. do not interfere with the operator of a TTC vehicle or obstruct the vision of the operator
  - f. do not enter TTC property or vehicles while having any weapons or instruments intended for use as weapons, in your possession

- g. do not enter TTC property or vehicles while in possession of any flammable materials, unless otherwise approved
  - h. refrain from any action that would knowingly jeopardize the safety of yourself or any other persons within TTC property
  - i. if you see something, say something and report any safety concerns immediately to a TTC employee
4. Reliability
- a. be ready and waiting at the designated pick-up location five minutes prior to your pick-up time
  - b. make every attempt to notify Wheel-Trans as soon as possible if you are unable to make your scheduled trip
  - c. avoid unnecessary late cancellations and no-shows where possible
  - d. all customers shall use Wheel-Trans in a responsible manner to preserve, protect and promote the longevity of this essential public resource for greater mobility in the City of Toronto
  - e. no person shall falsely represent themselves through words, actions, clothes, insignia, badges, or equipments. Using any identification, other than your own, is prohibited
  - f. no person shall knowingly provide any false information in any statement, whether in writing or otherwise to TTC
  - g. registered customers are not permitted to book travel for non-registered customers on Wheel-Trans
5. Accessibility
- a. ensure that your ramp, driveway and sidewalk are clear of ice and snow
  - b. ensure that the destination you have requested is accessible
  - c. always inform Wheel-Trans of the exact mobility device that you will be travelling with to ensure we send a vehicle that accommodates your device

## 6. Courtesy

- a. treat other customers and TTC representatives with consideration, patience, respect, and civility to allow use, operation, and enjoyment of TTC in a safe and gratifying manner for all persons
- b. refrain from using any radio, recording device, digital music or audio device, musical instrument, or similar device in or on TTC property unless the sound is conveyed by an earphone at a sound level that does not disturb other customers or TTC employees
- c. no person shall vandalize, damage or destroy TTC property
- d. no person shall provoke violence or pose a clear threat to other persons, including verbal, visual, gestures or any other type of provocation
- e. no person shall engage in fighting
- f. no person shall behave in a manner which would interfere with the ordinary enjoyment of persons using the transit system

## 7. Communication

- a. inform Wheel-Trans of any changes to your disability or conditions as soon as possible
- b. refrain from communicating with TTC staff, other customers or members of the public in a manner that is disrespectful or abusive including using profane language, yelling, speaking offensively or making lewd comments or gestures

## 8. Cleanliness

- a. all persons shall wear proper clothing and footwear while on TTC property
- b. no person shall be in a TTC vehicle or property exhibiting any odor that unreasonably interferes with the use, operation or general enjoyment of the services

- c. all persons are expected to maintain a reasonable level of personal hygiene
  - d. all persons shall refrain from littering
9. Comfort
- a. give other customers the space they need to have a comfortable trip
  - b. all persons must follow the scent-free guidelines and environmental sensitivity policy
10. Inclusivity
- No person shall make any expressions, statements or gestures that would be considered offensive on the grounds of race, gender, disability, religion or sexual orientation or any other prohibited grounds of discrimination as per the Ontario Human Rights Code.

## Violations Code of Conduct Sections 1-9

Documented violations of the Code of Conduct sections 1-9 that jeopardize the safe and respectful environment of Wheel-Trans may result in suspension of service.

Number of violations (in a 1 Year period)	Suspension
1st violation	Advisory letter
2nd violation	7 day suspension
3rd violation	14 day suspension
4th violation	30 day suspension
5th violation	60 day suspension

**Note:** Depending on the nature of the violation, customers may face immediate suspension and/or criminal charges.



## Violations Code of Conduct Section 10

The purpose of section 10 of the Wheel-Trans Code of Conduct Policy is to advise Wheel-Trans customers that when communicating with TTC employees in writing or over the phone, they must refrain from engaging in any expressions, statements or gestures that would be considered offensive to that employee's human rights. To ensure that there is no misunderstanding, section 10 of the Code of Conduct does not permit Wheel-Trans customers to make comments to employees that are based on stereotypes.

The TTC does not tolerate this inappropriate behavior by Wheel-Trans customers.

