

EquiPass Customer Information Sheet

PLEASE KEEP FOR INFORMATION

You could be eligible for the EquiPass Program if:

- ✓ You are a resident in the City of Ottawa and you, or your family have an income that is below the listed amount
- ✓ You have family members who are not eligible for the Community Pass
- ✓ A child under 18 years of age in a family in receipt of Government Assisted Refugee Program
- ✓ You are a privately sponsored refugee or inland claimant

In order for you and your family members to obtain an EquiPass discount, you must fill out an application, provide required documentation and have your application approved.

You are NOT eligible for the EquiPass if you are:

- ✗ The primary benefit recipient of Ontario Disability Support Program (ODSP) benefits. You are eligible for a less expensive Community Pass.
- ✗ Currently a person in receipt of transportation benefits from the Government Assisted Refugee Program (RAP). After your first year you may become eligible. All children under 18 years of age are eligible.

What do I need to submit with my application?

The following must be included with the completed application and must be included for all members of the household listed on the application.

Family or Single Applicants:

- ☐ A photocopy of your 2024 or 2025 Notice of Assessment (NOA) from Canada Revenue Agency. ***(Provide copies only - no documents will be returned).***
- ☐ Parents or guardians with dependents 17 years and under must provide a copy of the Canada Child Benefit (CCB) or Ontario Child Benefit (OCB) statement.

Applicants who don't have a 2024 or 2025 notice of assessment:

- ☐ A copy of your most recent three (3) pay stubs for any and all job(s) held in the last 12 months and / or any annual Income Slips (e.g., T4, T4A, or other) you may have received to date

Note: The EquiPass discount in this circumstance is set for one year. To be considered for an EquiPass after the first year, you will be required to re-apply and provide a Notice of Assessment (NOA) after filing your income taxes for that year.

Refugees or Newcomers

- ☐ If you are recent refugee/newcomer to Canada, but have not filed a tax return:
 - A copy of your Record of Landing (Citizenship and Immigration Canada (CIC) form IMM 1000) and Sponsorship agreements or payments, including Refugee Assistance Program cheque stubs, if applicable.

- A copy of your Refugee Status Documentation IMM1442 (Forms IMM1263 and 5292 may also be considered).
- A copy of an Ontario Works (OW) or Ontario Disability Support Program (ODSP) benefit stub for the current month.
- If currently employed, a copy of your most recent three (3) pay stubs for any and all job(s) held in the last 12 months and / or any annual Income Slips (e.g., T4, T4A, or other) you may have received to date.
- If you are privately sponsored, a letter from your sponsor/sponsoring group is required to confirm your monthly or annual income.

Note: The EquiPass discount in this circumstance is set for one year. To be considered for an EquiPass after the first year, you will be required to re-apply and provide a Notice of Assessment (NOA) after filing your income taxes the following year.

If the above information does not cover your personal situation, please contact us.

If you are unable to provide the documentation above, please contact OC Transpo at EquiPass@ottawa.ca or 613-560-5000 for more information. Customers who are Deaf or who have hearing loss can use the relay service offered by their service provider or call 711 with a TTY to contact OC Transpo

Where do I send my completed application?

Application must be in a sealed envelope, addressed to "OC Transpo – Attn: EquiPass Applications"

By Mail:

OC Transpo
Attn: EquiPass
1500 St-Laurent Blvd.
Ottawa, ON K1G 0Z8

By Fax:

613-746-7648

In person:

OC Transpo Customer Service Centres:

- Rideau Centre – 3rd. Floor
- Please contact OC Transpo at 613-560-5000 for hours of operations

OR contact OC Transpo at 613-560-5000 for other options

City of Ottawa Client Service Centres:

- City Hall / Laurier (110 Laurier Avenue West)
- Ben Franklin Place / Nepean (101 Centrepointhe Drive)
- Orléans (255 Centrum Blvd.)

For your own tracking, please record:

Date Application Sent	Method of Delivery or Location of Drop Off
	<input type="checkbox"/> Mail <input type="checkbox"/> Drop Off Location: _____

Remember to include copies (as applicable):

- ☐ Notice of Assessment (NOA)
- ☐ Canada Child Benefit (CCB) or Ontario Child Benefit (OCB) statement
- ☐ Most recent three (3) pay statements for all positions held within the last 12 months.
- ☐ Landing Document/RAP cheque stub/Sponsor Letter

Did all members of the household 18 years and older sign the application? Yes ☐ No ☐

Frequently Asked Questions:

What is an EquiPass?

