

Clause No. 3 in Report No. 9 of Committee of the Whole was adopted, without amendment, by the Council of The Regional Municipality of York at its meeting held on May 15, 2014.

3

MOBILITY PLUS ELIGIBILITY APPEAL PANEL

Committee of the Whole recommends:

- 1. Receipt of the presentation by Sharon Doyle, Manager, Mobility Plus.**
- 2. Receipt of the deputation by Peter Pallotta, Resident, City of Vaughan.**
- 3. Receipt of the communication from Warren Mar, Director of Legal and Legislative Services / Town Clerk (Acting), Town of Aurora, dated April 16, 2014.**
- 4. Deferral of consideration of the report dated April 23, 2014 from the Commissioner of Transportation and Community Planning, including the following recommendations, to the May 8, 2014 Committee of the Whole meeting:**

1. RECOMMENDATIONS

It is recommended that:

1. Council dissolve the Regional Municipality of York Mobility Plus Eligibility Appeal Panel and rescind the Mobility Plus Eligibility Appeal Panel Terms of Reference.
2. Council authorize the execution of an agreement between the Region and Medisys Health Group, to conduct Mobility Plus eligibility appeals on behalf of the Region, on a one-year pilot basis to meet regulated timelines.
3. Staff report back on success of the pilot in Q2 2015.

2. PURPOSE

This report recommends approval of a one-year pilot project for the company Medisys Health Group to conduct Mobility Plus Eligibility Appeal Panel (“Appeal Panel”) hearings on behalf of the Region to meet recently legislated timelines. This report also recommends Council dissolve the Appeal Panel and rescind the Terms of Reference.

3. BACKGROUND

In May 2007, Council appointed the first Mobility Plus Eligibility Appeal Panel and adopted Terms of Reference

Terms of Reference were developed to guide the appeals process and apply eligibility criteria for the Mobility Plus service. The Appeal Panel is made up of three-members; one medical professional and two persons with a disability, all York Region residents. Two members of the Appeal Panel are required for quorum, with the requirement that one Appeal Panel member be of the medical professional.

In accordance with the Terms of Reference, the Appeal Panel members serve a term of one year which may be renewed annually for a period of four years to coincide with the term of Council. The Appeal Panel members serve without remuneration.

Members are recruited from the community at large through an application process. Vacancies on the Appeal Panel that arise during the term of Council may be filled through appointment by the Regional Chair.

The Appeal Panel hears appeals from Mobility Plus applicants who have been deemed ineligible for Mobility Plus service or eligible with restrictions. An individual is eligible for Mobility Plus if he/she is unable to use conventional transit due to a physical or functional limitation.

The existing three-member Appeal Panel was appointed in May 2013.

4. ANALYSIS AND OPTIONS

Appeals have increased from two in 2012 to 28 in 2013. Meeting the hearing time requirement was becoming a concern to both the Appeal Panel Members and staff

With the increase in the number of appeals, the current Appeal Panel members expressed their concern that they may not be able to give the Region the time necessary to meet and hear all the appeals within the 40-day time requirement identified in the Terms of

Reference. It has been difficult to schedule hearing dates and to have all three members of the Appeal Panel attend.

Effective January 1, 2014, the Accessibility for Ontarians with Disabilities Act (AODA) requires specialized transportation services to provide an eligibility appeal process and stipulates all appeal decisions must be made within 30 days after receiving the complete appeal application

The original 40-day target stipulated in the existing Appeal Panel's Terms of Reference to hear an appeal was decreased to a 30-day statutory timeframe as of January 1, 2014, by the AODA. If a hearing could not be held within the 30 days from the date in which a request to appeal is received, temporary eligibility must be granted until the final decision is made.

On November 7 2013, York Region Transit's Mobility Plus staff recommended to Committee of the Whole to dissolve the Mobility Plus Eligibility Appeal Panel and retain Medisys Health Group for a one-year pilot

Committee of the Whole, at its November 7, 2013 meeting, recommended adoption of the Mobility Plus recommendations with an amendment that, "if possible, all Panel members be residents of York Region and the Panel include a person with a disability." Medisys was able to fulfill that request.

At the November 21, 2013 Council meeting staff were directed to continue, in the interim, the Mobility Plus Appeal Panel in its existing form and further consult with the York Region Accessibility Advisory Committee

At the November 21, 2013 Council meeting, two deputations were heard; one from a member of the current Appeal Panel and the second from a representative from the Concerned Citizens for Accessibility for Mobility (CCAM). Both deputants requested the recommendation to retain Medisys to review the appeals not be approved.

Following considerable discussion, Council directed staff to:

1. Consult with the York Region Accessibility Advisory Committee at its February 19, 2014 meeting on the matter.
2. Continue, in the interim, the Mobility Plus Appeal Panel in its existing form.
3. Advertise and recruit additional Mobility Plus Appeal Panel members.
4. Report back to Committee of the Whole.

Table 1 below summarizes the number of applications received by Mobility Plus, in-person assessments completed by the Community and Public Health Services nurse and the number of applicants denied for 2012 compared to 2013.

Table 1
Mobility Plus Service Applications

Year	Received and Processed	In Person Assessments	Total Denied
2012	2,283	138	186
2013	2,282	287	468

The increase in both applicant assessments and denial rate is attributed to applicant responses in two areas on the application form. Of the 468 applicants denied Mobility Plus services:

- 87 per cent responded “yes” to the question of whether or not they could board and travel on a conventional low-floor bus or the applicant was ambulatory and did not use a mobility device.
- The remaining 13 per cent of the applicants denied responded that they could not board a conventional low-floor bus for reasons not pertaining to their physical disability but their preference not to use the conventional service.

In 2013 Mobility Plus provided a brochure with the denial letter to better educate the applicant on the appeal process.

It has also been brought to the attention of staff that Community Legal Clinic of York Region (CLCYR) did an outreach to multiple seniors’ residential complexes within the Region regarding the appeals process. Flyers were posted within the complexes offering free legal advice and possible representation for those who had concerns with their Mobility Plus status. They were encouraged to call the Legal Clinic. In addition, the same information was posted on the Spinal Cord Injury Ontario website.

On February 19, 2014, Mobility Plus staff delivered a presentation to the York Region Accessibility Advisory Committee on the appeal process

The presentation provided the Committee members an overview of the Mobility Plus service from implementation at the time of the local transit system amalgamation in 2001 to present day. Details were provided pertaining to the appeal process, and staff provided the reasons for the recommendation to retain a third party to conduct the Appeal Panel.

At the end of the presentation, staff asked the members to comment on the recommendation and encouraged them to provide suggestions on a possible go-forward approach. There were no objections to retaining a third party; however, the Committee suggested the Region continue to try to recruit additional Appeal Panel members. There were no recommendations or concerns pertaining to the current appeal process.

There was discussion regarding the payment of stipends to volunteers; however, there were opposing views to this option.

On February 20, 2014, Mobility Plus staff gave the same presentation to Whitchurch/Stouffville's Accessibility Advisory Committee. General questions were asked but no recommendations or suggestions were made at the time of the presentation.

On April 9, 2014, the presentation was delivered to the Town of Georgina's Accessibility Advisory Committee. There, the Committee received the presentation and asked if it was possible for each municipal Accessibility Advisory Committee to hear the appeals for Mobility Plus applicants that lived within their respective municipal borders.

Mobility Plus staff were scheduled to present to the Town of Richmond Hill's Accessibility Advisory Committee on March 26, however the meeting was cancelled.

The Region has received letters from the Clerks of several local municipalities citing their recommendations pertaining to the go-forward approach to the Region's Mobility Accessibility Advisory Panel (see *Attachment 1*).

Efforts to recruit additional Appeal Panel members were made through multiple advertisements in local media and outreach to the local municipal Accessibility Advisory Committees

Eight applications were received through the Mobility Plus Eligibility Appeal Panel recruitment process resulting in five possible candidates.

Interviews with all eight applicants were completed. Four of the candidates responded to the newspaper advertisement and four responded to the posting directed to the local Accessibility Advisory Committees. The deadline was extended twice as the result of requests by two municipalities.

The candidates were interviewed by a panel comprised of the Regional Solicitor, a Human Resources Manager and a Program Manager from Community and Health Services. A standard set of questions was used for all applicants.

The interview process identified four eligible candidates for the Mobility Plus Eligibility Appeal Panel: one medical practitioner and three persons with a disability

A few of the candidates indicated they have limited availability. Due to the frequency of meetings required and availability of volunteer Appeal Panel members, the existing three-person Appeal Panel was unable to keep pace with the increased level of appeals in 2013. Given the Region's statutory obligations to render Appeal Panel decisions within 30 days, staff recommends that in order to sustainably meet the new AODA requirements using volunteers, that at least two, three-person Appeal Panels be assembled. At this time, there are not enough volunteers to sustain two Appeal Panels.

All candidates were advised of the ongoing review and were told no decision would be made regarding appointments until after Council had been given further information.

In 2013, Mobility Plus, along with 18 other Canadian transit agencies, helped develop a Canadian Code of Practice for Determining Eligibility for Specialized Transit

The study speaks of the individuals who are conducting the appeals and the importance of being well-versed in the following:

- Skills required to ride transit
- Level of accessibility and the scope of services of the conventional transit system
- Ability of people with different disabilities to perform different tasks
- Service policies of the specialized transit system

Industry best practices indicate that an appeals process in which 20 to 30 per cent of the original application decisions are overturned, may reflect a healthy appeals process and an effective eligibility process

In 2014, 85 per cent of original decisions have been overturned by the existing Appeal Panel, this despite the fact that most applicants who appealed confirmed they could board and travel on conventional transit.

