Winnipeg

CITY OF WINNIPEG POLICY NO. TR-008

POLICY TITLE *Low Income Transit Pass Program*	**ADOPTED BY** *City Council*	**EFFECTIVE DATE** *XXXXXXXX*
ORIGIN / AUTHORITY *City Council*	**CITY POLICY NO** **TR-008**	**MOST RECENT CONSOLIDATION** *April 11, 2022*

1. Purpose:

To update the policy to expand participant eligibility and add eligible fare product to the low income transit (WINNpass) program. In addition to the monthly bus pass, effective January 1, 2023, the e-cash fare option to provide single rides at a discounted rate will be added as a fare product available for this program. All individuals under the age of 65 years of age will be eligible to participate in the program based on meeting all other requirements of the program.

To update the program administration to facilitate the acceptance of a modified application submitted by an approved partner agency on behalf of an individual (ie. a 'third party referral').

2. Amendment to Low Income Transit Pass Program:

Replace:

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.

With:

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 fare product.

Replace Definitions 2.1

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

With:

2.1 "peggo card" means the smart card on which eligible transit fare products can be loaded.

Replace Policy Title:

3. Low Income Transit Pass Program Policy

With:

3. Low Income Transit Program (WINNpass) Policy

Replace:

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 low income cut off (LICO-BT) threshold, or
  - Currently approved for the 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.

With:

3.1 Eligibility

Effective January 1, 2023, to be eligible for the Low Income Transit (WINNpass) Program, individuals must be:

- Under 65 years of age, and
- Residents of the City of Winnipeg, and
- Either:
  - Part of a household income less than the low income cut off (LICO-BT) threshold, or
  - Currently approved for the 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.

3.1.1 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.

Replace:

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.

With:

3.2 Program Administration

All applicants to the WINNpass program are required to complete an application and provide supporting documentation to verify that they meet the eligibility, age, and residency requirements of the program. The Transit website will list all acceptable forms of documentation that will be accepted.

Some applicants are challenged to provide the appropriate documentation to allow for an assessment of eligibility. Effective September 1, 2022, individuals without supporting documentation are allowed to complete a modified application form that would be accepted by the program based on the 'third party referral' from partner agencies. Winnipeg Transit will confirm the individual's eligibility based on the criteria listed in section 3.1.1. Agencies will be added to a list of partner agencies by completing training about the program and becoming familiar with eligibility requirements. Agencies will complete the training and complete declaration forms to be registered as a partner agency and would be allowed to act as 'third party referral' for individuals who do not have the required documentation for verification of economic need and residency.

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 and/or ecash (effective January 1, 2023) 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. The use of e-cash will facilitate the use of single rides at a 50% discount from the full fare ecash rate.

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.