

# Using Wheel-Trans

## How do I book Wheel-Trans?

There are 3 ways to book rides:



To book by RideLine automated touch-tone service  
(your password is your month and date of birth):  
416 397 8000 (5:00 am to 11:00 pm)



To book by phone call, speaking to a person:  
416 393 4222 (7:00 am to 11:00 pm)



To book online, visit the website:  
<https://mywheel-trans.ttc.ca>

**New users must register online to use the online booking system.**

You will need your registration number or Internet login to book your ride.

My Wheel-Trans registration # is: \_\_\_\_\_

My Wheel-Trans Internet Password is: \_\_\_\_\_

You can book your ride with Wheel-Trans up to 1 week (7 days) before your trip. Bookings are based on a **first come, first served** basis, so it is best to call as far ahead as possible.

Please check the status of your booked rides on the Wheel-Trans website, especially if you don't have a local phone number.



Be ready to answer the following questions by the Wheel-Trans operator:

- Wheel-Trans Registration Number?
- Will you have a guest travelling with you?
- For which date are you booking?
- What address are you leaving from?
- Which address are you going to? (give major intersections)
- What kind of equipment do you use to move around?
- Is it a wheelchair, walker, scooter or cane?
- What time do you need to arrive where you are going?
- What time do you need to be picked up to return?

Write down your pick up and drop off times. The operator will give you approximate times.

## **Regular trip booking**

If you are taking the same trip at the same time to the same place, for at least 2 weeks in a row, you can set up regular trip bookings. Trips will be automatically scheduled for you ahead of time.

## **Same day service to accessible TTC subway stations**

Wheel-Trans offers rides to or from the nearest accessible subway station. This means stations that have with elevators. Rides are available between 7:00 am and 7:00 pm.

You can book these rides on the same day of your trip. You must book the service at least 4 hours before.

- To book by phone call: 416 397 5855
- To book by email visit: [WheelTrans2Subway@ttc.ca](mailto:WheelTrans2Subway@ttc.ca)

You can check with the TTC about whether elevators are working at stations by calling the Elevator Service Status Line at 416 539 5438.

## What should I do on the day of my trip?

1. The Wheel-Trans calling service will call you to confirm the details of your trip the night before (between 9:00 pm to 10:30 pm) or on the day of your trip (after 7:00 am).
2. You can also check the exact pick up times on the day of your trip. To check, do one of these things:
  - Call Wheel-Trans Customer Service at 416 393 4111
  - Call the Rideline at 416 397 8000
3. You will need a TTC Pass or token, or the exact fare or a PRESTO card for you and your guest. You need to provide this each way.

Adult fare: \_\_\_\_\_

Senior fare: \_\_\_\_\_

If you travel with a support person, you can apply for a **Support Person Assistance Card**. This card allows you and your support person to pay only 1 fare when travelling together. You will need to fill out an application to receive this card. For more information, go to:

Website: [www.ttc.ca/Fares\\_and\\_passes/Support\\_Person\\_Card/index.jsp](http://www.ttc.ca/Fares_and_passes/Support_Person_Card/index.jsp)

4. **Be ready 10 minutes before pick-up** so that you do not miss your ride.

If you need to cancel, please call right away: 416 393 4222.

## What if I can only travel in a specific vehicle?

You may need to travel in a specific vehicle due to the nature of your disability.

For example, you may use a **power wheelchair** and Wheel-Trans sends a mini-van. Being in a power wheelchair while in a Wheel-Trans mini-van can make it difficult to sit forward-facing due to the size of your wheelchair. Because you sit high in a power wheelchair you risk injury to the neck and spine if you hit your head on the vehicle ceiling during travel or while entering or exiting the vehicle.

To help make sure you travel in the right vehicle when using Wheel-Trans you need a **vehicle exemption**.

To make a request for a vehicle exception you can:

- submit the Wheel-Trans Vehicle Exception Form. Ask a member of your Therapeutic Recreation team or registered health care professional (provided by Customer Service) to complete the form

or

- attend an in-person functional assessment

For more information, see the Wheel-Trans website (Customer Policies): [https://www.ttc.ca/WheelTrans/Custom\\_Policies.jsp](https://www.ttc.ca/WheelTrans/Custom_Policies.jsp)

Adapted from Alton, 2011.1

1. Alton, C. WheelTrans Instructions. In: Delparte JJ, Chau BA, Mills S, Burns AS, eds. Spinal Cord Essentials: Your spinal cord rehabilitation handbook. Toronto ON: Toronto Rehab; 2011.

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