



## Decision Letter

# EX11.23

### Toronto Accessibility Advisory Committee

<b>Meeting No.</b>	6	<b>Contact</b>	Jennifer Lin, Committee Secretary
<b>Meeting Date</b>	Friday, November 1, 2019	<b>Phone</b>	416-338-5089
<b>Start Time</b>	9:30 AM	<b>E-mail</b>	taac@toronto.ca
<b>Location</b>	Committee Room 1, City Hall	<b>Chair</b>	Councillor Kristyn Wong-Tam

DI6.5	Presentation	Amended		Ward: All
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### TTC Wheel-Trans Update on Appeal Process and Service Enhancements

#### Committee Decision

The Toronto Accessibility Advisory Committee recommends to the Executive Committee that:

1. City Council request the Toronto Transit Commission Board to request Wheel-Trans staff to meet with parents, grandparents and caregivers of infants and children as soon as possible to streamline the process of bringing strollers onto Wheel-Trans vehicles to ensure accessible and consistent services across the system, and to provide an update to the Toronto Accessibility Advisory Committee in the first quarter of 2020.

#### Decision Advice and Other Information

The Head of TTC Wheel-Trans, the Manager, Customer Service, the Manager, Strategic Initiatives, and the Assistant Manager, Customer Service gave an overview on the TTC Wheel-Trans appeal process and service enhancements.

#### Summary

Dwayne Geddes, Head of TTC Wheel-Trans; Cameron Penman, Manager, Customer Service; Dean Milton, Manager, Strategic Initiatives; and Lodon Hassan, Assistant Manager, Customer Service will provide an overview on the TTC Wheel-Trans appeal process and service enhancements. The presentation will include information on the appeal process, re-registration, family of services and door to door service.

#### Background Information

Presentation from the Head of Wheel-Trans on TTC Wheel-Trans Update on Service Enhancements

(<http://www.toronto.ca/legdocs/mmis/2019/di/bgrd/backgroundfile-139036.pdf>)

(October 24, 2019) Letter from the Toronto Transit Commission Board on City Council Transmittal - Wheel-Trans Appeal Process

(<http://www.toronto.ca/legdocs/mmis/2019/di/bgrd/backgroundfile-139277.pdf>)

#### Speakers

Terri-Lynn Langdon