

Date: June 27, 2019

To: Toronto Accessibility Advisory Committee

Request for Update on the Wheel-Trans Appeal Process

Summary:

On June 20th, 2018 the Toronto Accessibility Advisory Committee received for information a presentation by the Project Lead, Customer Service and Assistant Manager, Customer Service, Wheel-Trans on an update to the Wheel-Trans Appeal Process.

<http://app.toronto.ca/tmmis/viewAgendaItemHistory.do?item=2018.DI20.4>

During the course of the meeting, the committee made several requests for accessibility and communication improvements as well as to confirm from Wheel-Trans that all customers with conditional eligibility are still eligible for door to door service until such time as the Toronto Transit Commission is fully accessible in 2025.

Recommendations:

That the Toronto Accessibility Advisory Committee recommend to the Executive Committee that:

1. City Council request the Toronto Transit Commission to request the Acting Head of Wheel-Trans to make a presentation to the Toronto Accessibility Advisory Committee prior to the end of 2019 to provide an update on the Wheel-Trans Appeal Process and corresponding accessibility and communication improvements based on the comments made by Toronto Accessibility Advisory Committee members at its June 20th, 2018 meeting.
2. City Council request the Toronto Transit Commission to request the Acting Head of Wheel-Trans to make a presentation and seek feedback from the committee prior to the end of 2019 on the upcoming re-registration of all Wheel-Trans customers to determine their new eligibility based on the AODA legislation.

Michael Miceli

Member of the Toronto Accessibility Advisory Committee