Number of violations	Suspension
1st violation	Up to 7 days of suspension
2nd violation	Up to 30 days of suspension
Additional violations (after second violation)	Up to 60 days of suspension, restriction of services and/or permanent suspension

Incidents that violate section 10 of the Code of Conduct will remain on a Wheel-Trans customer's file indefinitely.

Repeated violations of section 10 of the Wheel-Trans Code of Conduct Policy could lead to restriction of Wheel-Trans services and/or permanent suspension of Wheel-Trans services.

Depending on the nature of the violation of section 10 of the Wheel-Trans Code of Conduct Policy, Wheel-Trans customers may face immediate suspension pending investigation (except for medical trips) and/or criminal charges.

All incidents/events/matters that violate section 10 of the Wheel-Trans Code of Conduct Policy will be investigated by the TTC. When investigating these matters, the TTC will account for a Wheel-Trans customer's individualized personal circumstances.

## Appeals

If you have been suspended and wish to appeal the decision, please contact Wheel-Trans Customer Service at [wtcs@ttc.ca](mailto:wtcs@ttc.ca) or call 416-393-4111.

## Exceptions

For all official Wheel-Trans policies, including door-to-door, vehicle exception, travelling using mobility aids and devices, late cancellations/no-shows, carry-on items, environmental sensitivity, support person and companions policies, please go to the Wheel-Trans website at [ttc.ca/wheel-trans/wheel-trans-policies](https://ttc.ca/wheel-trans/wheel-trans-policies). Alternatively, you can contact Wheel-Trans Customer Service at [wtcs@ttc.ca](mailto:wtcs@ttc.ca) or call 416-393-4111 to request a copy.

# How to book a trip

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There are a number of ways for Wheel-Trans customers to book a trip, whether it's a door-to-door trip or a Family of Services trip, which means using the conventional transit system for all or part of your journey. This means, in addition to or in combination with Wheel-Trans, you would travel on our accessible buses, low-floor streetcars and subways via accessible stations.

We try our best to provide a trip at, or as close to, the requested pick-up or drop-off time. However, due to changing demands for trips, we unfortunately cannot guarantee your pick-up time.

For booking instructions, please visit [ttc.ca/wheel-trans/booking-your-trip-and-the-day-of-your-trip](https://www.ttc.ca/wheel-trans/booking-your-trip-and-the-day-of-your-trip).

## Before you book

- Have your Wheel-Trans registration number ready to log in (this is available on your registration letter).
- Have your travel information ready, such as:
  - Date(s) you are planning to travel.
  - Pick-up and drop-off locations (i.e. addresses, points of interest or landmarks).
  - The time that you require pick-up and/or drop-off at your locations.
- Customers can book a trip using a departure time or an arrival time:
  - Booking with a departure time means you need to depart your location by a certain time.
  - Booking with an arrival time means you will need to arrive at your destination by a certain time.
- At the time of booking, mention necessary details such as support persons or companions who may be travelling with you, what mobility device you are using (if any) and any special requests such as having a pet with you.

## Online booking

You can book your Wheel-Trans trips online at any time using the Wheel-Trans Self-booking Website at [mywheel-trans.ttc.ca](https://mywheel-trans.ttc.ca) or the Wheel-Trans mobile app. You can download the mobile app on Google Play Store or the App Store.

Using the Wheel-Trans Self-booking Website or the Wheel-Trans mobile app are the fastest ways to book, modify or cancel a trip. They provide you with more flexibility and options such as the ability to book regular trips.

You do not need to register with Wheel-Trans Customer Service to book your rides online. If you are using the Wheel-Trans Self-booking Website for the first time, simply follow these steps:

1. Visit the Wheel-Trans Self-booking Website at [mywheel-trans.ttc.ca](https://mywheel-trans.ttc.ca).
2. Where it says “Customer ID”, enter your Wheel-Trans registration number.
3. Your default password is the month/day of your birthday.  
**Example:** If your birthday is January 10, your default password will be 0110.

If your trip request is not available at the time of your booking, the request will be placed on a waiting list. When we are able to confirm the reservation, customers will receive a confirmation from our automated call-out service and they can check on the Wheel-Trans Self-booking Website.

You can use the Wheel-Trans mobile app in the following ways:

- Plan trips at your convenience: Book, review, modify or cancel trips through the app at any time.
- Use the ‘Where is My Ride?’ option to see the vehicle location on a map in real time.
- Schedule and manage both door-to-door and Family of Services trips.
- Receive service alerts and view trip history.
- Reset password and modify communication preferences.

