



Family of Services Customer Handbook

Cover page: An operator assisting a customer using a wheelchair while she enters a streetcar.

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An operator assisting a customer using a walker as she enters a streetcar.



TTC's commitment to accessibility

The Family of Services Customer Handbook provides information and guidelines for Wheel-Trans customers with conditional eligibility to safely and effectively use Wheel-Trans and conventional TTC services for their trips.

If an alternate accessible format of this document or any documents or policies included or referenced within this handbook are required, please contact Wheel-Trans Customer Service at wtcs@ttc.ca or 416-393-4111.



An operator assisting a customer using a wheelchair as she enters a Wheel-Trans bus.

Family of Services (FOS)

A Family of Services (FOS) trip is when a customer uses a combination of Wheel-Trans and conventional TTC modes of travel to reach their destination. Family of Services connects customers to the TTC accessible conventional network, which includes bus, subway and streetcar. Your Family of Services trip will be created based on your needs and abilities.

Below is an example of a Family of Services trip.

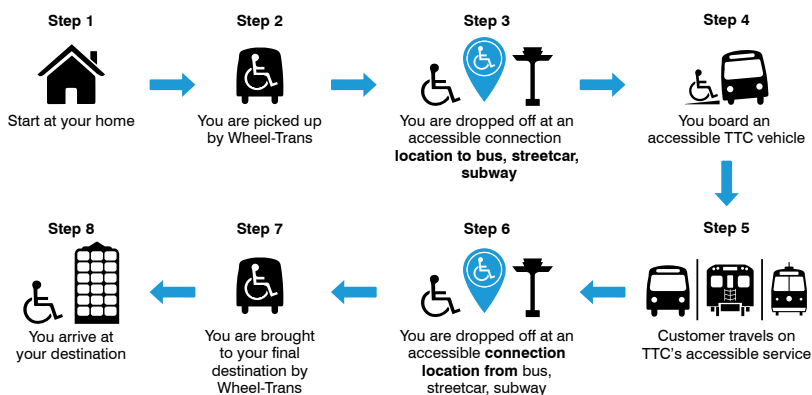


Figure 1 Family of Services Trip.

A customer is picked up by Wheel-Trans at their house and dropped off at an accessible bus stop or a subway station. The customer boards the accessible TTC vehicle and is dropped off at another accessible bus stop or subway station. From there, Wheel-Trans takes the customer to their final destination, and the customer arrives at their destination.

Family of Services provide you with more independent and flexible travel options, whether you are headed to the local grocery, to an appointment or to visit friends and family. Traveling using FOS will get you where you need to go by using Wheel-Trans vehicles to connect you to the conventional TTC network based on your abilities. Family of Services also provides more travel options and allows for more same-day trips.

Three categories of eligibility

As per the Accessibility for Ontarians with Disabilities Act (AODA), there are three categories of eligibility:

- **Unconditional eligibility** is for persons who have a disability that prevents them from taking conventional transit all of the time.
- **Conditional eligibility** is for persons who have a disability that prevents them from taking conventional transit some of the time.
- **Temporary service** is for persons with a temporary disability that prevents them from using conventional transit on a temporary basis.

For a list of your specific conditions, please refer to your letter of acceptance, or contact Wheel-Trans Customer Service.

Family of Services is optional for all customers

For conditionally eligible customers, you will receive a trip offer that matches your eligibility conditions. If you are scheduling your trip when one or more of your conditions are present, you will receive a door-to-door Wheel-Trans trip from your starting address to your final destination.

If you are scheduling your trip when none of your conditions are impacted, you will receive a FOS trip solution that may include travelling using a combination of Wheel-Trans, and TTC bus, streetcar and subway. You can choose to accept the FOS trip solution provided or instead request a door-to-door solution, **the option is yours.**



A woman waiting in an Access Hub for a Wheel-Trans vehicle.

Understanding your Family of Services trip itinerary

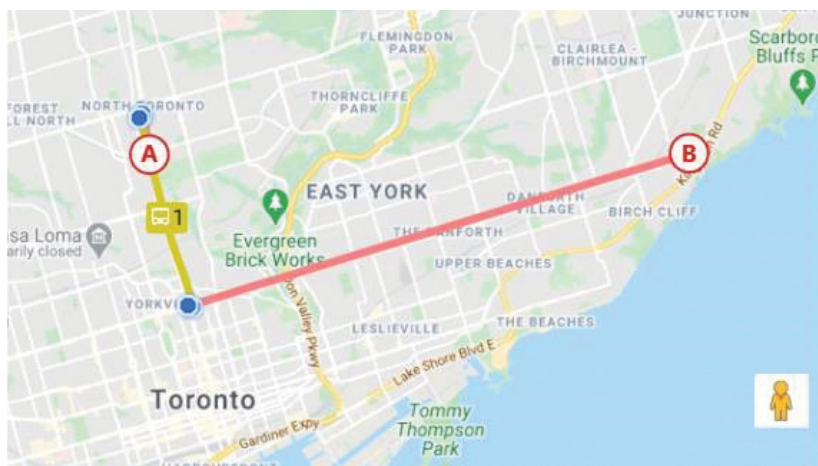


Figure 2 Sample map for a Family of Services trip itinerary.

