

EquiPass Customer Information Sheet

KEEP THIS SHEET FOR YOUR INFORMATION

You could be eligible for an EquiPass if:

- You are a resident of the City of Ottawa and you or your family have an income that is below the listed amount.
- You have family members who are not eligible for the Community Pass.

In order for you and your family members to obtain an EquiPass, you must fill out an application, provide required documentation and have your application approved.

You are NOT Eligible for an EquiPass if you are:

- The primary benefit recipient of Ottawa Disability Support Program (ODSP) benefits. You are eligible for a less expensive Community Pass.
- A person in receipt of transportation benefits from Community and Social Services, including but not limited to Ontario Works benefits.
- A person in receipt of transportation benefits from the Government of Canada Refugee Assistance Program (RAP) although children under 18 years would still be eligible.
- A person 65 years or older. You are eligible for a less expensive Senior 65+Pass.
- A student who receives a School Board issued bus pass during the school year. Your parent or guardian may apply for EquiPass eligibility during non-school months.
- A student who receives a U-Pass You may apply for EquiPass eligibility during periods when you do not have full-time status. Approval is contingent upon your annual income.

What do I need to submit with my application?

The following must be included with the completed application and must be included for all members of the household listed on the application.

Family or Single Applicants:

- A photocopy of your Notice of Assessment (NOA) from Canada Revenue Agency from the most recent taxation year.
(Provide copies - no documents are returned).
- From January to April: a 2015 or 2016 NOA are accepted.
 - From May to December: the NOA from the previous taxation year is required.

- Parents or guardians with dependents 17 years and under must provide a copy of the Canada Child Benefit (CCB) or Ontario Child Benefit (OCB) statement.

Applicants who have never filed income tax:

- If you are aged 18 or 19 or have never filed an Income Tax return, please include:
- A copy of your last 3 pay stubs for any and all job(s) held in the last 12 months and / or any annual Income Slips (e.g. T4, T4A, or other) you may have received to date.

Note: The EquiPass discount in this circumstance is set for one year. To be considered for an EquiPass after the first year, you will be required to re-apply and provide a Notice of Assessment (NOA) after filing your income taxes the following year.

Refugees or Newcomers

- If you are recent refugee/newcomer to Canada, but have not filed a tax return:
- A copy of your Record of Landing (Citizenship and Immigration Canada (CIC) form IMM 1000) and Sponsorship agreements or payments, including Refugee Assistance Program cheque stubs, if applicable.
 - A copy of your Refugee Status Documentation IMM1442 (Forms IMM1263 and 5292 may also be considered).
 - A copy of an Ontario Works (OW) or Ontario Disability Support Program (ODSP) benefit stub for the current month.
 - If currently employed, a copy of your last 3 pay stubs for any and all job(s) held in the last 12 months and / or any annual Income Slips (e.g. T4, T4A, or other) you may have received to date.
 - If you are privately sponsored a letter from your sponsor/sponsoring group is required with confirms your monthly or annual income.

Note: The EquiPass discount in this circumstance is set for one year. To be considered for an EquiPass after the first year, you will be required to re-apply and provide a Notice of Assessment (NOA) after filing your income taxes the following year.

Applicants not covered above

- If you are unable to provide the documentation above, please contact OC Transpo at ocinfo@octranspo.com or 613-741-4390 for more information.**

Where do I send my completed application?

- Application must be in a sealed envelope, addressed to "OC Transpo – Attn: EquiPass Applications"
- By Mail:

OC Transpo
Attn: EquiPass Applications
925 Belfast Road
Ottawa, ON K1G 0Z4

- In person:
 - OC Transpo Customer Service Centres:
 - Rideau Centre – 3rd Floor
 - Lincoln Fields Station
 - Place d’Orléans Station
 - St-Laurent Station
 - 925 Belfast Road
 - Ottawa Public Library:
 - Centennial (3870 Old Richmond Road)
 - Greenboro (363 Lorry Greenberg Drive)
- City of Ottawa Client Service Centres:
 - City Hall / Laurier (110 Laurier Avenue West)
 - Ben Franklin Place / Nepean (101 Centrepointhe Drive)
 - Kanata (580 Terry Fox Road)
 - Orléans (255 Centrum Blvd.)
 - Walter Baker Sports Centre (100 Malvern Drive)
 - Metcalfe (8243 Victoria Street)
 - West Carleton (5670 Carp Road)
 - North Gower (2155 Roger Stevens Drive)

For your own tracking, please record:

Date Application Sent	Method of Delivery or Location of Drop Off
	<input type="checkbox"/> Mail <input type="checkbox"/> Drop Off Location: _____

Remember to include copies (as applicable):

- Notice of Assessment (NOA) AND
- Canada Child Benefit (CCB) or Ontario Child Benefit (OCB) statement
- Last 3 pay statements for all positions held within the last 12 months.
- Landing Document/RAP cheque stub/Sponsor Letter

Did all members of the household 18 years and older sign the application?

