



Edmonton Transit Service
City Operations

P.O. Box 2610, Station Main
Edmonton, AB T5J 3R5

Phone: 780.496.8321
Email: etscustomerprograms@edmonton.ca
Web: www.takeETS.com



Frequently Asked Questions

Who is eligible for the Ride Transit Pass pre-authorized debit payment and mail out option?

If you currently receive a Provincial AISH (Assured Income for the Severely Handicapped) supplement, then you are eligible for the Ride Transit pass pre-authorized debit payment and mailout option.

Spouses and dependents of AISH recipients are not eligible for the mailout option but are eligible to purchase their subsidized monthly transit pass at one of the 12 locations in Edmonton. (Refer to Schedule 1 for location addresses)

How much does it cost?

The current price of the monthly Ride Transit pass remains at \$35.00. There is no additional cost to enroll in pre-authorized debit and have the monthly pass mailed out.

How do I sign up for this Ride Transit pre-authorized debit and mail out program?

Once enrolled in the Ride Transit program, you will need to include the following:

- Pre-Authorized Debit Application Form
- Void cheque or Pre-Authorized Debit (PAD) agreement from your bank or credit union
- Photocopy of your most recent AISH health benefits card

Please forward the above documents using the enclosed postage paid envelope.

How does pre-authorized debit payment work?

If you are an AISH client who is approved for the Ride Transit program and you have successfully registered with the Programs Office to make pre-authorized debits from your bank account, then ETS will debit \$35 each month on the Provincial AISH benefit deposit date. Your transit pass will be mailed to the mailing address on your application.

IMPORTANT:

1. Your account will be debited six weeks in advance of you receiving your transit pass. For example, a June 26 debit is for an August pass.
2. We will mail out your pass no later than the second last Friday of each month to ensure you receive it in time to use for the first of the next month.
3. You must alert the ETS Programs Office of any changes to your address, banking information or intention to exit the program at least seven business days prior to the auto debit date or we cannot guarantee you will receive your transit pass for the month.



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When will the pre-authorized debit to my account happen and when will my Ride Transit pass be mailed?

Pre-authorized debit withdrawals will occur on the same day that your Provincial AISH supplement is issued (AISH pay day).

Auto-withdrawal occurs	Pays for
January	Your March pass; mailed to you before the end of February.
February	Your April pass; mailed to you before the end of March.
March	Your May pass; mailed to you before the end of April.
April	Your June pass; mailed to you before the end of May.
May	Your July pass; mailed to you before the end of June.
June	Your August pass; mailed to you before the end of July.
July	Your September pass; mailed to you before the end of August.
August	Your October pass; mailed to you before the end of September.
September	Your November pass; mailed to you before the end of October.
October	Your December pass; mailed to you before the end of November.
November	Your January pass; mailed to you before the end of December.
December	Your February pass; mailed to you before the end of January.

What are my responsibilities as the Ride Transit mail out participant?

- You MUST advise the ETS Programs Office of changes to your personal information (address, name etc.) seven business days prior to the automatic withdrawal date.
- You MUST have enough money in your bank account to cover the cost of the monthly pass.
- You MUST advise the ETS Programs Office of any changes to banking arrangements for the automatic withdrawal payment, or we cannot guarantee you will receive your monthly pass.
- You cannot give your Ride Transit pass to others to use or resell it – this pass is non-transferable and is meant to benefit you only.



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Can I stop the pre-authorized debit payment for the Ride Transit pass?

Yes. You can make arrangements with the ETS Programs Office to stop pre-authorized debit. Notice to stop these withdrawals must be provided **seven** business days in advance, before the next payment date, otherwise your account will be debited for that month.

To reinstate to the pre-authorized debit, you must re-submit all banking and application information.

Does the Ride Transit Program have access to my AISH account information?

No. We do not work for the Provincial AISH program office and can only address questions and issues about the Ride Transit program. We cannot address your inquiries or issues with the AISH income supplement program itself. For these matters, you are asked to contact your AISH worker directly.

Is the Ride Transit pass the same as a regular transit pass?

Yes. Ride Transit passes allow unlimited travel on regular ETS bus, LRT and Disabled Adult Transit Service (DATS)*.

Passes are **non-transferable** and are valid for use from the first day of the month until the last day of the month indicated on the pass.

***NOTE: DATS requires separate registration**

Do I have to re-qualify for Ride Transit program?

Yes. Every two years, AISH participants will need to provide updated documentation to qualify for the Ride Transit program.

What happens when a participant on Ride Transit program turns 65 years of age?

If you use the Ride Transit Pass program and will be turning 65 years old this year, you should make arrangements with the ETS Programs Office to leave the program on your birthday. You will qualify for the Seniors pass at an even more subsidized rate.

How is my personal information used?

Your personal information is being collected and stored securely and won't be shared with anyone outside of the Ride Transit pass program. Your information is protected under the Freedom of Information and Protection of Privacy Act.

If you have any questions about the collection, use or disclosure of personal information by this program, you can contact at ETS Programs Office at 780-496-8321.



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What about loss or theft of a pass?

A lost or stolen pass is considered the same as lost or stolen cash and will not be replaced. You must buy any additional pass(es) for the month at the regular fare paying rate.

Are Ride Transit passes transferable?

No, your Ride Transit pass is not transferable and cannot be sold to others.

For more information contact ETS Ride Transit Pass Office:

Telephone: 780-496-8321
Email: ETSCustomerPrograms@edmonton.ca

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