

# Affordable Bus Pass Pilot Program

## Terms and Conditions



### Introduction:

The Affordable Bus Pass pilot program is a bus pass subsidy program designed to increase the affordability and ease of access to public transit and, in turn, improve access to work, recreation/leisure and other amenities in our city. The program is intended for individuals and families with an income below the Statistics Canada Low Income Cut-off (LICO). This could include people who are working and/or receiving income from Ontario Works (OW) and Ontario Disability Support Program (ODSP). The Affordable Bus Pass pilot program has been designed so that the application process and continued access to the pilot program is easy and respectful of applicants' needs. During the Affordable Bus Pass pilot program City staff will be measuring all aspects of the program to determine its effectiveness. We encourage participants to assist by letting us know about program features that are, or aren't, working well for them. Throughout the pilot program, participants will be asked specific questions; their answers will help us to shape our future programs.

Before this pilot program began, the City of Guelph offered a similar bus pass subsidy program called the Subsidized Bus Pass program. That program included the same income cut-off system but was intended to subsidize bus passes for customers with a disability. Customers of this program will also qualify for the Affordable Bus Pass program if their income source is below the Low Income Cut-Off (LICO). Current subsidized bus pass customers will not be rolled into this new affordable bus pass program so they will need to apply for the Affordable Bus Pass pilot program so that their eligibility to buy a pass is not interrupted.

### About this document:

This Terms and Conditions document outlines the principles and procedures of this pilot program. The City reserves the right to revise, limit or terminate this program on reasonable notice if unforeseen circumstances arise.

### Eligibility Requirements:

- Must be a resident of Guelph
- Youth, adults, and seniors who are experiencing barriers to accessing public transit based on their low family income as per the LICO (low income cut off as listed in Table 2.1) measure may qualify
- Post secondary students may apply with the exception of University of Guelph full-time students who receive a U-pass included in their student fees.

### Application Process:

Applications are available online at [guelph.ca](http://guelph.ca) or at the following locations:

- ServiceGuelph, City Hall, 1 Carden Street
- Evergreen Seniors Community Centre, 683 Woolwich Street
- Victoria Road Recreation Centre, 151 Victoria Road North
- West End Community Centre, 21 Imperial Road South
- Guelph Transit, 170 Watson Road South

<b>Family Size</b>	<b>Income (after taxes)</b>
1	\$ 16,328
2	\$ 19,872
3	\$ 24,745
4	\$ 30,871
5	\$ 35,154
6	\$ 38,986
7+	\$ 42,819

## To Apply or Re-apply

Complete the application in full and ensure it is signed by all adult members of the family living at the same address.

Note: Dependents under the age of 18 (eighteen) living with a parent cannot apply as individuals.

- On the application form you will see questions in the Affordable Bus Pass Program Evaluation section that are designed to gather information to allow the City to evaluate the effectiveness of the program and its processes. The City may ask similar questions during the pilot program.
- If a section of the application is difficult to complete, applicants are welcome to attach a separate sheet of paper describing the difficulty. Assistance in completing the application can be found at a City service counter, by calling the number below to make an appointment or by accessing any support network you may be familiar with.
- Applicants will be informed of approval or denial of their application by letter.

The required documentation must be submitted along with your application to verify your income:

- **Ontario Works** Statement of Deposit **AND** Drug Benefit Eligibility Card including address portion, OR;
- **Ontario Disability Support Program** Statement of Deposit **AND** Drug Benefit Eligibility Card including address portion, OR;
- **Canada Revenue Agency** Personal Income Tax Notice of Assessment or contact Canada Revenue Agency to request a copy of your Form C. This is not a copy of your personal income tax return.

**Please note: Statements must include portions that note income of all family members as well as the applicant's name and address.**

## Sending in an Application

Completed applications and all required documentation can be dropped off at the City of Guelph locations listed above or;

### Mail To:

Affordable Bus Pas Program  
Community and Social Services  
City of Guelph  
1 Carden Street  
Guelph ON N1H 3A1

## Duration of Program

The Affordable Bus Pass is a two year Pilot Program beginning in July 2012 and ending on June 30, 2014. In the months leading up to the end of this program, Council will determine if the program will continue or change. Please ask a customer service representative when you purchase your April pass for information about the pilot at the end of the program.

## Length of Approval

Your eligibility for the Affordable Bus Pass is valid for twelve months from the date that you are approved for the program. Those wishing to continue with the program will be required to re-apply until the end of the pilot program.