- Yes No

Frequently Asked Questions:

What is an EquiPass?

The EquiPass is a discounted pass available to persons whose income is below the Low Income Cut Off (LICO) set by the Government of Canada. It is only available to residents of the City of Ottawa under the age of 65.

Can the EquiPass be shared?

No. The EquiPass is not transferable. Each member of the family must purchase their own individual monthly pass. Only one pass is allowed per person and duplicate passes will be cancelled.

How do I know if I am eligible for the EquiPass?

The family income for the household must be below the low income level set annually by the Government of Canada. The chart below is an example of the 2015 LICO levels.

Income Eligibility based on 2015 LICO Rates:

Family size	Annual net income
1 person	\$20,386
2 persons	\$24,811
3 persons	\$30,895
4 persons	\$38,544
5 persons	\$43,890
6 persons	\$48,675
7 or more persons	\$53,460

I am over 18 but live with my family or parents, am I eligible?

You can apply and be considered. Adult children living at home or other household members 18 and over must apply separately.

What if we are two families or have non-family members living in the same house?

Family members residing at the same address include parent(s), spouses and any dependents 17 years and under. If there is another family or relatives residing at the same house, separate applications must be completed. Single adults over 18 living in the same household must complete their own application.

How do I get my EquiPass?

When your application is approved you will be sent a confirmation of eligibility letter. You will be required to take this letter and a government issued photo ID to an OC Transpo Customer Service Centre to have your EquiPass discount set on a registered Presto card. You may either present your current Presto card if it is registered to you or you must purchase a Presto card and immediately register it. The cost of a new Presto card is \$6 plus the cost of your first pass purchase (\$57).

I am a Para Transpo customer, how do I get my EquiPass?

You follow the same process. If you pay with ParaPay, your account will be adjusted.

How long is my EquiPass valid for?

Your EquiPass discount will be valid for up to two years based on your birthday. Some applicants with limited documentation will need to renew after one year when they obtain an income tax Notice of Assessment. Your EquiPass expiry date will be set out in the approval letter you receive from OC Transpo or on your account online on prestocard.ca.

Do I need a Presto card?

Yes. The EquiPass is only available on Presto.

How long does a pass last?

A monthly pass is valid for the calendar month.

How long does it take to get my EquiPass?

The application approval process will generally take 15 business days once your application is received. Higher volumes may cause longer approval times at certain times of year. For mailed applications, please allow extra delivery time for applications. Once approved, each person approved will receive a confirmation letter in the mail.

I haven't received a reply. What do I do?

You can contact ocinfo@octranspo.com or 613-741-4390 to check on the status of your application. Please do not contact us until at least 15 business days after your application was sent.

EquiPass Application and Consent Form

March 2017



Part 1 – Primary (Main) Applicant Information – Please print

Name of Primary (Main) Applicant:		Application Reference #: (OC Transpo Use Only)	
Address:	Postal Code:	Telephone Number:	
		Primary:	
		Alternate:	
		Work	<input type="checkbox"/>
		Cell	<input type="checkbox"/>
Mailing Address (if different from above):		Postal Code:	
		E-Mail Address:	
What is the best way to contact you?			
<input type="checkbox"/> E-Mail <input type="checkbox"/> Phone <input type="checkbox"/> Mail			

Household (Family) Composition

- All family members (spouse/partner and/or children 17 years and under) must be included on this application along with all required documents.
- Income verification will be based on the number of parents and dependent children under 18 in the family.
- If more than one family or an adult child resides in the household, a separate application form should be submitted per family or adult child.
- Single adults must file a separate application.
- If you have more than 6 people in your household (family), please add an additional page and provide all required information for each applicant.

Applicant #	Name of Household Member	Relation to Primary Applicant	Date of Birth (dd/mm/yyyy)	Annual NET income (line 236 of Notice of Assessment (NOA))	Supporting Documents Submitted (NOA or pay stubs or CCB)	Applying for an EquiPass?
1		I am the primary (main) applicant, and I am over 18 years old		\$		<input type="checkbox"/> Yes <input type="checkbox"/> No
2		I am the spouse/common-law of the primary applicant		\$		<input type="checkbox"/> Yes <input type="checkbox"/> No
3		<input type="checkbox"/> Child (17 years or under) <input type="checkbox"/> Other _____		\$		<input type="checkbox"/> Yes <input type="checkbox"/> No
4		<input type="checkbox"/> Child (17 years or under) <input type="checkbox"/> Other _____		\$		<input type="checkbox"/> Yes <input type="checkbox"/> No
5		<input type="checkbox"/> Child (17 years or under) <input type="checkbox"/> Other _____		\$		<input type="checkbox"/> Yes <input type="checkbox"/> No
6		<input type="checkbox"/> Child (17 years or under) <input type="checkbox"/> Other _____		\$		<input type="checkbox"/> Yes <input type="checkbox"/> No
7		<input type="checkbox"/> Child (17 years or under) <input type="checkbox"/> Other _____		\$		<input type="checkbox"/> Yes <input type="checkbox"/> No
8		<input type="checkbox"/> Child (17 years or under) <input type="checkbox"/> Other _____		\$		<input type="checkbox"/> Yes <input type="checkbox"/> No

