



Hamilton

Eligibility for Accessible Transportation Services Appeal Policy Updates



Objectives

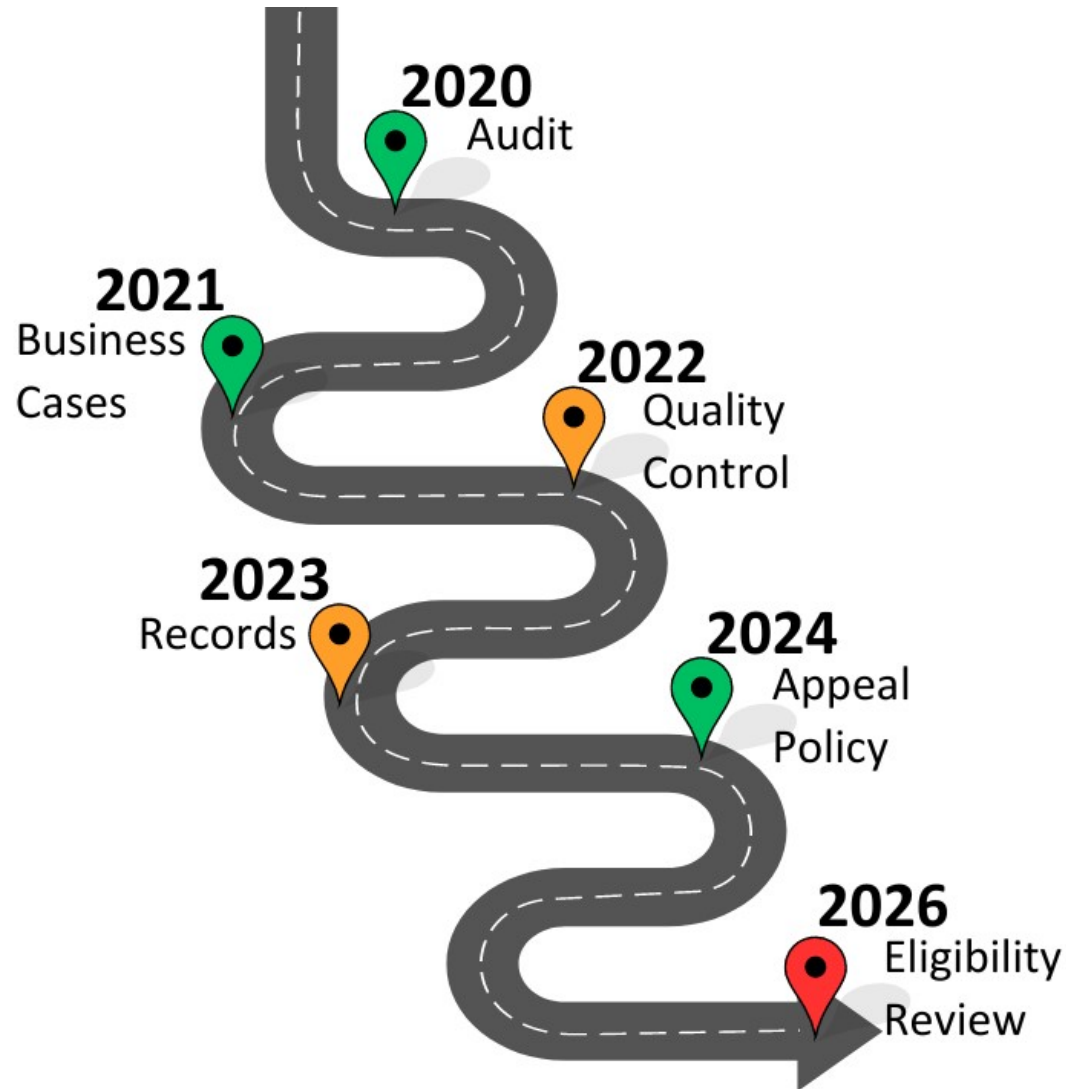
- Part of the multiyear roadmap outlining critical steps to reform service delivery (Appendix “B” to Report PW24005, also Item 8.2. ACPD meeting 24-002)
- Under the roadmap category of **Eligibility for Accessible Transportation Services**, improvements include updating the Accessible Transportation Services Eligibility Appeal policy as per recommendations in key reports:
 - Accessible Transportation Services Eligibility Audit (Appendix “B” to AUD20009, December 7, 2020)
 - Dillon Consulting Report (Appendix “A” to PW21055, Consultant Report to Accessible Transportation Service, October 7, 2021, funded by Provincial Audit and Accountability Fund)

