



TTC Wheel-Trans Customer Handbook



Welcome to Wheel-Trans

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 Services trips, which link Wheel-Trans services with the conventional bus, subway or streetcar services.

This Customer Handbook provides information and guidelines to safely and effectively use Wheel-Trans service. As a customer of Wheel-Trans, it is 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 www.ttc.ca/WheelTrans/Customer_Policies.jsp.

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

For Frequently Asked Questions, please go to www.ttc.ca/WheelTrans/FAQ-New_Customers.jsp for the Wheel-Trans website FAQ page for new customers.



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Wheel-Trans eligibility



Who can use Wheel-Trans?

Persons 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 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.

Many Wheel-Trans customers have conditional eligibility and can use conventional transit when it is accessible to them, depending on their conditions. Customers within the conditional eligibility category can travel using Family of Services, which means that part of the trip is on the Wheel-Trans mode and part of the trip is on accessible buses, low-floor streetcars and subways via accessible stations.

Wheel-Trans customers age 12 and younger

Wheel-Trans customers who are 12 years of age or younger must travel with a parent, guardian or a Support Person. Wheel-Trans operators will secure mobility devices according to the mobility device type, and children who do not travel in a mobility device will sit in a designated seat with a seatbelt. All children aged 12 and under ride for free on the TTC.

For any questions related to your eligibility, please contact wteligibility@ttc.ca or 416-393-4111.

TTC's commitment to accessibility



The TTC is committed to making transit accessible for everyone. Wheel-Trans is a part of the TTC's Family of Services, which includes conventional bus, community bus, subway and accessible streetcar routes. Depending on your abilities and the type of service you're eligible for, Wheel-Trans can be used for all, part or none of your accessible journey.

Using the latest technology to book your trip will provide you with more independent and flexible travel options. Whether you're headed to the local grocery store, to an appointment or to visit friends and family, Family of Services may be able to get you where you need to go by providing trips that connect you to the conventional TTC network based on your abilities and the accessible options available on each trip. Booking with Wheel-Trans provides more travel options and supports customers in making same-day trips.

Benefits of travelling using the TTC's Family of Services include:

- Guaranteed same-day trips (with at least four hours' notice)
- The ability to book your trip online using the improved Wheel-Trans self-booking website
- A dedicated phone line with Reservations agents ready to plan your trip at 416-397-5852
- The option of getting to your destination faster, avoiding possibly lengthy Wheel-Trans trips
- Having more choice over the way you travel

Here is an example of a Family of Services trip:

- Wheel-Trans picks you up at your home address and drives you to the nearest accessible subway station
- You arrive at the station, take the elevator to the subway platform, board the subway and travel to the closest accessible station to your destination

- You may also require Wheel-Trans to pick you up at that subway station and take you to the door of your destination

Easier Access program

The Easier Access program is the TTC's initiative to update its services and environments to be barrier-free. As part of Easier Access' ongoing program to upgrade subway stations, many additions and improvements have already occurred. These include installing elevators, accessible doors, wide fare gates and high-contrast signage at over half of all stations. All TTC subway stations are expected to be accessible by 2025. All subway trains are accessible, with level boarding and automated audible and visual next-stop announcements.

All TTC buses are accessible. To make boarding easier, each low-floor bus has the ability to kneel and deploy a ramp. All buses have both audible and visual stop announcements for customers riding the bus as well as customers waiting at bus stops.

The TTC is deploying low-floor streetcars across all streetcar routes by the end of 2019. These vehicles are equipped with a ramp at the second door and are accessible to customers using mobility devices. Operator assistance is available for customers going up or down the ramp for anyone who needs it.

As of January 2019, the following streetcar routes exclusively use low-floor accessible streetcars:

- 510 Spadina
- 509 Harbourfront
- 512 St Clair
- 504 King

The Easier Access webpage has useful information on elevators and escalators, news and reminders for using accessibility features on TTC vehicles. It also links to the Handbook for Accessible Travel, which is a useful guide on how to safely and independently use the transit system in Toronto. This information can be found at www.ttc.ca/TTC_Accessibility/index.jsp or by calling 416-393-4636.

All TTC vehicles have priority seating for customers with disabilities, customers using mobility devices, elderly customers and customers who are pregnant. These seats are blue and have a Priority Seating sign above them.

As a person with a disability, you can access the Priority Seating. Tell the operator if you would like them to make an announcement to encourage customers to offer priority seating to those who need it. Operators cannot force any customer to give up priority seating as those seats may be occupied by customers who have invisible disabilities.

