



Calgary Transit Access Eligibility Appeal Board Report

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. Decisions are based strictly on an Appellant's ability to use Calgary Transit buses and CTrains.

Additional information: [Calgary Transit Access Eligibility Appeal Board](#)

COMPOSITION

- Three Public members with disabilities or directly involved with those with disabilities.
- Three Public members who are or were health care practitioners (e.g., doctor, nurse, therapist).
- One Citizen-at-Large.

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 the service provides. This orientation was delivered to the current Board in November 2022.

In 2022, there was a total of 14 appeals presented and heard by the Board, including five virtual hearings. Of the 14 appeals that were adjudicated, all were upheld to the original decision made by CTA Eligibility.

CHALLENGES

CTA Eligibility Appeal Board experienced some challenges with technology during virtual hearings, however, there have been improvements since 2021. In 2023, the Board will continue with a mix of virtual and in-person meetings.

As a result of the Organization Realignment, an Administration staff resource that supported the Board was impacted. This has been mitigated by hiring a temporary limited-term position through to the end of 2023 while budget deficiencies are addressed during the assess and adjust phase of realignment.



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WORKPLAN FOR THE NEXT YEAR

Administration to:

- Deliver orientation to new Appeal Board (completed).
- Schedule monthly Appeal Board meetings (completed).
- Transition the CTA Eligibility unit and staff resource from Operational Services, Calgary Transit to Community Services, Recreation & Social Programs as part of the Organization Realignment (completed).
- Evaluate the process of appeals being heard virtually, identify any areas for improvement and determine if a return to only in-person hearings is required.

OPERATIONS

To ensure customer needs were met during the pandemic, virtual hearings were provided with the intention of maintaining the same level of professionalism as in-person hearings. This was accomplished by providing Board members and CTA Eligibility staff with an overview of best practices for virtual meetings and conducting rehearsals as an opportunity to work through technical processes and issues before appeal hearings.

As part of the return to the corporate workspace, meetings will be held in-person when multiple appeals are to be heard in a one-month period or when the Board deems it necessary.

ATTACHMENTS

N/A