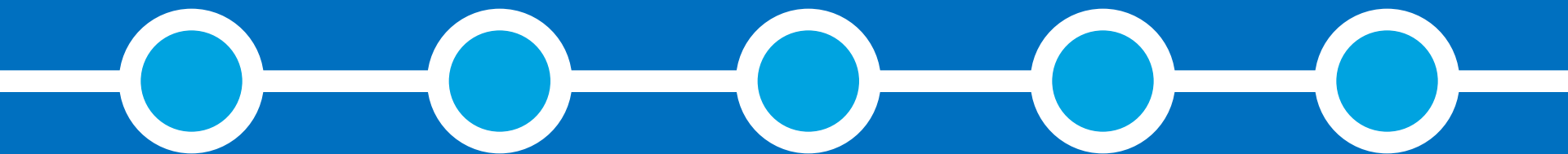


York Region Transit Mobility Plus Eligibility and Appeal Process

Sharon Doyle, Manager, Mobility Plus
February 19, 2014



2001-2003

2004-2006

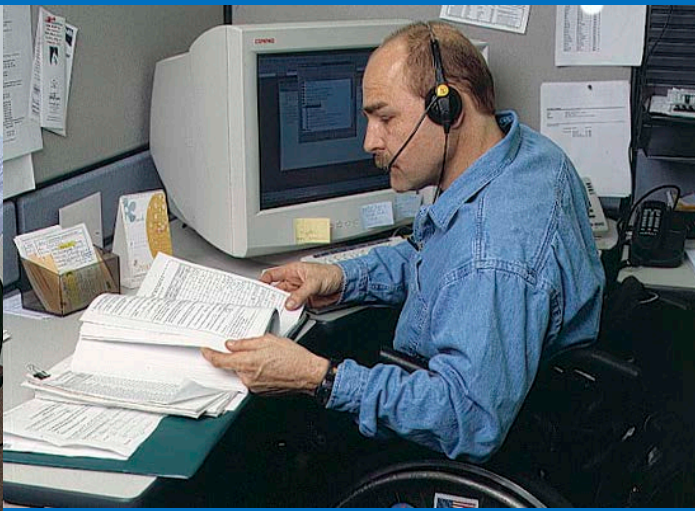
2007-2011

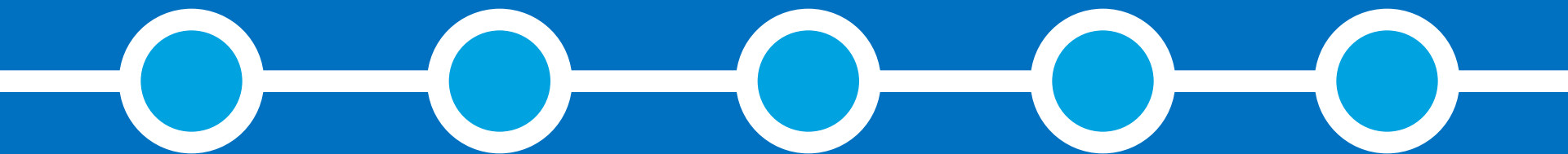
2012-2013

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