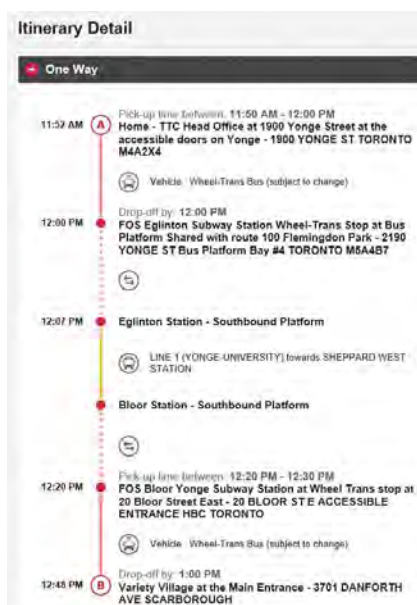


Figure 3 Directions for the sample FOS itinerary that a customer would receive.

How to read a Family of Services trip itinerary?

1. You will walk/use your mobility device from home to Davisville Station.
2. Travel on Line 1 southbound to Bloor Station.
3. You will need to wait at the designated Wheel-Trans pick-up and drop-off location at Bloor Station.
4. At Bloor Station you will be picked up by a Co-op Sedan Taxi. The Co-op Sedan Taxi will take you to Variety Village.

TTC service changes/delays

Wheel-Trans dispatchers closely monitor the conventional system for any service changes or delays. This includes, but is not limited to, elevator maintenance, subway closures and route changes. If there is a service delay that will affect your FOS trip before you travel, your trip will be updated. If there is a service change when you are on the system, every attempt will be made to contact you and the Wheel-Trans operator. If you are new to FOS travel, it is recommended that you sign up for MyTTC e-Services.

MyTTC e-Services

By registering with MyTTC e-Services you can choose to receive important service alerts by email. MyTTC e-alerts are real-time notices that keep you informed of all subway, bus and streetcar service changes. Elevator outage and back-in-service alerts are also available.

Register for MyTTC e-Services online at ttc.ca. On the right hand side of the home page there is a link titled **MyTTC e-Services**. You can customize the e-alerts that you receive to include the routes you use and when you use them. This allows you to receive only the information that is important to you. You can also choose to receive construction announcements and other TTC news releases by visiting ttc.ca/news.

Social media



The TTC uses X to communicate information with customers. Real-time service alerts are available at **@TTCnotices**. For customer questions, comments, complaints or compliments, please tag **@TTChelps**.

Transferring from Wheel-Trans to conventional transit

Shared stops

A stop where both Wheel-Trans and conventional transit pick-up and drop-off customers. **At shared stops, the Wheel-Trans procedures are as follows:**

- **Drop-offs:** Wheel-Trans operators will park the vehicle at the conventional TTC stop marker and assist you off the vehicle.
- **Pick-ups:** You will wait for your pick-up at the TTC shelter or around the TTC stop marker with other customers using the conventional service.
 - The Wheel-Trans operator will only stop at the pick-up location at the scheduled pick-up time (not earlier) and park the vehicle at the shared FOS stop marker to assist you onto the vehicle.
 - If you are not waiting at the shared stop marker when the Wheel-Trans vehicle arrives, the vehicle will leave and return in five minutes. The Wheel-Trans vehicle will not stop and wait for customers at the stops. It is a shared location and other conventional vehicles may need to stop there. If you have not arrived when the Wheel-Trans vehicle returns, the Wheel-Trans operator will post a no-show ticket on the blue no-show board before leaving.



Figure 4 Family of Services shared bus stop.

97 Yonge at Glengrove Ave.
(Northbound).

Designated Wheel-Trans stops

A stop marker that is only used by Wheel-Trans buses and contracted taxis, that is near the conventional stop marker. Family of Services transfers can occur at shared and separate stops. At a separate stop marker, the Wheel-Trans procedures are as follows:



Image of a no-show board at a shared bus stop.



Image of a no-show board at a Wheel-Trans bus stop.

Figure 5 Family of Services separate Wheel-Trans stop.

- **Drop-offs:** The Wheel-Trans operator will park the vehicle at the separate Wheel-Trans stop marker and will assist you off the vehicle. You then proceed to the nearby shared stop marker that has a blue no-show board. The operator can direct you to where the shared stop is. The operator is not required to escort you to the conventional TTC stop marker.
- **Pick-ups:** You will wait for your Wheel-Trans pick-up at the conventional stop marker. You can wait in the shelter or around the stop marker. Please do not wait at the Wheel-Trans stop marker, that is for drop-offs only.

