

D'Argis, Julie SDSI:EX

From: s.22
Sent: Friday, May 27, 2016 11:38 AM
To: Taylor, Sheila A SDSI:EX
Subject: request for more information

Good Morning Deputy Minister

I had sent you an email as per your suggestion we had my meeting on the 18th with Minister Stilwell. I emailed you earlier this week but was not sure if you got so I thought I would re-send with a few additional questions that have come up.

Here are some follow up regarding the OTC (over the counter) meds that those on PWD find costly when having to use them frequently. I have heard from numerous people that things as simple as Tylenol extra strength or analgesic creams etc. s.22 are just some affected by this. Not all meds are allowed on a script as the Minister indicated that we should ask the Dr. to do. These eat into their PWD budget drastically.

I am writing to you to find out what can be done to minimize these costs and your suggestions of what to do.

Secondly, when we spoke about reaching out to those in areas where there was no public transit, you mentioned there had been an online survey that was done with respect to transportation. You also indicated that there were thousands that had replied. I had mentioned that I would like to see those numbers how many replied/what areas etc. so with that in mind I am following up on this. I would like the following info:

1-When was the survey online (from when-when)?

2-Was it solely for the purpose of finding out what the 45,000 who did not utilize the STS or bus pass program?

3-If not, what was done to reach out to just the 45,000 to find out what their needs are for transportation and why

they had not accessed any of the existing programs for transportation? When?

4-What all did the survey encompass?

5-Was there a paper based sent out as well for those that may not have computer access?

6-Can you please send me a copy of the survey?

7-You mentioned during our meeting that thousand had replied so could you please send me the stats on how many

replied, what area are the replies from, the breakdown on regions vs replies?

8-How soon can I get this information?

9-Why is it that those in areas that did not have public transit were not informed of other avenues if any of what they

could access for?

10-Where are you pulling the stats with respects to the 1-866 response times from and how can I access those stats?

11-When in June is the information coming out about opting out?

12-How can one opt out one mth and in another? How is the opting in and out suppose to work if the cheques come out 1 mth in advance? (July comes out in June)

13-Are those between 60-65 who are on PWD or assistance be affected by the change in the disability bus pass cost? Will theirs remain the same at \$45 a year or will it go up as well. What about those on STS for same age group?

I appreciate your offer to answer these questions and trust I will get the answers shortly.

Régards

s.22

D'Argis, Julie SDSI:EX

From: s.22
Sent: Monday, May 23, 2016 12:19 PM
To: Taylor, Sheila A SDSI:EX
Subject: Follow up

Hello Ms. Taylor

When we had my meeting on the 18th with Minister Stilwell you indicated that I could email you with some follow up regarding the OTC (over the counter) meds that those on PWD find costly when having to use them frequently. I have heard from numerous people that things as simple as Tylenol extra strength or analgesic creams etc. s.22 are just some affected by this. Not all meds are allowed on a script as the Minister indicated that we should ask the Dr. to do. These eat into their PWD budget drastically. So, I am writing to you to find out what can be done to minimize these costs and your suggestions of what to do.

Secondly, when we spoke about reaching out to those in areas where there was no public transit, you mentioned there had been an online survey that was done with respect to transportation. You also indicated that there were thousands that had replied. I had mentioned that I would like to see those numbers how many replied/what areas etc. so with that in mind I am following up on this. I would like the following info:

1-When was the survey online (from when-when)?

2-Was it solely for the purpose of finding out what the 45,000 who did not utilize the STS or bus pass program?

3-If not, what was done to reach out to just the 45,000 to find out what their needs are for transportation and why

they had not accessed any of the existing programs for transportation? When?

4-What all did the survey encompass?

5-Was there a paper based sent out as well for those that may not have computer access?

6-Can you please send me a copy of the survey?

7-You mentioned during our meeting that thousand had replied so could you please send me the stats on how many

replied, what area are the replies from, the breakdown on regions vs replies?

8-How soon can I get this information?

9-Why is it that those in areas that did not have public transit were not informed of other avenues if any of what they

could access for?

10-Where are you pulling the stats with respects to the 1-866 response times from and how can I access those stats?

11-When in June is the information coming out about opting out?

12-How can one opt out one mth and in another? How is the opting in and out suppose to work if the cheques come out 1 mth in advance? (July comes out in June)

I appreciate your offer to answer these questions and trust I will get the answers shortly.

Regards

s.22

D'Argis, Julie SDSI:EX

From: Collins, Alison J SDSI:EX on behalf of Minister, SDSI SDSI:EX
Sent: Monday, May 30, 2016 2:18 PM
To: s.22
Subject: 190065 's.22 SDSI Correspondence

Ref: 190065

s.22

Dear s.22

Thank you for meeting with the Honourable Michelle Stilwell, Minister of Social Development and Social Innovation, and me on May 18, 2016, to discuss your concerns regarding the recently announced Persons with Disabilities (PWD) rate increase.

During the meeting you mentioned you were not aware of the disability consultation the ministry had conducted so I thought I would provide you with some information about that process.

From December 3, 2013, to March 11, 2014, the B.C. government consulted with British Columbians to better understand how government, businesses and communities can increase accessibility and decrease barriers for people living with disabilities. People participated in a number of ways, including in-person consultations, submissions, stakeholder meetings, and online discussion.

During the consultation, the government conducted 23 in-person sessions in 15 communities, which were attended by 1,149 people and 116 community champions (volunteers who helped facilitate at in-person sessions). Attendees provided more than 4,500 in-person suggestions and 1,650 solutions wall posts (ideas for cutting red tape submitted at in-person sessions).

The disability consultation website was visited 27,965 times, resulting in 696 toolkit downloads and 1,103 online comments. The government also received 405 other submissions, including 65 submissions from organizations, and there were 1,281 mentions on Twitter.

The Disability Consultation Report, released in May 2014, is a reflection of what was heard during the consultation. The report includes twelve dominant themes that emerged. Transportation was one of the themes. Here are a couple of examples of comments received during the consultation about transportation supports. "I live in rural areas with no bus service. I don't receive any assistance for transportation. How does the government expect me to get around? I live 45 minutes away from town." Another said, "Why do you think it's important that we reduce barriers and increase accessibility for persons with disabilities in B.C.? Obviously, accessibility includes transportation options, which are often not available in rural communities and not affordable in cities."

Accessibility 2024: Making B.C. the most progressive place for people with disabilities in Canada by 2024 is the 10-year action plan released at the Accessibility Summit in June 2014 that is designed around 12 building blocks that represent the themes that emerged through the consultation.

Through Accessibility 2024, the government has outlined its strategic plan to become the most progressive jurisdiction in Canada for persons with disabilities, including 53 commitments over the next ten years. To view Accessibility 2024 and the disability consultation report "Moving Together toward an Accessible B.C." please visit www.gov.bc.ca/accessibility.

As noted above, one of the concerns we heard through the disability consultation was from people living in rural areas about their issues with transportation and their ability to get around in their communities. As discussed, beginning September 1, 2016, everyone with the Persons with the Disabilities (PWD) designation will receive a rate increase of \$25 to their monthly support allowance. They will also receive a \$52 transportation support allowance. The transportation support allowance will either be added to the monthly assistance payment or be provided in the form of a bus pass.

Those who currently have a bus pass can continue to use it for the remainder of 2016 if they choose. Or, if they prefer, they may choose to have the \$52 transportation allowance added to their monthly assistance payment effective September 1, 2016. Those who wish to keep their bus pass for September 2016 will have the option to change their mind at a later time. I would like to reiterate no one is losing their bus pass. In fact 45,000 people who did not previously receive any form of transportation support will now receive it.

In June, a letter will be sent to disability assistance recipients who have a current bus pass with more details around updates and options available to them. Individuals receiving disability assistance who have a current bus pass may notify the ministry anytime between June and early August if they want to opt out of the bus pass program and have a transportation allowance added to their monthly assistance payment effective September 1, 2016.

There is no change to the BC Bus Pass Program for low-income seniors. The ministry will continue to provide a subsidized bus pass to eligible seniors for the annual \$45 administration fee.

The Ministry of Health provides premium-assisted medical coverage to residents of British Columbia through the Medical Services Plan (MSP) and PharmaCare. The MSP program ensures that British Columbians are covered for medically-required services provided by physicians and supplementary health-care practitioners, laboratory services and diagnostic procedures. PharmaCare provides coverage for the cost of prescription drugs and designated medical supplies.

The BC Employment and Assistance program assists eligible clients and their families in accessing MSP and PharmaCare. BCEA program clients are not required to pay any premiums or deductibles for these programs. You may have misunderstood the information discussed but the ministry does not provide coverage for over-the-counter medications.

In relation to your question around the ministry's 1-866 phone line, I can tell you that our telephone technology has been enhanced. Through the 1-866-866-0800 line, clients can now access information and services, leave a call back number and keep their place in line, and get an up-front message of the expected wait time.

Over the period of April 18 to May 20 the average wait time was 17 minutes. Callers may experience longer than normal wait times on the days leading up to and including cheque-issue day. Times with lowest call volumes are between 10:30 am to 11:30 am and 2:45 pm to 4:00 pm, Monday through Friday.

Thank you again for bringing your concerns to our attention and for your advocacy on behalf of persons with disabilities.

Sincerely,

Sheila Taylor
Deputy Minister
Ministry of Social Development and Social Innovation

April 22

9:30 AM - 10:30 AM

Briefing re Bus Pass Policy

Invitees: S.22 Robin Loxton, IS.22

, Molly Harrington, Ian Ross, Stacey

McGaghey Jones, Raymond Fieltsch

April 27

11:00 AM - 12:00 PM

Pre-Brief: Bus Pass

Invitees: Molly Harrington, Ian Ross, Shannon Pendergast, Stacey McGaghey Jones, Raymond Fieltsch, Debi Upton, Robert Bruce

April 27

3:00 PM - 4:00 PM

CLBC Critic Briefing on Bus Pass

Invitees: Nicholas Simons, Sheila Taylor, Molly Harrington, Debi Upton, Seonag Macrae, Lynn Davies

May 5

2:00 PM - 2:30 PM

Pre-Brief Update Re: Bus Pass Policy

Invitees: Molly Harrington, Ian Ross, Shannon Pendergast, Stacey McGaghey Jones, Raymond Fieltsch, Debi Upton

May 6

9:30 AM - 10:30 AM

Update Re: Bus Pass Policy

Invitees S.22 Robin Loxton, S.22

Molly Harrington, Ian Ross, Stacey

McGaghey Jones, Raymond Fieltsch

May 27

3:00 PM - 3:15 PM

Pre-Brief re Bus Pass

Invitees: Molly Harrington, Ian Ross, Stacey McGaghey Jones, Raymond Fieltsch

May 27

3:15 PM - 4:15 PM

Update: Bus Pass Policy

Invitees: S.22 Robin Loxton, S.22

Molly Harrington, Ian Ross, Stacey

McGaghey Jones, Raymond Fieltsch

Page 07 to/à Page 08

Withheld pursuant to/removed as

s.12;s.13

Page 09

Withheld pursuant to/removed as

s.12;s.14;s.13

Page 10 to/à Page 12

Withheld pursuant to/removed as

s.12;s.13

Page 13

Withheld pursuant to/removed as

s.12;s.14;s.13

Page 14

Withheld pursuant to/removed as

s.12;s.13

Page 15 to/à Page 21

Withheld pursuant to/removed as

s.12;s.14;s.13

Page 22

Withheld pursuant to/removed as

s.12;s.13

Page 23

Withheld pursuant to/removed as

s.12;s.14;s.13



Regulatory Criteria Checklist

The purpose of the checklist is to demonstrate that legislative and regulatory changes have been developed according to the Regulatory Reform Policy, while still protecting public health, safety and the environment.

Name of authorizing legislation: Employment and Assistance for Persons with Disabilities Act

Name of regulation, if applicable: Employment and Assistance for Persons with Disabilities Regulation

Purpose: Order in council to raise the disability assistance rate and implement transportation support allowance.

Regulatory Criteria

☒ I certify that the following Regulatory Reform Principles were considered for this legislation or regulation:

1. Is needed and efficient
2. Is outcome based and will be regularly reviewed
3. Was transparently developed and will be clearly communicated
4. Is cost effective and evidence based
5. Is supportive of BC's economy and small business

Please provide an explanation if any of the criteria above were not considered (continued on page 2):

N/A

Number of Regulatory Requirements to be added: +0

Number of Regulatory Requirements to be eliminated: -0

NET CHANGE: 0

Signature, Responsible Minister or Head of Regulatory Authority

Date:

Signator Name: The Honourable Michelle Stilwell, Minister of Social Development and Social Innovation

Ministry/Agency Name: Ministry of Social Development and Social Innovation

Contact Name: Michael Turanski, Executive Director, MSDSI-MCFD Legislation, Litigation and Appeals Branch

1. **Introduction**
 2. **Background**
 3. **Methodology**
 4. **Results**
 5. **Discussion**
 6. **Conclusion**
 7. **References**
 8. **Appendix**
 9. **Figure 1**
 10. **Figure 2**
 11. **Figure 3**
 12. **Figure 4**
 13. **Figure 5**
 14. **Figure 6**
 15. **Figure 7**
 16. **Figure 8**
 17. **Figure 9**
 18. **Figure 10**
 19. **Figure 11**
 20. **Figure 12**
 21. **Figure 13**
 22. **Figure 14**
 23. **Figure 15**
 24. **Figure 16**
 25. **Figure 17**
 26. **Figure 18**
 27. **Figure 19**
 28. **Figure 20**
 29. **Figure 21**
 30. **Figure 22**
 31. **Figure 23**
 32. **Figure 24**
 33. **Figure 25**
 34. **Figure 26**
 35. **Figure 27**
 36. **Figure 28**
 37. **Figure 29**
 38. **Figure 30**
 39. **Figure 31**
 40. **Figure 32**
 41. **Figure 33**
 42. **Figure 34**
 43. **Figure 35**
 44. **Figure 36**
 45. **Figure 37**
 46. **Figure 38**
 47. **Figure 39**
 48. **Figure 40**
 49. **Figure 41**
 50. **Figure 42**
 51. **Figure 43**
 52. **Figure 44**
 53. **Figure 45**
 54. **Figure 46**
 55. **Figure 47**
 56. **Figure 48**
 57. **Figure 49**
 58. **Figure 50**
 59. **Figure 51**
 60. **Figure 52**
 61. **Figure 53**
 62. **Figure 54**
 63. **Figure 55**
 64. **Figure 56**
 65. **Figure 57**
 66. **Figure 58**
 67. **Figure 59**
 68. **Figure 60**
 69. **Figure 61**
 70. **Figure 62**
 71. **Figure 63**
 72. **Figure 64**
 73. **Figure 65**
 74. **Figure 66**
 75. **Figure 67**
 76. **Figure 68**
 77. **Figure 69**
 78. **Figure 70**
 79. **Figure 71**
 80. **Figure 72**
 81. **Figure 73**
 82. **Figure 74**
 83. **Figure 75**
 84. **Figure 76**
 85. **Figure 77**
 86. **Figure 78**
 87. **Figure 79**
 88. **Figure 80**
 89. **Figure 81**
 90. **Figure 82**
 91. **Figure 83**
 92. **Figure 84**
 93. **Figure 85**
 94. **Figure 86**
 95. **Figure 87**
 96. **Figure 88**
 97. **Figure 89**
 98. **Figure 90**
 99. **Figure 91**
 100. **Figure 92**
 101. **Figure 93**
 102. **Figure 94**
 103. **Figure 95**
 104. **Figure 96**
 105. **Figure 97**
 106. **Figure 98**
 107. **Figure 99**
 108. **Figure 100**
 109. **Figure 101**
 110. **Figure 102**
 111. **Figure 103**
 112. **Figure 104**
 113. **Figure 105**
 114. **Figure 106**
 115. **Figure 107**
 116. **Figure 108**
 117. **Figure 109**
 118. **Figure 110**
 119. **Figure 111**
 120. **Figure 112**
 121. **Figure 113**
 122. **Figure 114**
 123. **Figure 115**
 124. **Figure 116**
 125. **Figure 117**
 126. **Figure 118**
 127. **Figure 119**
 128. **Figure 120**
 129. **Figure 121**
 130. **Figure 122**
 131. **Figure 123**
 132. **Figure 124**
 133. **Figure 125**
 134. **Figure 126**
 135. **Figure 127**
 136. **Figure 128**
 137. **Figure 129**
 138. **Figure 130**
 139. **Figure 131**
 140. **Figure 132**
 141. **Figure 133**
 142. **Figure 134**
 143. **Figure 135**
 144. **Figure 136**
 145. **Figure 137**
 146. **Figure 138**
 147. **Figure 139**
 148. **Figure 140**
 149. **Figure 141**
 150. **Figure 142**
 151. **Figure 143**
 152. **Figure 144**
 153. **Figure 145**
 154. **Figure 146**
 155. **Figure 147**
 156. **Figure 148**
 157. **Figure 149**
 158. **Figure 150**
 159. **Figure 151**
 160. **Figure 152**
 161. **Figure 153**
 162. **Figure 154**
 163. **Figure 155**
 164. **Figure 156**
 165. **Figure 157**
 166. **Figure 158**
 167. **Figure 159**
 168. **Figure 160**
 169. **Figure 161**
 170. **Figure 162**
 171. **Figure 163**
 172. **Figure 164**
 173. **Figure 165**
 174. **Figure 166**
 175. **Figure 167**
 176. **Figure 168**
 177. **Figure 169**
 178. **Figure 170**
 179. **Figure 171**
 180. **Figure 172**
 181. **Figure 173**
 182. **Figure 174**
 183. **Figure 175**
 184. **Figure 176**
 185. **Figure 177**
 186. **Figure 178**
 187. **Figure 179**
 188. **Figure 180**
 189. **Figure 181**
 190. **Figure 182**
 191. **Figure 183**
 192. **Figure 184**
 193. **Figure 185**
 194. **Figure 186**
 195. **Figure 187**
 196. **Figure 188**
 197. **Figure 189**
 198. **Figure 190**
 199. **Figure 191**
 200. **Figure 192**
 201. **Figure 193**
 202. **Figure 194**
 203. **Figure 195**
 204. **Figure 196**
 205. **Figure 197**
 206. **Figure 198**
 207. **Figure 199**
 208. **Figure 200**
 209. **Figure 201**
 210. **Figure 202**
 211. **Figure 203**
 212. **Figure 204**
 213. **Figure 205**
 214. **Figure 206**
 215. **Figure 207**
 216. **Figure 208**
 217. **Figure 209**

Evans Locker, Ann SDSI:EX

From: Ruel, Janis M SDSI:EX
Sent: Monday, April 25, 2016 9:29 AM
To: LaHue, Anita SDSI:EX; Kelly, Georgina SDSI:EX; Archer, Terri SDSI:EX; MacLean, Amber SDSI:EX
Subject: 1st Drafts June Update Letters to Translink and BC Transit Clients
Attachments: BC Bus Pass Program - Client Letter - June Update Translink- Draft 1.doc; BC Bus Pass Program - Client Letter - June Update BC Transit Draft 1.doc

Hi there, I drafted the two letters for clients (Translink and BC Transit) for the June update. There is information on the PWD rate increase and the changes to the BC Bus Pass Program in both letters. The stakeholder letters can match what is in the client letters once the client letters are approved.

With the approvals coming so quick and what we know so far I wanted to put something together for consideration for review and edits. I think I've captured what the purpose of this communication in June is. Yet my detailed knowledge is limited. Let me know what you think, Janis

Janis M Ruel
Manager Community Relations and Service Quality
Ministry of Social Development and Social Innovation
Operations Support, Service Delivery Division

Cell: 250-415-5144



Dear [client name],

You are receiving this letter as a June update regarding changes to the BC Bus Program effective September 1, 2016. There is no change to the renewal process for the annual bus pass. You will receive your renewal package in late summer 2016.

Beginning September 1, 2016 all clients with the PWD designation will receive a monthly rate increase. This applies to all adults in a family unit with a PWD designation.

- Clients who do not receive transportation supports will receive an increase of \$77.
- Clients on disability assistance who access a subsidized annual BC Bus Pass will see a rate increase of \$25 per month, in addition to the bus pass.
- Clients who choose to opt out of receiving transportation supports through the BC Bus Program can contact the BC Bus Pass Program to update their information and receive the full increase of \$77.

BC Bus Pass Program Contact Information

Phone

Call 1 866 866-0800 and choose the appropriate option:

- Option 1: If you are receiving Ministry services, input your Personal Identification number and PIN, or your Social Insurance Number, then press option 3, and then press option 1
- Option 2: If you are receiving Ministry services and do not have a Personal Identification Number or Social Insurance Number, or for all general inquiries, enter your 10 digit phone number, then press option 3, and then press option 1

Phone service is available Monday to Friday between 9 am – 4 pm.

Email

You can email the BC Bus Pass Program at SDSIBUSPA@gov.bc.ca. Allow up to five business days for processing. You will receive an email response to your request.

Please Note - There is no need to return your BC Bus Pass at this time. Your BC Bus Pass is still valid for the month of August 2016.

If you have any questions, please contact the ministry at 1-866-866-0800.



Dear [client name],

You are receiving this letter as a June update regarding changes to the BC Bus Program effective September 1, 2016. There is no change to the renewal process for the annual bus pass. You will receive your renewal package in late summer 2016.

Beginning September 1, 2016 all clients with the PWD designation will receive a monthly rate increase. This applies to all adults in a family unit with a PWD designation.

- Clients who do not receive transportation supports will receive an increase of \$77.
- Clients on disability assistance who access a subsidized annual BC Bus Pass will see a rate increase of \$25 per month, in addition to the bus pass.
- Clients who choose to opt out of receiving transportation supports through the BC Bus Program can contact the BC Bus Pass Program to update their information and receive the full increase of \$77.

BC Bus Pass Program Contact Information

Phone

Call 1 866 866-0800 and choose the appropriate option:

- Option 1: If you are receiving Ministry services, input your Personal Identification number and PIN, or your Social Insurance Number, then press option 3, and then press option 1
- Option 2: If you are receiving Ministry services and do not have a Personal Identification Number or Social Insurance Number, or for all general inquiries, enter your 10 digit phone number, then press option 3, and then press option 1

Phone service is available Monday to Friday between 9 am – 4 pm.

Email

You can email the BC Bus Pass Program at SDSIBUSPA@gov.bc.ca. Allow up to five business days for processing. You will receive an email response to your request.

Please Note - There is no need to return your BC Bus Pass at this time. Your BC Bus Pass is still valid for the month of August 2016.

If you have any questions, please contact the ministry at 1-866-866-0800.

Evans Locker, Ann SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Tuesday, May 10, 2016 12:26 PM
To: McGaghey Jones, Stacey SDSI:EX
Cc: Fieltch, Raymond SDSI:EX
Subject: BC Bus Pass Client Letter (draft in approval - awaiting feedback)
Attachments: BC Bus Pass Client Letter(V2 - GCPE input).docx

Hi Stacey,

attached is the draft letter we intend to send to PWD Bus Pass clients end of May/early June to advise them of what to do at this point if they are planning to opt out of the bus pass program for September.

More information will be provided to clients as process details are finalized. We will continue to update the [BC Bus Pass Program website](#) and [Disability Rate Increases website](#) as required.

Can you please share this draft letter with your contact at the Disability Alliance for feedback (unfortunately with a quick turnaround requested).

Thank you.

Terri Archer, MA | Stakeholder Relations & Engagement
Manager, Strategic Transformation Branch
Ministry of Social Development and Social Innovation
SERVICE DELIVERY DIVISION
(250) 356-6718

Page 005 to/à Page 006

Withheld pursuant to/removed as

s.13

Evans Locker, Ann SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Tuesday, May 10, 2016 12:38 PM
To: Sassaman, Caitlyn A CLBC:EX
Subject: BC Bus Pass Client Letter (draft with a request for CLBC feedback)
Attachments: BC Bus Pass Client Letter(Draft for feedback).docx

Hello Caitlyn,

attached is a draft letter we are planning to send to PWD Bus Pass clients end of May/early June to advise them of what to do at this point if they are planning to opt out of the bus pass program for September when the PWD rate increase becomes effective.

We would appreciate CLBC's review of this draft letter (is there an Editorial Board?) to ensure clarity and to try to address any anticipated concerns. This particular notice is predominantly to remind clients they will have a choice and if they are planning to opt out, they keep their card at this time because they can still use it to September.

More information will be provided to clients as process details are finalized and we will continue to update the [BC Bus Pass Program website](#) and [Disability Rate Increases website](#) as required.

Thank you in advance for your feedback. Unfortunately timing is tight so if possible, may I have your feedback by Friday, May 13 or is more time required? Thanks again.

Terri Archer, MA | Stakeholder Relations & Engagement
Manager, Strategic Transformation Branch
Ministry of Social Development and Social Innovation
SERVICE DELIVERY DIVISION
(250) 356-6718

Page 008 to/à Page 009

Withheld pursuant to/removed as

s.13

Evans Locker, Ann SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Wednesday, April 27, 2016 2:25 PM
To: MacLean, Amber SDSI:EX
Subject: BC Bus Pass Program - Client Letter - June Update - Draft 1-2
Attachments: BC Bus Pass Program - Client Letter - June Update - Draft 1-2.doc

Evans Locker, Ann SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Wednesday, April 27, 2016 2:25 PM
To: MacLean, Amber SDSI:EX
Subject: BC Bus Pass Program - Client Letter - June Update - Draft 1-2
Attachments: BC Bus Pass Program - Client Letter - June Update - Draft 1-2.doc

Any comments on the latest version of the draft letter? I appreciate your input and I'm hoping I'm capturing it but truthfully, I'm not sure I'm getting it all. It's a blur.

Thanks.



[date]

Dear [client name],

You are receiving this letter as an update regarding the BC Bus Program and the monthly rate increase effective September 1, 2016. There is no change to the renewal process for the annual bus pass. You will receive your renewal package in late summer/fall of 2016.

Beginning September 1, 2016 all clients with the PWD designation will receive a monthly rate increase. This applies to all adults in a family unit with a PWD designation.

- Clients in receipt of disability assistance who access a subsidized annual BC Bus Pass will see a rate increase of \$25 per month, in addition to the bus pass.
- Clients who choose to opt out of receiving a subsidized bus pass through the BC Bus Pass Program can contact the Program to update their information and receive the full increase of \$77 in September, the Transportation Support as \$52 (instead of the subsidized bus pass) plus the \$25 increase, totalling \$77 monthly.

Please Note:

If you want to keep your bus pass and continue receiving the subsidized pass, you don't need to do anything. There is no change to the renewal process for the annual bus pass. BC bus pass clients will receive their renewal package in late summer/fall 2016.

If you are planning to opt out of the Bus Pass Program in September when the rate increase begins, there is no need to return your BC Bus Pass at this time. Your BC Bus Pass remains valid through to September 2016. You can contact the ministry by phone or email up to August 5th, 2016, to let us know you would like to opt out and cancel your pass for September, or anytime after.

What about cancellations after Sept – for Oct etc. Return bus pass?

We will continue to update information on the Bus Pass Program website at www2.gov.bc.ca/buspassprogram, including updating the Frequently Asked Questions as more details become available.

BC Bus Pass Program Contact Information

Phone

Call 1 866 866-0800 and choose the appropriate option:

- **Option 1:** If you are receiving Ministry services, **input your Personal Identification (PID) number and PIN, or your Social Insurance Number**, then press option 3, and then press option 1
- **Option 2:** If you are receiving Ministry services and **do not have a Personal Identification (PID) number or Social Insurance Number**, or for all general inquiries, enter your 10 digit phone number, then press option 3, and then press option 1

Phone service is available Monday to Friday between 9 am – 4 pm.

Email

You can email the BC Bus Pass Program at SDSIBUSPA@gov.bc.ca. Allow up to five business days for processing. You will receive an email response to your request.

If you have any questions, please contact the ministry at 1-866-866-0800.

Evans Locker, Ann SDSI:EX

From: Ruel, Janis M SDSI:EX
Sent: Tuesday, April 26, 2016 8:59 AM
To: Archer, Terri SDSI:EX
Cc: LaHue, Anita SDSI:EX
Subject: Budget 2016 Summary - Idea for Key Message updates for Bus Pass Program to Cross Reference for Client Stakeholder Letters - Previous Stakeholder Message Attached
Attachments: Bus Pass Compass Cards - Key Messages for Stakeholders.docx; PWD_rate_increases_2016_SAMPLE (2) February Letter to Clients.pdf

Hi Terri, thought I would send this on for our next call with the Bus Pass Program Group to approve. Can we not insert this previously approved messaging that went to stakeholders for the June letter and June key messaging for staff and stakeholders *again* for the web? The information that needs to be repeated to our clients and stakeholders again in the June update is below.

When I was looking at the bullets below I think we may want to insert this somewhere in the letter to all clients and stakeholders:

- However, **In some communities**, a bus pass costs less than \$52 a month and people may be better off purchasing a pass directly from BC Transit.
- I attached the February letter and what information was shared with clients then. Do you think that the wording in the letter needs to get into great detail on the \$ 52.00 and \$ 25.00? Clients will want to know more about the \$77.

I believe that the staff agreed that we have the phone and email process down (*What we are waiting for now are the dates and final on the procedures to share with clients and stakeholders from the Design committee*).

Let me know what you think, Janis

From: Bousquet, Jeannine M SDSI:EX
Sent: Thursday, February 18, 2016 8:49 AM
To: Rose, Julia S MCF:EX; 'Lundmark, Sandy'; Alison; Archer, Terri SDSI:EX; Bousquet, Jeannine M SDSI:EX; Brenda; Cindy; Debbie; Don; Eileen; Elia; Emily; Erin Pritchard; Grace Elliot Nielson; Haixia; Harriett; Janet Hanuse; Janice; Jennifer; Jim Brennan; Joyce; Kari; Kelly; Michael; Neil Belanger; Peter; Rim; Ruel, Janis M SDSI:EX; Stephen; Thuy Sin; Truswell, Brad SDSI:EX; Vivienne Gorringer; Zoe MacMillan
Subject: Budget 2016 Summary

Good morning community stakeholders. Yesterday the 2016/17 Provincial Budget was tabled. This is government's direction for the coming year.

Effective September 2016, all Persons with Disability (PWD) clients will receive a rate increase of up to \$77 a month.

The rate increase includes changes to realign transportation supports and provides greater equity and choice for all PWD clients.

There are approximately 100,000 people with the PWD designation. About 55,000 receive funding for transportation costs, through either a subsidized bus pass or a Special Transportation Subsidy. About another 45,000 people do not receive transportation assistance, many because they do not live in communities served by public transit.

Starting September 1, 2016, the rate increase will come into effect and PWD clients will be able to choose how they receive transportation support.

- PWD clients who do not have a BC Bus Pass or Special Transportation Supplement will receive a \$77 per month increase to their support allowance.
- PWD clients who access the BC Bus Pass Program will receive a \$25 per month increase to their support allowance plus the subsidized bus pass. After September 1, clients will have the option to turn in their bus pass at any time and receive the full \$77 in the following months.
- PWD clients receiving the Special Transportation Subsidy (which is equivalent to \$66 a month) will see this included within the monthly \$77 rate increase effective September 1; this provides an additional \$11 per month to their support allowance. The 2016 lump-sum payment for STS that will be included with April's Disability Assistance payment will be pro-rated for 5 months (April - August).

The BC Bus Pass program remains in place. Currently, BC Bus Pass holders receive \$52 in value a month in the form of a bus pass. Once the changes are effective, all people with the PWD designation will receive up to \$77 cash per month, and they can decide how to spend it.

People on disability assistance will still have access to a subsidized bus pass for \$52 per month plus the annual \$45 administration fee. However, in some communities, a bus pass costs less than \$52 a month and people may be better off purchasing a pass directly from BC Transit.

There is no change to the BC Bus Pass Program for low-income seniors. The ministry will continue to provide a subsidized pass to eligible seniors for the annual \$45 administration fee.

In summary, Budget 2016 provides an extra \$170 million over the next three years to support rate increase and an additional \$250 million over the next three years to address caseload pressure for temporary income assistance, disability assistance and related supplementary benefits.

Regards,

Jeannine Bousquet
Manager Community Relations and Service Quality
Ministry of Social Development and Social Innovation
Service Delivery Division
108 Richards Street
Nanaimo, V9R 2S8
250-619-2811



Ministry of
Social Development
and Social Innovation

Page 016

Withheld pursuant to/removed as

NR

Page 017

Withheld pursuant to/removed as

Disability Assistance Rate Increases

CURRENT UNEVEN RATES		NEW EVEN RATES**	
	TOTAL (Monthly Benefits with Transportation Supports)	Rate Increase (Monthly)	NEW TOTAL (Monthly Benefits)
Clients with no Transportation Subsidy (45,000 people on disability assistance do not receive any form of transportation subsidy)	\$906	\$77	\$983
BC Bus Pass Holder* (35,000 people currently receive a subsidized annual bus pass)	\$958	\$25	\$983 ((\$931 plus \$52 for annual subsidized bus pass paid by the Ministry)
Special Transportation Subsidy Client (20,000 people receive this subsidy)	\$972	\$11	\$983 (Includes the STS amount)

*BC Bus Pass Holders currently pay an annual \$45 administration fee. They will continue to pay the \$45 administration fee.

** (Effective September 1, 2016)

SUMMARY OF THE RATE INCREASE EFFECTIVE SEPTEMBER 2016 FOR EACH DIFFERENT GROUP:

- The 45,000 people who do not receive transportation supports will realize the full \$77 increase to their monthly cheque.
- People on disability assistance who access a subsidized annual bus pass will see an increase of \$25 per month.
- Those who get the Special Transportation Subsidy will still receive that financial support on a monthly basis rather than as an annual payment, plus an additional \$11 per month, totalling \$77 per month.

Evans Locker, Ann SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Tuesday, April 5, 2016 4:09 PM
To: Jensen, Dana SDSI:EX
Subject: Bus Pass - Key Messages
Attachments: Bus Pass - Key Messages.docx

Bus Pass

Who is eligible to receive a bus pass from the ministry?

- The ministry provides subsidized annual bus passes to individuals receiving disability assistance and low-income seniors to help them participate more fully in their communities.
- Approximately 100,000 individuals benefit from the ministry's Bus Pass Program; 35,000 of those are Persons with a Disability; 65,000 are Seniors.
- BC is the only province that offers a discounted bus pass program for those receiving disability assistance.

Has the eligibility for the Bus Pass Program changed?

No. Eligibility for the Bus Pass Program is unchanged.

- The annual subsidized bus pass will continue and the application process will not change.
- Existing bus pass clients will receive their 2017 bus pass renewal notification from the ministry in late summer 2016

What are the changes with the BC Bus Pass and Compass Card?

- BC Bus Pass Program clients who have a BC Transit card will receive a new Compass Card in early April that will replace their existing bus pass card.
- All BC Bus Pass Program clients who currently hold a BC Transit card will receive a new Compass Card in early April to replace their existing bus pass card.
- This is simply a card change and will not affect the client's ability to access public transit. The cards are being replaced at **no cost to the client**.

Why are these changes being made?

- This change is being made so that everyone with an annual BC bus pass will have continued access to travel in TransLink and BC Transit areas.

Why are clients receiving a Compass Card?

- A BC Transit bus pass only works in BC Transit areas while the BC Bus Pass Program Compass Card can be used to access both BC Transit and TransLink services across the province. (Note that HandyDART is not included in these services.)
- Clients received a Compass Card to replace their existing BC Bus Pass because TransLink is closing fair gates on all its Sky Train stations. Once those gates close, BC Bus Pass Holders will not be able to access Translink services with their current card.
- Some BC Bus Pass holders travel to Greater Vancouver to visit family or go to medical appointments. With the new Compass Card they can continue to access TransLink services.

What does this change mean for clients?

- This change is simply a card change and will not impact client's ridership. Clients card are being replaced at no cost to them.
- The new Compass Card is ready to use immediately for both BC Transit and Translink service areas and is valid until December 31, 2016.
- The existing annual bus pass cards will expire on April 16, 2016 and can no longer be used to access transit.

Is there any change to the renewal process for the annual bus pass?

- There is no change to the renewal process for the annual bus pass.
- BC bus pass clients will receive their renewal package in late summer 2016.

Will seniors that are not on PWD assistance still have access to an annual bus pass?

- All BC Bus Pass clients who currently hold a BC Transit card will receive a new Compass Card in the mail. There is no change to the cost of the pass or how to make payments. This is simply a card change and will not affect your ridership and your card is being replaced at no cost.

PWD Rate Increase:

- People on Disability Assistance who have a BC Bus Pass will continue to be able to use their bus pass if they choose and they will get a \$25 monthly rate increase starting in September.
- Clients who do not want to renew their pass in 2017 don't have to do anything; they will automatically receive the \$77 monthly rate increase starting January 2017.
- If someone does want to renew, the ministry will follow the usual process where a client pays a \$45 annual administration fee, either online/ by telephone with their bank or by mail. They will receive their annual subsidized Bus Pass and a \$25 rate increase.
- Clients can choose to return their passes before September 1 and receive the \$77 rate increase.
- In many small communities the price of a monthly bus pass is less than \$52/mo.

Evans Locker, Ann SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Tuesday, May 10, 2016 4:38 PM
To: Leslie, Sean GCPE:EX
Cc: Anderson, Maryann GCPE:EX
Subject: Bus Pass Program website review and Promo box limit
Attachments: BC Bus Pass Program (Opt out info) May update.docx; Services for People with a Disability - Disability Assistance - Rate Increase (opting out).docx; Transportation - BC Bus Pass FAQs (Opt out update).docx

Importance: High

Hi Sean, before these go too far along in approvals, please review and make any edits GCPE wants to see using track changes and I will upload those versions into e-approvals.

This was supposed to be an easy update but with the character limits (which now seem to be confirmed at 1024 characters, not 300 as indicated), and other pending decisions, this has been delayed and the goal is to get the main message around not returning the bus pass now, out publicly as soon as possible. Anything you can do to assist with that would be much appreciated. Thank you.

Also, I've removed the client letter from this package as we are awaiting feedback from CLBC and Disability Alliance on the draft letter and it's not necessary for this particular update.

Only these 3 website docs are going into this e-approval. Thanks again.

Terri Archer, MA | Stakeholder Relations & Engagement

Manager, Strategic Transformation Branch
Ministry of Social Development and Social Innovation

SERVICE DELIVERY DIVISION
(250) 356-6718

From: SDSI Web Manager SDSI:EX
Sent: Tuesday, May 10, 2016 4:26 PM
To: Archer, Terri SDSI:EX; SDSI Web Manager SDSI:EX
Cc: Johns, Kimberlee SDSI:EX
Subject: RE: Bus Pass Program website and Promo box limit

Alas the promo box does allow for 1024:

Right-column Boxes

Profile Day: Rollback Your Own Contact Card

Feature Links: RO and PMS and QVO Rate Increases

* heading: BC Bus Pass and PWD Rate Increases

intro:

Rate increases for people on disability assistance were announced on February 16, 2016.

The annual subsidized bus pass will continue and the application process will not change.

People on Disability Assistance who have a BC Bus Pass will continue to be able to use their bus pass. People on Disability Assistance who have a BC Bus Pass will continue to be able to use their bus pass and will get a \$25 monthly rate increase starting in September.

Existing bus pass clients will receive their 2017 bus pass renewal notification from the ministry.

- [Get more information on the rate increases](#)

```
Links { min: 0, max: 10, current: 0 }
```

I talked to GCPE and they said they had to update the specific "Updated Links" box to accommodate specific business areas. I would still definitely advocate for sticking as close to 300 characters as possible, as is the limit for all other and was set up to ensure readability.

Hope this helps!

John Paul Johnson
Web Content Strategist
Communications & Engagement | Ministry of Social Development and Social Innovation
Tel: 604 398-2381 Cel: 604 649-2455

From: Archer, Terri SDSI:EX
Sent: Tuesday, May 10, 2016 12:59 PM
To: SDSI Web Manager SDSI:EX
Cc: Johns, Kimberlee SDSI:EX
Subject: Bus Pass Program website and Promo box limit
Importance: High

Hi John Paul,

we are in the process of updating and getting approval for, the BC Bus Pass Program website info with preliminary PWD Bus Pass Opt Out info and I need to confirm what will fit into the highlight boxes. GCPE would like to see this update in the Promo box, as would we. It cuts down what's needed and is a new key update.

Thanks.

Promo Box	
Heading (max 40 characters)	BC Bus Pass and PWD Rate Increases
Text (max 300 characters)	<p>Rate increases for people on disability assistance were announced on February 16, 2016. The annual subsidized bus pass will continue and the application process will not change.</p> <p>People on Disability Assistance who have a BC Bus Pass will continue to be able to use their bus pass if they choose and they will get a \$25 monthly rate increase starting in September.</p> <p>For individuals receiving disability assistance in BC that are planning to opt out of the Bus Pass Program starting September 2016 when the PWD rate increase becomes effective, there is no need to return your BC Bus Pass at this time. Your BC Bus Pass remains valid through to September 2016.</p> <p>All PWD bus pass clients will be sent a letter in June with more details. Please continue to visit this website for updates.</p> <p>Existing bus pass clients will receive their 2017 bus pass renewal notification from the ministry in late summer 2016.</p> <ul style="list-style-type: none"> • Get more information on the rate increases

Terri Archer, MA | Stakeholder Relations & Engagement
 Manager, Strategic Transformation Branch
 Ministry of Social Development and Social Innovation
SERVICE DELIVERY DIVISION
 (250) 356-6718



Where ideas work



SDS TOP WORK UNIT

SDSI CMS Life Content – BC Bus Pass Program

Page Details:	
Theme/Sub-theme/Topic	Driving & Transportation / Passenger Travel / Public Transit, Buses, Taxis & Limousines
Sub-Topic/level 5	BC Bus Pass Program
Title	BC Bus Pass Program
Navigation Title	BC Bus Pass Program
Parent Page	Public Transit, Buses, Taxis & Limousines
Path	http://www2.gov.bc.ca/gov/content/transportation/passenger-travel/buses-taxis-limos/bus-pass
GUID URL	http://www2.gov.bc.ca/gov/content?id=3953BFA94C7949EAB692919A6C5A8C3F
Shortened URL	In progress www.gov.bc.ca/buspassprogram
Division	SDD
Branch	
Lifecycle	Ongoing

Metadata:	
Content Type	General content
Keywords	bus pass program, compass card
Description	Low-income seniors or those receiving disability assistance may be eligible for a reduced cost annual TransLink or BC Transit bus pass.
Language	English
Creator	Ministry of Social Development and Social Innovation
Subject Category	Transport Society and Culture
Subject	Disability assistance, Seniors, Public transit
Security Classification	Low
Security Label	Public
Audience	Persons with Disabilities Seniors Choose an item. Choose an item. Choose an item. Choose an item.

Introduction (maximum 350 characters—appears in search and populates topic):

The BC Bus Pass Program offers a reduced-cost, annual bus pass for low income seniors and individuals receiving disability assistance from the Province of British Columbia. Passes are valid in communities serviced by BC Transit or TransLink.

Body (mandatory, no character limit):

The pass is only valid for the eligible rider and is non-transferable. Handy Dart is not included in this program.

<h2>Eligibility

To be eligible for the BC Bus Pass Program, the applicant must be living in a transit service area where the annual pass is available and meet one of the following criteria:

- Receiving Federal Guaranteed Income Supplement (GIS), or the Federal Allowance, or the Allowance for the Survivor
- 18 – 64 years of age and receiving Persons with Disability (PWD) assistance from the Ministry of Social Development and Social Innovation
- 60 – 64 years of age and receiving Income Assistance from the Province of British Columbia
- Over 65 years of age and would qualify for GIS but does not meet the Canadian 10 year residency requirement
- 18 – 64 years of age, living on a First Nations reserve and receiving disability assistance from the band office, or
- 60 – 64 years of age, living on a First Nations reserve and receiving assistance from the band office

The Acts, Regulations, and Policy that guide BC Bus Pass Program eligibility can be found on the ~~Online Resource~~ BCEA Policy and Procedure Manual.

<h2>Cost

The bus pass is provided for an administrative fee of \$45 per year and is valid for one calendar year from January 1 – December 31. The fee is not prorated for applicants applying or cancelling part way through the year- and it is non-refundable.

<h2>Request Service

Requests for new applications, address changes, and replacement passes can now be submitted online.

<h3>Instructions

1. Access the Online Request for Service
2. Fill in each of the required fields so that the program has enough information to complete your request
3. Click the submit button

Next year renewal applications are mailed to you automatically. If you have not received your renewal application by mid October, please email or phone the Bus Pass Program. Do not submit an online request for service.

<h4>Note

- The online request PDF is optimized for use with Internet Explorer version 7.0 or newer. It is recommended that you download the newest version of Internet Explorer for free if you are experiencing problems using this service
- To submit an online request your computer must have Adobe Reader version 9 or newer. Download the latest Adobe Reader free from the Adobe website

SDSI CMS Lite Content – BC Bus Pass Program

- Online requests are transmitted using Secure Sockets Layer (SSL) 2048-bit encryption. Your web browser should automatically activate the appropriate security features when initiating a transaction. On most browsers, an unbroken key or locked padlock icon at the bottom of the browser screen indicates that a secure connection is established. In some cases, depending on your browser settings, you are also notified via a pop-up window when entering or leaving a secure website
- Access the [Frequently Asked Questions](#) for more information and troubleshooting advice

<h2>Persons with Disability (PWD) Opting Out / Canceling Your Bus Pass

For individuals receiving disability assistance from the Province of British Columbia that are planning to opt out of the Bus Pass Program starting September 2016 when the PWD rate increase becomes effective, there is no need to return your BC Bus Pass at this time. Your BC Bus Pass remains valid through to September 2016.

Clients choosing to opt out of the Bus Pass Program for September can contact the ministry by phone (1 866 866-0800), or email (SDSIBUSPA@gov.bc.ca), up to August 5th, 2016, to let the ministry know they would like to opt out and cancel their pass as of September.

All PWD bus pass clients will be sent a letter in June with more details. Please continue to visit this website for updates.

<h2>Contact Us

<h3>Email

General questions and documents can be submitted via email. Emails that do not include the [Bus Pass General Enquiry Form \(PDF\)](#) may cause processing delay.

