

Paratransit Update (July 17, 2019)

TRANSIT REVIEW

Phase 2 of the Review has focused on Metrobus service. We haven't heard anything further about additional GoBus recommendations. There were public consultations at the end of June to get input on Metrobus recommendations which focus on optimizing existing resources, looking at options to create a "transit culture", possibilities for increased service if more financial resources were available, enhancing customer experience, and alternative service delivery methods.

The final report is expected by the end of August.

RFP FOR THIRD PARTY ASSESSMENTS

The RFP to complete transit assessments to determine GoBus eligibility has been awarded pending contract finalization. Currently the contract is with the City's legal department.

We expect the assessments to begin in August.

ELIGIBILITY APPEALS

We have revised our existing appeal process to ensure appeals are fair and transparent. There are three areas that would qualify as grounds for an appeal – assessment not completed properly, condition of eligibility not appropriate (for conditional approvals only), or new information has arisen within 60 days of assessment. Appeals will be conducted by a panel comprised of a representative of a local disability organization, a healthcare professional - whom will both have expertise in the area of disability most relevant for the applicant - and an employee of Accessible Transit Services.

For anyone whose eligibility is denied we will offer a transition period to allow the person time to arrange alternate transportation (if necessary). Additionally, there will be an opportunity to participate in Travel Training, which will offer them support to learn about riding Metrobus.