- If you are not waiting at the conventional stop marker when the Wheel-Trans vehicle arrives, the vehicle will leave and return in five minutes. The Wheel-Trans vehicle will not stop and wait for customers at the stops. It is a shared location and other conventional vehicles may need to stop there. If you have not arrived when the Wheel-Trans vehicle returns, the Wheel-Trans operator will post a no-show ticket on the blue no-show board before leaving.
- If the pick-up location is a subway station, the operator will place the no-show sticker on the blue no show board located on the station window or wall. If you need assistance, please ask a TTC staff member.

Important

Bus operators can let customers exit from the conventional vehicle before the actual stop marker if they deem the area to be safe (solid, level ground).

The bus operator will **still service the official stop as well**. This is to provide service for other customers potentially waiting, customers that wish to be closer to the service stop, or customers that require specific grounds to board or exit (i.e. safe ramp deployment).

Fare payment

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

All transfers

If you are using a **PRESTO card**, you must tap your card on every vehicle you board to take advantage of the 2-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 will not be charged another fare.



A PRESTO card.

If you are paying with tokens, tickets, or cash

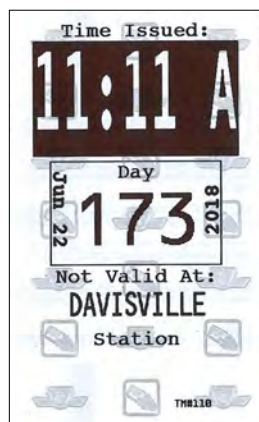
Transferring to buses and streetcars

- On streetcars one must use the fare machine located inside the second door. Add cash or token and in return you get a transfer.
- Do not pay the Wheel-Trans operator, pay when you board the bus or streetcar. Ask the conventional TTC operator for a paper transfer. It is your Proof-of-Payment (POP). Carry your POP with you and be prepared to show it to TTC staff at any point of your journey. You can get a paper transfer from:
 - The bus driver when you board a bus.
 - The Fares and Transfers Machine on board the streetcar.



Transferring at a subway station

- If you are transferring at a subway station in a paid area (area that by-passes the need to go through a fare gate, because you have already paid), pay the Wheel-Trans operator.
- If you are transferring at a subway station in a non-paid area (area that requires that you enter through a fare gate and make payment), do not pay the Wheel-Trans operator, instead, pay in the station after you get off the vehicle. You can get a paper transfer from the red transfer machines inside the subway station fare gate.



Subway transfer

Fares

For up-to-date fare information, please refer to the TTC website: ttc.ca/Fares-and-passes.

If you are paying with your debit or credit card

You can also pay your fare on the TTC by tapping your debit or credit card or using the card loaded in your mobile wallet on your phone or smartwatch every time you board a vehicle on the street or enter a subway station.

The amount deducted from your card will be \$3.30, which is the same as the adult PRESTO fare. A two-hour transfer will automatically be applied to your card when you tap on a reader. Make sure you tap with the same card each time you transfer within the two-hour period, or else you will be charged a new fare. Credit and debit cards are accepted on all buses, streetcars, Wheel-Trans vehicles and at all subway stations.

For more information, please visit [ttc.ca](https://www.ttc.ca).

Ontario's One Fare Program

Customers paying with a PRESTO card, PRESTO in Google Wallet, debit or credit card (physical or one in a mobile wallet) will be able to transfer for free between the TTC, Brampton Transit, Durham Region Transit, MiWay and York Region Transit, as part of Ontario's One Fare Program. Further, customers using PRESTO, debit or credit, to transfer between TTC and GO Transit will also benefit from the One Fare Program. The TTC portion of the trip will be free, regardless of the direction of travel. PRESTO automatically calculates a 100 per cent discount and applies it to your PRESTO card, credit or debit card.

For more information, please visit [ttc.ca/riding-the-ttc/Updates/One-Fare-Program](https://www.ttc.ca/riding-the-ttc/Updates/One-Fare-Program).



A man using a white cane is sitting on a TTC bus.

Travelling on the bus

All buses are accessible with ramps. All Family of Services stops are accessible, have a bench and shelter for customer use. It is important to note that not every bus stop and bus route is part of the Family of Services network.

Understanding TTC stop markers

1. Route number lozenges

Colours indicate level of service. For instance, red/white means regular service. white/blue means night service.

2. Next vehicle stop ID

Shows the stop ID number and instructions to receive a text with estimated arrival times of the service routes at this stop.

