

Booking your trip



Go to: mywheel-trans.ttc.ca



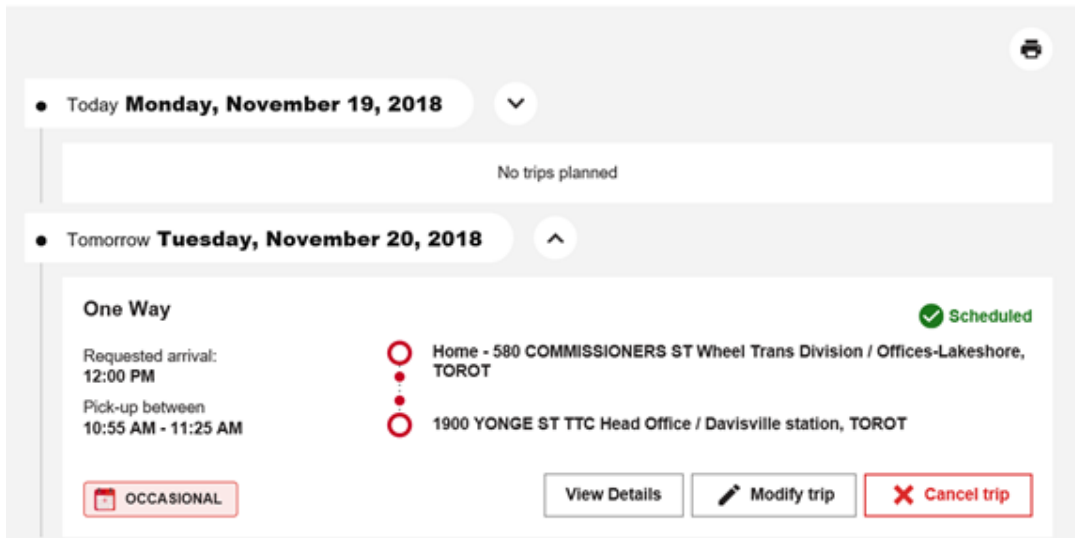
User ID: Enter your Wheel-Trans customer number. The number can range from two to six digits.




Password: For the first time user, your password is your month and day of birth, i.e. May 31 is 0531. Customers who have used the old online system can use the same password (the information will be transferred to the new system).


Once you have entered your user ID and password, you will be taken to the **At a Glance** screen. This screen will show you the trips that you have booked for the next two days. To show all trips booked for the next seven days, scroll to the bottom of the page and click on the button that says “**View all upcoming trips**”. To see all regular trips, click “**Regular trips**” in the red header. To see all past trips, click on “**Trip history**” in the red header.


At a Glance



Today **Monday, November 19, 2018** 


No trips planned


Tomorrow **Tuesday, November 20, 2018** 


One Way  Scheduled

Requested arrival:
12:00 PM

Pick-up between
10:55 AM - 11:25 AM

 Home - 580 COMMISSIONERS ST Wheel Trans Division / Offices-Lakeshore, TOROT

 1900 YONGE ST TTC Head Office / Davisville station, TOROT

 OCCASIONAL

[View Details](#) [Modify trip](#) [Cancel trip](#)

To book a trip, click on **Book a Trip** in the red header at the top of the page. A new page will appear that shows two choices – **Book an occasional trip** and **Plan a regular trip**.



Book a Trip

Select a booking option:

Book an Occasional Trip

This option lets you book a trip that will happen only once. This can be a one way trip, a return trip or a multi-stop trip. You can book either a Family of Services trip or a Door-to-Door trip.

Select

Plan Regular Trip

This option lets you book recurring trips that will start in 7 days. Please use the Occasional Trip option to book any trips required prior to this date if required. These trips can be for specific days of the week or can have various recurrences. They can be one way trips, return trips or multi-stop trips. They can be booked as a Family of Services trip or a Door-to-Door trip.

