



How to apply

The Wheel-Trans eligibility application form (the application) is available below, or by email WTeligibility@ttc.ca or by calling 416-393-4111 . Alternative accessible formats are available upon request.

[Wheel-Trans eligibility application](#)

Chrome users, please note you need to save the PDF to your computer prior to completing the form or your content will not be saved.

[Wheel-Trans eligibility application](#) (Word Document)

The Word document must be downloaded prior to completing the form. This accessible document has been created using Microsoft Word 2010. There may be compatibility issues with using earlier versions of Word (including but not limited to impacts on alternative text for data tables, text and number formatting, and content controls). To avoid this, we recommend updating to the latest version of Word, or contacting us to request an alternative accessible format.

Persons who believe they qualify for and are interested in becoming Wheel-Trans customers should complete and sign the application. To ensure a fast and seamless application process, be sure to complete the application in full. Incomplete forms may be returned to the applicant for completion.

TTC is committed to providing a fair and objective eligibility process for all our applicants. To ensure we correctly match our transit services to your abilities, you may be requested to attend a functional assessment, in addition to submitting an application, to learn more about your abilities in performing activities related to travelling on transit. Your category of eligibility will be based on the information provided in your application and the results of a functional assessment (if required).

A functional assessment is a specific standardized evaluation that is administered by a registered occupational therapist. The functional assessment could be related to a physical, cognitive, sensory or mental health disability or a combination of disabilities. The results of the functional assessment will be sent to TTC staff and will determine whether you are eligible for service and the category of eligibility, i.e. conditional, unconditional or temporary.

If your application is complete, and you do not require a functional assessment, an eligibility decision will be made in 14 days or less.

The Application

Section A contains questions about your everyday mobility and ability to use conventional transit and is completed by you/your representative. Section A also requests that you to certify that the information you/your representative have provided to Wheel-Trans is correct.

Section B is your consent to have your health care professional(s) contacted for additional information or clarification if requested.

Section C is completed by your health care professional(s) and requests your health care professional(s) to certify that the information they have provided to Wheel-Trans is correct. If you require more than one health care professional to complete the form, make copies of Sections B and C.

Section D is completed by you/your representative and allows Wheel-Trans to share your information with other transit properties within the Greater Toronto and Hamilton (GTHA) area should you wish to travel in other Regions.

Section E is to be completed if you wish to apply for the TTC Support Person Assistance Card. Some Wheel-Trans customers require additional assistance when travelling, and need a support person to travel with them. Under the TTC Support Person Policy and the AODA, a support person is one “who accompanies the person with a disability to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.” Wheel-Trans operators are unable to provide the services of a support person because they are focusing on what they do best: delivering safe and reliable transportation. If you require a support person, one has to be provided by you. If you wish to apply for a card at the same time as you submit your application, complete Section E along with your healthcare professional.