The Appeal Panel's understanding of the Terms of Reference, Council-approved eligibility criteria, the guiding principles and the transit system are imperative in making decisions that are fair, equitable and transparent for not only the appellant, but for those who are currently using Mobility Plus.

The Toronto Transit Commission and the Greater Hamilton Area Region effectively meet the AODA requirement for managing the appeals process through outsourcing to specialized experts like Medisys Health Group or other organizations such as the Salvation Army.

YRT/Viva's Transit Accessibility Plan prevents and removes barriers for people with disabilities

The Plan is part of the York Region 2013-2021 Multi-Year Accessibility Plan and is a requirement of the AODA legislation. YRT/Viva continues to make improvements to the Region's transit system in order to provide accessible and convenient transit services to all York Region residents. The following are initiatives that have been implemented to make the YRT/Viva service accessible:

- Purchase of low-floor buses – 100 per cent of the YRT/Viva fleet is now accessible
- Enhancement of accessible features on the YRT/Viva fleet
- Automated next stop announcements and display on all YRT/Viva buses
- Fare parity between YRT/Viva conventional and Mobility Plus services
- Upgrade of terminals and bus stops to make them accessible
- Travel training program available for agencies and individuals wanting to know how to use the YRT/Viva system

The accessibility of the service has been made possible by Regional, Provincial and Federal government investment of approximately \$2 billion that support a fully accessible transit system.

Customer Satisfaction surveys show that over 90 per cent of the Mobility Plus customers surveyed are satisfied or very satisfied with the overall Mobility Plus services

Since 2002, YRT/Viva conducts bi-annual Customer Satisfaction surveys. YRT/Viva hires an agency to perform the surveys.

In 2013, Mobility Plus introduced a "Straight to the Top" campaign. Contact cards noting the Managers information were given to the Mobility Plus drivers to distribute to passengers who had concerns regarding the service. Over a twelve-month period, the Manager of Mobility Plus services has received approximately six calls in total.

Link to key Council-approved plans

A goal of Vision 2026 is to have an effective, efficient and environmentally-sensitive transportation system to improve mobility opportunities for residents within the Region. Action areas include development of an integrated transportation network and making transit accessible. By establishing a fair and transparent process for the hearing of Mobility Plus appeals, the Region will help ensure that York Region residents' rights to access specialized transportation systems are being met.

5. FINANCIAL IMPLICATIONS

The Appeal Panel currently meets for a half day and is paid mileage expenses. The cost of advertising for the recruitment of Appeal Panel members since May 2013 is approximately \$12,220.

The cost quoted to outsource this service is estimated at \$2,100 per day, or \$1,300 per half day, plus mileage expenses.

6. LOCAL MUNICIPAL IMPACT

There are no direct local municipal implications associated with this report.

7. CONCLUSION

The appeal process is important to ensure an open and fair eligibility process for residents of York Region with disabilities. The recommendation to have Medisys conduct appeal hearings, on a pilot basis, will ensure legislative compliance and maintain service for those truly in need.

For more information on this report, please contact Joy Hulton, Regional Solicitor, at ext. 71417.

The Senior Management Group has reviewed this report.

Attachment (1)



TOWNSHIP OF KING

Municipal Offices
2075 King Road
King City, Ontario
L7B 1A1

ATTACHMENT 1

Telephone: (905) 833-5321
Toll Free: 1-800-688-5013
Fax: (905) 833-2300
E-mail: online@king.ca
Website: www.king.ca

RECEIVED
CLERK'S OFFICE

FILE No. - P46

April 3, 2014

Denis Kelly, Regional Clerk
Regional Municipality of York
17250 Yonge Street
Newmarket, ON L3Y 6Z1

Dear Mr. Kelly,

**Re: Township of King
Clerks Department Report Number CL-2014-09
Re: Accessibility Advisory Committee
Resolution – Proposed Changes to Mobility Plus Appeal Panel**

At the Council Meeting of March 31st, 2014 Council of the Township of King unanimously passed the following Resolution:

"WHEREAS the Township of King Accessibility Advisory Committee received and supported a presentation by the Concerned Citizens for Accessibility and Mobility Group at its' March 11th, 2014 Accessibility Advisory Committee Meeting regarding the Regional Municipality of York's proposal to outsource the Mobility Plus Eligibility Appeal Panel;

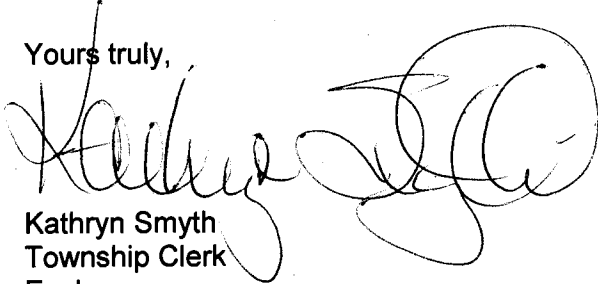
NOW THEREFORE BE IT RESOLVED that the Accessibility Advisory Committee recommends Township of King Council recommend to the Regional Municipality of York that it maintain the current structure of the Mobility Plus Eligibility Appeal Panel until a more comprehensive review is conducted; and

THAT the Accessibility Advisory Committee request that Township of King Council recommend to the Regional Municipality of York that a Member of the Township of King Accessibility Advisory Committee be included in this review; and

THAT the Accessibility Advisory Committee requests Township of King Council recommend to the Regional Municipality of York, that all York Region Advisory Committees be consulted on any future changes to the structure of Mobility Plus."

A copy of Clerks Department Report Number CL-2014-09 is enclosed for your information.

Yours truly,

A handwritten signature in black ink, appearing to read 'Kathryn Smyth', written in a cursive style. The signature is positioned to the right of the text 'Yours truly,' and above the printed name.

Kathryn Smyth
Township Clerk
Encls.

c.c. Regional Councillor Vito Spatafora, Chair, Region of York Accessibility Advisory
Committee
Township of King Accessibility Advisory Committee



THE CORPORATION OF THE TOWNSHIP OF KING
REPORT TO COMMITTEE OF THE WHOLE

Monday, March 31, 2014

Clerks Department
CL-2014-09

RE: Clerks Department Report Number CL-2014-09
Accessibility Advisory Committee
Resolution – Proposed Changes to Mobility Plus Appeal Panel

1. **RECOMMENDATIONS:**

It is respectfully recommended that:

- (a) Report CL-2014-09 be received as information; and
- (b) THAT Committee support the Accessibility Advisory Committee's Resolution, passed by the Accessibility Advisory Committee at its March 11th, 2014 meeting;

"WHEREAS the Township of King Accessibility Advisory Committee received and supported a presentation by the Concerned Citizens for Accessibility and Mobility Group at its' March 11th, 2014 Accessibility Advisory Committee Meeting regarding the Regional Municipality of York's proposal to outsource the Mobility Plus Eligibility Appeal Panel;

NOW THEREFORE BE IT RESOLVED that the Accessibility Advisory Committee recommends Township of King Council recommend to the Regional Municipality of York that it maintain the current structure of the Mobility Plus Eligibility Appeal Panel until a more comprehensive review is conducted; and

THAT the Accessibility Advisory Committee request that Township of King Council recommend to the Regional Municipality of York that a Member of the Township of King Accessibility Advisory Committee be included in this review; and

THAT the Accessibility Advisory Committee requests Township of King Council recommend to the Regional Municipality of York, that all York Region Advisory Committees be consulted on any future changes to the structure of Mobility Plus."

Motion Carried Unanimously.

- (c) THAT a copy of this report be forwarded to the Clerk of the Region of York and the Chair of the Region of York Accessibility Advisory Committee.

2. **PURPOSE:**

The purpose of this report is to update Committee on the Accessibility Advisory Committees' response to a request of support regarding the Region of York's proposed changes to the Mobility Plus Appeal Panel.

3. BACKGROUND:

Ontario currently has two (2) accessibility laws in place: the *Ontarians with Disabilities Act, 2001* (ODA) and the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

The ODA requires the Township to have an Accessibility Advisory Committee (AAC). This Committee is to play a key advisory role on advising the Township on AODA implementation and compliance activities, as is detailed and reflected within the 2013 – 2017 Multi-Year Accessibility Plan.

The AODA became law in 2005. It sets the accessibility standards that an organization must meet in the areas of customer service, information and communications, employment, transportation and the built environment. The Information and Communications, Employment, Transportation and the Design of Public Spaces Standards were combined to form the Integrated Accessibility Standards, Ontario Regulation 191/11 (IASR). These standards apply to both public and private sectors and are now law. Effective January 1, 2014, under Regulation 191/11 of the AODA, specialized transportation service providers must provide an eligibility appeal process which requires that the appeal decision be rendered within thirty (30) days after receiving the appeal application. The transportation system for King Township is currently being overseen by the Region of York. Therefore the Region must ensure it is compliant and include input from its regional municipalities.

At the Region of York's Committee of the Whole meeting of October 23, 2013, the Acting Commissioner of Transportation and Community Planning put forth a report with recommendations requesting that the Mobility Plus Eligibility Appeal Panel and its Terms of Reference (approved by Regional Council in 2007) be dissolved. The report further recommended approving a one-year pilot project for the company Medisys Health Group to conduct Mobility Plus Eligibility Appeal Panel hearings on behalf of the Region. The panel hears appeals from Mobility Plus applicants who have been deemed ineligible for the Mobility Plus service or eligible with restrictions. An individual is eligible for Mobility Plus if he/she is unable to use conventional transit due to a physical or functional limitation.

