



TORONTO TRANSIT COMMISSION

Wheel-Trans

TTC Wheel-Trans is an accessible shared-ride public transit service offered in compliance with the Accessibility for Ontarians with Disabilities Act (AODA).

Our Mission - *How we support the community*

As part of a fully accessible TTC, we provide barrier free, accessible service that is efficient, reliable and available.

Our Vision - *What we strive for*

An accessible transit service that ensures dignity, spontaneity, fairness, and freedom of travel for all customers.

Wheel-Trans is a pre-booked service, providing door-to-door trips 24 hours a day, seven days a week. We provide service to customers with all types of disabilities including physical, cognitive, mental health and sensory disabilities. Our customers may have visible or invisible disabilities.

How do I book a trip?

There are three ways you can book your trip(s): Online, RideLine Automated Touch Tone and Reservations Agent. Trips may be booked as early as seven days in advance or as late as the day before you travel.

Online: The fastest way to book, confirm or cancel your trip is online at <https://mywheel-trans.ttc.ca> from 5AM – 11PM. Refer to the how-to videos under the Help tab. Follow the registration steps to create your login.

RideLine Automated Touch Tone - Dial 416-397-8000 to book, confirm or cancel your trip(s). To login you will need your Wheel-Trans **registration number**. Your initial **password** is the month and day you were born (i.e. MMDD).

Reservations - Dial 416-393-4222 to book, confirm or cancel your trip(s).

Please note that you may experience long wait times due to high call volumes. You are encouraged to book trips using Online or the automated RideLine for a faster booking experience.

Who can travel with me?

- A **Support Person** may travel with you at no charge if you provide your Support Person Assistance Card.
- A **Dependant** is a child under the age of twelve and may travel with you at no charge.
- A **Companion** is a family member or friend and may travel with you while paying the appropriate TTC fare.
- A **Service Animal** may travel with you at no charge.

Please let us know who you will be travelling with when you are booking your trip.

Important contacts for booking, confirming and cancelling trips

<https://mywheel-trans.ttc.ca>

RideLine 416-397-8000

Reservations 416-393-4222

The **Priority Line** is available at **416.393.4311** only if your vehicle is more than 30 minutes late.

We are here to ensure you are provided with a safe and reliable trip, supporting your independence and dignity.

Please feel free to contact Customer Service Monday to Friday from 8 a.m. to 4 p.m. by email wucs@ttc.ca

phone 416-393-4111 or the Wheel-Trans website: <http://www.ttc.ca/WheelTrans/index.jsp>

How do I prepare for my trip?

- Check <https://mywheel-trans.ttc.ca> or RideLine for your exact pick-up time
- Please be ready and waiting for your vehicle to arrive prior to your pick-up time
- Drivers will only wait 5 minutes after your pick-up time
- Wheel-Trans vehicles include accessible buses, accessible taxi vans, and sedan taxi cabs

If your vehicle is more than 30 minutes late, please call the Priority Line at 416-393-4311.

What to expect

- Drivers will always notify you of their arrival
- Drivers will ask your name to verify that you are the correct customer
- Drivers will take you from the first accessible door of your home or building and ensure you safely board the vehicle, securing your mobility aid
- Drivers will assist you from the vehicle to the first accessible door at your destination

Fares

Wheel-Trans customers pay the same fares as regular TTC customers. This includes tokens, cash fare, Metropass and PRESTO. Please check on ttc.ca for the most up to date information on fare structure.

Tips on how we can successfully work together

- Wheel-Trans is a shared-ride service, please be scent aware as using scented products can negatively effect the health of other passengers and cause service delays
- Ensure that you can safely manage your bags and carry-on items
- Please wear your seatbelt at all times
- We understand that life happens, let us know if you need to cancel your ride
- Drivers are responsible for the safe operation of the vehicle, if you have any medical or behavioural needs please remember to bring along a support person with you, free of charge with your support person card
- Traffic greatly impacts our service delivery, always request your arrival time to be 30 minutes prior to the time of your appointments
- Be sure that your destination is open when booking your arrival time
- Remember, drivers are not able to make any changes to their route, drop- or schedule

Travelling outside of Toronto?

If you need to travel to a destination within the neighbouring regions of Peel, York or Durham, you do not need to apply for specialized transit in those regions. TTC Wheel-Trans has signed an agreement with our neighbouring transit agencies, who will honor your eligibility. Wheel-Trans will take you to a designated transfer point along the border and you can book the second part of your trip with the other region's specialized transit provider.

We encourage you to utilize all of the transportation options that meet your needs, including the TTC conventional services. To support your travel on conventional transit, please visit www.ttc.ca/TTC_Accessibility to learn about the accessible features on the TTC and the handbook for accessible travel to support your independence.

All Wheel-Trans vehicles, including contracted taxis, are equipped with cameras and video recording systems.

