



## **Wheel-Trans 10-Year Strategy – May 2019 Update**

### **TTC Board Decision**

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The TTC Board, at its meeting on May 8, 2019 adopted the following:

It is recommended that:

1. The Board receive this report and forward to Councillors for information.

### **Advice and Other Information**

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The TTC Board also adopted the following member motions:

1. That TTC staff undertake a comprehensive review of cross-border Wheel-Trans service for riders travelling outside the City of Toronto and report back to the TTC Board in the third quarter of 2019 with recommendations on how to improve cross-border Wheel-Trans service for riders travelling outside the City of Toronto.
2. That this review include, but not be limited to:
  - a. Ridership data for the existing one kilometre service into neighbouring municipalities;
  - b. Ridership data and service transfer wait times for existing designated transfer locations;
  - c. The potential for third party service providers using PRESTO fare collection to offer integrated cross-border services, thus eliminating the need to transfer on short and medium-range trips; and
  - d. The potential for cost-sharing between municipalities.
3. That the Board direct staff to report back to the next meeting on options that can immediately address the massive delays customers are experiencing when they try to book a journey by telephone, as well as an appropriate Key Performance Indicator (KPI) that can be implemented to monitor performance of this service.