Instructions

1. Download the [Bus Pass General Enquiry Form \(PDF\)](#)
2. Open the form and fill out the required fields
3. Save and attach the completed form to your email and send it to SDSIBUSPA@gov.bc.ca
4. Allow up to five business days for processing. You will receive an email response to your request

<h3>Phone

Call 1 866 866-0800 and choose the appropriate option:

- Option 1: If you are receiving Ministry services, input your Personal Identification number and PIN, or your Social Insurance Number, then press option 3, and then press option 1
- Option 2: If you are receiving Ministry services and do not have a Personal Identification Number or Social Insurance Number, or for all general inquiries, enter your 10 digit phone number, then press option 3, and then press option 1

Phone service is available Monday to Friday between 9 am – 4 pm. Please note that peak call volume occurs between 9 am – 9:30 am and 1 pm – 2 pm each day.

We are required to speak with people directly. If you are calling on behalf of someone, we require the individual's verbal or written consent. Please use the [Bus Pass Consent to Disclosure Form \(PDF\)](#) and submit via email, fax or mail. For information on how to fill out this form, please see [this example form \(PDF\)](#).

<h3>Mail

1. Download the [Bus Pass General Enquiry Form \(PDF\)](#)
2. Open the form and fill out the required fields
3. Print the completed form and send to:

BC Bus Pass Program
PO Box 9985, STN PROV GOVT
Victoria, BC V8W 9R6

<h3>Fax

You may submit faxed documentation to 1 855 771-8788. If you are advocating on behalf of multiple individuals, please ensure each person's documentation is faxed separately for privacy reasons.

Right Hand Sidebar:

Promo Box	
Heading (max 40 characters)	BC Bus Pass and the Compass Card
Image (browse to assets)	/cmslite/assets/asset/download/B2F395135A4D48D1AD911890FDE8E492
Image Link URL	
Image Description	compass card togo
Text (max 300 characters)	BC Bus Pass Program clients who have held a BC Transit card will received a new Compass Card in early April that will replaces their existing original bus pass card. The new Compass Card is valid until December 31, 2016. <ul style="list-style-type: none">• Find out more about the Compass Card

Promo Box	
Heading (max 40 characters)	BC Bus Pass and PWD Rate Increases
Text (max 300 characters)	Rate increases for people on disability assistance were announced on February 16, 2016. The annual subsidized bus pass will continue and the application process will not change. People on Disability Assistance who have a BC Bus Pass will continue to be

SDSI CMS Life Content – BC Bus Pass Program

	<p>able to use their bus pass if they choose and they will get a \$25 monthly rate increase starting in September.</p> <p>All PWD bus pass clients will be sent a letter in June with Bus Pass details in relation to the rate increase and the option to opt out. Please continue to view this website for updates.</p> <p>Existing bus pass clients will receive their 2017 bus pass renewal notification from the ministry in late summer 2016.</p> <ul style="list-style-type: none">Get more information on the rate increases
--	---

Comment [TA1]: This text will be subject to a maximum character limit.

Assignments:		Date Assigned	Date Complete
Author			
Editor	Terri Archer		5 May 2016
Program Area Approver	Debi Upton (SDD ADM)		
GCPE	Maryann Anderson		

SDSI CMS Lite Content – Disability Assistance Rate Increases

Page Details:	
Theme/Sub-theme/Topic	Family & Social Supports / Services for People with Disabilities / Disability Assistance
Sub-Topic/level 5	On Disability Assistance / Disability Assistance Rate Increases
Title	Disability Assistance Rate Increases
Navigation Title	Rate Increases
Parent Page	On Disability Assistance
Path	http://www2.gov.bc.ca/gov/content/family-social-supports/services-for-people-with-disabilities/disability-assistance/on-disability-assistance/rate-increases
Shortened URL	
Division	SDD
Branch	Strategic Transformation
Lifecycle	Transitory

Metadata:			
Content Type	General content		
Keywords	2016 increase, pwd increase, db2 increase, more money		
Description	Beginning September 1, 2016, all clients on disability assistance will receive a monthly rate increase.		
Language	English		
Creator	Ministry of Social Development and Social Innovation		
Subject Category	Health and Safety	Society and Culture	
Subject	Disability assistance, public transit		
Security Classification	Low		
Security Label	Public		
Audience	Persons with Disabilities Choose an item.	Seniors Choose an item.	General Public Choose an item.

Introduction (maximum 350 characters—appears in search and populates topic):

Disability Assistance Rate Increases

Beginning September 1, 2016, all clients who have the Persons with Disabilities Designation will receive a monthly rate increase. The increase provides fairness and more choice for people on disability assistance.

Body:

If you are on disability assistance (and have the PWD designation), you have these options:

1. If you don't receive a subsidized annual pass through the BC Bus Pass Program or the Special Transportation Subsidy, then beginning September 1, 2016, you will receive a \$77 monthly rate increase to spend as you choose.
2. If you already have a subsidized annual bus pass you can continue to use your pass and get a \$25 monthly increase starting in September. The 2017 bus pass renewal notification from the ministry will be sent out in late summer. There is no change to the application process. If you choose not to renew the annual bus pass you don't have to do anything. You will automatically receive the full \$77 monthly rate increase beginning with the January 2017 payment.
3. If you were receiving the Special Transportation Subsidy (STS), worth \$66 per month, you will/would have received an STS payment of \$329 in April to cover the five month period from April to August 2016. Starting in September, you will automatically receive a monthly rate increase of \$77, which includes the STS and an additional \$11 a month rate increase.

Read the [Factsheet](#).

Frequently Asked Questions

- [What's changing?](#)
- [How do these changes impact clients who are not receiving the Special Transportation Subsidy \(STS\) or annual BC Bus Pass?](#)
- [Will people in subsidized housing see their rent go up as a result of the rate increase?](#)
- [If I am a bus pass holder or choose to get a bus pass in the future, why am I only getting a \\$25 rate increase?](#)

Bus Pass changes:

- [How do these changes impact clients who have a subsidized annual bus pass now?](#)
- [Do I now have to apply every month for the bus pass?](#)
- [What do I do if I plan to opt out of the Bus Pass Program in September 2016 and take the full rate increase instead?](#)
- [If I have a bus pass now or choose to get one in 2017, can I change my mind later in the year and get the \\$77 increase?](#)
- [I'm a senior on PWD, what do the changes mean for me?](#)
- [Are seniors impacted by this change?](#)
- [How do I apply for the BC Bus Pass?](#)

Special Transportation Subsidy (STS) changes:

- [How do these changes impact clients with STS?](#)
- [Can I still apply for STS?](#)

SDSI CMS Life Content – Disability Assistance Rate Increases

- I am currently an STS client. Can I choose to apply for a BC Bus Pass?

What's changing?

Beginning September 1, 2016 clients will receive a \$77 rate increase or they can choose to receive a subsidized annual BC Bus Pass and an increase of \$25 per month. Couples, where both are PWD, will receive up to \$154 a month. This increase provides fairness in the system and more choice for people on disability assistance. Now everyone on disability assistance will receive the same level of assistance across the province.

Overview of the Rate Changes:

- Clients who do not receive transportation supports will receive the full rate increase of \$77.
- Clients on disability assistance who access a subsidized annual BC Bus Pass will see a rate increase of \$25 per month, in addition to the bus pass.
- Clients who get the Special Transportation Subsidy (STS) will receive a \$77 per month rate increase, which includes the STS plus an additional \$11 per month.

How do these changes impact clients who are not receiving the Special Transportation Subsidy (STS) or annual BC Bus Pass?

Approximately 45,000 people who do not receive STS or an annual BC Bus Pass, will receive an increase of the full \$77 in their monthly rate starting September 1, 2016.

Will people in subsidized housing see their rent go up as a result of the rate increase?

The disability assistance rate increase provided in Budget 2016 will have no effect on the rent tenants pay in provincially subsidized housing.

If I am a bus pass holder or choose to get a bus pass in the future, why am I only getting a \$25 rate increase?

Previously, only people in communities with public transit were eligible to apply for transportation supports. The rate increase brings fairness to the current system and provides more choice for people on disability assistance.

Beginning September 1, 2016, all clients who have the Persons with Disabilities Designation will receive a monthly rate increase to use as they choose. Everyone has the option to:

- Get the full \$77 increase;

or

- Get a subsidized annual bus pass plus a \$25 monthly rate increase.

or

- If you live in a community where a bus pass costs less than the annual subsidized bus, you may be better off purchasing your bus pass directly from BC Transit with your monthly rate increase of \$77.

The changes mean that everyone gets an increase to their monthly payment and everyone will receive the same monthly benefits.

Bus Pass changes

How do these changes impact clients who have a subsidized annual bus pass now?

The annual subsidized bus pass will continue and the application process will not change. Clients with an existing bus pass will receive a \$25 monthly rate increase starting on September 1, 2016.

Clients who have the annual pass will receive their renewal package starting in late summer:

- If someone **does not** want to renew their annual bus pass for 2017 they don't have to do anything, they will automatically receive the full \$77 monthly rate increase beginning with the January 2017 payment.
- If someone **does** want to renew, the ministry will follow the usual process where a client pays a \$45 annual administration fee, either online/telephone with their bank or by mail. They will receive their annual subsidized Bus Pass and a \$25 rate increase.

Do I now have to apply every month for the bus pass?

No, you will not need to reapply each month. The subsidized bus pass is still an annual pass.

What do I do if I plan to opt out of the Bus Pass Program in September 2016 and take the full rate increase instead?

If you are planning to opt out of the Bus Pass Program in September 2016 when the PWD rate increase becomes effective, there is **no need to return your BC Bus Pass at this time. Your BC Bus Pass remains valid to September 2016.**

You can contact the ministry by phone (1 866 866-0800) or email (SDSIBUSPA@gov.bc.ca) up to August 5th, 2016, to let the ministry know you would like to opt out and cancel your pass as of September.

All PWD bus pass clients will be sent a letter in June with more details and updates will be posted to the Bus Pass Program website as details are finalized.

SDSI CMS Lite Content – Disability Assistance Rate Increases

If I have a bus pass now or choose to get one in 2017, can I change my mind later in the year and get the \$77 increase?

Yes, you will have the option to turn in your bus pass at any time after September 1, 2016 and receive the full \$77 increase in the following months. This is the added flexibility that comes with the monthly increase – clients have a choice. This process is being finalized and more information will be available shortly.

I'm a senior on PWD, what do the changes mean for me?

If you are a PWD and in receipt of disability assistance then the rate increase will apply to you. You can receive the full \$77 increase or you can choose to receive a subsidized annual BC Bus Pass and a rate increase of \$25 per month.

If you are a senior who has the PWD designation and are no longer in receipt of disability assistance, you may still be eligible for the BC Bus Pass Program. You can get [more information on eligibility](#).

Are seniors impacted by this change?

No, there is no change to the BC Bus Pass Program for low-income seniors. This only applies to persons in receipt of disability assistance. The ministry will continue to provide a subsidized bus pass to eligible seniors for the annual \$45 administration fee.

How do I apply for the BC Bus Pass?

[Information on eligibility and how to apply](#) is available.

The subsidized bus pass is a significant savings to people in communities such as Victoria or Vancouver where a monthly pass can cost anywhere from \$85 to \$170 per month.

In some communities, a bus pass costs less than the annual subsidized pass and people may be better off purchasing a bus pass directly from BC Transit with the monthly rate increase of \$77. (For example, a bus pass currently costs \$40 a month in Fort. St. John, \$35 in Quesnel and \$44 in Chilliwack).

- You can find bus pass rates in your community through the [BC Transit website](#)
- If you live in the Greater Vancouver Area, you can find fare rate information through [Translink](#) or by phoning 604 953-3333.

Special Transportation Subsidy (STS) changes

How do these changes impact clients with STS?

Starting on the September 2016 cheque, people receiving the STS subsidy worth \$66 per month will still receive this support, plus an additional \$11 per month.

Traditionally STS recipients receive a one-time payment each year in April. This year, existing STS recipients ~~will receive~~were sent a prorated cheque on April 20, 2016 for \$329.40. This represents five months of STS (April to August). Starting in September, their STS amount will be included in their monthly rate.

Can I still apply for STS?

Yes, up until August 2016. Anyone approved for STS will receive a prorated amount until September 2016 when the STS will start to be included in their monthly rate.

I am currently an STS client. Can I choose to apply for a BC Bus Pass?

Yes, as of September 1, 2016, anyone with the Persons with the Disability Designation living in a transit area will still be able to apply for an annual BC Bus Pass and will still pay the \$45 annual administration fee.

Right Hand Sidebar:

*see [gov.bc.ca Web Style Guide Formatting: Right Column Boxes](#) for more details.

Promo Box	
Heading (max 40 characters)	Useful Contacts
Text (max 300 characters)	<p>If you <u>are planning to opt out of the Bus Pass Program in September 2016 when the PWD rate increase becomes effective, there is no need to return your BC Bus Pass at this time. Your BC Bus Pass remains valid to September 2016.</u></p> <p><u>You can contact the ministry by phone (1 866 866-0800) or email (SDSIBUSPA@gov.bc.ca) up to August 5th, 2016, to let the ministry know you would like to opt out and cancel your pass as of September.</u></p> <p><u>All PWD bus pass clients will be sent a letter in June with more details and updates will be posted to the Bus Pass Program website as details are finalized.</u></p> <p>Get help and answers to your questions:</p> <ul style="list-style-type: none">• <u>Find an office near you</u>• Call toll-free 1 866 866-0800 from anywhere in B.C.

SDSI CMS Lite Content – Bus Pass Frequently Asked Questions

Page Details:	
Theme/Sub-theme/Topic	Transportation / Passenger Travel / Buses, Taxis & Limousines
Sub-Topic/level 5	Bus Pass / Bus Pass Frequently Asked Questions
Title	Bus Pass Frequently Asked Questions
Navigation Title	Bus Pass FAQs
Parent Page	BC Bus Pass
Path	http://www2.gov.bc.ca/gov/content/transportation/passenger-travel/buses-taxis-limos/bus-pass/bus-pass-faq
Shortened URL	
Division	SDD
Branch	
Lifecycle	Ongoing

Metadata:	
Content Type	General content
Keywords	BC bus pass, faq, transport
Description	Frequently asked questions and answers about the BC Bus Pass program.
Language	English
Creator	Ministry of Social Development and Social Innovation
Subject Category	Transport Choose an item.
Subject	Accessible transport
Security Classification	Low
Security Label	Public
Audience	Persons with Disabilities Seniors Choose an item. Choose an item. Choose an item. Choose an item.

Introduction (maximum 350 characters— appears in search and populates topic):

Bus Pass Frequently Asked Questions

General Questions

Body:

1. My bus pass was lost or stolen. How do I request a replacement bus pass?
2. How long is my pass valid?
3. What do I do if I am receiving disability assistance and want to opt out of the Bus Pass Program in September 2016 and take the full rate increase instead?
4. English is my second language; can I speak to someone in my native language?
5. Can I call on behalf of a client, friend or family member?
6. I paid for my bus pass but I haven't received it yet. What should I do?

7. I want to mail a cheque or money order rather than pay at the bank or online. Where do I mail my cheque or money order?
8. Can I pay for my bus pass with a credit card?
9. I was just approved for Persons with Disability designation. How do I get my bus pass?
10. I am receiving Canadian Pension Plan Disability (CPPD) benefits, am I eligible for the bus pass?
11. My child is under 18 and has a disability. Do they qualify for a bus pass?
12. Where can I find transit information, including schedule and route information?

Compass Card Questions

1. Why am I receiving a Compass Card?
2. What do I do with my old BC Transit Card?
3. How do I use a Compass Card?
4. What does this change mean to me?
5. Will seniors that are not on PWD assistance still have access to an annual bus pass?
6. I never use the TransLink system, why do I need a Compass Card?

Renewal Questions

1. I did not receive my renewal application or have lost it, what do I do?
2. I have paid for my renewal application, when will my new pass arrive?

Online and Telephone Banking Payments Questions

1. How do I make an online or telephone banking payment?

Bus Pass Online Self Service Questions

1. The online self service system is not functioning properly, what can I do?

General Questions

Q: My bus pass was lost or stolen. How do I request a replacement bus pass?

A: You can now request a replacement bus pass online or by phone.

- Online: Go to Request Service, fill out the online form and click submit
- Phone: Call 1 866 866-0800, press option 2, then option 3 and then option 1

Phone lines are open from 9 am to 4 pm. Please note that during the bus pass renewal season (October to February) our phone lines experience heavy call volumes.

Q: How long is my bus pass valid?

SDSI CMS Life Content – Bus Pass Frequently Asked Questions

A: Each annual bus pass is valid from the date issued until December 31 of the same year. This includes the Compass Card.

Q: What do I do if I am receiving disability assistance and want to opt out of the Bus Pass Program in September 2016 and take the full rate increase instead?

A: For Bus Pass Program clients who receive Persons with Disability (PWD) assistance that are planning to opt out of the Bus Pass Program in September 2016 when the PWD rate increase becomes effective, there is no need to return your BC Bus Pass at this time. Your BC Bus Pass remains valid to September 2016.

Clients choosing to opt out of the Bus Pass Program for September can contact the ministry by phone (1 866 866-0800), or email (SDSIBUSPA@gov.bc.ca), up to August 5th, 2016, to let the ministry know they would like to opt out and cancel their pass as of September.

PWD bus pass clients will be sent a letter in June with more details around the choice to opt out. Updates will be posted to the Bus Pass Program website as details are finalized.

Q: English is my second language; can I speak to someone in my native language?

A: We offer interpretive services over the phone in many languages. Please call 1 866 866-0800 and press option 2, then option 3 and then option 1. When the phone is answered, please state your language and hold for an interpreter.

Q: Can I call on behalf of a client, friend or family member?

A: Yes, but due to the *Freedom of Information and Protection of Privacy Act*, we are required to obtain verbal or written permission from the applicant before working with a third party.

Verbal consent is only valid for the duration of the phone call. If the applicant you are assisting would like to provide long term written consent, please submit a Bus Pass Program Consent to Disclosure of Information Form (PDF).

Q: I paid for my bus pass but I haven't received it yet. What should I do?

A: If you paid online you can expect to receive your bus pass within 3 weeks of your payment date. If you have not received your bus pass within 4 weeks, please email or call the BC Bus Pass Program.

If you made a payment at your bank, you can expect to receive your bus pass within 4 weeks of your payment date. If you have not received your bus pass within 5 weeks, please email or call the BC Bus Pass Program.

If you mailed a cheque or money order, you can expect to receive your bus pass within 5 weeks of date you mailed your payment. If you have not received your bus pass within 6 weeks, please email or call the BC Bus Pass Program.

- Email: Follow the [email instructions](#) on the Bus Pass Program page
- Phone: Call 1 866 866-0800, press option 2, then option 3 and then option 1

Phone lines are open from 9 am to 4 pm. Please note that during the bus pass renewal season (October to February) our phone lines experience heavy call volumes.

Q: I want to mail a cheque or money order rather than pay at the bank or online. Where do I mail my cheque or money order?

A: Please mail your cheque or money order to:

BC Bus Pass Program
PO Box 9985, STN PROV GOVT
Victoria, BC V8W 9R6

Q: Can I pay for my bus pass with a credit card?

A: No, we are unable to process credit card payments at this time. For the fastest processing times, please make an online payment. Instructions for making an online payment are listed on your application.

Q: I was just approved for Persons with Disability designation. How do I get my bus pass?

A: You can now request a bus pass application online or by phone.

- Online: Go to [Request Service](#), fill out the online form and click submit
- Phone: Call 1 866 866-0800, press option 2, then option 3 and then option 1.

Phone lines are open from 9 am to 4 pm. Please note that during the bus pass renewal season (October to February) our phone lines experience heavy call volumes

Q: I am receiving Canadian Pension Plan Disability (CPPD) benefits, am I eligible for the bus pass?

A: Unfortunately Federal CPPD clients do not qualify for the BC Bus Pass Program. If you are aged 18-59 years old, you must be receiving Persons with Disability (PWD) assistance from the Ministry of Social Development to qualify for the BC Bus Pass Program.

Q: My child is under 18 and has a disability. Do they qualify for a bus pass?

A: No, applicants must be at least 18 years of age and receiving Income Assistance for Persons with Disabilities from the Province of British Columbia, or living on a First Nations reserve and receiving disability assistance from the band office to be eligible for the BC Bus Pass Program.

Q: Where can I find transit information, including schedule and route information?

SDSI CMS Life Content – Bus Pass Frequently Asked Questions

A: For transit information in Greater Vancouver, visit the [TransLink](#) website. For communities outside the TransLink service area visit the [BC Transit](#) website.

Compass Card Questions

Q: Why am I receiving/did I receive a Compass Card?

A: BC Transit bus pass only works in BC Transit areas while the BC Bus Pass Program Compass Card can be used to access both BC Transit and TransLink services across the province. (Note that HandyDART is not included in these services.)

You received a Compass Card to replace your existing BC Bus Pass because TransLink is ~~closing~~closed its fare gates on all its Sky Train stations. ~~Once these~~When the gates closed, BC Bus Pass Holders ~~will not be~~were no longer able to access TransLink services with their current card.

Some BC Bus Pass holders travel to Greater Vancouver to visit family or go to medical appointments. With the new Compass Card they can continue to access TransLink services.

Q: What do I do with my old BC Transit Card?

A: Once you ~~have receive~~receive your new Compass Card, you can throw out your existing BC Transit Pass. Do not return the ~~card pass~~card to the ministry or mail it back to the BC Bus Pass Program.

Compass Card is a secure transit card that allows access to bus, sky train and sea bus where applicable across the province. This card is reloadable/reusable so don't throw it out at the end of the year. You will use the same Compass Card if you apply for the annual discounted pass in 2017.

With your new card, you ~~will~~are still have full access to public transit services in your community. You ~~will be~~are also able to use your new Compass Card on both BC Transit and TransLink systems.

This card is for your personal use only. It is NOT transferable and must not be used by anybody else.

Q: How do I use a Compass Card?

A:

On BC Transit – In BC Transit areas, ~~clients~~you will use ~~their~~your new Compass Card as a 'flash pass' by **showing** the BC Transit bus driver ~~their~~your Compass Card.

On TransLink (Metro Vancouver) – ~~If the client travels~~you travel to a TransLink area in Metro Vancouver, ~~you~~the client will use their new Compass Card by tapping in on a Compass Card reader when starting their journey and tapping out when exiting or transferring throughout the

TransLink area simply tap in when you start your journey and tap out when exiting or transferring. Remember, buses are tap in only, so there's no need to tap out when exiting.

Q: What does this change mean to me?

A: This change is simply a card change and ~~will~~does not impact your ridership. Your card is ~~being~~was replaced at no cost to you.

Q: Will seniors that are not on PWD assistance still have access to an annual bus pass?

A: All BC Bus Pass clients who currently hold a BC Transit card will receive a new Compass Card in the mail. There is no change to the cost of the pass or how to make payments. This is simply a card change and will not affect your ridership and your card is being replaced at no cost.

Q: I never use the TransLink system, why do I need a Compass Card?

A: The Compass Card ~~will be~~is functional in both BC Transit areas and TransLink in the Metro Vancouver areas. By giving everyone the Compass Card, all users ~~will~~ have access to BC Transit and TransLink services across the province. (HandyDART is not included in these services.)

Renewal Questions

Q: I did not receive my renewal application or have lost it, what do I do?

A: Four months prior to pass expiry, active bus pass clients that are still eligible for a bus pass should receive a renewal application by mail. If you have moved but did not update your address with the BC Bus Pass Program, if possible, please check for your application at your old address before requesting a replacement. If you still require a re-print of your renewal application, you can request one by email or phone. Please allow up to 15 business days for your renewal application re-print to arrive.

- Email: Follow the email instructions on the Bus Pass Program page
- Phone: Call 1 866 866-0800, press option 2, then option 3 and then option 1

Phone lines are open from 9 am to 4 pm. Please note that during the bus pass renewal season (October to February) our phone lines experience heavy call volumes.

Q: I have paid for my renewal application, when will my new pass arrive?

A: The first mail out of renewal bus passes will start at the end of November. If your payment was received before the end of October, you should receive your renewal bus pass before January 1. Please pay early to ensure you receive your new pass before your current pass expires.

Online and Telephone Banking Payments

Q: How do I make an online or telephone banking payment?

A: To make a payment using your financial institutions website or telephone banking system, follow these steps:

- 1. Choose the payee name your financial institution uses for BC-BUS PASS PROGRAM
- 2. Enter your nine-digit Bus Pass Program Account Number as found at the top right corner of your bus pass application or on your existing bus pass
- 3. Make a bill payment for the total amount to be paid

Note: Do not submit the paper portion of your application when making online or telephone payments.

Bus Pass Online Self Service Questions

Q: The online self service system is not functioning properly, what can I do?

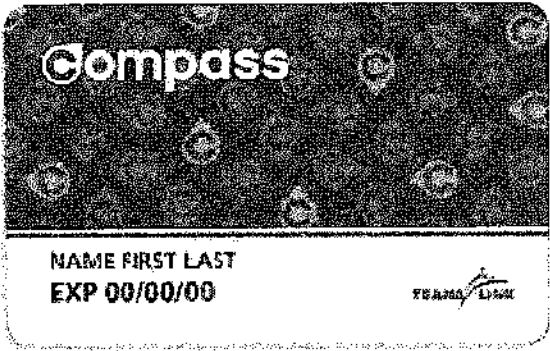
A: There are a number of steps you can take to resolve online request issues:

- Always launch the online request form from the website. Downloaded copies will cause errors
- Allow pop-ups from the BC Bus Pass Program website
- Make sure you are running Adobe Acrobat version 9 or newer. You can download the latest version of [Adobe Acrobat](#) for free
- Make sure you only have one version of Adobe Reader on your computer. For security reasons, non-Adobe PDF readers are not compatible with this form
- If your session is open for longer than 30 minutes, the form will automatically clear. Please re-launch the form from the website if this happens
- Try deleting the cookies and clearing your web browser cache
- Try closing your web browser and then launch the online request form again
- Try restarting your computer and then launch the online request form again
- If you are not successful at submitting your request online, please [email](#) or [phone](#) the BC Bus Pass Program

Right Hand Sidebar:

*see [gov.bc.ca Web Style Guide Formatting: Right Column Boxes](#) for more details.

Promo Box	
Heading (max 40 characters)	Service Advisory

<p>Image (browse to assets)</p>	<div data-bbox="483 209 1029 559"></div> <div data-bbox="475 564 1349 594">/cmslite/assets/asset/download/B2F395135A4D48D1AD911890FDE8E492</div>
<p>Text (max 300 characters)</p>	<p>All BC Bus Pass Program clients who currently hold held a BC Transit card will received a new Compass Card in early April to replace their existing-original bus pass card.</p> <p>This was simply a card change and will <u>does</u> not affect your ability to access public transit. The cards are being <u>were</u> replaced at no cost to the client.</p> <p>This change is being <u>was</u> made so that everyone with an annual BC Bus Pass will <u>would</u> have continued access to travel in TransLink and BC Transit areas.</p> <p>The new Compass Card is ready to use immediately for both BC Transit and TransLink service areas and is valid until December 31, 2016. Clients do not need to activate the card, it has already been activated.</p> <p>The existing-original annual bus pass cards will-expired on April 16, 2016 and can no longer be used to access transit.</p> <p>There is no change to the renewal process for the annual bus pass. BC bus pass clients will receive their renewal package in late summer 2016.</p>

Evans Locker, Ann SDSI:EX

Subject:	Bus Pass Return/Cancellation Process and Comm Plan
Location:	Online & Conf Call s.17
Start:	Mon 2016-04-18 1:00 PM
End:	Mon 2016-04-18 1:30 PM
Show Time As:	Tentative
Recurrence:	(none)
Meeting Status:	Not yet responded
Organizer:	Archer, Terri SDSI:EX
Required Attendees:	LaHue, Anita SDSI:EX; Ruel, Janis M SDSI:EX; MacLean, Amber SDSI:EX; Receveur, Cameron SDSI:EX; Kelly, Georgina SDSI:EX
Optional Attendees:	Fieltsch, Raymond SDSI:EX

Working group meeting to nail down the process for bus pass cancellations and comm plan details:

- **Process for bus pass cancellations** (renewal process remains status quo)
- **Stakeholder notification** – timing and requirements:
 - Clients (i.e. letter?, IVR msg)
 - Advocates, MLA/CAs, and community partners (i.e. MFSC, geo calls, email via CRSQs)
 - Staff (Field Comm – ETA is Thurs. April 21st)
- **Update to FAQs** – Bus Pass website (and PWD Rate Increase FAQs?)

Mainly conf call discussion, no worries if you can't join online.

Join online meeting

s.17

First online meeting?

Moderator ID: 91421578

Evans Locker, Ann SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Wednesday, April 27, 2016 12:28 PM
To: Fieltsch, Raymond SDSI:EX
Subject: Bus Pass updates and documents
Attachments: Bus Pass - Compass Card client letter (Approved FINAL).pdf; TransLink Insert - (Final).pdf; Letter to PWD 2016 FINAL.DOCX

Hi Raymond, as requested...

Attached is the Bus Pass/Compass Card letter that was sent to clients (17,711 of them) March 24/29th, and the TransLink Insert that was to accompany the Compass Card in follow up.

Stacey (RIPD) also requested the original PWD rate increase letter (for context) so I have attached that letter also. (It was sent to 93,394 PWD clients Feb 25/26).

Here is a timeline for the external communications regarding opting out etc.

- **Website updates** – target is ASAP - April 28 ideally but may be to May 3rd: Includes [Bus Pass Program](#), [Bus Pass FAQs](#), [Disability Assistance Rate Increase webpage and FAQs](#).
- **Client letter** – in progress, target for distribution is end of May/first week of June
- **External stakeholder notice** – target distribution is early May (first week)
- **IVR messaging** – early May advising of letter and highlights

A Field Communication has been drafted and will be distributed to staff soon in alignment with the website updates.

Please let me know if you and/or Debi require anything further. Thank you.

Terri Archer, MA | **Stakeholder Relations & Engagement**
Senior Manager, Strategic Transformation Branch
Ministry of Social Development and Social Innovation
SERVICE DELIVERY DIVISION
(250) 356-6718



Where ideas work



Page 047

Withheld pursuant to/removed as

NR

Page 048

Withheld pursuant to/removed as

Dear Client,

This letter is to inform you of the rate increase announced in the Budget on February 16, 2016.

Beginning September 1, 2016, all clients who have the Persons with Disabilities Designation will receive a monthly rate increase to use as you choose. Your options are as follows:

- 1) If you don't receive a subsidized annual bus pass or the Special Transportation Subsidy, then you will receive a \$77 monthly rate increase to spend as you choose.
- 2) If you already have a subsidized annual bus pass you have the option of keeping that bus pass and receiving a rate increase of \$25 per month. If you choose this option, you will receive a 2017 BC Bus Pass renewal notification in late summer, 2016. There has been no change to the application process.
- 3) If you are a PWD client receiving the Special Transportation Subsidy (STS) worth \$66 per month, you will receive an STS payment of \$329 in April to cover the April to August 2016 time period. Starting in September, you will automatically receive a monthly rate increase of \$77, which includes the STS and an additional \$11 a month rate increase.

If you have any questions, please contact the ministry at 1-866-866-0800.

Disability Assistance Rate Increases

CURRENT UNEVEN RATES		NEW EVEN RATES**	
	TOTAL (Monthly Benefits with Transportation Supports)	Rate Increase (Monthly)	NEW TOTAL (Monthly Benefits)
Clients with no Transportation Subsidy (45,000 people on disability assistance do not receive any form of transportation subsidy)	\$906	\$77	\$983
BC Bus Pass Holder* (35,000 people currently receive a subsidized annual bus pass)	\$958	\$25	\$983 ((\$93) plus \$52 for annual subsidized bus pass, paid by the Ministry)
Special Transportation Subsidy Client (20,000 people receive this subsidy)	\$972	\$11	\$983 (Includes the \$15 amount)

*BC Bus Pass Holders currently pay an annual \$45 administration fee. They will continue to pay the \$45 administration fee.

** (Effective September 1, 2016)

SUMMARY OF THE RATE INCREASE EFFECTIVE SEPTEMBER 2016 FOR EACH DIFFERENT GROUP:

- The 45,000 people who do not receive transportation supports will realize the full \$77 increase to their monthly cheque.
- People on disability assistance who access a subsidized annual bus pass will see an increase of \$25 per month.
- Those who get the Special Transportation Subsidy will still receive that financial support on a monthly basis rather than as an annual payment, plus an additional \$11 per month, totalling \$77 per month.

Evans Locker, Ann SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Tuesday, May 31, 2016 12:19 PM
To: Leslie, Sean GCPE:EX
Subject: Comm Plan PWD Rate Increase V3
Attachments: Comm Plan PWD Rate Increase V3.docx

Hi Sean, I made some recommended edits for your review. Let me know if you have any questions or concerns. Thanks.

Terri

Terri Archer, MA | Stakeholder Relations & Engagement
Manager, Strategic Transformation Branch
Ministry of Social Development and Social Innovation
SERVICE DELIVERY DIVISION
(250) 356-6718

NDI/ TOP WORK UNIT

Page 052 to/à Page 056

Withheld pursuant to/removed as

s.13

Evans Locker, Ann SDSI:EX

From: Ruel, Janis M SDSI:EX
Sent: Friday, May 6, 2016 8:38 AM
To: Archer, Terri SDSI:EX
Subject: For Terri to Book RE: Bus Pass Communication Plan June Updates - Bus Pass Program Staff Consults and Edits
Attachments: Bus Pass Communication Plan June Updates - Bus Pass Program Staff Consults and Edits.ics

Hi Terri, I'm not sure if this meeting is needed today. I thought I would send the time and information along for you to send a new invite under your name so that the technology will work for sharing if we do. Thank you, Janis

Evans Locker, Ann SDSI:EX

Subject: Bus Pass Communication Plan June Updates – Bus Pass Program Staff Consults and Edits
Location: On Line Meeting Dial in s.17 Participant ID s.17 - no Audio
Start: Fri 2016-05-06 3:30 PM
End: Fri 2016-05-06 4:00 PM
Show Time As: Tentative
Recurrence: (none)
Meeting Status: Not yet responded
Organizer: Ruel, Janis M SDSI:EX

Hi All, since we have been given more time for final drafts for approval of documents we agreed to continue meeting next week with Terri leading us through the editing. Please use the Conference Call numbers on the location line in this invite for our meetings and the on-line meeting link no audio. The link to join the on-line meeting is at the bottom of this invite. Thank you, Janis

Continue to review documents for final drafts - FAQs Documents (Opting out and returning Bus Passes) Bus Pass and PWD Rate increase

- 1. FAQ for Transportation – BC Bus Pass – Bus Pass FAQ’s – Questions and Answers
- 2. Disability Assistance Rate Increase FAQs – Questions and Answers
- 3. Review Client BC Bus Pass Letters for June update Translink and BC Transit on the opting out procedures for returning Bus Passes
- 4. Review Communication Plan and update as needed

Continue to review Key Messages for final drafts -- New June Key Messages for Internal for staff and external for Stakeholders (agencies and families) that assist our bus pass clients with the view of Opting out and returning Bus Passes

Join online meeting

s.17

Join by Phone

Local - Victoria: +s.17

Local - S.17

Local - Vancouver: - S.17

Toll-Free: S.17

[Find a local number](#)

Conference ID: S.17

[Forgot your dial-in PIN?](#) | [First online meeting?](#)



Evans Locker, Ann SDSI:EX

From: Fieltsch, Raymond SDSI:EX
Sent: Tuesday, May 10, 2016 9:20 AM
To: Archer, Terri SDSI:EX; Jensen, Dana SDSI:EX
Subject: FW: BCBP Client Letter(V2)
Attachments: BCBP Client Letter(V2).docx

Importance: High

Hi Terri and Dana,

Can we provide this to the CLBC Editorial Board? I'm wondering if you have contact information. I know the CLBC representative was Jessica (Self advocate manager?) in Courtenay but I can't remember her last name.

Raymond

From: Leslie, Sean GCPE:EX
Sent: Monday, May 9, 2016 3:06 PM
To: Archer, Terri SDSI:EX
Cc: Fieltsch, Raymond SDSI:EX; Jensen, Dana SDSI:EX; MacLean, Amber SDSI:EX; Fillion, Corinna GCPE:EX; Anderson, Maryann GCPE:EX
Subject: BCBP Client Letter(V2)

Hi Terri, we've made a few edits to the client letter-please see attached.
Thanks and cheers.

Sean Leslie
Senior Public Affairs Officer
Ministry of Social Development and Social Innovation
(250) 356-1670(o)
(250) 893-4403(m)

Page 061 to/à Page 062

Withheld pursuant to/removed as

s.13

Evans Locker, Ann SDSI:EX

From: Craigie, Shelly M SDSI:EX
Sent: Thursday, April 21, 2016 12:52 PM
To: Archer, Terri SDSI:EX
Subject: FW: Bus Pass as requested

From: Craigie, Shelly M SDSI:EX
Sent: Wednesday, March 23, 2016 11:02 AM
To: Jensen, Dana SDSI:EX
Cc: MacLean, Amber SDSI:EX; Lewke, Sandy L SDSI:EX
Subject: Bus Pass as requested

Hi Dana, as per our discussion on Monday with regards to the transition period for bus pass clients wanting to return their pass. I recommend if a client contacts the Ministry prior to August 19th the EAW creates a service request of the type Bus Pass, Sub type Cancellation with a due date of July 25th. This is when the Sept benefit plan will be available and the worker can then make the systems change. We just need to advise workers on this and bus pass so they leave those SR types for the field. This will allow us to do a query at any time to determine how many requests we have received.

Shelly Craigie | Manager, Business Modernization, STB | SDSI | Desk (250) 387-0968 Mobile (250) 507-7208
| Shelly.Craigie@gov.bc.ca

Evans Locker, Ann SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Monday, April 25, 2016 2:24 PM
To: Ruel, Janis M SDSI:EX
Subject: FW: BUS pass FAQs april
Attachments: BUS pass FAQs april.docx

These appear to be drafts for communications outside of the FAQs. I'm not seeing FAQs. We can work on this as a group this afternoon during the meeting. I can propose a couple based on the Field Comm we developed here.

Terri

From: Dorey, Terri SDSI:EX
Sent: Monday, April 25, 2016 1:55 PM
To: Aco, Myleen SDSI:EX; Ruel, Janis M SDSI:EX; Archer, Terri SDSI:EX
Cc: Kelly, Georgina SDSI:EX; Jones, Stacey L SDSI:EX
Subject: BUS pass FAQs april

Hi there,
Should have sent to all

Thanks
Terri

Clients/Stakeholders

Please continue to use your Annual Bus Pass, you have paid to use it for the 2016 year. Please do not send in your 2016 bus pass at this time. SDSI will send further communication as to when your pass will need to be cancelled if you would like to receive the \$52 benefit instead

Please contact The Bus Pass program at 1866, online request, fax, mail and email. (DATE NEEDED)

Staff:

Please advise clients and advocates clients are to continue using their bus pass. Clients have paid for these and they are not to be cancelled at this time. Please encourage clients not to send back the pass at this time.

Evans Locker, Ann SDSI:EX

From: Craigie, Shelly M SDSI:EX
Sent: Thursday, April 21, 2016 12:51 PM
To: Archer, Terri SDSI:EX
Subject: FW: Bus Pass returns

From: MacLean, Amber SDSI:EX
Sent: Thursday, April 21, 2016 12:50 PM
To: Craigie, Shelly M SDSI:EX
Cc: McCrae, Aura SDSI:EX
Subject: Re: Bus Pass returns

Thanks for the heads-up. I am cc'ing Terri as she and I are meeting Friday, and we may need to adjust the comm plan for this specific scenario. The current plan is to update website and send staff field comm. To your point re SR, Cameron has been a great help in outlining more specifics and there was a lot a lot of discussion on this at all levels of the project in the last week. We are planning to share a specific process for staff closer to a June client mailout. But again, Terri and I will discuss tomorrow.

From: Craigie, Shelly M SDSI:EX
Sent: Thursday, April 21, 2016 12:42 PM
To: MacLean, Amber SDSI:EX
Cc: McCrae, Aura SDSI:EX
Subject: Bus Pass returns

Hi Amber, it came to my attention today that some clients are physically turning in their bus passes to local offices in anticipation of the \$52 TSA payment. The local offices are sending the passes to the bus pass program. s.22 I provided Dana with system instructions for an SR that could be created by staff for clients that wish to cancel their bus pass effective September. I checked with Aura and those instructions didn't go out. Do you know if they are going out? We need to advise workers to stop accepting bus passes as they are valid until at minimum Sept and let them know what to do instead. Thanks,

Shelly Craigie | Manager, Business Modernization, STB | SDSI | Desk (250) 387-0968 Mobile (250) 507-7208
| Shelly.Craigie@gov.bc.ca

Evans Locker, Ann SDSI:EX

From: Ruel, Janis M SDSI:EX
Sent: Wednesday, April 27, 2016 3:07 PM
To: Archer, Terri SDSI:EX
Subject: FW: ETA update Apr 28 - Public Transit Buses Taxis and Limousines - Reduced-Cost Annual Bus Pass... - URGENT update

Hi Terri, I found the email where Stacey Jones had that content update the we told Amanda about. Kimberly Johns and Maryann Anderson we involved in it too. I highlighted in yellow way down on the email chain.

Did what Stacey had for an update make its way through approvals? I never did get a copy of the Word Document they were referring to. Many people involved and copied, J

From: Archer, Terri SDSI:EX
Sent: Friday, April 22, 2016 11:18 AM
To: SDSI Web Manager SDSI:EX; Anderson, Maryann GCPE:EX; Johns, Kimberlee SDSI:EX; Cross, Elaine SDSI:EX
Cc: Dorey, Terri SDSI:EX; Aco, Myleen SDSI:EX; Kelly, Georgina SDSI:EX; MacLean, Amber SDSI:EX; LaHue, Anita SDSI:EX; Ruel, Janis M SDSI:EX; Jones, Stacey L SDSI:EX
Subject: ETA update Apr 28 - Public Transit Buses Taxis and Limousines - Reduced-Cost Annual Bus Pass... - URGENT update

Hello all, this is a heads up that we are in the process of drafting the updates to both the Bus Pass website (and FAQs) and Disability Assistance Rate Increase website (and FAQs) and **we are shooting for April 28th (next Thursday) to have this information approved and uploaded.**

The Apr 28 public info update links to the Field Comm that will go out to staff that day also.

The client letters (two versions – TransLink and non-TransLink) are also being drafted with an ETA of mid-May to get to BC Mail Plus for distribution by the week of May 30th.

We know we need to get info out to clients and the public to let them know about opting out of the Bus Pass. Details are being worked out.

Terri Archer, MA | Stakeholder Relations & Engagement
Manager, Strategic Transformation Branch
Ministry of Social Development and Social Innovation
SERVICE DELIVERY DIVISION
(250) 356-6718

From: SDSI Web Manager SDSI:EX
Sent: Tuesday, April 19, 2016 9:24 AM
To: Anderson, Maryann GCPE:EX; Archer, Terri SDSI:EX; Johns, Kimberlee SDSI:EX; LaHue, Anita SDSI:EX; Jones, Stacey L SDSI:EX
Cc: Cross, Elaine SDSI:EX; Dorey, Terri SDSI:EX; Aco, Myleen SDSI:EX; Kelly, Georgina SDSI:EX; MacLean, Amber SDSI:EX; SDSI Web Manager SDSI:EX
Subject: RE: Public Transit Buses Taxis and Limousines - Reduced-Cost Annual Bus Pass... - URGENT

Attached are the Bus Pass and Bus Pass FAQs pages for the content currently on the public website.

Thanks,

Maxine

Maxine Tobin
Communications Analyst
T: (604) 344-0303 (Powell River)

From: Anderson, Maryann GCPE:EX
Sent: Tuesday, April 19, 2016 9:04 AM
To: Archer, Terri SDSI:EX; Johns, Kimberlee SDSI:EX; LaHue, Anita SDSI:EX; Jones, Stacey L SDSI:EX
Cc: Cross, Elaine SDSI:EX; Dorey, Terri SDSI:EX; Aco, Myleen SDSI:EX; Kelly, Georgina SDSI:EX; MacLean, Amber SDSI:EX; SDSI Web Manager SDSI:EX
Subject: RE: Public Transit Buses Taxis and Limousines - Reduced-Cost Annual Bus Pass... - URGENT

Hi Kimberlee,
Can you please send us the archived page from the old site. It would be helpful for me to have that content as we move forward on the new pages.

Thanks
Maryann

From: Archer, Terri SDSI:EX
Sent: Tuesday, April 19, 2016 8:48 AM
To: Johns, Kimberlee SDSI:EX; LaHue, Anita SDSI:EX; Jones, Stacey L SDSI:EX
Cc: Cross, Elaine SDSI:EX; Dorey, Terri SDSI:EX; Aco, Myleen SDSI:EX; Kelly, Georgina SDSI:EX; MacLean, Amber SDSI:EX; Anderson, Maryann GCPE:EX; SDSI Web Manager SDSI:EX
Subject: RE: Public Transit Buses Taxis and Limousines - Reduced-Cost Annual Bus Pass... - URGENT

We are in the process of drafting some updates to the FAQs and will be requesting a new Service Advisory regarding bus pass opt outs so we will fit this into that change. I will keep this group posted and there will be all the required reviews and approvals as per usual.

Thanks all. Stacey, I will reconnect with you to fit in this change.

Terri Archer
Manager, Stakeholder Relations & Engagement
Strategic Transformation Branch
Service Delivery Division (SDD)
Ministry of Social Development and Social Innovation
(250) 356-6718

From: Johns, Kimberlee SDSI:EX
Sent: Tuesday, April 19, 2016 8:43 AM
To: LaHue, Anita SDSI:EX; Jones, Stacey L SDSI:EX
Cc: Cross, Elaine SDSI:EX; Dorey, Terri SDSI:EX; Aco, Myleen SDSI:EX; Kelly, Georgina SDSI:EX; Archer, Terri SDSI:EX; MacLean, Amber SDSI:EX; Anderson, Maryann GCPE:EX; SDSI Web Manager SDSI:EX
Subject: RE: Public Transit Buses Taxis and Limousines - Reduced-Cost Annual Bus Pass... - URGENT

Hi, Anita and Stacey

The draft Word document content that we originally drafted (and that you attached) was not approved by strategic transformation and GCPE, and so that is why the content was not posted. The content that is posted now was approved and ported onto the new site. I'm happy to have my team work on updating it, per your request below; however, my understanding is that we have been advised NOT to make changes to this page that differ from the original website. Perhaps you could weigh in Terri/Maryann?

