



**Wheel-Trans Public Consultations for  
Community Feedback 2024 :  
Toronto Accessibility Advisory Committee Update**

**October 17, 2024**

## Background - TAAC Motions

At the February 22, 2024, TTC Board Meeting, the TTC CEO was requested by the City Council to:

- Determine ways to improve awareness and education around Wheel-Trans registration.
- Inform any potential changes to the design and implementation of the Wheel-Trans Transformation Program to address concerns around safety, equity, mitigating impacts of service disruptions within the conventional transit system on Family of Services customers, and the impact of crowding on the TTC as service demands increase and number of people with accessibility needs grow.
- Report the findings to the TTC's Advisory Committee on Accessible Transit (ACAT), the TTC Board, and the Toronto Accessibility Advisory Committee (TAAC).



# TAAC Motion 1: Improve awareness and education around Wheel-Trans registration and identify potential supports

- Wheel-Trans applications will be translated into the 10 most commonly spoken languages in Toronto, as per the City of Toronto.
  - The translated applications will be mailed to customers before the end of this year.
- In-person registration sessions to support new and existing customers who are unable to register online.

# TAAC Motion 2: Consultations on the Family of Services (FOS)

Engaged in consultations with ACAT, people with disabilities and community-based organizations that provide support services for people with disabilities to address concerns around:

- Safety
- Equity
- Service Disruptions
- Crowding



# Customer, Stakeholder and Community Engagement

## 1. Public Consultations

- The TTC hosted two hybrid public consultations at the Metro Hall Rotunda on:
  - April 16, 2024, from 4:00 to 6:00 pm.
  - April 18, 2024, from 2:00 p.m. to 4:00 p.m.
- A total of 104 people attended the two sessions, 72 in person and 32 online.



# Customer, Stakeholder and Community Engagement

## 2. Survey

- The Wheel-Trans Service Community Feedback Survey was open from March 13, 2024, until April 30, 2024.
- 477 responses were received from Wheel-Trans customers, family members or caregivers of customers, persons with disabilities, and individuals working with organizations that support people with disabilities.



# Customer, Stakeholder and Community Engagement

## 3. Promotion of Public Consultations and Survey

- Newsletters: Wheel-Trans Access, TTC stakeholder, Senior Services, Councillor update
- Emails to Wheel-Trans customers and organizations supporting people with disabilities.
- News release
- Social Media
- TTC website (ttc.ca), Wheel-Trans Self-booking Website
- Platform Video Screens
- Mobile alerts to TTC customers, message on Wheel-Trans Interactive Voice Response
- Front-end messaging on Wheel-Trans Reservations and Wheel-Trans Customer Service phone lines



# Key Findings: Family of Services (FOS)

- **Overall perception**

- Thirty-four (34%) would use it always or sometimes.
- Thirty-nine (39%) would never use it.

- **Key concerns**

- Inconvenient/Difficult.
- Not able to use it.
- Unreliable service.
- Scheduling needs improvement (transfers).
- More FOS Options.
- Mandatory.



## Key Findings: Safety

- **Overall perception**

- Twenty-five (25%) feel that the TTC is safe.
- Twenty-nine (29%) feel that the TTC is unsafe.

- **Key concerns**

- Disrespect and verbally abusive behaviour by operators.
- Lack of training for operators and other TTC staff.
- Physical assaults.
- Injuries caused by backpacks, and inconsiderate passengers.
- Safety of service animals.

## Key Findings: Equity

- **Overall perception**

- Twenty-one (21%) said the TTC met their accessibility requirements.
- Sixty-one (61%) of customers felt that the TTC did not.

- **Key concerns**

- Difficulty getting around the system.
- Re-registering for Wheel-Trans service.
- Travelling using Family of Services (FOS).
- Unfair treatment by TTC staff.
- Wheel-Trans Customer Service hours.

# Key Findings: Service Disruptions

- **Overall perception**

- Thirteen (13%) felt that the TTC service was unreliable. For e.g., vehicles don't show up on time, and elevators are out of service.

- **Key concerns**

- Shuttle Buses are not accommodating people with disabilities.
- TTC Customer Service Agents are not assisting customers with disabilities.

# Key Findings: Impact of Crowding

- **Overall perception**

- Sixty (60%) feel that crowding is an issue that affects customers with disabilities.
- Nine (9%) would not travel using FOS because of crowding.

- **Key concerns**

- Other passengers are not being courteous.
- Priority Seating is not always available.
- Fear of Injury.
- Damage to mobility devices/Not enough space.

# Key Findings: Travel Training

- **Overall perception**

- Sixty-four (64%) of respondents are aware of the program.
- Twelve (12%) indicated that they have participated in it.
- Twenty-five (25%) are interested in taking part.



## Summary and Follow-up

### The TTC has committed to:

- Translating Wheel-Trans Eligibility applications into the ten most commonly spoken languages in Toronto.
- Scheduling monthly in-person registration sessions for new Wheel-Trans customers.
- Upgrading the Wheel-Trans scheduling system.
- Expanding and promoting Travel Training.
- Reviewing additional staffing for Wheel-Trans Customer Service through the 2025 operational budget.

# Summary and Follow-up

## The TTC has committed to:

- Rolling out an internal communications campaign for TTC operators highlighting the importance of accessibility accommodations.
- Conducting Secret Shopper Audits.
- Adjusting service every four to six weeks based on the intervals between vehicles
- Monitoring service reliability and operations. The learnings will be used to improve service on the TTC.



## Summary and Follow-up

### The TTC has committed to:

- Implementing improvements to regular service beginning in Spring 2024, resulting in improved service frequency and reduced crowding.
- Resuming off-peak crowding standards, which will ensure that more room is available on board during off-peak periods.
- Hiring 130 customer service agents and 30 supervisors at key subway stations and on bus and streetcar networks.
- TTC survey measuring overall satisfaction levels across all modes.