The existing three (3) member Panel was appointed in May 2013 by the Regional Chair, on the recommendation of Regional staff. Panel members would serve a term of one (1) year and may be renewed annually for a period of four (4) years. The Panel members serve without remuneration.

The Region of York is reporting a significant increase in appeals. Appeals have increased from two (2) in 2012 to twenty-eight (28) in 2013. In 2012, Mobility Plus received and processed 2,283 applications for Mobility Plus service, performed 138 assessments and denied 186 applications. As of October 23, 2013, Mobility Plus received 1,649 applications, performed 95 assessments (in person) and denied 453 applications.

The increase in denial rate is attributed to applicant responses primarily in two (2) areas on the application form:

- Applicants who responded "yes" to the question of whether or not they could board and travel on a conventional low floor bus, have increased. (Previously, YRT conventional buses had stairs, currently; all YRT conventional buses are accessible.
- More applicants who are able to walk about and do not use mobility devices are being denied.

Due to the increase in appeals, Mobility Plus is finding it challenging to meet the demand for hearings within the thirty (30) days due to the backlog. As well, the Region's Terms of Reference requires that a decision be rendered within forty (40) days of receiving the notice of appeal which does not meet the requirements as set out in the IASR.

In order to better serve the community and meet the legislative requirements, the Region's Audit Services completed an audit of the Region's Mobility Plus to ensure the transportation service was AODA compliant. Audit Services recommended that the Appeal Panel process be outsourced to a third party due to the volume of appeals. The Region inquired into having Medisys Health Group conduct appeals on behalf of the Region so that applicants can receive a hearing and decision within the time period required by law. This Group would be a pilot project consisting of a three (3) member panel holding appeal hearings on-site at York Region Transit. The cost to outsource this service has been estimated at \$2,100 per day, plus mileage expenses. Staff estimates that one (1) to two (2) days per month would be needed initially to deal with the backlog of appeals, costing the Region up to \$4,200 per month, plus mileage. (The current panel does not receive compensation).

4. DISCUSSION AND ANALYSIS:

The Township of King Accessibility Advisory Committee received a presentation by Concerned Citizens for Accessibility and Mobility (CCAM) and the Community Legal Clinic of York Region at their meeting of March 11th, 2014.

The CCAM have been reaching out to regional municipalities to make them aware of the proposed changes to the Mobility Plus Appeal Panel and to seek support that the Appeal Panel not be outsourced. CCAM expressed the following concerns as set out below:

- that the recommendations were never vetted through York Regions' AAC or any of the York Region municipal AAC's
- the lack of an RFP process
- costs of services
- the criteria for panel members be identified
- reasons to maintain the current structure of the Appeal Panel until a more comprehensive review is conducted
- and suggest that all York Region Accessibility Advisory Committees be consulted on any future changes to the structure of Mobility Plus

Regional municipal AAC's have been receiving the same presentation by CCAM. Staff has contacted local Accessibility Advisory Committees or Committee Secretaries to seek their feedback on this matter. To date, the majority of AAC's who have met with CCAM (Markham, Georgina, Newmarket, Richmond Hill) have been in support of the request by

CCAM and have put forth or will be advising their local Councils on this matter and their individual recommendations.

York Regional Council at their Committee of the Whole Meeting of November 21, 2013, (Appendix B) received and deferred the matter of changing the Appeal Panel process until staff has had the opportunity to consult with the Regional AAC and bring a report forward to the Committee of the Whole. In the interim, the Mobility Plus Eligibility Appeal Panel continue in its existing form and advertise to recruit for additional panel members.

King's AAC members also indicated that there are concerns with Mobility Plus' assessment process and criteria, causing an increase to the total number of denied applications and subsequent appeals. It was noted that with the future review and consultation of Mobility Plus services with Regional AAC members, that the review could potentially identify refinements to the assessment process which could subsequently decrease the number of future appeals, thereby, decreasing the workload on the Appeal Panel.

5. INTEGRATED SUSTAINABILITY PLAN LINKAGE:

The Township of King's Integrated Community Sustainability Plan was formally adopted by Council on April 2nd, 2012. The Plan is an overarching guiding document that is based upon common values, priorities and community aspirations with the following vision:

"King Township is an idyllic countryside community of communities, proud of its rural, cultural and agricultural heritage. We are respected for treasuring nature, encouraging a responsible local economy and celebrating our vibrant quality of life."

This report supports the SOCIO-CULTURAL PILLAR THEME 1: *Sense of Community* element of the Integrated Community Sustainability Plan. It also meets the Plan's transportation goal of improving public transportation services to meet the needs of all age groups, income levels and mobility needs.

6. FINANCIAL IMPLICATIONS:

There are no direct financial implications to the Township of King as transportation is overseen by the Regional Municipality of York on behalf of King.

7. CONCLUSION:

With the ongoing implementation of the AODA, the Township continues to integrate accessibility planning into business practices, policies and processes across all departments.

As the Transportation portion of the Integrated Accessibility Standards Regulations (IASR) is primarily overseen by the Region of York, the Township still has an obligation to ensure its residents have access to a fair transportation system. As such, the appeal process is an important initiative that ensures an open and fair eligibility process for residents of all municipalities in York Region with disabilities. Opportunities for enhanced collaboration and consultation with Regional AAC Committees will foster stronger partnerships and community engagement. Our AAC continues to support the current

appeal process and is prepared to assist with refinement to the existing process to make it more efficient and responsive to user needs.

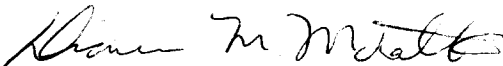
The Accessibility Advisory Committee will continue to play a critical role in making the Township accessible by providing direct input into the implementation, compliance and monitoring of all accessibility standards under the AODA.

8. ATTACHMENTS:

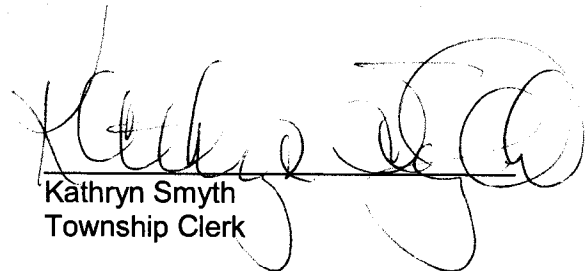
- Appendix A: Correspondence from Concerned Citizens for Accessibility and Mobility and the Community Legal Clinic of York Region (CCAM)
- Appendix B: Region of York C.O.W. Report of November 21, 2013
- Appendix C: Resolution – City of Markham
- Appendix D: Town of Georgina AAC Minutes
- Appendix E: Town of Newmarket AAC Minutes
- Appendix F: Town of Richmond Hill

Prepared by:

Submitted by:



Diane M. Moratto
Administrative Clerk – Council/Committee



Kathryn Smyth
Township Clerk



Our group approached your committee in the spring of this year when we were organizing a Mobility Maze that would depict the difficulties individuals with disabilities would encounter when using the local para-transit system, Mobility Plus.

We are writing to you now as we believe the information below would be of extreme interest to your Committee given the important role and function you play with regards to persons with disabilities in your communities.

Recently, York Region Transportation recommended to the York Region Council to rescind the current Mobility Plus Appeal Panel, and hire, for a one-year pilot, a private, for-profit medical company, Medisys Health Group, to take on the role of hearing appeals for Mobility Plus.¹ The rationale being that with the current backlog of appeals, they would not be able to be AODA compliant come January 1, 2014.

Upon learning this news, we made a deputation to York Region Council on November 21, 2013 requesting that they do not approve the recommendation due to several concerns we had about the recommendations. A deputation with the same request to not accept the recommendation was also made by Mr. Tim Maloney, a current Mobility Plus Appeal Panel member.

We have a number of concerns, listed below, regarding this recommendation and the Report itself:

1. The Report and the recommendations contained within were never vetted through any Accessibility Advisory Committee (Municipal or York Region) for comment or recommendations even though the report speaks to AODA compliance requirements.
2. The report did not disclose that in the event that an appeal cannot be heard within the designated time frame, AODA compliance can be met by providing the applicant with temporary ridership status until the appeal can be heard.
3. The proposed company (Medisys) is a private, for-profit health care provider. If approved, all appeals would go before a panel hired from this group, who has been hired by York Region. We are not aware of an RFP being advertised for this role.
4. Medisys would charge \$2,100 per day for their services. Given the number of appeals to be heard the cost would be closer to \$4, 200 per month plus mileage expenses. There is a concern that this may not be the best use of taxpayers dollars. Members of the current Appeal Panel are not paid for their time but they do receive mileage.

¹ November 7, 2013 – Report of the Acting Commissioner of Transportation and Community Planning.
This is attached for your review.



5. In the Report, it was recommended that "If possible, all panel members be residents of York Region and the panel include a person with a disability." It was not recommended that either of these criteria be mandatory.

Our Recommendations

1. Mobility Plus Appeal Panel continue to remain under the current status and not be outsourced to Medisys.
2. York Region expand its current pool of available Appeal Panel Members to ensure that appellants have access to a timely appeal hearing. Accessibility Advisory Committee members from different municipalities could be sought to act in the role of Appeal Panel members. This would not only ensure that individuals with disabilities would be represented at the Appeal Panel Hearing, but also, a broader range of York Region representation could also be represented. Appeal hearings could also be in individual appellants' communities as opposed to York Region Transit in Richmond Hill only, which is currently the process.

Summary

We attended the Georgina Accessibility Advisory Committee on December 11, 2013, and the recommendation of the Georgina AAC was to put a motion forward to their local Council to address our concerns. Attached is a copy of the motion that was passed by the Markham AAC and has been forwarded to all the AAC in York Region.