To advertise your need for priority seating, the TTC has buttons or cards for you to use when riding the system. The buttons and cards say 'Please Offer me a Seat'. You can request a 'Please Offer me a Seat' button or card from Wheel-Trans customer service.

Access Hubs

Access Hubs are a new type of fully-enclosed, accessible bus shelters. They are large, well-lit with automatic doors and heating to provide customers with a comfortable space to wait for their connecting rides on a Family of Services trip. Access Hubs will be located across the city in areas without existing transit structures to support customers taking trips in areas where they live and travel.

The first Access Hub opened at Meadowvale Bus Loop, at Sheppard Avenue East and Meadowvale Road in northeast Scarborough, in December 2017.

Several more Access Hubs are scheduled for construction in key connection locations across the city over the next year.

Community Bus

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 to 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 www.ttc.ca/communitybus/index.jsp.



Wheel-Trans operations



Customers are always encouraged to use online self-booking. Please go to mywheel-trans.ttc.ca. The online self-booking site is available 24/7.

Service	Hours of Operation	Contact Information	When to contact?
Wheel-Trans Customer Service	Monday to Friday 8 a.m. to 4 p.m.	wtcs@ttc.ca OR 416-393-4111	General questions, eligibility requirements and policies Set up your favourite addresses list Assistance with service Capturing customer feedback
Wheel-Trans Reservations	Seven days a week 5:30 a.m. to 11 p.m.	416-393-4222	Same-day trip-booking, confirmations, rescheduling or modifying trips and cancellations Advanced trip-booking is available from 7 a.m. – 11 p.m.

Service	Hours of Operation	Contact Information	When to contact?
Family of Services Reservations	Monday to Friday 7 a.m. to 7 p.m.	416-397-5852	<p>To book, confirm, cancel or reschedule a Family of Services trip</p> <p>Family of Services Reservations can book both advanced (up to one week) and same-day trips with at least four hours' notice</p>
RideLine	Seven days a week 5 a.m. to 11 p.m.	416-397-8000	<p>To book advanced and same-day trips, confirm or cancel using the automated phone system</p> <p>Initial password is the month and day you were born (MMDD)</p> <p>Family of Services trip-booking is not available using RideLine</p>

Service	Hours of Operation	Contact Information	When to contact?
Priority Line	24 hours a day, seven days a week	416-393-4311	<p>If your ride is over 30 minutes late, or you have missed your Wheel-Trans pick-up and have received a no-show</p> <p>To make a last-minute cancellation</p>
Wheel-Trans TTY Line	<p>Seven days a week</p> <p>5:30 a.m. to 11 p.m.</p>	416-393-4555	<p>Wheel-Trans telephone services for customers who are hearing impaired</p> <p>For assistance with Wheel-Trans services</p>
TTC TTY Line	<p>Seven days a week</p> <p>7 a.m. to 10 p.m., except statutory holidays</p>	416-338-0357	<p>TTC telephone services for customers who are hearing impaired</p> <p>For information on fares and conventional routes and schedules</p>

Service	Hours of Operation	Contact Information	When to contact?
TTC's Customer Service and Multilingual Services	Seven days a week 7 a.m. to 10 p.m., except statutory holidays	416-393-4636	TTC general information on fares, conventional routes and schedules and service Available in multiple languages
Emergency Services	24 hours a day, seven days a week	9-1-1	In case of a serious emergency, please call 9-1-1
LiftLine	24 hours a day, seven days a week	416-539-5438	To check on the status of elevators and escalators at a TTC subway station

Tips for success



A successful trip always starts with the confirmation of the exact pick-up time. This can be confirmed after 9 p.m. the day before the scheduled trip. Customers can confirm by:

- Using the online 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

Customers can do their part to ensure a successful trip by:

- Being familiar with all of the Wheel-Trans policies
- Being ready and waiting five minutes before the scheduled pick-up time
- Planning to use the washroom before the pick-up time
- Checking the weather to prepare for delays
- Checking TTC service alerts, such as the LiftLine and the TTC website
- Checking the status of escalators and elevators if travelling on conventional transit

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. Wheel-Trans will do their part to ensure a successful trip by:

- Providing an accessible vehicle that meets the requirements of the trip
- Providing only drivers and operators that have received AODA accessibility and sensitivity training

