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# ETS AISH Transit Pass Program Frequently Asked Questions

ETS

## What is the City of Edmonton AISH Transit Pass?

Edmonton City Council approved a special subsidized transit pass for recipients of the Provincial AISH (Assured Income for the Severely Handicapped) supplement who live in Edmonton. This subsidized pass may only be used on regular Edmonton Transit services, and is intended as an incentive for individuals with disabilities who receive AISH benefits to use regular and community buses as well as LRT. The Provincial Ministry of Alberta Seniors and Community Supports has agreed to cooperate with the City of Edmonton to make Edmonton AISH recipients aware of this program.

## How much does it cost?

The monthly pass costs \$35.00 per month.

## Who is eligible for this discounted pass?

This program is limited to Edmonton residents between 18 and 65 years of age who receive the Provincial AISH income supplement. Persons over 65 should purchase senior passes.

## Is this pass the same as an adult monthly pass?

Yes, this pass is like an adult monthly pass, but due to the significant discount provided for this pass, it is not transferable to others.

## Can AISH recipients use this pass on the DATS system?

No. This pass is for use on the regular transit system, that is, the regular 12-metre (40-foot) and articulated buses, community buses and the LRT which are all equipped with positions to secure wheelchairs. One of the goals of this program is to encourage persons with disabilities who are able to use the regular transit system with its many accessible features.

## How long is the commitment period for this program?

Customers can participate in this program as long as they are eligible and wish to receive transit passes at the discounted rate.

## How do I sign up for this program?

Complete the ETS Subsidized Transit Pass Program [Application Form](#) or pick up a form from the [ETS Customer Service Office](#).

Completed application forms with the required accompanying information can be:

**Emailed to [ETSAISHPass@edmonton.ca](mailto:ETSAISHPass@edmonton.ca)**

### Mailed to:

AISH Transit Pass Program  
P.O. Box 2610, Station Main  
Edmonton, AB  
T5J 3R8

**Dropped off at ETS Customer Service Office at City Hall.**

## How do you purchase ETS AISH passes? How is payment made?

AISH recipients who choose to participate in the City of Edmonton's ETS AISH Transit Pass program have two choices for purchase of this pass.

- **Purchase at ETS Customer Service Centre:** Participants wishing to purchase their pass in person each month at ETS Customer Service Centre MUST bring their current Health Benefits card from AISH each time they come in to buy a pass.
- **Auto-Debit:** Participants agree to have their bank account debited in the amount of \$35 per month on the day they receive their AISH benefit payment. Passes are mailed to participants at the address they have supplied in the application.

### IMPORTANT:

1. Accounts are debited for payment of passes two months ahead. For example, a January debit would be for a March pass.
2. Passes are mailed out between the 16th and the 19th of the month and should be received before the end of the current month.
3. Participants using this option MUST alert the ETS AISH Pass Office of any changes to address or banking information as soon as possible to avoid disruption of pass delivery.

### Where do ETS AISH Pass participants get their monthly passes?

Program participants can either enrol to have their accounts debited and passes mailed to them directly every month, or can purchase passes monthly in person at [ETS Customer Service Office](#).

### What are the responsibilities of ETS AISH Pass program participants?

- Participants must interact with ETS AISH Transit Pass program staff and ETS Customer Service staff with courtesy and respect at all times.
- Participants must keep in mind that the ETS AISH Transit Pass Office role is to administer the pass program only. We do not work for the Provincial AISH program office. We can only address questions and issues about the transit pass program and cannot address your inquiries or issues with the AISH income supplement program itself. For these matters, customers are asked to contact their AISH worker directly.
- Participants of this discount pass program must ensure that they advise the ETS AISH Pass Office of changes to personal information (address, name, etc) as soon as possible.
- Participants must not give their pass to others to use or resell it – this pass is non-transferable and meant to benefit the AISH recipient only.
- Participants who have not purchased an ETS AISH Pass for more than one year will be asked to re-apply to the program with current AISH eligibility information.
- Participants using the auto-debit payment option must ensure that they have sufficient funds in their account for the monthly debit of their account. If there are changes to banking arrangements for auto-debit, these must also be communicated directly to the ETS AISH Pass office as soon as possible to minimize disruption in pass mail out.

### What happens when a participant on this program turns 65 years of age?

Participants of the ETS AISH Pass program who will be turning 65 years of age should make arrangements with the ETS AISH Pass Office to exit the program upon their 65th birthday and should purchase senior passes thereafter, which are a lower cost.

### Can an ETS AISH Transit pass participant exit the program once they start?

Yes. Participants can make arrangements with the ETS AISH Pass Office to stop auto-debit payments. We require five business days' notice of exit before receipt of AISH benefits, otherwise the account may be debited for that month.

### What is the deadline to participate in this program?

There is no deadline to enroll. Eligible participants can apply at any time.

### How is my personal information used?

Personal information supplied by applicants is protected by the privacy provisions in the Freedom of Information and Protection of Privacy Act. The City (ETS) uses the information supplied by the applicant in order to confirm eligibility to enroll in the program. The Provincial Ministry administering the AISH income supplement program is consulted to confirm that an applicant is in receipt of the AISH benefit and that they reside in Edmonton. The City (ETS) also collects banking information from participants who wish to pay for their passes through auto-debit and have passes mailed to them monthly.

### What about loss or theft of a pass?

Lost or stolen passes are considered the same as lost or stolen cash and will not be replaced. Additional passes may be purchased at the regular adult rate.

### Are the passes transferable to other adults?

Passes are intended for the use of AISH recipients only and may not be transferred or sold to others.

### Is this a temporary or permanent program?

This is now an on-going program, funded by the City of Edmonton and approved by Edmonton City Council. As with any program, the terms and conditions are subject to change at the discretion of the City of Edmonton.

### Can other low income individuals or people participating in other income support programs participate in this subsidized transit pass program?

No. This program is only for AISH recipients 18 - 65 years of age who reside in Edmonton and who sign up to participate in the program.

### For more information contact ETS AISH Transit Pass Office:

**Telephone:** 780-496-8321

**Email:** [ETSAISHPass@edmonton.ca](mailto:ETSAISHPass@edmonton.ca)

**NOTE:** If you have questions about your Provincial AISH benefits specifically, please consult your AISH worker.