

NAME CHANGE FOR THE ACCESS CALGARY APPEAL BODY

EXECUTIVE SUMMARY

On 2015 August 24, Access Calgary, a division of Calgary Transit, took over the operations of the Calgary HandiBus Association. To recognize this change in operations, and as part of the Corporate branding initiative, Access Calgary was renamed Calgary Transit Access.

A change of name is now required for the Access Calgary Eligibility Services Appeal Board to reflect the above name change of Access Calgary to Calgary Transit Access.

ADMINISTRATION RECOMMENDATION(S)

That the SPC on Transportation and Transit recommends that Council:

1. Endorse a name change of the Committee of Council currently known as the 'Access Calgary Eligibility Services Appeal Board' to the 'Calgary Transit Access Eligibility Appeal Board'.

RECOMMENDATION OF THE SPC ON TRANSPORTATION AND TRANSIT, DATED 2016 MARCH 16:

That the Administration Recommendation contained in Report TT2016-0192 be approved.

PREVIOUS COUNCIL DIRECTION / POLICY

The existing appeal body and eligibility criteria for Access Calgary were originally approved by Council on 2001 April 02, Report TTP2001-14.

The current name of the appeal board was approved by Council on 2009 March 09, Report LPT2009-14.

BACKGROUND

Every year, Calgary Transit Access provides over one million trips to nearly 15,000 Calgarians that cannot use Calgary Transit services due to a disability. Calgary Transit Access now uses two methods for delivering service. Three private sector service providers provide the majority of trips for Calgarians with disabilities – Checker Cabs, Southland Transportation and Care Calgary. The rest of the trips, done previously by Calgary Handibus, are now delivered by an internal division of Calgary Transit Access.

Eligibility for service is determined on a case by case basis, based on physical and/or cognitive ability to use regular Calgary Transit services. Decisions on eligibility can be appealed to the Access Calgary Eligibility Services Appeal Board.

Over the past few years, Access Calgary has received feedback from customers and the Access Calgary Advisory Committee about the lack of branding and marketing of Access Calgary services offered by Calgary Transit. In addition, customers had difficulty distinguishing clearly between the role of Access Calgary and its transportation service providers.

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INVESTIGATION: ALTERNATIVES AND ANALYSIS

The new name, and branding associated with it, aims to help our customers and citizens at large recognize who is providing the service. The refreshed branding is in alignment with the new City and Calgary Transit branding, and helps streamline the four starkly different looks of service providers.

In affecting the proposed changes set out in this report, Calgary Transit does not propose to change its current eligibility process or criteria.

Stakeholder Engagement, Research and Communication

The Access Calgary Advisory Committee and the Advisory Committee on Accessibility were consulted and were supportive of changing the name of the appeal board.

Strategic Alignment

The name change will not affect strategic alignment

Social, Environmental, Economic (External)

There are no social, environmental, or economic impacts as a result of this request.

Financial Capacity

Current and Future Operating Budget:

Current and future operating budgets are not impacted by this request.

Current and Future Capital Budget:

Current and future capital budgets are not impacted by this request.

Risk Assessment

There are no significant risks associated with this request.

REASON(S) FOR RECOMMENDATION(S):

Changing the name of the eligibility appeal board makes it easier for customers to understand and reflect the service offered by Calgary Transit Access. The purpose and procedures for this Board remain unchanged.

ATTACHMENT(S)

None