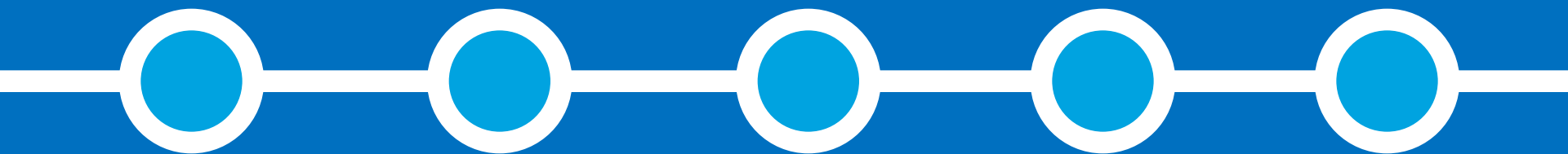
2012-2013

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





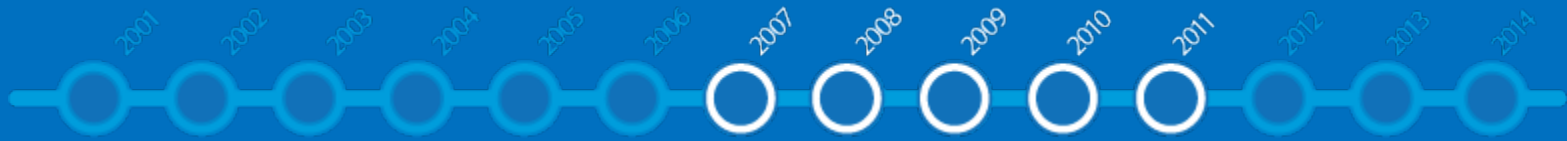
2001-2003

2004-2006

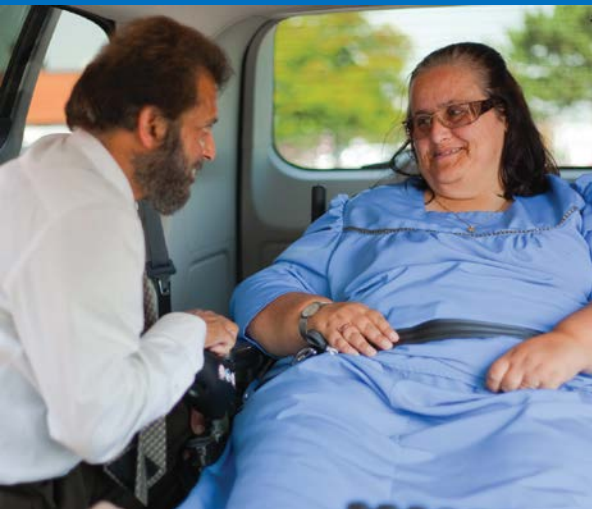
2007-2011

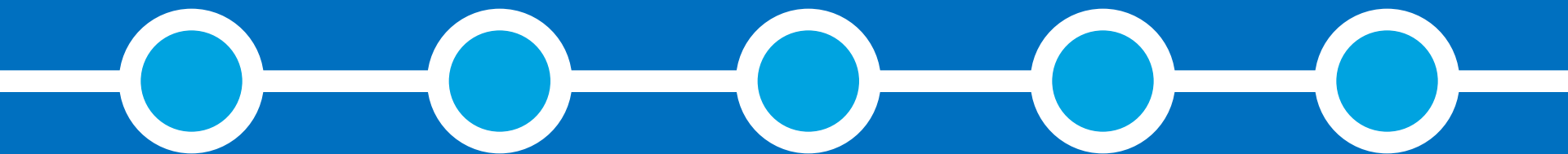
2012-2013

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