- Staying on time and on schedule to the best of our ability
- Providing confirmations for scheduled pick-ups
- Accommodating customers through various booking services
- Ensuring all customers and Wheel-Trans staff are aware of and follow Wheel-Trans policies and procedures



Types of vehicles



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 vehicle:

1. **Wheel-Trans Friendly Buses:** Low-floor specialized transit buses with rear and side ramps and large interior space, which can accommodate multiple large mobility devices.
2. **Wheel-Trans ProMaster Buses:** Low-floor mini-bus, with a side and rear ramp, and flexible interior space.
3. **Accessible Taxi Vans:** Accessible mini-van, with a side-door ramp to accommodate mobility devices.
4. **Taxi Sedans:** Regular 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 such as mechanical failures or traffic congestion. Customers may not be picked up by the type of vehicle noted in their trip confirmation.

Customers can request a Vehicle Exception if their disability and/or mobility aid prevents them from using one or more of the vehicles. Customers who apply for vehicle exceptions may limit their vehicle options, which may impact their ability to confirm a trip at their requested time. If you think you may require 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. Images from these cameras may be used for the purpose of confirming eligibility for Wheel-Trans service. 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, 2006 c.11, Schedule A, the Occupiers' Liability Act, c.O.2, including but not limited to Part XVII, and the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56. This information is also subject to TTC's Privacy Policy and will be used for determining eligibility for Wheel-Trans service.

Any questions about this collection can be directed to:

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

Code of conduct



Maintaining a safe and respectful environment for TTC Wheel-Trans customers is our top priority. To ensure our customers and staff experience a culture of respect, dignity, inclusion and safety, a new policy has been introduced.

Please review your personal copy of the Code of Conduct Policy or on the Wheel-Trans website (www.ttc.ca/Riding_the_TTC/TTC_Bylaws/index.jsp) or contact 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.

Code of conduct

1. **Safety:** Wheel-Trans customers will follow safety rules, including wearing a seatbelt when possible, keeping body parts inside the vehicle, following operator instructions and refraining from actions that would risk the safety of others. Please report any safety concerns to your operator.
2. **Reliability:** Wheel-Trans customers should be ready and waiting at their pick-up location five (5) minutes prior to the scheduled pick-up time. If you must cancel your trip, please notify Wheel-Trans as soon as possible.
3. **Accessibility:** Ensure your pick-up location (ramp, driveway and sidewalk) and destination is accessible and clear of snow and debris. Always inform Wheel-Trans of the exact mobility device you will be using to ensure your vehicle can accommodate your device.

4. **Courtesy:** 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; 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; do not vandalize, damage or destroy TTC property.
5. **Communication:** Always inform Wheel-Trans of any changes to your disability or conditions, and always communicate with TTC staff and other customers in a respectful manner. Profanity and yelling are not allowed and won't be tolerated.
6. **Cleanliness:** Wheel-Trans customers are expected to wear proper clothing and footwear, maintain their personal hygiene and follow the Environmental Sensitivity Policy; littering is prohibited on all TTC vehicles.
7. **Comfort:** All customers are expected to refrain from using scented products and give other customers space to ensure a comfortable trip for all Wheel-Trans customers.
8. **Inclusivity:** Customers, Support Persons and companions will not make any comments, expressions or gestures which could be considered offensive on the basis of race, gender, disability, religion or sexual orientation or any other prohibited grounds of discrimination as per the Ontario Human Rights Code.

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

For all official Wheel-Trans policies, including Door-to-Door, Vehicle Exception, Travelling using Mobility Aids and Devices, Late Cancellations/No-Show, Carry-on Items, Environmental Sensitivity, Support Person and Companions policies, please go to the Wheel-Trans website at www.ttc.ca/WheelTrans/Customer_Policies.jsp or call Wheel-Trans Customer Service at 416-393-4111 for your own copy.

How to book a trip



There are a number of ways for Wheel-Trans customers to book a trip, whether it is a door-to-door trip or a Family of Services trip. Every effort is made to provide a trip at or close to the requested pick-up or drop-off time. However, due to changing demands for trips, we cannot guarantee that we can always provide a trip at the exact desired time.

For booking instructions, please go to the Wheel-Trans Booking webpage at www.ttc.ca/WheelTrans/Booking/index.jsp.



Before you book

Have your six-digit Wheel-Trans registration number ready to log in (this is available on your registration letter).

Have your travel information ready:

- 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 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
- Any necessary details such as Support Persons or companions who may be travelling with you, what mobility device you are using (if any) and special requests such as having a pet with you

Online booking

Booking trips online through mywheel-trans.ttc.ca/login is available 24/7 on our new self-booking website.

