

Calgary



Calgary Transit Access Eligibility Appeal Board

2023 June 14

C2023-0531

Attachment 11b

Calgary Transit Access

What is Calgary Transit Access?

- An accessible public transit service that provides door-to-door shared transportation for Calgarians whose disability *prevents* them from using fixed Calgary Transit buses and CTrains.



Eligibility

Calgary Transit Access eligibility criteria



- Eligibility is determined on a case-by-case basis
- Criteria is based solely on an individual's physical and/or cognitive ability to use Calgary Transit buses and CTrains.

Appeal Process

Customers who disagree with an eligibility decision may submit an appeal

Stage 1

- Customers may submit a letter of appeal and any new information within 60 days from the date of an eligibility decision.

Stage 2

- Customers who disagree with the outcome following submission of a letter of appeal can appear before the Calgary Transit Access Eligibility Appeal Board.

Appeal Board

Calgary Transit Access Eligibility Appeal Board

- Functions
- Composition



Thank You