Select

Click on the type of trip that you would like to book, noting the following:

- **An occasional trip is a trip that will happen only once.** This can be a one way trip, a return trip or a multi-stop trip. You can book either a Family of Services trip (using TTC multiple modes) or a Door-to-Door trip (pick-up and drop-off are on the same vehicle).
- **A regular trip is a recurring trip that must be booked at least eight days in advance.** These trips can be for specific days of the week or can have various recurrences. They can be one-way, return or multi-stop trips. They can be booked as a Family of Services trip or a door-to-door trip. Please use the occasional trip option for any trips that fall within seven days of booking.

Booking an occasional trip

An occasional trip is one that only occurs once. If you want to book a single trip, follow the instructions below. If you want to book a trip that repeats on the same day at the same time, please see the next section, “**Booking a regular trip**”.

You can book a one-way trip, round trip or multi-trip. A multi-trip is a trip that occurs in one day and includes multiples stops, i.e. home to work to shop and then home again.



Book a trip: Request

One Way **Round Trip** Multi Trip

Outbound

Specify an origin and a destination: ⓘ

A ⓘ

B ⓘ

Reverse

Depart At **Arrive By**

Tuesday, November 6, 2018 ⓘ

12 : 00 AM ⓘ

Service hours are from 12:00 AM to 3:00 AM, and from 3:00 AM to 11:59 PM.

Assistive Devices +

Passengers 0 Passenger(s) +


When reviewing an Occasional Trip, you can also provide **Pick-up and Drop-off Instructions** and a field for a **Contact Phone** number. In the **Pick-up** and **Drop-off** fields, we are looking for information such as office building, house, apartment, school, store, place of worship, medical building etc. and entrances such as main, front, rear or side. You are permitted 50 characters when entering this information.

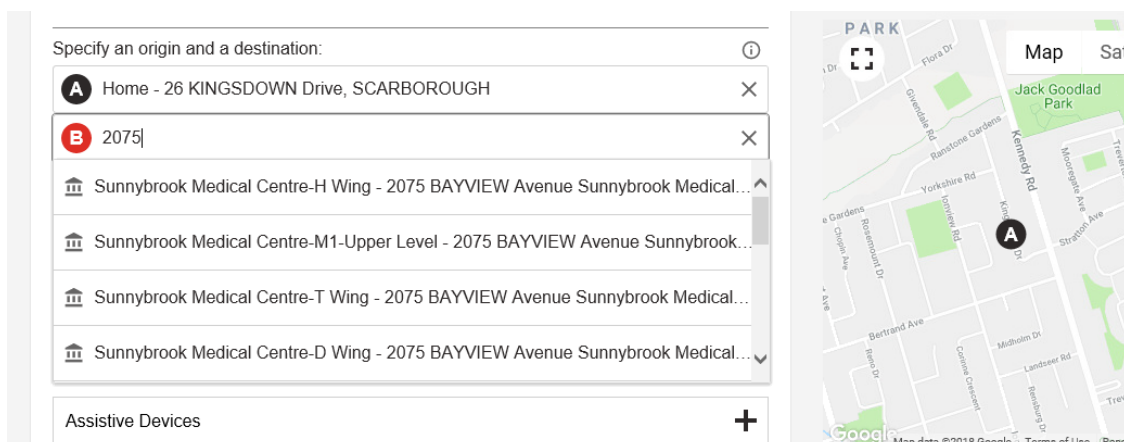
Click on **One-Way**, **Return** or **Multi-trip**, found near the top of the screen.

In the entry field marked “A”, enter the address of your trip’s origin.

- You will see a **heart icon** ♥ and a **clock icon** ⌚ at the right side of this box.
- **The heart icon** ♥ = **Favourites**. If you have any favourite addresses stored and registered, you can click on the heart icon to see your list and then click on the one that you wish to use. You can store up to nine favourites.
- **The clock icon** ⌚ = **Recent Places**. Here you will see a list of all the addresses of trips you’ve taken recently. Any time that you book a new address, it will be added to your recent places list. There is no limit to the number of addresses that are stored in this list but an address that has not been used in 18 months will drop off of your list.