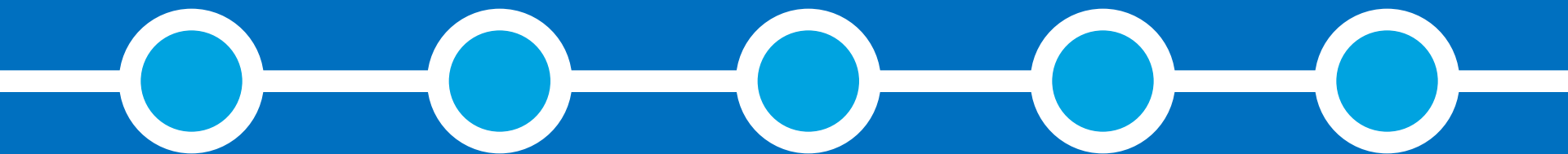
2012-2013

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

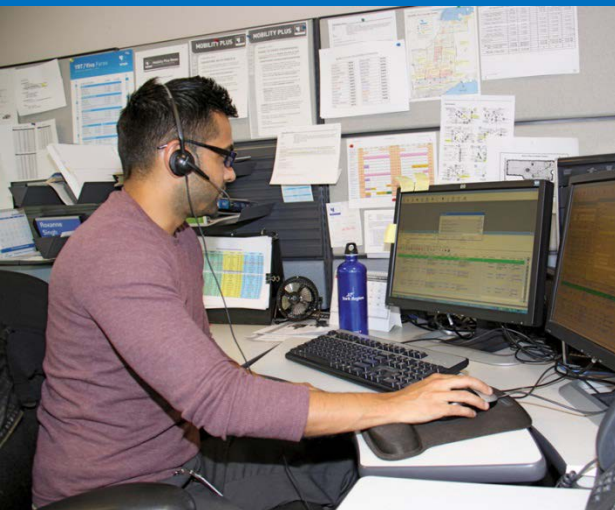
2007-2011

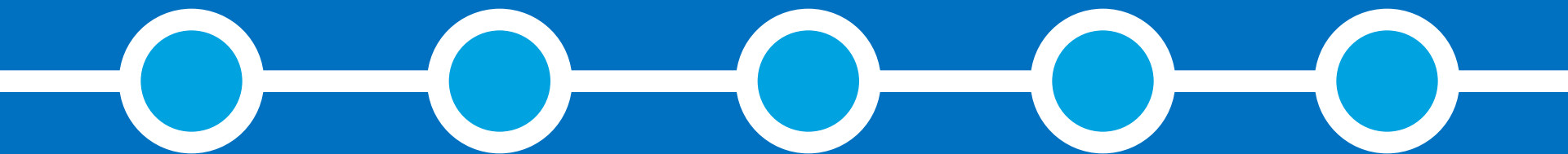
2012-2013

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

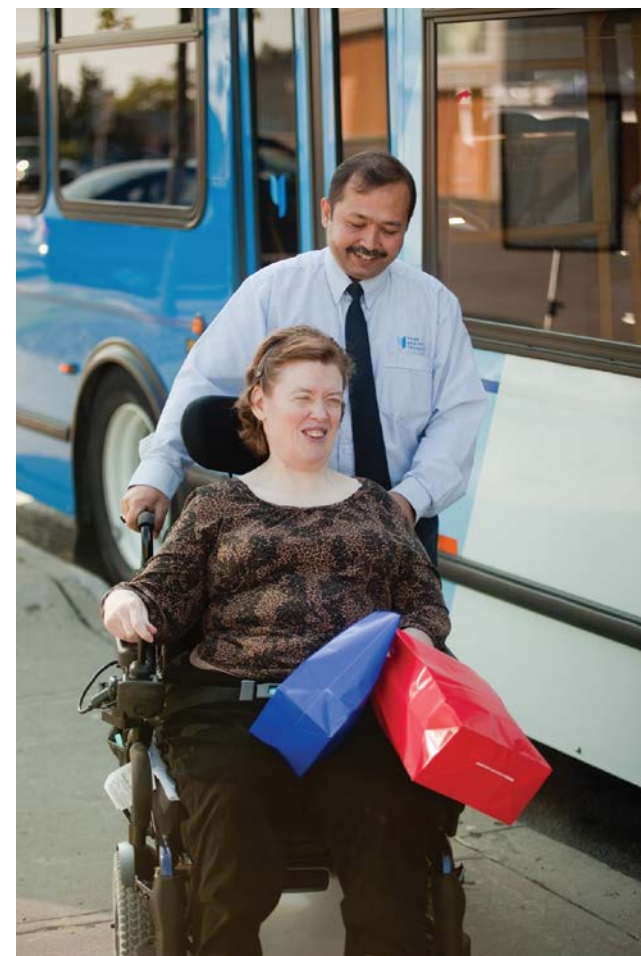
2014

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.

