



# TTC Wheel-Trans Update

November 2020



Family of  
Services

# | General Update

1. COVID-19 Plan and Recovery
2. Update on Wheel-Trans Public Consultations



# COVID-19 impacts and the path forward

Pre-COVID-19	Current State
43,000 active Wheel-Trans customers	40,000 active Wheel-Trans customers
1,000+ monthly customer applications	350+ monthly customer applications
15,000+ rides on peak days	5,000 rides on peak days*

## COVID-19 Recovery Plan Key Actions

- Mandatory face coverings as an additional safety measure (recommended by Toronto Public Health) – exemptions for health reasons are permitted
  - Complimentary face mask distribution of 1M face masks was initiated on June 29<sup>th</sup>, 2020
- Solo trips for as long as possible – limited ride sharing to resume as ridership increases
- Outbound regular trip booking screening calls eliminated – customers to advise of health changes to ensure appropriate ride
- Advanced bookings can now be made seven days in advance for greater flexibility
- Customer trip confirmation moved to 7 p.m. so we can plan your trips better



# | COVID-19 & Conventional TTC Impacts

## What we've done to respond:

- Continuing to consult with ACAT
- Mandatory face coverings: started July
- Distributing 1 million free non-medical masks
- Demand-responsive service plan
- Monthly pass PRESTO credits: March & April



# COVID-19 & Conventional TTC Impacts

## What we've done to respond:

- Distance markings in stations
- Comprehensive safety communications campaign
- Securement on buses & streetcar ramp assistance continues to remain available
- Accelerated Easier Access construction where possible



# | Feedback: TTC Wheel-Trans Public Consultations

1. Update on January 15 and 22, 2020 public consultations and overview of collected feedback on:
  - Traveling on Wheel-Trans with infants and/or strollers
  - Using Skype for the appeals process



## Events in review:

### Consultation times/dates:

- Wednesday, January 15, 2020
- City Hall, Committee Room #3
  - 11:30 a.m. to 1:30 p.m.
  - 5:30 p.m. to 7:30 p.m.
- Wednesday, January 22, 2020
- City Hall, Committee Room #3
  - 11:30 a.m. to 1:30 p.m.
  - 5:30 p.m. to 7:30 p.m.

### Promotion methods:

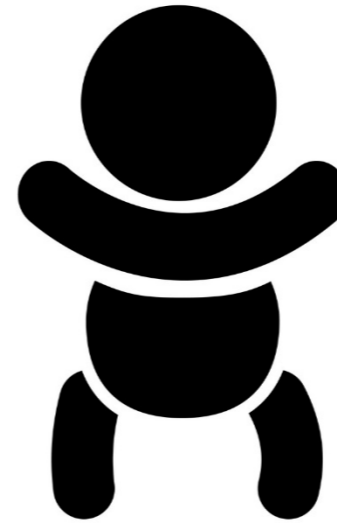
- Wheel-Trans 10-Year Strategy [webpage](#)
- Hold message through reservations line
- Promotional message on the Wheel-Trans [Self-Booking Site](#)
- Event promoted in December 2019 Access Newsletter
- Invites were circulated to ACAT, TAAC and SPIN



Conversation icon

## Part 1:

Feedback from  
Wheel-Trans  
customers traveling  
with infants and  
strollers.



Baby icon



Stroller icon



# Summary of feedback

Booking		
#	Public Feedback	Wheel-Trans Response
1	<b>Some Wheel-Trans customers have to book a stroller as a mobility device in order to ensure the vehicle can accommodate both the mobility devices and strollers, but some Operators turn this down because it is not mobility device, how can we avoid this?</b>	We will be adding an option on the self-booking website for a mobility device that is titled 'Stroller with Child' and 'Stroller without Child' that the customer has the option of selecting. Once ready, we will communicate this new change to customers.
2	<b>Communicate to customers that there is a limit of how many dependents/companions can be brought on a WT ride, there is an inconsistency between how many can be accommodated online (2) versus through phone booking (3), customers may not realize that this is because it is based on what we can accommodate – customers should be aware of why there is a discrepancy between these two numbers.</b>	There is no limit to registered dependents under 12, provided they are registered prior to booking. They will come up in the customer's profile automatically once registered. A communication will be sent to our customers clarifying this.
3	<b>Why was the age 12 chosen for the Traveling with Infants and Strollers policy and can this be revisited?</b>	This is to be consistent with the corporate standard for the age of a child/fare structure.