3. Accessible stop

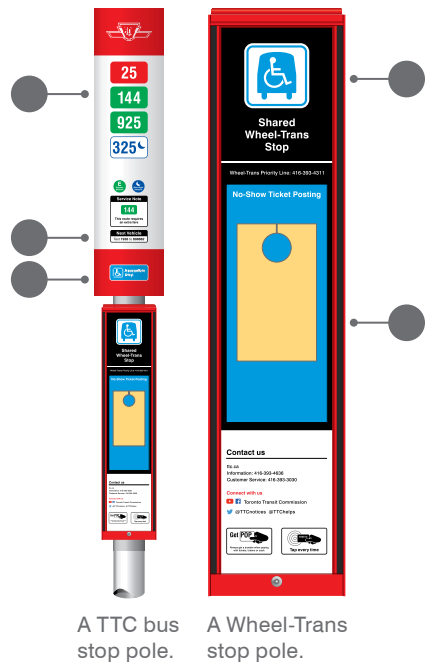
Indicates that the stop is accessible. Most TTC stops are accessible. In some cases street conditions may not enable a stop to be accessible.

4. Wheel-Trans service symbol

Blue International Symbol of Access means that this is a shared stop with Wheel-Trans service. Wheel-Trans will be picking up and dropping off customers at this shared stop.

5. Wheel-Trans no-show board

Displays no-show stickers with information on the customer missed, along with the phone number they need to call.





A TTC bus with an extended ramp.

How to board a bus

1. Let other customers exit the bus first.
2. Ask the operator, either verbally or by using your Accessible Flashcard, to lower the bus and/or deploy the ramp. There is a “first on, last off” policy, which means that customers using mobility devices should board first and exit last. This gives customers more space to turn and position their device in the bus.

Tips

- If you would like the operator to wait until you are seated before moving the bus, tell them when boarding.
- If you are using a **white cane**, hold the cane in a position where the operator can see it. This will inform the operator that you may need extra verbal instruction. The operator may also stop the bus in an area where it is easier for you to board.
- If you are using a **mobility device**, please wait in an area where the operator can easily see you. This will help inform the operator that you may need the ramp or require assistance to board the vehicle. When boarding the bus using a mobility device, you must enter the bus and position yourself in the multipurpose area facing forward. **Turn off all power and apply the brakes. If required, customers may request the operator for securement.**

Requesting a stop

All buses verbally announce next stop information inside the vehicle and display the information in text on the next stop screen overhead. There are red buttons or yellow pull cords throughout the bus in accessible locations that you can use to request a stop. When you press a stop request button, there will be one chime, and a “Stop Requested” message will be displayed.

If you are using a mobility device in the securement area, there is a yellow stop request button or a strip that is on the underside of the flipped-up seat. When you press this button or strip, there will be two chimes to inform the operator that a stop request was made, and you require the ramp.

If you are not sure about your stop or need a reminder, you can ask the operator for assistance.

Request Stop Program

If you are travelling by bus between 9 p.m. and 5 a.m. and feel vulnerable, you may ask to be let off between stops. Ask the operator at least one stop in advance of where you wish to exit, and exit through the front doors. The Request Stop program is only available on buses.

Note that the operator can only stop where it is safe.



A man using a wheelchair entering a streetcar.

Travelling on the streetcar

Streetcar routes

All streetcars are accessible with ramps. Most FOS streetcar routes have separate stop markers for Wheel-Trans pick-ups and drop-offs, except 512 St Clair which has shared night and Wheel-Trans stops.

Some streetcar routes have their own dedicated lane, while other streetcar routes are mixed with traffic.

(Right-of-way streetcar route – Night stops)

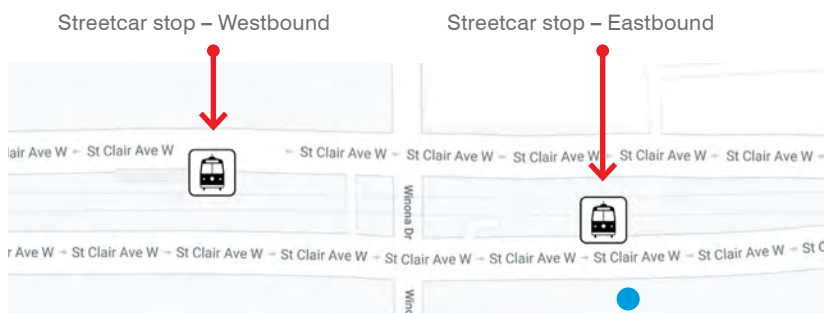


Figure 6 512 St Clair streetcar route

How to board a streetcar

1. When the streetcar arrives at the stop, go to the second door of the vehicle and press the flashing blue button.
2. The operator will exit the streetcar to operate the ramp. The second door will remain closed while the ramp is in motion. If you need physical assistance while boarding, or need help finding a seat, ask the operator. Customers who do not require the ramp may use any door to board.



Figure 7 Shared night stop and Wheel-Trans stop.

512 St Clair at Glenholme Ave. (Westbound).



Blue stop request button beside the blue priority seating on a streetcar.

