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## Calgary Transit Access Eligibility Appeal Board

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### 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 (CTA). Decisions are based strictly on an Appellant's ability to use Calgary Transit buses and CTrains. ([link](#))

### COMPOSITION

7 Public Members

### ANNUAL UPDATE & KEY ACCOMPLISHMENTS

At the beginning of each annual term, Calgary Transit Access (CTA) delivers a comprehensive orientation to Board members. The purpose of this orientation is to ensure Board members understand the CTA eligibility mandate and what our service provides. This session was delivered to the current Board in January of 2022.

For the year 2021, there were 5 virtual hearings held. A combined total of 13 appeals were presented and heard by the Board.

Of the 13 appeals that were adjudicated, 12 were upheld to the original decision made by CTA Eligibility, and 1 was modified.

### CHALLENGES

After the annual recruitment process in October 2021, we did not receive enough applications from appropriate candidates to equal 7 members. A re-recruitment process was then initiated, and a full Appeal Board was accrued in December of 2021.

### WORKPLAN FOR THE NEXT YEAR

- Administration and resource staff to deliver CTA orientation to new Appeal Board (completed).
- Administration to schedule monthly Appeal Board meetings (completed).
- Evaluate the progress of appeals being heard virtually and identify any areas of improvement needed and/or return to in person hearings.
- Transition the CTA Eligibility unit and Administration resource staff from Calgary Transit to Community Services as part of the City's realignment.



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### **OPERATIONS**

At the start of the pandemic, moving to a virtual format was somewhat challenging to customers, staff, and the Board. Everything from technical issues to camera and microphone etiquette needed to be addressed.

We needed to ensure that virtual meetings upheld the same level of professionalism as the in-person meetings did pre-Covid. This was done by providing an overview of best practices for virtual meetings and by setting up virtual rehearsals that allowed Board members and staff to work through technical and process issues before an actual hearing.

Moving to virtual appeal meetings has not removed public participation from occurring, but appellants have had to overcome the challenges of how to articulate their appeals virtually. On the other hand, some appellants (and Board members) have stated that they find it easier presenting via a virtual format, as they do not have to travel to City Hall to attend a meeting.

A review of the pros and cons, and a decision will need to be made soon by Administration and the Appeal Board as to when, and if, we return to in person hearings.

### **NO ATTACHMENTS**