

# How to Register for Wheel-Trans

## Information for patients and families

You may need help getting around after changes in your health. **Wheel-Trans** is a transportation service for people with different abilities that make it hard to get around. The Toronto Transit Commission (TTC) runs the service. It uses accessible buses and also has contracts with taxi companies.



## Who can use Wheel-Trans?

People who cannot use usual transit to get around the city because of a disability may qualify for Wheel Trans. If you think you may qualify for Wheel Trans, fill out and sign the application. The application includes questions about:

- Your personal information, such as your address
- Your everyday mobility (how you usually get around, and how far you can go)
- Your ability to use transit like the TTC
- What supports you need to get around (for example, a wheelchair or cane)
- Your health (information you will need from your health care team)
- If you need a support person to travel with you
- How you get around in the community (for example, recognizing and understanding transit stops)

## How do I apply?

To start an application, you can:

- Speak with a member of your health care team
- Fill out the online form available at: <https://portal.ttc.ca/>
- Send an email to [WTeligibility@ttc.ca](mailto:WTeligibility@ttc.ca)
- Call 416 393 4111



If you do not speak English, ask friends, family or a community agency to help you with the application process. You can also ask your health care team for help.

## **When will I find out if I am approved?**

You will get a letter about 14 days after you submit your application. If you are approved, you will get a registration card, Wheel-Trans number and welcome package with instructions on how to book your ride. You need to use this number every time you book a ride.

If you do not qualify, you can appeal this decision. The letter will explain how to appeal. Your health care team may be able to help with this.

## **How much does Wheel-Trans cost?**

The cost of a Wheel-Trans ride is the same as a regular TTC fare. You can pay the driver using tickets, tokens, PRESTO, TTC Monthly Pass, a transit pass or cash. If you pay cash, please have the exact fare.

## **What else do I need to know?**

One other person can travel with you Monday to Friday. 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 traveling together. You will need to fill out an application to receive this card.

More people can go with you on weekends and holidays, if there is space. Each person pays a fare. You can use the service for any kind of trip.

You do not need to be a resident of Toronto to register. But, Wheel-Trans only takes you on trips within Toronto and up to 1 kilometre into York, Peel and Durham regions.

For more information or if you have any questions, call 416 393 4111 or go to: **Website:** <https://www.ttc.ca/wheel-trans>

Visit [www.uhnpatienteducation.ca](http://www.uhnpatienteducation.ca) for more health information. Contact us to provide feedback or request this brochure in a different format, such as large print or electronic formats: [pfep@uhn.ca](mailto:pfep@uhn.ca)

© 2021 University Health Network. All rights reserved. Use this material for your information only. It does not replace advice from your doctor or other health care professional. Do not use this information for diagnosis or treatment. Ask your health care provider for advice about a specific medical condition. You may print 1 copy of this brochure for non-commercial and personal use only.

Author: Toronto Rehab MSK Program, Jennifer Holmes OT, and Katrina Grieve, Patient and Family Education | Revised: 12/2021  
Form: D-5879