

Word from Chair of ACAT

The Advisory Committee for Accessible Transit (ACAT) celebrated its 30th anniversary on May 19, 2022 and we took this opportunity to not only remind everyone about the great initiatives that ACAT has helped to introduce, but also the fact that accessibility benefits everyone. An example is the ramps that are fitted to all buses and streetcars that help customers using mobility devices or travelling with strollers or luggage enter and exit the vehicle with ease.

ACAT would not have been able to celebrate this 30 year milestone without the work of disability rights advocates, community members, and our riders. With that being said, I am delighted to encourage others to join ACAT – find out how to apply on page 2 of the newsletter. Wishing you all a fantastic summer!



Jonathan Marriott
Chair Advisory Committee on Accessible Transit

Introducing Levenson Lincoln

We are pleased to introduce our new Wheel-Trans Customer Service Supervisor, Levenson Lincoln. Levenson is taking over for Blossom D'Silva who retired earlier this year. Levenson brings many years of Wheel-Trans experience having held different positions in Reservations, Taxi Contract Administration and most recently as a Project Coordinator. He has also worked in the TTC Customer Service Centre, gaining an extensive knowledge of our conventional TTC service. We're excited to have Levenson in this role and wish him continued success!



Levenson Lincoln
Wheel-Trans Customer Service Supervisor



Wheel-Trans

580 Commissioners Street, Toronto, ON M4M 1A7

Access



Wheel-Trans

Newsletter of the Wheel-Trans community

Summer 2022

Message from the Head

In May, we said goodbye to our former Head of Wheel-Trans, Dwayne Geddes, as he embarks on a new career outside the TTC. We wish him the best in his new endeavours. As some of you may know, I have been the Manager of Customer Service here at Wheel-Trans for the last three years. Prior to that, I spent several years in managerial roles in the Stations Department. In all of the positions I have held at the TTC, I have been committed to delivering excellent customer service and sound operations to maximize customer satisfaction. I am eager to lead Wheel-Trans through what we hope are the final months of the waning COVID-19 pandemic, and the ongoing Wheel-Trans 10-Year Strategy, as we continue to transform Wheel-Trans to remove travel barriers and to improve the customer experience.

We have been focusing on several initiatives over the past few months which I would like to highlight. In June, we released a Family of Services educational video as an additional tool to assist customers and demonstrate the accessibility of the conventional system. This, along with Travel Training, are great resources for customers to learn more and become comfortable using the conventional transit system. We have continued to add more 7m Promaster vehicles to our fleet, replacing our older 'Friendly' buses. We now have more than 20 of these newer, more comfortable buses in service. Later this year, we will expand our mobile application pilot and release it to more customers.

Customer and operator safety remains our top priority, and as such, COVID-19 safety measures, including customer health screening questionnaires, and mandatory masks/face coverings, where medically possible, will still be in place. We continue to roll out our plan to return to shared riding with the reintroduction of shared rides on Accessible Taxis this past June. Sedan Taxis will be considered for the reintroduction of shared rides over the coming months.

We are also focusing on being ready for the expected increase in ridership in September as more people return to in-person work and students return to school.

I wish you all a safe and happy summer.



Cameron Penman
Head of Wheel-Trans (Acting)

Join TTC's upcoming virtual Public Forum on Accessible Transit

The TTC is hosting a virtual Public Forum on Accessible Transit on **September 22, 2022 from 7 to 9 p.m.** You can join via the livestream link that will be posted on [ttc.ca](https://www.ttc.ca) or by phone by calling (+1) 416-764-8658.

The presentation will be followed by a question and answer period. You can submit questions in advance at acat@ttc.ca, during the presentation using the livestream platform, on Twitter using the hashtag #TTCAccess or by phone at (+1) 416-764-8658. The presentation will include closed captioning and ASL interpreters.

Apply to be an ACAT member!

Applications are currently available on the TTC website at [ttc.ca/acat](https://www.ttc.ca/acat) and will be accepted until **4 p.m. on September 12, 2022.**

Link to the application on [ttc.ca](https://www.ttc.ca)

How to apply:

Submit your application in the following ways:

- Email to acat@ttc.ca

- Mail to:

ACAT Applications
c/o Wheel-Trans Customer Service
580 Commissioners Street
Toronto, Ontario M4M 1A

- Fax to 416-338-0126

If you require assistance or need accommodation, please email acat@ttc.ca or call 416-393-4180.

Wheel-Trans Mobile App

Wheel-Trans is in the process of implementing a mobile application (the **“WT Mobile App”**). The WT Mobile App is a free downloadable application which allows users to book, modify and cancel trips, review trip details, select communication notification methods, track rides using the “Where’s my Ride” feature and also request an Early Pick-up time. The WT Mobile App will be available soon to all Wheel-Trans customers.