Tip

- On the second door, the red stop request button is circular with tactile outward facing arrows. The blue ramp request button is a circular smooth surface button.

Requesting a stop

All streetcars verbally announce next stop information inside the vehicle. The same information is displayed in text on the next stop screen overhead. When you approach your stop, press the red stop request button or the blue button if you require the ramp. The red stop request buttons are found throughout the streetcar on grab bars, and blue ramp request buttons are found on the second door and at the two mobility device seating areas opposite that door. The door open buttons on every streetcar door also function as stop request buttons.



A TTC staff helping a customer with wayfinding.

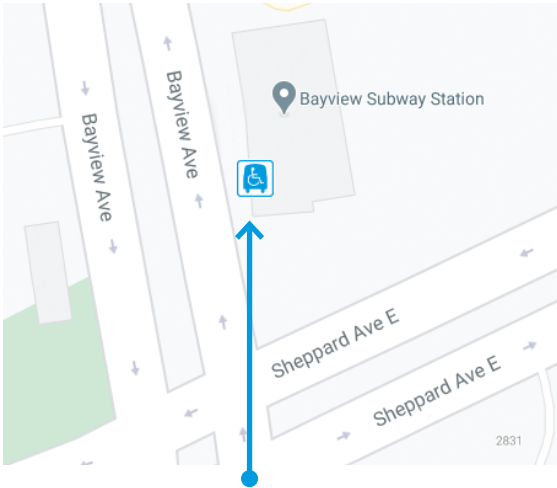
Travelling through the subway station

FOS travel will only connect customers to accessible subway stations equipped with elevators. The TTC is working towards making all subway stations accessible in the near future. Station accessibility includes the presence of elevators, automatic doors, wide fare gates and high-contrast signage. Accessible fare gates are wider and have two card readers available at different heights.

Customer Services Agents (CSA) are available beside the fare gates at all stations. They can answer questions, help with fare purchases, and assist customers throughout the station.

Subway stations

Wheel-Trans stops are located at all accessible subway stations and will have a no-show board nearby. Benches are available at most of these locations.



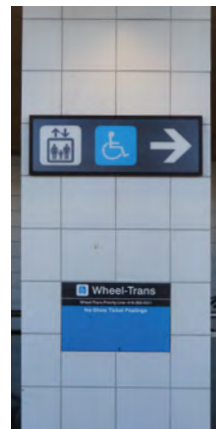
The Wheel-Trans pick-up and drop-off areas are located outside the station at the entrance on the east side of Bayview Ave. and north of Sheppard Ave. East. The stop is near the elevator, shared with route #11 Bayview.



This is a shared Wheel-Trans stop, where customers' no-show tickets may be placed on the blue section of the shared stop marker.

Signs

Station names are posted at each entrance and at the train platform level. When you enter the subway station, look for large print, colour-contrast signs with the International Symbol of Access (refer to the image on the right) to help guide you to your destination. Customers are advised to refer to the directional signage in subway stations and follow signs with subway line numbers or the direction they intend to travel in. As the TTC directional system is being updated to refer to terminal stations (e.g. Kipling for westbound), you may encounter both types of signs on your journey. When you exit the subway train, look for signs guiding you towards the street or buses, to exit the station or connect to Wheel-Trans.



Signage depicting the International Symbol of Access.



On station maps, there are “You Are Here” markers.

Information screens

The video screens at subway entrances and above platforms show TTC service updates, next train arrival times, the date and time, as well as news, weather, advertising, charity and community messages. If there is an emergency, important customer information will also be displayed on these screens.



Image of a video screen at a subway station.



A woman using a wheelchair enters an elevator within an accessible subway station.

Lift line

If you require the use of an elevator, call **416-539-5438 (LIFT)** before you travel to make sure the elevators you need are in service. If you are travelling using Family of Services, elevator status is monitored regularly by Wheel-Trans.

At certain stations, customers may need to use elevators that are not on TTC property to travel to and from street level. Information about TTC elevators and escalators is available online at [ttc.ca](https://www.ttc.ca) under the **Elevators & escalators** tab of each subway station. Escalators are reported as out of service only when the service interruption is long term.



A subway train is standing at a station while passengers enter the vehicle.

Subway station safety

If there is an emergency on the subway platform, use the Passenger Assistance Intercom at the Designated Waiting Area (DWA).

Evacuating the station

In an emergency, you may need to exit the station. Listen for announcements and follow the instructions. If you are unable to understand the instructions, find a TTC staff member or Customer Service Representative for assistance. If you need help exiting the station, use the Passenger Assistance Intercom (at the elevator or Designated Waiting Area) to connect with a TTC staff member.



A man using a wheelchair entering a subway train.

Travelling on the subway train

Accessible features

All subway platforms have a yellow tactile edge which means that you are close to the edge of the platform. **Do not walk on or stand on this yellow edge unless you are getting on or off a train.**

Designated Waiting Area (DWA)



Every subway platform has a Designated Waiting Area (DWA) that is identified by a black and white sign that reads DWA.