Please contact Wheel-Trans Customer Service at [wtcs@ttc.ca](mailto:wtcs@ttc.ca) for detailed instructions on how to use the Wheel-Trans mobile app.

**Reminder:** Please be very careful when booking trips using the Wheel-Trans Self-booking Website and the mobile app, as both door-to-door Wheel-Trans trips and Family of Services, are now available for customers.

Customers with conditional eligibility will receive a Family of Services trip option automatically when booking using the Self-Booking Website or the mobile app if it meets their conditions and the right accessibility options are available.

Your eligibility classification determines the type of trip offered by the booking system. We recommend that customers with conditional eligibility contact Customer Service to review your classification and learn about the travel training options available to support your journeys.

Please check out our quick tips and videos on how to use the Wheel-Trans Self-booking Website and the Wheel-Trans mobile app.

## RideLine

You can also book your trip using the RideLine, which is an automated phone system.

Call 416-397-8000 and follow the instructions to book, confirm or cancel trips. You will first need to set your favourite destinations to use this service.

To set up your favourite addresses list, please contact Customer Service by email at [wtcs@ttc.ca](mailto:wtcs@ttc.ca) or by phone at 416-393-4111.

## Regular Trips

If you have a regular appointment at the same time on the same day each week, you can set up a “Regular Trip” with Wheel-Trans. This means you don’t have to book ahead of time for each trip, a regularly scheduled trip will automatically be included into the Wheel-Trans service schedule.

To set up a “Regular Trip”, visit our Self-booking Website at [myWheel-Trans.ttc.ca](https://myWheel-Trans.ttc.ca) or contact Wheel-Trans Reservations at 416-393-4222 between 7 a.m. and 11 p.m. any day of the week.

You will need all of the standard information required to book a trip.

Common situations for “Regular Trips” include:

- Ongoing health care appointments such as dialysis, chemotherapy, radiation, physiotherapy, etc.
- Work or school

All “Regular Trips” scheduled on statutory holidays and during the Christmas and New Year holiday break are automatically cancelled on your behalf. If you need your “Regular Trip” on a statutory holiday, please book the ride as an occasional trip or call Wheel-Trans Reservations at 416-393-4222.

Medically-necessary “Regular Trips” for appointments such as dialysis, are not automatically cancelled on statutory holidays provided you inform us when you initially book the “Regular Trip”.

## Phone system disruptions

In the event that phone service is disrupted and you cannot get through by phone to Reservations, please use the Self-booking Website, the Wheel-Trans mobile app or RideLine to schedule trips. If you cannot get through to Wheel-Trans Customer Service by phone, please email [wucs@ttc.ca](mailto:wucs@ttc.ca).







# Who can travel with you

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## Support Persons

Wheel-Trans customers can travel with a Support Person using one single fare, as long as the Wheel-Trans customer has a Support Person Assistance Card. Support Persons travel with customers to offer assistance, carry personal items and help with medical or behavioural needs while travelling. A Support Person may also travel with a customer to help at the customer's destination. Each Wheel-Trans customer is allowed to travel with one (1) Support Person. A card-holder may travel with different Support Persons at different times.

**Learn more at:** [ttc.ca/Fares-and-passes/Other-passes/Support-Person-Assistance-Card](https://www.ttc.ca/Fares-and-passes/Other-passes/Support-Person-Assistance-Card).

## Companions

Each Wheel-Trans customer is allowed to travel with one (1) companion. A companion is anyone who travels with a Wheel-Trans customer, who isn't a Support Person or dependent child. Companions need to pay their regular TTC fare.

## Dependent children

Wheel-Trans customers who are 12 years of age or younger must travel with a parent, guardian or Support Person while travelling on Wheel-Trans.

Wheel-Trans customers travelling with dependent children must register their children (12 years of age and under), with Customer Service as part of each customer's Wheel-Trans profile. This will allow customers to freely book trips using our self-booking tools (the Self-booking Website, mobile app and the RideLine). To register a dependent child, we will need their full name and date of birth. Children aged 12 years and under ride for free.