Using the self-booking website is the fastest and easiest way to book, modify or cancel a trip. Our recently-upgraded self-booking website provides 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 online self-booking site for the first time, simply follow these steps:

1. Visit the online self-booking website at mywheel-trans.ttc.ca/login.
2. Where it says “Customer ID”, enter your Wheel-Trans registration number.
3. Your “Password” has been defaulted to the **Month/Day** of your birthday. Example: if you are born on 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 can check on the online self-booking website.

REMINDER: Please be very careful when booking using the new online self-booking website, as both door-to-door Wheel-Trans trips and Family of Services trips are now available for customers to choose. Customers with conditional eligibility will receive a Family of Services trip option **automatically** when booking using the online self-booking website if it meets their conditions and the right accessibility options are available. **A reminder that your eligibility classification determines the type of trip offered by the booking system. We recommend that conditionally-eligible customers 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 new self-booking website.

RideLine

For customers unable to use the online self-booking website, the RideLine is another booking option, which uses an automated phone system.

Call 416-397-8000 and follow the instructions to book, confirm or cancel trips from your favourite addresses list or major destinations (points of interest).



To set up your favourite addresses list, please contact Customer Service by email at wtdcs@ttc.ca or by phone at 416-393-4111. The TTY line is also available at 416-393-4555.

Family of Services trips are not able to be booked using the RideLine at this time.

Regular Trips

If you have a regular trip, such as 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 do not 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 online self-booking website at mywheel-trans.ttc.ca/login or contact 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 require your Regular Trip on a statutory holiday, please book the ride as an occasional trip or call Reservations at (416) 393-4222.

Medically-necessary Regular Trips for appointments such as dialysis are not automatically cancelled on statutory holidays.



Phone System Disruptions

In the event that phone service is disrupted and you cannot get through to Reservations via the phone, please use the self-booking website or the RideLine to schedule trips. If you cannot get through to Wheel-Trans Customer Service via phone, please email wtcs@ttc.ca.

Who can travel with you



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 in order to provide support 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: www.ttc.ca/Fares_and_passes/Support_Person_Card/Application_process.jsp.

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 is not a Support Person or dependent child; all companions must pay fares in accordance with TTC fare rules and guidelines.

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 online self-booking website and the RideLine). A full name and date of birth will be required to register any dependent child.

Children 12 years of age and under ride for free on the TTC.

Service animals

Service animals and emotional support animals are allowed to travel with customers during their trip. Customers may be required to provide verification that the 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 what type of animal, i.e. dog, cat, etc. 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



Check the weather

Prepare for your trip by checking the weather. If severe weather, such as a blizzard, is expected to take place, please cancel your trips unless they are absolutely necessary. Once Wheel-Trans activates the Severe Weather Contingency Plan, any trips 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 are 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 entitled to a maximum of five (5) carry-on items per trip, which may be a combination of different types of carry-ons.

Customers must be able to physically manage their own carry-on items; Wheel-Trans operators are not required to handle a customer's carry-on items.

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

Total number of carry-on items per person must not exceed FIVE items from the above chart.

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.

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 apartment 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.**

Snow removal (311)

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

If your vehicle is running late

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.

The **Priority Line** is open 24 hours a day, seven days a week to assist with late vehicles and no-shows. The Priority Line is also available for customers who have missed their ride.

Fare payment



PRESTO

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

Starting January 1, 2019, PRESTO card customers with a monthly pass or 12 Month Pass can pay their fare on a Wheel-Trans sedan taxi. Operators will record the number on the back of the PRESTO card. If you do not have a monthly pass on your PRESTO card you can pay by cash, ticket or token.

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:

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

You must have 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 card.



If you pay your fare with your PRESTO 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 will not be charged another fare.

To learn more about PRESTO, visit: www.ttc.ca/Fares_and_passes/PRESTO/index.jsp.

Tickets, tokens and cash

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

Customers are encouraged to switch to PRESTO, which replaces the need to carry tickets, tokens or cash. Customers can load money onto a PRESTO card to pay their fare or load a TTC Monthly Pass or 12 Month Pass, which provides unlimited travel each month.

PRESTO cards cost \$6 and are available at Fare Vending Machines at subway stations, at Shoppers Drug Mart locations, online at prestocard.ca or from the TTC's Customer Service Centre above Davisville Station.