To use the App the following is required:

1. An up-to-date mobile phone, a smartphone (Apple or Android), with an up-to-date operating system.
2. You must be an active user of Wheel-Trans.
3. You must accept the Privacy Policy and Terms and Conditions applicable to the WT Mobile App.
4. That you contact wts@ttc.ca and provide an e-mail with your interest in using the App.

Re-registering for Wheel-Trans

On January 1, 2017, in compliance with the Accessibility for Ontarians with Disabilities Act (AODA), Wheel-Trans introduced the new eligibility criteria and application process. Any customer with a disability that prevents them from taking conventional transit, some or all of the time, may register for service. For those customers who were registered before January 1, 2017, Wheel-Trans has begun the re-registration process; starting with customers who choose to voluntarily re-register.

To date, over 7,000 customers have voluntarily re-registered. Customers are encouraged to continue to submit their application form for re-registration. Once Wheel-Trans has completed the re-registration of voluntary customers, a mandatory re-registration process will begin starting with customers who are frequent riders. We are committed to making the re-registration process as simple as possible!

New Family of Services video

We have produced an [educational Family of Services video](#) as an additional tool to assist customers and demonstrate the accessibility of the conventional TTC system.

who will help you navigate your trip using the TTC’s accessible buses, streetcars and/or subways.

[\[ttc.ca/wheel-trans/family-of-services/TTC-Family-of-Services-Video\]](https://www.ttc.ca/wheel-trans/family-of-services/TTC-Family-of-Services-Video)

Additionally, Wheel-Trans offers a free Travel Training program for all Wheel-Trans customers using conventional transit. The program offers an in-person session with the Wheel-Trans Travel Trainer

Sign up for Travel Training by emailing traveltraining@ttc.ca or calling 647-614-9396.

New accessibility enhancements at York Mills Station Bus Terminal

The TTC recently installed several new accessibility and wayfinding enhancements at its York Mills Station, including:

- Red tactile wayfinding guidance tiles leading to the front door of all of the 9 bus stops, to enable customers with vision loss find their bus;
- A “first on, last off” decal on the ground intended for customers using mobility devices to wait at, to enable them to board first and then wait to disembark last (it is in clear line of sight to the bus operator as they arrive);
- Stop poles at each stop which include tactile and braille route information, bus bay numbers and information about the ground decals; and
- Bus bay numbers above the doors leading onto the bus platform

The purpose of these enhancements is to guide customers with low vision to the stop, clearly indicate a location near that stop that people using mobility devices can wait to board the bus first (“first on, last off” decal) and to assist Operators

better align their buses to each stop in a more consistent manner. York Mills is currently the only station at which these features are being tested.

From September 12 to 30, people will be at the station surveying customers in the bus bay to determine if:

- The changes help people with vision loss find their bus stop and know they are at the correct location;
- Red is the appropriate choice for tactile wayfinding tiles; and
- The “first on, last off” decal is appropriately located.

Customers can also provide their feedback by completing the Suggestion form in the Customer Service section on [ttc.ca](https://www.ttc.ca), by phone at 416-393-3030 or by email to accessibility@ttc.ca.

For more information about this pilot project and other accessibility initiatives, visit [ttc.ca](https://www.ttc.ca).

Fair Pass promotion

The Fair Pass Transit Discount could save you \$1.10 per ride and \$32.75 per monthly pass. The Fair Pass Program is run by the City of Toronto. The TTC does not determine eligibility.

Who can get the Fair Pass discount?

Residents who meet all of the following:

- Live in Toronto
- Are 20–64 years old
- Receive assistance from one of these programs:
 - Ontario Works (OW)
 - Ontario Disability Support Program (ODSP)
 - Child Care Fee Subsidy provided by Toronto Children’s Services
 - Rent-Geared-to-Income Subsidy (RGI)

What do you need to apply?

1. Your PRESTO card number
2. Your proof of program support

[Visit the City of Toronto website for more information or to apply online.](#)

[\[toronto.ca/community-people/employment-social-support/support-for-people-in-financial-need/assistance-through-ontario-works/transit-discount/apply-for-the-fair-pass-transit-discount-program\]](https://toronto.ca/community-people/employment-social-support/support-for-people-in-financial-need/assistance-through-ontario-works/transit-discount/apply-for-the-fair-pass-transit-discount-program)

For assistance, call the Application and Support Centre at 416-338-8888.



The graphic features the text "Fair Pass Transit Discount Program" in a large, bold, sans-serif font. Below the text are two stylized illustrations of TTC buses, one in red and white and one in black and white. At the bottom left is the Toronto logo, and at the bottom right is the URL toronto.ca/transitdiscount.