## Service animals

Service animals and emotional support animals are allowed to travel with customers during their trip. You may need to prove that your service animal is providing necessary support during the registration process. Wheel-Trans also requires documentation for non-traditional service animals, such as birds. Customers must inform Wheel-Trans if they are travelling with a service animal, an emotional support animal or a pet and confirm the type of animal. All customers travelling with animals need to keep the animal in their care and control at all times.



## Pets

Pets are allowed to ride on TTC vehicles, including Wheel-Trans, as long as they are properly secured (by leash, held, etc.). Some animals may need to be kept in a pet carrier, or on the lap of the Wheel-Trans customer, companion or Support Person.

# Preparing for your trip

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## Check the weather

Prepare for your trip by checking the weather. If severe weather, such as a blizzard is expected, please cancel your trip unless they are absolutely necessary. Once Wheel-Trans activates the Severe Weather Contingency Plan, any trip cancelled due to severe weather will not be counted as a late cancellation.



## Confirm your pick-up time

Confirm your scheduled pick-up time in advance to ensure you're ready and waiting at the accessible entrance five (5) minutes before your pick-up time.

## Washroom breaks or eating

Please use the washroom or eat ahead of your expected Wheel-Trans pick-up time. Traffic and other situations could result in a longer-than-expected journey.

## Carry-on items

Wheel-Trans customers are allowed a maximum of five (5) carry-on items per trip, which may be a combination of different types of carry-ons.

**Example:** A customer can bring four shopping bags and a personal item totalling five carry-on items, or two pieces of luggage, two shopping bags and a personal item totalling five carry-on items.

Review the table below about types of carry-on items that are accepted:

Type of carry-on item	Amount allowed
Personal item (purse, backpack, etc.)	One per customer
Shopping bag	Four per customer
Bundle buggy	One per customer
Luggage	Two per customer
Athletic equipment	Customers must advise Wheel-Trans at the time of booking, as this type of carry-on requires pre-approval

Customers need to be able to physically manage their own carry-on items. Wheel-Trans operators do not handle a customer's carry-on items.

## Waiting five (5) minutes

Wheel-Trans customers must be ready and waiting five minutes in advance of their departure time at the first accessible entrance for their scheduled pick-up. For customers living in buildings and other multi-unit residences, this means waiting at the designated entrance of the building or pick-up point. Wheel-Trans operators (including contracted services operators) will not come to your unit door, and will not buzz your unit.





W532



White

### **Snow removal (311)**

If the driveway, sidewalk and path to the front door are blocked by snow and ice, Wheel-Trans operators won't be able to safely deploy the ramp or access the front door. If you need assistance in clearing snow and ice, please call the City of Toronto at 311 for assistance.

### **Late or delayed service**

If your vehicle is running late, please wait until it is 30 minutes past the scheduled pick-up time and then contact the Wheel-Trans Priority Line at 416-393-4311.

If you are travelling using the TTC's Family of Services, and experience a service issue, contact the Priority Line above.

The Priority Line is open 24/7 to assist with late vehicles and no-shows. The Priority Line is also available for customers who have missed their ride.

# Fare payment

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## PRESTO

PRESTO is available on all Wheel-Trans vehicles, including accessible taxis, and sedans.

All PRESTO cards are automatically set to deduct an adult fare. You can have your PRESTO card changed to a child, youth, post-secondary student or senior card at the following locations:

- All Shoppers Drug Mart locations
- TTC's Customer Service Centre above Davisville Station

You must have a government-issued identification or your TTC post-secondary photo identification card with you, in order to have your PRESTO card changed from an adult card to a child, youth, post-secondary student or senior fare.

If you pay your fare with your PRESTO card, credit card or debit card, you can take advantage of the TTC's two-hour transfer. With this transfer, you can hop on and off the system and switch directions at any point in your journey. As long as you are within two hours from your first tap, you won't be charged another fare. Wheel-Trans cannot guarantee that a round trip will be scheduled within this two-hour window, so an additional fare may be required.

To learn more about PRESTO, visit: [ttc.ca/Fares-and-passes](https://www.ttc.ca/Fares-and-passes).

## Tickets, tokens and cash

All Wheel-Trans vehicles and contracted taxis accept tickets, tokens and cash for fare payment.