The EquiPass is a discounted pass or single ride fare available to persons whose income is below the Low Income Cut Off (LICO) set by the Government of Canada.

Can the EquiPass be shared?

No. The EquiPass is not transferable. Each member of the family must have their own EquiPass discount set on their own individual Presto card. Only one EquiPass discount is allowed per person and duplicates will be cancelled.

How do I know if I am eligible for the EquiPass discount?

The family income for the household must be below the low-income level set annually by the Government of Canada. The chart below is an example of the 2024 LICO levels.

Income Eligibility based on 2024 LICO Rates:

Family size	2024 Annual net
1 person	\$25,909
2 persons	\$31,533
3 persons	\$39,265
4 persons	\$48,986
5 persons	\$55,781
6 persons	\$61,862
7 or more persons	\$67,944

I am over 18 but live with my family or parents, am I eligible?

You can apply and be considered. Adult children living at home or other household members 18 and over must apply separately and are considered separately.

What if we are two families or have non-family members living in the same house?

Family members residing at the same address include parent(s), spouses and any dependents 17 years and under. If there is another family or relatives residing at the same house, separate applications must be completed. Single adults over 18 living in the same household must complete their own application.

How do I know if I have been approved?

If you are applying for the Presto discount for the first time, a new Presto card with the EquiPass discount will be issued to you at no charge when you pick it up at our Rideau Customer Service Centre. You will be required to register the Presto card either by calling Presto at 1-877-378-6123 or online at prestocard.ca within 30 days of receipt.

If you are renewing your EquiPass discount, please provide the Presto card number registered in your name, and the EquiPass discount will be set up for you remotely.

How do I load an EquiPass discount that was sent to me remotely?

You must query or use your Presto card within 30 days of being notified that the discount is being loaded. You can query your card at various locations, including an OC Transpo Ticket Machine, at a Shoppers Drug Mart / Loblaws / Real Canadian Superstore, at an OC Transpo Customer Service Centre or select City of Ottawa Client Service Centres, or you can tap your card to pay a fare on any OC Transpo bus or O-Train.

I am a Para Transpo customer, how do I get my EquiPass discount?

When you fill out your application, please ensure that the Para Transpo customer number for each eligible family member is included. If you use ParaPay, the EquiPass program office will notify Para Transpo and have the EquiPass discount applied to your account. If you use both Para Transpo and OC Transpo, you will need to follow the directions above to apply the discount to your Presto card.

How long is my EquiPass discount valid for?

Your EquiPass discount will be valid for around two years based on your birthday. Some applicants with limited documentation will need to renew after one year when they obtain an income tax Notice of Assessment. Your EquiPass expiry date will be set by our Rideau Customer Service Centre staff. You can also view your expiry date on your account online at prestocard.ca or on an OC Transpo Ticket Machine.

Do I need a Presto card?

Revised: Jan. 2026

If you are riding on buses or O-Train, yes. The Equipass discount is only available on Presto. For Para Transpo customers, the discount can be also set on your ParaPay account.

Why do I have to register my Presto card?

Because the Equipass discount is non-transferable, you are the only person who can use your Presto card. So, you must ensure that your Presto card is registered before applying, or, if you get a new card, it must be registered within 30 days of the discount being set. If your card is not registered and it has an Equipass discount, it may be cancelled.

How long does it take to get my Equipass discount?

The application approval process time is currently a minimum of 30 business days (or approximately six (6) weeks) once your application is received. Higher volumes may cause longer approval times. For mailed applications, please allow extra delivery time for those applications.

I have not received a reply. What do I do?

Please do not contact us before 30 business days (or approximately six (6) weeks) after your application was sent. If it has been more than 30 business days, you can contact equipass@ottawa.ca or 613-560-5000 to check on the status of your application. Customers who are Deaf or who have hearing loss can use the relay service offered by their service provider or call Bell Relay at 1-800-855-0511 to contact OC Transpo.

EquiPass Application and Consent Form

Part 1 – Primary (Main) Applicant Information – Please print

Primary (Main) Applicant:	Name: _____ Last Name: _____	Application Reference #: <i>(OC Transpo Use Only)</i>
Unit / Apt #:	Street Address: _____	Postal Code: _____
City / Province:	E-Mail Address: _____	Telephone Number: _____
Are you receiving Ontario Works (OW) benefits:	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, provide your member I.D. # _____	

- All family members (spouse / partner and/or children 17 years and under) must be included on this application whether they are applying for an EquiPass or not.
- Adult children residing in the same household, must submit a separate application and their financial supporting documents.

