



## Toronto Accessibility Advisory Committee

<b>Meeting No.</b>	20	<b>Contact</b>	Janice Dicks, Committee Secretary
<b>Meeting Date</b>	Wednesday, June 20, 2018	<b>Phone</b>	416-338-5089
<b>Start Time</b>	9:30 AM	<b>E-mail</b>	jdicks@toronto.ca
<b>Location</b>	Committee Room 1, City Hall	<b>Chair</b>	Councillor Kristyn Wong-Tam

DI20.4	Presentation	Amended		Ward:All
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### Wheel-Trans Appeals Process

#### Committee Decision

The Toronto Accessibility Advisory Committee recommends that:

1. City Council request the Toronto Transit Commission Board to direct the Chief Executive Officer, Toronto Transit Commission to:
  - a. 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.
  - b. 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.
  - c. Provide an update to the Toronto Accessibility Advisory Committee in the first quarter of 2019 on the service enhancements made, based on the comments by Toronto Accessibility Advisory Committee members at its June 20, 2018 meeting.

#### Decision Advice and Other Information

The following gave a presentation on Toronto Transit Commission, Wheel-Trans - Update on Appeal Process:

- the Project Lead, Customer Service, Toronto Transit Commission, Wheel-Trans; and
- the Assistant Manager, Customer Services, Toronto Transit Commission, Wheel-Trans.

## **Summary**

Presentation by Aislin O'Hara, Project Lead, Customer Service, Toronto Transit Commission, Wheel Trans and Lodon Hassan, Assistant Manager, Customer Services, Toronto Transit Commission, Wheel-Trans will give a presentation on Toronto Transit Commission Wheel-Trans - Update on Appeal Process.

## **Background Information**

Presentation by the Project Lead, Customer Service, Toronto Transit Commission, Wheel-Trans on Toronto Transit Commission, Wheel-Trans - Update on Appeal Process  
(<http://www.toronto.ca/legdocs/mmis/2018/di/bgrd/backgroundfile-116195.pdf>)