Road Map: ATS Eligibility

2020: Responses to AUD20009 recommendations about eligibility

2021: Business case to implement more conditions of eligibility

2022: Continuous quality improvement for application processing

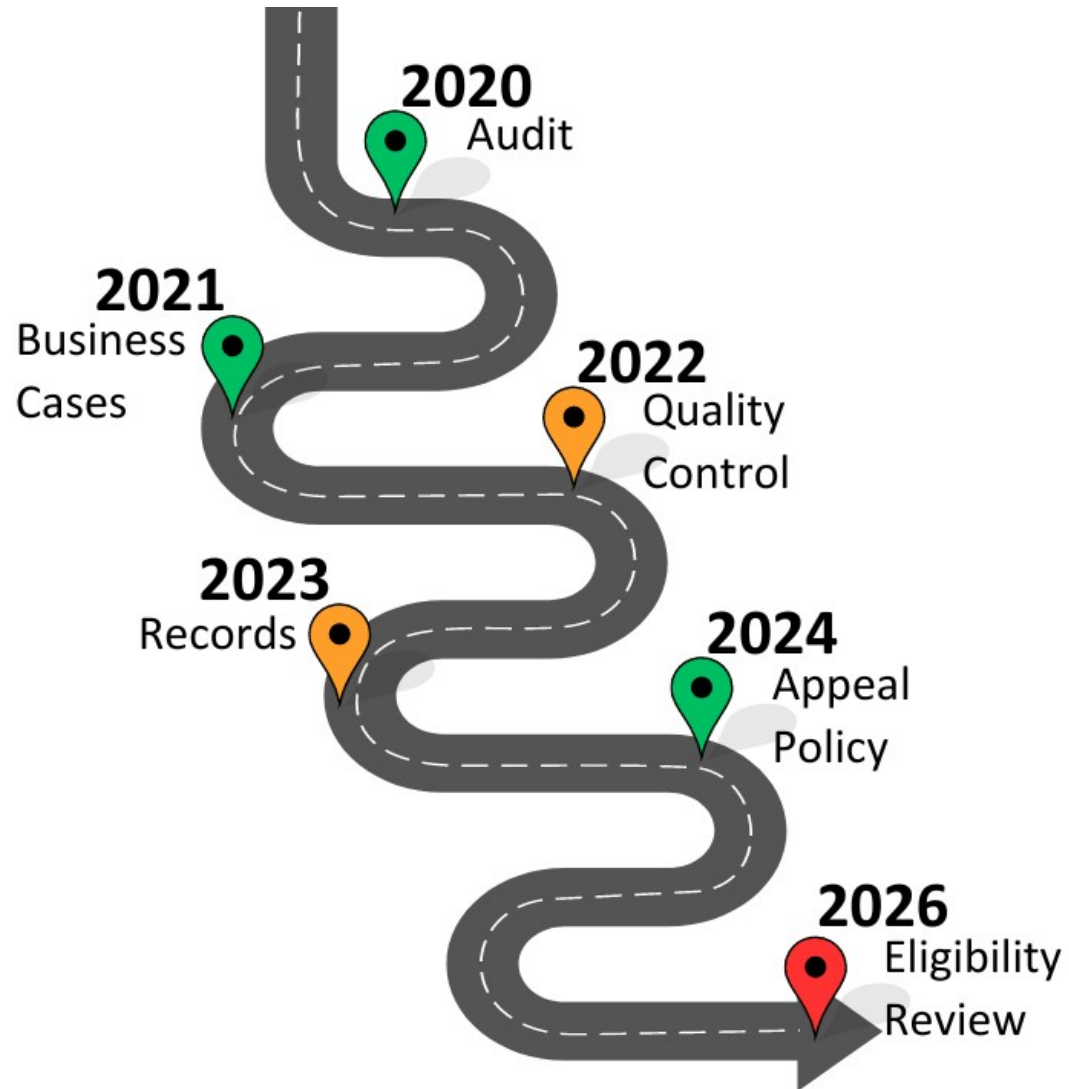


Road Map: ATS Eligibility (continued)

2023: First mailouts for
ATS records update

2024: Updated eligibility
appeal policy

2026: Recommendation
report regarding
eligibility reassessment



Eligibility for Accessible Transportation Services

- **Eligibility Appeal Policy**
 - Policy for appealing eligibility decisions and establishment of an appeals committee process update
 - **Target: end of 2023 (in progress, was awaiting internal review)**
 - **Now complete**
 - **Reporting history: Recommendation 7 in Appendix “B” to AUD20009; Appeals policy discussed at ACPD Transportation Working Group January 2023, March 2023 and July 2023; presented in final form at ACPD Meeting in April 2024**

Eligibility for Accessible Transportation Services (continued)

How Eligibility is Determined

Eligibility is based on the following conditions:

- Disability/ medical condition impeding functional ability to use conventional transit
- Safety on specialized transit

Part of the application needs to be completed by a regulated health professional to confirm the above.



Eligibility for Accessible Transportation Services (continued)

Categories of Eligibility

- **Unconditional:** not able to use HSR transportation, but can use DARTS service safely; can use DARTS for all trips
- **Conditional:** able to use HSR buses under certain conditions: seasonal eligibility (November 1 to April 30) or trip-by-trip eligibility (can use DARTS to approved locations only)
- **Temporary:** not able to use HSR buses due to a condition that is expected to improve; can use DARTS temporarily for all trips



Accessible Transportation Services Eligibility Appeal Process - updated

Items added as part of a robust comprehensive process:

- Updated Eligibility Appeal Form
- Updated Eligibility Appeal Notice of Hearing
- Additional Hearing Notice enclosure for authorized representative, should applicant wish to engage one
- Appeal Hearing outcome letters

Accessible Transportation Services

Eligibility Appeal Next Steps

Work with ACPD, City of Hamilton Talent and Diversity Division, and other City divisions as needed to:

- Re-establish Appeal Panel, including updating the Eligibility Appeal Panel Terms of Reference and developing training for panel members
- Revise Policy, Procedure and Forms as needed, if/when edits are flagged during the above steps or when used

Thank You