Program participants are encouraged to re-apply three months prior to the end of the term they are eligible.

## **Application Processing**

Applications are processed and a reply is mailed by the City on a weekly basis.

### **Approval Letter:**

Once approved for the program, customers will receive a letter in the mail that provides the following information:

- Locations to purchase the Affordable Bus Passes,
- The identification that is required each time a participant purchases an Affordable Bus Pass,
- When the participant's current eligibility periods ends and a suggested date to re-apply; and
- May contain information about other City programs.

### **Incomplete Applications:**

The City will try to contact applicants who have submitted an incomplete application. If staff is not able to contact the applicant, the application will be mailed back to the applicant.

### **Applications That Have Been Declined:**

Incomplete applications or applicants whose income is more than the After Tax Low Income Cut-off (LICO income amounts for 2011 are shown in a table on Page 1 of this document) will be declined. Applicants who have sold or given their pass to another person may also be declined.

The individual or family is welcomed to re-apply if their income changes, falling within the LICO range and the applicant can provide the program's required proof of income document(s).

**Should your financial or residency circumstances change, or you otherwise no longer require this program, it is your responsibility to inform us.**

### **Purchasing an Affordable Bus Pass:**

All bus passes may be purchased using debit, cash, VISA or MasterCard, cheque or City Card at any City of Guelph location as listed previously.

#### **The first Affordable Bus Pass:**

Upon receiving the letter of approval for the Affordable Bus Pass program;

- Bring the letter with you to purchase your first Affordable bus pass(es)
- Applicants must present valid government-issued photo identification in order to receive the Affordable Bus Pass rate. (e.g. driver's licence, or photo health card) and if you are picking up for your family members then you must bring ID for same

#### **The second Affordable Bus Passes and so on:**

To purchase subsequent passes;

- An applicant must present valid government-issued photo identification in order to receive the Affordable Bus Pass rate for their family's authorized application.
- A third party may attend a City of Guelph service counter to purchase the program participant's bus pass once the program participant has made arrangements with the City using the Third Party Authorization process.

Program participants may be asked:

- To confirm their contact information each time they purchase a pass. This provides the City with the participant's most up to date information.
- To answer question related to the program that will help the City do a review of this pilot program

### **Third Party Authorization Process:**

Affordable Bus Pass Holders may authorize an individual to purchase a pass on their behalf up to 4 (four) times per calendar year. The completed Authorization form and a copy of government-issued photo identification must be shown, along with payment each time.

**Please note:** This does not apply to the first pass that the Pass Holder purchases. The Pass Holder must appear in person with their approval letter to purchase their first Affordable Bus Pass.

### **Using the Affordable Bus Pass on Transit:**

The Affordable Bus Pass can only be used on Guelph Transit vehicles which includes Guelph Mobility. Passes may also be used on non-City vehicles that are scheduled by Guelph Mobility through their scheduling office.

When boarding a Guelph Transit vehicle, swipe your Affordable Bus Pass. If the passenger is not able to swipe the card, they must show the card to the bus operator.

### **Discontinuing an Affordable Bus Pass:**

If program participants choose to discontinue their pass, (various reasons could include: increase in earnings, resident moves, other circumstances change) they are to notify the City at the number below.

### **Further Program Information:**

- To request a document related to this program in an alternate format as called for in the Accessibility for Ontarians with Disabilities Act or for other queries, please contact:
  - **Phone: 519-837-5618; or**
  - **TTY: 519-826-9771.**

### **Cost of the Affordable Bus Pass:**

The price of an Affordable Bus Pass is 50% (half) the price of the regular price adult, youth or senior bus pass.

### **Program Promotion/Communications:**

From time to time the City may promote/communicate changes to the Affordable Bus Pass pilot program through the media or direct communication to the customer.

### **Lost or Stolen Affordable Bus Passes**

Passes that are lost or stolen:

- Will be deactivated immediately. These passes will not be valid on any Guelph Transit bus or on non-City vehicles that are scheduled by Guelph Mobility.

Lost or stolen cards can be replaced at no charge to a maximum of 4 (four) per year.

### **Passes Are Not Transferrable:**

Affordable bus passes may only be used by the individuals to whom they have been issued. Any participant who sells or gives an affordable bus pass to someone else may be disqualified from holding, renewing, replacing or receiving a new pass. Passes that have been sold or given to another person will be deactivated.