In a scan of the FAQs, it looks like payment information is included here:

<http://www2.gov.bc.ca/gov/content/transportation/passenger-travel/buses-taxis-limos/bus-pass/bus-pass-faq#01-06>

As I mentioned, we are happy to work on updating the bus pass page; however, given the previous direction was not to alter it, we will need the okay from Terri and Maryann at this point. If they are both now okay with us altering and adding to the page, then we can start work on it.

Thank you,
Kim

Kimberlee Johns | Manager, Corporate Communications
Phone: 1-250-619-6679 (Nanaimo) | Kimberlee.Johns@gov.bc.ca

From: LaHue, Anita SDSI:EX
Sent: Monday, April 18, 2016 5:11 PM
To: Jones, Stacey L SDSI:EX; Johns, Kimberlee SDSI:EX
Cc: Cross, Elaine SDSI:EX; Dorey, Terri SDSI:EX; Aco, Myleen SDSI:EX; Kelly, Georgina SDSI:EX; Archer, Terri SDSI:EX; MacLean, Amber SDSI:EX
Subject: RE: Public Transit Buses Taxis and Limousines - Reduced-Cost Annual Bus Pass... - URGENT

How quickly can this be updated? I see the draft document does show how to pay, but the website does not. I wonder if that is just an oversight?

What other approvals do you need to move this forward quickly?

Thanks

Anita Pangborne-LaHue

Director
Performance Management, Contracts and Community Relations
Operations Support, Service Delivery Division
Phone #: 1-250-739-6603
Cell #: 1-250-667-4171

From: Jones, Stacey L SDSI:EX
Sent: Monday, April 18, 2016 4:35 PM
To: Johns, Kimberlee SDSI:EX
Cc: Cross, Elaine SDSI:EX; Dorey, Terri SDSI:EX; LaHue, Anita SDSI:EX; Aco, Myleen SDSI:EX; Kelly, Georgina SDSI:EX
Subject: RE: Public Transit Buses Taxis and Limousines - Reduced-Cost Annual Bus Pass... - URGENT

Hi Kimberlee:

Thank you for the update.

My concern is that the content that is on the website currently is incomplete for example there is no information about how clients make their payment to the bus pass program

The information that is located live on the net at this link
<http://www2.gov.bc.ca/gov/content/transportation/passenger-travel/buses-taxis-limos/bus-pass> needs to be updated to include payment details, the other mailing address that is missing etc.

Can someone on your team review what is live on the internet against what is on the word document attached so that we can capture the omissions and get them on there ASAP.

Thank you.
Stacey

From: Johns, Kimberlee SDSI:EX
Sent: Monday, April 18, 2016 3:17 PM
To: Jones, Stacey L SDSI:EX
Cc: Cross, Elaine SDSI:EX; Dorey, Terri SDSI:EX; LaHue, Anita SDSI:EX; Aco, Myleen SDSI:EX; Kelly, Georgina SDSI:EX
Subject: FW: Public Transit Buses Taxis and Limousines - Reduced-Cost Annual Bus Pass... - URGENT

Hi, Stacey

In the weeks leading up to the content migration on March 31, the bus pass content underwent some major shifts. The bulk of the content was ported over as close as possible to the existing content from the old website, to create as little of a disruption for clients as possible. Essentially, the version that you saw from Ceara came back (from Terri Archer and Maryann Anderson, I believe) as unapproved, with the request for us to port over the info from the old website as is, though with a few additions. Please see the attached emails on this regarding the change in direction and the approvals.

Please let me know if you have any additional questions. Happy to discuss further.

Thanks,
Kim

Kimberlee Johns | Manager, Corporate Communications
Phone: 1-250-619-6679 (Nanaimo) | Kimberlee.Johns@gov.bc.ca

From: "Jones, Stacey L SDSI:EX" <Stacey.Jones@gov.bc.ca>
Date: Thursday, April 14, 2016 at 12:12 PM
To: Ceara Lornie <Ceara.1.Lornie@gov.bc.ca>
Cc: "Dorey, Terri SDSI:EX" <Terri.Dorey@gov.bc.ca>, "LaHue, Anita SDSI:EX" <Anita.LaHue@gov.bc.ca>, "Jones, Stacey L SDSI:EX" <Stacey.Jones@gov.bc.ca>, "Aco, Myleen SDSI:EX" <Myleen.Aco@gov.bc.ca>, "Kelly, Georgina SDSI:EX" <Georgina.Kelly@gov.bc.ca>
Subject: Public Transit Buses Taxis and Limousines - Reduced-Cost Annual Bus Pass... - URGENT

Hello Ceara:

Today I had to look at the outward facing information on our website about the bus pass program and have some concerns.

The information in the attached document is not what is currently on the website.

There is NO payment information for clients which is a huge issue and the payment address is missing from the website.

Can someone please confirm for me what information was approved as it will need to be reviewed and updated.

Thank you.

Stacey

Evans Locker, Ann SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Thursday, May 12, 2016 1:09 PM
To: Jensen, Dana SDSI:EX; MacLean, Amber SDSI:EX; Craigie, Shelly M SDSI:EX
Subject: Fw: revised BC Bus Pass Client Letter(V3-RIPD)_May11 (2)
Attachments: BC Bus Pass Client Letter(V3-RIPD)_May11 (2).docx

Thoughts? Stacey revised the draft letter in plain language etc.

Will STS be included?

Sent from my BlackBerry 10 smartphone on the Rogers network.

From: McGaghey Jones, Stacey SDSI:EX <Stacey.McGagheyJones@gov.bc.ca>
Sent: Thursday, May 12, 2016 12:50 PM
To: Ross, Ian SDSI:EX; Fieltch, Raymond SDSI:EX; Archer, Terri SDSI:EX
Subject: revised BC Bus Pass Client Letter(V3-RIPD)_May11 (2)

Hi here is a revised letter. I removed reference to the admin fee and renewal process for now. If this is going to folks who used to get STS then we should think about adding a messaging to them.

Page 073

Withheld pursuant to/removed as

s.13

Evans Locker, Ann SDSI:EX

From: Ruel, Janis M SDSI:EX
Sent: Wednesday, April 6, 2016 4:29 PM
To: Jensen, Dana SDSI:EX; LaHue, Anita SDSI:EX; Archer, Terri SDSI:EX
Cc: Lofthouse, Jean C SDSI:EX
Subject: MLA/CA Client Bus Pass Question -- RicohScan - Call to Client - Referring to Policy
Attachments: 20160406131155.pdf

Hi Dana, Anita, and Terri. This client is going to decline the bus pass and take the \$ 77.00. He is wondering if he will be reimbursed for Sept 1st to Dec 31st. I checked the Q&A's and could not see this scenario. s.22 but Jean is covering tomorrow if there is an answer. Thank you, Janis

From: Ruel, Janis M SDSI:EX
Sent: Wednesday, April 6, 2016 4:25 PM
To: Evans Locker, Ann SDSI:EX; Russ, Maxine SDSI:EX
Cc: Lofthouse, Jean C SDSI:EX
Subject: FW: RicohScan - Call to Client - Referring to Policy

Hi Ann, I have still not been able to reach the client. I went into ICM and reviewed this case. The client did have the process explained to him. His question is one that has not been worked out in policy yet when it comes to procedures. I will send on to Anita, Terri, and Dana. They are tracking the different questions that come in. At this point he has been advised to call the Bus Pass Program in August which is correct and more of the policies and procedures worked out.

Question for Policy Q&A's

He also has concerns over the fact he purchased his bus pass in Sep for Jan 1st-Dec 31st 2016, and now with new legislation, it will not be valid after Sept. 1st. He is wondering what is happening with the money that he spent for the pass for the whole year. Will he be reimbursed for Sep1st- Dec 31st? He will not be renewing his pass again once it expires, but feels that it should be valid until Dec. 31st.

ICM Comment April 6, 2016 at 1:09pm

Call from client, states is concerned about BC Transit card expiring and not wanting to activate compass card, states if he activates compass card he will not receive the \$77 increase in Sept for PWD clients. Advised compass card was issued to replace BC Transit card so that he can use card in anywhere in the Province. Advised to call back in August if he wants to cancel bus pass in order to receive \$77 increase in Sept, otherwise increase would be \$25 per month. Client states he understands.

From: Ruel, Janis M SDSI:EX
Sent: Wednesday, April 6, 2016 4:00 PM
To: Evans Locker, Ann SDSI:EX
Cc: Russ, Maxine SDSI:EX; Lofthouse, Jean C SDSI:EX
Subject: RE: RicohScan - Call to Client

Hi Ann, I tried to call him 2x and there is no answer. I s.22
Lofthouse to try him tomorrow if I don't get him by the end of the day, Janis

will ask s.22 Jean

I've attached the information that I was going to reference for the call below.

Client Insert -- An information insert⁹ will be included by TransLink with the new Compass Card that will be mailed to affected clients early April

<https://theloop.gov.bc.ca/sdd/Documents/Knowledge%20Link/Strategic%20Transformation/Client-and-Stakeholder-Notifications/TransLink%20Insert.pdf>

March 21, 2016 information on the LOOP is below

<https://theloop.gov.bc.ca/sdd/Pages/Internal-External-Communications.aspx>

From: Evans Locker, Ann SDSI:EX
Sent: Wednesday, April 6, 2016 3:45 PM
To: Ruel, Janis M SDSI:EX
Cc: Russ, Maxine SDSI:EX
Subject: FW: RicohScan

Hi Janis,

Can you contact s.22 and update him?

Thanks,
Ann

Ann Evans Locker
A/Manager | Strategic Issues
Assistant Deputy Minister's Office | Service Delivery Division
Ministry of Social Development and Social Innovation
Victoria, British Columbia
Phone: 250 387-3598
Mobile: 250-893-2338

From: MacMillan, Karen SDSI:EX
Sent: Wednesday, April 6, 2016 2:09 PM
To: Evans Locker, Ann SDSI:EX; Russ, Maxine SDSI:EX
Subject: FW: RicohScan

I have explained this is about the replacement by the Compass Card. The MO would like someone to call the client and explain.

From: Blake, Kristen SDSI:EX
Sent: Wednesday, April 6, 2016 2:00 PM
To: MacMillan, Karen SDSI:EX
Subject: FW: RicohScan

Hello Karen,

Can you please look into this?

Thanks,
Kristen

From: Yaron, Gillian [<mailto:Gillian.Yaron@leg.bc.ca>]
Sent: Wednesday, April 6, 2016 1:33 PM
To: Blake, Kristen SDSI:EX
Subject: FW: RicohScan

Hi Kristen,

Wondering if you could help me with this....

Just as I thought I started to understand the Bus Pass program I get thrown a curve ball!

s.22

This constit just received a letter today from SDSI saying his current bus pass he bought in Jan is no longer valid as of April 16th. And he has no idea why?

He also has concerns over the fact he purchased his bus pass in Sep for Jan 1st-Dec 31st 2016, and now with new legislation, it will not be valid after Sept. 1st. He is wondering what is happening with the money that he spent for the pass for the whole year. Will he be reimbursed for Sep1st- Dec 31st?? He will not be renewing his pass again once it expires, but feels that it should be valid until Dec. 31st.

Wondering if you could provide some information? Or have staff connect with him directly to explain the situation?

Gill Yaron Constituency Assistant

Terry Lake, MLA Kamloops – North Thompson
Minister of Health

Email: Gillian.yaron@leg.bc.ca

Phone#: 250-554-5413 Fax #250-554-5417

Toll Free #: 1-888-299-0805

Website: terrylakemla.bc.ca

From: ricohmfd@leg.bc.ca [mailto:ricohmfd@leg.bc.ca]

Sent: April 6, 2016 1:12 PM

To: Yaron, Gillian <Gillian.Yaron@leg.bc.ca>

Subject: RicohScan

Page 077

Withheld pursuant to/removed as

s.22

Evans Locker, Ann SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Tuesday, May 31, 2016 4:58 PM
To: Craigie, Shelly M SDSI:EX (shelly.craigie@gov.bc.ca)
Subject: MYSS wording re: Bus Pass (collective feedback)

Hi Shelly, I have included feedback from me, Stacey (RIPD) and Chelsea (policy) in the chain below so it's all in one place. My question is will the wording need to change post pending announcement on the bus pass?

Terri Archer, MA | Stakeholder Relations & Engagement
Manager, Strategic Transformation Branch
Ministry of Social Development and Social Innovation
SERVICE DELIVERY DIVISION
(250) 356-6718

From: McGaghey Jones, Stacey SDSI:EX **Sent:** Tuesday, May 31, 2016 3:58 PM **To:** Archer, Terri SDSI:EX
Subject: RE: MYSS wording re: Bus Pass

Thanks. Is there a way for the system to tell people when they will get the \$52 if they don't want bus pass? I agree with the comment by the other staff member but wondering if we can make it more clear.

From: Archer, Terri SDSI:EX **Sent:** Tuesday, May 31, 2016 1:33 PM **To:** McGaghey Jones, Stacey SDSI:EX
Subject: MYSS wording re: Bus Pass

Hi Stacey, we have others looking at this also but thought I'd give you a chance to chime in too. Any suggested edits for this My Self Serve wording?

2.1.1 – Confirmation Page

Your Bus Pass Application Service Request for "NAME" has been created. Once this request has been submitted and processed, a monthly bus pass will be issued effective "INSERT DATE (month/year) - IS TO BE CALCULATED BY THE SYSTEM". By applying for a bus pass, you will no longer receive the Transportation Support Allowance effective that month.

2.2.1 – Confirmation page

Your Bus Pass Cancellation Service Request for "NAME" has been created. Once this request has been submitted and processed, your monthly bus pass will be cancelled effective "INSERT DATE (month/year) – IS TO BE CALCULATED BY THE SYSTEM" and you will begin to receive Transportation Support Allowance effective that month.

Terri Archer, MA | Stakeholder Relations & Engagement
Manager, Strategic Transformation Branch
Ministry of Social Development and Social Innovation
SERVICE DELIVERY DIVISION
(250) 356-6718

From: Bowen, Chelsea SDSI:EX
Sent: Tuesday, May 31, 2016 1:04 PM
To: Craigie, Shelly M SDSI:EX; Archer, Terri SDSI:EX
Cc: Pendergast, Shannon M SDSI:EX
Subject: MYSS wording

Hi Shelly,

I have two minor comments. Technically the bus pass is the TSA, as well as the \$52 cash, so we should refer to the TSA of \$52 whenever possible.

Thank you,
Chelsea

TSA – Transportation support allowance

From: Craigie, Shelly M SDSI:EX
Sent: Tuesday, May 31, 2016 12:10 PM
To: Bowen, Chelsea SDSI:EX; Archer, Terri SDSI:EX
Subject: FW: MySS and OPC Updated FDD - Wording Provided by the Business
Importance: High

Hi Chelsea & Terri, can you please have a look at this wording? It's for the MYSS client initiated SR's, and follows the standard wording already approved for other services.

From: Sharma, Lalita K SDSI:EX
Sent: Thursday, May 26, 2016 9:24 AM
To: Craigie, Shelly M SDSI:EX; Laws, Stephen SDSI:EX; Hall, Sharlene SDSI:EX
Cc: Bhardwaj, Prashant SDSI:EX; Hoey, Marlene SDSI:EX; Muraro, Yvonne T SDSI:EX
Subject: RE: MySS and OPC Updated FDD - Wording Provided by the Business
Importance: High

Hi Everyone,

Here's the 'wording' provided by the business (Marlene Approved). Shelly, Marlene would like you to review and provide your input as well.

Thanks, Lalita

From: Craigie, Shelly M SDSI:EX
Sent: Tuesday, May 24, 2016 11:49 AM
To: Sharma, Lalita K SDSI:EX; Laws, Stephen SDSI:EX; Hall, Sharlene SDSI:EX
Cc: Bhardwaj, Prashant SDSI:EX
Subject: RE: MySS and OPC Updated FDD

I would like the MYSS team to submit the wording so it's consistent with the wording used throughout.

From: Sharma, Lalita K SDSI:EX
Sent: Tuesday, May 24, 2016 11:09 AM
To: Laws, Stephen SDSI:EX; Hall, Sharlene SDSI:EX
Cc: Craigie, Shelly M SDSI:EX; Bhardwaj, Prashant SDSI:EX
Subject: RE: MySS and OPC Updated FDD

Fyi – we are working on the wording, when is this is due?

From: Laws, Stephen SDSI:EX
Sent: Tuesday, May 24, 2016 11:07 AM
To: Sharma, Lalita K SDSI:EX; Hall, Sharlene SDSI:EX
Cc: Craigie, Shelly M SDSI:EX; Bhardwaj, Prashant SDSI:EX
Subject: MySS and OPC Updated FDD

Hi Lalita, Sharlene,

The FDD has been updated to include the latest OPC changes and includes a question from Shelly which Lalita will take to the business (wording).

Sharlene, can you get confirmation that the OPC section is signed off? Once I have that I will send to Yvonne for final approval and will update my development accordingly.

Thanks

Evans Locker, Ann SDSI:EX

From: Ruel, Janis M SDSI:EX
Sent: Monday, April 25, 2016 12:27 PM
To: Archer, Terri SDSI:EX; MacLean, Amber SDSI:EX
Subject: Please Review RE: Approvals for Messaging: Bus Pass returns

This is an FYI, on communications between Georgina, Anita, and myself. It has some prioritizing of what needs to be done by who and when. I don't really know what the decision making structure is for this June update. Yet I did offer some feedback, thank you, Janis

From: Kelly, Georgina SDSI:EX
Sent: Monday, April 25, 2016 9:29 AM
To: Ruel, Janis M SDSI:EX; LaHue, Anita SDSI:EX
Subject: RE: Please Review RE: Approvals for Messaging: Bus Pass returns

I agree with the priorities.

Georgina Kelly
Manager, Field Services
Provincial Contact Centre (PCC)
Regional Services Division
Social Development and
Social Innovation
C:604-617-6457

From: Ruel, Janis M SDSI:EX
Sent: Saturday, April 23, 2016 8:42 AM
To: LaHue, Anita SDSI:EX
Cc: Kelly, Georgina SDSI:EX
Subject: Please Review RE: Approvals for Messaging: Bus Pass returns

Thank you Anita, we will need some firm direction on the return vs opting out language. We have our small group established for the Communications materials that are due on Wednesday April 27th. We are meeting this coming Monday, Wednesday and Friday.

Some of the items may need to be addressed at the Design Committee. Raymond seemed to indicate that the DM and ADM wanted to use opting out. I rearranged the order and grouping so that we can focus on what is due right now with the Communications Plan.

Checking In

Please review what I have done in the body of this email and see what I have written in bold. I tried to put these issues and questions in to an order, or, priority and timeline categories to think about. I would like to see if you and Georgina agree that yellow is our 1st Priority right now. Thank you, Janis

Yellow 1-Priority Communications -- What we need to have answers to right away to meet the deadline for the communications that need to go for approvals on Wednesday April 27, 2016 for updating the FAQ's on our Website, Key Messages for Staff (Field Communication) and Stakeholder Communications, and do the June update letters for clients and stakeholders. All due next week by April 27th – April 28, 2016 at the latest.

Aqua 2-Priority Policy and Procedures -- Policy and Procedure that has not been finalized with SOPs. When finalized the FAQ's will be updated on the Website, Key Messages for Staff on Policy and Procedures SOPs (Field Communication) and Stakeholder Communications

Grey 3-Priority Policy, Procedures, and Systems -- Policy, Procedures, and Systems issues that can be addressed internally through the contracts and communicated through Policy and SOPs (I don't know what TTS is)

From: LaHue, Anita SDSI:EX
Sent: Friday, April 22, 2016 5:38 PM

To: Ruel, Janis M SDSI:EX
Cc: Kelly, Georgina SDSI:EX
Subject: RE: Approvals for Messaging: Bus Pass returns
Hi Janis, the following questions have to be answered before we can proceed much further and are going to the small group for clarification and decision:

- Return process of clients opting out – **Issue raised by Terri Archer and Amber MacLean on Friday April 22, 2016 in the morning Communications Plan meeting. The suggested response for 1st Field Communication and Key Messages to staff;**
FAQ - Do I need to return my bus pass now if I want to opt out (or, return my Bus Pass) of the Bus Pass Program for September 1, 2016?
 - **No, there is no need for Bus Pass Program clients to return their Bus Passes at this time**
- Wording around “return” vs “option out”
 - **Need a decision on this language before Wednesday April 27th**
- Clarification of cut-off date
 - **Need an answer to this for FAQs due on Wednesday April 27th. September 2016 cut off week is August 15th to August 19, 2016, we can use dates or not use dates as clients can contact any time to advise of this throughout the year to receive the full PWD Rate increase.**
 - **Clients sending in requests now can have BF’s added to their cases to cancel their bus passes during the cut off week to get the full \$ 77.00 PWD rate increase.**
- Default address
- Are we required to send each client a letter when we cancel their pass?
Policy/Legal – I don’t believe it is required - process question/answer -- Clients can create a Bus Pass SR on the Web, email, or phone the Bus Pass Program so that the record request to cancel the Bus Pass effective September 1, 2016 so that the SR/email request is recorded in ICM and attached to the Bus Pass case in an attachment.
- NFA clients process
No difference – Clients can create a Bus Pass SR on the Web, email, or phone the Bus Pass Program to request that the Bus Pass get cancelled effective September 1, 2016 record in ICM and attach SR/email to the Bus Pass case in an attachment
- NR
-
-
-
-
-
-
-

This small group will review and make recommendations to the steering committee – who will then make the decision. I have Georgina’s opinion on most of these already, so I think we are in a good position. I am surprised at Shelly’s comments below. I don’t believe we have a new SR Type – I think that the design session looked at using a sub-sub-type for these (Georgina can you comment)? Until we sort out of some these things, we really can’t finish off the communication.
Hope this helps some.
Let me know if you have any questions or need more clarification.
Thanks

Anita Pangborne-LaHue
Director
Performance Management, Contracts and Community Relations
Operations Support, Service Delivery Division
Phone #: 1-250-739-6603
Cell #: 1-250-667-4171

From: Ruel, Janis M SDSI:EX

Sent: Thursday, April 21, 2016 2:55 PM

To: LaHue, Anita SDSI:EX

Cc: Kelly, Georgina SDSI:EX

Subject: Approvals for Messaging: Bus Pass returns

Hi Anita, this is what has come through recently from Shelley Craigie to Amber Mac Lean about returns and what needs to happen ASAP you may or may not be aware:

- clients are physically turning in their bus passes to local offices in anticipation of the \$52 TSA payment.
- The local offices are sending the passes to the bus pass program.
- Shelley Craigie provided Dana with system instructions for an SR that could be created by staff for clients that wish to cancel their bus pass effective September.
 - Shelley also checked with Aura and those instructions haven't gone out. Do you know if they are going out?
- Shelley recommended that we need to advise workers to stop accepting bus passes as they are valid until at minimum Sept and let them know what to do instead.

Terri and Amber are booking a meeting for me to attend tomorrow morning on this issue (Georgina will be invited too). The Due date for the Q&A's will April 28th, and the letters that will be going to clients as an update in June (due beginning of May) will likely need to include the process for returning cards.

Just an FYI. Janis

From: Archer, Terri SDSI:EX

Sent: Thursday, April 21, 2016 1:36 PM

To: Ruel, Janis M SDSI:EX

Subject: Bus Pass returns

From: MacLean, Amber SDSI:EX

Sent: Thursday, April 21, 2016 12:50 PM

To: Craigie, Shelly M SDSI:EX

Cc: McCrae, Aura SDSI:EX

Subject: Re: Bus Pass returns

Thanks for the heads-up. I am cc'ing Terri as she and I are meeting Friday, and we may need to adjust the comm plan for this specific scenario. The current plan is to update website and send staff field comm. To your point re SR, Cameron has been a great help in outlining more specifics and there was a lot a lot of discussion on this at all levels of the project in the last week. We are planning to share a specific process for staff closer to a June client mailout. But again, Terri and I will discuss tomorrow.

From: Craigie, Shelly M SDSI:EX

Sent: Thursday, April 21, 2016 12:42 PM

To: MacLean, Amber SDSI:EX

Cc: McCrae, Aura SDSI:EX

Subject: Bus Pass returns

Hi Amber, it came to my attention today that some clients are physically turning in their bus passes to local offices in anticipation of the \$52 TSA payment. The local offices are sending the passes to the bus pass program. I provided Dana with system instructions for an SR that could be created by staff for clients that wish to cancel their bus pass effective September. I checked with Aura and those instructions haven't gone out. Do you know if they are going out? We need to advise workers to stop accepting bus passes as they are valid until at minimum Sept and let them know what to do instead. Thanks,

Shelly Craigie | Manager, Business Modernization, STB | SDSI | Desk (250) 387-0968 Mobile (250) 507-7208 |

Shelly.Craigie@gov.bc.ca

Evans Locker, Ann SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Wednesday, April 6, 2016 3:51 PM
To: SDSI PPIM Support SDSI:EX
Cc: Bandechha, Pardip SDSI:EX
Subject: PWD rate increase question

Hi David, this got frozen in my Draft folder so I'm hoping you already responded to Leah on this but if not... in consulting Policy, I'm informed that this will be dealt with in regulations so we don't have an answer just yet. We'll have more information when the regs are done (likely a few weeks).

Terri Archer
Manager, Stakeholder Relations & Engagement
Strategic Transformation Branch
Service Delivery Division (SDD)
Ministry of Social Development and Social Innovation
(250) 356-6718

From: Archer, Terri SDSI:EX **Sent:** Tuesday, March 8, 2016 9:59 AM **To:** McGaghey Jones, Stacey SDSI:EX
Subject: PWD rate increase question

Hi Stacey, we need policy clarification on a question that was raised by an advocate.

The question:
Will the PWD rate increase have an effect on the comforts allowance rate?

A ministry outreach worker notes:

- From the client letter, it appears a client who receives comforts and is a bus pass holder will be responsible for paying the \$45 administration fee.
- The confusion and concerns from community partners is that the letter indicates that the ministry is paying \$52/mth for PWD clients with a bus pass but **doesn't give any indication of the effect on long term care clients.**

Can you help answer this please. Thanks.

Terri Archer
Manager, Stakeholder Relations & Engagement
Strategic Transformation Branch
Service Delivery Division (SDD)
Ministry of Social Development and Social Innovation
(250) 356-6718

From: Bandechha, Pardip SDSI:EX **Sent:** Tuesday, March 8, 2016 9:07 AM **To:** Jensen, Dana SDSI:EX; Archer, Terri SDSI:EX
Subject: RE: PWD rate increase

Hi guys

I checked the Q&As but could not find an appropriate response. Can you help me?

From: SDSI PPIM Support SDSI:EX
Sent: Tuesday, March 8, 2016 9:04 AM
To: Campo, Leah SDSI:EX; SDSI PPIM Support SDSI:EX
Cc: Bandechha, Pardip SDSI:EX
Subject: RE: PWD rate increase

Okay, let me refer to HQ and get back to you. Hold the fort.

Hi Pardip:

I understand that you are managing the questions related to the PWD rate increase changes.

Leah has a valid question from the community and would like to know:

"I continue to get questions and I want to be sure I'm clarifying things correctly for our community partners. No increase to the comforts allowance? Clients in long term care facilities who have the bus pass will have to pay the full \$52 out of their comforts?"

Please let us know – thanks.

David Butcher, Policy & Program Implementation Manager
Strategic Transformation Branch - Service Delivery Division
Ministry of Social Development & Social Innovation
604.561.3567 | E-mail: David.Butcher@gov.bc.ca
Received this email in error? Please delete it and notify me.

From: Campo, Leah SDSI:EX
Sent: Tuesday, March 8, 2016 7:48 AM
To: SDSI PPIM Support SDSI:EX
Subject: RE: PWD rate increase

Thanks David,

What I think I can conclude from that letter is a client who receives comforts and is a bus pass holder will be responsible for paying the \$45 administration fee.

The confusion and concerns from community partners is that the letter indicates that the ministry is paying \$52/mth for PWD clients with a bus pass but doesn't give any indication of the effect on long term care clients.

Thanks,
Leah

Leah Campo
Outreach Supervisor, Local Office Services
Ministry of Social Development and Social Innovation
☎ (604) 660-1764 cell (604)910-2147
✉ 1-855-771-8741
Leah.Campo@gov.bc.ca

From: SDSI PPIM Support SDSI:EX
Sent: Monday, March 7, 2016 4:46 PM
To: Campo, Leah SDSI:EX; SDSI PPIM Support SDSI:EX
Subject: RE: PWD rate increase

Hi Leah,

I think this will help clarify things for others. Please me know if it doesn't. Thanks.

David Butcher, Policy & Program Implementation Manager
Strategic Transformation Branch - Service Delivery Division
Ministry of Social Development & Social Innovation
604.561.3567 | E-mail: David.Butcher@gov.bc.ca
Received this email in error? Please delete it and notify me.

From: Campo, Leah SDSI:EX
Sent: Wednesday, March 2, 2016 4:57 PM
To: SDSI PPIM Support SDSI:EX
Subject: Re: PWD rate increase

Thanks David, I continue to get questions and I want to be sure I'm clarifying things correctly for our community partners.

No increase to the comforts allowance. Clients in long term care facilities who have the bus pass will have to pay the full \$52 out of their comforts?

Thanks,
Leah

From: SDSI PPIM Support SDSI:EX
Sent: March-01-16 3:49 PM
To: Campo, Leah SDSI:EX; SDSI PPIM Support SDSI:EX
Subject: RE: PWD rate increase

I don't think so, as I haven't heard anything about a change in comforts.

David Butcher, Policy & Program Implementation Manager
People & Processes Operations Supports
Ministry of Social Development & Social Innovation
604.561.3567 | E-mail: David.Butcher@gov.bc.ca
Received this email in error? Please delete it and notify me.

From: Campo, Leah SDSI:EX
Sent: Thursday, February 25, 2016 10:37 AM
To: SDSI PPIM Support SDSI:EX
Subject: PWD rate increase

Will the PWD rate increase have an effect on the comforts allowance rate?

Leah Campo
Outreach Supervisor , Local Office Services
Service Delivery Division
Ministry of Social Development and Social Innovation
Surrey North Office 322
#100-13650 102 Avenue, Surrey, BC, V3T 1N6
☎ (604) 660-1764 cell (604)910-2147
📠 1-855-771-8741
Leah.Campo@gov.bc.ca

Note: The contents of this message and any attachments are solely intended for the addressee(s), and may not be disclosed or disseminated to anyone other than ministry staff without the express written consent of the sender. If you have received this message in error, please advise the sender immediately.

Evans Locker, Ann SDSI:EX

From: Ruel, Janis M SDSI:EX
Sent: Wednesday, May 4, 2016 4:01 PM
To: Archer, Terri SDSI:EX
Subject: Quickly updated Plan
Attachments: Bus Pass Program - June Updates Communication Plan - April 22 2016) Version 2.docx

Here it is ☺ Thanks for taking over the meeting. Since LWS at 1050 Quadra there have been a lot of Lync and on line meeting problems. Much appreciated. Janis

Janis M Ruel
Manager Community Relations and Service Quality
Ministry of Social Development and Social Innovation
Operations Support, Service Delivery Division

Cell: 250-415-5144

BC Bus Program				Communication Plan – June Updates	Janis Ruel	
Deliverable	Lead(s)	Audience	Timing	Consult Bus Pass Team	Assigned to	Due Date
1. Process for bus pass cancellations <i>(renewal process remains status quo)</i> a. Pending decisions	Janis & Georgina	Staff (and informs other comms)	May ?	Consult Bus Pass Team <ul style="list-style-type: none"> returning bus pass – process? Mail in? need to action return mail/cards Can advise TransLink clients they do not need to return their card – it will be deactivated upon contact (notify us via Bus Pass email or by phone) Non-TransLink clients – benefit not contingent upon return of card 	Bus Pass Program and Shelley Craigie Terri Dorey Myleen Aco Jody Johnston Stacey Jones	June 2016
2. Client notice: DRAFT letter(s) – Generic Bus Pass Letters PWD clients	Janis & Georgina →Terri	Bus Pass Clients	April 26 (draft due) Done	Consult Bus Pass Team <ul style="list-style-type: none"> Clients (i.e. letter and IVR msg) <ul style="list-style-type: none"> Client letter(s) early June to advise of choice to keep bus pass (pkg for approval early May) <ul style="list-style-type: none"> notify us via Bus Pass email or by phone return envelope with check box? (for returning bus pass cards) Two versions of the letter (TransLink and non-TransLink clients) 	Janis Ruel Procedures from Design Committee and Shelley Craigie	Week of May 9, 2016
3. Field Comm to SDD All (incl. Service BC)	Amber	SDD Staff and partner agencies	April 27	Messaging for June information package coming for Bus Pass Changes Link to new FAQ's messages and no need for clients to turn in bus passes at this time	Janis Ruel, Georgina Kelly and Terri /Jenn	Due May 6th
4. Field Comm to SDD All (incl. Service BC) a. Pending decisions	Amber	SDD Staff and partner agencies	May 16	Messaging for BC Bus Pass Program changes: June Information Package Bus Passes Changed Update and Opting Out Procedures Review of previous Field Communications to include new messaging	Janis Ruel, Georgina Kelly and Terri /Jenn	

<p>5. Client notice: IVR message – choice to keep bus pass or rate and cancellation info</p> <p>a. Checking with Raymond</p>	<p>Janis & Georgina → Terri</p>	<p>Bus Pass Clients calling SDSI</p>	<p>April 27</p>	<p>Wording Consult Bus Pass Team Script for IVR</p>	<p>Georgina and Bus Pass Program</p>	
<p>6. Update web info: <u>Bus Pass FAQs</u> (and <u>PWD Rate Increase FAQs?</u>)</p> <p>a. Stage 1 opt out info week of May 9th</p> <p>b. Stage 2 full update when decisions made</p> <p>c. Plan for MYSS messaging for Sept on the Website</p>	<p>Janis & Georgina & Terri (coordination)</p>	<p>Public (incl. external stakeholders and clients)</p>	<p>April 27</p>	<p>Cost</p> <p>The bus pass is provided for an administrative fee of \$45 per year and is valid for one calendar year from January 1 – December 31. The fee is not prorated for applicants applying part way through the year and is non-refundable.</p> <p>New FAQ DRAFT: \$45 administration fee is not prorated and is non-refundable.</p> <p>Do I get money back from the \$45 administration fee I paid if I cancel my bus pass part way through the year?</p> <p>No. The bus pass is provided for an administrative fee of \$45 per year and is valid for one calendar year from January 1 – December 31. The fee is not pro-rated for applicants applying or cancelling part way through the year.</p>	<p>Terri Dorey Myleen Aco Jody Johnston Stacey Jones Send to Janis</p>	<p>Week of May 9th June</p>
<p>7. External stakeholder notice – based on FAQs and other comms</p> <p>a. Soft launch MFSC June 1, 2016</p>	<p>Terri / Janis and Sean</p>	<p>Advocates, MLAs/CAs, CLBC, Disability Alliance</p>	<p>Mid May drafts</p>	<p>Consult Bus Pass Team</p> <p>Will mirror the updated Field Communication – Include:</p> <p>A specialized bus pass worker can be reached by following the prompts on the phone tree at 1-866-866-0800 – 1 for client menu, 1 to enter PID/PIN or 2 to enter SIN, 3 for provincial services, 1 for bus pass OR 1-866-866-0800 – 2 for Non-Client, phone number, 3 for provincial services, 1 for bus pass.</p>	<p>Janis and Terri</p>	<p>June</p>

Evans Locker, Ann SDSI:EX

From: Sassaman, Caitlyn A CLBC:EX
Sent: Tuesday, May 10, 2016 12:44 PM
To: Archer, Terri SDSI:EX
Subject: RE: BC Bus Pass Client Letter (draft with a request for CLBC feedback)

Hi Terri –

The Editorial Board won't be sitting this month, but I can ask one of the CLBC staff who works with the group to run the letter by a few of the members for their feedback. I will see if that can be done by Friday – if not, would Monday or Tuesday work?

Thanks for the chance to review the letter.

Best regards,

Caitlyn Sassaman
Community Relations
Community Living BC
Cell: 778 679-4634
Fax: 250 952-4205
www.communitylivingbc.ca

Does your community include everyone?



Please think about the environment before you print

CONFIDENTIALITY NOTICE: This message and any accompanying documents contain confidential information intended for a specific individual and purpose. This message is private and protected by law. If you are not the intended recipient, you are hereby notified that any disclosure, copying or distribution, or the taking of any action based on the contents of this information, is strictly prohibited.

From: Archer, Terri SDSI:EX
Sent: Tuesday, May 10, 2016 12:38 PM
To: Sassaman, Caitlyn A CLBC:EX
Subject: BC Bus Pass Client Letter (draft with a request for CLBC feedback)

Hello Caitlyn,

attached is a draft letter we are planning to send to PWD Bus Pass clients end of May/early June to advise them of what to do at this point if they are planning to opt out of the bus pass program for September when the PWD rate increase becomes effective.

We would appreciate CLBC’s review of this draft letter (is there an Editorial Board?) to ensure clarity and to try to address any anticipated concerns. This particular notice is predominantly to remind clients they will have a choice and if they are planning to opt out, they keep their card at this time because they can still use it to September.

More information will be provided to clients as process details are finalized and we will continue to update the BC Bus Pass Program website and Disability Rate Increases website as required.

Thank you in advance for your feedback. Unfortunately timing is tight so if possible, may I have your feedback by Friday, May 13 or is more time required? Thanks again.

Terri Archer, MA | Stakeholder Relations & Engagement
Manager, Strategic Transformation Branch
Ministry of Social Development and Social Innovation
SERVICE DELIVERY DIVISION
(250) 356-6718

Evans Locker, Ann SDSI:EX

From: Ruel, Janis M SDSI:EX
Sent: Monday, April 25, 2016 12:17 PM
To: MacLean, Amber SDSI:EX; Archer, Terri SDSI:EX
Cc: LaHue, Anita SDSI:EX
Subject: RE: BC Bus Pass Program - Client Letter - June Update - Draft 1-1
Attachments: BC Bus Pass Program - Client Letter - June Update - Draft 1-1.doc; BC Bus Pass Program - Client Letter - June Update - Draft 1-1 working copy

Hi Amber, I have attached your version with comments and edits, and Terri's version with edits for Anita to review with the design committee.

- What may need to be decided is if the June update is communicating changes as a result of the PWD rate increase or an update on the BC Bus Program and just call it a June **update** on the BC Bus Program and get remove the word **changes**.

I don't know about the timelines being October. The rate increase will be on the August cheques for September Income assistance?

It won't be an easy task to keep this in plain language so that clients are understanding what we are saying and keep our internal procedures out of the letters and keep the messaging simple.

I have asked to be relieved of some of my duties so that I have more time to look at this. I have not been involved with the program design. J

From: MacLean, Amber SDSI:EX
Sent: Monday, April 25, 2016 12:07 PM
To: Archer, Terri SDSI:EX; Ruel, Janis M SDSI:EX
Subject: BC Bus Pass Program - Client Letter - June Update - Draft 1-1

Some comments/suggested edits



Dear [client name],

You are receiving this letter as a June update regarding changes to the BC Bus Program effective September 1, 2016. There is no change to the renewal process for the annual bus pass. You will receive your renewal package in late summer 2016. s.13

Beginning September 1, 2016 all clients with the PWD designation will receive a monthly rate increase. This applies to all adults in a family unit with a PWD designation.

- ~~• Clients who do not receive transportation supports will receive an increase of \$77.~~
- ~~Clients en-in receipt of disability assistance who access a subsidized annual BC Bus Pass~~ will see a rate increase of \$25 per month, in addition to the bus pass. s.13
- Clients who choose to opt out of receiving transportation supports through the BC Bus Pass Program can contact the Program to update their information and receive the full increase of \$77 starting in September.

Please Note: If you are planning to opt out of the Bus Pass Program starting in September when the rate increase begins, there is *no need to return your BC Bus Pass* at this time. Your BC Bus Pass ~~is-will still be~~ valid to the end of August 2016.

Formatted: Indent: Left: 0.75 cm
Formatted: Font: Italic

We will continue to update information on the Bus Pass Program website at [short URL], including updating the Frequently Asked Questions as more details are finalized become available.

BC Bus Pass Program Contact Information

Phone

Call 1 866 866-0800 and choose the appropriate option:

- **Option 1:** If you are receiving Ministry services, input your **Personal Identification (PID) number and PIN**, or your **Social Insurance Number**, then press option 3, and then press option 1
- **Option 2:** If you are receiving Ministry services and **do not have a Personal Identification (PID) number or Social Insurance Number**, or for all general inquiries, enter your 10 digit phone number, then press option 3, and then press option 1

Phone service is available Monday to Friday between 9 am – 4 pm.

Email

You can email the BC Bus Pass Program at SDSIBUSPA@gov.bc.ca. Allow up to five business days for processing. You will receive an email response to your request.

If you have any questions, please contact the ministry at 1-866-866-0800.

Evans Locker, Ann SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Monday, April 25, 2016 11:48 AM
To: MacLean, Amber SDSI:EX; Ruel, Janis M SDSI:EX
Subject: BC Bus Pass Program - Client Letter - June Update - Draft 1-1 working copy
Attachments: BC Bus Pass Program - Client Letter - June Update - Draft 1-1.doc

Hi, using Janis's draft as a base, I've updated the letter a bit. There will be more I think but this is the latest working copy for comments.

Terri



Dear [client name],

You are receiving this letter as a June update regarding changes to the BC Bus Program effective September 1, 2016. There is no change to the renewal process for the annual bus pass. You will receive your renewal package in late summer 2016.

Beginning September 1, 2016 all clients with the PWD designation will receive a monthly rate increase. This applies to all adults in a family unit with a PWD designation.

- Clients who do not receive transportation supports will receive an increase of \$77.
- Clients on disability assistance who access a subsidized annual BC Bus Pass will see a rate increase of \$25 per month, in addition to the bus pass.
- Clients who choose to opt out of receiving transportation supports through the BC Bus Pass Program can contact the Program to update their information and receive the full increase of \$77 starting in September.

Please Note: If you are planning to opt out of the Bus Pass Program starting September when the rate increase begins, there is no need to return your BC Bus Pass at this time. Your BC Bus Pass is still valid to the end of August 2016.

We will continue to update information on the Bus Pass Program website at *[short URL]*, including updating the Frequently Asked Questions as details are finalized.

BC Bus Pass Program Contact Information

Phone

Call 1 866 866-0800 and choose the appropriate option:

- **Option 1:** If you are receiving Ministry services, **input your Personal Identification (PID) number and PIN, or your Social Insurance Number**, then press option 3, and then press option 1
- **Option 2:** If you are receiving Ministry services and **do not have a Personal Identification (PID) number or Social Insurance Number**, or for all general inquiries, enter your 10 digit phone number, then press option 3, and then press option 1

Phone service is available Monday to Friday between 9 am – 4 pm.

Email

You can email the BC Bus Pass Program at SDSIBUSPA@gov.bc.ca. Allow up to five business days for processing. You will receive an email response to your request.

If you have any questions, please contact the ministry at 1-866-866-0800.



Dear [client name],

You are receiving this letter as a June update regarding changes to the BC Bus Pass Program effective September 1, 2016. There is no change to the renewal process for the annual bus pass. You will receive your renewal package in late summer 2016.

Beginning September 1, 2016 all clients with the PWD designation will receive a monthly rate increase. This applies to all adults in a family unit with a PWD designation.

- Clients who do not receive transportation supports will receive an increase of \$77.
- Clients on disability assistance who access a subsidized annual BC Bus Pass will see a rate increase of \$25 per month, in addition to the bus pass.
- Clients who choose to opt out of receiving transportation supports through the BC Bus Pass Program can contact the Program to update their information and receive the full increase of \$77 starting in September.

Please Note: If you are planning to opt out of the Bus Pass Program starting September when the rate increase begins, there is no need to return your BC Bus Pass at this time. Your BC Bus Pass is still valid to the end of August 2016.

We will continue to update information on the Bus Pass Program website at *[short URL]*, including updating the Frequently Asked Questions as details are finalized.

BC Bus Pass Program Contact Information

Phone

Call 1 866 866-0800 and choose the appropriate option:

- **Option 1:** If you are receiving Ministry services, **input your Personal Identification (PID) number and PIN, or your Social Insurance Number**, then press option 3, and then press option 1
- **Option 2:** If you are receiving Ministry services and **do not have a Personal Identification (PID) number or Social Insurance Number**, or for all general inquiries, enter your 10 digit phone number, then press option 3, and then press option 1

Phone service is available Monday to Friday between 9 am – 4 pm.

Email

You can email the BC Bus Pass Program at SDSIBUSPA@gov.bc.ca. Allow up to five business days for processing. You will receive an email response to your request.

If you have any questions, please contact the ministry at 1-866-866-0800.

Evans Locker, Ann SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Monday, April 25, 2016 9:59 AM
To: Fieltch, Raymond SDSI:EX; LaHue, Anita SDSI:EX
Subject: RE: BCBP Cancellation

Our target is Thursday April 28th. Drafts are underway. You will have an approvals package Wednesday which I will be ushering through. I've alerted People Strategies and GCPE. Ducks are in a row.

Terri Archer
Manager, Stakeholder Relations & Engagement
Strategic Transformation Branch
Service Delivery Division (SDD)
Ministry of Social Development and Social Innovation
(250) 356-6718

From: Fieltch, Raymond SDSI:EX
Sent: Monday, April 25, 2016 9:55 AM
To: LaHue, Anita SDSI:EX; Archer, Terri SDSI:EX
Subject: FW: BCBP Cancellation

Hi Anita/Terri,
Is there any chance we can update the website by the end of this week? I think we should get something up before Estimates as this will almost certainly come up.

Raymond

From: Leslie, Sean GCPE:EX
Sent: Monday, April 25, 2016 9:21 AM
To: Fieltch, Raymond SDSI:EX; LaHue, Anita SDSI:EX; Archer, Terri SDSI:EX
Cc: Fillion, Corinna GCPE:EX; Anderson, Maryann GCPE:EX; Evans Locker, Ann SDSI:EX
Subject: RE: BCBP Cancellation

Thanks Raymond.
I'm going to draft a few lines that the MO can use for now. I will run them by you and then Debi before sending up.
Cheers.

