



TTC Wheel-Trans

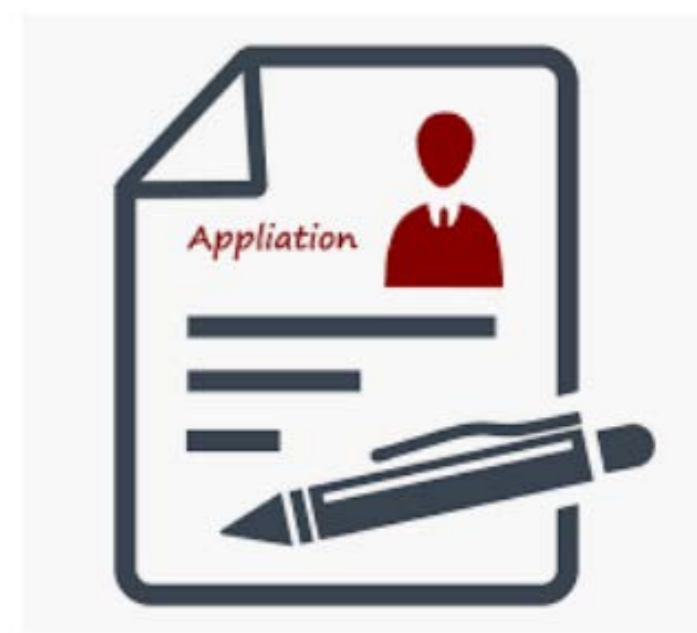
Update on Service Enhancements

November 1, 2019

Current Process Background

Step 1 - Initial application

- Application form is completed by both the applicant and their healthcare professional
- Submitted to Wheel-Trans for assessment
- After a thorough review by staff, applicant eligibility is determined:
 - Unconditional
 - Conditional
 - Temporary



Stock image of a paper application

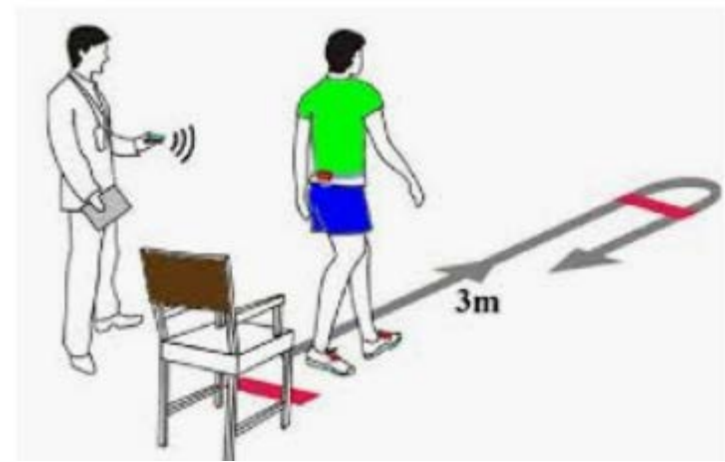
Current Process Background

Step 2 - Functional assessments

Functional Assessments are conducted by an Occupational Therapist at **Sunnybrook Health Services**.

They are scheduled when:

- An eligibility decision cannot be made based on the information provided on the application form
- An applicant has indicated that they want to appeal their eligibility decision; an F.A must be completed before interview with Appeal Panel



Stock image of an individual walking a distance measured by a health professional

Current Process Background

Step 3 - Appeal panel process

If after the results of the Functional Assessment (step 2), an applicant is still not satisfied with the eligibility decision, a meeting before an independent appeal panel will be arranged.



Stock image of an appeal panel

An Appeal Panel consists of 3 members:

- **Occupational Therapist (Medisys Canada)**
 - An individual with healthcare expertise, as it relates a person's ability.
- **TTC Transit Expert**
 - A manager with expertise on the accessibility of the transit system.
- **Community member with a disability**
 - An individual with lived experience and familiarity with the challenges and barriers that exist when travelling on bus, subway, or streetcar.

Motions

Service enhancements

1. City Council request the Toronto Transit Commission Board to direct the Chief Executive Officer, Toronto Transit Commission to **review the process for Wheel-Trans appeals for accessibility improvements** including provisions to allow applicants to attend the in-person interview by Skype, Zoom or other technological methods.

- Customers must attend a **Functional Assessment in person.**
- Wheel-Trans will investigate the feasibility of allowing applicants the option to participate in their **Appeal Panel Meeting remotely.**

Family of Services

- A Family of Services trip combines Wheel-Trans service with the conventional TTC (bus, streetcar, subway) to pick-up a customer and drop them off at their final destination.
- In Fall 2019 the Family of Services network is expanding to:
 - 42+ routes
 - 270+ specifically selected accessible transfer stops
 - 45 accessible subway stations



Photo of a Wheel-Trans bus parked in front of subway station Pape.

Conditional trip-matching

- When you book your trip, you will receive a trip based on your **conditions** and **abilities**
- Conditionally eligible customers have the ability to use the conventional TTC when their conditions are not present
- Customers who received conditional eligibility after completing their Wheel-Trans registration will travel using Family of Services in Fall 2019/Winter 2020.



Photo of a person using a powered wheelchair about to board a TTC Conventional Bus in front of St Lawrence Market.

Motions

Service enhancements

2. City Council request the Toronto Transit Commission Board to direct the Chief Executive Officer, Toronto Transit Commission to **improve communications** to Wheel Trans customers and to Toronto Transit Commission staff to clarify and **confirm that all clients with conditional eligibility are still eligible for door to door** service until such time as the Toronto Transit Commission is fully accessible in 2025.

- Family of Services connects Wheel-Trans customers from Origin to Destination using accessible Wheel-Trans, Bus, Streetcar or at accessible Subway stations. As more stations become accessible they will be added to the FOS network. As such, there is no need to wait until 2025 to implement Family of Service travel.
- If an accessible connection cannot be made using Family of Services for the requested date and time, customers **will be provided with a door-to-door** trip.

Re-Registration process

- Re-registration will allow customers to update their profiles and medical history
- It is fair and ensures equity under the *Accessibility for Ontarians with Disabilities Act (AODA)*
- Re-registration will only be for Wheel-Trans customers who registered with Wheel-Trans service before January 1, 2017 and will begin in the Fall/Winter 2019
- The process will assess customers' abilities according to three eligibility categories:
 - Conditional
 - Unconditional
 - Temporary



Stock image of a to do list

| Questions



Question mark