We are asking that each AAC in each municipality bring the attached motion forward at their next AAC meeting, and that they request their elected municipal representative who sits on the AAC to bring the motion to their local council.

If you have any questions, please do not hesitate to contact us at (905) 508-5018.

Thank you for your time and consideration.

Ms. Kim McKinnon on behalf of CCAM

Clause No. 9 in Report No. 5 of Committee of the Whole was adopted by the Council of The Regional Municipality of York at its meeting held on November 21, 2013 with the following amendments:

1. The matter of retaining Medisys Health Group to conduct Mobility Plus eligibility appeals on behalf of the Region, on a one year pilot basis, be referred to staff to consult with the York Region Accessibility Advisory Committee at its February 19, 2014 meeting and bring a report forward to the Committee of the Whole.
2. In the interim, the Mobility Plus Eligibility Appeal Panel continue in its existing form.
3. Staff advertise to recruit for additional panel members.

9

MOBILITY PLUS ELIGIBILITY APPEAL PANEL

Committee of the Whole recommends adoption of the following recommendations, as amended, in the report dated October 23, 2013 from the Acting Commissioner of Transportation and Community Planning:

1. RECOMMENDATIONS

It is recommended that:

1. Council dissolve The Regional Municipality of York Mobility Plus Eligibility Appeal Panel and rescind the Mobility Plus Eligibility Appeal Panel Terms of Reference.
2. Council authorize retention of the company, Medisys Health Group, to conduct Mobility Plus eligibility appeals on behalf of the Region, on a one-year pilot basis, and to execute an agreement with Medisys Health Group for this purpose.
3. *If possible, all panel members be residents of York Region and the panel include a person with a disability.*

2. PURPOSE

This report recommends approval of the one-year pilot project for the company Medisys Health Group to conduct Mobility Plus Eligibility Appeal Panel hearings on behalf of the Region. This report also recommends that Council dissolve the Mobility Plus Eligibility Appeal Panel and its Terms of Reference.

3. BACKGROUND

The Mobility Plus Eligibility Appeal Panel Terms of Reference were approved by Council in 2007

In May 2007, Council appointed the first Mobility Plus Eligibility Appeal Panel ("Panel") and adopted Terms of Reference. The Terms of Reference guide the appeals process and establish eligibility criteria for the Mobility Plus service. The Panel hears appeals from Mobility Plus applicants who have been deemed ineligible for the Mobility Plus service or eligible with restrictions. An individual is eligible for Mobility Plus if he/she is unable to use conventional transit due to a physical or functional limitation.

The existing three-member Panel was appointed in May 2013 by the Regional Chair, on the recommendation of Regional staff. In accordance with the Terms of Reference, the Panel members serve a term of one year and may be renewed annually for a period of four years. The Panel members serve without remuneration.

Due to the significant increase in appeals in 2013, time requirements for the Panel to render a decision are not being met

There has been a significant increase in appeals. Appeals have increased from two in 2012 to 28, to date, in 2013, with 15 appeals yet to be heard by the Panel.

In 2012, Mobility Plus received and processed 2,283 applications for Mobility Plus service, performed 138 assessments, and denied 186 applications. In 2013, to date, Mobility Plus has received 1,649 applications, performed 95 assessments (in person) and denied 453 applications.

The 20 per cent increase in the denial rate is attributed to applicant responses primarily in two areas on the application form:

- Applicants who responded "yes" to the question of whether or not they could board and travel on a conventional low-floor bus, have increased. Previously, York Region Transit (YRT) conventional buses had stairs. Currently, all YRT conventional buses are accessible.

- More applicants who are ambulatory and do not use mobility devices are being denied. These applicants are considered by a public health nurse who conducts an assessment of the applicant in person on behalf of York Region Mobility Plus.

In addition, in 2013 Mobility Plus began providing a brochure to applicants on how to appeal their decision so applicants would be better informed about their rights with respect to appealing decisions.

It is a challenge to meet the demand for hearings. The Region's Terms of Reference require that a decision be rendered within 40 days of receiving the notice of appeal. The Panel is unable to meet this requirement due to the number of appeals.

Staff had advised the Panel members during their selection interviews that the Region was in the process of reviewing the existing Panel model.

4. ANALYSIS AND OPTIONS

Effective January 1, 2014, the eligibility appeals process will be governed by provincial legislation

Effective January 1, 2014, under Regulation 191/11 of the *Accessibility for Ontarians with Disabilities Act*, specialized transportation service providers must provide an eligibility appeal process. This legislative requirement will have considerable impact on the Region's Mobility Plus Eligibility Appeal Panel. The Regulation requires that the appeal decision be rendered within 30 days after receiving the appeal application. The deadline to render a decision will, therefore, be further reduced than the requirement of 40 days that exists in the Region's Terms of Reference. There will be difficulty in meeting the requirements of the AODA, given the current backlog in appeals.

Change in the appeal process is required to ensure that applicants' rights are upheld and the Region complies with the AODA

In August 2012, the Region's Audit Services completed an audit of the Region's Mobility Plus to ensure that the transportation service was AODA compliant. Audit Services recommended that the appeal panel process be outsourced to a third party due to the volume of appeals.

Staff has inquired into the possibility of having Medisys Health Group conduct appeals on behalf of the Region so that applicants can receive a hearing and decision within the time period required by law, and for the Region to be in compliance with the AODA. Medisys Health Group was founded in 1987 and is a private national provider of preventative healthcare services. It currently conducts eligibility appeal hearings for another specialized service provider. Medisys recently provided a proposal to York Region Transit for conducting the hearings on a pilot basis for YRT/Viva's Mobility Plus. Medisys will provide a panel of three members that is made up of an occupational therapist/physiotherapist, administrator/transcriber and a member who is familiar or part of the disabled community.

The Panel will attend on-site at York Region Transit to complete an appeal hearing, which would include the following:

- Basic functional testing
- Full interview
- Review documentations

Staff is recommending that the Region contract with Medisys Health Group on a pilot basis to conduct Mobility Plus Eligibility Appeal hearings

The recommendation of a one year pilot will allow staff to prepare, release, and award a request for proposal for the Mobility Plus Eligibility Appeal Panel service. Medisys can provide up to three full hearings days each month, if required, to ensure that the Mobility Plus service is AODA compliant with respect to the eligibility appeal process. The panel will follow the current AODA requirements and Mobility Plus eligibility criteria to guide the process.

Link to key Council-approved plans

A goal of Vision 2026 is the need to have an effective, efficient and environmentally sensitive transportation system to improve transportation opportunities for residents within the Region. Action areas include the development of an integrated transportation network and making transit accessible. The Region establishing a pilot program for the hearing of Mobility Plus appeals through Medisys Health Group would help ensure that York Region residents' rights to access specialized transportation systems are being met.

5. FINANCIAL IMPLICATIONS

Medisys has provided a cost estimate for the pilot project

The cost to outsource this service is estimated at \$2,100 per day, plus mileage expenses. Staff estimates that one to two days per month would be needed initially to deal with the backlog of appeals, costing up to \$4,200 per month, plus mileage expenses.

6. LOCAL MUNICIPAL IMPACT

There are no direct local municipal implications associated with this report at this time.

7. CONCLUSION

The appeal process is an important initiative that ensures an open and fair eligibility process for residents of York Region with disabilities. The recommendation of having

Medysis conduct appeal hearings on a pilot basis will provide appropriate customer service for residents of the Region and will ensure legislative compliance.

For more information on this report, please contact Sharon Doyle, Manager, Mobility Plus at Ext. 5634.

The Senior Management Group has reviewed this report.

Moved by Councillor Don Hamilton
Seconded by Arlene Juanillo

That based on the information presented by the Concerned Citizens for Accessibility and Mobility Group at the January 15, 2014 Advisory Committee on Accessibility meeting, the Advisory Committee on Accessibility expresses its concerns regarding York Region's proposal to outsource the Mobility Plus Eligibility Appeal Panel; and,

That the Advisory Committee on Accessibility request that Markham Council recommend to York Region that it maintain the current structure of the Mobility Plus Eligibility Appeal Panel until a more comprehensive review is conducted; and,

That the Advisory Committee on Accessibility request that Markham Council recommend to York Region that a Member of the Markham Advisory Committee on Accessibility be included in this review; and,

That the Advisory Committee on Accessibility request that Markham Council recommend to York Region that all York Region Advisory Committees on Accessibility be consulted on any future changes to the structure of Mobility Plus.

CARRIED

**THE CORPORATION OF THE TOWN OF GEORGINA
IN THE REGIONAL MUNICIPALITY OF YORK
ACCESSIBILITY ADVISORY COMMITTEE
MINUTES**

December 11, 2013
9:30 a.m.

7. DELEGATIONS/SPEAKERS

- 7.1 Transportation Services Mobility Plus Eligibility Appeal Panel Recommendation – Kim McKinnon and Sheri Upper, Concerned Citizens for Accessibility and Mobility and The Community Legal Clinic of York Region.

Ms. McKinnon provided an overview of the concerns raised as a result of the Mobility Plus Eligibility Appeal Panel recommendations. Specifically, that they be out-sourced. Ms. McKinnon is recommending opposition to the out-sourcing and that regional Accessibility Advisory Committees should be involved in the panel as informed members.

Ms. McKinnon will provide a report to the GAAC via e-mail along with a draft blanket resolution outlining her request for support from the GAAC to send to Council.