Sean

From: Fieltch, Raymond SDSI:EX
Sent: Monday, April 25, 2016 9:13 AM
To: Leslie, Sean GCPE:EX; LaHue, Anita SDSI:EX; Archer, Terri SDSI:EX
Cc: Fillion, Corinna GCPE:EX; Anderson, Maryann GCPE:EX
Subject: RE: BCBP Cancellation

The only other piece we can add is that we will be reaching out to disability advocates and seeing if they can help provide this information on their sites as well. I'm not sure about the group below but we certainly will be working with CLBC and seeing if the Disability Alliance would post something on their site as well.

From: Leslie, Sean GCPE:EX
Sent: Monday, April 25, 2016 9:09 AM
To: Fieltch, Raymond SDSI:EX; LaHue, Anita SDSI:EX; Archer, Terri SDSI:EX
Cc: Fillion, Corinna GCPE:EX; Anderson, Maryann GCPE:EX
Subject: BCBP Cancellation
Importance: High

Good morning, all.

Please see the facebook post below, which has been shared by s.22

MMS is meeting with s.22 and the MO would like to know how to answer this question.

I wanted to confirm my understanding of where we are: we will be sending a letter to clients outlining the details in early June; sometime in the next few weeks, we will post a "banner" on the BC Bus Pass page advising people that details will be coming down shortly.

Is there anything else you think we should add? Need this fairly quickly.

Thanks kindly.

Sean Leslie
Senior Public Affairs Officer
Ministry of Social Development and Social Innovation
(250) 356-1670(o)
(250) 893-4403(m)

s.22 [to BC ACORN Disability Rights Group](#)

April 22 at 2:13pm ·

s.22

Evans Locker, Ann SDSI:EX

From: Fieltsch, Raymond SDSI:EX
Sent: Tuesday, May 10, 2016 9:23 AM
To: Archer, Terri SDSI:EX; Jensen, Dana SDSI:EX
Cc: McGaghey Jones, Stacey SDSI:EX
Subject: RE: BCBP Client Letter(V2)

Can you forward to Stacey as well so the Disability Alliance can review as well? I don't know if Sean's edits were the final at this point. Thanks all.

From: Fieltsch, Raymond SDSI:EX
Sent: Tuesday, May 10, 2016 9:20 AM
To: Archer, Terri SDSI:EX; Jensen, Dana SDSI:EX
Subject: FW: BCBP Client Letter(V2)
Importance: High

Hi Terri and Dana,
Can we provide this to the CLBC Editorial Board? I'm wondering if you have contact information. I know the CLBC representative was Jessica (Self advocate manager?) in Courtenay but I can't remember her last name.

Raymond

From: Leslie, Sean GCPE:EX
Sent: Monday, May 9, 2016 3:06 PM
To: Archer, Terri SDSI:EX
Cc: Fieltsch, Raymond SDSI:EX; Jensen, Dana SDSI:EX; MacLean, Amber SDSI:EX; Fillion, Corinna GCPE:EX; Anderson, Maryann GCPE:EX
Subject: BCBP Client Letter(V2)

Hi Terri, we've made a few edits to the client letter-please see attached.
Thanks and cheers.

Sean Leslie
Senior Public Affairs Officer
Ministry of Social Development and Social Innovation
(250) 356-1670(o)
(250) 893-4403(m)

Evans Locker, Ann SDSI:EX

From: Ruel, Janis M SDSI:EX
Sent: Monday, April 25, 2016 10:53 AM
To: Leslie, Sean GCPE:EX; Archer, Terri SDSI:EX; Fieltsch, Raymond SDSI:EX
Cc: LaHue, Anita SDSI:EX; Evans Locker, Ann SDSI:EX; Fillion, Corinna GCPE:EX; Anderson, Maryann GCPE:EX; MacLean, Amber SDSI:EX
Subject: RE: BCBP response
Attachments: BC Bus Pass Program - Client Letter - June Update BC Transit Draft 1.doc; BC Bus Pass Program - Client Letter - June Update Translink- Draft 1.doc

Hi All, I have created two first drafts of letters that my address the June updates. Sent in this morning just for something to look at, Janis

From: Leslie, Sean GCPE:EX
Sent: Monday, April 25, 2016 10:49 AM
To: Archer, Terri SDSI:EX; Fieltsch, Raymond SDSI:EX
Cc: LaHue, Anita SDSI:EX; Evans Locker, Ann SDSI:EX; Fillion, Corinna GCPE:EX; Anderson, Maryann GCPE:EX; Ruel, Janis M SDSI:EX; MacLean, Amber SDSI:EX
Subject: RE: BCBP response

Thanks Terri.

I appreciate the letter has not been drafted, but if we don't have the opting out process ironed out, what will the June letter say? Is it possible it could amount to "wait for more details?"

Maybe a July letter would be better?

Sean

From: Archer, Terri SDSI:EX
Sent: Monday, April 25, 2016 10:42 AM
To: Leslie, Sean GCPE:EX; Fieltsch, Raymond SDSI:EX
Cc: LaHue, Anita SDSI:EX; Evans Locker, Ann SDSI:EX; Fillion, Corinna GCPE:EX; Anderson, Maryann GCPE:EX; Ruel, Janis M SDSI:EX; MacLean, Amber SDSI:EX
Subject: RE: BCBP response

My thoughts on the bullets for consideration. We are not yet confident that we will have the process details ironed out for the June letter to clients as that letter will need to get to BC Mail Plus mid-May. We are working on a draft now.

- All persons with disabilities who have the BC Bus Pass will be able to keep it and receive a \$25 rate increase as of September; or they can opt out of the bus pass and receive a \$77 increase starting September.
- The details of the opting-out process are being developed, and the ministry will share that information with clients and the public in June.
- The ministry will send Bus Pass Program clients a letter in June that explains about the process, and the information will also be posted online on the Bus Pass Program website.
- The ministry will also reach out to advocates for people with disabilities to ask for their help in sharing this information.
- Clients can also change their mind, and can decide at any time after September 1st to either receive the full \$77 increase, or get the bus pass and a \$25 increase.
- This is the added flexibility that comes with the monthly increase - clients have a choice.

- The application process for the BC Bus Pass Program will not change. Renewal notices will be mailed out later this year for the 2017 BC Bus Pass.

Terri Archer

Manager, Stakeholder Relations & Engagement
Strategic Transformation Branch
Service Delivery Division (SDD)
Ministry of Social Development and Social Innovation
(250) 356-6718

From: Leslie, Sean GCPE:EX
Sent: Monday, April 25, 2016 10:33 AM
To: Fieltch, Raymond SDSI:EX
Cc: LaHue, Anita SDSI:EX; Archer, Terri SDSI:EX; Evans Locker, Ann SDSI:EX; Fillion, Corinna GCPE:EX; Anderson, Maryann GCPE:EX
Subject: RE: BCBP response

Good advice from Maryann-think I will massage it a bit and say "by late June" just in case.
Sean

From: Fieltch, Raymond SDSI:EX
Sent: Monday, April 25, 2016 10:32 AM
To: Leslie, Sean GCPE:EX
Cc: LaHue, Anita SDSI:EX; Archer, Terri SDSI:EX; Evans Locker, Ann SDSI:EX; Fillion, Corinna GCPE:EX; Anderson, Maryann GCPE:EX
Subject: RE: BCBP response

Seems fine. Anita or Terri?

From: Leslie, Sean GCPE:EX
Sent: Monday, April 25, 2016 10:29 AM
To: Fieltch, Raymond SDSI:EX
Cc: LaHue, Anita SDSI:EX; Archer, Terri SDSI:EX; Evans Locker, Ann SDSI:EX; Fillion, Corinna GCPE:EX; Anderson, Maryann GCPE:EX
Subject: BCBP response

Thanks for your help Raymond-are you okay with the response below, or would you like changes?
Cheers.

Sean Leslie
Senior Public Affairs Officer
Ministry of Social Development and Social Innovation
(250) 356-1670(o)
(250) 893-4403(m)

- All persons with disabilities who have the BC Bus Pass will be able to keep it and receive a \$25 rate increase as of September; or they can opt out of the bus pass and receive a \$77 increase starting September.
- The details of the opting-out process are being developed, and the ministry will share that information with clients and the public in June.

-
- The ministry will send Bus Pass Program clients a letter in June ~~that explains~~ about the process, and the information will also be posted ~~online~~ on the Bus Pass Program website.
 - The ministry will also reach out to advocates for people with disabilities to ask for their help in sharing this information.
 - Clients can also change their mind, and can decide at any time after September 1st to either receive the full \$77 increase, or get the bus pass and a \$25 increase.
 - This is the added flexibility that comes with the monthly increase - clients have a choice.
 - The application process for the BC Bus Pass Program will not change. Renewal notices will be mailed out later this year for the 2017 BC Bus Pass.

s.22



Dear [client name],

You are receiving this letter as a June update regarding changes to the BC Bus Program effective September 1, 2016. There is no change to the renewal process for the annual bus pass. You will receive your renewal package in late summer 2016.

Beginning September 1, 2016 all clients with the PWD designation will receive a monthly rate increase. This applies to all adults in a family unit with a PWD designation.

- Clients who do not receive transportation supports will receive an increase of \$77.
- Clients on disability assistance who access a subsidized annual BC Bus Pass will see a rate increase of \$25 per month, in addition to the bus pass.
- Clients who choose to opt out of receiving transportation supports through the BC Bus Program can contact the BC Bus Pass Program to update their information and receive the full increase of \$77.

BC Bus Pass Program Contact Information

Phone

Call 1 866 866-0800 and choose the appropriate option:

- Option 1: If you are receiving Ministry services, input your Personal Identification number and PIN, or your Social Insurance Number, then press option 3, and then press option 1
- Option 2: If you are receiving Ministry services and do not have a Personal Identification Number or Social Insurance Number, or for all general inquiries, enter your 10 digit phone number, then press option 3, and then press option 1

Phone service is available Monday to Friday between 9 am – 4 pm.

Email

You can email the BC Bus Pass Program at SDSIBUSPA@gov.bc.ca. Allow up to five business days for processing. You will receive an email response to your request.

Please Note - There is no need to return your BC Bus Pass at this time. Your BC Bus Pass is still valid for the month of August 2016.

If you have any questions, please contact the ministry at 1-866-866-0800.



Dear [client name],

You are receiving this letter as a June update regarding changes to the BC Bus Program effective September 1, 2016. There is no change to the renewal process for the annual bus pass. You will receive your renewal package in late summer 2016.

Beginning September 1, 2016 all clients with the PWD designation will receive a monthly rate increase. This applies to all adults in a family unit with a PWD designation.

- Clients who do not receive transportation supports will receive an increase of \$77.
- Clients on disability assistance who access a subsidized annual BC Bus Pass will see a rate increase of \$25 per month, in addition to the bus pass.
- Clients who choose to opt out of receiving transportation supports through the BC Bus Program can contact the BC Bus Pass Program to update their information and receive the full increase of \$77.

BC Bus Pass Program Contact Information

Phone

Call 1 866 866-0800 and choose the appropriate option:

- Option 1: If you are receiving Ministry services, input your Personal Identification number and PIN, or your Social Insurance Number, then press option 3, and then press option 1
- Option 2: If you are receiving Ministry services and do not have a Personal Identification Number or Social Insurance Number, or for all general inquiries, enter your 10 digit phone number, then press option 3, and then press option 1

Phone service is available Monday to Friday between 9 am – 4 pm.

Email

You can email the BC Bus Pass Program at SDSIBUSPA@gov.bc.ca. Allow up to five business days for processing. You will receive an email response to your request.

Please Note - There is no need to return your BC Bus Pass at this time. Your BC Bus Pass is still valid for the month of August 2016.

If you have any questions, please contact the ministry at 1-866-866-0800.

Evans Locker, Ann SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Monday, April 25, 2016 2:32 PM
To: Ruel, Janis M SDSI:EX
Subject: RE: BUS pass FAQs april

The FAQs will go up as soon as possible with as much info as we have and then we'll update again once we have more.

Terri

From: Ruel, Janis M SDSI:EX
Sent: Monday, April 25, 2016 2:31 PM
To: Archer, Terri SDSI:EX
Subject: RE: BUS pass FAQs april

Sounds good the Field Communication that Aura were great for the internal staff, I guess the new FAQs just need to be firmed up with the new FAQ updates for the Public Website -- the messaging would basically be the same and be put up at the same time as when the June update letters go?

From: Archer, Terri SDSI:EX
Sent: Monday, April 25, 2016 2:24 PM
To: Ruel, Janis M SDSI:EX
Subject: FW: BUS pass FAQs april

These appear to be drafts for communications outside of the FAQs. I'm not seeing FAQs. We can work on this as a group this afternoon during the meeting. I can propose a couple based on the Field Comm we developed here.

Terri

From: Dorey, Terri SDSI:EX
Sent: Monday, April 25, 2016 1:55 PM
To: Aco, Myleen SDSI:EX; Ruel, Janis M SDSI:EX; Archer, Terri SDSI:EX
Cc: Kelly, Georgina SDSI:EX; Jones, Stacey L SDSI:EX
Subject: BUS pass FAQs april

Hi there,
Should have sent to all

Thanks
Terri

Evans Locker, Ann SDSI:EX

From: Ruel, Janis M SDSI:EX
Sent: Monday, May 2, 2016 2:19 PM
To: Jones, Stacey L SDSI:EX; Archer, Terri SDSI:EX
Cc: Aco, Myleen SDSI:EX; Dorey, Terri SDSI:EX
Subject: RE: Bus Pass Program updates (latest info)

Hi Stacey, I inserted these two documents into our meeting invite for today and sent a updated meeting invite, J

From: Jones, Stacey L SDSI:EX
Sent: Monday, May 2, 2016 2:14 PM
To: Archer, Terri SDSI:EX
Cc: Ruel, Janis M SDSI:EX; Aco, Myleen SDSI:EX; Dorey, Terri SDSI:EX
Subject: FW: Bus Pass Program updates (latest info)

Terri:

We had a meeting late Friday and I believe we updated the information attached in this email so I think the attachments are out of date already.

Maybe we can discuss more this afternoon?

Stacey

From: Archer, Terri SDSI:EX
Sent: Friday, April 29, 2016 11:02 AM
To: Kelly, Georgina SDSI:EX; Jones, Stacey L SDSI:EX
Cc: Ruel, Janis M SDSI:EX
Subject: Bus Pass Program updates (latest info)

Hi Georgina, as discussed via Lync this morning, I'd appreciate if you/your team, can take a crack at all required updates to the Bus Pass Program website in light of the very recent decision on the admin fee. This change obviously impacts the client letter, FAQs and key messages also but the website info is a good start. I've attached the KMs as well in the event you can draft a bullet or two to add into that doc also.

Thanks for agreeing to take on the first draft.

Terri Archer, MA | Stakeholder Relations & Engagement
Manager, Strategic Transformation Branch
Ministry of Social Development and Social Innovation
SERVICE DELIVERY DIVISION
(250) 356-6718



Where ideas work



Evans Locker, Ann SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Tuesday, May 24, 2016 4:36 PM
To: Anderson, Maryann GCPE:EX; Ross, Ian SDSI:EX
Subject: RE: Bus Pass Program website e-approval - status update

OMG, I just made all of the updates prior to this note. The package is now with Ian again. Ian, will you please add this final update. I can't see these documents again ;) Thanks.

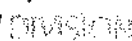
Terri

From: Anderson, Maryann GCPE:EX **Sent:** Tuesday, May 24, 2016 4:22 PM
To: Archer, Terri SDSI:EX; Ross, Ian SDSI:EX
Subject: RE: Bus Pass Program website e-approval - status update

Apologies. One last line – highlighted below. This is from an approved letter that is going out soon.

From: Archer, Terri SDSI:EX
Sent: Tuesday, May 24, 2016 3:57 PM
To: Anderson, Maryann GCPE:EX; Ross, Ian SDSI:EX
Subject: RE: Bus Pass Program website e-approval - status update

Hi Ian, Maryann will try to connect with you in person on this but if you want me to update the e-approval, please send it back and I'll do those updates and resend it to you. Thanks.

Terri Archer, MA | Stakeholder Relations & Engagement
Manager, Strategic Transformation Branch
Ministry of Social Development and Social Innovation
SERVICE DELIVERY 
(250) 356-6718

From: Anderson, Maryann GCPE:EX
Sent: Tuesday, May 24, 2016 3:38 PM
To: Archer, Terri SDSI:EX; Ross, Ian SDSI:EX; Fieltsch, Raymond SDSI:EX
Cc: Leslie, Sean GCPE:EX
Subject: RE: Bus Pass Program website e-approval - status update

I'm going to pop up and chat with you about this.
Thx

From: Archer, Terri SDSI:EX
Sent: Tuesday, May 24, 2016 2:44 PM
To: Ross, Ian SDSI:EX; Fieltsch, Raymond SDSI:EX; Anderson, Maryann GCPE:EX
Cc: Leslie, Sean GCPE:EX
Subject: Bus Pass Program website e-approval - status update

Sean and I connected and updated the e-approval package (Bus Pass program website, Bus Pass FAQs and Disability Assistance Rate Increase website) with wording to address concerns raised by Policy in the e-approval comments.

We removed reference to ‘cancel your bus pass’ and also aligned the wording updates with feedback we received from CLBC on the draft letter (on hold).

This is essentially what we stuck with:

Persons with Disability (PWD) Transportation Support Options

~~For individuals receiving disability assistance from the Province of British Columbia that no longer want to continue with the Bus Pass Program after September 2016 and want to receive the transportation support in cash instead~~ For individuals receiving disability assistance who no longer want to continue with the BC Bus Pass program after September, **there is no need to return your BC Bus Pass at this time. Your BC Bus Pass remains valid through to September 2016.**

You can contact the ministry by phone (1 866 866-0800) or email (SDSIBUSPA@gov.bc.ca) before August 5th, 2016, to let the ministry know you would like to opt out of the BC Bus Pass Program and receive the transportation support on your monthly payment instead beginning September 1, 2016. Those who wish to keep their bus pass for September 2016 will continue to have the option to change their mind at a later time.

All PWD bus pass clients will receive a letter late June with more details and updates will be posted to this website.

Terri Archer, MA | *Stakeholder Relations & Engagement*

Manager, Strategic Transformation Branch
Ministry of Social Development and Social Innovation

SERVICE DELIVERY DIVISION
(250) 356-6718



Where ideas work



SDSITOPWORKUNIT

Evans Locker, Ann SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Tuesday, April 19, 2016 12:32 PM
To: LaHue, Anita SDSI:EX; Ruel, Janis M SDSI:EX; MacLean, Amber SDSI:EX; Kelly, Georgina SDSI:EX; Leslie, Sean GCPE:EX
Cc: Fieltsch, Raymond SDSI:EX; Anderson, Maryann GCPE:EX; Receveur, Cameron SDSI:EX
Subject: RE: Bus Pass Return/Cancellation Process and Comm Plan

Hello all, in follow up to our meeting yesterday, attached are my notes from our discussion based on the agenda and I've also included a work plan in the attachment to show deliverables, leads and timelines.



Essentially Janis and Georgina are on point for most drafts and identifying the process for bus pass cancellations. Those drafts will get sent to me to coordinate other reviews and approvals including ADM and GCPE, and I will be on point (with coordination with Sean) on the distribution of external comms. I will also manage the mailout (with support).

Please let me know if you see anything missed or inaccurate in the attachment and I'm happy to update it.

Thanks all. We'll get this done together!

Terri Archer
Manager, Stakeholder Relations & Engagement
Strategic Transformation Branch
Service Delivery Division (SDD)
Ministry of Social Development and Social Innovation
(250) 356-6718

Conference call: s.17

Bus Pass Return/Cancellation Process and Comm Plan

Attendees: Terri Archer, Raymond Fieltsch, Amber MacLean, Cameron Receveur, Anita LaHue, Janis Ruel, Georgina Kelly, Sean Leslie (GCPE)

Working group meeting to nail down the process for bus pass cancellations and comm plan details:

- **Process for bus pass cancellations** (renewal process remains status quo)
 - 'opt out' phrasing and defining difference versus 'canceling' bus pass
 - returning bus pass – process? Mail in?
 - include grace period for when bus pass deactivates (ongoing period is undermined)
 - flash cards/passes will remain active – how to manage this?
 - Sept – January is critical period (cutoff August 5th)
 - need to action return mail/cards
 - Can advise TransLink clients they **do not need to return their card** – it will be deactivated upon contact (notify us **via Bus Pass email or by phone**)
 - **Non-TransLink clients – benefit no contingent upon return of card**
- **Stakeholder notification** – timing and requirements: asap
 - Clients (i.e. **letter and IVR msg**)
 - Client letter(s) early June to advise of choice to keep bus pass (pkg for approval early May)
 - notify us **via Bus Pass email or by phone**
 - return envelope with check box? (for returning bus pass cards)
 - Two versions of the letter (TransLink and non-TransLink clients)
 - Advocates, MLA/CAs, and community partners (i.e. MFSC, geo calls, email via CRSQs)
 - CLBC – Caitlyn Sassaman
 - Prov stakeholders – MFSC (Tish for PovNet) and Disability Alliance
 - Staff (Field Comm – **ETA asap**)
- **Update web info: Bus Pass FAQs (and PWD Rate Increase FAQs)**
 - **Service Advisory update** – process is in development. Clients will receive letters early June with option of keeping their bus pass or choosing to opt out and receive the rate.

Update existing note about bus pass admin fee (on [Bus Pass homepage](#)):

Cost

The bus pass is provided for an administrative fee of \$45 per year and is valid for one calendar year from January 1 – December 31. The fee is not prorated for applicants applying part way through the year and is non-refundable.

New FAQ DRAFT: \$45 administration fee is not prorated and is non-refundable.

Do I get money back from the \$45 administration fee I paid if I cancel my bus pass part way through the year?

No. The bus pass is provided for an administrative fee of \$45 per year and is valid for one calendar year from January 1 – December 31. The fee is not pro-rated for applicants applying or cancelling part way through the year.

Deliverables (and leads)

Deliverable	Lead(s)	Audience	Timing
1. Process for bus pass cancellations (renewal process remains status quo)	Janis & Georgina	Staff (and informs other comms)	May 2
2. Client notice: DRAFT letter(s) – TransLink/non-TransLink version	Janis & Georgina →Terri	Bus Pass Clients	May 2 (draft due)
3. Field Comm to SDD All (incl. Service BC)	Janis & Georgina →Terri/Jenn	SDD Staff and partner agencies	May 16
4. Client notice: IVR message – choice to keep bus pass or rate and cancellation info	Janis & Georgina → Terri	Bus Pass Clients calling SDSI	May 16
5. Update web info: <u>Bus Pass FAQs</u> (and <u>PWD Rate Increase FAQs?</u>)	Janis & Georgina & Terri (coordination)	Public (incl. external stakeholders and clients)	April 28
6. External stakeholder notice – based on FAQs and other comms	Terri / Janis and Sean	Advocates, MLAs/CAs, CLBC, Disability Alliance	Early May
7.			
8.			
9.			

Evans Locker, Ann SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Tuesday, May 31, 2016 10:12 AM
To: McGaghey Jones, Stacey SDSI:EX
Subject: RE: client letter
Attachments: BC Bus Pass Client Letter_CLBCedits.docx

Just getting it, but it's just the same version I sent earlier that CLBC looked at/edited. We haven't added anything else to it at this point.

Terri Archer, MA | Stakeholder Relations & Engagement
Manager, Strategic Transformation Branch
Ministry of Social Development and Social Innovation
SERVICE DELIVERY DIVISION
(250) 356-6718

From: McGaghey Jones, Stacey SDSI:EX
Sent: Tuesday, May 31, 2016 10:10 AM
To: Archer, Terri SDSI:EX
Subject: RE: client letter

Hey you... can I get the letter ASAP? Molly is needing it for a meeting.

From: Archer, Terri SDSI:EX
Sent: Tuesday, May 31, 2016 9:32 AM
To: McGaghey Jones, Stacey SDSI:EX
Subject: Re: client letter

Will do shortly.

I'm also going to send you those 3 letters we reviewed yesterday (MSO+AEE related) as those are a HUGE rush in e-approvals and I'd appreciate it is you can do whatever you can to get them through Ian and Molly today (tomorrow latest).

If we don't get these approved and to Deloitte for the systems build by end of date tomorrow, we won't get them in - for real.

Your help is appreciated. Thanks.

Terri

Sent from my BlackBerry 10 smartphone on the Rogers network.

From: McGaghey Jones, Stacey SDSI:EX
Sent: Tuesday, May 31, 2016 9:25 AM
To: Archer, Terri SDSI:EX

Subject: client letter

Hi Terri, can you please flip me the bus pass client letter? Thx.

Stacey McGaghey Jones
Issues manager
Research, Innovation and Policy Division
Ministry of Social Development and Social Innovation
250 356-1400 (desk) or 250 415-9574 (cell)

Page 116 to/à Page 118

Withheld pursuant to/removed as

s.13

Evans Locker, Ann SDSI:EX

From: Johns, Kimberlee SDSI:EX
Sent: Friday, April 22, 2016 12:01 PM
To: Archer, Terri SDSI:EX
Cc: Cross, Elaine SDSI:EX; Ruel, Janis M SDSI:EX; Punshon, Amanda SDSI:EX; SDSI Web Manager SDSI:EX
Subject: RE: ETA update Apr 28 - Public Transit Buses Taxis and Limousines - Reduced-Cost Annual Bus Pass... - URGENT update

Hi, Terri

Ordinarily, our communications analyst (Maxine) would work with bullets from the SME to draft the updates. s.22 s. 22, but Amanda Punshon is very capable and up-to-speed on the public site standards and writing. Amanda (copied above) can work on this with you S.22.

Thanks,
Kim

Kimberlee Johns, MA
Manager, Corporate Communications
Phone: 1-250-619-6679 (Nanaimo)

From: Archer, Terri SDSI:EX
Sent: Friday, April 22, 2016 11:52 AM
To: Johns, Kimberlee SDSI:EX
Cc: Cross, Elaine SDSI:EX; Ruel, Janis M SDSI:EX
Subject: RE: ETA update Apr 28 - Public Transit Buses Taxis and Limousines - Reduced-Cost Annual Bus Pass... - URGENT update

Sure. We are drafting edits with the Bus Pass Program leads (program SMEs) and within the Word version of the web pages that we were provided by Maxine and are aligning with the content within but happy to connect with one of your comm analysts once we have some material to review. Who will that contact person be? We'll need to connect late Tuesday or Wednesday.

Terri Archer
Manager, Stakeholder Relations & Engagement
Strategic Transformation Branch
Service Delivery Division (SDD)
Ministry of Social Development and Social Innovation
(250) 356-6718

From: Johns, Kimberlee SDSI:EX
Sent: Friday, April 22, 2016 11:27 AM
To: Archer, Terri SDSI:EX
Cc: Cross, Elaine SDSI:EX
Subject: RE: ETA update Apr 28 - Public Transit Buses Taxis and Limousines - Reduced-Cost Annual Bus Pass... - URGENT update

Hi, Terri

Thank you for the heads up. It would be great if we could be included in the content development for these pages early on (much like we were in the creation of all the new site content). As you might recall from the Content 101 session, one of the shifts that occurred with the Internet Strategy was having our communications analysts working with subject matter experts to develop site content as a way to ensure it meets the standards set out by GCPE central.

Thanks!
Kim

Kimberlee Johns, MA
Manager, Corporate Communications
Phone: 1-250-619-6679 (Nanaimo)

From: Archer, Terri SDSI:EX
Sent: Friday, April 22, 2016 11:18 AM
To: SDSI Web Manager SDSI:EX; Anderson, Maryann GCPE:EX; Johns, Kimberlee SDSI:EX; Cross, Elaine SDSI:EX
Cc: Dorey, Terri SDSI:EX; Aco, Myleen SDSI:EX; Kelly, Georgina SDSI:EX; MacLean, Amber SDSI:EX; LaHue, Anita SDSI:EX; Ruel, Janis M SDSI:EX; Jones, Stacey L SDSI:EX
Subject: ETA update Apr 28 - Public Transit Buses Taxis and Limousines - Reduced-Cost Annual Bus Pass... - URGENT update

Hello all, this is a heads up that we are in the process of drafting the updates to both the Bus Pass website (and FAQs) and Disability Assistance Rate Increase website (and FAQs) and **we are shooting for April 28th (next Thursday) to have this information approved and uploaded.**

The Apr 28 public info update links to the Field Comm that will go out to staff that day also.

The client letters (two versions – TransLink and non-TransLink) are also being drafted with an ETA of mid-May to get to BC Mail Plus for distribution by the week of May 30th.

We know we need to get info out to clients and the public to let them know about opting out of the Bus Pass. Details are being worked out.

Terri Archer, MA | Stakeholder Relations & Engagement
Manager, Strategic Transformation Branch
Ministry of Social Development and Social Innovation
SERVICE DELIVERY DIVISION
(250) 356-6718

From: SDSI Web Manager SDSI:EX
Sent: Tuesday, April 19, 2016 9:24 AM
To: Anderson, Maryann GCPE:EX; Archer, Terri SDSI:EX; Johns, Kimberlee SDSI:EX; LaHue, Anita SDSI:EX; Jones, Stacey L SDSI:EX
Cc: Cross, Elaine SDSI:EX; Dorey, Terri SDSI:EX; Aco, Myleen SDSI:EX; Kelly, Georgina SDSI:EX; MacLean, Amber SDSI:EX; SDSI Web Manager SDSI:EX
Subject: RE: Public Transit Buses Taxis and Limousines - Reduced-Cost Annual Bus Pass... - URGENT

Attached are the Bus Pass and Bus Pass FAQs pages for the content currently on the public website.

Thanks,

Maxine

Maxine Tobin
Communications Analyst
T: (604) 344-0303 (Powell River)

From: Anderson, Maryann GCPE:EX
Sent: Tuesday, April 19, 2016 9:04 AM
To: Archer, Terri SDSI:EX; Johns, Kimberlee SDSI:EX; LaHue, Anita SDSI:EX; Jones, Stacey L SDSI:EX
Cc: Cross, Elaine SDSI:EX; Dorey, Terri SDSI:EX; Aco, Myleen SDSI:EX; Kelly, Georgina SDSI:EX; MacLean, Amber SDSI:EX; SDSI Web Manager SDSI:EX
Subject: RE: Public Transit Buses Taxis and Limousines - Reduced-Cost Annual Bus Pass... - URGENT

Hi Kimberlee,

Can you please send us the archived page from the old site. It would be helpful for me to have that content as we move forward on the new pages.

Thanks
Maryann

From: Archer, Terri SDSI:EX
Sent: Tuesday, April 19, 2016 8:48 AM
To: Johns, Kimberlee SDSI:EX; LaHue, Anita SDSI:EX; Jones, Stacey L SDSI:EX
Cc: Cross, Elaine SDSI:EX; Dorey, Terri SDSI:EX; Aco, Myleen SDSI:EX; Kelly, Georgina SDSI:EX; MacLean, Amber SDSI:EX; Anderson, Maryann GCPE:EX; SDSI Web Manager SDSI:EX
Subject: RE: Public Transit Buses Taxis and Limousines - Reduced-Cost Annual Bus Pass... - URGENT

We are in the process of drafting some updates to the FAQs and will be requesting a new Service Advisory regarding bus pass opt outs so we will fit this into that change. I will keep this group posted and there will be all the required reviews and approvals as per usual.

Thanks all. Stacey, I will reconnect with you to fit in this change.

Terri Archer
Manager, Stakeholder Relations & Engagement
Strategic Transformation Branch
Service Delivery Division (SDD)
Ministry of Social Development and Social Innovation
(250) 356-6718

From: Johns, Kimberlee SDSI:EX
Sent: Tuesday, April 19, 2016 8:43 AM
To: LaHue, Anita SDSI:EX; Jones, Stacey L SDSI:EX
Cc: Cross, Elaine SDSI:EX; Dorey, Terri SDSI:EX; Aco, Myleen SDSI:EX; Kelly, Georgina SDSI:EX; Archer, Terri SDSI:EX; MacLean, Amber SDSI:EX; Anderson, Maryann GCPE:EX; SDSI Web Manager SDSI:EX
Subject: RE: Public Transit Buses Taxis and Limousines - Reduced-Cost Annual Bus Pass... - URGENT

Hi, Anita and Stacey

The draft Word document content that we originally drafted (and that you attached) was not approved by strategic transformation and GCPE, and so that is why the content was not posted. The content that is posted now was approved and ported onto the new site. I'm happy to have my team work on updating it, per your request below; however, my

understanding is that we have been advised NOT to make changes to this page that differ from the original website. Perhaps you could weigh in Terri/Maryann?

In a scan of the FAQs, it looks like payment information is included here:
<http://www2.gov.bc.ca/gov/content/transportation/passenger-travel/buses-taxis-limos/bus-pass/bus-pass-faq#01-06>

As I mentioned, we are happy to work on updating the bus pass page; however, given the previous direction was not to alter it, we will need the okay from Terri and Maryann at this point. If they are both now okay with us altering and adding to the page, then we can start work on it.

Thank you,
Kim

Kimberlee Johns | Manager, Corporate Communications
Phone: 1-250-619-6679 (Nanaimo) | Kimberlee.Johns@gov.bc.ca

From: LaHue, Anita SDSI:EX
Sent: Monday, April 18, 2016 5:11 PM
To: Jones, Stacey L SDSI:EX; Johns, Kimberlee SDSI:EX
Cc: Cross, Elaine SDSI:EX; Dorey, Terri SDSI:EX; Aco, Myleen SDSI:EX; Kelly, Georgina SDSI:EX; Archer, Terri SDSI:EX; MacLean, Amber SDSI:EX
Subject: RE: Public Transit Buses Taxis and Limousines - Reduced-Cost Annual Bus Pass... - URGENT

How quickly can this be updated? I see the draft document does show how to pay, but the website does not. I wonder if that is just an oversight?

What other approvals do you need to move this forward quickly?

Thanks

Anita Pangborne-LaHue

Director
Performance Management, Contracts and Community Relations
Operations Support, Service Delivery Division
Phone #: 1-250-739-6603
Cell #: 1-250-667-4171

From: Jones, Stacey L SDSI:EX
Sent: Monday, April 18, 2016 4:35 PM
To: Johns, Kimberlee SDSI:EX
Cc: Cross, Elaine SDSI:EX; Dorey, Terri SDSI:EX; LaHue, Anita SDSI:EX; Aco, Myleen SDSI:EX; Kelly, Georgina SDSI:EX
Subject: RE: Public Transit Buses Taxis and Limousines - Reduced-Cost Annual Bus Pass... - URGENT

Hi Kimberlee:

Thank you for the update.

My concern is that the content that is on the website currently is incomplete for example there is no information about how clients make their payment to the bus pass program

The information that is located live on the net at this link

<http://www2.gov.bc.ca/gov/content/transportation/passenger-travel/buses-taxis-limos/bus-pass> needs to be updated to include payment details, the other mailing address that is missing etc.

Can someone on your team review what is live on the internet against what is on the word document attached so that we can capture the omissions and get them on there ASAP.

Thank you.

Stacey

From: Johns, Kimberlee SDSI:EX

Sent: Monday, April 18, 2016 3:17 PM

To: Jones, Stacey L SDSI:EX

Cc: Cross, Elaine SDSI:EX; Dorey, Terri SDSI:EX; LaHue, Anita SDSI:EX; Aco, Myleen SDSI:EX; Kelly, Georgina SDSI:EX

Subject: FW: Public Transit Buses Taxis and Limousines - Reduced-Cost Annual Bus Pass... - URGENT

Hi, Stacey

In the weeks leading up to the content migration on March 31, the bus pass content underwent some major shifts. The bulk of the content was ported over as close as possible to the existing content from the old website, to create as little of a disruption for clients as possible. Essentially, the version that you saw from Ceara came back (from Terri Archer and Maryann Anderson, I believe) as unapproved, with the request for us to port over the info from the old website as is, though with a few additions. Please see the attached emails on this regarding the change in direction and the approvals.

Please let me know if you have any additional questions. Happy to discuss further.

Thanks,

Kim

Kimberlee Johns | Manager, Corporate Communications

Phone: 1-250-619-6679 (Nanaimo) | Kimberlee.Johns@gov.bc.ca

From: "Jones, Stacey L SDSI:EX" <Stacey.Jones@gov.bc.ca>

Date: Thursday, April 14, 2016 at 12:12 PM

To: Ceara Lornie <Ceara.1.Lornie@gov.bc.ca>

Cc: "Dorey, Terri SDSI:EX" <Terri.Dorey@gov.bc.ca>, "LaHue, Anita SDSI:EX" <Anita.LaHue@gov.bc.ca>, "Jones, Stacey L SDSI:EX" <Stacey.Jones@gov.bc.ca>, "Aco, Myleen SDSI:EX" <Myleen.Aco@gov.bc.ca>, "Kelly, Georgina SDSI:EX" <Georgina.Kelly@gov.bc.ca>

Subject: Public Transit Buses Taxis and Limousines - Reduced-Cost Annual Bus Pass... - URGENT

Hello Ceara:

Today I had to look at the outward facing information on our website about the bus pass program and have some concerns.

The information in the attached document is not what is currently on the website.

There is NO payment information for clients which is a huge issue and the payment address is missing from the website.

Can someone please confirm for me what information was approved as it will need to be reviewed and updated.

Thank you.

Evans Locker, Ann SDSI:EX

From: Craigie, Shelly M SDSI:EX
Sent: Friday, May 6, 2016 8:05 AM
To: MacLean, Amber SDSI:EX
Cc: Jensen, Dana SDSI:EX; LaHue, Anita SDSI:EX; McCrae, Aura SDSI:EX; Archer, Terri SDSI:EX
Subject: Re: For Your Approval - field Comm

I though about it and I think we should add a few more details under how to to ensure workers are not confused. In the bracket, or via a bullet can you please add:

Submitting the SR will place it in the appropriate status to be picked up by the new bus pass batch job which will run monthly after September. Ensure you choose the correct contact on the SR. **Note:** this SR functionality is similar to the address update SR. SOPs and Job Aids are being updated/created for implementation. This SR type has been launched early to assist with client requests.

I think saying something about this being launched early is important as the bus program has always been centralized and were not offering a lot of details right now.

Sent from my iPad

On May 5, 2016, at 5:38 PM, MacLean, Amber SDSI:EX <Amber.MacLean@gov.bc.ca> wrote:

Please review and provide any feedback to myself and Aura McCrae (or simply reply-all). (I can't seem to delete the highlights – pls ignore).

We will be sending this out once the external pages are updated, hopefully Monday.

Thank you,
Amber

Bus Pass Program – PWD Clients Opting Out

ACTION FOR STAFF

If you are speaking with PWD Bus Pass clients who ask how they can opt out of the Bus Pass Program starting in September, please advise them the Disability Assistance Rate Increases begin September 1, 2016 and to:

- Hold onto their bus pass for now (passes remain active to September 2016),
- Let them know they will receive a letter in June with further details, and
- Remind them to check the BC Bus Pass Program website for ongoing updates.

If the client wishes to opt into or out of the Bus Pass Program for September, advise that you will record their choice (see “how-to” below).

Clients may change their mind anytime between now and August 5th; the monthly reporting deadline for September changes.

How To Record PWD Client Choices

If a PWD Bus Pass holder wants to **opt out** of the Bus Pass Program and switch to the Transportation Support as \$52 in September:

- Create a Service Request

- **Type:** Bus Pass
- **Sub Type:** Cancellation **PWD** (*NEW SUB TYPE)
- **Submit:** (*NEW feature to run batch job, saving future work!)

If a PWD client wants to **opt into** the Bus Pass Program for SEPTEMBER, and they do not have a bus pass already:

- Create a Service Request
- **Type:** Bus Pass
- **Sub Type:** Application **PWD** (*NEW SUB TYPE)
- **Submit** (*NEW feature to run batch job, saving future work!)

If a PWD client already has a bus pass, and wants to keep their bus pass in September – they do not need to do anything. Their bus pass will remain active.

If a PWD client wants a bus pass before September, follow the existing process.

What's happening?

PWD clients with an active 2016 bus pass will receive a letter early June outlining what to do if they wish to opt out of the Bus Pass Program /subsidized bus pass.

If they opt out, they will receive the Transportation Support as \$52 in September (instead of the subsidized bus pass) plus the \$25 increase, totalling \$77 monthly.

The Bus Pass FAQs have been updated and information on the BC Bus Pass Program website will continue to be updated as details are finalized.

A sample of the client letter will be published to Internal and External Communications page once it is approved.

RESOURCES

- BC Bus Pass Program website
- Bus Pass FAQs
- Disability Assistance Rate Increases website (includes FAQs)

Evans Locker, Ann SDSI:EX

From: Ruel, Janis M SDSI:EX
Sent: Wednesday, April 6, 2016 1:29 PM
To: MacLean, Amber SDSI:EX; Archer, Terri SDSI:EX
Cc: LaHue, Anita SDSI:EX; Jensen, Dana SDSI:EX
Subject: RE: Forensics Questions # 2 RE: Transportation Changes - Check In: Fraser Health Question: Transportation Changes/PWD Increase Q&As

Thank you, I advised that we would know more closer to Sept 1st and he was fine with that response, Janis

From: MacLean, Amber SDSI:EX
Sent: Tuesday, April 5, 2016 11:31 AM
To: Archer, Terri SDSI:EX
Cc: LaHue, Anita SDSI:EX; Jensen, Dana SDSI:EX; Ruel, Janis M SDSI:EX
Subject: RE: Forensics Questions # 2 RE: Transportation Changes - Check In: Fraser Health Question: Transportation Changes/PWD Increase Q&As

I don't believe the ministry is in a position to communicate this beyond the project team at this time, as many policy decisions are still draft, confidential and subject to minister's consultations with stakeholders...but it is my understanding at this time that all active clients with the PWD designation, including those receiving comforts, will receive the same choices/rate increase as non-ltc clients.

Again – these are not final or approved, therefore I would recommend continuing to advise that we are seriously looking into this matter and further communications are forthcoming, as we approach Sept 1.

From: Archer, Terri SDSI:EX
Sent: Tuesday, April 5, 2016 11:24 AM
To: MacLean, Amber SDSI:EX
Cc: LaHue, Anita SDSI:EX; Jensen, Dana SDSI:EX; Ruel, Janis M SDSI:EX
Subject: FW: Forensics Questions # 2 RE: Transportation Changes - Check In: Fraser Health Question: Transportation Changes/PWD Increase Q&As

Hi Amber, do you know the answer to this policy/process related question?

Forensics is asking, with regard to the new Bus Pass Program for when individuals are receiving comforts \$ 95.00, when the policy comes in will EAW's be able to add the Transportation Benefit code on for clients in Per Diem Beds, LTC, Treatment, Transition, Hospital etc.?

Terri Archer

Manager, Stakeholder Relations & Engagement
Strategic Transformation Branch
Service Delivery Division (SDD)
Ministry of Social Development and Social Innovation
(250) 356-6718

From: Ruel, Janis M SDSI:EX
Sent: Friday, April 1, 2016 10:10 AM
To: Archer, Terri SDSI:EX; LaHue, Anita SDSI:EX; Jensen, Dana SDSI:EX
Subject: Forensics Questions # 2 RE: Transportation Changes - Check In: Fraser Health Question: Transportation Changes/PWD Increase Q&As

Hi Terri, Anita, and Dana, we have received a 2nd email from Forensics yesterday with questions about the new Bus Pass Program for when individuals are receiving comforts \$ 95.00.

When the policy comes in will EAW's be able to add the Transportation Benefit code on for clients in Per Diem Beds, LTC, Treatment, Transition, Hospital etc.? This is basically where this issue is going for this Stakeholder. I let him know that the question/concern has gone forward and he is pleased about that.

Issue: Many patients are significantly affected by poverty and cannot afford to pay for transit out of their \$95 monthly income.

- Many patients in their hospital are transitioning back to community and depend on the bus pass for transportation as they are only receiving \$95 per month income
- Forensics feel that it is critical that they have access to this as one of our main transition programs is a transit skills program where we are assisting people with mental illness in learning how to transit independently
- Because they are working in a forensic environment with patients who have often committed very serious crimes, the transition process to community is something we take very seriously
- The Forensics Psychiatric Social Workers want to ensure the patients leave with appropriate skills

From: Ruel, Janis M SDSI:EX
Sent: Friday, April 1, 2016 9:54 AM
To: 'Dubetz, Sam'
Cc: Vachon, Kellie SDSI:EX; SDSI Lowermainland MCRSQ SDSI:EX
Subject: FW: Transportation Changes - Check In: Fraser Health Question: Transportation Changes/PWD Increase Q&As

Hi Sam, I wanted to let you know that I did forward the questions and concerns that you have identified to our policy folks. I will connect with you when I receive more information. I believe that it may be closer to September 1, 2016 when the policy comes in to effect. If I receive an update earlier I will reach out to you, thank you, Janis

From: Dubetz, Sam [<mailto:Sam.Dubetz@forensic.bc.ca>]
Sent: Thursday, March 31, 2016 4:30 PM
To: SDSI Lowermainland MCRSQ SDSI:EX <Lowermainland.MCRSQ@gov.bc.ca>
Subject: Transportation Changes

Hi Janis,

Just wondering if there has been any word on how this will affect patients in hospital who are currently on comforts?

Just to offer a bit of collateral if there are discussions about this... Many patients in our hospital are transitioning back to community and depend on the bus pass for transportation as they are only receiving \$95 per month income. It is critical that they have access to this as one of our main transition programs is a transit skills program where we are assisting people with mental illness in learning how to transit independently. Because we are working in a forensic environment with patients who have often committed very serious crimes, the transition process to community is something we take very seriously. We want to ensure they leave with appropriate skills. Many patients are significantly affected by poverty and cannot afford to pay for transit out of their \$95 monthly income.