Applicant #	Name of Household Member	Relation to Primary Applicant	Date of Birth (dd/mm/yyyy)	Annual NET income	List the supporting documents you provided with the application	Applying for an EquiPass?	Please provide your registered Presto card number
1		I am the primary (main) applicant.		\$		<input type="checkbox"/> Yes <input type="checkbox"/> No	312401 _____
2		I am the spouse / common-law / partner of the primary applicant.		\$		<input type="checkbox"/> Yes <input type="checkbox"/> No	312401 _____
3		Child (17 years or under)		\$		<input type="checkbox"/> Yes <input type="checkbox"/> No	312401 _____
4		Child (17 years or under)		\$		<input type="checkbox"/> Yes <input type="checkbox"/> No	312401 _____
5		Child (17 years or under)		\$		<input type="checkbox"/> Yes <input type="checkbox"/> No	312401 _____
6		Child (17 years or under)		\$		<input type="checkbox"/> Yes <input type="checkbox"/> No	312401 _____
7		Child (17 years or under)		\$		<input type="checkbox"/> Yes <input type="checkbox"/> No	312401 _____
8		Child (17 years or under)		\$		<input type="checkbox"/> Yes <input type="checkbox"/> No	312401 _____
(OC Transpo Use Only)		Eligibility:	Needed Info / Docs:				

Part 2 – Describe Your Current Situation

1. Is anyone in your household/family new to Canada in the last 18 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, please provide supporting documents, including but not limited to, Landing Documents, Work or Student Visa, Permanent Residence, Single Journey, Asylum Seeker Refugee or Refugee Assistance Program (RAP) pay stubs.	
2. Is anyone in this application a Para Transpo client?	<input type="checkbox"/> Yes <input type="checkbox"/> No	2 (a). If yes, please provide your Para Transpo ID: _ _ _ _ _	
3. Do you need help to communicate with us?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, please provide an alternate contact below.	
Alternate Contact Name:	E-mail address:	Telephone Number:	Relationship with applicant(s):

Part 3 – Declaration, Consent to Verify Information, and Agreement to EquiPass Program Terms and Conditions

By signing, all applicants aged eighteen and older acknowledge that the City of Ottawa retains sole discretion to approve or deny any application and:

1. Confirm that the information provided on this form and supporting personal financial documents are true, complete, and accurate.
2. Consent to OC Transpo exchanging personal financial information with the City of Ottawa Community and Social Services Department, the Ministry of Community and Social Services, the Government of Canada, the Government of Ontario or any agency, ministry, or department of any of the foregoing for the sole purpose of determining and verifying eligibility for an EquiPass; and
3. Agree to the EquiPass Program Terms and Conditions below.

The information collected on this form is necessary for the proper administration of the EquiPass program. The EquiPass fare category was approved by Council on December 14, 2016, and authorized under Section 8 and Schedule "C" to the City of Ottawa Transit By-law 2007-268, as amended. Information collected will be used to determine initial and ongoing eligibility for EquiPass, administer EquiPass services, and enforce EquiPass Terms and Conditions. All personal financial documents provided in support of this application will be destroyed after the application is processed. If you have questions about the EquiPass program or the collection/retention of personal information, please contact the Transit Information Centre at 613-560-5000 or by e-mail at EquiPass@ottawa.ca.

Customers who are Deaf or who have hearing loss can use the relay service offered by their service provider or call 711 with a TTY to contact OC Transpo.

EquiPass Program Terms and Conditions

- ☐ The EquiPass is for the sole use of the registered user and is not transferable.
- ☐ The EquiPass user must have in their possession and be prepared to present valid photo identification upon request.
- ☐ EquiPass must be loaded on a PRESTO card registered to the eligible customer(s).
- ☐ EquiPass Applicants are responsible for ensuring that all members of the household are aware of these terms and conditions and shall notify the EquiPass program by e-mail at EquiPass@ottawa.ca or by phone at 613-560-5000 or in person prior to purchasing an EquiPass monthly pass if there is a change in address or change in personal or family circumstances that may impact program eligibility including a change in income.
- ☐ Duplicate applications or pass purchases or failure to register a card will result in cancellation of additional passes or Presto cards and may result in revocation of EquiPass eligibility status.
- ☐ Failure to comply with these terms and conditions or providing incomplete/inaccurate information when applying or renewing an EquiPass may result in loss of eligibility for the EquiPass program, cancellation of the Presto card(s), and/or a fine under City of Ottawa Transit By-law 2007-268 as amended.

Accessible formats and communication supports are available on request.

Applicant #	Print Name	Signature	Date
1			
2			