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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. 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.

### MEETINGS

In 2023, there was a total of 22 appeals presented and heard by the Board. Of the 22 appeals that were adjudicated, 20 were upheld to the original decision made by CTA Eligibility and two were overturned. All meetings were held virtually. Appellants are provided instructions for joining the virtual meeting and an overview of the appeal hearing process before the hearing begins. They are also informed appeal meetings are recorded.

The Board reviews all documentation provided by appellants prior to the scheduled appeal meeting. During an appeal hearing, CTA Eligibility staff present information, history and the rationale regarding an applicant's eligibility determination for Calgary Transit Access service. The appellant will present verbal or written information and may also bring advocates to establish their case, followed by an opportunity for discussion. The Board will provide a decision which is communicated to the appellant immediately after a hearing has concluded. The decision is final and binding. Following, the final decision is documented and sent to the appellant.

### WORK, IMPACT & ACCOMPLISHMENTS

The Calgary Transit Access Eligibility Appeal Board continues to hear appeals in a timely manner and follow a clear, fair and unbiased process. This ensures applicants who disagree with an eligibility decision have an equitable opportunity to provide additional information about their disability, including why they are prevented from using Calgary Transit buses and CTrains.

### MANDATE ALIGNMENT

The Board reviews the above noted eligibility criteria documentation as a basis for determining if there is a need for a decision change. Board members are required to make decisions based on the above mandate and to render a fair determination with the evidence provided.



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### **COLLABORATION & COMMUNICATION**

In June 2023, the Board Chairperson, Carol Bowsfield, presented to Members of Council. The presentation provided an overview of Calgary Transit Access, eligibility criteria, an overview of the appeal process and described the function and composition of the Board.

### **WORKPLAN & PRIORITIES FOR 2024-2025**

The Board will continue to meet on the third Tuesday of the month to hear second stage appeals and provide decisions for appellants in a timely manner. If there are no appeals to be heard in a month, the meeting will be cancelled.

### **CHALLENGES**

On some occasions, the Board was at risk of not meeting quorum. Planning is underway to ensure the Board continues to meet quorum and review appeals in a timely manner.

### **MEMBER PERFORMANCE ASSESSMENT**

In 2023, all members of the Board contributed to achieving the Board's mandate and successfully reviewed all appeals in a consistent and timely manner.

### **BCC COMMENTS**

N/A

### **ATTACHMENTS**

N/A