Thanks for looking into this,
Sam

Sam Dubetz, BSW, RSW
Psychiatric Social Worker

Forensic Psychiatric Hospital
70 Colony Farm Road, Port Coquitlam, BC V3C 5X9
Sam.Dubetz@forensic.bc.ca
604-524-7773 (p) 604-523-7896 (f)

From: SDSI Lowermainland MCRSQ SDSI:EX [<mailto:Lowermainland.MCRSQ@gov.bc.ca>]
Sent: Thursday, February 25, 2016 12:08 PM
To: Dubetz, Sam
Cc: Vachon, Kellie SDSI:EX
Subject: RE: Transportation Changes

Hi Sam, I am the Manager Community Relations and Service Quality for the Bus Pass Program. We are just waiting on some additional materials to share to help clarify various scenarios such as the ones you have mentioned. I will get you questions to where they need to go, and ensure that you receive the update. Thank you, Janis

From: Dubetz, Sam [<mailto:Sam.Dubetz@forensic.bc.ca>]
Sent: Thursday, February 25, 2016 11:56 AM
To: Vachon, Kellie SDSI:EX
Subject: Transportation Changes

Hi Kellie,

With all the changes to transportation money, I'm wondering if patients on comforts will receive any increase? I'm also wondering if they will be expected to pay the \$52 per month for their annual pass while in hospital? Many of our patients on comforts are accessing the community for programs, discharge planning, and/or transitioning to care outside of the hospital. The bus pass or some funding for transportation is essential to this process. We're hoping to get some clarification as the news releases don't seem to address this.

Thanks a lot,
Sam

Sam Dubetz, BSW, RSW
Psychiatric Social Worker
Forensic Psychiatric Hospital
70 Colony Farm Road, Port Coquitlam, BC V3C 5X9
Sam.Dubetz@forensic.bc.ca
604-524-7773 (p) 604-523-7896 (f)

Evans Locker, Ann SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Wednesday, May 4, 2016 11:48 AM
To: McCrae, Aura SDSI:EX
Cc: MacLean, Amber SDSI:EX
Subject: RE: Latest FC on Bus Pass - Opting Out

Hi Aura, Amber and I reviewed Bus Pass Opting Out documents including the Field Comm and below is our agreed upon updates. Please use this as the most current version.

I also updated the Bus Pass Program hyperlink in the resources as it went to the FAQs.

Thanks.

Terri Archer

Manager, Stakeholder Relations & Engagement
Strategic Transformation Branch
Service Delivery Division (SDD)
Ministry of Social Development and Social Innovation
(250) 356-6718

From: McCrae, Aura SDSI:EX
Sent: Wednesday, May 4, 2016 11:21 AM
To: MacLean, Amber SDSI:EX; Archer, Terri SDSI:EX
Cc: McCrae, Aura SDSI:EX
Subject: Latest FC on Bus Pass - Opting Out

As requested. As for approvers, I haven't yet heard back from Janis, Anita and Raymond. You, Terri, Jenn and Georgina have approved.

BC Bus Pass Program – Clients Opting Out

ACTION FOR STAFF

If you are speaking with Bus Pass clients asking how they can opt out of the Bus Pass Program starting in September, please advise them the Disability Assistance Rate Increases begin September 1, 2016 and to:

- Hold onto their bus pass for now (passes remain active ~~until end of August to September 2016~~).
- Let them know they will receive a letter in June with details on what to do and how and,
- Remind them to check the BC Bus Pass Program website for ongoing updates including FAQs.

What's happening?

PWD clients with an active 2016 bus pass will receive a letter early June, outlining what to do if they wish to opt out of the Bus Pass Program/subsidized bus pass. If they opt out, they will receive the Transportation Support as \$52 (instead of the subsidized bus pass) plus the \$25 increase, totalling \$77 monthly.

The [Bus Pass FAQs](#) have been updated with this information and will continue to be updated as details are finalized.

Staff will receive complete business process details in advance of the client letter, on how to accurately record a client's choice in the system. Stay tuned.

RESOURCES

- [BC Bus Pass Program website](#)
- [Bus Pass FAQs](#)
- [Disability Assistance Rate Increases website](#) (includes FAQs)

Aura McCrae

Senior Policy and Project Analyst | Strategic Transformation Branch
Service Delivery Division | Ministry of Social Development and Social Innovation
Telephone: (250) 387-6453 | E-mail: Aura.McCrae@gov.bc.ca

This e-mail is confidential and may not be disclosed without the written consent of the sender.



Evans Locker, Ann SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Friday, April 8, 2016 1:06 PM
To: Jensen, Dana SDSI:EX
Subject: RE: MLA/CA Client Bus Pass Question -- and FAQ updates

Hi Dana, I'm updating the wording in the FAQs (making it current as opposed to future tense) and reviewing for questions to add but I'm unclear on this string. From my understanding, the answer actually was in the FAQs and once explained, this client understood that the pass was in fact still valid until Dec 31st, just that the card changed to the Compass Card. I added one statement to an existing FAQ but not sure if you wanted more on that.

Here's what I added so far:

Q: How long is my bus pass valid?

A: Each annual bus pass is valid from the date issued until December 31 of the same year. This does not change with the shift to the Compass Card.

Q: How do I use a Compass Card?

A:

On BC Transit - In BC Transit areas, you will use your new Compass Card as a 'flash pass' by **showing** the BC Transit bus driver your Compass Card.

On TransLink (Metro Vancouver) - If you travel to a TransLink area in Metro Vancouver, you simply tap in when you start your journey and tap out when exiting or transferring. Remember, buses are tap in only, so there's no need to tap out when exiting.

Terri Archer
Manager, Stakeholder Relations & Engagement
Strategic Transformation Branch
Service Delivery Division (SDD)
Ministry of Social Development and Social Innovation
(250) 356-6718

From: Jensen, Dana SDSI:EX
Sent: Thursday, April 7, 2016 10:27 AM
To: Archer, Terri SDSI:EX
Subject: RE: MLA/CA Client Bus Pass Question -- RicohScan - Call to Client - Referring to Policy

Can you write new QAs – I think its time to get them updated. I would propose we do this one, plus the two I suggested yesterday.

From: Archer, Terri SDSI:EX
Sent: Wednesday, April 6, 2016 5:00 PM
To: Ruel, Janis M SDSI:EX; Jensen, Dana SDSI:EX
Cc: Lofthouse, Jean C SDSI:EX; LaHue, Anita SDSI:EX
Subject: RE: MLA/CA Client Bus Pass Question -- RicohScan - Call to Client - Referring to Policy

The [Bus Pass Program website](#) has been updated and now contains a service advisory about the Compass Card (with an image of the card) and [FAQs](#). This information may be helpful to share with the MLA and client as it notes pertinent information such as:

The new Compass Card is ready to use immediately for both BC Transit and Translink service areas and **is valid until December 31, 2016**. Clients do not need to activate the card, it has already been activated.

As you noted, his question is one that has not been worked out in policy yet when it comes to procedures. In the interim, it's important that he understands that his pass, though it will physically change to a Compass Card, remains valid until December 31 just as his existing bus pass would have.

I will need to defer to Dana if there is more we can provide for a response to his question at this time.

Terri Archer
Manager, Stakeholder Relations & Engagement
Strategic Transformation Branch
Service Delivery Division (SDD)
Ministry of Social Development and Social Innovation
(250) 356-6718

From: Ruel, Janis M SDSI:EX
Sent: Wednesday, April 6, 2016 4:29 PM
To: Jensen, Dana SDSI:EX; LaHue, Anita SDSI:EX; Archer, Terri SDSI:EX
Cc: Lofthouse, Jean C SDSI:EX
Subject: MLA/CA Client Bus Pass Question -- RicohScan - Call to Client - Referring to Policy

Hi Dana, Anita, and Terri. This client is going to decline the bus pass and take the \$ 77.00. He is wondering if he will be reimbursed for Sept 1st to Dec 31st. I checked the Q&A's and could not see this scenario. I am out of the office tomorrow but Jean is covering tomorrow if there is an answer. Thank you, Janis

From: Ruel, Janis M SDSI:EX
Sent: Wednesday, April 6, 2016 4:25 PM
To: Evans Locker, Ann SDSI:EX; Russ, Maxine SDSI:EX
Cc: Lofthouse, Jean C SDSI:EX
Subject: FW: RicohScan - Call to Client - Referring to Policy

Hi Ann, I have still not been able to reach the client. I went into ICM and reviewed this case. The client did have the process explained to him. His question is one that has not been worked out in policy yet when it comes to procedures. I will send on to Anita, Terri, and Dana. They are tracking the different questions that come in. At this point he has been advised to call the Bus Pass Program in August which is correct and more of the policies and procedures worked out.

Question for Policy Q&A's

He also has concerns over the fact he purchased his bus pass in Sep for Jan 1st-Dec 31st 2016, and now with new legislation, it will not be valid after Sept. 1st. He is wondering what is happening with the money that he spent for the pass for the whole year. Will he be reimbursed for Sep1st- Dec 31st?? He will not be renewing his pass again once it expires, but feels that it should be valid until Dec. 31st.

ICM Comment April 6, 2016 at 1:09pm

Call from client, states is concerned about BC Transit card expiring and not wanting to activate compass card, states if he activates compass card he will not receive the \$77 increase in Sept for PWD clients. Advised compass card was issued to replace BC Transit card so that he can use card in anywhere in the Province. Advised to call back in August if he wants to cancel bus pass in order to receive \$77 increase in Sept, otherwise increase would be \$25 per month. Client states he understands.

From: Ruel, Janis M SDSI:EX
Sent: Wednesday, April 6, 2016 4:00 PM
To: Evans Locker, Ann SDSI:EX
Cc: Russ, Maxine SDSI:EX; Lofthouse, Jean C SDSI:EX
Subject: RE: RicohScan - Call to Client

Hi Ann, I tried to call him 2x and there is no answer. I s.22 will ask s.22 Jean
Lofthouse to try him tomorrow if I don't get him by the end of the day, Janis

I've attached the information that I was going to reference for the call below.

Client Insert -- An information insert⁹ will be included by TransLink with the new Compass Card that will be mailed to affected clients early April

<https://theloop.gov.bc.ca/sdd/Documents/Knowledge%20Link/Strategic%20Transformation/Client-and-Stakeholder-Notifications/TransLink%20Insert.pdf>

March 21, 2016 information on the LOOP is below

<https://theloop.gov.bc.ca/sdd/Pages/Internal-External-Communications.aspx>

From: Evans Locker, Ann SDSI:EX
Sent: Wednesday, April 6, 2016 3:45 PM
To: Ruel, Janis M SDSI:EX
Cc: Russ, Maxine SDSI:EX
Subject: FW: RicohScan

Hi Janis,

Can you contact s.22 and update him?

Thanks,
Ann

Ann Evans Locker
A/Manager | Strategic Issues
Assistant Deputy Minister's Office | Service Delivery Division
Ministry of Social Development and Social Innovation
Victoria, British Columbia
Phone: 250 387-3598
Mobile: 250-893-2338

From: MacMillan, Karen SDSI:EX
Sent: Wednesday, April 6, 2016 2:09 PM
To: Evans Locker, Ann SDSI:EX; Russ, Maxine SDSI:EX
Subject: FW: RicohScan

I have explained this is about the replacement by the Compass Card. The MO would like someone to call the client and explain.

From: Blake, Kristen SDSI:EX
Sent: Wednesday, April 6, 2016 2:00 PM
To: MacMillan, Karen SDSI:EX
Subject: FW: RicohScan

Hello Karen,

Can you please look into this?

Thanks,
Kristen

From: Yaron, Gillian [<mailto:Gillian.Yaron@leg.bc.ca>]
Sent: Wednesday, April 6, 2016 1:33 PM
To: Blake, Kristen SDSI:EX
Subject: FW: RicohScan

Hi Kristen,
Wondering if you could help me with this....
Just as I thought I started to understand the Bus Pass program I get thrown a curve ball!

s.22

This constit just received a letter today from SDSI saying his current bus pass he bought in Jan is no longer valid as of April 16th. And he has no idea why?
He also has concerns over the fact he purchased his bus pass in Sep for Jan 1st-Dec 31st 2016, and now with new legislation, it will not be valid after Sept. 1st. He is wondering what is happening with the money that he spent for the pass for the whole year. Will he be reimbursed for Sep1st- Dec 31st?? He will not be renewing his pass again once it expires, but feels that it should be valid until Dec. 31st.
Wondering if you could provide some information? Or have staff connect with him directly to explain the situation?

Gill Yaron Constituency Assistant

Terry Lake, MLA Kamloops – North Thompson
Minister of Health

Email: Gillian.yaron@leg.bc.ca
Phone#: 250-554-5413 Fax #250-554-5417
Toll Free #: 1-888-299-0805
Website: terrylakemla.bc.ca

From: ricohmfd@leg.bc.ca [<mailto:ricohmfd@leg.bc.ca>]
Sent: April 6, 2016 1:12 PM
To: Yaron, Gillian <Gillian.Yaron@leg.bc.ca>
Subject: RicohScan

Evans Locker, Ann SDSI:EX

From: Lofthouse, Jean C SDSI:EX
Sent: Thursday, April 7, 2016 10:01 AM
To: Archer, Terri SDSI:EX; Ruel, Janis M SDSI:EX; Jensen, Dana SDSI:EX
Cc: LaHue, Anita SDSI:EX
Subject: RE: MLA/CA Client Bus Pass Question -- RicohScan - Call to Client - Referring to Policy

ERROR: syntaxerror
OFFENDING COMMAND:

B B B B ^ t / ..

4 2 /

Evans Locker, Ann SDSI:EX

From: Lofthouse, Jean C SDSI:EX
Sent: Thursday, April 7, 2016 10:01 AM
To: Archer, Terri SDSI:EX; Ruel, Janis M SDSI:EX; Jensen, Dana SDSI:EX
Cc: LaHue, Anita SDSI:EX
Subject: RE: MLA/CA Client Bus Pass Question -- RicohScan - Call to Client - Referring to Policy

Good morning,

I spoke with s.22 this morning. He said that he is clear now on the process, and has no further questions.

Jean Lofthouse, Manager
Community Relations and Service Quality
Operations Support
Phone: 604 417-2646
Fax: 604 660-2503

Confidentiality Warning: The information transmitted is intended only for the person to whom it is addressed and may contain confidential and/or privileged material. Any review, dissemination or other use of, or taking of any action in reliance upon, this information by persons other than the intended recipient is prohibited. If you receive this in error, please contact the sender and delete your record of this material.

From: Archer, Terri SDSI:EX
Sent: Wednesday, April 6, 2016 5:00 PM
To: Ruel, Janis M SDSI:EX; Jensen, Dana SDSI:EX
Cc: Lofthouse, Jean C SDSI:EX; LaHue, Anita SDSI:EX
Subject: RE: MLA/CA Client Bus Pass Question -- RicohScan - Call to Client - Referring to Policy

The [Bus Pass Program website](#) has been updated and now contains a service advisory about the Compass Card (with an image of the card) and [FAQs](#). This information may be helpful to share with the MLA and client as it notes pertinent information such as:

The new Compass Card is ready to use immediately for both BC Transit and Translink service areas and **is valid until December 31, 2016**. Clients do not need to activate the card, it has already been activated.

As you noted, his question is one that has not been worked out in policy yet when it comes to procedures. In the interim, it's important that he understands that his pass, though it will physically change to a Compass Card, remains valid until December 31 just as his existing bus pass would have.

I will need to defer to Dana if there is more we can provide for a response to his question at this time.

Terri Archer
Manager, Stakeholder Relations & Engagement
Strategic Transformation Branch
Service Delivery Division (SDD)
Ministry of Social Development and Social Innovation
(250) 356-6718

From: Ruel, Janis M SDSI:EX
Sent: Wednesday, April 6, 2016 4:29 PM
To: Jensen, Dana SDSI:EX; LaHue, Anita SDSI:EX; Archer, Terri SDSI:EX
Cc: Lofthouse, Jean C SDSI:EX
Subject: MLA/CA Client Bus Pass Question -- RicohScan - Call to Client - Referring to Policy

Hi Dana, Anita, and Terri. This client is going to decline the bus pass and take the \$ 77.00. He is wondering if he will be reimbursed for Sept 1st to Dec 31st. I checked the Q&A's and could not see this scenario. s.22 but Jean is covering tomorrow if there is an answer. Thank you, Janis

From: Ruel, Janis M SDSI:EX
Sent: Wednesday, April 6, 2016 4:25 PM
To: Evans Locker, Ann SDSI:EX; Russ, Maxine SDSI:EX
Cc: Lofthouse, Jean C SDSI:EX
Subject: FW: RicohScan - Call to Client - Referring to Policy

Hi Ann, I have still not been able to reach the client. I went into ICM and reviewed this case. The client did have the process explained to him. His question is one that has not been worked out in policy yet when it comes to procedures. I will send on to Anita, Terri, and Dana. They are tracking the different questions that come in. At this point he has been advised to call the Bus Pass Program in August which is correct and more of the policies and procedures worked out.

Question for Policy Q&A's

He also has concerns over the fact he purchased his bus pass in Sep for Jan 1st-Dec 31st 2016, and now with new legislation, it will not be valid after Sept. 1st. He is wondering what is happening with the money that he spent for the pass for the whole year. Will he be reimbursed for Sep1st- Dec 31st?? He will not be renewing his pass again once it expires, but feels that it should be valid until Dec. 31st.

ICM Comment April 6, 2016 at 1:09pm

Call from client, states is concerned about BC Transit card expiring and not wanting to activate compass card, states if he activates compass card he will not receive the \$77 increase in Sept for PWD clients. Advised compass card was issued to replace BC Transit card so that he can use card in anywhere in the Province. Advised to call back in August if he wants to cancel bus pass in order to receive \$77 increase in Sept, otherwise increase would be \$25 per month. Client states he understands.

From: Ruel, Janis M SDSI:EX
Sent: Wednesday, April 6, 2016 4:00 PM
To: Evans Locker, Ann SDSI:EX
Cc: Russ, Maxine SDSI:EX; Lofthouse, Jean C SDSI:EX
Subject: RE: RicohScan - Call to Client

Hi Ann, I tried to call him 2x and there is no answer. I s.22
Lofthouse to try him tomorrow if I don't get him by the end of the day, Janis

will ask s.22 Jean

I've attached the information that I was going to reference for the call below.

Client Insert -- An information insert⁹ will be included by TransLink with the new Compass Card that will be mailed to affected clients early April

<https://theloop.gov.bc.ca/sdd/Documents/Knowledge%20Link/Strategic%20Transformation/Client-and-Stakeholder-Notifications/TransLink%20Insert.pdf>

March 21, 2016 information on the LOOP is below

<https://theloop.gov.bc.ca/sdd/Pages/Internal-External-Communications.aspx>

From: Evans Locker, Ann SDSI:EX
Sent: Wednesday, April 6, 2016 3:45 PM
To: Ruel, Janis M SDSI:EX
Cc: Russ, Maxine SDSI:EX
Subject: FW: RicohScan

Hi Janis,

Can you contact s.22 and update him?

Thanks,
Ann

Ann Evans Locker
A/Manager | Strategic Issues
Assistant Deputy Minister's Office | Service Delivery Division
Ministry of Social Development and Social Innovation
Victoria, British Columbia
Phone: 250 387-3598
Mobile: 250-893-2338

From: MacMillan, Karen SDSI:EX
Sent: Wednesday, April 6, 2016 2:09 PM
To: Evans Locker, Ann SDSI:EX; Russ, Maxine SDSI:EX
Subject: FW: RicohScan

I have explained this is about the replacement by the Compass Card. The MO would like someone to call the client and explain.

From: Blake, Kristen SDSI:EX
Sent: Wednesday, April 6, 2016 2:00 PM
To: MacMillan, Karen SDSI:EX
Subject: FW: RicohScan

Hello Karen,

Can you please look into this?

Thanks,
Kristen

From: Yaron, Gillian [<mailto:Gillian.Yaron@leg.bc.ca>]
Sent: Wednesday, April 6, 2016 1:33 PM
To: Blake, Kristen SDSI:EX
Subject: FW: RicohScan

Hi Kristen,
Wondering if you could help me with this....
Just as I thought I started to understand the Bus Pass program I get thrown a curve ball!

s.22

This constituent just received a letter today from SDSI saying his current bus pass he bought in Jan is no longer valid as of April 16th. And he has no idea why?

He also has concerns over the fact he purchased his bus pass in Sep for Jan 1st-Dec 31st 2016, and now with new legislation, it will not be valid after Sept. 1st. He is wondering what is happening with the money that he spent for the pass for the whole year. Will he be reimbursed for Sep1st- Dec 31st? He will not be renewing his pass again once it expires, but feels that it should be valid until Dec. 31st.

Wondering if you could provide some information? Or have staff connect with him directly to explain the situation?

Gill Yaron Constituency Assistant

Terry Lake, MLA Kamloops – North Thompson
Minister of Health

Email: Gillian.yaron@leg.bc.ca

Phone#: 250-554-5413 Fax #250-554-5417

Toll Free #: 1-888-299-0805

Website: terrylakemla.bc.ca

From: ricohmfd@leg.bc.ca [<mailto:ricohmfd@leg.bc.ca>]

Sent: April 6, 2016 1:12 PM

To: Yaron, Gillian <Gillian.Yaron@leg.bc.ca>

Subject: RicohScan

Evans Locker, Ann SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Wednesday, April 20, 2016 3:18 PM
To: Ruel, Janis M SDSI:EX
Cc: LaHue, Anita SDSI:EX; Kelly, Georgina SDSI:EX
Subject: RE: MSO clients and PWD Rate Increase question from EAW/BUS PASS SME/MYSS SME/BCGEU STEWARD

For consideration, I included reference to the regulations not being complete and rephrased timing so it didn't sound like it will be close to Sept before we have more info. Having said that, your draft is good too, just edits for consideration. Thanks Janis.

We will have more information regarding PWD Rate Increase policy and procedures in the coming months prior to the effective date of September 1, 2016, and once the regulations are complete. Your question has been noted. Thank you.

Terri Archer
Manager, Stakeholder Relations & Engagement
Strategic Transformation Branch
Service Delivery Division (SDD)
Ministry of Social Development and Social Innovation
(250) 356-6718

From: Ruel, Janis M SDSI:EX **Sent:** Wednesday, April 20, 2016 2:54 PM
To: LaHue, Anita SDSI:EX; Kelly, Georgina SDSI:EX **Cc:** Archer, Terri SDSI:EX
Subject: MSO clients and PWD Rate Increase question from EAW/BUS PASS SME/MYSS SME/BCGEU STEWARD

Hi Anita and Georgina, I have had an EAW SME from our Stream contact with the question regarding MSO's who may qualify when the new PWD rate increase comes into effect. I sent the scenario up in February as a policy question/scenario. It has come now through our staff.

I was going to respond that we will have more information regarding PWD Rate Increase policy and procedures closer to September 1, 2016. Wanted you to be aware and know what my response will be. Just give me the okay ☺ Thank you, Janis

From: Howard, Ruth SDSI:EX
Sent: Wednesday, April 20, 2016 2:41 PM
To: Ruel, Janis M SDSI:EX
Subject: MSO clients

Hi Janis

I was given your name by Michele Lauzon, regarding a question I have.

I have come across clients who receive CPP just over the current PWD rates and do not receive funds from us, but do receive Medical coverage. With the increase in the PWD rate, will these clients be contacted to apply to see if they are now eligible for further funding?

*Ruth Howard
EAW/BUS PASS SME/MYSS SME/BCGEU STEWARD
Lower Mainland Contact Centre
Suite 400, 13401 108 Avenue,
Surrey BC,
V2T 5T4*

Evans Locker, Ann SDSI:EX

From: Cross, Elaine SDSI:EX
Sent: Tuesday, April 19, 2016 8:52 AM
To: Archer, Terri SDSI:EX; Johns, Kimberlee SDSI:EX; LaHue, Anita SDSI:EX; Jones, Stacey L SDSI:EX
Cc: Dorey, Terri SDSI:EX; Aco, Myleen SDSI:EX; Kelly, Georgina SDSI:EX; MacLean, Amber SDSI:EX; Anderson, Maryann GCPE:EX; SDSI Web Manager SDSI:EX
Subject: RE: Public Transit Buses Taxis and Limousines - Reduced-Cost Annual Bus Pass... - URGENT

Hi All,

We will be defining steady state processes for the public site over the next few weeks. In the meantime, could I ask that you continue to loop my staff (Maxine Tobin and Kim Johns) into content development?

Thanks,

Elaine

From: Archer, Terri SDSI:EX
Sent: Tuesday, April 19, 2016 8:48 AM
To: Johns, Kimberlee SDSI:EX; LaHue, Anita SDSI:EX; Jones, Stacey L SDSI:EX
Cc: Cross, Elaine SDSI:EX; Dorey, Terri SDSI:EX; Aco, Myleen SDSI:EX; Kelly, Georgina SDSI:EX; MacLean, Amber SDSI:EX; Anderson, Maryann GCPE:EX; SDSI Web Manager SDSI:EX
Subject: RE: Public Transit Buses Taxis and Limousines - Reduced-Cost Annual Bus Pass... - URGENT

We are in the process of drafting some updates to the FAQs and will be requesting a new Service Advisory regarding bus pass opt outs so we will fit this into that change. I will keep this group posted and there will be all the required reviews and approvals as per usual.

Thanks all. Stacey, I will reconnect with you to fit in this change.

Terri Archer

Manager, Stakeholder Relations & Engagement
Strategic Transformation Branch
Service Delivery Division (SDD)
Ministry of Social Development and Social Innovation
(250) 356-6718

From: Johns, Kimberlee SDSI:EX
Sent: Tuesday, April 19, 2016 8:43 AM
To: LaHue, Anita SDSI:EX; Jones, Stacey L SDSI:EX
Cc: Cross, Elaine SDSI:EX; Dorey, Terri SDSI:EX; Aco, Myleen SDSI:EX; Kelly, Georgina SDSI:EX; Archer, Terri SDSI:EX; MacLean, Amber SDSI:EX; Anderson, Maryann GCPE:EX; SDSI Web Manager SDSI:EX
Subject: RE: Public Transit Buses Taxis and Limousines - Reduced-Cost Annual Bus Pass... - URGENT

Hi, Anita and Stacey

The draft Word document content that we originally drafted (and that you attached) was not approved by strategic transformation and GCPE, and so that is why the content was not posted. The content that is posted now was approved

and ported onto the new site. I'm happy to have my team work on updating it, per your request below; however, my understanding is that we have been advised NOT to make changes to this page that differ from the original website. Perhaps you could weigh in Terri/Maryann?

In a scan of the FAQs, it looks like payment information is included here:
<http://www2.gov.bc.ca/gov/content/transportation/passenger-travel/buses-taxis-limos/bus-pass/bus-pass-faq#01-06>

As I mentioned, we are happy to work on updating the bus pass page; however, given the previous direction was not to alter it, we will need the okay from Terri and Maryann at this point. If they are both now okay with us altering and adding to the page, then we can start work on it.

Thank you,
Kim

Kimberlee Johns | Manager, Corporate Communications
Phone: 1-250-619-6679 (Nanaimo) | Kimberlee.Johns@gov.bc.ca

From: LaHue, Anita SDSI:EX
Sent: Monday, April 18, 2016 5:11 PM
To: Jones, Stacey L SDSI:EX; Johns, Kimberlee SDSI:EX
Cc: Cross, Elaine SDSI:EX; Dorey, Terri SDSI:EX; Aco, Myleen SDSI:EX; Kelly, Georgina SDSI:EX; Archer, Terri SDSI:EX; MacLean, Amber SDSI:EX
Subject: RE: Public Transit Buses Taxis and Limousines - Reduced-Cost Annual Bus Pass... - URGENT

How quickly can this be updated? I see the draft document does show how to pay, but the website does not. I wonder if that is just an oversight?

What other approvals do you need to move this forward quickly?

Thanks

Anita Pangborne-LaHue

Director
Performance Management, Contracts and Community Relations
Operations Support, Service Delivery Division
Phone #: 1-250-739-6603
Cell #: 1-250-667-4171

From: Jones, Stacey L SDSI:EX
Sent: Monday, April 18, 2016 4:35 PM
To: Johns, Kimberlee SDSI:EX
Cc: Cross, Elaine SDSI:EX; Dorey, Terri SDSI:EX; LaHue, Anita SDSI:EX; Aco, Myleen SDSI:EX; Kelly, Georgina SDSI:EX
Subject: RE: Public Transit Buses Taxis and Limousines - Reduced-Cost Annual Bus Pass... - URGENT

Hi Kimberlee:

Thank you for the update.

My concern is that the content that is on the website currently is incomplete for example there is no information about how clients make their payment to the bus pass program

The information that is located live on the net at this link

<http://www2.gov.bc.ca/gov/content/transportation/passenger-travel/buses-taxis-limos/bus-pass> needs to be updated to include payment details, the other mailing address that is missing etc.

Can someone on your team review what is live on the internet against what is on the word document attached so that we can capture the omissions and get them on there ASAP.

Thank you.
Stacey

From: Johns, Kimberlee SDSI:EX
Sent: Monday, April 18, 2016 3:17 PM
To: Jones, Stacey L SDSI:EX
Cc: Cross, Elaine SDSI:EX; Dorey, Terri SDSI:EX; LaHue, Anita SDSI:EX; Aco, Myleen SDSI:EX; Kelly, Georgina SDSI:EX
Subject: FW: Public Transit Buses Taxis and Limousines - Reduced-Cost Annual Bus Pass... - URGENT

Hi, Stacey

In the weeks leading up to the content migration on March 31, the bus pass content underwent some major shifts. The bulk of the content was ported over as close as possible to the existing content from the old website, to create as little of a disruption for clients as possible. Essentially, the version that you saw from Ceara came back (from Terri Archer and Maryann Anderson, I believe) as unapproved, with the request for us to port over the info from the old website as is, though with a few additions. Please see the attached emails on this regarding the change in direction and the approvals.

Please let me know if you have any additional questions. Happy to discuss further.

Thanks,
Kim

Kimberlee Johns | Manager, Corporate Communications
Phone: 1-250-619-6679 (Nanaimo) | Kimberlee.Johns@gov.bc.ca

From: "Jones, Stacey L SDSI:EX" <Stacey.Jones@gov.bc.ca>
Date: Thursday, April 14, 2016 at 12:12 PM
To: Ceara Lornie <Ceara.1.Lornie@gov.bc.ca>
Cc: "Dorey, Terri SDSI:EX" <Terri.Dorey@gov.bc.ca>, "LaHue, Anita SDSI:EX" <Anita.LaHue@gov.bc.ca>, "Jones, Stacey L SDSI:EX" <Stacey.Jones@gov.bc.ca>, "Aco, Myleen SDSI:EX" <Myleen.Aco@gov.bc.ca>, "Kelly, Georgina SDSI:EX" <Georgina.Kelly@gov.bc.ca>
Subject: Public Transit Buses Taxis and Limousines - Reduced-Cost Annual Bus Pass... - URGENT

Hello Ceara:

Today I had to look at the outward facing information on our website about the bus pass program and have some concerns.

The information in the attached document is not what is currently on the website.

There is NO payment information for clients which is a huge issue and the payment address is missing from the website.

Can someone please confirm for me what information was approved as it will need to be reviewed and updated.

Thank you.

Evans Locker, Ann SDSI:EX

From: Jensen, Dana SDSI:EX
Sent: Friday, April 1, 2016 2:26 PM
To: Leslie, Sean GCPE:EX
Cc: MacMillan, Karen SDSI:EX; Evans Locker, Ann SDSI:EX; LaHue, Anita SDSI:EX; Fillion, Corinna GCPE:EX; Archer, Terri SDSI:EX; MacLean, Amber SDSI:EX
Subject: RE: PWD/BCBP

Yes to rate increase showing up on aug 24

Bcbp was originally aug/sept. this week at steering committee we discussed moving it to oct to avoid interaction with the impl in Sept.

From: Leslie, Sean GCPE:EX
Sent: Friday, April 1, 2016 10:42 AM
To: Jensen, Dana SDSI:EX
Cc: MacMillan, Karen SDSI:EX; Evans Locker, Ann SDSI:EX; LaHue, Anita SDSI:EX; Fillion, Corinna GCPE:EX; Archer, Terri SDSI:EX; MacLean, Amber SDSI:EX
Subject: RE: PWD/BCBP

Thanks Dana.

A couple of follow-up questions.

We've been saying in all our materials that BCBP renewal notices will come out in late summer-is it actually October? Not a big deal, but will need to make some changes.

And just so I'm clear, does the rate increase actually show up on the Aug 24th cheque?

Thanks!

Sean Leslie

From: Jensen, Dana SDSI:EX
Sent: Friday, April 1, 2016 10:18 AM
To: Leslie, Sean GCPE:EX
Cc: MacMillan, Karen SDSI:EX; Evans Locker, Ann SDSI:EX; LaHue, Anita SDSI:EX; Fillion, Corinna GCPE:EX; Archer, Terri SDSI:EX; MacLean, Amber SDSI:EX
Subject: RE: PWD/BCBP

This of course is fluid as we get new info, but at this point here are our planned next steps that may impact issues.

- JULY: Mailout to clients who currently have a bus pass in July to advise them that:
 - o If they do nothing, their bus pass will continue to be valid for 2016
 - o If they want to choose the \$52 instead, they can contact ministry by Aug 5 and we will update their file
- AUG 24: Issue Day with rate increase
- 2017 BCBP renewal letters will start their 2017 renewal process in Oct (letters are mailed out over a few weeks)
- DEC 21: Issue Day where some clients may get \$52 if they did not renew their bus pass in 2017 (they of course will be able to apply for a bus pass and have the switch made the following month)

As for staff info, we will be continuing to update the QAs for staff as new info becomes available. For instance, next week we plan to introduce a process to track clients who currently have a bus pass and tell staff they want to get \$52

starting Sept. Once approved, staff will be notified through an emailed field comm, which is then posted on our staff newsfeed, and the staff QAs will be updated. The myss and phone line msgs were updated with the announcement and we will continue to monitor and adjust as needed.

There shouldn't be any specific key dates out of our stakeholder comms as any updates we give to the stakeholders will line up with info being given to clients and staff. We are continuing with our regularly scheduled check-ins with the moving forward groups. Based on my recent interactions with them, I do not expect issues to arise from these calls.

From: Archer, Terri SDSI:EX
Sent: Thursday, March 31, 2016 3:18 PM
To: Leslie, Sean GCPE:EX; Jensen, Dana SDSI:EX
Cc: MacMillan, Karen SDSI:EX; Evans Locker, Ann SDSI:EX; LaHue, Anita SDSI:EX; Fillion, Corinna GCPE:EX
Subject: RE: PWD/BCBP

Bus Pass/Compass Cards

- March 24/29th - a letter was sent to 17,711 Bus Pass Program clients advising them of the shift to Compass Cards (client letter attached)
 - TransLink Insert and Compass Card to follow to these clients early April (though as I understand from Anita, it may not make it out prior to the gate closures)
- March 24th – email update sent to advocates (see attached - **SDSI Update...**), also sent to CLBC (Caitlyn) March 30th *this update included info about the STS
- March 30/31 – a letter is being sent to 17,694 STS clients advising of the pro-rated STS amount for April – August 2016 explaining they will receive their \$329 chq on April 20th. (Amount is actually \$329.40 – client letter attached)

Staff have been briefed through and ADM Chatline and Field Comms (see attachments).

We opted not to put messaging on the phone line or MySS given the targeted nature of this change.

The Bus Pass Program website is being updated via the Internet Strategy and will include FAQs and a visual of the Compass Card with the most current information approved. The website update is expected by end of day today.

I hope that answers your questions Sean.

Terri Archer
Manager, Stakeholder Relations & Engagement
Strategic Transformation Branch
Service Delivery Division (SDD)
Ministry of Social Development and Social Innovation
(250) 356-6718

From: Leslie, Sean GCPE:EX
Sent: Thursday, March 31, 2016 10:13 AM
To: Archer, Terri SDSI:EX; Jensen, Dana SDSI:EX
Cc: MacMillan, Karen SDSI:EX; Evans Locker, Ann SDSI:EX
Subject: PWD/BCBP

Hi Terri and Dana, sorry to bother you but I'm just looking for a bit of information about client and stakeholder outreach on the PWD rate increase and transportation changes.

I'm working on a new communications plan around key dates, ie, delivery of the STS cheques, BCBP renewal forms, and of course the September 1 increase—basically, dates when the issue could publicly erupt yet again.

To that end, can you tell me what kind of communications is planned or has taken place with clients on delivery of the pro-rated STS cheques?

And are there plans (or maybe it's already been done) to put updated info on MySS, on the toll free line, and make sure front line staff are fully briefed?

What about stakeholder communications?

Please let me know if I should be bugging someone else as well. s.22 , so I'm bugging you directly.
Thanks!

Sean Leslie
Senior Public Affairs Officer
Ministry of Social Development and Social Innovation
(250) 356-1670(o)
(250) 893-4403(m)

Evans Locker, Ann SDSI:EX

From: Ruel, Janis M SDSI:EX
Sent: Tuesday, April 19, 2016 11:12 AM
To: Archer, Terri SDSI:EX; Kelly, Georgina SDSI:EX
Cc: LaHue, Anita SDSI:EX
Subject: RE: Q&A for Prorated Refund of the Bus Pass Administration Fee
Attachments: Bus Pass changes - June 2016 Update.docx

Hi All, I took what is on the public website for Bus Pass and tweaked the Q&A's (highlighted in yellow) would this work as a basis for drafting a letter for June in plain language? J

From: Archer, Terri SDSI:EX
Sent: Tuesday, April 19, 2016 10:50 AM
To: Kelly, Georgina SDSI:EX; Ruel, Janis M SDSI:EX
Cc: LaHue, Anita SDSI:EX
Subject: RE: Q&A for Prorated Refund of the Bus Pass Administration Fee

Yes, whatever we can frame for now is fine for the FAQ.

However, we will need the process for the client letter and that will need to be drafted pretty soon too as the timeline for that will be the week of May 9th for approvals, to BC Mail Plus May 16, for distribution the week of May 30th.

Terri Archer
Manager, Stakeholder Relations & Engagement
Strategic Transformation Branch
Service Delivery Division (SDD)
Ministry of Social Development and Social Innovation
(250) 356-6718

From: Kelly, Georgina SDSI:EX
Sent: Tuesday, April 19, 2016 10:33 AM
To: Archer, Terri SDSI:EX; Ruel, Janis M SDSI:EX
Cc: LaHue, Anita SDSI:EX
Subject: RE: Q&A for Prorated Refund of the Bus Pass Administration Fee

Hi Terri

Just to clarify for the FAQ's we can't give details on the opt out piece yet – so just some key messaging to advise clients that we will be providing more details around the process for choosing the transportation benefit in the near future.

Georgina Kelly
Manager, Field Services
Social Development
and Social Innovation
Provincial Contact Centre
Cel: 604-617-6457

From: Archer, Terri SDSI:EX
Sent: Tuesday, April 19, 2016 10:13 AM
To: Ruel, Janis M SDSI:EX; Kelly, Georgina SDSI:EX
Cc: LaHue, Anita SDSI:EX
Subject: RE: Q&A for Prorated Refund of the Bus Pass Administration Fee

Thanks. I will update the FAQs with this question and answer.

Another key FAQ will be around opting out and that draft wording will inform the client letter.

I will send out an update from yesterday's meeting with notes and action items including timeline. The FAQs and client letter are the priority as everything else flows from that wording. We need to determine what opting out looks like.

Are you two able to work on those two action items (new FAQ on opting out and drafting the client letter)?

Terri Archer
Manager, Stakeholder Relations & Engagement
Strategic Transformation Branch
Service Delivery Division (SDD)
Ministry of Social Development and Social Innovation
(250) 356-6718

From: LaHue, Anita SDSI:EX
Sent: Tuesday, April 19, 2016 9:42 AM
To: Ruel, Janis M SDSI:EX
Cc: Archer, Terri SDSI:EX; Kelly, Georgina SDSI:EX
Subject: RE: Q&A for Prorated Refund of the Bus Pass Administration Fee

Hmmm – I was thinking that the refund of the admin fee would come under the FAQ section?

And I would think we just say:

Cost

The bus pass is provided for an administrative fee of \$45 per year and is valid for one calendar year from January 1 – December 31. The fee is not prorated for applicants applying or cancelling part way through the year.

Anita Pangborne-LaHue

Director
Performance Management, Contracts and Community Relations
Operations Support, Service Delivery Division
Phone #: 1-250-739-6603
Cell #: 1-250-667-4171

From: Ruel, Janis M SDSI:EX
Sent: Tuesday, April 19, 2016 8:48 AM

To: LaHue, Anita SDSI:EX
Cc: Archer, Terri SDSI:EX; Kelly, Georgina SDSI:EX
Subject: Q&A for Prorated Refund of the Bus Pass Administration Fee

Hi Anita, I went on to the Bus Pass Program Website. There is a line there regarding the administration fee under cost.

<http://www2.gov.bc.ca/gov/content/transportation/passenger-travel/buses-taxis-limos/bus-pass>

After the call yesterday with Raymond I thought that we might want to capture the answer to the prorated refund question for those who choose to opt out of the bus pass program so I drafted something. J

Cost

The bus pass is provided for an administrative fee of \$45 per year and is valid for one calendar year from January 1 – December 31. The fee is not prorated for applicants applying or cancelling part way through the year.

Refund of administration fee when cancelling a Bus Pass

The bus pass is provided for an administration fee of \$45 per year. The administration fee is not prorated for individuals who cancel a bus pass part way through the year.

Janis M Ruel
Manager Community Relations and Service Quality
Ministry of Social Development and Social Innovation
Operations Support, Service Delivery Division

Cell: 250-415-5144

Bus Pass changes – June 2016 Update

How do these changes impact clients who have a subsidized annual bus pass now?

The annual subsidized bus pass will continue and the application process will not change. Clients with an existing bus pass will receive a \$25 monthly rate increase starting on September 1, 2016.

Clients who have the annual pass will receive their renewal package starting in **late summer**:

- If someone **does** want to renew, the ministry will follow the usual process where a client pays a \$45 annual administration fee, either online/telephone with their bank or by mail. They will receive their annual subsidized Bus Pass and a \$25 rate increase.

What are the impacts to clients who want to opt out of the BC Bus Pass Program?

- If someone **does not** want to renew their annual bus pass for 2017 they don't have to do anything, they will automatically receive the full \$77 monthly rate increase beginning with the January 2017 payment.
 - The process is under development for clients who want to advise the BC Bus Pass Program that they want to turn in a bus pass and more information will be available shortly.

Do I now have to apply every month for the bus pass?

No, you will not need to reapply each month. The subsidized bus pass is still an annual pass.

If I have a bus pass now or choose to get one in 2017, can I change my mind later in the year and get the \$77 increase?

Yes, you will have the option to turn in your bus pass at any time after September 1, 2016 and receive the full \$77 increase in the following months. This is the added flexibility that comes with the monthly increase – clients have a choice. This process is under development and more information will be available shortly.

Cost

The bus pass is provided for an administrative fee of \$45 per year and is valid for one calendar year from January 1 – December 31. The fee is not prorated for applicants applying or cancelling part way through the year.

I'm a senior on PWD, what do the changes mean for me?

If you are a PWD and in receipt of disability assistance then the rate increase will apply to you. You can receive the full \$77 increase or you can choose to receive a subsidized annual BC Bus Pass and a rate increase of \$25 per month.

If you are a senior who has the PWD designation and are no longer in receipt of disability assistance, you may still be eligible for the BC Bus Pass Program. You can get more information on eligibility.

Are seniors who have a BC Bus Pass impacted by this change?

No, there is no change to the BC Bus Pass Program for low-income seniors. This only applies to persons in receipt of disability assistance. The ministry will continue to provide a subsidized bus pass to eligible seniors for the annual \$45 administration fee.

Evans Locker, Ann SDSI:EX

From: LaHue, Anita SDSI:EX
Sent: Wednesday, April 20, 2016 7:45 PM
To: Ruel, Janis M SDSI:EX
Cc: Kelly, Georgina SDSI:EX; Archer, Terri SDSI:EX
Subject: RE: Questions Re: Communication Plan and Returning Bus Passes

When a client Opts out of the bus pass, that pass is cancelled. Once a pass is cancelled, it cannot be reinstated. Therefore, if the client Opts back to get a pass, we would have to create a new card.

In order to minimize fraud, it is best if the client can return the card or destroy it – if we leave it undestroyed, then anyone can use it as a “flash pass” to ride in any BC Transit areas. At least until the end of December at this point, and potentially beyond.

Hopes this helps clarify.

Thanks

Anita

From: Ruel, Janis M SDSI:EX
Sent: Wednesday, April 20, 2016 8:31 AM
To: LaHue, Anita SDSI:EX
Cc: Kelly, Georgina SDSI:EX; Archer, Terri SDSI:EX
Subject: Questions Re: Communication Plan and Returning Bus Passes

Hi Anita, I am going to set up meetings with the Bus Pass Program staff to start on the action items. I just need to get this straight in my mind for the communication plan and developing a process for returning bus passes. Why are we going to ask BC Bus Pass PWD who all have Compass Cards now to return their bus passes if they opt out when they are reloadable?

- If an individual has paid the administration fee for the calendar year and decide to opt out for any length of time (say winter months – over Christmas to increase support amount) then decide that they want to come back to the bus pass program to get their bus pass card reactivated.
 - Shouldn't all bus pass program participants keep their bus passes?

This may already been covered off at the design meeting yet I wanted to check and see if this been discussed due to cost and time involved with processing returned cards or ordering new Compass Cards or BC Transit Passes in the future.

- need to action return mail/cards
- Can advise TransLink clients they do not need to return their card – it will be deactivated upon contact (notify us via Bus Pass email or by phone)
- Non-TransLink clients – benefit no contingent upon return of card

Cost

The bus pass is provided for an administrative fee of \$45 per year and is valid for one calendar year from January 1 – December 31. The fee is not prorated for applicants applying part way through the year and is non-refundable.

New FAQ DRAFT: \$45 administration fee is not prorated and is non-refundable.

Do I get money back from the \$45 administration fee I paid if I cancel my bus pass part way through the year?

No. The bus pass is provided for an administrative fee of \$45 per year and is valid for one calendar year from January 1 – December 31. The fee is not pro-rated for applicants applying or cancelling part way through the year.