The DWA has many features:

- A Passenger Assistance Intercom button with a camera overhead. The intercom comes equipped with two buttons.
 - The blue Information button can be pressed when customers want to connect with station staff to get answers to questions about the TTC.
 - The red emergency button should be used like the yellow emergency alarm found onboard TTC vehicles. Pressing this button will immediately connect you to a TTC staff member and is to be used when emergency medical, police or fire services are needed.
- The overhead camera will allow for a TTC staff member to see what is happening and dispatch any assistance required to address the situation (police, fire, paramedics).
- Brighter lighting.

- A pay phone that has a blue button that can connect you to a mental health crisis line if you need to talk to someone.
- A bench or grab bar for support.
- In most stations, the accessible subway door will open beside this area. You will find blue priority seating inside the accessible door.

How to board a subway train

If you are boarding a train while using a mobility device, follow these steps:

1. Locate and travel to the Designated Waiting Area (DWA).
2. Give yourself enough time to board the train safely. Do not rush. If you hear chimes or see an orange light flashing above the doorway, the doors are closing. Wait for the next train.
3. If you see “wide gap space” signs on the platform floor, it is recommended that you board elsewhere along the platform where the gap between the door and platform is smaller.
4. Prepare to board by facing the platform edge.
5. When the train arrives, let all customers exit first.
6. Board through an accessible door and travel safely over the gap.
7. Locate the priority seating area.
8. Position yourself facing the direction in which the train is travelling. This will be helpful when the train announcement mentions which side the doors are opening.

Travelling over the gap

When travelling from the subway platform into the subway train, a gap will be present. The gap can be horizontal, or horizontal and vertical and it can vary by station, by location on the platform, and/or by train. The TTC continues to retrofit subway platforms with edge tiles to reduce the gap at all stations, making them easier to cross over whether you are using a cane or walker or a wheelchair/scooter.

When stepping over the gap, always be careful of your footing and the placement of your walker or cane. When preparing to travel over the gap using a wheelchair or scooter, whenever possible, position the wheels so they are facing forward toward the platform edge and

not at an angle. When the train comes to a stop and the doors open, travel over the gap at a medium speed.

Getting off the subway

Verbal and text announcements mention the name of the next station, to keep the customers inside the train informed.

Verbal announcements will be shared over the speaker, and on Line 1 and Line 4 trains, text is displayed either on the next stop screen above the train aisle, or on an LED screen found on the side of the train.



Image of a next stop screen.

Identify which side of the train the doors are opening, and move towards the door when either the vehicle is travelling slowly, or when it stops. Exit the train before other customers board.

For customers using mobility devices, travel over the gap in the same way as entering, with wheels straight and at a medium speed.

For white cane users, Line **1** and Line **4** trains feature tactile floor markers that run along the centre aisle of the train and branch off to each doorway. These tactile floor markers are red and can assist with travelling along the train and exiting. After exiting the train, follow the signage or tactile wayfinding to reach your intended destination.

Travel Training



A TTC Travel Trainer is showing customers using wheelchairs the various accessibility features available on the TTC conventional transit system.

If you need assistance learning how to travel using Family of Services, take advantage of the TTC's Travel Training program. Travel Training is a free program available to Wheel-Trans customers who want to learn how to use the TTC's conventional system (bus, subway and streetcar). This program will support you while you learn to use the Family of Services.

Travel Training will help improve your travel skills, increase your confidence and self-esteem, and inform you of your travel options. The Travel Training program can be customized to meet your needs.

Through Travel Training, you will learn how to navigate the TTC's conventional system, where to find the accessibility features you need, how to plan accessible routes, and how to board vehicles with or without mobility devices.

Note: Travel Training does not determine Wheel-Trans eligibility.

Contact information:

Phone: 416-472-2393

Email: traveltraining@ttc.ca

FOS pre-trip checklist

Review this checklist on the day you are travelling so that your journey is as smooth as possible.

- ☐ If you are using a mobility device, make sure it is in good working condition (fully charged, with a good braking system).
- ☐ Check the weather. Make sure you are able to travel in those weather conditions and temperatures. Prepare the items you may need, for example, coat, gloves, umbrella, rain boots, etc.
- ☐ Make sure your smart device (i.e. cell phone or tablet) is fully charged. Mobile 5G access is available in all TTC stations and parts of the subway tunnel network.
- ☐ Make sure you have your fare payment (PRESTO card, one-ride, two-ride or day pass PRESTO Ticket, TTC ticket, token, cash or TTC CNIB pass).
- ☐ Check if there are any service changes along your route. This information can be found using the following ways:
 - **Online:** [ttc.ca](https://www.ttc.ca)
 - **Email:** MyTTC e-Services e-alerts
 - **Phone:** TTC Customer Information at 416-393-4636
 - **Telecommunications Relay Service:** 1-800-855-0511
 - **X:** @TTCnotices
- ☐ Check if there are any out-of-service elevators by calling Lift Line at **416-539-5438 (LIFT)**
- ☐ Bring photo identification. Youth (ages 16–19), post-secondary students, and seniors 65+ can show one of the following:
 - High school photo ID
 - TTC post-secondary photo ID
 - Driver's license
 - Ontario photo card
- ☐ Make sure you are prepared if there is an emergency by having your emergency contact information with you. Bring your medication, water and money, if needed.