Moved by Darlene Peebles, Seconded by Annette Piggott

RESOLUTION NO. GAAC-2013-0057

That the presentation from Kim McKinnon, Concerned Citizens for Accessibility and Mobility and the Community Legal Clinic of York Region be received and that the Georgina Accessibility Advisory Committee (GAAC) approve the circulation and consideration of a draft resolution by the GAAC, to be prepared by Kim McKinnon, regarding opposition to the out-sourcing of the Mobility Plus Eligibility Appeal Panel and the structure of the eligibility process.

Carried.

THE TOWN OF NEWMARKET

The CCAM Group presented to Newmarket's AAC at their February 20, 2014 meeting. At the meeting, the Committee moved the following recommendation to Council:

"The Accessibility Advisory Committee recommends to Council:

THAT based on the information presented by the Concerned Citizens for Accessibility and Mobility Group at the February 20, 2014 Accessibility Advisory Committee meeting, that the Accessibility Advisory Committee expresses its concerns regarding York Region's proposal to outsource the Mobility Plus Eligibility Appeal Panel;

AND THAT the Accessibility Advisory Committee request that Newmarket Council recommend to York Region that it maintain the current structure of the Mobility Plus Eligibility Appeal Panel until a more comprehensive review is conducted;

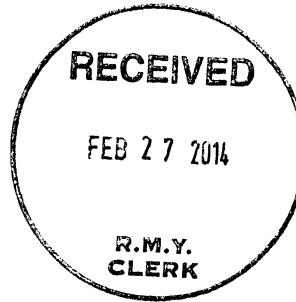
AND THAT the Accessibility Advisory Committee request that Newmarket Council recommend to York Region that a member of the Newmarket Accessibility Advisory Committee be invited to participate in this review;

AND THAT the Accessibility Advisory Committee request that Newmarket Council recommend to York Region that all York Region Accessibility Advisory Committees be consulted on any future changes to the structure of Mobility Plus."

This recommendation has been included in the March 17, 2014 Committee of the Whole agenda. Ms. Kim McKinnon, on behalf of the Concerned Citizens for Accessibility and Mobility and the Community Legal Clinic of York Region is also scheduled to address the Committee regarding Mobility Plus Appeal Panel at the March 17, 2014 Committee of the Whole meeting.



February 19, 2014



Mr. Denis Kelly
Regional Clerk
Regional Municipality of York
17250 Yonge Street
Newmarket, ON L3Y 6Z1

**RE: MINUTES OF THE NOVEMBER 20, 2013
AND JANUARY 15, 2014 ADVISORY
COMMITTEE ON ACCESSIBILITY (16.0)**

Dear Mr. Kelly:

This will confirm that at a meeting held on February 11, 2014, Council of the City of Markham adopted the following resolution:

- “1) That the minutes of the November 20, 2013 and January 15, 2014 Advisory Committee on Accessibility meetings be received for information purposes; and,
- 2) That based on the information presented by the Concerned Citizens for Accessibility and Mobility Group at the January 15, 2014 Advisory Committee on Accessibility meeting, the Advisory Committee on Accessibility expressed its concerns regarding York Region’s proposal to outsource the Mobility Plus Eligibility Appeal Panel; and,
- 3) That Markham Council recommend to York Region that it maintain the current structure of the Mobility Plus Eligibility Appeal Panel until a more comprehensive review is conducted; and,
- 4) That Markham Council recommend to York Region that a Member of the Markham's Advisory Committee on Accessibility be included in this review; and,
- 5) That Markham Council recommend to York Region that all York Region Advisory Committees on Accessibility be consulted on any future changes to the structure of Mobility Plus; and,

.....2/

- 6) That the deputation from Kim McKinnon, Community Legal Worker be received; and,
- 7) That the correspondence dated January 30, 2014 from Arlene Juanillo, Member of the Advisory Committee on Accessibility, providing comments on the Advisory Committee on Accessibility's resolution on the Mobility Plus Eligibility Appeal Panel be received; and,
- 8) That the correspondence dated January 31, 2014 from Sidney Polak, Chair of the Advisory Committee on Accessibility, providing comments on the Advisory Committee on Accessibility's resolution on the Mobility Plus Eligibility Appeal Panel be received; and,
- 9) That the correspondence dated February 3, 2014 from Joan Jenkyn, member of the Advisory Committee on Accessibility be received; and further,
- 10) That staff be authorized and directed to do all things necessary to give effect to this resolution.

If you have any questions, please contact Laura Gold, Council/Committee Coordinator, at 905-477-7000 ext. 4930.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Kimberley Kitteringham', with a long horizontal line extending to the right.

Kimberley Kitteringham
City Clerk



Andrew Brouwer
Director, Legislative Services and Town Clerk
Town of Newmarket
395 Mulock Drive
P.O. Box 328 Station Main
Newmarket, ON L3Y 4X7

abrouwer@newmarket.ca
tel.: 905-953-5300, Ext. 2211
fax: 905-953-5100



March 25, 2014

Mr. Denis Kelly, Clerk
The Regional Municipality of York
17250 Yonge Street
Newmarket, ON L3Y 4X7

Dear Mr. Kelly:

RE: Mobility Plus Appeal Panel

I am writing to advise that the above referenced matter was considered at the Committee of the Whole meeting held on March 17, 2014.

Council, at the regular meeting held on March 24, 2014 adopted the following recommendations:

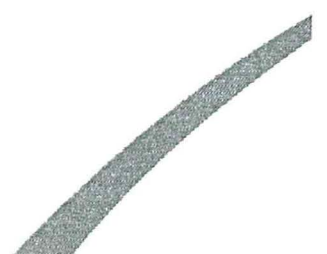
1. **THAT the deputation by Ms. Kim McKinnon, on behalf of the Concerned Citizens for Accessibility and Mobility and the Community Legal Clinic of York Region and Councillor John Abel, Town of Aurora, regarding Mobility Plus Appeal Panel be received;**
2. **AND THAT Council of the of the Town of Newmarket recommends to the Regional Municipality of York that it maintain the current structure of the Mobility Plus Eligibility Appeal Panel until a more comprehensive review is conducted;**
3. **AND THAT the review includes the concept of a Mobility Plus Advisory Committee.**

Yours sincerely,

A handwritten signature in cursive script that reads "Lisa Lyons".

Lisa Lyons
Deputy Clerk

LL:lm

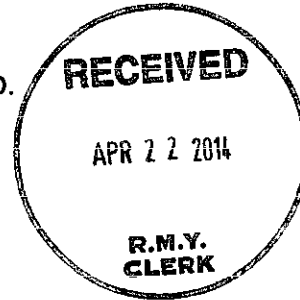




FOR INQUIRIES: PLEASE QUOTE ITEM & REPORT NO.

April 14, 2014

Mr. Denis Kelly, Regional Clerk
The Regional Municipality of York
17250 Yonge Street, Box 147
Newmarket, ON L3Y 6Z1



Dear Mr. Kelly:


RE: ACCESSIBILITY ADVISORY COMMITTEE RECOMMENDATIONS RELATING TO CONCERNED CITIZENS FOR ACCESSIBILITY AND MOBILITY

Attached for your information is **Item 5, Report No. 14**, of the Committee of the Whole regarding the above-noted matter which was adopted, *as amended*, by the Council of the City of Vaughan at its meeting of April 8, 2014.

I draw your attention to Clause 1. of the recommendation as follows:

- "1) *That based on the information presented by the Concerned Citizens for Accessibility and Mobility Group at the February 24, 2014 Accessibility Advisory Committee meeting, that Council endorse the Vaughan Accessibility Advisory Committee's concerns regarding York Region's proposal to outsource the Mobility Plus Eligibility Appeal Panel;*
- 2) *That Council recommend to York Region that it maintain the current structure of the Mobility Plus Eligibility Appeal Panel until a more comprehensive review is conducted;*
- 3) *That Council recommend to York Region that a Member of the Vaughan Accessibility Advisory Committee be included in this review; and*
- 4) *That Council recommend to York Region that all York Region Advisory Committees on Accessibility be consulted on any future changes to the structure of Mobility Plus."*

Sincerely,



Jeffrey A. Abrams
City Clerk

Attachment:

- Extract
1. Clause No.9, Report No.5, November 21, 2013, York Region Committee of the Whole and Report of York Region's Acting Commissioner of Transportation and Community Planning, dated November 7, 2013.
 2. Concerned Citizens for Accessibility and Mobility (CCAM)'s concerns and recommendations

JAA/as

City of Vaughan, Office of the City Clerk, 2141 Major Mackenzie Drive, Vaughan, Ontario L6A 1T1
Tel: 905.832-8504 website www.vaughan.ca email Jeffrey.Abrams@vaughan.ca

EXTRACT FROM COUNCIL MEETING MINUTES OF APRIL 8, 2014

Item 5, Report No. 14, of the Committee of the Whole, which was adopted, as amended, by the Council of the City of Vaughan on April 8, 2014, as follows:

By approving:

That the recommendation from the City Clerk, on behalf of the Accessibility Advisory Committee, dated March 25, 2014, be approved; and

That Communication C7 from the City Clerk, dated April 7, 2014, be received.

