

Frequently Asked Questions – Corporate Program

What are the benefits of participating in the ETS@Work Program?

There are several benefits:

- ❖ **Save Money** - Employees of our Corporate Partners save approximately 24% off the cost of a regular adult monthly pass plus a federal tax credit. It's almost like receiving 12 months of transit use for the price of 9.
- ❖ **Convenient & Worry-free direct payment** - The price of the pass is paid through payroll deduction, making it convenient and easy to manage.
- ❖ **No More Waiting In Line** – The Program Coordinator for your company conveniently orders your pass and distributes it to you for the following month.
- ❖ **Easy Access**. Once the employer is signed-up, any employee on the payroll system of the employer can participate (based on employer eligibility requirements)

Who is eligible to participate?

In most cases any employee on the payroll system of a Corporate Partner is eligible to apply, however eligibility and restrictions are at the employers discretion.

Is the program available for employee family members?

Only one pass is available for each enrolled employee for commuting to and from work. Employers are only allowed to order for and deduct for the number of employees they have enrolled. The ETS Adult Monthly Pass however, is a transferable product and may be used by other family members when not in use by the employee themselves (example, evenings or weekends). Employees are not be enrolling for the purpose of giving their pass to someone else.

So how much in total can I save?

The ETS@Work Program saves employees of about 24% off the cost of a regular adult monthly pass (any additional discount provided is at the employers discretion) this does not include the additional federal tax credit.

Can the price change?

ETS fare changes are subject to Edmonton City Council approvals (normally effective in February of each year) and the ETS Fare policy.

Can I join for more than six months?

Yes, you can participate for as long as you are employed by Corporate Partner. After the initial six consecutive months, you may withdraw from the program at any time you like by providing your employer with one full month advanced notice.

I currently use the Disabled Adult Transit System (DATS) to get to and from work, can I participate?

As long as you are registered to use the DATS system, you can purchase the DATS Adult Monthly Pass at the ETS@Work Program discount.

What happens if I cannot use my pass because of illness, injury, leave or other life changing events?

You will need to speak with the Program Coordinator for your employer for specifics on how to temporarily exit from the program. With a temporary exit, your participation is put on suspension until you return to work. Of course, only long term illness or injury would apply. Illness, injury or other events that occur and are resolved within a month cannot be adjusted.

If the event occurs during the first six consecutive months, on return to work you must complete the remaining commitment period. Some situations that cannot be resolved may allow for an exit from the program. Please speak to the Program Coordinator for further details on your employers requirements.

What happens if I exit the program after the six month commitment, then my situation changes and I want to participate again?

Depending on how long you were off the program, you may be treated as new applicant and have to commitment to the minimum six consecutive months again. Please speak to your Program Coordinator for further details.

What happens if I lose or damage my pass?

ETS does not replace lost or stolen passes. However, a damaged pass can be replaced at ETS Customer Services provided that it is determined to be a current valid pass.

When can I join and when would I get my first pass?

Employees of our Corporate Partners can join at any time; however each employer may have their own cut-off schedules for new applications. Please speak with your Program Coordinator for specifics on your employers cut-off and distribution dates.

How do I claim for the federal tax credit on my income tax return?

Your employer will supply you with the dollar amount that you have paid for your pass for the tax year. Keep in mind that the benefit is a percentage of what you have actually paid for the pass and not the retail dollar value of the pass.

Is the ETS@Work program a taxable benefit?

Yes, for more information on taxable benefits please visit the Canada Revenue Agency's website at www.cra-arc.gc.ca

Can I use my pass on the Strathcona or St. Albert Transit Systems?

Yes. Strathcona County and St. Albert transit systems allow the use of ETS Adult Monthly passes however; there is an extra \$1.00 cash fare per ride when traveling within St. Albert and within Strathcona County and a \$1.00 zone fee when boarding a commuter bus from either municipality into Edmonton. (The boundary fee is subject to change)

This fare/zone fee is charged by the other municipalities can not be waived.

Edmonton Transit's DATS Adult Monthly Passes can only used on the Disabled Adult Transit System operated by the Edmonton Transit System.

Can I use my pass on the Fort Saskatchewan or Spruce Grove ETS Services?

Unfortunately, the pass cannot be used on these extended services to travel to, or within these communities. Though the buses are ETS, these are chartered services paid for by these communities and their policies state which fare products they can accept. You may want to consider ETS Park N Ride.

What will my pass look like?

You will receive a regular ETS Adult Monthly Pass or if you qualify a DATS Adult Monthly Pass for each month that you participate in the program. Please inform your Program Coordinator at the time of enrollment if you require a DATS pass.

How do I apply and where do I pick up my pass?

Your employer has appointed an in-house Program Coordinator to provide application forms, process applications, answer questions and arrange for delivery of your monthly passes. Please ask your manager, Payroll or Human Resources Office for the contact person.

Is there any other thing I should be aware of?

The ETS@Work agreement between your employer and the City does require that your employer provide a minimum of 10 participating employees at all times. Should the number of participants drop below this minimum, the program might be suspended or cancelled, so encourage all your co-workers to join.

Please be advised that each employer may manage their program slightly differently due to Payroll schedule and administration. Please check with your employers Program Coordinator for further information and questions that may not be answered here.