## Debit and credit card payment

You can tap your debit or credit card, or use the cards loaded in your mobile wallet on your phone or smartwatch to pay your fare. The amount deducted from your card will be \$3.30, which is the same as the adult PRESTO fare. The following cards are accepted:

- Visa
- Visa Debit
- Mastercard
- Debit Mastercard
- American Express
- Apple Pay
- Interac® Debit
- Google Pay

## Fares

For up-to-date fare information, please refer to the TTC website: [ttc.ca/Fares-and-passes/Fare-information](https://www.ttc.ca/Fares-and-passes/Fare-information).





# Wheel-Trans operator responsibilities

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Wheel-Trans operators are trained to safely drive Wheel-Trans vehicles, provide customer service and support, and secure the mobility devices of customers for their trips.

They are responsible for:

- Meeting you at the first accessible door. If you live in an apartment building, this will be a door to the building.
- Verifying Wheel-Trans customers by name, customer number or travel destination.
- Escorting you from the external door to the vehicle.
- Securing your mobility device once inside the vehicle and securing any additional items such as strollers.
- Collecting fare payment (PRESTO, ticket, token or cash.)
- Safely operating the vehicle, reporting issues to dispatch and getting you to your destination.
- Escorting customers to the first accessible door at their destination.
- Handling any on-board incidents.





# Wheel-Trans customer responsibilities

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- Wheel-Trans operators are not required to buzz or ring the doorbell when they arrive for a pick-up.
  - Wheel-Trans is public transit service and passengers are expected to be at their pick-up location five minutes before the scheduled arrival time. Customers are required to be waiting at the entrance.
- Wheel-Trans operators are not required to carry any items including personal items, mobility devices, groceries or garbage, etc.
  - Customers are required to manage their own carry-on items or to bring a Support Person or companion to assist them.
- Wheel-Trans operators are not required to assist with medication or manage behavioural needs.
  - Wheel-Trans is a public transit service and operators are focused on operating the transit vehicle.
- Wheel-Trans operators are not required to escort customers beyond the first accessible set of doors at their destination (i.e. the operator cannot bring you to the door of your activity, just the door of the building).
  - For safety reasons, operators must remain in sight of the vehicle at all times.
- Wheel-Trans operators will not change the established route.
  - The automated scheduling system determines the order of pick-ups and drop-offs.
- Wheel-Trans operators will not change your destination.
  - Wheel-Trans is a pre-booked service and we are unable to change destinations. If you need to exit the vehicle for an unexpected reason, such as feeling ill, please inform your operator.



This vehicle is being used to transport passengers for safety and security purposes.

Keep back 3 metres

Access Hub





# Late cancellation and no-show policies

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Trips should be cancelled at least four hours in advance of the scheduled pick-up time. Cancellations can be made on the Self-Booking Website, mobile app, RideLine or through Reservations.

**A late cancellation** occurs when a customer cancels less than four hours before the scheduled pick-up time.

**No-shows** occur when a Wheel-Trans customer is not present at their pick-up location at the scheduled time.

**A cancel-at-the-door** occurs when a trip is cancelled by the customer after the Wheel-Trans vehicle has already arrived at the pick-up location.

Wheel-Trans operators reserve the right to cancel trips if they determine the situation could be considered unsafe (e.g. icy sidewalk, too many carry-on items, unleashed pet, etc.).

Always cancel your trips (either online or by phone), even if your pick-up time is minutes away. Wheel-Trans dispatch always prefers a late-cancellation to a no-show. This allows the operators to re-route the Wheel-Trans vehicle to serve other customers in the area

## Life Happens

We know things come up, and life happens. This is why Wheel-Trans has “Life Happens” points – a system to allow our customers to make late cancellations a certain number of times every month. “Life Happens” points are used in the cases of late cancellations, no-shows and cancel-at-the-door situations.

Every Wheel-Trans customer is given eight (8) “Life Happens” points per month. Each late cancellation uses one (1) “Life Happens” point and numerous late cancellations on the same day will use up one (1) “Life Happens” point.

Every no-show and cancel-at-the-door uses two (2) “Life Happens” points, for each trip, even for multiple trips on the same day.

When a customer has a no-show or cancel-at-the-door occurrence, the return trip is automatically cancelled.

If a customer does not use all eight (8) “Life Happens” points in the month, they cannot accrue or roll-over to the next month. Customers start every month with eight (8) “Life Happens” points.