- **When entering an address, you may see a landmark icon** . These are designated TTC Wheel-Trans stops and pick-up locations. Please select a landmark location whenever available.



- **In the box marked B, enter the address of your destination.** Again, you may enter the address yourself or select an address from the list stored in Favourites or Recent Places.
- Next, you must select whether you want to book your trip based on your arrival time or departure time. **Click on Depart At** or **Arrive At** under the address selection fields to select an option. Enter the date that you would like to travel (default is tomorrow's date; click on the calendar icon to display dates). Then click the boxes below the date box to select the time (hour, minute, AM/PM).

The screenshot shows the 'Return' section of the booking form. A red arrow points to the 'Depart At' button, which is highlighted in red. Below the buttons, the date is set to 'Tuesday, November 6, 2018'. The time is set to '12 : 00 AM'. Below the time selection, there is a note: 'Service hours are from 12:00 AM to 3:00 AM, and from 3:00 AM to 11:59 PM.' At the bottom, there are fields for 'Assistive Devices' (set to 0) and 'Passengers' (set to 0). A large red 'Search Trip' button is at the bottom.



Assistive devices

Assistive devices are stored for you and will default to your primary assistive device. If you use assistive devices, these will already be entered when you book a trip, and shown in the drop down menu labelled Assistive Devices. If you change your assistive device from the default device shown, you must change it manually on all portions of your trip (two-way and multi). If you do not use any assistive devices, you do not need to click on this box. Click the plus on the right side of the Assistive Devices box to see the assistive devices you are expected to have.

The final selection is passenger information. If you are travelling with an attendant or a companion, please enter their information here. Enter attendant or number of companions along with any assistive devices. Click the checkbox(es) to indicate that you will be travelling with an attendant or one or more companions. Use the **Add** button on the bottom right to add devices for your attendant/companions.

Once you have entered all trip information and confirmed that all you entered is correct, click **Search Trip**. A new screen will open with the details of your trip, including a map on the screen that will detail the route of the trip.

Book a trip: Review

Please review the following information:

The screenshot displays the 'Book a trip: Review' interface. On the left, a 'Modify Request' button is visible. The trip details for 'Trip 1 Tuesday, November 6, 2018' are as follows:

Time	Location / Description	Assistive Devices	Travel Passengers	Passenger Assistive Devices
Arrive by 12:00 PM		None	Attendant (1)	None
Pick-up between 10:35 AM - 11:05 AM	Home - 580 COMMISSIONERS Street Wheel Trans Division / Offices-Lakeshore, TORONTO	None	Attendant (1)	None
11:04 AM	Home - 580 COMMISSIONERS Street Wheel Trans Division / Offices-Lakeshore, TORONTO			
11:19 AM	Queen Subway Station - 3 QUEEN Street East WT Stop-2 Queen St. East Ent. N/E corner, TORONTO			
11:30 AM	13812 - QUEEN STATION - NORTHBOUND PLATFORM			
11:48 AM	Eglinton Subway Station - 2190 YONGE Street WT Stop shared rte. 34 Eglinton East, TORONTO			

The right side of the screen features a map of Toronto with a red line indicating the trip route from the home location to Queen Station, then to 13812 Queen Street, and finally to Eglinton Station. A yellow icon on the map represents the wheelchair accessible vehicle.

If you are an unconditional customer, the trip detailed will always be door-to-door service. If, as an unconditional customer, you prefer a Family of Service trip, click the button at the top of the page titled "Search family of service trip".



When reviewing an Occasional Trip, you can also provide **Pick-up** and **Drop-off** Instructions and a **Contact Phone number**. In the **Pick-up** and **Drop-off** fields, we are looking for information such as office building, house, apartment, school, store, place of worship, medical building etc. and entrances such as main, front, rear or side. You are permitted 50 characters when entering this information.

