

Date: April 13, 2018

To: Toronto Accessibility Advisory Committee

Wheel-Trans Appeals Process

Summary

Given that there are limited funds for accessible transit in Toronto as well as many accessibility targets that have not yet been met in the accessibility plans to date, the Toronto Accessibility Advisory Committee requests Information on the Wheel-Trans appeals process from the TTC. Specifically, we are requesting information regarding the amount of money spent by the TTC and partner organizations (i.e. Sunnybrook Health Sciences Centre) on Wheel-Trans appeals on an annual basis. We also request average wait times for appeals to be heard, as well as how many appeals for Wheel-Trans are successful annually.

We request this in the form of a presentation for the next TAAC meeting.

Recommendations:

Terri-Lynn Langdon recommends to the Executive Committee that:

1. City Council request the Toronto Transit Commission to make a presentation to the Toronto Accessibility Advisory Committee on information on the Wheel-Trans appeals process, specifically, information regarding the amount of money spent by the TTC and partner organizations (for example, Sunnybrook Health Sciences Centre) on Wheel-Trans appeals on an annual basis, average wait times for appeals to be heard, as well as how many appeals for Wheel-Trans are successful annually.

Terri-Lynn Langdon