



Calgary Transit Access Eligibility Appeal Board

Mandate and Composition

Mandate	To hear and determine Appeals from those persons deemed to be ineligible, conditionally eligible or who disagree with their eligibility for shared-ride public transportation service as determined by Calgary Transit Access.
Composition	3 Public members with disabilities or directly involved with those with disabilities 3 Public members who are or were health care practitioners (e.g. doctor, nurse, therapist) 1 Citizen-at-Large

Details

Chair	Adam Kucharski
Number of meetings in the last year.	The CTA Eligibility Appeal Board held nine appeal meetings in 2019 and one non-appeal meeting, where the Board members met with Administration and Resource staff to review mandate and CTA policies.
Summary of initiatives, projects or work completed or ongoing in the last year.	In 2019 a total of 28 appeals were submitted for the Appeal Board to hear. Of those, 2 were cancelled due to the appellant withdrawing their appeal. Of the 28 appeals that were adjudicated by the Appeal Board, 19 were upheld to the original decision made by CTA staff and 7 were modified or overturned.
Outline of 2020 work plan.	<ul style="list-style-type: none"> Administration and resource staff to deliver CTA orientation to new Appeal Board (completed). Schedule monthly Appeal Board meetings (completed). Meetings have been restructured to take place via Microsoft Teams due to Covid 19 (completed).
Challenges to fulfilling mandate.	<p>Administration has experienced at times, challenges on how to ensure Board members make decisions that comply with the Calgary Transit Eligibility mandate. Individual cases can be very emotional and this can create difficulties with remaining objective.</p> <p>Administration and the City Clerk's Office have identified support measures which can be provided by City Clerk's staff on an ad-hoc basis when these issues arise. Recurring training and orientation measures such as workshops, presentations and/or question and answer sessions are also being mapped out and will be provided to the Board on an ongoing basis.</p> <p>More specific guidelines are also required in regards to the expectation of Board Member attendance. Clear guidelines in regards to the above has now been added to the Terms of Reference.</p>

	<p><i>(Please note: The recommended changes to the Terms of Reference noted above have been submitted to the City Clerk's Office for Councils review and approval – PFC2020-0560).</i></p>
Additional information you would like to share with Council.	<p>Administration believes that the current structure of having an independent Board hear and adjudicate appeals from Calgarians who disagree with CTA decisions on their eligibility for service, is one that is fair and just. Therefore at this time, Administration recommends Council continue with this appeal structure for Calgary Transit Access eligibility appeals.</p>