

# Can I use Wheel-Trans?

TTC Wheel-Trans provides a safe and reliable transit option for persons with disabilities to travel with freedom and dignity. Applicants may be eligible for Wheel-Trans service if their disability prevents them from using TTC's conventional transit for all or part of their trip. Disabilities may be permanent and/or temporary and are those identified in the Ontario Human Rights Code including, but not limited to physical, sensory, cognitive and mental health disabilities.

If your disability prevents you from using conventional transit some or all of the time, then you may wish to apply. Eligibility is not based on disability type, income or age. It is based solely on the presence of a disability that impacts a person's ability to travel on conventional transit.

In accordance with the Accessibility for Ontarians with Disabilities Act (AODA), there are three levels of eligibility:

- **Unconditional service** means that you have a disability that always prevents you from using the TTC's conventional service. You will require door-to-door service.
- **Conditional service** means that you have a disability that limits your ability to consistently use TTC conventional transit. You may be able to use conventional transit for all or part of your trip, but may also qualify for door-to-door service under specific circumstances (e.g., weather, travel to a non-accessible location).
- **Temporary service** means that you have a temporary disability that prevents you from using conventional TTC service and you require Wheel-Trans for all or part of your trip for a defined period of time (e.g., following an injury or surgery).

Call Wheel-Trans for more information:

- Customer Service: 416-393-4111
- TTY Line: 416-393-4555

To print the application form and for more information,  
please visit: [www.ttc.ca/WheelTrans](http://www.ttc.ca/WheelTrans)

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