CITY OF WINNIPEG POLICY NO. TR-008

POLICY TITLE	ADOPTED BY	EFFECTIVE DATE
Low Income Transit Pass Program	City Council	April 1, 2020
ORIGIN / AUTHORITY	**CITY POLICY NO**	**MOST RECENT CONSOLIDATION**
City Council	TR-008	

1. Purpose:

To provide a low-income transit pass to individuals who meet the eligibility requirements. Participants will receive a peggo card which allows them to purchase a discounted monthly transit pass.

2. Definitions:

2.1 **"peggo card"** means the smart card issued on which the low-income monthly pass product is able to be loaded.

2.2 **"household"** means individuals residing in the same dwelling who are family.

3. Low Income Transit Pass Program Policy

3.1 Eligibility

To be eligible for the Low-Income Transit Pass Program, individuals must be:

- Between 18 and 64 years old, and
- Residents of the City of Winnipeg, and
- Either:
    - Part of a household income less than the Statistics Canada Before-Tax Low Income Cut Off (LICO-BT) threshold, or
    - Currently approved for the Province of Manitoba Employment and Income Assistance (EIA) program, or

- A new permanent resident or refugee who has been in Canada for less than one year and have not filed a tax return.

Individuals are ineligible, if they:

- Qualify for other Transit concessionary fares or programs which offer a lower rate than the low-income pass, or

- Are eligible for comparable transportation costs to be already covered under any other program.

3.2 Program Administration

Applicants will be required to provide supporting documents that support the eligibility, age and residency requirements of the program. The Transit website will list all acceptable forms of documentation that will be accepted.

Files for incomplete applications will be kept open pending the receipt of additional required information for two months from the time of application. If the requested information has not been received within this timeframe, the file will be closed and re-application will be necessary.

Approval of the application applies to all eligible individuals listed in the application who are part of the household.

For every completed application form, the Transit Department will provide a decision letter, either by mail or email as preferred by the applicant, which shall indicate if the application has been approved or denied. The decision letter must advise applicants they may appeal the decision to the Review Committee.

Applicants must re-apply on an annual basis.

The peggo card issued for this program is valid for one year from month of issuance and will expire thereafter.

A low-income monthly transit pass will be able to be loaded on the peggo card issued for this program and will be available for purchase at all Transit service centres and agents that sell peggo products.

Cards are not to be shared or sold and are non-transferable. In addition to the penalties outlined in the Public Transit By-Law, instances of abuse may result in removal from this program for six months at which point re-application will be required. Subsequent incidences may result in removal

from the program for a longer period of time as determined by the Director of Winnipeg Transit.

3.3 Card Fees

No paper passes will be distributed for this program.

A smart card fee is in effect for all peggo cards issued.

3.4 Appeal process

Applicants are not approved for the program by Transit staff may appeal in writing to the Review Committee within 30 days of receiving their denial letter. The applicant must provide substantiated evidence and supporting documents as necessary to support their appeal.

The final decision on acceptance to the program will be made by the Review Committee.

The Review Committee will include three members as follows:

A. Manager of Client Services, Transit Department

B. Manager of Finance and Administration, Transit Department

C. Third manager as appointed by the Director, Transit Department. This member may be appointed for a single meeting or for a set period of time determined by the Director.

4. Responsibilities

4.1 Responsibilities of the Transit Department:

- Provide program information and support throughout the application process by:
    - Maintaining access to customer service support staff through a variety of formats including email, telephone, standard mail, and in-person service centres;
    - Maintaining up to date program information on the Winnipeg Transit website and readily accessible through front line staff at Transit Customer Service Centres and 311; and

- Ensuring product will be available for purchase at all service centres and agents where peggo fare products are sold.

- Protect personal information by:

    - Managing the collection, use, disclosure, retention and disposal of personal information in accordance with the Freedom of Information and Protection of Privacy Act (FIPPA) and City collection of personal information policies, as well as the Records Management By-Law including:

        i. Ensuring the privacy rights of individuals are respected at all times;

        ii. Collecting only the minimum amount of personal information necessary to administer the program;

        iii. Ensuring that any personal information collected shall not be accessed, used, or shared for any purpose other than for administering the program;

        iv. Ensuring access to records containing personal information shall be limited to those employees who need to know the information to carry out the purpose for which the information was collected; and

        v. Implementing appropriate security safeguards to ensure personal information is protected against such risks as unauthorized access, use, disclosure or destruction.

4.2 Responsibilities of the Applicant:

- Safeguard their low-income program peggo card. Peggo cards are for the use of the approved cardholder only, are non-transferable and as such, are not to be shared or sold.

- Abide by the terms and conditions outlined in the Public Transit By-Law, the Passenger Code of Conduct, and for the use of the peggo card as detailed on the Winnipeg Transit website.

- Advise the Transit Department of any changes in personal circumstances and information including change in eligibility status, address, contact information, etc.