Janis M Ruel
Manager Community Relations and Service Quality
Ministry of Social Development and Social Innovation
Operations Support, Service Delivery Division

Cell: 250-415-5144

Evans Locker, Ann SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Thursday, April 21, 2016 12:22 PM
To: Ruel, Janis M SDSI:EX
Cc: Kelly, Georgina SDSI:EX
Subject: RE: Requesting Versions for Editing - Letters and Materials for Bus Pass Program June Update
Attachments: Transportation - BC Bus Pass - Bus Pass FAQs (Apr update).docx; Bus Pass Compass Cards - Key Messages for Stakeholders.docx; TransLink Insert - (Final) - update from TransLink (Final2).docx; Bus Pass Compass Card Field Comm for Mar 21.docx; Bus Pass Compass Cards Q+As for Staff - Draft for approvals (Mar18).docx; BC Bus Pass Program.docx; policy framework 2.docx; Services for People with a Disability - Disability Assistance - Rate Increase.docx; Bus Pass - Compass Card client letter - Mar 2016 DRAFT Mar14 2pm.docx; Disability Assistance Rate Increases FAQs - Internal for Staff Only (Apr updates).docx

Okay Janis, here they are... Here's a breakdown of the attachments to ease some of the overwhelm:

1. **Transportation – BC Bus Pass FAQs** → Word doc of public Bus Pass FAQs provided to us by People Strategies. Draft updates started in the attachment.
2. **Bus Pass Compass Cards – Key Msgs for Stakeholder** → for update with additional info
3. **TransLink Insert** → Insert sent to clients by TransLink with their new Compass Card
4. **Bus Pass Compass Card Field Comm** → baseline/template for the next notice for staff
5. **Bus Pass Compass Card Q+As for Staff** → for update with new info – ensure alignment with public FAQ updates
6. **Bus Pass Program** → Word doc of the Bus Pass Program website info provided to us by People Strategies. Draft updates started in the attachment.
7. **Policy framework** → provided as an FYI for context only
8. **Services for People with a Disability – Disability Assistance – Rate Increase** → Word doc of the Disability Assistance – Rate Increase website info provided to us by People Strategies. Draft updates started in the attachment.
9. **Bus Pass – Compass Card client letter** → letter sent to Bus Pass clients to advise of Compass Card change. Template for new letter re: opting out of Bus Pass
10. **Disability Assistance Rate Increases FAQs** → Internal FAQs - Disability Assistance Rate Increases for update with new info – ensure alignment with public FAQ updates

A lot of the info will be copy/paste once we get the main drafts done but we will need to ensure alignment of all and ensure all are approved and uploaded. We'll get through it, we always do.

Terri Archer

Manager, Stakeholder Relations & Engagement
Strategic Transformation Branch
Service Delivery Division (SDD)
Ministry of Social Development and Social Innovation
(250) 356-6718

From: Ruel, Janis M SDSI:EX
Sent: Wednesday, April 20, 2016 9:39 AM
To: Archer, Terri SDSI:EX
Cc: LaHue, Anita SDSI:EX
Subject: Requesting Versions for Editing - Letters and Materials for Bus Pass Program June Update

Hi Terri, can you please get me the Word Document Versions of these letters and materials so that our Bus Pass Program work group can utilize what we have for the Q&A's that are due on April 28th and the letters and other materials that are due soon after that? I think that will get us ahead of the game ☺ thank you, Janis

Janis M Ruel
Manager Community Relations and Service Quality
Ministry of Social Development and Social Innovation
Operations Support, Service Delivery Division

Cell: 250-415-5144

SDSI CMS Lite Content – Bus Pass Frequently Asked Questions

Page Details:	
Theme/Sub-theme/Topic	Transportation / Passenger Travel / Buses, Taxis & Limousines
Sub-Topic/level 5	Bus Pass / Bus Pass Frequently Asked Questions
Title	Bus Pass Frequently Asked Questions
Navigation Title	Bus Pass FAQs
Parent Page	BC Bus Pass
Path	http://www2.gov.bc.ca/gov/content/transportation/passenger-travel/buses-taxis-limos/bus-pass/bus-pass-faq
Shortened URL	
Division	SDD
Branch	
Lifecycle	Ongoing

Metadata:	
Content Type	General content
Keywords	BC bus pass, faq, transport
Description	Frequently asked questions and answers about the BC Bus Pass program.
Language	English
Creator	Ministry of Social Development and Social Innovation
Subject Category	Transport Choose an item.
Subject	Accessible transport
Security Classification	Low
Security Label	Public
Audience	Persons with Disabilities Seniors Choose an item. Choose an item. Choose an item. Choose an item.

Introduction (maximum 350 characters— appears in search and populates topic):

Bus Pass Frequently Asked Questions

General Questions

Body:

1. My bus pass was lost or stolen. How do I request a replacement bus pass?
2. How long is my pass valid?
3. I paid the \$45 administration fee, if I cancel my bus pass, do I get any money back?
4. English is my second language; can I speak to someone in my native language?
5. Can I call on behalf of a client, friend or family member?
6. I paid for my bus pass but I haven't received it yet. What should I do?
7. I want to mail a cheque or money order rather than pay at the bank or online. Where do I mail my cheque or money order?

8. Can I pay for my bus pass with a credit card?
9. I was just approved for Persons with Disability designation. How do I get my bus pass?
10. I am receiving Canadian Pension Plan Disability (CPPD) benefits, am I eligible for the bus pass?
11. My child is under 18 and has a disability. Do they qualify for a bus pass?
12. Where can I find transit information, including schedule and route information?

Compass Card Questions

1. Why am I receiving a Compass Card?
2. What do I do with my old BC Transit Card?
3. How do I use a Compass Card?
4. What does this change mean to me?
5. Will seniors that are not on PWD assistance still have access to an annual bus pass?
6. I never use the TransLink system, why do I need a Compass Card?

Renewal Questions

1. I did not receive my renewal application or have lost it, what do I do?
2. I have paid for my renewal application, when will my new pass arrive?

Online and Telephone Banking Payments Questions

1. How do I make an online or telephone banking payment?

Bus Pass Online Self Service Questions

1. The online self service system is not functioning properly, what can I do?

General Questions

Q: My bus pass was lost or stolen. How do I request a replacement bus pass?

A: You can now request a replacement bus pass online or by phone.

- Online: Go to Request Service, fill out the online form and click submit
- Phone: Call 1 866 866-0800, press option 2, then option 3 and then option 1

Phone lines are open from 9 am to 4 pm. Please note that during the bus pass renewal season (October to February) our phone lines experience heavy call volumes.

Q: How long is my bus pass valid?

A: Each annual bus pass is valid from the date issued until December 31 of the same year. This does not change with the shift to the Compass Card.

SDSI CMS Life Content – Bus Pass Frequently Asked Questions

Q: I paid the \$45 administration fee, if I cancel my bus pass, do I get any money back?

A: No. The \$45 administration fee for a bus pass is not pro-rated and is non-refundable.

Q: English is my second language; can I speak to someone in my native language?

A: We offer interpretive services over the phone in many languages. Please call 1 866 866-0800 and press option 2, then option 3 and then option 1. When the phone is answered, please state your language and hold for an interpreter.

Q: Can I call on behalf of a client, friend or family member?

A: Yes, but due to the *Freedom of Information and Protection of Privacy Act*, we are required to obtain verbal or written permission from the applicant before working with a third party.

Verbal consent is only valid for the duration of the phone call. If the applicant you are assisting would like to provide long term written consent, please submit a [Bus Pass Program Consent to Disclosure of Information Form \(PDF\)](#).

Q: I paid for my bus pass but I haven't received it yet. What should I do?

A: If you paid online you can expect to receive your bus pass within 3 weeks of your payment date. If you have not received your bus pass within 4 weeks, please email or call the BC Bus Pass Program.

If you made a payment at your bank, you can expect to receive your bus pass within 4 weeks of your payment date. If you have not received your bus pass within 5 weeks, please email or call the BC Bus Pass Program.

If you mailed a cheque or money order, you can expect to receive your bus pass within 5 weeks of date you mailed your payment. If you have not received your bus pass within 6 weeks, please email or call the BC Bus Pass Program.

- Email: Follow the [email instructions](#) on the Bus Pass Program page
- Phone: Call 1 866 866-0800, press option 2, then option 3 and then option 1

Phone lines are open from 9 am to 4 pm. Please note that during the bus pass renewal season (October to February) our phone lines experience heavy call volumes.

Q: I want to mail a cheque or money order rather than pay at the bank or online. Where do I mail my cheque or money order?

A: Please mail your cheque or money order to:

BC Bus Pass Program
PO Box 9985, STN PROV GOVT
Victoria, BC V8W 9R6

Q: Can I pay for my bus pass with a credit card?

A: No, we are unable to process credit card payments at this time. For the fastest processing times, please make an online payment. Instructions for making an online payment are listed on your application.

Q: I was just approved for Persons with Disability designation. How do I get my bus pass?

A: You can now request a bus pass application online or by phone.

- Online: Go to [Request Service](#), fill out the online form and click submit
- Phone: Call 1 866 866-0800, press option 2, then option 3 and then option 1.

Phone lines are open from 9 am to 4 pm. Please note that during the bus pass renewal season (October to February) our phone lines experience heavy call volumes

Q: I am receiving Canadian Pension Plan Disability (CPPD) benefits, am I eligible for the bus pass?

A: Unfortunately Federal CPPD clients do not qualify for the BC Bus Pass Program. If you are aged 18-59 years old, you must be receiving Persons with Disability (PWD) assistance from the Ministry of Social Development to qualify for the BC Bus Pass Program.

Q: My child is under 18 and has a disability. Do they qualify for a bus pass?

A: No, applicants must be at least 18 years of age and receiving Income Assistance for Persons with Disabilities from the Province of British Columbia, or living on a First Nations reserve and receiving disability assistance from the band office to be eligible for the BC Bus Pass Program.

Q: Where can I find transit information, including schedule and route information?

A: For transit information in Greater Vancouver, visit the [TransLink](#) website. For communities outside the TransLink service area visit the [BC Transit](#) website.

Compass Card Questions

Q: Why am I receiving/did I receive a Compass Card?

A: BC Transit bus pass only works in BC Transit areas while the BC Bus Pass Program Compass Card can be used to access both BC Transit and TransLink services across the province. (Note that HandyDART is not included in these services.)

SDSI CMS Life Content – Bus Pass Frequently Asked Questions

You received a Compass Card to replace your existing BC Bus Pass because TransLink is closing its fare gates on all its Sky Train stations. ~~Once those~~ When the gates closed, BC Bus Pass Holders ~~will not be~~ were no longer able to access TransLink services with their current card.

Some BC Bus Pass holders travel to Greater Vancouver to visit family or go to medical appointments. With the new Compass Card they can continue to access TransLink services.

Q: What do I do with my old BC Transit Card?

A: Once you ~~have~~ receive your new Compass Card, you can throw out your existing BC Transit Pass. Do not return the ~~card~~ pass to the ministry or mail it back to the BC Bus Pass Program.

Compass Card is a secure transit card that allows access to bus, sky train and sea bus where applicable across the province. This card is reloadable/reusable so don't throw it out at the end of the year. You will use the same Compass Card if you apply for the annual discounted pass in 2017.

With your new card, you ~~will~~ still have full access to public transit services in your community. You ~~will~~ are also be able to use your new Compass Card on both BC Transit and TransLink systems.

This card is for your personal use only. It is NOT transferable and must not be used by anybody else.

Q: How do I use a Compass Card?

A:

On BC Transit – In BC Transit areas, ~~clients~~ you will use ~~their~~ your new Compass Card as a 'flash pass' by **showing** the BC Transit bus driver ~~their~~ your Compass Card.

On TransLink (Metro Vancouver) – If the ~~client~~ you travel to a TransLink area in Metro Vancouver, ~~you~~ the client will use their new Compass Card by tapping in on a Compass Card reader when starting their journey and tapping out when exiting or transferring throughout the TransLink area. simply tap in when you start your journey and tap out when exiting or transferring. Remember, buses are tap in only, so there's no need to tap out when exiting.

Q: What does this change mean to me?

A: This change is simply a card change and ~~will~~ does not impact your ridership. Your card is ~~being~~ was replaced at no cost to you.

Q: Will seniors that are not on PWD assistance still have access to an annual bus pass?

A: All BC Bus Pass clients who currently hold a BC Transit card will receive a new Compass Card in the mail. There is no change to the cost of the pass or how to make payments. This is simply a card change and will not affect your ridership and your card is being replaced at no cost.

Q: I never use the TransLink system, why do I need a Compass Card?

A: The Compass Card will be functional in both BC Transit areas and TransLink in the Metro Vancouver areas. By giving everyone the Compass Card, all users will have access to BC Transit and TransLink services across the province. (HandyDART is not included in these services.)

Renewal Questions

Q: I did not receive my renewal application or have lost it, what do I do?

A: Four months prior to pass expiry, active bus pass clients that are still eligible for a bus pass should receive a renewal application by mail. If you have moved but did not update your address with the BC Bus Pass Program, if possible, please check for your application at your old address before requesting a replacement. If you still require a re-print of your renewal application, you can request one by email or phone. Please allow up to 15 business days for your renewal application re-print to arrive.

- Email: Follow the [email instructions](#) on the Bus Pass Program page
- Phone: Call 1 866 866-0800, press option 2, then option 3 and then option 1

Phone lines are open from 9 am to 4 pm. Please note that during the bus pass renewal season (October to February) our phone lines experience heavy call volumes.

Q: I have paid for my renewal application, when will my new pass arrive?

A: The first mail out of renewal bus passes will start at the end of November. If your payment was received before the end of October, you should receive your renewal bus pass before January 1. Please pay early to ensure you receive your new pass before your current pass expires.

Online and Telephone Banking Payments

Q: How do I make an online or telephone banking payment?

A: To make a payment using your financial institutions website or telephone banking system, follow these steps:

1. Choose the payee name your financial institution uses for BC-BUS PASS PROGRAM
2. Enter your nine-digit Bus Pass Program Account Number as found at the top right corner of your bus pass application or on your existing bus pass

SDSI CMS Lite Content – Bus Pass Frequently Asked Questions

3. Make a bill payment for the total amount to be paid

Note: Do not submit the paper portion of your application when making online or telephone payments.

Bus Pass Online Self Service Questions

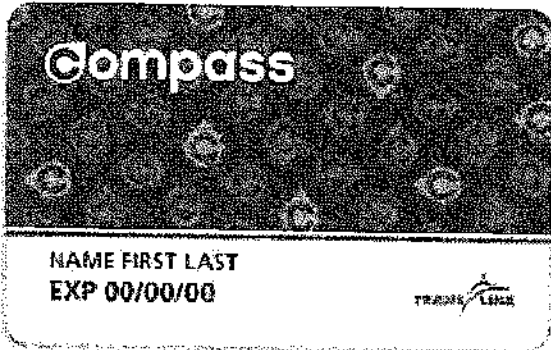
Q: The online self service system is not functioning properly, what can I do?

A: There are a number of steps you can take to resolve online request issues:

- Always launch the online request form from the website. Downloaded copies will cause errors
- Allow pop-ups from the BC Bus Pass Program website
- Make sure you are running Adobe Acrobat version 9 or newer. You can download the latest version of [Adobe Acrobat](#) for free
- Make sure you only have one version of Adobe Reader on your computer. For security reasons, non-Adobe PDF readers are not compatible with this form
- If your session is open for longer than 30 minutes, the form will automatically clear. Please re-launch the form from the website if this happens
- Try deleting the cookies and clearing your web browser cache
- Try closing your web browser and then launch the online request form again
- Try restarting your computer and then launch the online request form again
- If you are not successful at submitting your request online, please [email](#) or [phone](#) the BC Bus Pass Program

Right Hand Sidebar:

*see [gov.bc.ca Web Style Guide Formatting: Right Column Boxes](#) for more details.

Promo Box	
Heading (max 40 characters)	Service Advisory
Image (browse to assets)	

Text (max 300 characters)	<p>/cmslite/assets/asset/download/B2F395135A4D48D1AD911890FDE8E492</p> <p>All BC Bus Pass Program clients who currently hold a BC Transit card will receive a new Compass Card in early April to replace their existing bus pass card.</p> <p>This is simply a card change and will not affect your ability to access public transit. The cards are being replaced at no cost to the client.</p> <p>This change is being made so that everyone with an annual BC Bus Pass will have continued access to travel in TransLink and BC Transit areas.</p> <p>The new Compass Card is ready to use immediately for both BC Transit and Translink service areas and is valid until December 31, 2016. Clients do not need to activate the card, it has already been activated.</p> <p>The existing annual bus pass cards will expire on April 16, 2016 and can no longer be used to access transit.</p> <p>There is no change to the renewal process for the annual bus pass. BC bus pass clients will receive their renewal package in late summer 2016.</p>
----------------------------------	---

Page 166 to/à Page 171

Withheld pursuant to/removed as

NR

SDSI CMS Lite Content – BC Bus Pass Program

Page Details:	
Theme/Sub-theme/Topic	Driving & Transportation / Passenger Travel / Public Transit, Buses, Taxis & Limousines
Sub-Topic/level 5	BC Bus Pass Program
Title	BC Bus Pass Program
Navigation Title	BC Bus Pass Program
Parent Page	Public Transit, Buses, Taxis & Limousines
Path	http://www2.gov.bc.ca/gov/content/transportation/passenger-travel/buses-taxis-limos/bus-pass
GUID URL	http://www2.gov.bc.ca/gov/content?id=3953BFA94C7949EAB692919A6C5A8C3F
Shortened URL	In progress
Division	SDD
Branch	
Lifecycle	Ongoing

Metadata:	
Content Type	General content
Keywords	bus pass program, compass card
Description	Low-income seniors or those receiving disability assistance may be eligible for a reduced cost annual TransLink or BC Transit bus pass.
Language	English
Creator	Ministry of Social Development and Social Innovation
Subject Category	Transport Society and Culture
Subject	Disability assistance, Seniors, Public transit
Security Classification	Low
Security Label	Public
Audience	Persons with Disabilities Seniors Choose an item. Choose an item. Choose an item. Choose an item.

Introduction (maximum 350 characters—appears in search and populates topic):

The BC Bus Pass Program offers a reduced-cost, annual bus pass for low income seniors and individuals receiving disability assistance from the Province of British Columbia. Passes are valid in communities serviced by BC Transit or TransLink.

Body (mandatory, no character limit):

The pass is only valid for the eligible rider and is non-transferable. Handy Dart is not included in this program.

<h2>Eligibility

To be eligible for the BC Bus Pass Program, the applicant must be living in a transit service area where the annual pass is available and meet one of the following criteria:

- Receiving Federal Guaranteed Income Supplement (GIS), or the Federal Allowance, or the Allowance for the Survivor
- 18 – 64 years of age and receiving Persons with Disability (PWD) assistance from the Ministry of Social Development and Social Innovation
- 60 – 64 years of age and receiving Income Assistance from the Province of British Columbia
- Over 65 years of age and would qualify for GIS but does not meet the Canadian 10 year residency requirement
- 18 – 64 years of age, living on a First Nations reserve and receiving disability assistance from the band office, or
- 60 – 64 years of age, living on a First Nations reserve and receiving assistance from the band office

The Acts, Regulations, and Policy that guide BC Bus Pass Program eligibility can be found on the [Online Resource](#)

<h2>Cost

The bus pass is provided for an administrative fee of \$45 per year and is valid for one calendar year from January 1 – December 31. The fee is not prorated for applicants applying or cancelling part way through the year.

<h2>Request Service

Requests for new applications, address changes, and replacement passes can now be submitted online.

<h3>Instructions

1. Access the [Online Request for Service](#)
2. Fill in each of the required fields so that the program has enough information to complete your request
3. Click the submit button

Next year renewal applications are mailed to you automatically. If you have not received your renewal application by mid October, please email or phone the Bus Pass Program. Do not submit an online request for service.

<h4>Note

- The online request PDF is optimized for use with [Internet Explorer](#) version 7.0 or newer. It is recommended that you download the newest version of Internet Explorer for free if you are experiencing problems using this service
- To submit an online request your computer must have Adobe Reader version 9 or newer. Download the latest Adobe Reader free from the [Adobe website](#)

SDSI CMS Lite Content – BC Bus Pass Program

- Online requests are transmitted using Secure Sockets Layer (SSL) 2048-bit encryption. Your web browser should automatically activate the appropriate security features when initiating a transaction. On most browsers, an unbroken key or locked padlock icon at the bottom of the browser screen indicates that a secure connection is established. In some cases, depending on your browser settings, you are also notified via a pop-up window when entering or leaving a secure website
- Access the [Frequently Asked Questions](#) for more information and troubleshooting advice

<h2>Contact Us

<h3>Email

General questions and documents can be submitted via email. Emails that do not include the [Bus Pass General Enquiry Form \(PDF\)](#) may cause processing delay.

Instructions

1. Download the [Bus Pass General Enquiry Form \(PDF\)](#)
2. Open the form and fill out the required fields
3. Save and attach the completed form to your email and send it to SDSI@BUSPA@gov.bc.ca
4. Allow up to five business days for processing. You will receive an email response to your request

<h3>Phone

Call 1 866 866-0800 and choose the appropriate option:

- Option 1: If you are receiving Ministry services, input your Personal Identification number and PIN, or your Social Insurance Number, then press option 3, and then press option 1
- Option 2: If you are receiving Ministry services and do not have a Personal Identification Number or Social Insurance Number, or for all general inquiries, enter your 10 digit phone number, then press option 3, and then press option 1

Phone service is available Monday to Friday between 9 am – 4 pm. Please note that peak call volume occurs between 9 am – 9:30 am and 1 pm – 2 pm each day.

We are required to speak with people directly. If you are calling on behalf of someone, we require the individual's verbal or written consent. Please use the [Bus Pass Consent to Disclosure Form \(PDF\)](#) and submit via email, fax or mail. For information on how to fill out this form, please see [this example form \(PDF\)](#).

<h3>Mail

1. Download the [Bus Pass General Enquiry Form \(PDF\)](#)
2. Open the form and fill out the required fields
3. Print the completed form and send to:

BC Bus Pass Program
PO Box 9985, STN PROV GOVT
Victoria, BC V8W 9R6

<h3>Fax

You may submit faxed documentation to 1 855 771-8788. If you are advocating on behalf of multiple individuals, please ensure each person's documentation is faxed separately for privacy reasons.

Right Hand Sidebar:

Promo Box	
Heading (max 40 characters)	BC Bus Pass and the Compass Card
Image (browse to assets)	/cmslite/assets/asset/download/B2F395135A4D48D1AD911890FDE8E492
Image Link URL	
Image Description	compass card logo
Text (max 300 characters)	BC Bus Pass Program clients who have a BC Transit card will receive a new Compass Card in early April that will replace their existing bus pass card. <ul style="list-style-type: none">Find out more about the <u>Compass Card</u>

Field Code Changed

Promo Box	
Heading (max 40 characters)	BC Bus Pass and PWD Rate Increases
Text (max 300 characters)	<p>Rate increases for people on disability assistance were announced on February 16, 2016.</p> <p>The annual subsidized bus pass will continue and the application process will not change.</p> <p>People on Disability Assistance who have a BC Bus Pass will continue to be able to use their bus pass if they choose and they will get a \$25 monthly rate increase starting in September.</p> <p>Existing bus pass clients will receive their 2017 bus pass renewal notification from the ministry in late summer 2016.</p> <ul style="list-style-type: none">Get more information on the <u>rate increases</u>

Field Code Changed

SDSI CMS Lite Content – BC Bus Pass Program

Assignments:		Date Assigned	Date Complete
Author	Ceara Lornie		
Editor			
Program Area Approver	Stacey L Jones Stacey McGaghey Jones Ian Ross Sue Mader		March 10, 2016
GCPE	Maryann Anderson		March 29, 2016

Disability Assistance Rate Increases

Government Direction from Budget 2016:

Effective Sept. 1, 2016, all persons on disability assistance will receive an increase — up to \$77 per month.

Rather than providing a transportation subsidy that only benefits some, effective Sept. 1, irrespective of where they live, those on disability assistance will be receiving an increase— up to \$77 per month and the freedom to make their own choice about how to meet their own unique transportation needs.

- Clients who access the bus pass, will receive \$25
- Clients who don't access the bus pass, will receive \$77

The \$45 annual administrative fee for the bus pass remains in place.

The annual application process for the bus pass remains as it was previously.

Clients will be able to switch back and forth between the bus pass and the full rate during the year without penalty or cost.

Overarching Policy Principles

1. All PWD clients get an increase, regardless of classification.
 2. All PWDs get the transportation support, including all previous PWD Bus Pass/STS classifications
- All PWD client classifications, including those PWD clients on room and board and comforts allowance, will benefit from an increase of \$25 a month
 - A transportation allowance of \$52 a month will now automatically be provided to all PWD clients, including those PWD clients on room and board and comforts allowance, not just those who have accessed the bus pass program or Special Transportation Subsidy.
 - All PWD clients who use this transportation allowance to access to a subsidized bus pass will be able to use this bus pass in all transit zones in BC (i.e. a disability compass card)
 - If PWD clients don't want a bus pass, they can use the transportation allowance in whatever manner they choose without having to account for any expenditure back to SDSI.
 - **As previously**, PWD clients who exhaust their Annual Earnings Exemption will be able to have ongoing access to a bus pass or transportation allowance throughout the entire year.
 - **As previously**, PWD clients who receive support from other programs and therefore only receive a top-up payment from SDSI will be able to have ongoing access to a bus pass or transportation allowance throughout the entire year regardless of the amount of the top-up payment.
 - **As previously**, PWD clients who access transportation supports (Bus Pass or STS) and transition off PWD maintain their access to the bus pass or transportation allowance until the end of the year.
 - Clients can switch back and forth between transportation cash support allowance and bus pass during the year without penalty/cost to them.
 - AEE is an ongoing program and re-application will not be required.

\$25 PWD Support Allowance

SDSI will be increasing the support allowance rates for all PWD clients, including PWD clients on comforts allowance, for the September assistance cheque by \$25 per PWD client. Couples with two PWD clients will see this raised by \$50.

\$52 Transportation Support Allowance

In addition, all clients with the PWD designation, including PWD clients on comforts allowance, will automatically have access to a \$52 transportation support allowance. PWD/PWD couples will see this raised by \$104. This is an expansion of the existing provision of transportation support which was only provided upon application for supplementary assistance by clients to the BC bus pass program or Special Transportation Subsidy. Clients will have the choice of receiving this monthly transportation support allowance in one of two ways:

1. As a monthly support rate payment of \$52; or
2. As a monthly support “in kind” payment as a subsidized BC compass card bus pass. To access the annual compass card, clients will continue to pay an annual \$45 fee.

Transitional Transportation Supports

SDSI wants to ensure that clients continue, as previously, to receive continuity of transportation supports if their income changes through the course of the year.

Under the current system, PWD clients who transition to employment or federal benefits maintain access to a bus pass and/or special transportation subsidy support. As previously, PWD clients who transition into a situation whereby they receive a minimal top-up (i.e. less than \$52 a month for a client who moves to CPP/D) will also be supported with continued access to transportation support. As well, PWD clients who transition fully to federal benefits (CPP/D or EI) and don’t receive a top-up will continue, as previously, to have transportation support until the end of the calendar year.

As previously, AEE clients will have uninterrupted access to transportation supports. Accordingly, PWD clients who exhaust their Annual Earnings Exemption will continue to receive transportation support through to the next AEE period start-up. The initiation of the yearly earnings exemption calculation period will be simplified to reflect this.

SDSI CMS Lite Content – Disability Assistance Rate Increases

Page Details:	
Theme/Sub-theme/Topic	Family & Social Supports / Services for People with Disabilities / Disability Assistance
Sub-Topic/level 5	On Disability Assistance / Disability Assistance Rate Increases
Title	Disability Assistance Rate Increases
Navigation Title	Rate Increases
Parent Page	On Disability Assistance
Path	http://www2.gov.bc.ca/gov/content/family-social-supports/services-for-people-with-disabilities/disability-assistance/on-disability-assistance/rate-increases
Shortened URL	
Division	SDD
Branch	Strategic Transformation
Lifecycle	Transitory

Metadata:	
Content Type	General content
Keywords	2016 increase, pwd increase, db2 increase, more money
Description	Beginning September 1, 2016, all clients on disability assistance will receive a monthly rate increase.
Language	English
Creator	Ministry of Social Development and Social Innovation
Subject Category	Health and Safety Society and Culture
Subject	Disability assistance, public transit
Security Classification	Low
Security Label	Public
Audience	Persons with Disabilities Seniors General Public Choose an item. Choose an item. Choose an item.

Introduction (maximum 350 characters—appears in search and populates topic):

Disability Assistance Rate Increases

Beginning September 1, 2016, all clients who have the Persons with Disabilities Designation will receive a monthly rate increase. The increase provides fairness and more choice for people on disability assistance.

Body:

If you are on disability assistance (and have the PWD designation), you have these options:

1. If you don't receive a subsidized annual pass through the BC Bus Pass Program or the Special Transportation Subsidy, then beginning September 1, 2016, you will receive a \$77 monthly rate increase to spend as you choose.
2. If you already have a subsidized annual bus pass you can continue to use your pass and get a \$25 monthly increase starting in September. The 2017 bus pass renewal notification from the ministry will be sent out in late summer. There is no change to the application process. If you choose not to renew the annual bus pass you don't have to do anything. You will automatically receive the full \$77 monthly rate increase beginning with the January 2017 payment.
3. If you receive the Special Transportation Subsidy (STS), worth \$66 per month, you will receive an STS payment of \$329 in April to cover the five month period from April to August 2016. Starting in September, you will automatically receive a monthly rate increase of \$77, which includes the STS and an additional \$11 a month rate increase.

Read the [Factsheet](#).

Frequently Asked Questions

- [What's changing?](#)
- [How do these changes impact clients who are not receiving the Special Transportation Subsidy \(STS\) or annual BC Bus Pass?](#)
- [Will people in subsidized housing see their rent go up as a result of the rate increase?](#)
- [Will clients in long-term care be eligible for the rate increase?](#)
- [If I am a bus pass holder or choose to get a bus pass in the future, why am I only getting a \\$25 rate increase?](#)

Bus Pass changes:

- [How do these changes impact clients who have a subsidized annual bus pass now?](#)
- [Do I now have to apply every month for the bus pass?](#)
- [If I have a bus pass now or choose to get one in 2017, can I change my mind later in the year and get the \\$77 increase?](#)
- [I'm a senior on PWD, what do the changes mean for me?](#)
- [Are seniors impacted by this change?](#)
- [How do I apply for the BC Bus Pass?](#)

Special Transportation Subsidy (STS) changes:

- [How do these changes impact clients with STS?](#)
- [Can I still apply for STS?](#)
- [I am currently an STS client. Can I choose to apply for a BC Bus Pass?](#)

What's changing?

SDSI CMS Lite Content – Disability Assistance Rate Increases

Beginning September 1, 2016 clients will receive a \$77 rate increase or they can choose to receive a subsidized annual BC Bus Pass and an increase of \$25 per month. Couples, where both are PWD, will receive up to \$154 a month. This increase provides fairness in the system and more choice for people on disability assistance. Now everyone on disability assistance will receive the same level of assistance across the province.

Overview of the Rate Changes:

- Clients who do not receive transportation supports will receive the full rate increase of \$77.
- Clients on disability assistance who access a subsidized annual BC Bus Pass will see a rate increase of \$25 per month, in addition to the bus pass.
- Clients who get the Special Transportation Subsidy (STS) will receive a \$77 per month rate increase, which includes the STS plus an additional \$11 per month.

How do these changes impact clients who are not receiving the Special Transportation Subsidy (STS) or annual BC Bus Pass?

Approximately 45,000 people who do not receive STS or an annual BC Bus Pass, will receive an increase of the full \$77 in their monthly rate starting September 1, 2016.

Will people in subsidized housing see their rent go up as a result of the rate increase?

The disability assistance rate increase provided in Budget 2016 will have no effect on the rent tenants pay in provincially subsidized housing.

If I am a bus pass holder or choose to get a bus pass in the future, why am I only getting a \$25 rate increase?

Previously, only people in communities with public transit were eligible to apply for transportation supports. The rate increase brings fairness to the current system and provides more choice for people on disability assistance.

Beginning September 1, 2016, all clients who have the Persons with Disabilities Designation will receive a monthly rate increase to use as they choose. Everyone has the option to:

- Get the full \$77 increase;

or

- Get a subsidized annual bus pass plus a \$25 monthly rate increase.

or

- If you live in a community where a bus pass costs less than the annual subsidized bus, you may be better off purchasing your bus pass directly from BC Transit with your monthly rate increase of \$77.

The changes mean that everyone gets an increase to their monthly payment and everyone will receive the same monthly benefits.

Bus Pass changes

How do these changes impact clients who have a subsidized annual bus pass now?

The annual subsidized bus pass will continue and the application process will not change. Clients with an existing bus pass will receive a \$25 monthly rate increase starting on September 1, 2016.

Clients who have the annual pass will receive their renewal package starting in late summer:

- If someone **does not** want to renew their annual bus pass for 2017 they don't have to do anything, they will automatically receive the full \$77 monthly rate increase beginning with the January 2017 payment.
- If someone **does** want to renew, the ministry will follow the usual process where a client pays a \$45 annual administration fee, either online/telephone with their bank or by mail. They will receive their annual subsidized Bus Pass and a \$25 rate increase.

Do I now have to apply every month for the bus pass?

No, you will not need to reapply each month. The subsidized bus pass is still an annual pass.

If I have a bus pass now or choose to get one in 2017, can I change my mind later in the year and get the \$77 increase?

Yes, you will have the option to turn in your bus pass at any time after September 1, 2016 and receive the full \$77 increase in the following months. This is the added flexibility that comes with the monthly increase – clients have a choice. This process is ~~under development~~being finalized and more information will be available shortly.

Clients with bus passes will continue to make a choice each calendar year as part of the bus pass renewal process. Clients can also change their choice mid-year, to or from the bus pass to the rate difference.

- For 2016, clients can call the ministry at any point to cancel make this change. Is there any other option to tell us or just by phone? (as per the field comm currently being drafted by Cameron)
- For 2017, the bus pass renewal process remains the same and will begin in October 2017.

I'm a senior on PWD, what do the changes mean for me?

If you are a PWD and in receipt of disability assistance then the rate increase will apply to you. You can receive the full \$77 increase or you can choose to receive a subsidized annual BC Bus Pass and a rate increase of \$25 per month.

If you are a senior who has the PWD designation and are no longer in receipt of disability assistance, you may still be eligible for the BC Bus Pass Program. You can get [more information on eligibility](#).

Are seniors impacted by this change?

No, there is no change to the BC Bus Pass Program for low-income seniors. This only applies to persons in receipt of disability assistance. The ministry will continue to provide a subsidized bus pass to eligible seniors for the annual \$45 administration fee.

How do I apply for the BC Bus Pass?

[Information on eligibility and how to apply](#) is available.

The subsidized bus pass is a significant savings to people in communities such as Victoria or Vancouver where a monthly pass can cost anywhere from \$85 to \$170 per month.

In some communities, a bus pass costs less than the annual subsidized pass and people may be better off purchasing a bus pass directly from BC Transit with the monthly rate increase of \$77. (For example, a bus pass currently costs \$40 a month in Fort. St. John, \$35 in Quesnel and \$44 in Chilliwack).

- You can find bus pass rates in your community through the [BC Transit website](#)
- If you live in the Greater Vancouver Area, you can find fare rate information through [Translink](#) or by phoning 604 953-3333.

Special Transportation Subsidy (STS) changes

How do these changes impact clients with STS?

Starting on the September 2016 cheque, people receiving the STS subsidy worth \$66 per month will still receive this support, plus an additional \$11 per month.

Traditionally STS recipients receive a one-time payment each year in April. This year, existing STS recipients will receive a prorated cheque on April 20, 2016 for \$329. This represents five months of STS (April to August). Starting in September, their STS amount will be included in their monthly rate.

Can I still apply for STS?

Yes, up until August 2016. Anyone approved for STS will receive a prorated amount until September 2016 when the STS will start to be included in their monthly rate.

I am currently an STS client. Can I choose to apply for a BC Bus Pass?

Yes, as of September 1, 2016, anyone with the Persons with the Disability Designation living in a transit area will still be able to apply for an annual BC Bus Pass and will still pay the \$45 annual administration fee.

Right Hand Sidebar:

*see [gov.bc.ca Web Style Guide Formatting: Right Column Boxes](#) for more details.

Promo Box	
Heading (max 40 characters)	Useful Contacts
Text (max 300 characters)	Get help and answers to your questions: <ul style="list-style-type: none">• Find an office near you• Call toll-free 1 866 866-0800 from anywhere in B.C.

Page 185

Withheld pursuant to/removed as

NR



Internal for Staff Use Only

Disability Assistance Rate Increases

Beginning September 1, 2016, all clients who have the Persons with Disabilities Designation will receive a monthly rate increase. The increase provides fairness and more choice for people on disability assistance.

If you are a disability assistance client (including a PWD spouse), your options are as follows:

1. If you don't receive a subsidized annual pass through the BC Bus Pass Program or the Special Transportation Subsidy, then beginning September 1, 2016, you will receive a \$77 monthly rate increase to spend as you choose.
2. If you already have a subsidized annual bus pass you can continue to use your pass and get a \$25 monthly increase starting in September.

The 2017 bus pass renewal notification from the ministry will be sent out in late summer. There is no change to the application process. If you choose not to renew the annual bus pass you don't have to do anything. You will automatically receive the full \$77 monthly rate increase beginning with the January 2017 payment.

3. If you receive the Special Transportation Subsidy (STS), worth \$66 per month, you will receive an STS payment of \$329 in April to cover the five month period from April to August 2016. Starting in September, you will automatically receive a monthly rate increase of \$77, which includes the STS and an additional \$11 a month rate increase.

Read the [Factsheet](#).

Frequently Asked Questions

What's changing?

Beginning September 1, 2016 clients will receive a \$77 rate increase or they can choose to receive a subsidized annual BC Bus Pass and an increase of \$25 per month. Couples, where both are PWD, will receive up to \$154 a month. This increase provides fairness in the system and more choice for people on disability assistance. Now everyone on disability assistance will receive the same level of assistance across the province.

Overview of the Rate Changes:

- Clients who do not receive transportation supports will receive the full rate increase of \$77.
- Clients on disability assistance who access a subsidized annual BC Bus Pass will see a rate increase of \$25 per month, in addition to the bus pass.
- Clients who get the Special Transportation Subsidy (STS) will receive a \$77 per month rate increase, which includes the STS plus an additional \$11 per month.

See the [Disability Assistance Rate Increases table](#) [insert hyperlink].

How do these changes impact clients who are not receiving the Special Transportation Subsidy (STS) or annual BC Bus Pass?

Approximately 45,000 people who do not receive STS or an annual BC Bus Pass, will receive an increase of the full \$77 in their monthly rate starting September 1, 2016.

Will people in subsidized housing see their rent increase as a result of this change?

The disability assistance rate increase provided in Budget 2016 will have no effect on the rent tenants pay in provincially subsidized housing.

In fully subsidized units, tenants receiving income or disability assistance pay a flat rate consistent with the shelter component of provincial assistance rates.

If the shelter rate were to change, BC Housing would look at adjusting the flat rate.

Why do some clients receive less than \$906.42?

The \$906.42 applies to a single PWD receiving the maximum shelter (\$375) and current support rate (\$531.42). If a client is in subsidized housing, they will only receive the rent amount being charged. For example, if their rent in subsidized housing is \$300, the ministry will provide \$300 for shelter, and the full support rate – totalling \$831.42.

Will the PWD rate increase have an effect on the comforts allowance rate?

Staff are working on implementation plans for the announced rate increase. Further details around the rate increase will be communicated as they are available.

BUS PASS CHANGES

Is the BC Bus Pass Program being cancelled?

No, the annual subsidized bus pass will continue. If you already have a subsidized annual bus pass, it is not cancelled. Beginning September 1, 2016, all clients with a

Persons with Disabilities designation will receive a monthly rate increase. If you already have a subsidized annual BC Bus Pass, you will get a \$25 monthly increase starting in September and the ability to continue to use your pass.

If I am a bus pass holder or choose to get a bus pass in the future, why am I only getting a \$25 rate increase?

Previously, only people in communities with public transit were eligible to apply for transportation supports. The rate increase brings fairness to the current system and provides more choice for people on disability assistance.

Beginning September 1, 2016, all clients who have the Persons with Disabilities Designation will receive a monthly rate increase to use as they choose. Everyone has the option to:

- Get the full \$77 increase;
- or
- Get a subsidized annual bus pass plus a \$25 monthly rate increase.
- or
- If you live in a community where a bus pass costs less than the annual subsidized bus, you may be better off purchasing your bus pass directly from BC Transit with your monthly rate increase of \$77.

The changes mean that everyone gets an increase to their monthly payment and everyone will receive the same monthly benefits.

How do these changes impact clients who have a subsidized annual bus pass now?

The annual subsidized bus pass will continue and the application process will not change. Clients with an existing bus pass will receive a \$25 monthly rate increase starting on September 1, 2016.

Clients who have the annual pass will receive their renewal package starting in late summer:

- If someone **does not** want to renew their annual bus pass for 2017 they don't have to do anything, they will automatically receive the full \$77 monthly rate increase beginning with the January 2017 payment.
- If someone **does** want to renew, the ministry will follow the usual process where a client pays a \$45 annual administration fee, either online/telephone with their bank or by mail. They will receive their annual subsidized Bus Pass and a \$25 rate increase.

Do I now have to apply every month for the bus pass?

No, you will not need to reapply each month. The subsidized bus pass is still an annual pass.

Do I have to pay the \$52 a month for my BC Bus Pass out of my funds?

If you choose to access a subsidized annual BC Bus Pass instead of receiving the \$77, you will see a rate increase of \$25 per month, in addition to the bus pass paid by the ministry.

Will the BC Bus Pass still expire in December and how do I renew?

The subsidized annual pass available through the BC Bus Pass Program is for a calendar year (January to December) with current passes expiring at the end of December 2016.

The 2017 bus pass renewal notification from the ministry will be sent out in late summer. There is no change to the application process.

If someone does want to renew, the ministry will follow the usual process where a client pays a \$45 annual administration fee, either online/telephone with their bank or by mail. They will receive their annual subsidized Bus Pass and a \$25 rate increase.

If I have a bus pass now or choose to get one in 2017, can I change my mind and cancel my bus pass later in the year and get the \$77 increase?

Yes, you will have the option to turn in your bus pass at any time after September 1, 2016 and receive the full \$77 increase in the following months. This is the added flexibility that comes with the monthly increase – clients have a choice. This process is under development and more information will be available shortly.

How does this change apply to couples where both are PWD?

Couples, where both are PWD, will receive up to \$154 a month and each person will have a choice. For example, in a family unit, one person can choose to access the subsidized annual BC Bus Pass and the other person can choose to get the full rate increase of \$77 instead of the subsidized bus pass. As a family unit, they will receive a subsidized annual bus pass (\$52 paid by the ministry) through the BC Bus Pass Program plus \$25 rate increase and the \$77 rate increase --- total monetary increase of \$102 for the family unit.

What about a couple where only one client has the PWD designation?

The PWD client has the choice. The family unit will get the rate increase depending on what the PWD client chooses. For example, if the PWD client chooses to continue to access a subsidized annual BC Bus Pass, the family unit will see a rate increase of \$25 per month, in addition to the bus pass.

I'm a senior on PWD, what do the changes mean for me?

If you are a PWD and in receipt of disability assistance then the rate increase will apply to you. You can receive the full \$77 increase or you can choose to receive a subsidized annual BC Bus Pass and a rate increase of \$25 per month.

If you are a senior who has the PWD designation **and are no longer** in receipt of disability assistance, you may still be eligible for the BC Bus Pass Program. You can get [more information on eligibility](#).

Are seniors impacted by this change?

No, there is no change to the BC Bus Pass Program for low-income seniors. This only applies to persons in receipt of disability assistance. The ministry will continue to provide a subsidized bus pass to eligible seniors for the annual \$45 administration fee.

How do I apply for the BC Bus Pass?

[Information on eligibility and how to apply](#) is available.

The subsidized bus pass is a significant savings to people in communities such as Victoria or Vancouver where a monthly pass can cost anywhere from \$85 to \$170 per month.

In some communities, a bus pass costs less than the annual subsidized pass and people may be better off purchasing a bus pass directly from BC Transit with the monthly rate increase of \$77. (For example, a bus pass currently costs \$40 a month in Fort St. John, \$35 in Quesnel and \$44 in Chilliwack).

- You can find bus pass rates in your community through the [BC Transit website](#)
- If you live in the Greater Vancouver Area, you can find fare rate information through [Translink](#)

How do I know what the cost of a bus pass is in my community?

You can find bus pass rates in your community through the [BC Transit website](#).

If you live in the Greater Vancouver Area, you can find fare rate information through [Translink](#).

Special Transportation Subsidy (STS) changes

How do these changes impact clients with STS?

Starting on the September 2016 cheque, people receiving the STS subsidy worth \$66 per month will still receive this support, plus an additional \$11 per month.

Traditionally STS recipients receive a one-time payment each year in April. This year, existing STS recipients will receive a prorated cheque on April 20, 2016 for \$329. This represents five months of STS (April to August). Starting in September, their STS amount will be included in their monthly rate.

Will this affect my ability to get a discount on my auto insurance?

No. As a PWD, you may be eligible for a refund under the B.C. Government Fuel Tax Refund Program for Persons with Disabilities. Once you have registered for the motor fuel tax refund, if you have a vehicle in your name, you may also qualify for a 25 per cent discount on your Basic Autoplan Insurance. All you have to do is bring your confirmation letter from the Fuel Tax Refund Program to your Autoplan broker's office to have the discount added to your policy.

Can I still apply for STS?

Yes, up until August 2016. Anyone approved for STS will receive a prorated amount until September 2016 when the STS will start to be included in their monthly rate.

I am currently an STS client. Can I choose to apply for a BC Bus Pass?

Yes, as of September 1, 2016, anyone with the Persons with the Disability designation living in a transit area will still be able to apply for an annual BC Bus Pass and will still pay the \$45 annual administration fee.

Evans Locker, Ann SDSI:EX

From: Fieltch, Raymond SDSI:EX
Sent: Wednesday, May 4, 2016 10:47 AM
To: Mikkelson, Brigitte SDSI:EX
Cc: MacLean, Amber SDSI:EX; Parker, Keith C SDSI:EX; Archer, Terri SDSI:EX
Subject: RE: Stub Messaging - Bus Pass

Thanks! We will work on messaging and get back to you.