Pick-up Instructions: *Optional*

Drop-off Instructions: *Optional*

Contact Phone: *Optional*

416-393-4222

This phone number will be used to notify you before your pick-up.

Search door to door trip **Submit Request** **Cancel**

If you are a conditional customer, the trip presented will be a Family of Services trip, where applicable. If a Family of Services trip is not applicable to the trip requested, the trip presented will be door-to-door service. If you would prefer door-to-door service, click the “search door-to-door trip” button at the bottom of the page and a door-to-door trip will be presented.

Transaction Details - Trip(s) Successfully Saved

< My Trips

General Information

Customer:
Tony Tester

Transaction Time:
Monday, November 5, 2018 at 11:16 AM

Transaction Type:
Book a Trip

Trip 1 Tuesday, November 6, 2018

Arrive by
12:00 PM

Pick-up between
10:35 AM - 11:05 AM

Status
✓ Scheduled

Contact Phone:
416-393-4222

Trip Identifier:
108-A

Assistive Devices:
None

Travel Passengers:
Attendant (1)

Passenger Assistive Devices:
None



Booking a regular trip

A regular trip is one that repeats at regular time intervals (e.g. every Tuesday at noon, every second Monday and Wednesday at 5 pm, etc.) Note that regular trips cannot be booked less than eight days in advance. If you want to book a trip in the next seven days, please book an Occasional Trip (instructions above). If you would like to book a regular trip, follow the steps listed below.


Click on **One-Way**, **Return** or **Multi-trip**, found near the top of the screen.

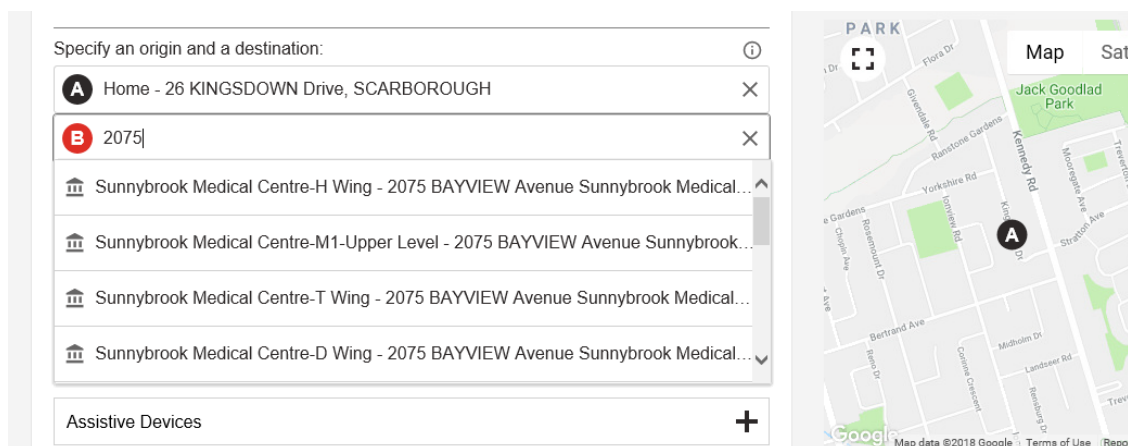
In the entry field marked A, enter the address of your trip's origin.

- You will see a heart icon and a clock icon at the right side of this box.
- The heart icon = Favourites. If you have any favourite addresses stored, you can click on the heart icon to see your list and then click on the one that you wish to use. You can store up to nine favourites.
- The clock icon = Recent Places. Here you will see a list of all the addresses of trips you've taken recently. Any time that you book a new address, it will be added to your recent places list. There is no limit to the number of addresses that are stored in this list but an address that has not been used in 18 months will drop off of your list.

In the box marked B, enter the address of your destination.

Again, you may enter the address yourself or select an address from the list stored in **Favourites** or **Recent Places**.

When entering an address, you may see a landmark icon . These are designated TTC Wheel-Trans stops and pick-up locations. Please select a landmark location whenever available.