## Violations and suspensions

When a customer uses more than eight (8) “Life Happens” points in a month, it’s considered a violation. Each time a customer has a violation within a 12-month period, the following actions may be triggered:

Type of violation	Action
First month with a violation	Letter is sent to the customer as a first violation advisory with a reminder of the policy
Second month with a violation	Customer receives a 7-day suspension of Wheel-Trans service
Third month with a violation	Customer receives a 14-day suspension of Wheel-Trans service
Fourth month with a violation	Customer receives a 30-day suspension of Wheel-Trans service
Fifth month with a violation (or more)	Customer receives a 60-day suspension of Wheel-Trans service

If a customer has no violations for a six-month period, their record is reset. Their next violation, if any, will be treated as a first violation as per the chart above.

# Severe weather and service disruptions

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## Severe weather

When severe weather is expected, please only take absolutely necessary trips, such as dialysis appointments. Once Wheel-Trans has activated the Severe Weather Contingency Plan, same-day cancellations due to severe weather will not be counted as late cancellations.

Severe weather notices will be posted on the Wheel-Trans Self-booking Website, the RideLine automated messaging system and on hold messages for all Wheel-Trans phone lines.

## Service disruptions

Notices about emergencies and other service disruptions are posted on the Wheel-Trans Self-booking Website and on the RideLine automated messaging system.

Service disruptions are any large or small-scale emergencies or unplanned situations which result in the disruption of Wheel-Trans services.

Examples could include:

- A watermain break
- Outbreak at a public health facility
- Unplanned construction
- Phone system failures





# Travelling outside Toronto (cross-boundary trips)

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Wheel-Trans service is available only within the City of Toronto and to Toronto Pearson International Airport.

Wheel-Trans vehicles will only travel a maximum of one km into a bordering region.

Wheel-Trans customers are eligible to ride on the para-transit services of other municipalities that border Toronto (Durham, York and Peel) through the TTC's partnership program with the other GTHA para-transit providers.

Customers who need to schedule a ride into another region that borders Toronto must contact Wheel-Trans Customer Service at 416-393-4111 or at [wucs@ttc.ca](mailto:wucs@ttc.ca). Our Customer Service Representative will provide the information required to register with our GTHA para transit partner(s). Customers can book directly to their destination in the bordering region. Our scheduling system will determine the appropriate cross-boundary transfer point where customers will connect with our partner para-transit service. Customers are responsible for booking trips from the cross-boundary transfer point to their destination with the para-transit service in the region they are travelling to. The contact details are as follows:

- **Durham Region Transit:** 1-866-247-0055
- **York Region Transit:** 1-866-744-1119
- **Peel Region TransHelp:** 905-791-1015

## Fares

Customers travelling between regions must pay TTC fare (PRESTO, cash, token, ticket, debit or credit card) and will need to pay a separate fare to the other regional transit service they will be using. PRESTO cards are accepted on many other regional transit services. For information on Ontario's One Fare Program, please visit: [ttc.ca/riding-the-ttc/Updates/One-Fare-Program](https://www.ttc.ca/riding-the-ttc/Updates/One-Fare-Program).

## Toronto Pearson International Airport

Wheel-Trans offers service directly to Toronto Pearson International Airport.

Customers are responsible for carrying and managing their two pieces of luggage.

Pick-ups and drop-offs are available at the following locations:

- Terminal 1: Arrivals Level 1, Doorway E
- Terminal 1: Departures Level 3, Post 21
- Terminal 3: Departures Level, Sign 29

# Concerns and compliments

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Your feedback makes Wheel-Trans service better. Both positive and negative feedback help us understand how Wheel-Trans is doing, and where we can improve.

We also appreciate hearing about what we are doing right. Compliments can help us identify employees who provide exemplary service and also help us revisit Wheel-Trans policies.

You can share your feedback with Wheel-Trans Customer Service in the following ways:

- By phone: 416-393-4111, Monday to Friday from 8 a.m. to 4 p.m.
- By email: [wucs@ttc.ca](mailto:wucs@ttc.ca).







# Resources

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## **Wheel-Trans Customer Service**

Phone: 416-393-4111

Email: [wtcs@ttc.ca](mailto:wtcs@ttc.ca)

## **Wheel-Trans Reservations**

Phone: 416-393-4222

## **Wheel-Trans Priority line**

Phone: 416-393-4311

## **TTC Website**

[ttc.ca](http://ttc.ca)



