



[Date]

Dear [PWD Client Name]:

We are sending you this letter to provide more information about the BC Bus Pass program and the disability assistance rate increase that will start on September 1, 2016.

You are receiving this letter because you receive Persons with Disabilities (PWD) funding and you currently hold a bus pass.

It is important to note that we are also **eliminating the \$45 bus pass administration fee** and the need for an annual sign-up process.

Beginning September 1, 2016, you will automatically receive a rate increase of \$25 to your monthly support allowance. You will also receive a \$52 Transportation Support Allowance. You will now have the choice to use your bus pass OR receive your Transportation Support Allowance in the form of \$52 added to your PWD payment.

The bus pass you hold will no longer have an expiry date of December 31, 2016. At any time, you can decide on a month-by-month basis to contact the ministry to cancel your BC Bus Pass and instead receive your \$52 Transportation Support Allowance on your next assistance payment.

You can also change your mind at a later date and ask for a new bus pass.

Below is information about what your options are.

Option 1: I WANT TO KEEP MY BUS PASS

- You don't need to do anything.
- You can keep using your bus pass and continue using it after September 1.
- Starting in September (payment date August 24), you will also automatically receive a \$25 monthly increase to your PWD payment.

Note: If you change your mind in the future, you can call us before the 5th of any month to cancel your bus pass. You will see the increases outlined in Option 2 on your cheque the following month.

Option 2: I WANT TO CANCEL MY BUS PASS AND RECEIVE MY TRANSPORTATION SUPPORT AS A \$52 PAYMENT

- You must let us know by August 5, 2016 for this to be in effect for September 1. (see *How to Contact Us* below)
- Starting in September (cheque date August 24), you will automatically receive \$52 on your PWD payment for Transportation Support Allowance.
- You can use the \$52 in a way that works best for you.
- Starting in September (cheque date August 24), you will also automatically receive a \$25 monthly increase on your PWD payment.
- If you choose this option, **please hold on to your bus pass until September.** You can continue to use it until then. After September 1, you do not need to return it to us but it will no longer be valid.

Note: Please remember, you can switch back to the bus pass at any time by letting us know by the 5th day of the month. A new bus pass will be issued to you.

How to Contact Us

By Phone

Monday to Friday, 9 am – 4 pm, call 1-866-866-0800.

You will need to use one of the two options below when you call:

1. Input your Personal Identification (PID) number and PIN, or your Social Insurance Number, then press option 3, and then press option 1

OR

2. If you do not have a Personal Identification number or Social Insurance Number, enter your 10 digit phone number, then press option 3, then press option 1

By Email

You can email the BC Bus Pass Program at SDSIBUSPA@gov.bc.ca.

Allow up to five business days to receive a response by email.

Online via My Self Serve

After Aug 5th, you can access services online through My Self Serve at www.myselfserve.gov.bc.ca, once registered.

For more information, please contact the ministry at 1-866-866-0800, or visit the Bus Pass Program website at www.buspass.gov.bc.ca.