System maps and schedules

You can find all TTC system maps and route schedules online by visiting ttc.ca. If you do not have internet access, you can have schedules mailed to you by calling a TTC Customer Information Representative at 416-393-4636.



A TTC system map.

Frequently asked questions

Bus and streetcar questions

The vehicle is crowded and I am unable to board. What do I do?

The operator will contact Transit Control and Transit Control will determine if there is space on the next vehicle. If the next vehicle is full, Transit Control will contact Wheel-Trans to arrange for a pick up. The operator will share this information with you.

The vehicle has no priority seating available. What do I do?

Keep in mind, if you are traveling on a streetcar and you need help finding a seat, you should press the blue button so the operator can exit the vehicle and provide assistance. Please note, priority seating is on a first-come, first-served basis, and some customers may have non-apparent disabilities.

If you are not able to find a seat and are unable to travel without one, please wait for the next vehicle.

I missed my Wheel-Trans ride and there is a no-show sticker posted on the no-show board. What do I do?

If you miss your Wheel-Trans ride, please call the Wheel-Trans Priority Line at 416-393-4311.

The vehicle that I am traveling on is going out of service and customers need to evacuate. What do I do?

If there is an emergency, follow the operator's instructions. When traveling on a streetcar, you may ask the operator for assistance if needed, by pressing the yellow Passenger Assistance button marked with a symbol of a bell in the multipurpose area. When you are exiting the vehicle:

- Stay calm and do not rush.
- Leave any large items behind.
- Watch for traffic as you exit.
- Go to a safe location, as instructed by the operator.

How do I report an emergency on a streetcar?

You can do this by pressing the yellow emergency alarm strip above most seating areas, by communicating with the operator through the Passenger Assistance Intercom, or by using the emergency handle near all doorways.

There is a short turn on my bus or streetcar. What do I do?

A short turn means the vehicle will not continue to the end of the route. Ask the operator when the next vehicle will arrive or look to see if there is a vehicle directly behind. If there is no vehicle close by, please exit the bus or streetcar as instructed, and call the Wheel-Trans Priority Line at 416-393-4311 to arrange for another ride.

I have been waiting for the conventional bus for over 15 minutes and no bus has come. What do I do?

You can text the next vehicle stop ID number to get the arrival time of the next bus or streetcar in real-time or call TTC Customer Information at 416-393-3030. Apps such as Transit can provide real-time updates on vehicle arrival time and bus occupancy.

Subway questions

What if my mobility device battery dies or my device breaks down on a TTC subway platform, what do I do?

If you are near the DWA, please use the Assistance Intercom button that has an overhead camera. The new intercoms feature a screen that explains how to use the two buttons located on the intercom. The blue information button can be pressed when customers want to connect with station staff with general questions about the TTC. The red emergency button should be used in emergency situations. Pressing this button will immediately connect you to a TTC staff member. The overhead camera will allow for a TTC staff member to see what is happening, and they will come to assist you. If you are not near a DWA, ask another customer to assist you.

If I push the alarm strip or pull down the emergency handle in a subway train, who will assist me?

When the emergency alarm is activated, there is an indication given to the train crew that confirms which car the alarm was activated in and the train proceeds to the next station. At the station, the train crew or a supervisor will attend to determine what kind of assistance is required, and they will make Transit Control aware of the situation so that they can notify 9-1-1 (police, fire, paramedics) if required.

All customers have been instructed to exit the train at an accessible station due to an unplanned situation. What do I do?

TTC staff will be able to help you board the shuttle bus so you can continue your trip and/or meet your connection.

What happens if customers are instructed to exit at a subway station that is not accessible due to an unplanned situation? Will there be an announcement on the train in advance, notifying me of the next accessible station so I can get off to use the elevator?

The majority of stations where subway trains can turn back are accessible. However, when the turn-back station is not accessible, train operators will make announcements in advance advising you which accessible station to exit at to use the elevators.

If you did not exit at the last accessible station and do arrive at a non-accessible station, listen for announcements on what to do next:

- A) If the train is returning in the direction you came, stay on the train and exit at the closest accessible station where you can ask staff for assistance.
- B) If the train is going out of service, stay on the train. Before the train leaves, TTC staff will travel through the train to make sure all customers have exited and they can provide instructions for you on what to do next.

