



TTC Wheel-Trans Update

February 22, 2022



Family of
Services

COVID-19 impacts and the path forward

| Pre-COVID-19 | Current State |
|--------------------------------------|-------------------------------------|
| 43,000 active Wheel-Trans customers | 34,000 active Wheel-Trans customers |
| 1,000+ monthly customer applications | 500+ monthly customer applications |
| 15,000+ rides on peak days | 5,000+ rides on peak days |

COVID-19 recovery plan, key actions:

- Approval received to purchase larger, 7m Wheel-Trans buses – 100 expected to be delivered throughout 2022
- Mandatory face coverings continue – exemptions for health reasons are permitted
- Solo trips provided throughout pandemic

Feedback from 2020 consultation on Skype appeals

Overall, we found the feedback regarding using Skype for the appeals process to be generally **against** the integration of Skype.

After conducting four consultations in January 2020, findings indicated that Skype appeals were not something that customers were interested in.

The Advisory Committee on Accessible Transit and our appeals provider were also strongly opposed to using Skype for appeals and found it to be an unsuitable method to properly determine eligibility.

General feedback received at consultations:

- Some customers do not use a computer or have cognitive disabilities, which becomes an equity issue when enforcing the use of Skype.
- 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.

