

Frequently Asked Questions

What are the benefits of participating in the ETS@Work discounted transit pass program?

There are several benefits:

1. **Employees save at least 24%** off the cost of a regular adult monthly pass plus a federal tax credit.
2. **Worry-free direct payment.** The cost of the pass is directly deducted from employee paycheques, making it convenient and easy to manage.
3. **Easy Access.** Once signed-up, any employee on the payroll system of the employer can participate.

Is the program available for employee family members?

Only one pass is available for each employee for commuting to and from work. However, the *ETS Adult Monthly Pass* is transferable and can be used by other family members when not in use by the employee (example, evenings or weekends).

So how much in total can I save?

The ETS@Work program enables employees to save a minimum of 24% off the cost of a regular Adult Monthly Pass, not including an additional federal tax credit also available.

Can the price change?

New Adult Monthly fares are subject to Edmonton City Council approvals (normally effective in February of each year). The ETS 12% discount plus your employer's minimum 12% discount stays the same.

How do I pay for my pass?

Signing the application form gives authorization for your employer to make payments as a payroll deduction. Your employer will advise you of the deduction details.

Is there a time commitment to the program?

Yes, you must commit for a minimum of *six consecutive months*.

Can I join for more than six months?

Yes, you can participate for as long as you like. 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 program discount of 12% plus your employer's minimum matching discount (totaling a minimum of 24%).

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

No problem, 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.

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

You will be treated as new applicant and have to commitment to the minimum six consecutive months.

What happens if I lose or damage my pass?

Sorry, ETS does not replace lost 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?

You can join at any time. If your application is received by your employer's Program Coordinator by the 5th business day of any month, your first pass will be available for the following month.

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 & St. Albert transit systems allow the use of ETS Adult Monthly passes to ride within St. Albert and within Strathcona County without extra charge.

When traveling between Strathcona County and Edmonton, or between St. Albert and Edmonton, a cross boundary fare of \$1.00 cash is required along with the ETS Adult Monthly Pass when boarding their buses.

Unfortunately, DATS Adult Monthly Passes cannot be used on Disabled Adult Transit Systems outside of 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 or within these communities. You may want to consider parking and then ride ETS.

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. Remember, when you are not using the *ETS Adult Monthly Pass*, other family members can use it as it is transferable (*DATS Adult Monthly Pass* is non-transferable).

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?

ETS 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.

If you have any questions or would like further details about our exciting new program, please contact the ETS Programs Administrator.

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