What if there is a station closure in the middle of my trip?

Wheel-Trans is constantly monitoring customer trips. If there is a service alert, every effort will be made to contact you directly. If this is not possible, please seek out a TTC employee for assistance or call Wheel-Trans Priority Line at 416-393-4311.

What if I am not yet inside the train, will the subway train doors close on me?

Before the doors close there will be an announcement as well as a flashing orange light over the door. If you are in-between the doors and they try to close, the doors will touch you and then re-open.

Will train doors remain open longer so I can enter or exit the subway train?

The guard will look out of the window of the train before they leave the platform. The guard will be focusing on the Designated Waiting Area (DWA) area to make sure that all customers with disabilities are able to board the train safely.

What if my mobility device gets stuck in the gap? What will happen?

If the doors are unable to close and lock, the subway cannot move. The subway operator/guard will then look out of the operator window and see you.

How will train guards see me on a crowded platform?

The guard, may not be able to see you on a crowded platform but will do their best to scan the platform for customers with disabilities. We encourage all our customers to wait at the Designated Waiting Area (DWA).

What if I have to evacuate from the train between a station and have a mobility device?

In a serious emergency, you may need to be evacuated from a train that has stopped between stations. If this happens, listen carefully to the train staff and follow their instructions.

You may be evacuated from the train to a safe location without your mobility device. In these circumstances, the device will be retrieved and returned to you as soon as possible after the emergency situation has ended.

Subway station questions

I can't find the Wheel-Trans stop at the subway station. What do I do?

Every accessible subway station has a specific Wheel-Trans pick-up and drop-off location. There will be a Wheel-Trans stop marker or a hanging Wheel-Trans sign, with a blue no-show board nearby. If you need assistance, ask any TTC staff or Customer Service Representative.

I have arrived at an elevator and it is out of service. What do I do?

If you arrive at an elevator that is out of service, press the Push & Talk or Help button to confirm with a TTC staff member. On the outside of every elevator is a blue and white "Accessible Alternatives" poster with information on how to continue your journey on an accessible route.

If you need help while you are inside an elevator, press the Push & Talk, Help, or Telephone symbol button that will connect you to a TTC staff member.

If Wheel-Trans dropped you off at the station, please contact the Wheel-Trans Priority Line at 416-393-4311 to inform them of the situation.

I have arrived at a subway station that has no train service or the subway station that I am scheduled to arrive at has no service. What do I do?

If you are travelling to a station that is experiencing an issue, Wheel-Trans will re-route your trip. Your vehicle operator will be notified of the changes. You will receive information about your updated trip details through a phone call or email.

If you are travelling to the station independently or by conventional transit, you will be notified through a phone call or email. If you require further assistance, please call the Wheel-Trans Priority Line at 416-393-4311. If you do not have a phone, please ask TTC staff for assistance.

The station is crowded due to a delay and I need assistance getting out of the station and/or to board a conventional vehicle or shuttle bus. Who will help me?

Listen to announcements and find updates on the video screens on the subway platform, at the station entrance, or in the bus terminal. If you need assistance, TTC staff members or Customer Services Representatives will be able to assist you through the crowd, help you access the elevators, and help in any way they can.

There is a subway closure/delay, will I automatically receive a Wheel-Trans door-to-door ride?

TTC buses are accessible. If there is a closure or delay you will be taking the shuttle bus to continue your trip. If you need assistance with boarding a shuttle bus, ask any TTC staff member or Customer Service Representative. If further assistance is needed, call Wheel-Trans Priority Line at 416-393-4311.

Contact information

Department

Wheel-Trans Customer Service

Monday to Friday, 8 a.m. to 4 p.m.
(except holidays)

416-393-4111

wtcs@ttc.ca

Wheel-Trans reservations

Seven days a week, 5:30 a.m. to 11 p.m.

416-393-4222

mywheel-trans.ttc.ca

Wheel-Trans priority line

24 hours a day, seven days a week

416-393-4311

Travel Training program

416-472-2393

traveltraining@ttc.ca

Elevator and escalator status

24 hours a day, seven days a week

416-539-5438 (LIFT) or

416-393-4636 (press 5)

Lost articles

Monday to Friday, 8 a.m. to 5 p.m.
(except holidays).

Phone representatives are available
between noon and 5 p.m.

Bay Station

416-393-4100

Telecommunications Relay Service

1-800-855-0511

Resources

To see how many FOS route options are available near you, please refer to the Family of Services map at ttc.ca/wheel-trans/family-of-services/Family-of-Services-Stops-and-Routes.

For more information on Wheel-Trans operations, please refer to the TTC Wheel-Trans Customer Handbook at ttc.ca/wheel-trans and then scroll down to the “Important links” session.

For more information on Travel Training, please refer to the [Travel Training Handbook](#) available at ttc.ca/wheel-trans.

Notes

Notes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There is no text or other markings on the paper.