# Summary of feedback

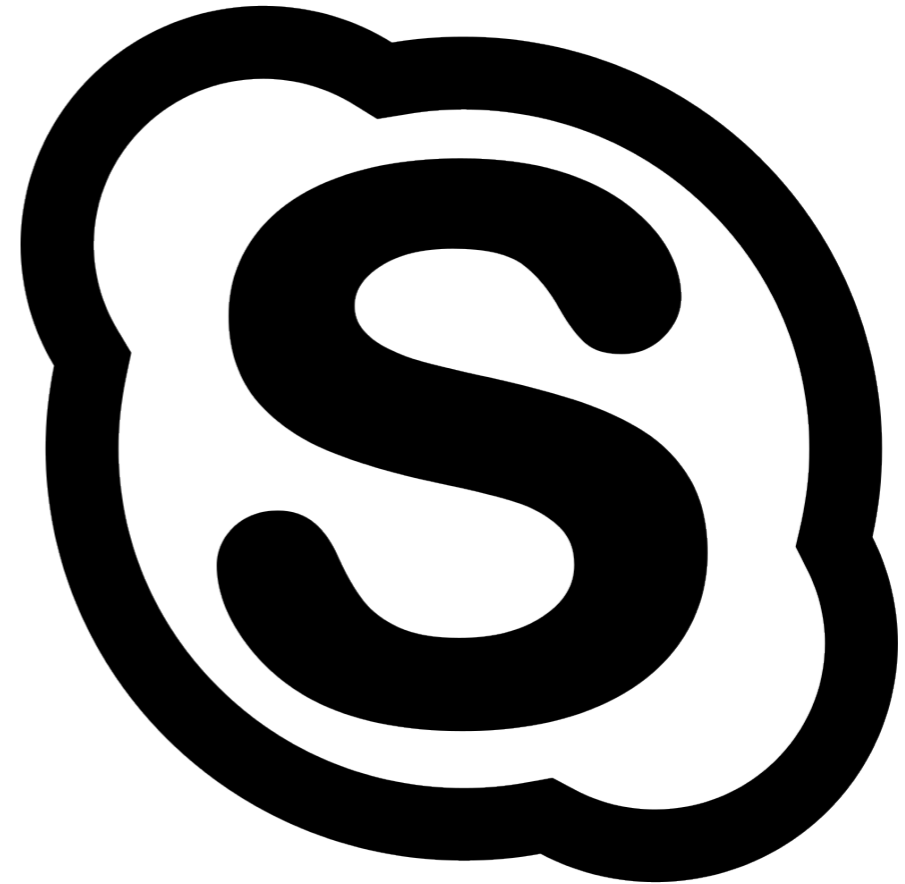
## General Feedback

#	Public Feedback	Wheel-Trans Response
4	<b>Why was the age 12 chosen for the Traveling with Infants and Strollers policy and can this be revisited?</b>	This is to be consistent with the corporate standard for the age of a child/fare structure.
5	<b>Parents/guardians should be reminded that they are responsible for the behaviour of their children, potentially through a section in the upcoming Access Newsletter.</b>	We will remind Operators to report any issues such as this so they can be addressed with applicable customers.
6	<b>There is a lack of clear direction in the current policy (i.e. how do we define the term 'safety' in relation to Operators identifying a stroller 'safety risk'?).</b>	There are clear definitions in the policy which state what requirements the stroller needs to have to be secured. The Operator is trained to make an assessment of each device, however, we are currently working on developing an assessment program/process for pre-approval of strollers to enhance this process.



## Part 2:

Feedback on using Skype for the appeal panel process.



Skype icon

# | Summary of feedback

Overall, we found the feedback regarding using Skype for the appeals process to be generally against the integration of Skype. The following is a summary of the feedback we received from consultation attendees regarding this issue.

## **General feedback:**

- Some customers do not use a computer or have cognitive disabilities, which becomes an equity issue when enforcing the use of Skype.
- If you are appealing to have access to transportation and should be able to use it to attend your appeal hearing, there is an irony to not attending the appeal in person.
- If we make it clear that appeals can be rescheduled, there may be less of a need to have alternate formats for the appeal process.
- This would be an injustice to the appeal panel if it is set up to use Skype. Having the appeal process in-person and face-to-face increases transparency.



# | Summary of feedback

## **General feedback, continued:**

- Human contact can be useful to decrease the anxiety of the customer appealing the process. It can calm them down and allow them to be more open,.
- On Skype there can be many external distractions (including pets, children, neighbours, sounds, etc.) that will impact the appeal process.
- The Skype appeal process could lead to unintentional biases (i.e. based on the individual's living situation) and this is not conducive to a meeting/interview.