Fares

For up-to-date fare information, please refer to the TTC website: www.ttc.ca/Fares_and_passes/Fare_information/index.jsp.

What to expect from your Wheel-Trans operator



Wheel-Trans Operators are trained to perform the specific actions required to safely drive Wheel-Trans vehicles and secure 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 (token, cash, ticket or PRESTO)
- Safely operating the vehicle, reporting issues to dispatch and getting you to your destination safely
- Escorting customers to the first accessible door at their destination
- Handling any on-board incidents



Wheel-Trans operators and drivers are NOT required to do the following:

- 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.
- 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.
- Assist with medication or manage behavioural needs
 - Wheel-Trans is a public transit service and operators are focused on operating the transit vehicle.
- 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.
- Change the established route
 - The automated scheduling system provides the order in which pick-ups and drop-offs occur.
- 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.

Late cancellation and no-show policies



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, 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 as they can reroute 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; 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 in 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 is 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 customer as a first violation advisory and 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 and their next violation, if any, will be treated as a first violation as per the chart above.

Severe weather and service disruptions



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 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)



Wheel-Trans service is available only within the City of Toronto.

Wheel-Trans vehicles will only travel a maximum of 1 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 Customer Service at 416-393-4111 or at wtdcs@ttc.ca. Wheel-Trans will book a trip to the designated cross-boundary transfer point where customers will connect with the other 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:

Durham Region Transit: 1-866-247-0055

York Region Transit: 905-762-2963 or toll free at 1-877-660-7587

Peel Region TransHelp: 905-791-1015

Fares

Customers travelling between regions must pay TTC fare (cash, token, ticket, PRESTO) 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.

Pearson Airport

Wheel-Trans offers service directly to Toronto Pearson Airport; customers are responsible for carrying and managing their two pieces of luggage.

Pick-up and drop-off locations 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



Your feedback makes Wheel-Trans service better. Customer feedback, both positive and negative, is critical for understanding how Wheel-Trans services function for our customers, and where improvement is needed.

We also appreciate hearing about what we're doing right! Compliments can help identify employees who provide exemplary service and can be role models within the TTC.

Customer Service is open for feedback Monday to Friday from 8 a.m. to 4 p.m. at 416-393-4111 or anytime at wucs@ttc.ca. The TTY line, 416-338-0357, is available from 5:30 a.m. to 11 p.m. daily.



General Resources:

- Non-emergency police line: 416-808-2222
- 311 Toronto: Non-emergency information (180 languages available) www.toronto.ca/home/311-toronto-at-your-service/
- 211 Toronto: Community, health, social and government services (multilingual) or www.211toronto.ca
- City of Toronto's community services: www.torontocentralhealthline.ca
- Distress Centres: 416-408-4357 or www.torontodistresscentre.com
- Kids Help Phone: 1-800-668-6868 or kidshelpphone.ca

Transportation:

- Sprint Senior Care: 416-481-6411, info@sprintseniorcare.org or www.sprintseniorcare.org
- Toronto Ride: 416-481-5250, admin@torontoride.ca or www.torontoride.ca
- CHATS (Community and Home Assistance to Seniors) 1-877-452-4287 or seniorshelp@chats.on.ca or www.chats.on.ca

Health:

- Alzheimer Society of Toronto: 416-322-6560, write@alz.to or www.alz.to
- Toronto Public Health: www.toronto.ca/community-people/health-wellness-care/
- Canadian Cancer Society (Ontario): 1-888-939-3333 or www.cancer.ca
- Diabetes Canada: 1-800-226-8464 or www.diabetes.ca
- Canadian Hearing Society: 1-866-518-0000 or www.chs.ca

- Canadian Hearing Society TTY: 1-877-215-9530 or www.chs.ca
- Brain Injury Society of Toronto: 416-830-1485 or www.bist.ca
- Circle of Care (in-home health care and community support): 416-635-2860 or www.circleofcare.com

ServiceOntario:

- Toll-free: 1-866-532-3161
- Toronto: 416-314-5518
- TTY: 1-800-387-5559

Distress:

- Toronto Mental Health and Addictions Access Point: www.theaccesspoint.ca
- The Warm Line: call in to 416-960-9276 or text 647-557-5882 between 8 p.m. and midnight
- Toronto Seniors Helpline: 416-217-2077

For a complete list of resources, please visit:
www.theaccesspoint.ca/resources/



Wheel-Trans (Customer Service)
416-393-4111

Wheel-Trans (Reservations)
416-393-4222

ttc.ca