5 ACCESSIBILITY ADVISORY COMMITTEE RECOMMENDATIONS RELATING TO CONCERNED CITIZENS FOR ACCESSIBILITY AND MOBILITY

The Committee of the Whole recommends:

- 1) That consideration of this matter be deferred to the Council meeting of April 8, 2014, to give Mobility Plus representatives an opportunity to address the Accessibility Advisory Committee at its meeting of March 31, 2014; and**
- 2) That the deputation of Ms. Kim McKinnon, Community Legal Clinic of York Region and Concerned Citizens for Accessibility and Mobility, Dunlop Street, Richmond Hill, be received.**

Recommendation

The City Clerk, on behalf of the Accessibility Advisory Committee, forwards the following recommendation from its meeting of February 24, 2014, for consideration:

- 1. That Council adopt the following recommendations:**
 - 1) That based on the information presented by the Concerned Citizens for Accessibility and Mobility Group at the February 24, 2014 Accessibility Advisory Committee meeting, that Council endorse the Vaughan Accessibility Advisory Committee's concerns regarding York Region's proposal to outsource the Mobility Plus Eligibility Appeal Panel;**
 - 2) That Council recommend to York Region that it maintain the current structure of the Mobility Plus Eligibility Appeal Panel until a more comprehensive review is conducted;**
 - 3) That Council recommend to York Region that a Member of the Vaughan Accessibility Advisory Committee be included in this review; and**
 - 4) That Council recommend to York Region that all York Region Advisory Committees on Accessibility be consulted on any future changes to the structure of Mobility Plus.**

Contribution to Sustainability

The Accessibility Advisory Committee provides advice to Council to support the City's work in identifying and removing barriers to lay the foundation for a barrier-free, inclusive community.

Economic Impact

N/A

CITY OF VAUGHAN

EXTRACT FROM COUNCIL MEETING MINUTES OF APRIL 8, 2014

Item 5, CW Report No. 14 – Page 2

Communications Plan

Council's decision in this matter will be communicated to the Accessibility Advisory Committee.

Purpose

The purpose of this report is to bring forward for Council's consideration the Accessibility Advisory Committee's request from its meeting of February 24, 2014, with respect to its concerns regarding York Region's proposal to outsource the Mobility Plus Eligibility Appeal Panel.

Background - Analysis and Options

At its meeting of February 24, 2014, the Accessibility Advisory Committee considered an item with respect to York Region's proposal to outsource the Mobility Plus Eligibility Appeal Panel as set out in Clause No.9, Report No.5, of November 21, 2013, York Region Committee of the Whole and Report of York Region's Acting Commissioner of Transportation and Community Planning, dated November 7, 2013 (Attachment 1).

The Concerned Citizens for Accessibility and Mobility (CCAM) Group presented to the City of Vaughan's Accessibility Advisory Committee, at its February 24, 2014 meeting, their concerns with respect to the subject matter. These concerns are set out in Attachment 2.

Relationship to Vaughan Vision 2020/Strategic Plan

This report is consistent with the strategic priorities set out in Vaughan Vision 2020, in particular:

- | | |
|----------------------------|--|
| SERVICE EXCELLENCE: | Promote Community Safety, Health & Wellness.
Pursue Excellence in Service Delivery. |
| ORGANIZATIONAL EXCELLENCE: | Ensure Financial Sustainability. |

Regional Implications

N/A

Conclusion

The Accessibility Advisory Committee's recommendation with respect to its concerns regarding York Region's proposal to outsource the Mobility Plus Eligibility Appeal Panel is being forwarded for Council's consideration.

Attachments

1. Clause No.9, Report No.5, November 21, 2013, York Region Committee of the Whole and Report of York Region's Acting Commissioner of Transportation and Community Planning, dated November 7, 2013.
2. Concerned Citizens for Accessibility and Mobility (CCAM)'s concerns and recommendations

Report prepared by:

John Britto, Assistant City Clerk, Ext. 8637

(A copy of the attachments referred to in the foregoing have been forwarded to each Member of Council and a copy thereof is also on file in the office of the City Clerk.)



115 Stouffville Street, Unit 14A, Q2B

Customer Service Centre: 905-642-1917
Toll Free: 1-800-642-TOWN (8266)
Automated: 905-642-1917
Téléphone: 1-800-642-TOWNSHIP (8266)
Fax: 905-642-7057
www.townofws.ca

26 February 2014

Regional Councillor Vito Spatafora, Chair
York Region Accessibility Advisory Committee
Regional Municipality of York
17250 Yonge Street
Newmarket, ON L3Y 6Z1

Dear Committee Chair,

RE: Recommendation for Mobility Plus Eligibility Appeal Panel

The Town of Whitchurch-Stouffville Accessibility Advisory Committee discussed the Mobility Plus Eligibility Appeal Panel and the appeal process at its meeting held on February 20, 2014. On behalf of the Committee, I am forwarding the following recommendations for the Regional Committee's consideration:

1. The current volunteer system should be maintained with an increased size of the panel. (For example the number of panelists could be increased to 12; however, only 3 would attend the hearing. This would ensure there was always a quorum for the panel).
2. The deadline for applying for the panel should be extended and an aggressive campaign to recruit more volunteers should be implemented.
3. The volunteers should be offered a stipend for their work and be compensated for their expenses (mileage etc).
4. The eligibility criteria should be reviewed to ensure it provides the appropriate members without being too restrictive.

Yours Truly,

A handwritten signature in black ink, appearing to read 'Isabel Leung', written in a cursive style.

Isabel Leung
Council Coordinator

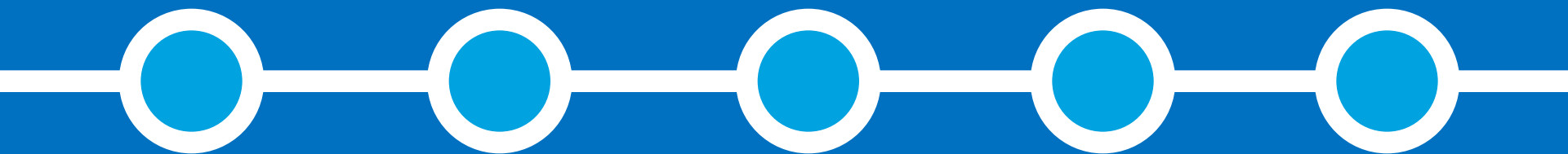
C. Alan Wolf, Chair, Town of Whitchurch-Stouffville AAC
Michele Kennedy, Town Clerk
Regional Clerk's Office

York Region Transit Mobility Plus Eligibility and Appeal Process

Committee of the Whole

Sharon Doyle

May 1, 2014



2001-2003

2004-2006

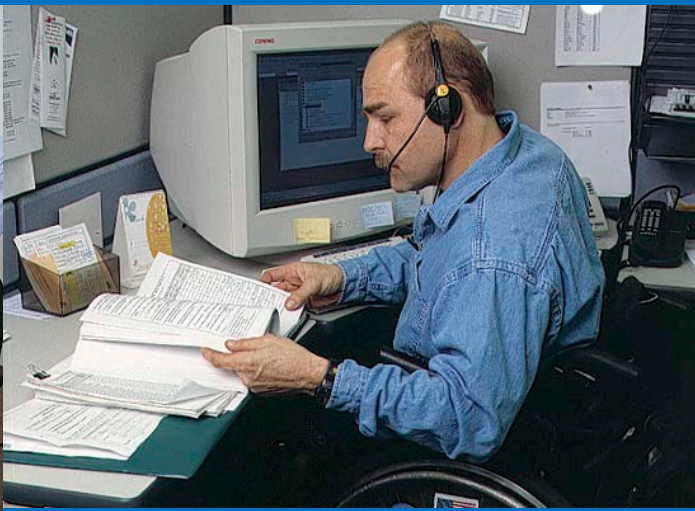
2007-2011

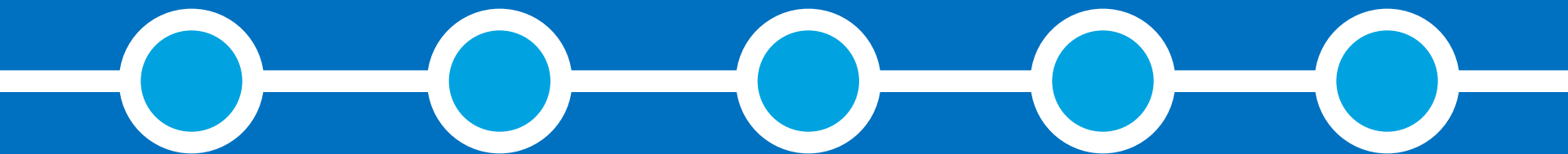
2012-2013

2014



- **Amalgamation**
- **Monday to Friday**
7:30 a.m. to 4:30 p.m.
- **Limited weekend service**
- **Local taxi companies**
- **Additional services**
- **South of Steeles locations**
- **Customer Satisfaction Survey**





2001-2003

2004-2006

2007-2011

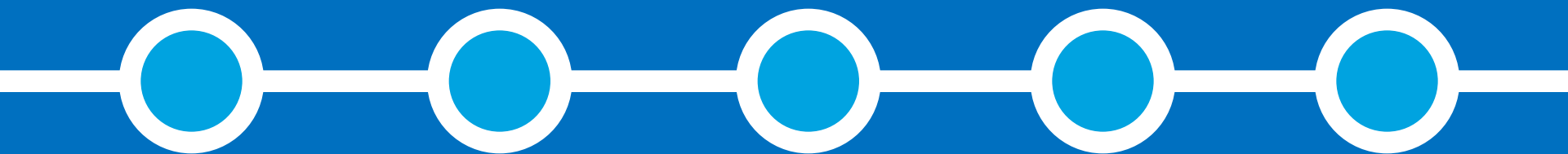
2012-2013

2014



- Monday to Friday
7:30 a.m. to 12 a.m.
- Weekends 8 a.m. to 10 p.m.
- Scheduling software
- Award of Sedan and Mini-van
and Bus Contract
- Travel south of Steeles Avenue
- Customer Satisfaction Survey





