

RE: EX36.43



TTC Wheel-Trans

City of Toronto Accessibility Advisory Committee: Update on Appeal Process

June 20, 2018

Wheel-Trans Eligibility

- Prior to January 1 2017: all customers were required to have a physical disability, use a mobility device and attend an in-person interview
- January 1 2017: AODA mandated eligibility changes that all disabilities can apply and 3 levels of eligibility are to be used:
 - Conditional: when a person with a disability is unable to take conventional transit some or all of the time.
 - Unconditional: when a person with a disability is unable to take conventional transit at all.
 - Temporary: when a person with a disability is unable to take conventional transit for a temporary period of time.

Wheel-Trans Eligibility Process

- Wheel-Trans met with over 1500 stakeholders to develop a very comprehensive eligibility application process.
- Developed an application form in partnership with all specialized transit agencies in the GTHA.
- Application form is completed by both the applicant and their healthcare professional.
- Application is submitted and reviewed by staff who have over 20 years' experience in specialized transit eligibility.
- Applications that require more information are booked for an in-person functional assessment with an Occupational Therapist at Sunnybrook Health Services.



| Eligibility Statistics

- 2017 Wheel-Trans received 13,360 applications
- 12,689 received eligibility (209 were ineligible)
 - 7813 conditional eligibility
 - 3175 temporary eligibility
 - 1494 unconditional eligibility
- 613 Functional Assessments
- 10 Appeals (less than 1% of total applications result in an appeal)



| Appeal Process

1. Applicant appeals eligibility decision by submitting an Appeal Form.
2. Applicant is scheduled for an in-person functional assessment, unless they have previously completed one as part of the eligibility decision process.
3. Interview is scheduled with the Appeal Panel within 30 calendar days.
4. Appeal Panel Interview takes place (approximately 30 minutes).
5. Decision is made and communicated to applicant within 14 days of the appeal interview.



| Appeal Panel

Appeal Panel consists of 3 members

- Occupational Therapist
- TTC Transit Expert
- Community member with a disability



| Appeal Statistics

- Average wait time for appeals to be booked with appeal panel: 7 days
- 10 Appeals conducted in 2017 out of 13,360 received applications
- 7 Appeals conducted in 2018 out of 5511 received applications
- 17 total appeals to date
- 5 appeals overturned Wheel-Trans original decision
- 12 appeals upheld Wheel-Trans original decision
- \$1884.60 total cost of appeals in 2017 which represents 0.27% of our appeals budget
- \$1314.90 total cost of appeals in 2018 which represents 1.9% of our appeals budget



| Thank You

For further information please contact:

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