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Decision: Wheel-Trans 10-Year Strategy – September 2016 Update

Meeting Date: September 28, 2016

Eve Wiggins, Head of Wheel-Trans, delivered a PowerPoint presentation on this item.

The Board received the presentation for information and approved the recommendations in the staff report, as follows:

“It is recommended that the Board:

1. Note the eligibility categories as set out in the section entitled “Changes to Eligibility”, in this report.
2. Request staff to expand the ACAT membership to include persons with mental health and cognitive disabilities.
3. Request staff to commence a Family of Services pilot in 2017, including implementing the first of several improvements to customer policies, and report back outcomes in Q4 2017.
4. Approve the migration plan for existing customers as outlined in this report”.