Next, you must select whether you want to book your trip based on your arrival time or departure time. Click on **Depart At** or **Arrive At** under the address selection fields to select an option. Enter the date that you would like to travel (default is tomorrow's date; click on the calendar icon to



display dates). Then click the boxes below the date box to select the time (hour, minute, AM/PM). Assistive devices are stored in the Wheel-Trans system. If you use assistive devices, these will already be entered when you book a trip, and shown in the drop down menu labelled Assistive Devices. If you do not use any assistive devices, you do not need to click on this box. Click the plus on the right side of the Assistive Devices box to see the assistive devices you are expected to

Plan Regular Trip

One Way Round Trip Multi Trip

Destination & Time

Service hours: Sun: from 3:00 AM to 12:00 AM, and from 12:00 AM to 3:00 AM
Mon, Tue, Wed, Thu, Fri, Sat: from 12:00 AM to 3:00 AM, and from 3:00 AM to 12:00 AM

Specify an origin and a destination: ⓘ

A Home - 580 COMMISSIONERS Street Wheel Trans Division / Offices-Lakeshore, TOF ✕

B Dundas West Subway - 2365 DUNDAS Street West Bus platform shared w/rte #40 Jui ✕

Reverse

Depart At **Arrive By**

11 : 00 AM

Assistive Devices +

Passengers 0 Passenger(s) +

Time Period & Frequency

Regular trips can only be booked from **Tuesday, November 13, 2018**. You can book occasional trips before this date.

Start date:
Thursday, November 15, 2018

End date:
Never

Repeat on:
MON TUE WED **THU** FRI SAT SUN



If you still want to keep your trips that coincide with statutory holidays, click the box marked **'Preserve Service During Holidays'**.

Then **click 'Search Trip'**. A new screen will open with the details of your trip, including a map on the screen that will detail the route of the trip.

If you are an unconditional customer, the trip detailed will always be door-to-door service. If as an unconditional customer, you prefer a Family of Services trip, please contact **Wheel-Trans Reservations** at **416-393-4222**.

Currently, the booking system will only schedule door-to-door trips. Conditional customers will not be offered a Family of Services trip.

Review Regular Trip Request

[< Modify Request](#)

Trip 1

Arrive by **11:00 AM**

Assistive Devices: **None**

Travel Passengers: **None**

Passenger Assistive Devices: **None**

A Home - 580 COMMISSIONERS Street Wheel Trans Division / Offices-Lakeshore, TORONTO

B Dundas West Subway - 2365 DUNDAS Street West Bus platform shared w/rte #40 Junction, TORONTO

Contact Phone: *Optional*

This phone number will be used to notify you before your pick-up.

Start date **2018-11-15**

End date **Never**

Repeat **Thursday (Weekly)**

Interrupt service during holidays



Your request has been submitted!

You will be notified when your request has been processed.

What's Next?

- You will be notified when your request has been processed.
- You will be able to view your trips in the Regular Trips tab of the My Trips page. See my Regular Trips

Trip 1

Arrive by
11:00 AM

A Home - 580 COMMISSIONERS Street Wheel Trans Division / Offices-Lakeshore, TORONTO

B Dundas West Subway - 2365 DUNDAS Street West Bus platform shared w/rte #40 Junction, TORONTO

Start date
2018-11-15

A page titled **‘Transaction Details - Trip(s) Successfully Saved’** will open, detailing your trip and status (**Scheduled, Waitlisted**). You are encouraged to log back into the system in a day or two to check the results of your trip request. Customers will also be notified with a call out message the evening before travel.

Currently, regular trips cannot be modified online. Please contact **Wheel-Trans Reservations** at **416-393-4222** to modify a regular trip.

At the top of the page, there s a printer icon. If you click print, you will be directed to a printer window where you can print a copy of your trip details.

The steps above apply to booking a one-way trip, a round-trip, or a multi trip.