2001-2003

2004-2006

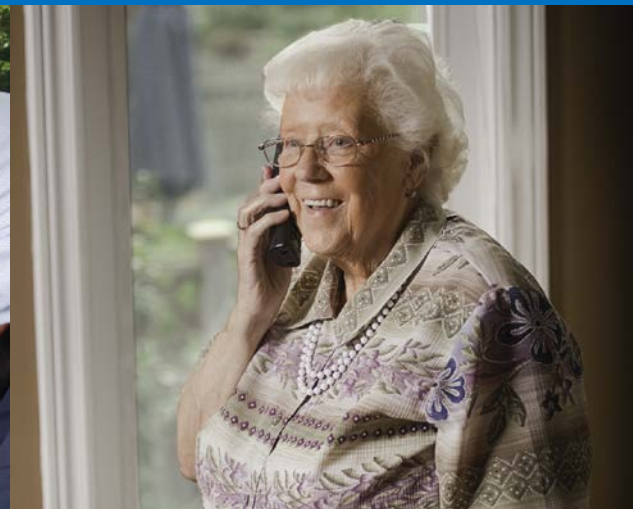
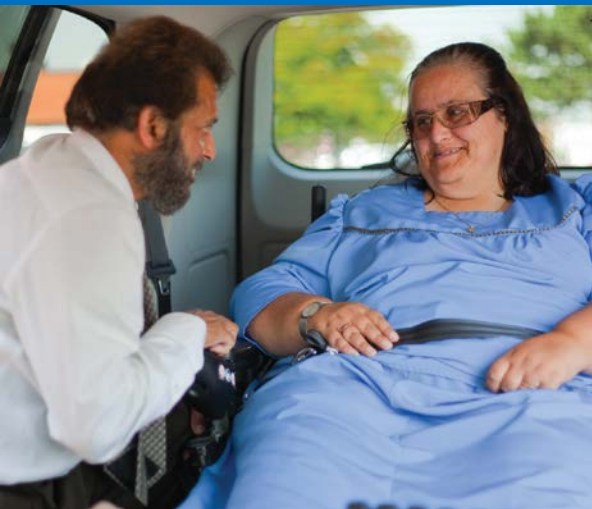
2007-2011

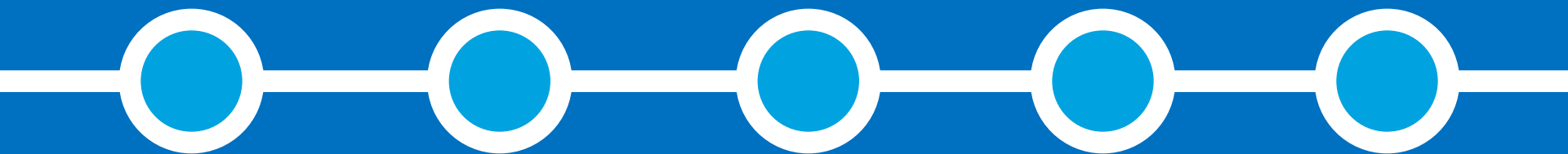
2012-2013

2014



- **Monday to Sunday
6 a.m. to 12 a.m.**
- **Interactive Voice Response
and web-based bookings**
- **New technologies on buses**
- **Next day service**
- **Family of Services**
- **Regional/Provincial/Federal
investments (\$2.1 billion)**
- **Increased transfer locations**
- **Eligibility Appeal Process**
- **Revised demerit point system**
- **Customer Satisfaction Survey**





2001-2003

2004-2006

2007-2011

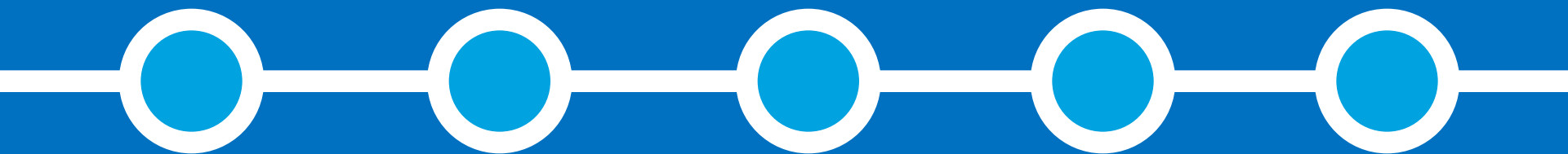
2012-2013

2014



- Monday to Sunday
6 a.m. to 3 a.m.
- Same day bookings
- Audits
- Straight to the Top
- Fare parity
- Travel training
- Increased booking times
- Website updates
- Customer Satisfaction Survey





2001-2003

2004-2006

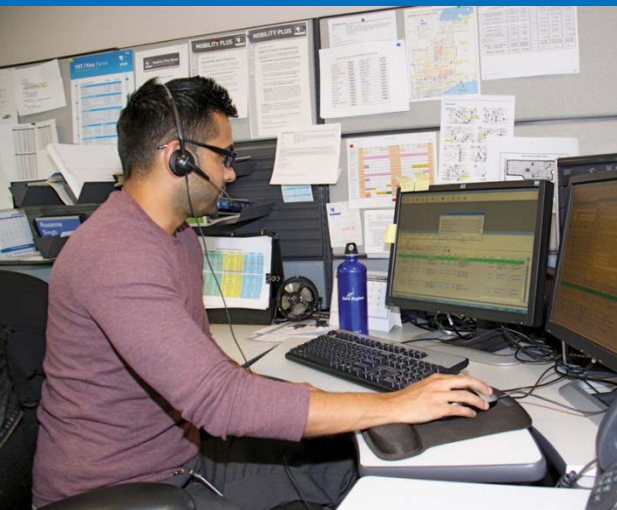
2007-2011

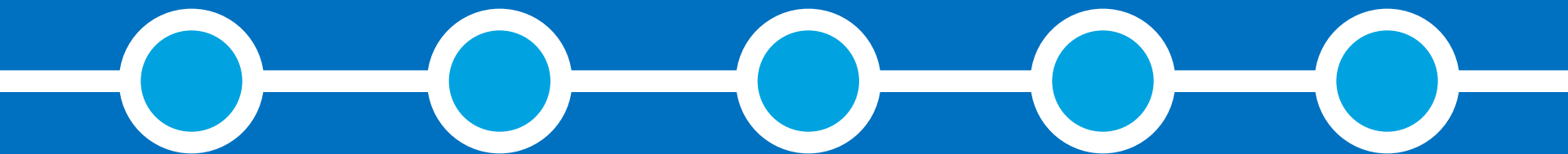
2012-2013

2014



- RouteMatch software
- Dial-out features
- Call Centre upgrades
- Memorandum of Understanding
- Call One
- Increased community outreach
- PRESTO





2001-2003

2004-2006

2007-2011

2012-2013

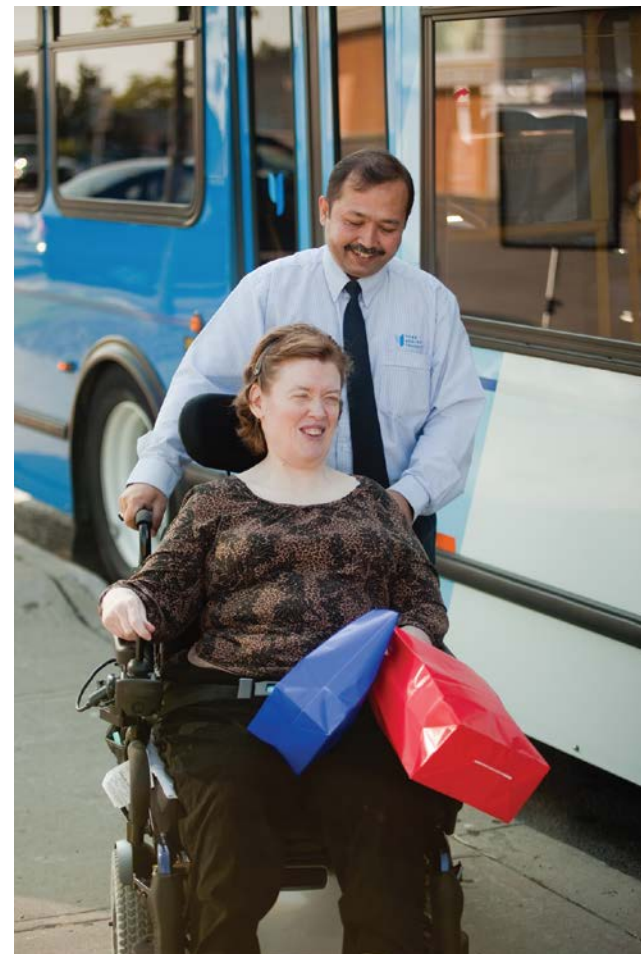
2014

Eligibility Criteria

Mobility Plus is for York Region residents who are unable to use conventional transit due to a physical or functional disability.

Eligibility and Five Guiding Principles

1. Mobility Plus service is not for those who find it more difficult or who are reluctant or unwilling to use an accessible public transportation system.
2. Mobility Plus is not an attendant care service.
3. Eligibility is not based on a particular disability and persons are approved on a case-by-case basis.
4. Eligibility is not based on income.
5. Eligibility is not based on the unavailability of accessible conventional transit in the area in which the person resides.



Levels of Eligibility

Unconditional: A person with a disability that prevents them from using conventional transportation service.

Temporary: A person with a temporary disability that prevents them from using conventional transportation services.

Conditional: A person with a disability where an environmental or physical barrier limits their ability to consistently use conventional transportation services.