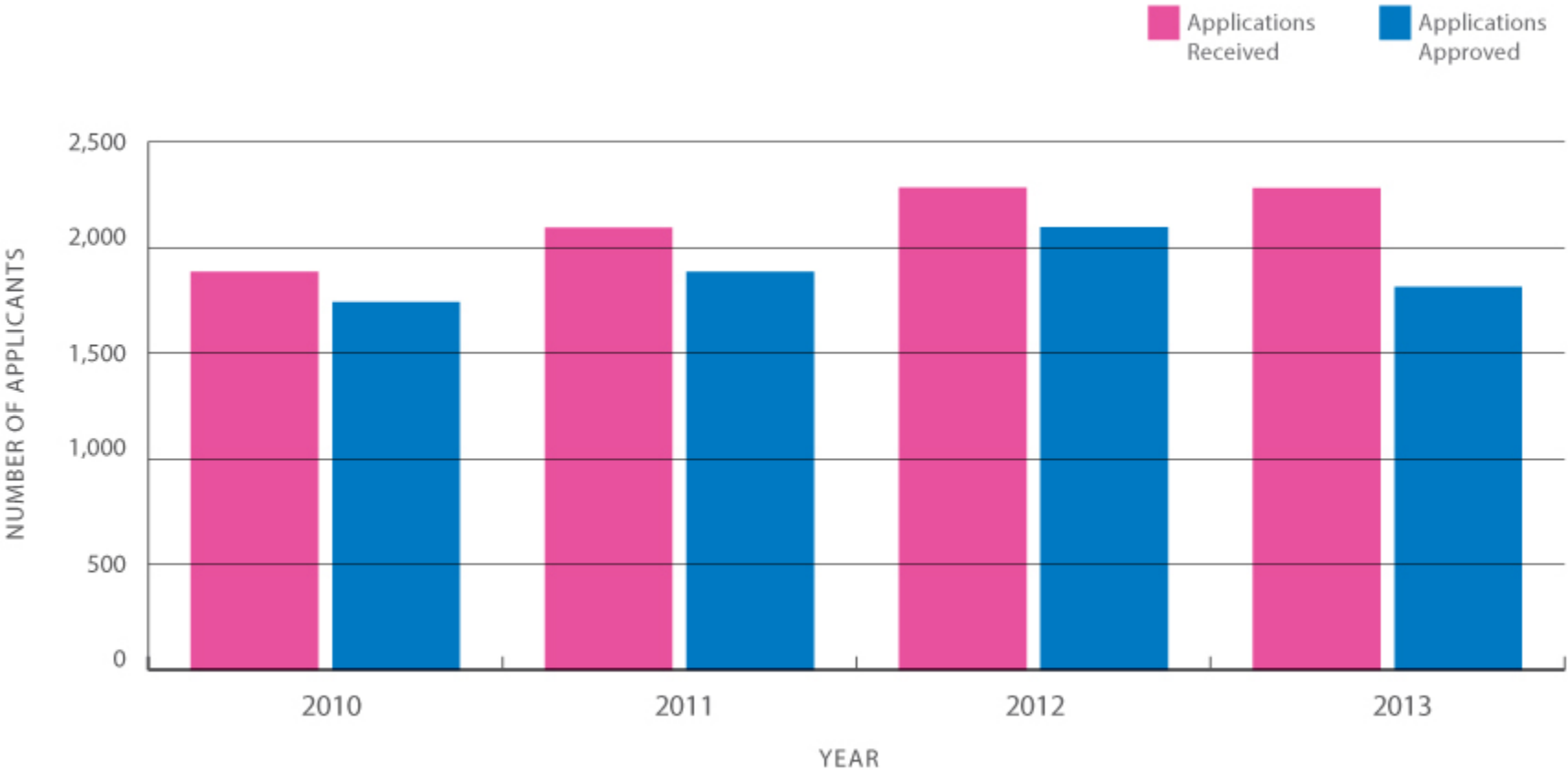


Eligibility and Appeal Process

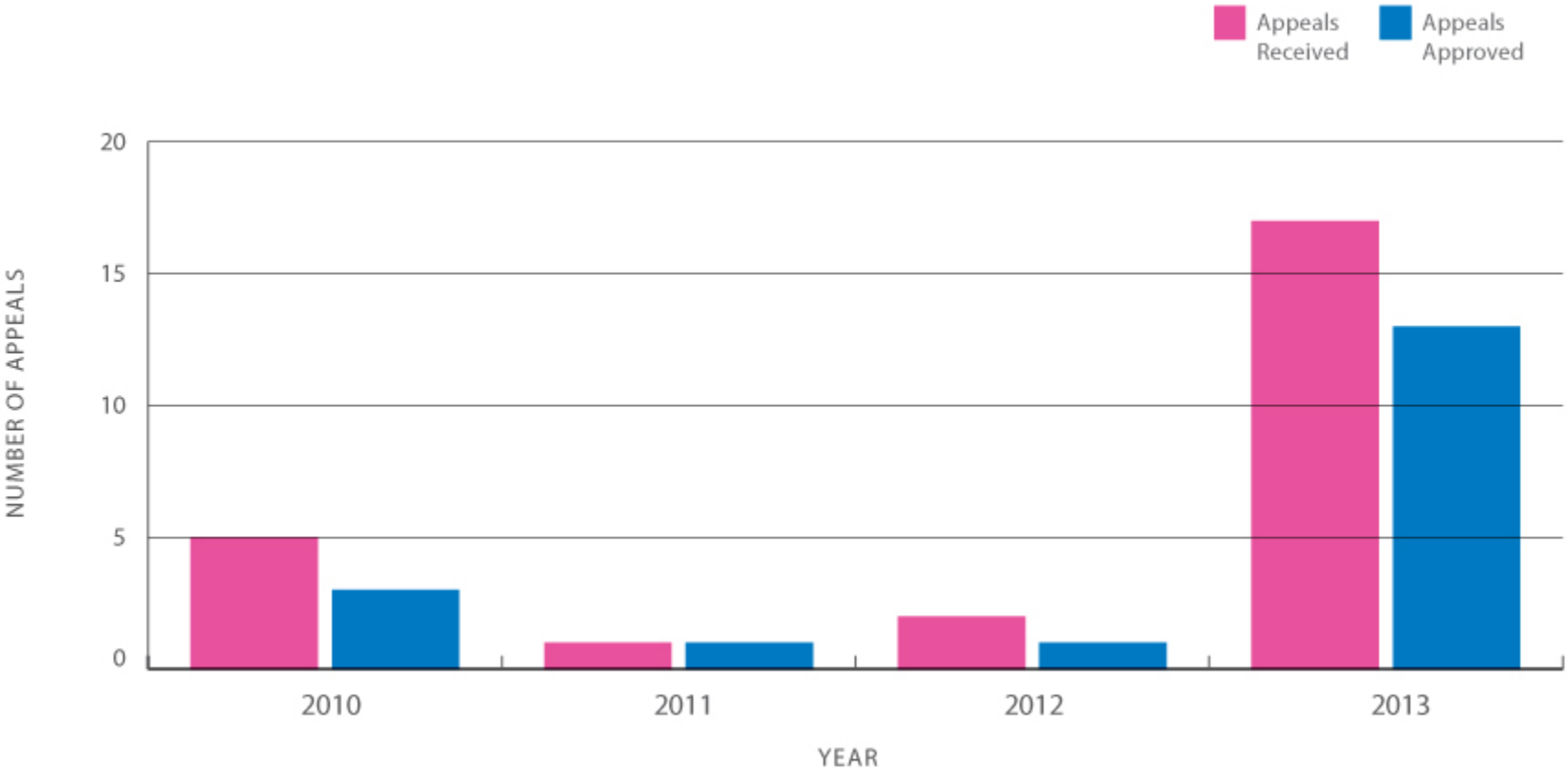
- Application process
- Assessment process
- Appeal process
- Supported and endorsed by Council



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



Next Steps

- Obtain feedback from the York Region Accessibility Advisory Committee
- Complete the recruitment process
- Report back to Council in April



Fair and transparent for all clients

Thank you