From: Mikkelson, Brigitte SDSI:EX
Sent: Wednesday, May 4, 2016 10:37 AM
To: Fieltch, Raymond SDSI:EX
Cc: MacLean, Amber SDSI:EX; Parker, Keith C SDSI:EX
Subject: RE: Stub Messaging - Bus Pass

Good morning Raymond,

My sincerest apologies for the delay!

Currently the cheque run message calendar is available for the following months:

- August (Sept benefit month)
- September (Oct benefit month)
- October (Nov benefit month)

I have bookmarked all 3 for you and will be in touch in July as a follow up.

Please let me know if you have any questions or if I can help!

Kind Regards,

Brigitte Mikkelson | Senior Financial Analyst
Supervisor | Banking and Financial Management
Financial and Administrative Services Branch
Ministry of Social Development and Social Innovation
Tel: (250) 217-9847 | Fax: (250) 356-1051
Email: brigitte.mikkelson@gov.bc.ca

From: Fieltch, Raymond SDSI:EX
Sent: Friday, April 29, 2016 4:10 PM
To: Mikkelson, Brigitte SDSI:EX
Cc: MacLean, Amber SDSI:EX; Parker, Keith C SDSI:EX
Subject: Stub Messaging

Hi Brigitte,

As part of the PWD rate increase scheduled for September we would like to include some chq stub messaging. Can you advise if there is room for the Sep-Nov months? By September, I mean August cheque issue for September. Thanks.

Regards,

Raymond Fieltsch
Executive Director, Strategic Transformation Branch
☎ (250) 356-2220
✉ (250) 952-6450
Raymond.Fieltsch@gov.bc.ca

Evans Locker, Ann SDSI:EX

From: Leslie, Sean GCPE:EX
Sent: Tuesday, April 5, 2016 10:10 AM
To: Archer, Terri SDSI:EX
Subject: RE: To CLBC - SDSI Update: BC Bus Pass/Compass Card
Attachments: BCBP Info.docx

Hi Terri-this is what I sent Caitlyn, hope this helps.
Cheers!

Sean Leslie
Senior Public Affairs Officer
Ministry of Social Development and Social Innovation
(250) 356-1670(o)
(250) 893-4403(m)

From: Archer, Terri SDSI:EX
Sent: Tuesday, April 5, 2016 10:07 AM
To: Leslie, Sean GCPE:EX
Subject: Re: To CLBC - SDSI Update: BC Bus Pass/Compass Card

Hi Sean, could I please have a copy of what you sent to Caitlyn as an update so I can ensure any messaging I send to stakeholders is aligned. Thanks very much.

Terri Archer
Manager, Stakeholder Relations & Engagement
Strategic Transformation Branch
Service Delivery Division (SDD)
Ministry of Social Development and Social Innovation
(250) 356-6718

From: Leslie, Sean GCPE:EX <Sean.Leslie@gov.bc.ca>
Sent: Thursday, March 31, 2016 11:18 PM
To: Archer, Terri SDSI:EX
Cc: McGaghey Jones, Stacey SDSI:EX; Filion, Corinna GCPE:EX; Jensen, Dana SDSI:EX
Subject: Re: To CLBC - SDSI Update: BC Bus Pass/Compass Card

Got it, thanks Terri.
Sean

Sent from my iPhone

On Mar 31, 2016, at 11:16 PM, Archer, Terri SDSI:EX <Terri.Archer@gov.bc.ca> wrote:

Hi Sean, s.22

I'm hoping you can follow up with Caitlyn Sassaman (CLBC) to provide her an update. We gave her the key messages on the Bus Pass / Compass Card and STS but were awaiting the website update to provide more.

As a precursor to letting her know that the **BC Bus Pass Program** website was just updated, and now includes FAQs and an image of the new Compass Card bus pass clients will be receiving in April, you may need to start with context around the ministry's internet content and format that has just changed.

Below are the key messages that have been approved for the Internet Strategy and OLR communications to external stakeholders. Stacey is also sending this messaging to RIPD stakeholders and she can likely provide the email address highlighted below for questions.

Please ensure you touch base with Stacey to coordinate messaging. Thanks very much.

SDSI Online Migration to new Integrated B.C. Government Website

On March 31, 2016, the B.C. Government moved to a new website (www.gov.bc.ca) that integrates content from all ministries into one streamlined site.

This update makes sure that information is easy to navigate, up to date, more accessible, and written in plain language.

You'll notice the site is now structured by the services we offer rather than by the government ministry structure. **Most of our ministry's information is in the *Family and Social Supports* section. You can also find the main SDSI webpage here: www.gov.bc.ca/sdsi**

Overall, these changes will create a more informative and user-friendly experience.

Online Resource – the BCEA Policy and Procedure Manual

The ministry's Online Resource (OLR) will also be changing as part of the gov.bc.ca redesign.

On May 2, the BCEA Policy and Procedure Manual (previously referred to as the Online Resource) will have a new look, refreshed based on feedback collected from external stakeholders, ministry staff, other government colleagues. Please update your bookmarks with this new URL – www2.gov.bc.ca/gov/content/governments/policies-for-government/bcea-policy-and-procedure-manual

Changes include:

- A new name – the *Online Resource* becomes the *BCEA Policy and Procedure Manual*
- Improvements to the layout and navigation to help access information and resources more efficiently and intuitively (e.g. reorganized categories to more closely match client and business flow)
- Enhanced search functionality
- Same look and feel as government-wide websites, and
- Removal of outdated information

Overall, the design changes are to better meet the needs of clients and stakeholders.

Ministry Legislation Available Through BC Laws Site

As part of this change to internet content, all government Acts and Regulations (i.e. *Employment and Assistance* and *Employment and Assistance for Persons with Disabilities* Acts and Regulations) will be available through the BC Laws website (www.bclaws.ca) and not through individual ministry sites.

When there are changes to legislation, there may be a slight delay in update to the legislation on the BC Laws site. Interested parties can consult the Orders in Council (<http://www.bclaws.ca/civix/content/oic/?xsl=/templates/browse.xsl>) for the exact wording of changes to legislation.

Questions?

If you have questions about the new website, please email (address) and we will get back to you as quickly as possible.

Terri Archer

Manager, Stakeholder Relations & Engagement

Strategic Transformation Branch

Service Delivery Division (SDD)

Ministry of Social Development and Social Innovation

(250) 356-6718

From: Sassaman, Caitlyn A CLBC:EX

Sent: Wednesday, March 30, 2016 5:43 PM

To: Archer, Terri SDSI:EX

Subject: RE: SDSI Update: BC Bus Pass/Compass Card and STS notice

Thanks, Terri. We appreciate your attention to the questions we brought forward. We'll wait to hear back from you. Cheers, Caitlyn

From: Archer, Terri SDSI:EX

Sent: Wednesday, March 30, 2016 4:56 PM

To: Sassaman, Caitlyn A CLBC:EX

Subject: RE: SDSI Update: BC Bus Pass/Compass Card and STS notice

Hi Caitlyn, Maryann and I are better coordinated and I understand you are looking for content that can be added to your website and are also mindful of any misconception of linkage to the recent rate increase.

We are working on final edits to our website information and once approved, I can share that with you which I believe will provide what you are looking for. s.22
s.22 I will coordinate reconnection with you whether that is by me or Sean, my GCPE colleague who works with Maryann.

Thanks again for your interest and patience.

Terri Archer
Manager, Stakeholder Relations & Engagement
Strategic Transformation Branch
Service Delivery Division (SDD)
Ministry of Social Development and Social Innovation
(250) 356-6718

From: Sassaman, Caitlyn A CLBC:EX
Sent: Wednesday, March 30, 2016 4:35 PM
To: Archer, Terri SDSI:EX
Subject: RE: SDSI Update: BC Bus Pass/Compass Card and STS notice

Hi Terri –

Thanks for the heads up. Maryann had provided these bullets to CLBC's communications shop earlier today, and I believe she was going to follow up with you on a few questions we had asked. Has she touched base with you? I want to make sure I am not duplicating efforts.

Thanks, Caitlyn

From: Archer, Terri SDSI:EX
Sent: Wednesday, March 30, 2016 4:28 PM
To: Sassaman, Caitlyn A CLBC:EX
Subject: SDSI Update: BC Bus Pass/Compass Card and STS notice

Hello Caitlyn, I want to provide you with an update on our BC Bus Pass cardholders and the Compass Card, and also an update around our Special Transportation Subsidy. I'm happy to follow up on any questions you may have. Thank you.

BC Bus Pass and the Compass Card

TransLink publically announced the closure of the Compass Card gates effective April 4th. This gate closure impacts BC Transit Clients who use their BC bus pass to access both the busses and Sky Train within the TransLink area without paying any additional fees.

The Ministry of Social Development and Social Innovation is working with the Ministry of Transportation & Infrastructure (MoTI), Ministry of Community, Sport and Cultural Development and Responsible for TransLink (CSCD), TransLink and BC Transit to ensure that there are no changes to the Bus Pass Program and that SDSI clients will continue to use passes across the province.

All BC bus pass clients who currently hold a BC Transit card will receive a new Compass Card in the mail early April that will replace their existing bus pass card. These are being **replaced at no cost to the client**. This change ensures that everyone with an annual BC bus pass will have continued access to travel in TransLink and BC Transit areas.

Page 198 to/à Page 203

Withheld pursuant to/removed as

NR

Evans Locker, Ann SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Thursday, May 12, 2016 5:34 PM
To: Sassaman, Caitlyn A CLBC:EX
Cc: Anderson, Maryann GCPE:EX; Leslie, Sean GCPE:EX; Schmidt, Randy CLBC:EX
Subject: Re: With edits: BC Bus Pass Client Letter (draft with a request for CLBC feedback)

Thanks very much Caitlyn. I look forward to reviewing the feedback in more detail tomorrow and I will reconnect with you soon.

Thanks again.

Terri

Sent from my BlackBerry 10 smartphone on the Rogers network.

From: Sassaman, Caitlyn A CLBC:EX
Sent: Thursday, May 12, 2016 5:22 PM
To: Archer, Terri SDSI:EX
Cc: Anderson, Maryann GCPE:EX; Leslie, Sean GCPE:EX; Schmidt, Randy CLBC:EX
Subject: With edits: BC Bus Pass Client Letter (draft with a request for CLBC feedback)

Hi Terri –

Thank you for the opportunity to have input into the letter about the options for the Bus Pass program.

We have made extensive edits to the letter with the help of CLBC's self advocate advisor and a self advocate – the information has not been changed just the language to simplify it. We also moved information to group it visually to make it easier for people to follow. The piece of advice that is not fully reflected in the content is that there may need to be some additional context provided in the letter as people may not remember the announcement or have kept the initial letter announcing the changes.

We hope you find the edits helpful. If you have any questions, please give me a call. Thanks again.

Best regards,
Caitlyn Sassaman
Community Relations
Community Living BC
Cell: 778 679-4634
Fax: 250 952-4205

www.communitylivingbc.ca

Does your community include everyone?



Please think about the environment before you print

CONFIDENTIALITY NOTICE: This message and any accompanying documents contain confidential information intended for a specific individual and purpose. This message is private and protected by law. If you are not the intended recipient, you are hereby

notified that any disclosure, copying or distribution, or the taking of any action based on the contents of this information, is strictly prohibited.

From: Archer, Terri SDSI:EX
Sent: Tuesday, May 10, 2016 12:38 PM
To: Sassaman, Caitlyn A CLBC:EX
Subject: BC Bus Pass Client Letter (draft with a request for CLBC feedback)

Hello Caitlyn,

attached is a draft letter we are planning to send to PWD Bus Pass clients end of May/early June to advise them of what to do at this point if they are planning to opt out of the bus pass program for September when the PWD rate increase becomes effective.

We would appreciate CLBC's review of this draft letter (is there an Editorial Board?) to ensure clarity and to try to address any anticipated concerns. This particular notice is predominantly to remind clients they will have a choice and if they are planning to opt out, they keep their card at this time because they can still use it to September.

More information will be provided to clients as process details are finalized and we will continue to update the [BC Bus Pass Program website](#) and [Disability Rate Increases website](#) as required.

Thank you in advance for your feedback. Unfortunately timing is tight so if possible, may I have your feedback by Friday, May 13 or is more time required? Thanks again.

Terri Archer, MA | Stakeholder Relations & Engagement
Manager, Strategic Transformation Branch
Ministry of Social Development and Social Innovation
SERVICE DELIVERY DIVISION
(250) 356-6718

Evans Locker, Ann SDSI:EX

From: Ruel, Janis M SDSI:EX
Sent: Thursday, April 21, 2016 4:41 PM
To: Jones, Stacey L SDSI:EX; Dorey, Terri SDSI:EX; Aco, Myleen SDSI:EX; Johnston, Jody SDSI:EX
Cc: Archer, Terri SDSI:EX; Kelly, Georgina SDSI:EX
Subject: Tasks and Next Steps for Communication Plan for June Updates
Attachments: Transportation - BC Bus Pass - Bus Pass FAQs (Apr update).docx; Bus Pass Compass Cards - Key Messages for Stakeholders.docx; Bus Pass Compass Card Field Comm for Mar 21.docx; Disability Assistance Rate Increases FAQs - Internal for Staff Only (Apr updates).docx

Importance: High

Hi Stacey, Terri, Myleen, and Jody, I will take care of starting to draft the letters for Translink and BC Transit clients. I deleted some of things that Terri Archer sent me so that I can use them for the letters ☺.

- ✚ Can I ask that you look to our future world in bus pass (Opting out and returning Bus Passes) look over the Bus Pass and PWD Rate increase FAQs documents (2 of them) and send me the Question and the Answer (or recommended answer) in separate emails;
 1. FAQ for Transportation – BC Bus Pass – Bus Pass FAQ's – Questions and Answers by email
 2. Disability Assistance Rate Increase FAQs – Questions and Answers by email
- ✚ If you could review the Key Messages for Stakeholders and recommend some new Key Messages Internal for staff and external for Stakeholders (agencies and families) that assist our bus pass client with the view of Opting out and returning Bus Passes with the questions that are coming in already please send me some draft key messages – by email

Remember that what you send does not have to be perfectly phrased, we can do edits later. It is to get that valuable information that you have in your heads ☺ Thank you for offering to assist with this important work, Janis

PS. Will be booking our next meetings for Monday and Wednesday, J

From: Archer, Terri SDSI:EX
Sent: Thursday, April 21, 2016 12:22 PM
To: Ruel, Janis M SDSI:EX
Cc: Kelly, Georgina SDSI:EX
Subject: RE: Requesting Versions for Editing - Letters and Materials for Bus Pass Program June Update

Okay Janis, here they are... Here's a breakdown of the attachments to ease some of the overwhelm:

1. **Transportation – BC Bus Pass FAQs** → Word doc of public Bus Pass FAQs provided to us by People Strategies. Draft updates started in the attachment.
2. **Bus Pass Compass Cards – Key Msgs for Stakeholder** → for update with additional info
3. **TransLink Insert** → Insert sent to clients by TransLink with their new Compass Card
4. **Bus Pass Compass Card Field Comm** → baseline/template for the next notice for staff

5. **Bus Pass Compass Card Q+As for Staff** → for update with new info – ensure alignment with public FAQ updates
6. **Bus Pass Program** → Word doc of the Bus Pass Program website info provided to us by People Strategies. Draft updates started in the attachment.
7. **Policy framework** → provided as an FYI for context only
8. **Services for People with a Disability – Disability Assistance – Rate Increase** → Word doc of the Disability Assistance – Rate Increase website info provided to us by People Strategies. Draft updates started in the attachment.
9. **Bus Pass – Compass Card client letter** → letter sent to Bus Pass clients to advise of Compass Card change. Template for new letter re: opting out of Bus Pass
10. **Disability Assistance Rate Increases FAQs** → Internal FAQs – Disability Assistance Rate Increases for update with new info – ensure alignment with public FAQ updates

A lot of the info will be copy/paste once we get the main drafts done but we will need to ensure alignment of all and ensure all are approved and uploaded. We'll get through it, we always do.

Terri Archer

Manager, Stakeholder Relations & Engagement
Strategic Transformation Branch
Service Delivery Division (SDD)
Ministry of Social Development and Social Innovation
(250) 356-6718

From: Ruel, Janis M SDSI:EX
Sent: Wednesday, April 20, 2016 9:39 AM
To: Archer, Terri SDSI:EX
Cc: LaHue, Anita SDSI:EX
Subject: Requesting Versions for Editing - Letters and Materials for Bus Pass Program June Update

Hi Terri, can you please get me the Word Document Versions of these letters and materials so that our Bus Pass Program work group can utilize what we have for the Q&A's that are due on April 28th and the letters and other materials that are due soon after that? I think that will get us ahead of the game ☺ thank you, Janis

Janis M Ruel
Manager Community Relations and Service Quality
Ministry of Social Development and Social Innovation
Operations Support, Service Delivery Division

Cell: 250-415-5144

SDSI CMS Lite Content – Bus Pass Frequently Asked Questions

Page Details:	
Theme/Sub-theme/Topic	Transportation / Passenger Travel / Buses, Taxis & Limousines
Sub-Topic/level 5	Bus Pass / Bus Pass Frequently Asked Questions
Title	Bus Pass Frequently Asked Questions
Navigation Title	Bus Pass FAQs
Parent Page	BC Bus Pass
Path	http://www2.gov.bc.ca/gov/content/transportation/passenger-travel/buses-taxis-limos/bus-pass/bus-pass-faq
Shortened URL	
Division	SDD
Branch	
Lifecycle	Ongoing

Metadata:	
Content Type	General content
Keywords	BC bus pass, faq, transport
Description	Frequently asked questions and answers about the BC Bus Pass program.
Language	English
Creator	Ministry of Social Development and Social Innovation
Subject Category	Transport Choose an item.
Subject	Accessible transport
Security Classification	Low
Security Label	Public
Audience	Persons with Disabilities Seniors Choose an item. Choose an item. Choose an item. Choose an item.

Introduction (maximum 350 characters— appears in search and populates topic):

Bus Pass Frequently Asked Questions

General Questions

Body:

1. My bus pass was lost or stolen. How do I request a replacement bus pass?
2. How long is my pass valid?
3. I paid the \$45 administration fee, if I cancel my bus pass, do I get any money back?
4. English is my second language; can I speak to someone in my native language?
5. Can I call on behalf of a client, friend or family member?
6. I paid for my bus pass but I haven't received it yet. What should I do?
7. I want to mail a cheque or money order rather than pay at the bank or online. Where do I mail my cheque or money order?

8. Can I pay for my bus pass with a credit card?
9. I was just approved for Persons with Disability designation. How do I get my bus pass?
10. I am receiving Canadian Pension Plan Disability (CPPD) benefits, am I eligible for the bus pass?
11. My child is under 18 and has a disability. Do they qualify for a bus pass?
12. Where can I find transit information, including schedule and route information?

Compass Card Questions

1. Why am I receiving a Compass Card?
2. What do I do with my old BC Transit Card?
3. How do I use a Compass Card?
4. What does this change mean to me?
5. Will seniors that are not on PWD assistance still have access to an annual bus pass?
6. I never use the TransLink system, why do I need a Compass Card?

Renewal Questions

1. I did not receive my renewal application or have lost it, what do I do?
2. I have paid for my renewal application, when will my new pass arrive?

Online and Telephone Banking Payments Questions

1. How do I make an online or telephone banking payment?

Bus Pass Online Self Service Questions

1. The online self service system is not functioning properly, what can I do?

General Questions

Q: My bus pass was lost or stolen. How do I request a replacement bus pass?

A: You can now request a replacement bus pass online or by phone.

- Online: Go to Request Service, fill out the online form and click submit
- Phone: Call 1 866 866-0800, press option 2, then option 3 and then option 1

Phone lines are open from 9 am to 4 pm. Please note that during the bus pass renewal season (October to February) our phone lines experience heavy call volumes.

Q: How long is my bus pass valid?

A: Each annual bus pass is valid from the date issued until December 31 of the same year. This does not change with the shift to the Compass Card.

SDSI CMS Lite Content – Bus Pass Frequently Asked Questions

Q: I paid the \$45 administration fee, if I cancel my bus pass, do I get any money back?

A: No. The \$45 administration fee for a bus pass is not pro-rated and is non-refundable.

Q: English is my second language; can I speak to someone in my native language?

A: We offer interpretive services over the phone in many languages. Please call 1 866 866-0800 and press option 2, then option 3 and then option 1. When the phone is answered, please state your language and hold for an interpreter.

Q: Can I call on behalf of a client, friend or family member?

A: Yes, but due to the *Freedom of Information and Protection of Privacy Act*, we are required to obtain verbal or written permission from the applicant before working with a third party.

Verbal consent is only valid for the duration of the phone call. If the applicant you are assisting would like to provide long term written consent, please submit a [Bus Pass Program Consent to Disclosure of Information Form \(PDF\)](#).

Q: I paid for my bus pass but I haven't received it yet. What should I do?

A: If you paid online you can expect to receive your bus pass within 3 weeks of your payment date. If you have not received your bus pass within 4 weeks, please email or call the BC Bus Pass Program.

If you made a payment at your bank, you can expect to receive your bus pass within 4 weeks of your payment date. If you have not received your bus pass within 5 weeks, please email or call the BC Bus Pass Program.

If you mailed a cheque or money order, you can expect to receive your bus pass within 5 weeks of date you mailed your payment. If you have not received your bus pass within 6 weeks, please email or call the BC Bus Pass Program.

- Email: Follow the [email instructions](#) on the Bus Pass Program page
- Phone: Call 1 866 866-0800, press option 2, then option 3 and then option 1

Phone lines are open from 9 am to 4 pm. Please note that during the bus pass renewal season (October to February) our phone lines experience heavy call volumes.

Q: I want to mail a cheque or money order rather than pay at the bank or online. Where do I mail my cheque or money order?

A: Please mail your cheque or money order to:

BC Bus Pass Program
PO Box 9985, STN PROV GOVT
Victoria, BC V8W 9R6

Q: Can I pay for my bus pass with a credit card?

A: No, we are unable to process credit card payments at this time. For the fastest processing times, please make an online payment. Instructions for making an online payment are listed on your application.

Q: I was just approved for Persons with Disability designation. How do I get my bus pass?

A: You can now request a bus pass application online or by phone.

- Online: Go to [Request Service](#), fill out the online form and click submit
- Phone: Call 1 866 866-0800, press option 2, then option 3 and then option 1.

Phone lines are open from 9 am to 4 pm. Please note that during the bus pass renewal season (October to February) our phone lines experience heavy call volumes

Q: I am receiving Canadian Pension Plan Disability (CPPD) benefits, am I eligible for the bus pass?

A: Unfortunately Federal CPPD clients do not qualify for the BC Bus Pass Program. If you are aged 18-59 years old, you must be receiving Persons with Disability (PWD) assistance from the Ministry of Social Development to qualify for the BC Bus Pass Program.

Q: My child is under 18 and has a disability. Do they qualify for a bus pass?

A: No, applicants must be at least 18 years of age and receiving Income Assistance for Persons with Disabilities from the Province of British Columbia, or living on a First Nations reserve and receiving disability assistance from the band office to be eligible for the BC Bus Pass Program.

Q: Where can I find transit information, including schedule and route information?

A: For transit information in Greater Vancouver, visit the [TransLink](#) website. For communities outside the TransLink service area visit the [BC Transit](#) website.

Compass Card Questions

Q: Why am I receiving did I receive a Compass Card?

A: BC Transit bus pass only works in BC Transit areas while the BC Bus Pass Program Compass Card can be used to access both BC Transit and TransLink services across the province. (Note that HandyDART is not included in these services.)

Page 212 to/à Page 217

Withheld pursuant to/removed as

NR



Internal for Staff Use Only

Disability Assistance Rate Increases

Beginning September 1, 2016, all clients who have the Persons with Disabilities Designation will receive a monthly rate increase. The increase provides fairness and more choice for people on disability assistance.

If you are a disability assistance client (including a PWD spouse), your options are as follows:

1. If you don't receive a subsidized annual pass through the BC Bus Pass Program or the Special Transportation Subsidy, then beginning September 1, 2016, you will receive a \$77 monthly rate increase to spend as you choose.
2. If you already have a subsidized annual bus pass you can continue to use your pass and get a \$25 monthly increase starting in September.

The 2017 bus pass renewal notification from the ministry will be sent out in late summer. There is no change to the application process. If you choose not to renew the annual bus pass you don't have to do anything. You will automatically receive the full \$77 monthly rate increase beginning with the January 2017 payment.

3. If you receive the Special Transportation Subsidy (STS), worth \$66 per month, you will receive an STS payment of \$329 in April to cover the five month period from April to August 2016. Starting in September, you will automatically receive a monthly rate increase of \$77, which includes the STS and an additional \$11 a month rate increase.

Read the [Factsheet](#).

Frequently Asked Questions

What's changing?

Beginning September 1, 2016 clients will receive a \$77 rate increase or they can choose to receive a subsidized annual BC Bus Pass and an increase of \$25 per month. Couples, where both are PWD, will receive up to \$154 a month. This increase provides fairness in the system and more choice for people on disability assistance. Now everyone on disability assistance will receive the same level of assistance across the province.

Overview of the Rate Changes:

- Clients who do not receive transportation supports will receive the full rate increase of \$77.
- Clients on disability assistance who access a subsidized annual BC Bus Pass will see a rate increase of \$25 per month, in addition to the bus pass.
- Clients who get the Special Transportation Subsidy (STS) will receive a \$77 per month rate increase, which includes the STS plus an additional \$11 per month.

See the [Disability Assistance Rate Increases table](#) [insert hyperlink].

How do these changes impact clients who are not receiving the Special Transportation Subsidy (STS) or annual BC Bus Pass?

Approximately 45,000 people who do not receive STS or an annual BC Bus Pass, will receive an increase of the full \$77 in their monthly rate starting September 1, 2016.

Will people in subsidized housing see their rent increase as a result of this change?

The disability assistance rate increase provided in Budget 2016 will have no effect on the rent tenants pay in provincially subsidized housing.

In fully subsidized units, tenants receiving income or disability assistance pay a flat rate consistent with the shelter component of provincial assistance rates.

If the shelter rate were to change, BC Housing would look at adjusting the flat rate.

Why do some clients receive less than \$906.42?

The \$906.42 applies to a single PWD receiving the maximum shelter (\$375) and current support rate (\$531.42). If a client is in subsidized housing, they will only receive the rent amount being charged. For example, if their rent in subsidized housing is \$300, the ministry will provide \$300 for shelter, and the full support rate – totalling \$831.42.

Will the PWD rate increase have an effect on the comforts allowance rate?

Staff are working on implementation plans for the announced rate increase. Further details around the rate increase will be communicated as they are available.

BUS PASS CHANGES

Is the BC Bus Pass Program being cancelled?

No, the annual subsidized bus pass will continue. If you already have a subsidized annual bus pass, it is not cancelled. Beginning September 1, 2016, all clients with a

Persons with Disabilities designation will receive a monthly rate increase. If you already have a subsidized annual BC Bus Pass, you will get a \$25 monthly increase starting in September and the ability to continue to use your pass.

If I am a bus pass holder or choose to get a bus pass in the future, why am I only getting a \$25 rate increase?

Previously, only people in communities with public transit were eligible to apply for transportation supports. The rate increase brings fairness to the current system and provides more choice for people on disability assistance.

Beginning September 1, 2016, all clients who have the Persons with Disabilities Designation will receive a monthly rate increase to use as they choose. Everyone has the option to:

- Get the full \$77 increase;

or

- Get a subsidized annual bus pass plus a \$25 monthly rate increase.

or

- If you live in a community where a bus pass costs less than the annual subsidized bus, you may be better off purchasing your bus pass directly from BC Transit with your monthly rate increase of \$77.

The changes mean that everyone gets an increase to their monthly payment and everyone will receive the same monthly benefits.

How do these changes impact clients who have a subsidized annual bus pass now?

The annual subsidized bus pass will continue and the application process will not change. Clients with an existing bus pass will receive a \$25 monthly rate increase starting on September 1, 2016.

Clients who have the annual pass will receive their renewal package starting in late summer:

- If someone **does not** want to renew their annual bus pass for 2017 they don't have to do anything, they will automatically receive the full \$77 monthly rate increase beginning with the January 2017 payment.
- If someone **does** want to renew, the ministry will follow the usual process where a client pays a \$45 annual administration fee, either online/telephone with their bank or by mail. They will receive their annual subsidized Bus Pass and a \$25 rate increase.

Do I now have to apply every month for the bus pass?

No, you will not need to reapply each month. The subsidized bus pass is still an annual pass.

Do I have to pay the \$52 a month for my BC Bus Pass out of my funds?

If you choose to access a subsidized annual BC Bus Pass instead of receiving the \$77, you will see a rate increase of \$25 per month, in addition to the bus pass paid by the ministry.

Will the BC Bus Pass still expire in December and how do I renew?

The subsidized annual pass available through the BC Bus Pass Program is for a calendar year (January to December) with current passes expiring at the end of December 2016.

The 2017 bus pass renewal notification from the ministry will be sent out in late summer. There is no change to the application process.

If someone does want to renew, the ministry will follow the usual process where a client pays a \$45 annual administration fee, either online/telephone with their bank or by mail. They will receive their annual subsidized Bus Pass and a \$25 rate increase.

If I have a bus pass now or choose to get one in 2017, can I change my mind and cancel my bus pass later in the year and get the \$77 increase?

Yes, you will have the option to turn in your bus pass at any time after September 1, 2016 and receive the full \$77 increase in the following months. This is the added flexibility that comes with the monthly increase – clients have a choice. This process is under development and more information will be available shortly.

How does this change apply to couples where both are PWD?

Couples, where both are PWD, will receive up to \$154 a month and each person will have a choice. For example, in a family unit, one person can choose to access the subsidized annual BC Bus Pass and the other person can choose to get the full rate increase of \$77 instead of the subsidized bus pass. As a family unit, they will receive a subsidized annual bus pass (\$52 paid by the ministry) through the BC Bus Pass Program plus \$25 rate increase and the \$77 rate increase --- total monetary increase of \$102 for the family unit.

What about a couple where only one client has the PWD designation?

The PWD client has the choice. The family unit will get the rate increase depending on what the PWD client chooses. For example, if the PWD client chooses to continue to access a subsidized annual BC Bus Pass, the family unit will see a rate increase of \$25 per month, in addition to the bus pass.

I'm a senior on PWD, what do the changes mean for me?

If you are a PWD **and** in receipt of disability assistance then the rate increase will apply to you. You can receive the full \$77 increase or you can choose to receive a subsidized annual BC Bus Pass and a rate increase of \$25 per month.

If you are a senior who has the PWD designation **and are no longer** in receipt of disability assistance, you may still be eligible for the BC Bus Pass Program. You can get [more information on eligibility](#).

Are seniors impacted by this change?

No, there is no change to the BC Bus Pass Program for low-income seniors. This only applies to persons in receipt of disability assistance. The ministry will continue to provide a subsidized bus pass to eligible seniors for the annual \$45 administration fee.

How do I apply for the BC Bus Pass?

[Information on eligibility and how to apply](#) is available.

The subsidized bus pass is a significant savings to people in communities such as Victoria or Vancouver where a monthly pass can cost anywhere from \$85 to \$170 per month.

In some communities, a bus pass costs less than the annual subsidized pass and people may be better off purchasing a bus pass directly from BC Transit with the monthly rate increase of \$77. (For example, a bus pass currently costs \$40 a month in Fort St. John, \$35 in Quesnel and \$44 in Chilliwack).

- You can find bus pass rates in your community through the [BC Transit website](#)
- If you live in the Greater Vancouver Area, you can find fare rate information through [Translink](#)

How do I know what the cost of a bus pass is in my community?

You can find bus pass rates in your community through the [BC Transit website](#).

If you live in the Greater Vancouver Area, you can find fare rate information through [Translink](#).

Special Transportation Subsidy (STS) changes

How do these changes impact clients with STS?

Starting on the September 2016 cheque, people receiving the STS subsidy worth \$66 per month will still receive this support, plus an additional \$11 per month.

Traditionally STS recipients receive a one-time payment each year in April. This year, existing STS recipients will receive a prorated cheque on April 20, 2016 for \$329. This represents five months of STS (April to August). Starting in September, their STS amount will be included in their monthly rate.

Will this affect my ability to get a discount on my auto insurance?

No. As a PWD, you may be eligible for a refund under the B.C. Government Fuel Tax Refund Program for Persons with Disabilities. Once you have registered for the motor fuel tax refund, if you have a vehicle in your name, you may also qualify for a 25 per cent discount on your Basic Autoplan Insurance. All you have to do is bring your confirmation letter from the Fuel Tax Refund Program to your Autoplan broker's office to have the discount added to your policy.

Can I still apply for STS?

Yes, up until August 2016. Anyone approved for STS will receive a prorated amount until September 2016 when the STS will start to be included in their monthly rate.

I am currently an STS client. Can I choose to apply for a BC Bus Pass?

Yes, as of September 1, 2016, anyone with the Persons with the Disability designation living in a transit area will still be able to apply for an annual BC Bus Pass and will still pay the \$45 annual administration fee.

Evans Locker, Ann SDSI:EX

From: Ruel, Janis M SDSI:EX
Sent: Thursday, April 21, 2016 1:30 PM
To: Archer, Terri SDSI:EX
Cc: Kelly, Georgina SDSI:EX
Subject: Thank you - Versions for Editing - Bus Pass Program June Update

Thank you Terri, we have a lot to work with now ☺ I was gathering links and emails yesterday. This is so much better having everything in this one email. Today we can assign tasks to our small but mighty team to get through the work plan.

I will share these materials with all of our group after the meeting this afternoon, thanks again, Janis

From: Archer, Terri SDSI:EX
Sent: Thursday, April 21, 2016 12:22 PM
To: Ruel, Janis M SDSI:EX
Cc: Kelly, Georgina SDSI:EX
Subject: RE: Requesting Versions for Editing - Letters and Materials for Bus Pass Program June Update

Okay Janis, here they are... Here's a breakdown of the attachments to ease some of the overwhelm:

1. **Transportation – BC Bus Pass FAQs** → Word doc of public Bus Pass FAQs provided to us by People Strategies. Draft updates started in the attachment.
2. **Bus Pass Compass Cards – Key Msgs for Stakeholder** → for update with additional info
3. **TransLink Insert** → Insert sent to clients by TransLink with their new Compass Card
4. **Bus Pass Compass Card Field Comm** → baseline/template for the next notice for staff
5. **Bus Pass Compass Card Q+As for Staff** → for update with new info – ensure alignment with public FAQ updates
6. **Bus Pass Program** → Word doc of the Bus Pass Program website info provided to us by People Strategies. Draft updates started in the attachment.
7. **Policy framework** → provided as an FYI for context only
8. **Services for People with a Disability – Disability Assistance – Rate Increase** → Word doc of the Disability Assistance – Rate Increase website info provided to us by People Strategies. Draft updates started in the attachment.
9. **Bus Pass – Compass Card client letter** → letter sent to Bus Pass clients to advise of Compass Card change. Template for new letter re: opting out of Bus Pass
10. **Disability Assistance Rate Increases FAQs** → Internal FAQs - Disability Assistance Rate Increases for update with new info – ensure alignment with public FAQ updates

A lot of the info will be copy/paste once we get the main drafts done but we will need to ensure alignment of all and ensure all are approved and uploaded. We'll get through it, we always do.

Terri Archer
Manager, Stakeholder Relations & Engagement
Strategic Transformation Branch
Service Delivery Division (SDD)

Ministry of Social Development and Social Innovation
(250) 356-6718

From: Ruel, Janis M SDSI:EX
Sent: Wednesday, April 20, 2016 9:39 AM
To: Archer, Terri SDSI:EX
Cc: LaHue, Anita SDSI:EX
Subject: Requesting Versions for Editing - Letters and Materials for Bus Pass Program June Update

Hi Terri, can you please get me the Word Document Versions of these letters and materials so that our Bus Pass Program work group can utilize what we have for the Q&A's that are due on April 28th and the letters and other materials that are due soon after that? I think that will get us ahead of the game ☺ thank you, Janis

Janis M Ruel
Manager Community Relations and Service Quality
Ministry of Social Development and Social Innovation
Operations Support, Service Delivery Division

Cell: 250-415-5144

Evans Locker, Ann SDSI:EX

From: Ruel, Janis M SDSI:EX
Sent: Monday, April 25, 2016 1:51 PM
To: MacLean, Amber SDSI:EX; Archer, Terri SDSI:EX
Cc: LaHue, Anita SDSI:EX
Subject: Updates from Feedback/Edits BC Bus Pass Program - Client Letter - June Update - Draft 1- 2
Attachments: BC Bus Pass Program - Client Letter - June Update - Draft 1-1.doc; BC Bus Pass Program - Client Letter - June Update - Draft 1-1 working copy; BC Bus Pass Program - Client Letter - June Update - Draft v 1.2.doc

Hi Amber and Terri, I have just created a clean copy of the June update letter that incorporated both of your edits with the information we have right now. It is now Draft v 1.2. I am not sure of the approval route for the approvals. Sending back to you both for review.

- ✎ It is just the 1 Letter now for Translink and BC Transit clients since we do not know what to communicate to BC Transit Bus Pass holders regarding their cards
- ✎ I did not update the renewal of Bus Pass date from late summer to October yet

Thank you, Janis

From: Ruel, Janis M SDSI:EX
Sent: Monday, April 25, 2016 12:17 PM
To: MacLean, Amber SDSI:EX; Archer, Terri SDSI:EX
Cc: LaHue, Anita SDSI:EX
Subject: RE: BC Bus Pass Program - Client Letter - June Update - Draft 1-1

Hi Amber, I have attached your version with comments and edits, and Terri's version with edits for Anita to review with the design committee.

- What may need to be decided is if the June update is communicating changes as a result of the PWD rate increase or an update on the BC Bus Program and just call it a June **update** on the BC Bus Program and get remove the word **changes**.

I don't know about the timelines being October. The rate increase will be on the August cheques for September Income assistance?

It won't be an easy task to keep this in plain language so that clients are understanding what we are saying and keep our internal procedures out of the letters and keep the messaging simple.

I have asked to be relieved of some of my duties so that I have more time to look at this. I have not been involved with the program design. J

From: MacLean, Amber SDSI:EX
Sent: Monday, April 25, 2016 12:07 PM
To: Archer, Terri SDSI:EX; Ruel, Janis M SDSI:EX
Subject: BC Bus Pass Program - Client Letter - June Update - Draft 1-1



Dear [client name],

You are receiving this letter as a June update regarding changes to the BC Bus Program effective September 1, 2016. There is no change to the renewal process for the annual bus pass. You will receive your renewal package in late summer 2016. s.13

Beginning September 1, 2016 all clients with the PWD designation will receive a monthly rate increase. This applies to all adults in a family unit with a PWD designation.

- ~~Clients who do not receive transportation supports will receive an increase of \$77.~~
- ~~Clients on receipt of disability assistance who access a subsidized annual BC Bus Pass will see a rate increase of \$25 per month, in addition to the bus pass.~~ s.13
- Clients who choose to opt out of receiving transportation supports through the BC Bus Pass Program can contact the Program to update their information and receive the full increase of \$77 starting in September.

Please Note: If you are planning to opt out of the Bus Pass Program starting in September when the rate increase begins, there is *no need* to return your BC Bus Pass at this time. Your BC Bus Pass ~~is~~ will still be valid to the end of August 2016.

Formatted: Indent: Left: 0.75 cm

Formatted: Font: Italic

We will continue to update information on the Bus Pass Program website at *[short URL]*, including updating the Frequently Asked Questions as more details are finalized ~~become available~~.

BC Bus Pass Program Contact Information

Phone

Call 1 866 866-0800 and choose the appropriate option:

- **Option 1:** If you are receiving Ministry services, input your **Personal Identification (PID) number and PIN, or your Social Insurance Number**, then press option 3, and then press option 1
- **Option 2:** If you are receiving Ministry services and **do not have a Personal Identification (PID) number or Social Insurance Number**, or for all general inquiries, enter your 10 digit phone number, then press option 3, and then press option 1

Phone service is available Monday to Friday between 9 am – 4 pm.

Email

You can email the BC Bus Pass Program at SDSIBUSPA@gov.bc.ca. Allow up to five business days for processing. You will receive an email response to your request.

If you have any questions, please contact the ministry at 1-866-866-0800.



Dear [client name],

You are receiving this letter as a June update regarding the BC Bus Program effective September 1, 2016. There is no change to the renewal process for the annual bus pass. You will receive your renewal package in late summer 2016.

Beginning September 1, 2016 all clients with the PWD designation will receive a monthly rate increase. This applies to all adults in a family unit with a PWD designation.

- Clients in receipt of disability assistance who access a subsidized annual BC Bus Pass will see a rate increase of \$25 per month, in addition to the bus pass.
- Clients who do not receive transportation supports will receive an increase of \$77.
- Clients who choose to opt out of receiving transportation supports through the BC Bus Program can contact the Program to update their information and receive the full increase of \$77 in September.

Please Note: If you choose to opt out of the bus pass program your Bus Pass will still valid to the end of August 2016. There is no need to return your BC Bus Pass at this time.

BC Bus Pass Program Contact Information

Phone

Call 1 866 866-0800 and choose the appropriate option:

- **Option 1:** If you are receiving Ministry services, **input your Personal Identification number and PIN, or your Social Insurance Number**, then press option 3, and then press option 1
- **Option 2:** If you are receiving Ministry services and **do not have a Personal Identification Number or Social Insurance Number**, or for all general inquiries, enter your 10 digit phone number, then press option 3, and then press option 1

Phone service is available Monday to Friday between 9 am – 4 pm.

Email

You can email the BC Bus Pass Program at SDSIBUSPA@gov.bc.ca. Allow up to five business days for processing. You will receive an email response to your request.

If you have any questions, please contact the ministry at 1-866-866-0800.

Evans Locker, Ann SDSI:EX

From: Archer, Terri SDSI:EX
Sent: Monday, April 25, 2016 11:48 AM
To: MacLean, Amber SDSI:EX; Ruel, Janis M SDSI:EX
Subject: BC Bus Pass Program - Client Letter - June Update - Draft 1-1 working copy
Attachments: BC Bus Pass Program - Client Letter - June Update - Draft 1-1.doc

Hi, using Janis’s draft as a base, I’ve updated the letter a bit. There will be more I think but this is the latest working copy for comments.

Terri



Dear [client name],

You are receiving this letter as a June update regarding changes to the BC Bus Program effective September 1, 2016. There is no change to the renewal process for the annual bus pass. You will receive your renewal package in late summer 2016.

Beginning September 1, 2016 all clients with the PWD designation will receive a monthly rate increase. This applies to all adults in a family unit with a PWD designation.

- Clients who do not receive transportation supports will receive an increase of \$77.
- Clients on disability assistance who access a subsidized annual BC Bus Pass will see a rate increase of \$25 per month, in addition to the bus pass.
- Clients who choose to opt out of receiving transportation supports through the BC Bus Pass Program can contact the Program to update their information and receive the full increase of \$77 starting in September.

Please Note: If you are planning to opt out of the Bus Pass Program starting September when the rate increase begins, there is no need to return your BC Bus Pass at this time. Your BC Bus Pass is still valid to the end of August 2016.

We will continue to update information on the Bus Pass Program website at *[short URL]*, including updating the Frequently Asked Questions as details are finalized.

BC Bus Pass Program Contact Information

Phone

Call 1 866 866-0800 and choose the appropriate option:

- **Option 1:** If you are receiving Ministry services, **input your Personal Identification (PID) number and PIN, or your Social Insurance Number**, then press option 3, and then press option 1
- **Option 2:** If you are receiving Ministry services and **do not have a Personal Identification (PID) number or Social Insurance Number**, or for all general inquiries, enter your 10 digit phone number, then press option 3, and then press option 1

Phone service is available Monday to Friday between 9 am – 4 pm.

Email

You can email the BC Bus Pass Program at SDSIBUSPA@gov.bc.ca. Allow up to five business days for processing. You will receive an email response to your request.

If you have any questions, please contact the ministry at 1-866-866-0800.

Evans Locker, Ann SDSI:EX

From: Sassaman, Caitlyn A CLBC:EX
Sent: Thursday, May 12, 2016 5:22 PM
To: Archer, Terri SDSI:EX
Cc: Anderson, Maryann GCPE:EX; Leslie, Sean GCPE:EX; Schmidt, Randy CLBC:EX
Subject: With edits: BC Bus Pass Client Letter (draft with a request for CLBC feedback)
Attachments: BC Bus Pass Client Letter_CLBCedits.docx

Hi Terri –

Thank you for the opportunity to have input into the letter about the options for the Bus Pass program.

We have made extensive edits to the letter with the help of CLBC's self advocate advisor and a self advocate – the information has not been changed just the language to simplify it. We also moved information to group it visually to make it easier for people to follow. The piece of advice that is not fully reflected in the content is that there may need to be some additional context provided in the letter as people may not remember the announcement or have kept the initial letter announcing the changes.

We hope you find the edits helpful. If you have any questions, please give me a call. Thanks again.

Best regards,

Caitlyn Sassaman
Community Relations
Community Living BC
Cell: 778 679-4634
Fax: 250 952-4205
www.communitylivingbc.ca

Does your community include everyone?



Please think about the environment before you print

CONFIDENTIALITY NOTICE: This message and any accompanying documents contain confidential information intended for a specific individual and purpose. This message is private and protected by law. If you are not the intended recipient, you are hereby notified that any disclosure, copying or distribution, or the taking of any action based on the contents of this information, is strictly prohibited.

From: Archer, Terri SDSI:EX
Sent: Tuesday, May 10, 2016 12:38 PM
To: Sassaman, Caitlyn A CLBC:EX
Subject: BC Bus Pass Client Letter (draft with a request for CLBC feedback)

Hello Caitlyn,

attached is a draft letter we are planning to send to PWD Bus Pass clients end of May/early June to advise them of what to do at this point if they are planning to opt out of the bus pass program for September when the PWD rate increase becomes effective.

We would appreciate CLBC's review of this draft letter (is there an Editorial Board?) to ensure clarity and to try to address any anticipated concerns. This particular notice is predominantly to remind clients they will have a choice and if they are planning to opt out, they keep their card at this time because they can still use it to September.

More information will be provided to clients as process details are finalized and we will continue to update the [BC Bus Pass Program website](#) and [Disability Rate Increases website](#) as required.

