

Riding the TTC Family of services



Myths and facts

We know that change can be unsettling. There are a few myths that we would like to address. To ensure you are comfortable with our strategy, here are the facts:

Fact: Wheel-Trans service will continue. We are improving your travel choices to provide you with greater spontaneity, dignity and independence.

Fact: We will work with you to match your travel to your abilities. We understand that not everyone can use conventional transit all of the time.

Fact: We will plan and provide support for your journey on transit. We are not abandoning our customers.

Mobility Transfer Hubs

As part of our strategy, we are building Mobility Transfer Hubs at specific locations so that our customers will have the right place to wait when transferring between modes (Wheel-Trans, bus, subway, streetcar). Mobility Transfer Hubs will:

- be dry and well-lit
- be spacious enough for multiple mobility devices
- have automatic radiant heating with on/off sensors
- provide generous seating

New vehicles

We're updating our Wheel-Trans fleet with 20 new mini-buses in 2017. An additional 60 mini-buses will be added to the fleet in 2018. The new vehicles will have:

- a low-floor and high-roof
- seating for six as well as two wheelchair spaces
- both side and rear ramps as well as an equipment storage area

Community Bus enhancements

Our community buses use the same vehicles that Wheel-Trans customers are used to. The vehicles serve regular bus stops but can be flagged down at any spot along the route. In Fall 2017, we will begin a pilot project to enhance two community bus routes.

Remember: anyone can ride community buses and they stop at the front door of many buildings and landmarks like residences and hospitals.

- **400 Lawrence Manor** route will be extended to include the Humber River Regional Hospital, Dufferin/Lawrence (Villa Columbo) and Keele/Lawrence (WalMart)
- **404 East York** route will be extended to include Coxwell Subway Station (not fully accessible until December 2017), No Frills, Fresh Co. and Queen St. E. (The Beaches).
- **Plus:** a second bus will be added to each route and we will improve service to every 60 minutes, Monday to Friday.

New policies

• Cancellation Policy

You told us: The current late cancellation policy isn't working for you.

We're listening: Instead of having to cancel the night before your trip, you will be able to cancel up to two hours before your trip.

• No-Show Policy

You told us: The current policy could be more flexible.

We're listening: Life happens. We will ensure that our new no-show policy balances customer needs with operational demands.

New scheduling and dispatch technology

We are getting new technology that will improve the booking process for our customers and increase the availability of same-day reservations. We are also going to introduce new technologies for our customers that will allow you to quickly access trip information.

For more information:
wtconsult@ttc.ca
416-393-4111
www.ttc.ca/wheeltrans



Wheel-Trans



Wheel-Trans

10-Year Strategy



April 2017





Our mission: As part of a fully accessible TTC, we provide **barrier-free, accessible service** that is **efficient, reliable and available**.

TTC Wheel-Trans strives to be an accessible transit service that ensures **dignity, spontaneity, fairness and freedom of travel** for all customers. To achieve this vision, TTC Wheel-Trans developed a 10-Year Strategy. Governed by the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA), the Wheel-Trans 10-Year Strategy aims to reimagine and transform accessible public transit services delivered to customers with disabilities.

What you need to know:

- There are **41,000** active Wheel-Trans customers
 - 800 more customers apply each month
- Customers take over **14,000** rides on peak days using
 - 200 Wheel-Trans buses
 - 230 accessible taxis and 2,200 sedans in the contracted service
- Last year customers took **3.9 million** rides
 - 11% increase over 2015
- We predict that customers will take over **4.7 million** rides this year
 - 20% increase over 2016, 8% due to new eligibility

Our customers asked for change. We listened.

- **You asked us to provide improvements in service, increased flexibility and expanded travel options.** We will achieve this by revising our policies and changing how we deliver our service.
- **You asked us to expand your eligibility.** The AODA allows us to expand our eligibility to include persons with physical, sensory, cognitive and mental health disabilities.
- **You asked us to modernize.** We will provide better customer service by updating our technology.

Our strategy provides the roadmap to the future – a fully accessible TTC.

2016 accomplishments

- ✓ We conducted extensive public outreach, listened to advocacy groups, the medical and legal communities, the City and Province and most importantly, **our customers**.
- ✓ We defined clear mission and vision statements, and developed strategic objectives.
- ✓ We developed a 10-Year Strategy that gained unanimous approval from the TTC Board.
- ✓ We changed our eligibility process.

Thank you so much for your support last year!

2017 initiatives

Family of Services (FOS) pilot – We want to learn from you!

We are currently recruiting customer volunteers who are interested in helping us learn how Wheel-Trans and TTC conventional transit services (subway and bus) can work together to provide a multi-modal trip.

The pilot will use the TTC's extensive subway system and bus network. Over half of our subway stations are fully accessible, and more stations are being upgraded each year with important accessibility features such as elevators, wide fare gates and automatic sliding doorways.

The FOS pilot will also target five bus routes:

- 29 Dufferin
- 85 Sheppard East
- 84 Sheppard West
- 97 Yonge
- 95 York Mills

To help us improve our new Family of Services we want our pilot participants to tell us about their experiences. The pilot will be complete in the fall of 2017. To volunteer please email wtconsult@ttc.ca or call 416-393-4111 for more information.