



Customer testimonials

By the end of our time together, I had a chance to go on buses, subways, and a streetcar in my power wheelchair. It was exciting! I could not have asked for better support. There was SO much that I did not know!

– Kim

I highly recommend the TTC Travel Training. I know there are individuals out there with disabilities who may be anxious to ride the TTC or who are pretty skeptical – I encourage you to try it – just once. The sense of independence and freedom you will gain will eliminate those fears.

– Robert

For more information

Email: traveltraining@ttc.ca



What is Travel Training?

Travel Training is a **free** program available to Wheel-Trans customers, to learn how to use the TTC's conventional system, which includes bus, subway, streetcar and Community Bus. This program can also help you learn how to travel using the TTC's integrated accessible transit services, called the Family of Services.

Travel Training will teach you about the accessible features throughout the TTC network and the support you can receive along the way. The goal is for you to be able to travel on the TTC to the best of your ability; safely and independently.

Travel Training can be customized to meet your needs and will give you the tools you need to be successful.

Note: If you are a conditionally eligible Wheel-Trans customer, you will be required to travel using the Family of Services when none of your conditions are present.

Participating in Travel Training will not affect Wheel-Trans eligibility.

Travel Training options

Training over the phone

Phone appointment with the option for online materials.

Station orientation day: Small group

1-hour training session at an accessible subway station.

Fixed routes: Small group or individual

Travel alongside a Travel Trainer on a fixed route with bus, subway and streetcar.

One-on-one route training

Travel alongside a Travel Trainer on a route of your choice.

Benefits of using conventional transit

Travel Training empowers customers to take advantage of the many benefits of TTC's conventional transit service, including:

- No need to plan or make reservations in advance. Be spontaneous.
- Flexibility to decide when and how to travel.
- Being involved and connected to the community.

Sign up today

Email: traveltraining@ttc.ca **Phone:** 647-614-9396

You will learn



- What accessible features are available throughout the TTC
- How to board vehicles with or without a mobility device
- Where to find elevators and ramps
- How to use the PRESTO system and where to find accessible fare gates
- How to understand TTC maps and signage
- How to recognize landmarks so that you know you are at the right location.
- Where to find TTC staff and how they can assist you
- Problem solving skills and what to do in unexpected situations
- Safety features and emergency procedures