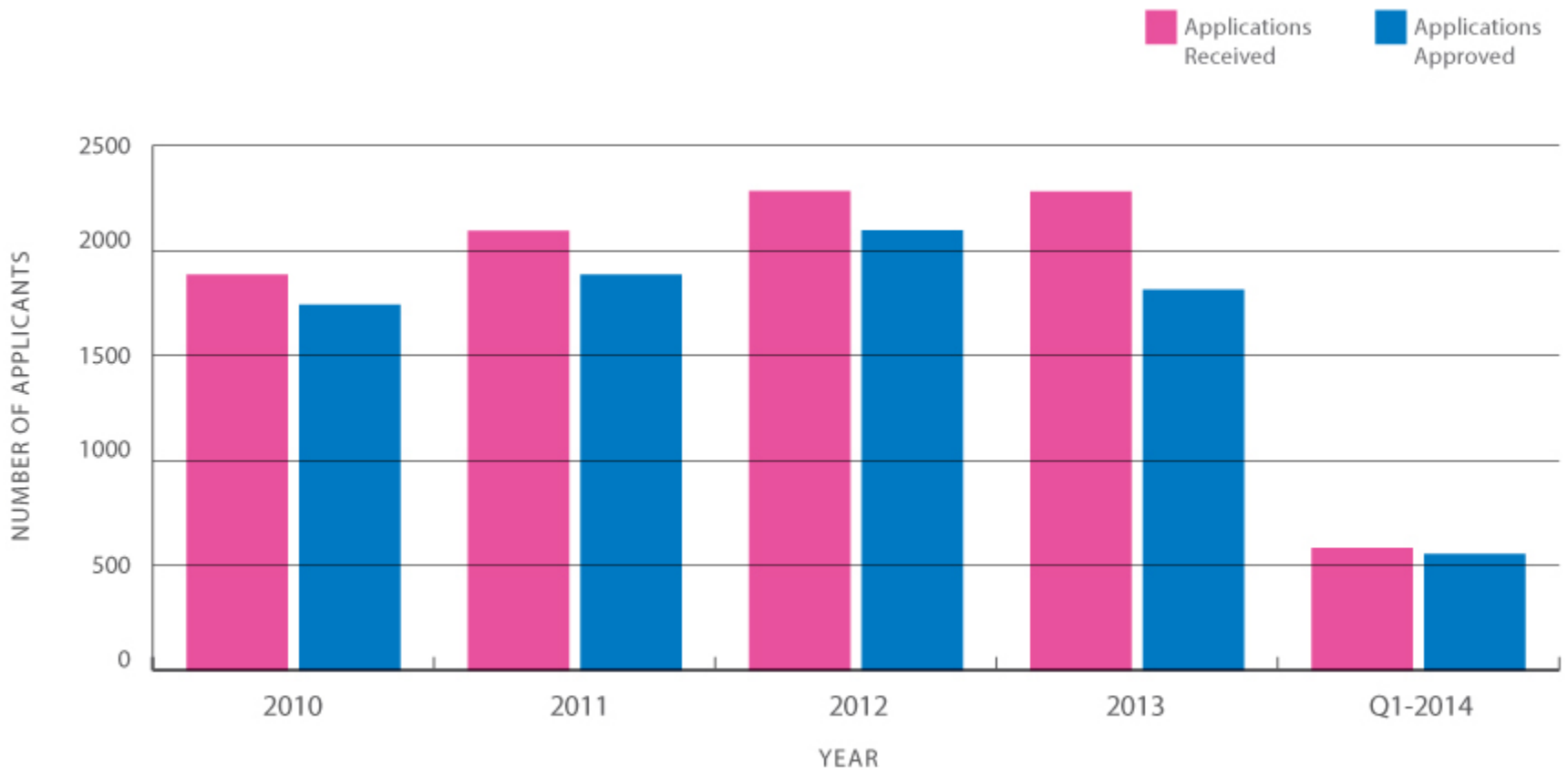


Eligibility and Appeal Process

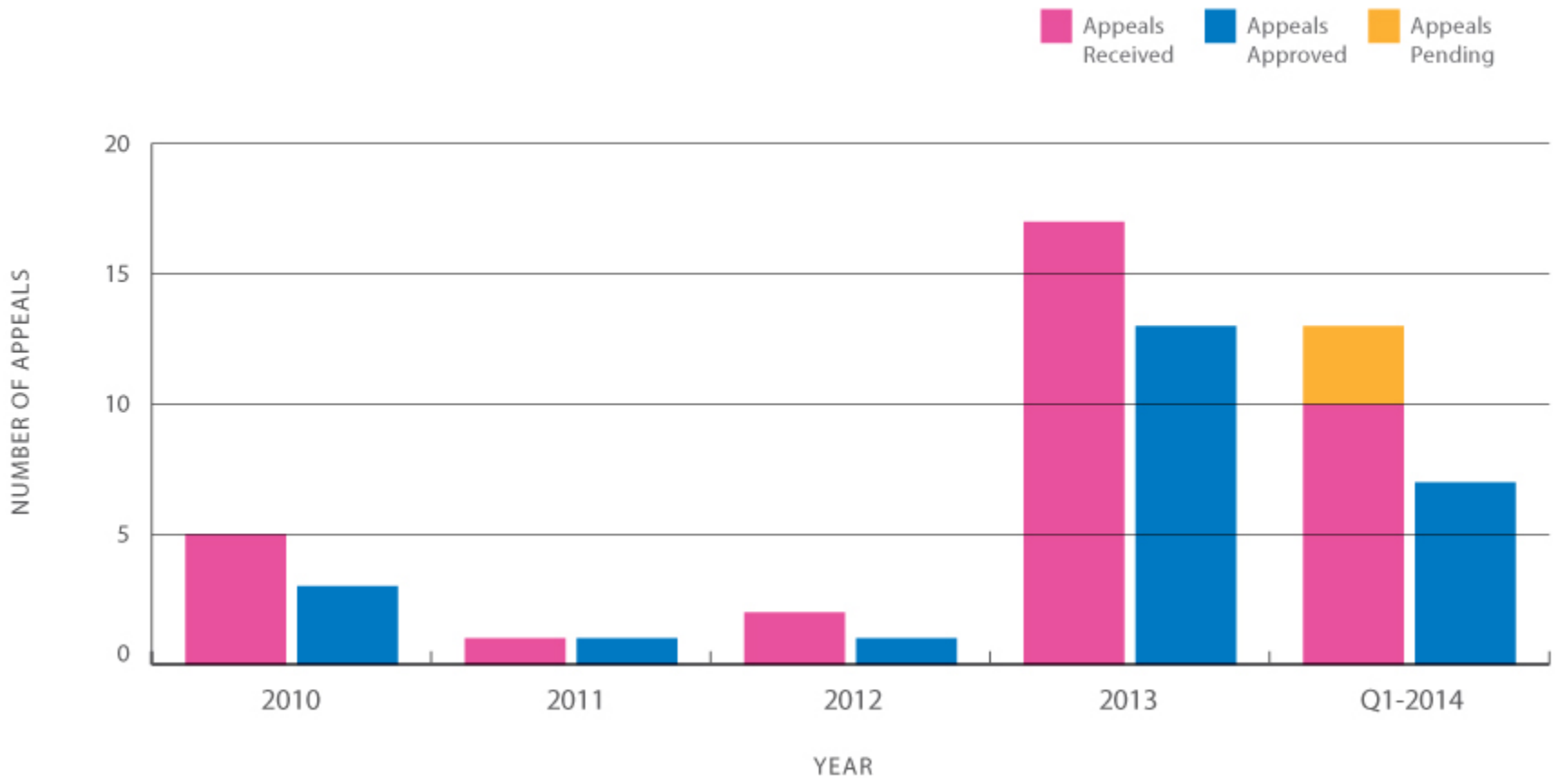
- Application process
- Assessment process
- Appeal process



Applications



Appeals



Actions

- AODA 30-day response time
- Number of appeals received
- Capacity of the Appeal Panel
- Peer review and community outreach
- Alternate independent panel
- November 2013 Council Report
- Panel member recruitment
- Customer expectations



Results of Council Recommendations

- Feedback from the York Region Accessibility Advisory Committee
- The additional recruitment process



Fair and transparent for all clients

Thank you





Warren Mar
Director Legal and Legislative
Services/Town Solicitor
905-727-3123 ext. 4758
wmar@aurora.ca

Town of Aurora
100 John West Way, Box 1000
Aurora, ON L4G 6J1

April 16, 2014

C03-GC14-08

Denis Kelly, Regional Clerk
The Regional Municipality of York
Via email: regionalclerk@york.ca

Dear Mr. Kelly:

Re: General Committee Item 21 – AAC14-03 – Accessibility Advisory Committee Report, March 5, 2014; Re: Item 3 – Memorandum from the Accessibility Advisor; Re: Mobility Plus Eligibility Appeal Panel

Please be advised that this matter was heard by General Committee at its meeting held on April 1, 2014 and in this regard the following recommendation was adopted by Council on April 8, 2014:

THAT the Mobility Plus Appeal Panel continue to remain under the current status and not be outsourced; and

THAT The Regional Municipality of York consider expanding the Mobility Plus Appeal Panel to assist with the backlog and increase in Mobility Plus Appeals by including members of municipal Accessibility Advisory Committees, who are experts regarding disability issues within their local municipalities; and

THAT Regional Council reconsider outsourcing and instead consider exploring options to streamline the application process for improved efficiency; and

THAT municipal Accessibility Advisory Committees be consulted with respect to any proposed changes.

The above is for your information and any attention deemed necessary.

Yours truly,

Warren Mar
Director of Legal & Legislative Services/Town Clerk (Acting)

WM/lb