See other side

Part 2 – Describe your Current Situation

1. Are you or any of the applicants above receiving Ontario Works or other Social Services Benefits?	<input type="checkbox"/> Yes <input type="checkbox"/> No	1 (a). If yes, do you currently receive transportation supports under this program?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Applicant #:
2. Are you or any of the applicants above receiving Ontario Disability Support Program (ODSP) benefits?	<input type="checkbox"/> Yes <input type="checkbox"/> No	2 (a). If yes, do you currently receive transportation supports under this program?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Applicant #:
3. Is anyone in your household / family attending a post-secondary institution (University, College)?	<input type="checkbox"/> Yes <input type="checkbox"/> No	3 (a). If yes, do they receive a U-Pass?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Applicant #:
4. Is anyone in your household / family attending middle or secondary / high school?	<input type="checkbox"/> Yes <input type="checkbox"/> No	4 (a). If yes, do they receive a School Board issued monthly pass from OSTA or CTSO?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Applicant #:
5. Is anyone in your household / family new to Canada in the last 18 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 (a). If yes, please provide supporting documents, including but not limited to Landing Documents, Refugee Assistance Program (RAP) pay stubs, or other payment statements.		
		5 (b). If yes, do you currently receive transportation allowance from the Government of Canada Refugee Assistance Program (RAP)	<input type="checkbox"/> Yes <input type="checkbox"/> No	Applicant #:
6. Is anyone in this application a Para Transpo client?	<input type="checkbox"/> Yes <input type="checkbox"/> No	6 (a). Please provide all applicable Para Transpo client numbers.		

Applicant #:	Para Transpo ID:	Applicant #:	Para Transpo ID:	Applicant #:	Para Transpo ID:
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Do you need help to communicate with us?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, please provide an alternate contact:
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Alternate Contact Name:	E-Mail Address:	Day Telephone Number:	Relationship to Applicant(s):
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Part 3 – Declaration, Consent to Verify Information, and Agreement to EquiPass Program Terms and Conditions

By signing, all applicants age 18 and older acknowledge that the City of Ottawa retains sole discretion to approve or deny any application and:

- Confirm that the information provided on this form and supporting personal financial documents are true, complete and accurate;
- Consent to OC Transpo exchanging personal financial information with the City of Ottawa Community and Social Services Department, the Ministry of Community and Social Services, the Government of Canada, the Government of Ontario or any agency, ministry or department of any of the foregoing for the sole purpose of determining and verifying eligibility for an EquiPass; and
- Agree to the EquiPass Program Terms and Conditions below.

The information collected on this form is necessary for the proper administration of the EquiPass program. The EquiPass fare category was approved by Council on December 14, 2016 and authorized under Section 8 and Schedule "C" to City of Ottawa Transit By-law 2007-268, as amended. Information collected will be used to determine initial and ongoing eligibility for EquiPass, administer EquiPass services, and enforce EquiPass Terms and Conditions. All personal financial documents provided in support of this application will be destroyed after the application is processed. If you have questions about the EquiPass program or the collection/retention of personal information, please contact the Transit Information Centre at 613-741-4390 or by e-mail at ocinfo@octranspo.com.

Accessible formats and communication supports are available on request.

EquiPass Program Terms and Conditions

- The EquiPass is for the sole use of the registered user and is not transferable.
- The EquiPass user must have in their possession and be prepared to present valid photo identification upon request.
- EquiPass must be loaded on a registered PRESTO card.
- EquiPass Applicants are responsible for ensuring that all members of the household are aware of these terms and conditions and shall notify the EquiPass program by e-mail at ocinfo@octranspo.com or by phone at 613-741-4390 (TTY 613-741-5280) or in person prior to purchasing an EquiPass monthly pass if there is a change in address or change in personal or family circumstances that may impact program eligibility including a change in income.
- Duplicate applications or pass purchases will result in cancellation of additional passes or Presto cards, and may result in revocation of EquiPass eligibility status.
- Failure to comply with these terms and conditions or providing incomplete/inaccurate information when applying or renewing an EquiPass may result in loss of eligibility for the EquiPass program, cancellation of the Presto card(s), and/or a fine under City of Ottawa Transit By-law 2007-268, as amended.

Applicant #	Print Name	Signature and Date
1		
2		