



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
Summary of initiatives, projects or work completed or ongoing in the last year.	In the 12 months of 2020, there were 5 Appeal Board meetings held. At these 5 meetings, a combined total of 12 appeals were heard by the Appeal Board. Of the 12 appeals that were adjudicated by the Board, 10 were upheld to the original decision made by CTA staff and 2 were modified.
Outline of 2021-2022 work plan.	<ul style="list-style-type: none"> • Administration and resource staff to deliver a CTA orientation to new Appeal Board members (completed Jan 2021). • Schedule monthly Appeal Board meetings (completed). • Evaluate the progress of appeals being heard virtually and identify any areas of improvement needed.
Challenges to fulfilling mandate.	Moving to a virtual format was somewhat challenging in regard to introducing new process changes to customers, staff and Board members.



Calgary Transit Access Eligibility Appeal Board

<p><i>(COVID impacts will be documented in the next section)</i></p>	<p>We needed to ensure that virtual meetings upheld the same level of professionalism as the in-person meetings did pre-Covid. Some of this was done by providing an overview of best practices for virtual meetings and by setting up a virtual rehearsal that allowed Board members and staff to work through any technical and process issues.</p> <p>Some Board members have had some difficulty joining meetings due to being unfamiliar with virtual meetings. The administrative staff have been able to meet with Board members to address any of these concerns.</p>
<p>Additional information you would like to share with Council.</p>	<p>Administration believes that the current process 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, Administration recommends Council continue with this appeal process for Calgary Transit Access.</p>

Impact of COVID-19

<p>How many meetings were held since March 2020?</p>	<p>Since March of 2020, the CTA Eligibility Appeal Board held 3 virtual appeal meetings, and one virtual rehearsal meeting. The Board continues to hold these appeal meetings virtually.</p> <p>The rehearsal meeting provided an opportunity for Board members and Administration staff to review and rehearse the new virtual meeting process.</p> <p>There were no meetings in March and April of 2020, as the particulars of the new virtual process were still being worked through and finalized. It did take a little time to adjust to the new process.</p> <p>Fortunately, there were no appellants that had to wait to have their appeal heard due to this transition period.</p>
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Calgary Transit Access Eligibility Appeal Board

<p>How has public participation in meetings been impacted?</p> <p>Please identify any barriers to accessibility, participation, etc.</p>	<p>Moving to a virtual format was somewhat challenging to customers, staff and Board members due to navigating some technical issues for all.</p> <p>Public participation was only slightly impacted due to the need of properly educating all those involved about the new format. The Board does not believe that this change has limited an appellant's ability to have a voice and present their appeal.</p> <p>Although moving to virtual appeal meetings has not removed public participation from occurring, appellants have had to overcome the challenges of how to articulate their appeals virtually. Some appellants have stated that it is easier with a virtual format as they do not need to travel downtown to attend a meeting.</p>
<p>How do you manage to continue the work of the committee in the current situation?</p>	<p>The Board will continue to meet virtually, during the COVID pandemic so that appellants still have a voice and an opportunity to discuss their case with the Appeal Board.</p> <p>Administration will also continue to work with Board members directly to resolve any technical or process issues they may occur.</p>