

Eligibility Appeal Process

Appealing an Eligibility Decision

The TTC is committed to assessing all applicants and determining the correct category of Wheel-Trans eligibility based on an individual's abilities. We strive to provide a fair and objective eligibility process resulting in the best level of service for you. However, should you disagree with an eligibility decision, the TTC offers you the opportunity to appeal the decision.

The Wheel-Trans Eligibility Appeal Process includes:

1. Requesting an appeal by submitting an appeal form and any supporting documentation.
2. Attending an in-person functional assessment if you have not yet attended one prior to submitting your appeal.
3. Meeting with the TTC Wheel-Trans Eligibility Appeal Panel.

The appeal process is intended to ensure that applications for Wheel-Trans service are dealt with in a fair and transparent manner, and decisions are made in accordance with established criteria. Applicants may appeal a Wheel-Trans eligibility decision once per calendar year. If there has been a significant change in your health or mobility since your original eligibility decision, please contact us at WTEligibility@ttc.ca or by calling 416-393-4111.

How to Appeal

The TTC's Customer Ability Liaison staff are available to support and assist you throughout your appeal process.

Step 1

Download the appeal form at ttc.ca/wheeltrans, or request the form by emailing WTEligibility@ttc.ca or by calling 416-393-4111. Alternative accessible formats of the appeal form are available upon request.

Step 2

Complete and submit the appeal form. Please try to provide as much detail as possible. You are welcome to submit additional supporting documentation if you wish.

Please submit the appeal form and any relevant supporting documentation to the TTC by one of the following methods:

- **By mail:** 580 Commissioners Street, Toronto, Ontario, M4M 1A7
- **Email:** WTEligibility@ttc.ca
- **Fax to:** 416-338-0126

Please remember: An appeal is required to be submitted **within 90 calendar days** from the date of the eligibility decision letter.

Step 3

Upon receipt of your completed appeal request, you will be contacted to arrange a functional assessment if one has not been completed. This will involve you meeting with an occupational therapist, who will assess your abilities in performing activities related to travelling on conventional transit. The functional assessment is mandatory and part of the appeal process. Once the TTC receives the results of your functional assessment, you will be contacted. If you decide that you still wish to meet with the appeal panel, an in-person appeal interview will be scheduled. The appeal interview will be up to 60 minutes and you are welcome to bring up to two (2) additional people with you, such as a friend or a family member to support you.

The TTC strives to ensure that your appeal results in a fair and equitable decision. Therefore, an appeal decision can only be made if the applicant/representative is present in-person for the appeal interview. If you are unable to attend your appeal interview at the scheduled time, we ask that you contact us two (2) business days prior.

The Wheel-Trans Eligibility Appeal Panel

The panel represents an independent appeal process consistent with the Integrated Accessibility Standards Regulation (IASR O. Reg. 191/11) and the Accessibility for Ontarians with Disabilities Act (AODA) 2005. This means that your appeal will be heard by a panel that was not involved in your original Wheel-Trans eligibility determination. The panel consists of three (3) people: one (1) health care professional, one (1) conventional transit expert from the TTC and one (1) community member with a disability who is familiar with conventional transit. The panel will make the following eligibility determination:

- Uphold the Wheel-Trans eligibility decision made by the TTC; or
- Change the Wheel-Trans eligibility decision made by the TTC.

The panel will make the eligibility determination based on:

- Your appeal form;
- Your Wheel-Trans application;
- The results of the functional assessment you attended;
- Any relevant supporting documentation provided by you and/or your representative at the appeal interview; and/or
- Any relevant observations made by the appeal panel.

Notice of the appeal panel eligibility determination will be sent to you within 14 days of your appeal interview. The appeal panel decision is final.

Additional information on the appeal process, as well as required forms, can be found on TTC's website at ttc.ca/wheeltrans or by contacting us at WTEligibility@ttc.ca or 416-393-4111.



Personal Information and Privacy

All TTC Wheel-Trans vehicles are equipped with mounted video cameras. Images from these cameras may be used for the purpose of confirming Wheel-Trans eligibility.

Any of your personal information collected by video cameras on TTC Wheel-Trans vehicles and through the eligibility application process is collected under the authority of the *City of Toronto Act, 2006* c.11, Schedule A, the *Occupiers Liability Act, c.O.2*, including but not limited to Part XVII, and the *Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c M.56*. This information is also subject to TTC's Privacy Policy and will be used for determining eligibility for Wheel-Trans service.

- **By mail:** The Coordinator, Freedom of Information/Records Management
1900 Yonge Street, Toronto, ON, M4S 1Z2
- **Phone:** 416-393-4000



Application information

Personal/contact information

Surname (last name)

Given name(s)

Preferred first name (optional)

Date of birth (YYYY/MM/DD)

Home address

Street

Apartment/unit

City or town

Province

Postal code

Phone (preferred number)

Alternate number

TTY/TDD number

Email address

Registration number (if applicable)

Authorize a representative

If you require another person (such as your spouse/partner, other family member, friend, etc.) to act as your representative for matters relating to the application and/or services provided by TTC/Wheel-Trans, complete the following information:

Name of representative

Relationship to applicant

Phone

Date (YYYY/MM/DD)

Office use only

Date application received

Applicant name

Registration number

Eligibility decision



Request to Appeal

1. What eligibility decision are you appealing?

Unconditional

Conditional

Temporary

Please explain why you disagree with your eligibility decision

2. Please add any further information you feel is relevant for the panel to know about your ability to travel in your community:

Attach any new relevant documentation that you believe supports your appeal request.



Application certification

I certify that the information provided in the application is true and correct. I understand that providing false, incorrect and/or misleading information could lead to discontinuation of Wheel-Trans service.

Name of applicant (please print)

Signature of applicant

Date (YYYY/MM/DD)

Person completing Section B if other than applicant:

I certify that the information provided in the application is true and correct. I understand that providing false, incorrect and/or misleading information could lead to discontinuation of Wheel-Trans service.

Name of representative (please print)

Signature of representative

Date (YYYY/MM/DD)

Address

Street

Apartment/unit

City or town

Province

Postal code

Phone

Relationship to applicant