Thank you in advance for your feedback. Unfortunately timing is tight so if possible, may I have your feedback by Friday, May 13 or is more time required? Thanks again.

Terri Archer, MA | *Stakeholder Relations & Engagement*
Manager, Strategic Transformation Branch
Ministry of Social Development and Social Innovation
SERVICE DELIVERY DIVISION
(250) 356-6718

Page 235 to/à Page 237

Withheld pursuant to/removed as

s.13

Evans Locker, Ann SDSI:EX

From: LaHue, Anita SDSI:EX
Sent: Friday, May 6, 2016 2:30 PM
To: Archer, Terri SDSI:EX
Subject: Accepted: Bus Pass/PWD Opt out website update discussion

Evans Locker, Ann SDSI:EX

From: LaHue, Anita SDSI:EX
Sent: Friday, May 20, 2016 4:49 PM
To: Hall, Sharlene SDSI:EX
Cc: Craigie, Shelly M SDSI:EX
Subject: FW: PWD change documents - reviewed
Attachments: Application and Remediation FDD _v4.0 G reivewed May 19 questions.docx; Application and Remediation FDD _v6.0-Anita (2).docx; TSA rule for EABenefits_v1 1 g reviewed May 19.docx; Integration Changes_Draft-reviewed G May 19.docx; Bus Pass Rules_v4 G reviewed May 19.docx; OPA Intake changes for PWD client_v2 G reviewed May 19.docx

Hi Sharlene, some comments from Stacey.

Thanks

Anita Pangborne-LaHue

Director
Performance Management, Contracts and Community Relations
Operations Support, Service Delivery Division
Phone #: 1-250-739-6603
Cell #: 1-250-667-4171

From: Kelly, Georgina SDSI:EX
Sent: Friday, May 20, 2016 4:21 PM
To: LaHue, Anita SDSI:EX
Subject: FW: PWD change documents - reviewed

Hi Anita

Stacey reviewed and added a few comments. Can you forward on?

Georgina Kelly
Manager, Field Services
Social Development
and Social Innovation
Provincial Contact Centre
Cel: 604-617-6457



Where ideas work



From: Jones, Stacey L SDSI:EX
Sent: Friday, May 20, 2016 4:19 PM
To: Kelly, Georgina SDSI:EX; LaHue, Anita SDSI:EX
Cc: Jones, Stacey L SDSI:EX
Subject: PWD change documents - reviewed

Hi there

I added a couple of comments – otherwise they look good to me.

Not sure who needs to receive these – will leave it to you to return to the appropriate place.

Thank you.

Stacey Jones

Supervisor, Provincial Contact Centre
Regional Services Division
Ministry of Social Development and Social Innovation



Page 241 to/à Page 388

Withheld pursuant to/removed as

s.14;s.13

Evans Locker, Ann SDSI:EX

From: LaHue, Anita SDSI:EX
Sent: Friday, April 1, 2016 11:47 AM
To: Kelly, Georgina SDSI:EX; Jones, Stacey L. SDSI:EX
Subject: FW: PWD/BCBP

ERROR: syntaxerror
OFFENDING COMMAND:

B B B B ^ t / ... 4 z /

Evans Locker, Ann SDSI:EX

From: LaHue, Anita SDSI:EX
Sent: Friday, April 1, 2016 11:47 AM
To: Kelly, Georgina SDSI:EX; Jones, Stacey L SDSI:EX
Subject: FW: PWD/BCBP

Please don't distribute widely, just keeping you and the small team working on this in the loop.

Thanks

Anita Pangborne-LaHue

Director
Performance Management, Contracts and Community Relations
Operations Support, Service Delivery Division
Phone #: 1-250-739-6603
Cell #: 1-250-667-4171

From: Jensen, Dana SDSI:EX
Sent: Friday, April 1, 2016 10:18 AM
To: Leslie, Sean GCPE:EX
Cc: MacMillan, Karen SDSI:EX; Evans Locker, Ann SDSI:EX; LaHue, Anita SDSI:EX; Fillion, Corinna GCPE:EX; Archer, Terri SDSI:EX; MacLean, Amber SDSI:EX
Subject: RE: PWD/BCBP

This of course is fluid as we get new info, but at this point here are our planned next steps that may impact issues.

- JULY: Mailout to clients who currently have a bus pass in July to advise them that:
 - o If they do nothing, their bus pass will continue to be valid for 2016
 - o If they want to choose the \$52 instead, they can contact ministry by Aug 5 and we will update their file
- AUG 24: Issue Day with rate increase
- 2017 BCBP renewal letters will start their 2017 renewal process in Oct (letters are mailed out over a few weeks)
- DEC 21: Issue Day where some clients may get \$52 if they did not renew their bus pass in 2017 (they of course will be able to apply for a bus pass and have the switch made the following month)

As for staff info, we will be continuing to update the QAs for staff as new info becomes available. For instance, next week we plan to introduce a process to track clients who currently have a bus pass and tell staff they want to get \$52 starting Sept. Once approved, staff will be notified through an emailed field comm, which is then posted on our staff newsfeed, and the staff QAs will be updated. The myss and phone line msgs were updated with the announcement and we will continue to monitor and adjust as needed.

There shouldn't be any specific key dates out of our stakeholder comms as any updates we give to the stakeholders will line up with info being given to clients and staff. We are continuing with our regularly scheduled check-ins with the moving forward groups. Based on my recent interactions with them, I do not expect issues to arise from these calls.

From: Archer, Terri SDSI:EX
Sent: Thursday, March 31, 2016 3:18 PM
To: Leslie, Sean GCPE:EX; Jensen, Dana SDSI:EX
Cc: MacMillan, Karen SDSI:EX; Evans Locker, Ann SDSI:EX; LaHue, Anita SDSI:EX; Fillion, Corinna GCPE:EX
Subject: RE: PWD/BCBP

Bus Pass/Compass Cards

- March 24/29th - a letter was sent to 17,711 Bus Pass Program clients advising them of the shift to Compass Cards (client letter attached)
 - TransLink Insert and Compass Card to follow to these clients early April (though as I understand from Anita, it may not make it out prior to the gate closures)
- March 24th – email update sent to advocates (see attached - **SDSI Update...**), also sent to CLBC (Caitlyn) March 30th *this update included info about the STS
- March 30/31 – a letter is being sent to 17,694 STS clients advising of the pro-rated STS amount for April – August 2016 explaining they will receive their \$329 chq on April 20th. (Amount is actually \$329.40 – client letter attached)

Staff have been briefed through and ADM Chatline and Field Comms (see attachments).

We opted not to put messaging on the phone line or MySS given the targeted nature of this change.

The Bus Pass Program website is being updated via the Internet Strategy and will include FAQs and a visual of the Compass Card with the most current information approved. The website update is expected by end of day today.

I hope that answers your questions Sean.

Terri Archer
Manager, Stakeholder Relations & Engagement
Strategic Transformation Branch
Service Delivery Division (SDD)
Ministry of Social Development and Social Innovation
(250) 356-6718

From: Leslie, Sean GCPE:EX
Sent: Thursday, March 31, 2016 10:13 AM
To: Archer, Terri SDSI:EX; Jensen, Dana SDSI:EX
Cc: MacMillan, Karen SDSI:EX; Evans Locker, Ann SDSI:EX
Subject: PWD/BCBP

Hi Terri and Dana, sorry to bother you but I'm just looking for a bit of information about client and stakeholder outreach on the PWD rate increase and transportation changes.

I'm working on a new communications plan around key dates, ie, delivery of the STS cheques, BCBP renewal forms, and of course the September 1 increase—basically, dates when the issue could publicly erupt yet again.

To that end, can you tell me what kind of communications is planned or has taken place with clients on delivery of the pro-rated STS cheques?

And are there plans (or maybe it's already been done) to put updated info on MySS, on the toll free line, and make sure front line staff are fully briefed?

What about stakeholder communications?

Please let me know if I should be bugging someone else as well- s.22
directly.
Thanks!

so I'm bugging you

Sean Leslie
Senior Public Affairs Officer
Ministry of Social Development and Social Innovation
(250) 356-1670(o)
(250) 893-4403(m)

Evans Locker, Ann SDSI:EX

From: LaHue, Anita SDSI:EX
Sent: Wednesday, May 4, 2016 11:53 AM
To: Kelly, Georgina SDSI:EX; Jones, Stacey L SDSI:EX
Subject: FW: Replacement fee for PWD

FYI – I guess this will be dealt with tomorrow on the design session.

Anita Pangborne-LaHue

Director
Performance Management, Contracts and Community Relations
Operations Support, Service Delivery Division
Phone #: 1-250-739-6603
Cell #: 1-250-667-4171

From: Hall, Sharlene SDSI:EX
Sent: Wednesday, May 4, 2016 11:03 AM
To: Elliott, Shauna SDSI:EX; Bhardwaj, Prashant SDSI:EX; Babu, Mukund SDSI:EX; Rohra, Ricky SDSI:EX
Cc: Craigie, Shelly M SDSI:EX; LaHue, Anita SDSI:EX; Kelly, Georgina SDSI:EX
Subject: Replacement fee for PWD

Just wanted to put this on our radar again.

The decision that the PWD client is required to pay the replacement fee \$. The decision that we had early on was that the business would manage this.

I want us to discuss this tomorrow. The intent was that the system would not manage this for PWD, not sure if we need to action anything in the system to remove the ability to action this, or just advise the user not to do the replacement benefit plan.

Sharlene Hall
Sr. Business Analyst- Team Lead
SDSI Business Alignment
Information Services Division
TOP SECRET UNIT
(250) 580 0625

Evans Locker, Ann SDSI:EX

From: LaHue, Anita SDSI:EX
Sent: Friday, April 1, 2016 5:33 PM
To: Ruel, Janis M SDSI:EX; Archer, Terri SDSI:EX; Jensen, Dana SDSI:EX
Subject: RE: Forensics Questions # 2 RE: Transportation Changes - Check In: Fraser Health Question: Transportation Changes/PWD Increase Q&As

Hi Janis, I believe that policy is still working on details, I will defer to Dana to identify whether we have an outcome on this one.

Thanks

Anita Pangborne-LaHue

Director
Performance Management, Contracts and Community Relations
Operations Support, Service Delivery Division
Phone #: 1-250-739-6603
Cell #: 1-250-667-4171

From: Ruel, Janis M SDSI:EX
Sent: Friday, April 1, 2016 10:10 AM
To: Archer, Terri SDSI:EX; LaHue, Anita SDSI:EX; Jensen, Dana SDSI:EX
Subject: Forensics Questions # 2 RE: Transportation Changes - Check In: Fraser Health Question: Transportation Changes/PWD Increase Q&As

Hi Terri, Anita, and Dana, we have received a 2nd email from Forensics yesterday with questions about the new Bus Pass Program for when individuals are receiving comforts \$ 95.00. When the policy comes in will EAW's be able to add the Transportation Benefit code on for clients in Per Diem Beds, LTC, Treatment, Transition, Hospital etc.? This is basically where this issue is going for this Stakeholder. I let him know that the question/concern has gone forward and he is pleased about that.

Issue: Many patients are significantly affected by poverty and cannot afford to pay for transit out of their \$95 monthly income.

- Many patients in their hospital are transitioning back to community and depend on the bus pass for transportation as they are only receiving \$95 per month income
- Forensics feel that it is critical that they have access to this as one of our main transition programs is a transit skills program where we are assisting people with mental illness in learning how to transit independently
- Because they are working in a forensic environment with patients who have often committed very serious crimes, the transition process to community is something we take very seriously
- The Forensics Psychiatric Social Workers want to ensure the patients leave with appropriate skills

From: Ruel, Janis M SDSI:EX
Sent: Friday, April 1, 2016 9:54 AM
To: 'Dubetz, Sam'
Cc: Vachon, Kellie SDSI:EX; SDSI Lowermainland MCRSQ SDSI:EX
Subject: FW: Transportation Changes - Check In: Fraser Health Question: Transportation Changes/PWD Increase Q&As
Hi Sam, I wanted to let you know that I did forward the questions and concerns that you have identified to our policy folks. I will connect with you when I receive more information. I believe that it may be closer to September 1, 2016 when the policy comes in to effect. If I receive an update earlier I will reach out to you, thank you, Janis

From: Dubetz, Sam [<mailto:Sam.Dubetz@forensic.bc.ca>]
Sent: Thursday, March 31, 2016 4:30 PM
To: SDSI Lowermainland MCRSQ SDSI:EX <Lowermainland.MCRSQ@gov.bc.ca>
Subject: Transportation Changes

Hi Janis,

Just wondering if there has been any word on how this will affect patients in hospital who are currently on comforts?

Just to offer a bit of collateral if there are discussions about this... Many patients in our hospital are transitioning back to community and depend on the bus pass for transportation as they are only receiving \$95 per month income. It is critical that they have access to this as one of our main transition programs is a transit skills program where we are assisting people with mental illness in learning how to transit independently. Because we are working in a forensic environment with patients who have often committed very serious crimes, the transition process to community is something we take very seriously. We want to ensure they leave with appropriate skills. Many patients are significantly affected by poverty and cannot afford to pay for transit out of their \$95 monthly income.

Thanks for looking into this,

Sam

Sam Dubetz, BSW, RSW
Psychiatric Social Worker
Forensic Psychiatric Hospital
70 Colony Farm Road, Port Coquitlam, BC V3C 5X9
Sam.Dubetz@forensic.bc.ca
604-524-7773 (p) 604-523-7896 (f)

From: SDSI Lowermainland MCRSQ SDSI:EX [<mailto:Lowermainland.MCRSQ@gov.bc.ca>]

Sent: Thursday, February 25, 2016 12:08 PM

To: Dubetz, Sam

Cc: Vachon, Kellie SDSI:EX

Subject: RE: Transportation Changes

Hi Sam, I am the Manager Community Relations and Service Quality for the Bus Pass Program. We are just waiting on some additional materials to share to help clarify various scenarios such as the ones you have mentioned. I will get you questions to where they need to go, and ensure that you receive the update. Thank you, Janis

From: Dubetz, Sam [<mailto:Sam.Dubetz@forensic.bc.ca>]

Sent: Thursday, February 25, 2016 11:56 AM

To: Vachon, Kellie SDSI:EX

Subject: Transportation Changes

Hi Kellie,

With all the changes to transportation money, I'm wondering if patients on comforts will receive any increase? I'm also wondering if they will be expected to pay the \$52 per month for their annual pass while in hospital? Many of our patients on comforts are accessing the community for programs, discharge planning, and/or transitioning to care outside of the hospital. The bus pass or some funding for transportation is essential to this process. We're hoping to get some clarification as the news releases don't seem to address this.

Thanks a lot,

Sam

Sam Dubetz, BSW, RSW
Psychiatric Social Worker
Forensic Psychiatric Hospital
70 Colony Farm Road, Port Coquitlam, BC V3C 5X9
Sam.Dubetz@forensic.bc.ca
604-524-7773 (p) 604-523-7896 (f)

Evans Locker, Ann SDSI:EX

From: LaHue, Anita SDSI:EX
Sent: Friday, May 20, 2016 12:56 PM
To: Hall, Sharlene SDSI:EX; Kelly, Georgina SDSI:EX
Subject: RE: OPA Design documents - PWD release

No changes from Georgina or Anita on these.

Anita Pangborne-LaHue

Director
Performance Management, Contracts and Community Relations
Operations Support, Service Delivery Division
Phone #: 1-250-739-6603
Cell #: 1-250-667-4171

From: Hall, Sharlene SDSI:EX
Sent: Wednesday, May 18, 2016 8:01 AM
To: Kelly, Georgina SDSI:EX; LaHue, Anita SDSI:EX
Subject: FW: OPA Design documents - PWD release

More documents ☺

Sharlene Hall
Sr. Business Analyst- Team Lead
SDSI Business Alignment
Information Services Division
<< OLE Object: Picture (Device Independent Bitmap) >>
(250) 580 0625

From: Elliott, Shauna SDSI:EX
Sent: Tuesday, May 17, 2016 5:07 PM
To: Hall, Sharlene SDSI:EX; Craigie, Shelly M SDSI:EX; Kornelsen, Robin SDSI:EX; Ohman, Wayne JAG:EX; Laws, Stephen SDSI:EX
Cc: Bhardwaj, Prashant SDSI:EX; Rohra, Ricky SDSI:EX
Subject: OPA Design documents - PWD release

Hi All,

Please see attached for the OPA design documents. These are the last outstanding documents from our side that we have not yet sent you. Happy reading!

Shauna
Shauna Elliott
Integrated Case Management
Mobile 250-812-9993

<< File: Bus Pass Rules_v4.docx >> << File: MSO.XLSX >> << File: OPA Intake changes for PWD client_v2.docx >> << File: TSA rule for EABenefits_v1 1.docx >>

Evans Locker, Ann SDSI:EX

From: LaHue, Anita SDSI:EX
Sent: Friday, May 20, 2016 12:50 PM
To: Hall, Sharlene SDSI:EX; Kelly, Georgina SDSI:EX
Subject: RE: PWD Policy Changes - MIS System Requirements-FDD
Attachments: PWD Policy Changes - MIS System Requirements-FDD-Anita.docx

Comments from Georgina and myself.

Anita Pangborne-LaHue

Director
Performance Management, Contracts and Community Relations
Operations Support, Service Delivery Division
Phone #: 1-250-739-6603
Cell #: 1-250-667-4171

From: Hall, Sharlene SDSI:EX
Sent: Thursday, May 19, 2016 10:19 AM
To: Kelly, Georgina SDSI:EX; LaHue, Anita SDSI:EX
Subject: FW: PWD Policy Changes - MIS System Requirements-FDD

Sharlene Hall
Sr. Business Analyst- Team Lead
SDSI Business Alignment
Information Services Division
SDSI TOP SECRET UNIT
(250) 580 0625

From: Ohman, Wayne JAG:EX
Sent: Wednesday, May 18, 2016 9:25 AM
To: Elliott, Shauna SDSI:EX; Hall, Sharlene SDSI:EX; Craigie, Shelly M SDSI:EX
Cc: Laws, Stephen SDSI:EX; Bhardwaj, Prashant SDSI:EX; Rohra, Ricky SDSI:EX; Kornelsen, Robin SDSI:EX; Chew, Liz SDSI:EX; Munz, Lyn SDSI:EX
Subject: PWD Policy Changes - MIS System Requirements-FDD

Attached is the initial draft of the PWD Policy Changes - MIS System Requirements-FDD document. It has also been saved on SharePoint.

<https://imt-mcfd.gov.bc.ca/ICMSSICM/Phase%204%20Release%20Documents/Forms/AllItems.aspx?RootFolder=%2FICMSSICM%2FPhase%204%20Release%20Documents%2F4%2E2%2E3%2Ex%20%2D%20Budget%202016%2FDesign>

Reminder that the MySS design is a separate document and was distributed Monday 16th by Stephen.

Page 400 to/à Page 443

Withheld pursuant to/removed as

s.14;s.13

A. Appendix - Considerations

A.1 Training Considerations

#	Description	Comments
1	<Insert Description>	<Insert Comments Details>

A.2 Testing Considerations

#	Description	Comments
1	CRT	CRT is required, at least 2 full cycles and an initial regression test cycle

A.3 Conversion Considerations

#	Description	Comments
1	<Insert Description>	<Insert Comments Details>

A.4 Implementation

#	Description	Comments
1	CPP Data match	The CPP data match is scheduled to run the Friday of deployment. The file from Service Canada is usually available to SDSI on the Tuesday before the Data Match is scheduled to run, so the data match should be moved earlier the week of Aug 1 Wednesday or Thursday to reduce deployment complexity

Evans Locker, Ann SDSI:EX

From: LaHue, Anita SDSI:EX
Sent: Friday, May 6, 2016 2:30 PM
To: Archer, Terri SDSI:EX
Subject: Accepted: Bus Pass/PWD Opt out website update discussion

Page 446 to/à Page 448

Withheld pursuant to/removed as

s.14;s.13

Evans Locker, Ann SDSI:EX

From: LaHue, Anita SDSI:EX
Sent: Wednesday, May 4, 2016 2:38 PM
To: Hall, Sharlene SDSI:EX; Elliott, Shauna SDSI:EX; Bhardwaj, Prashant SDSI:EX; Babu, Mukund SDSI:EX; Rohra, Ricky SDSI:EX
Cc: Craigie, Shelly M SDSI:EX; Kelly, Georgina SDSI:EX
Subject: RE: Replacement fee for PWD

So, the bus pass business was given until early next week to come up with some ideas around the replacement fee – we have a planning meeting scheduled on Friday. I am not sure we have some specific options ready for discussion tomorrow.

I am not able to attend the Design call tomorrow morning, I believe that Georgina is – there were only a few days I wasn't able to reschedule, tomorrow is one of those days.

I can reschedule my meetings after 2 pm tomorrow though, so can attend from then onward.

If you think that we might need changes to ICM to deal with the replacement fee and there are no changes to ICM after this week, then I guess we do need to chat about this tomorrow. For example, how do we collect the funds and apply it to the case?

I would assume then, whatever is left over from tomorrow, we will continue discussing on Friday.

Let me know if I missed the intent here.

Thanks

Anita Pangborne-LaHue

Director
Performance Management, Contracts and Community Relations
Operations Support, Service Delivery Division
Phone #: 1-250-739-6603
Cell #: 1-250-667-4171

From: Hall, Sharlene SDSI:EX
Sent: Wednesday, May 4, 2016 11:03 AM
To: Elliott, Shauna SDSI:EX; Bhardwaj, Prashant SDSI:EX; Babu, Mukund SDSI:EX; Rohra, Ricky SDSI:EX
Cc: Craigie, Shelly M SDSI:EX; LaHue, Anita SDSI:EX; Kelly, Georgina SDSI:EX
Subject: Replacement fee for PWD

Just wanted to put this on our radar again.

The decision that the PWD client is required to pay the replacement fee \$. The decision that we had early on was that the business would manage this.

I want us to discuss this tomorrow. The intent was that the system would not manage this for PWD, not sure if we need to action anything in the system to remove the ability to action this, or just advise the user not to do the replacement benefit plan.

Sharlene Hall
Sr. Business Analyst- Team Lead
SDSI Business Alignment
Information Services Division
TOP SECRET UNIT
(250) 580 0625

Evans Locker, Ann SDSI:EX

From: LaHue, Anita SDSI:EX
Sent: Wednesday, May 4, 2016 2:39 PM
To: Kelly, Georgina SDSI:EX; Jones, Stacey L SDSI:EX
Subject: RE: Replacement fee for PWD

Yes, I agree we keep the meeting, I should have read it more fully the first time here.

Thanks

Anita Pangborne-LaHue

Director
Performance Management, Contracts and Community Relations
Operations Support, Service Delivery Division
Phone #: 1-250-739-6603
Cell #: 1-250-667-4171

From: Kelly, Georgina SDSI:EX
Sent: Wednesday, May 4, 2016 2:10 PM
To: LaHue, Anita SDSI:EX; Jones, Stacey L SDSI:EX
Subject: RE: Replacement fee for PWD

I think we still need to discuss and decide – so that we can make some informed choices. They are talking design while we will be discussing process.

Stacey if we don't do the replacement benefit plan can we still generate an letter asking for funds?

Georgina Kelly
Manager, Field Services
Social Development
and Social Innovation
Provincial Contact Centre
Cel: 604-617-6457



Where ideas work



From: LaHue, Anita SDSI:EX
Sent: Wednesday, May 4, 2016 11:53 AM
To: Kelly, Georgina SDSI:EX; Jones, Stacey L SDSI:EX
Subject: FW: Replacement fee for PWD

FYI – I guess this will be dealt with tomorrow on the design session.

Anita Pangborne-LaHue

Director
Performance Management, Contracts and Community Relations
Operations Support, Service Delivery Division
Phone #: 1-250-739-6603
Cell #: 1-250-667-4171

From: Hall, Sharlene SDSI:EX
Sent: Wednesday, May 4, 2016 11:03 AM
To: Elliott, Shauna SDSI:EX; Bhardwaj, Prashant SDSI:EX; Babu, Mukund SDSI:EX; Rohra, Ricky SDSI:EX
Cc: Craigie, Shelly M SDSI:EX; LaHue, Anita SDSI:EX; Kelly, Georgina SDSI:EX
Subject: Replacement fee for PWD

Just wanted to put this on our radar again.

The decision that the PWD client is required to pay the replacement fee \$. The decision that we had early on was that the business would manage this.
I want us to discuss this tomorrow. The intent was that the system would not manage this for PWD, not sure if we need to action anything in the system to remove the ability to action this, or just advise the user not to do the replacement benefit plan.

Sharlene Hall
Sr. Business Analyst- Team Lead
SDSI Business Alignment
Information Services Division
TOP SECRET UNIT
(250) 580 0625

Evans Locker, Ann SDSI:EX

From: Kelly, Georgina SDSI:EX
Sent: Friday, April 1, 2016 1:13 PM
To: Jensen, Dana SDSI:EX; LaHue, Anita SDSI:EX
Subject: DRAFT DA Rates and Transportation Changes April 1-NOTES comments

I'm made some comments/added some thoughts. Sorry I didn't get back earlier.



DRAFT DA Rates and Transportation Changes

April 1, 2016

DA Rates

All DA recipients receive an increase, including clients in receipt of support and shelter, Room and Board, Special Care / Comforts with Per Diems, and Hardship Assistance.

- Everyone receive \$25 plus choice of either \$52 or subsidized bus pass (referred to as Transportation Support Allowance (TSA)).
- The new DA income level for intake eligibility is \$983.
- The choice of \$52 or bus pass will be offered to new DA cases. Due to the administrative time to issue a bus pass (about 2 weeks), it is expected most clients will choose the \$52 for their first month of assistance.
- \$52 will be a monthly benefit, and will not be prorated.
- Clients who choose the \$52 per month can spend it however they choose. They do not have to account for any expenditure to SDSI.

Client will make choice each calendar year as part of the bus pass renewal process. Clients can change their choice mid-year to switch from the bus pass to \$52 and vice versa. (more details to follow)

The intent is the use the monthly reporting and payment cycle to process client choices. This means clients who want to change their TSA would need to notify the ministry by the 5th of month. As per normal business, SDSI will accommodate late ~~sub~~ requests as much as possible.

Process Decision Required: how do client tell SDSI they want to change from bus pass to \$52 or vice versa?

Options include:

- Use free form section of Monthly Report: since this section of the form is free form it cannot be automated therefore, it is likely some comments will be missed
- 1-877
- bus pass email
- myss: not all DA cases are on MySS
- Combination of the above

s.13

Clients who leave Disability Assistance for MSO, will retain access to a bus pass or transportation allowance for remainder of that year (referred to as the Transitional Transportation Support (TTS).

Policy Decision Required: Will DA cases retain access to TTS for the remainder of the calendar year or AEF year (Mar 1-Feb 28)

Considerations:

- The bus pass is issued for a calendar year, therefore if the intent is to provide the bus pass til the end of Feb28, a new business process would be required
- additionally may require separate/new negotiations with translink

- new functionality in ICM would be required
- Bus pass renewal is currently based on calendar year (Jan –Dec)

Decision Required: What to do about TSA for clients whose cases close because of ineligibility for DA (e.g no MSO eligibility).

Currently, if the case closes the bus pass is not cancelled unless clt is deceased. If clt loses the pass and asks for replacement, they would be given a replacement. Replacing cost would stay same (10, 20, then 50)

Reasons why a file may close:

- Deceased
- Moved out of Province of British Columbia
- In prison/halfway house
- Residing on reserve
- Ineligible (e.g. for any non-MSO reason including the stub said not needing assistance, chq returned, got married and now income in excess, non-compliance for info through letters/signals, no support or shelter issued for 2 months so file closed)

Single pwd

Table 1: Single DA case with Non Exempt Income \$931.42 or less (\$931.42 = \$906.42 +25)

Monthly Calculation	Monthly Payment
\$931.42 + \$52 – max income \$931.42	Ranges between \$52 and \$983.42
\$931.42 + bus pass valued at \$52 – max income \$931.42	Ranges between \$52 and \$931.42 <u>and</u> bus pass

For example:

- A person who has \$920 in other income (earned or unearned) is eligible for \$63.42 in assistance. They may choose to receive \$63.42 in cash, or receive \$11.42 in cash and receive a bus pass.

Table 2: Single DA case with Non Exempt Income of \$931.01 to \$982.99

Monthly Calculation	Monthly Payment
\$931.42 + \$52	Ranges between \$0.01 and \$51.99 <u>and</u> TTS of \$52 (triggered by a payment amount in this dollar range)

– income of \$931.01 to \$982.99	
\$931.42	Ranges between \$0.01 and \$51.99 <u>and</u> bus pass
+ bus pass valued at \$52	
– income of \$931.01 to \$982.99	

For example:

- A person who has \$982 in other income (earned or unearned) is eligible for \$1.42 in assistance plus can receive an additional TTS of \$52 or a bus pass.
- A person who has \$935 in other income (earned or unearned) is eligible for \$48.42 in assistance plus can receive an additional TTS of \$52 or a bus pass.

Table 3: Single DA case with Non Exempt Income is \$983 or greater

Monthly Calculation	Monthly Payment
\$931.42	\$0, therefore, issue Transitional Transportation Support (TTS) of \$52 for remainder of the year
+ \$52	
– income > \$983.42	Then starting March 1, \$0 per month if not back on DA
\$931.42	\$0, therefore, Issue Transitional Transportation Support (TTS) of bus pass valued at \$52 for remainder of the year
+ bus pass valued at \$52	
– income of \$983 or more	Then starting March 1, \$0 per month if not back on DA

For example: A person who has \$1,000 in other income (earned or unearned) is not eligible for assistance. If they recently transitioned to MSO, they may be eligible for TTS of \$52 or a bus pass until the end of the year.

Table 4: Single DA case in Licensed Residential Care

Monthly Calculation	Payment
\$120 (\$95 + 25)	Ranges between \$52 and \$983
+ daily user fees	
+ \$52	
– income	
\$120 (\$95 + 25)	Ranges between \$0 and total of \$120 + user fees
+ daily user fees	<u>and</u> bus pass valued at \$52
+ bus pass valued at \$52	
– income	

Bus Pass:

All clients who choose a Bus Pass will be able to use it in all transit areas in the Province

Client will continue to be able to get a replacement bus pass if lost/stolen for a cost of \$10 for first replacement, \$20 for second replacement, then \$50 for each additional. Current replacement policy would remain in place, therefore, if an MSO client requests a replacement card during the calendar, a replacement would only be approved if the client was on DA during that calendar year. For example:

- DA case becomes MSO in June 2016.
 - o If they ask for replacement card in September 2016, a replacement would be issued
 - o If they ask for a replacement card in March 2017, a replacement would not be issued as they were not eligible for DA within the 2017 bus pass year.

Notes:

- When SDSI notifies Translink to cancel a pass, the pass is cancelled overnight
- BC Transit passes cannot currently be cancelled. If a Magnetic strip is added to their cards in future, only Victoria cards can be cancelled as the card readers on buses in other areas do not have the technology
- When SDSI requests a Translink or BC Transit card for a DA client, it takes about 2 weeks for the card to be sent to the client
- When clients submit an email to Bus Pass email, it takes an average of XX days for staff to respond. This timeframe is expected to go up during implementation due to an anticipated increase in the number of requests.

Changing from Bus Pass to \$52 in 2016

2016

When clients with a 2016 bus pass wants to choose the \$52, they contact SDSI any time between now and August 5. (we would like to start this next week) ----- s.13

To ensure clients are aware of this choice, all current DA clients who are bus pass holders will receive a letter in late June. If they wish to switch to \$77, must advise by Aug 5.

As clients advise the ministry they want the \$52, the files will be tagged (using an SR with a specific type and sub type) to allow for action in August.

- For Sept payment (Issued Aug 24), these files will receive the \$52 (ideally using a batch system job)
- The translink cards will be cancelled effective Oct 1 (ideally using a batch system job)
 - o **NOTE: if we do this for more than the one month transition as this impacts our contract with Translink**

2016 Bus pass holders who do not respond by the deadline, or who advise they want cash - will not cancel their pass until February ----- s.13

2017

Bus pass renewal for 2017 will begin in October to avoid interaction with 2016 choice. Letters will be send out in batches over a few weeks as per usual process.

Clients who submit a 2017 BP application by Dec 5th will receive Jan 1 bus pass. Those who miss this deadline will receive \$52 for January.

If BP application is received after the deadline, the client will receive bus pass effective February. s.13

Process Decisions Needed:

1. Determine how this policy intent is possible. It is noted that passes are send automatically when a client submits a payment, therefore a system change would be needed if we want to change this –
2. How do we change carrier letter so it identifies which month the bus pass is intended for. For example, if they submit their BP application Jan 2, the carrier letter should inform the client the bus pass if for the months of Feb – Dec (recognizing the pass can be used as soon as the client receives it)

Changing from \$52 to Bus Pass

Clients who transition from \$52 to Bus Pass - will be recommending solution next week. Need to determine the trigger to stop \$52 will be the SR for bus pass application for current bus pass year

Decision Required: If clients reapply for bus pass for two or more times in the year, will they have to repay the \$45? Or will they pay the \$10, 20, 50 amounts used for replacement cards?

Evans Locker, Ann SDSI:EX

From: Jensen, Dana SDSI:EX
Sent: Friday, April 1, 2016 12:10 PM
To: MacLean, Amber SDSI:EX; Craigie, Shelly M SDSI:EX; Shenton, Kim SDSI:EX; LaHue, Anita SDSI:EX; Kelly, Georgina SDSI:EX; Muraro, Yvonne T SDSI:EX
Subject: quick comments needed - i need to get to policy asap as they are briefing ADM
Attachments: DRAFT DA Rates and Transportation Changes April 1.docx

DRAFT DA Rates and Transportation Changes

April 1, 2016

DA Rates

All DA recipients receive an increase, including clients in receipt of support and shelter, Room and Board, Special Care / Comforts with Per Diems, and Hardship Assistance.

- Everyone receive \$25 plus choice of either \$52 or subsidized bus pass (referred to as Transportation Support Allowance (TSA)).
- The new DA income level for intake eligibility is \$983.
- The choice of \$52 or bus pass will be offered to new DA cases. Due to the administrative time to issue a bus pass (about 2 weeks), it is expected most clients will choose the \$52 for their first month of assistance.
- \$52 will be a monthly benefit, and will not be prorated.
- Clients who choose the \$52 per month can spend it however they choose. They do not have to account for any expenditure to SDSI.

Client will make choice each calendar year as part of the bus pass renewal process. Clients can change their choice mid-year to switch from the bus pass to \$52 and vice versa. (more details to follow)

The intent is the use the monthly reporting and payment cycle to process client choices. This means clients who want to change their TSA would need to notify the ministry by the 5th of month. As per normal business, SDSI will accommodate late stubs as much as possible.

Process Decision Required: how do client tell SDSI they want to change from bus pass to \$52 or vice versa?

Options include:

- Use free form section of Monthly Report: since this section of the form is free form it cannot be automated therefore, it is likely some comments will be missed
- 1-877
- bus pass email
- myss: not all DA cases are on MySS
- Combination of the above

Clients who leave Disability Assistance for MSO, will retain access to a bus pass or transportation allowance for remainder of that year (referred to as the Transitional Transportation Support (TTS).

Policy Decision Required: Will DA cases retain access to TTS for the remainder of the calendar year or AEE year (Mar 1-Feb 28)

Considerations:

- The bus pass is issued for a calendar year, therefore if the intent is to provide the bus pass til the end of Feb28, a new business process would be required

Decision Required: What to do about TSA for clients whose cases close because of ineligibility for DA (e.g no MSO eligibility).

Currently, if the case closes the bus pass is not cancelled unless clt is deceased. If clt loses the pass and asks for replacement, they would be given a replacement. Replacing cost would stay same (10, 20, then 50)

Reasons why a file may close:

- Deceased
- Moved out of Province of British Columbia
- In prison/halfway house
- Residing on reserve
- Ineligible (e.g. for any non-MSO reason including the stub said not needing assistance, chq returned, got married and now income in excess, non-compliance for info through letters/signals, no support or shelter issued for 2 months so file closed)

Single pwd

Table 1: Single DA case with Non Exempt Income \$931.42 or less (\$931.42 = \$906.42 +25)

Monthly Calculation	Monthly Payment
\$931.42 + \$52 – max income \$931.42	Ranges between \$52 and \$983.42
\$931.42 + bus pass valued at \$52 – max income \$931.42	Ranges between \$52 and \$931.42 <u>and</u> bus pass

For example:

- A person who has \$920 in other income (earned or unearned) is eligible for \$63.42 in assistance. They may choose to receive \$63.42 in cash, or receive \$11.42 in cash and receive a bus pass.

Table 2: Single DA case with Non Exempt Income of \$931.01 to \$982.99

Monthly Calculation	Monthly Payment
\$931.42 + \$52 – income of \$931.01 to \$982.99	Ranges between \$0.01 and \$51.99 <u>and</u> TTS of \$52 (triggered by a payment amount in this dollar range)
\$931.42 + bus pass valued at \$52 – income of \$931.01 to \$982.99	Ranges between \$0.01 and \$51.99 <u>and</u> bus pass

For example:

- A person who has \$982 in other income (earned or unearned) is eligible for \$1.42 in assistance plus can receive an additional TTS of \$52 or a bus pass.
- A person who has \$935 in other income (earned or unearned) is eligible for \$48.42 in assistance plus can receive an additional TTS of \$52 or a bus pass.

Table 3: Single DA case with Non Exempt Income is \$983 or greater

Monthly Calculation	Monthly Payment
\$931.42 + \$52 – income > \$983.42	\$0, therefore, issue Transitional Transportation Support (TTS) of \$52 for remainder of the year Then starting March 1, \$0 per month if not back on DA
\$931.42 + bus pass valued at \$52 – income of \$983 or more	\$0, therefore, issue Transitional Transportation Support (TTS) of bus pass valued at \$52 for remainder of the year Then starting March 1, \$0 per month if not back on DA

For example: A person who has \$1,000 in other income (earned or unearned) is not eligible for assistance. If they recently transitioned to MSO, they may be eligible for TTS of \$52 or a bus pass until the end of the year.

Table 4: Single DA case in Licensed Residential Care

Monthly Calculation	Payment
\$120 (\$95 + 25) + daily user fees + \$52 - income	Ranges between \$52 and \$983
\$120 (\$95 + 25) + daily user fees + bus pass valued at \$52 - income	Ranges between \$0 and total of \$120 + user fees <u>and</u> bus pass valued at \$52

Bus Pass:

All clients who choose a Bus Pass will be able to use it in all transit areas in the Province

Client will continue to be able to get a replacement bus pass if lost/stolen for a cost of \$10 for first replacement, \$20 for second replacement, then \$50 for each additional. Current replacement policy would remain in place, therefore, if an MSO client requests a replacement card during the calendar, a replacement would only be approved if the client was on DA during that calendar year. For example:

- DA case becomes MSO in June 2016.
 - o If they ask for replacement card in September 2016, a replacement would be issued
 - o If they ask for a replacement card in March 2017, a replacement would not be issued as they were not eligible for DA within the 2017 bus pass year.

Notes:

- When SDSI notifies Translink to cancel a pass, the pass is cancelled overnight
- BC Transit passes cannot currently be cancelled. If a Magnetic strip is added to their cards in future, only Victoria cards can be cancelled as the card readers on buses in other areas do not have the technology
- When SDSI requests a Translink or BC Transit card for a DA client, it takes about 2 weeks for the card to be sent to the client
- When clients submit an email to Bus Pass email, it takes an average of XX days for staff to respond. This timeframe is expected to go up during implementation due to an anticipated increase in the number of requests.

Changing from Bus Pass to \$52 in 2016

2016

When clients with a 2016 bus pass wants to choose the \$52, they contact SDSI any time between now and August 5. **(we would like to start this next week)**

To ensure clients are aware of this choice, all current DA clients who are bus pass holders will receive a letter in late June. If they wish to switch to \$52, must advise by Aug 5.

As clients advise the ministry they want the \$52, the files will be tagged (using an SR with a specific type and sub type) to allow for action in August.

- For Sept payment (issued Aug 24), these files will receive the \$52 (ideally using a batch system job)
- The translink cards will be cancelled effective Oct 1 (ideally using a batch system job)
 - o **NOTE: if we do this for more than the one month transition as this impacts our contract with Translink**

2016 Bus pass holders who do not respond by the deadline, or who advise they want cash - will not cancel their pass until February

2017

Bus pass renewal for 2017 will begin in October to avoid interaction with 2016 choice. Letters will be send out in batches over a few weeks as per usual process.

Clients who submit a 2017 BP application by Dec 5th will receive Jan 1 bus pass. Those who miss this deadline will receive \$52 for January.

If BP application is received after the deadline, the client will receive bus pass effective February.

Process Decisions Needed:

1. Determine how this policy intent is possible. It is noted that passes are send automatically when a client submits a payment, therefore a system change would be needed if we want to change this –
2. How do we change carrier letter so it identifies which month the bus pass is intended for. For example, if they submit their BP application Jan 2, the carrier letter should inform the client the bus pass if for the months of Feb – Dec (recognizing the pass can be used as soon as the client receives it)

Changing from \$52 to Bus Pass

Clients who transition from \$52 to Bus Pass - will be recommending solution next week. Need to determine the trigger to stop \$52 will be the SR for bus pass application for current bus pass year

Decision Required: If clients reapply for bus pass for two or more times in the year, will they have to repay the \$45? Or will they pay the \$10, 20, 50 amounts used for replacement cards?

Evans Locker, Ann SDSI:EX

From: MacLean, Amber SDSI:EX
Sent: Thursday, April 7, 2016 10:34 AM
To: Kelly, Georgina SDSI:EX; LaHue, Anita SDSI:EX; Receveur, Cameron SDSI:EX; Jensen, Dana SDSI:EX; Pendergast, Shannon M SDSI:EX; Muraro, Yvonne T SDSI:EX; Hall, Sharlene SDSI:EX; Lewke, Sandy L SDSI:EX
Cc: Oh, Alvin SDSI:EX
Subject: RE: Important - Decisions Required

Thanks so much for the great discussion. Here are our notes so far. We will reconvene.

- 1) channels through which client can indicate that they want to change from bus pass to \$52 or vice-versa. Options include MySS which would likely mean a system impact. Needs to be finalized.

-Client needs to advise by 5th (reporting cycle) for activation following month. BP must remain active until 30th/31st of current month.

-If client submits late notice (not processed before cheque run cutoff) - bus pass must remain active the following month.

-What is 'trigger' for \$52 - eaw initiated? Automatic based on bp cancellation? (may not be possible or available immediately)

-If manual - will need more resources, and be trained.

-Setting order to pending? Creates reporting/processing issues.

-Stubs: Free text

-Current approach is email and phone via the bus pass website. Bus pass staff action these.

Create SR with BF date. System batch run to cancel Bus Pass based on SR fields, and create new benefit. BP Type 'Bus Pass' and SubTypes 'Cancellation' have been proposed.

This impacts system financial controls. EAW has EA to do this.

Ensure Bus Pass staff may still be able to cancel other types of cases (e.g. deceased). Want this to be treated separately.

-e.g., Email received 5th of the month to cancel bus pass/switch to \$52. EAW responds to client. Opens Bus Pass case. Cancelling Bus Pass reason new benefit. Do not send Translink job - Run batch job against those criteria (reason code) to create benefit for next cheque, and cancel bus pass at the appropriate date (end of month or following month, depending on
There is no existing cancelled reason code.

Batch job to cancel card may not be too onerous. Batch job to create new benefit may be more problematic. Need to have backup manual process to issue the \$52:

EAW must determine end-date of Bus Pass so that system doesn't need to calculate.

Worker must create SR for benefit plan \$52. needs to be LINKED to Bus pass SR cancellation. Avoid risks of cancelling Bus Pass and not issuing \$52 benefit.

Creating benefit plans is time-consuming. Concerned we would make the timeframe to implement for September. Manually – can set up benefit plan future-dated

Today, system architecture does not reference Service Requests for OPA decisions. This would be significant change.

-MySS

SDD needs to put forward request for additional staff resources.

Between now and September 1 - process to document client notifications:

What if they change their mind? Will be 1-month transition (will have bus pass AND \$52 until Sept 30). "Gate" to hold everything back for batch job end of August will need to have a different date.....

E.g. Client notifies us August 10th to switch to \$52. August cheque run (for September benefit) will have \$52 AND bus pass to be cancelled Sept 30. (To account for one-mth transition).

E.g. Client notifies us AFTER cheque run - August 29th. Will receive \$52 for October benefit month. Bus pass is cancelled Sept 30th.

Go-Forward: Advises Sept 10th to switch to \$52. \$52 effective September cheque run (for October benefit). Bus Pass is cancelled September 30th. (night run end of day Sept 30)

Advises Sept 26th - switch to \$52. \$52 effective October cheque run (for November benefit). Bus pass cancelled October 31st (last run of the month?) OR nightly?.

Ensure bus passes are effective for complete calendar months.

When worker creates SR

2) Clarification on the bus pass administrative fee is required. If a client chooses bus pass, then changes to \$52 then back to bus pass, how is this to be treated within the bus pass program? I do not believe that there is currently a way to reactivate a cancelled bus pass, so would this be a zero-cost reissue? This is not currently consistent with any process in the bus pass program.

In this situation they could get a bus pass for at no cost, as they would have paid the \$45 admin fee earlier in the year. We will need a process to initiate getting the person a new pass at no cost.

Today: If opt-out or lose pass. Replacement fees are in place. Currently expecting lost pass process to remain status quo.

Change: If receiving TSA and want to switch to bus pass - 1st time, they will pay \$45.

If switch to \$52, then back to bus pass - no costs to be billed.

Seniors/immigrant population will still be paying replacement fees.

We will expect increased re-enrolments.

Translink costs apply.

Need another benefit line option: e.g. instead of replacement product, another option to be \$0.00 'reinstatement'. Currently have a \$0.00 cost option in system, "Other". Can add reason as to why - open text field.

Can we have a hard-coded text option? (e.g. reinstatement) Helpful to distinguish b/w PWD and other cases.

We pay \$5.00 per card.

-----Original Appointment-----

From: MacLean, Amber SDSI:EX

Sent: Wednesday, April 6, 2016 3:37 PM

To: MacLean, Amber SDSI:EX; Kelly, Georgina SDSI:EX; LaHue, Anita SDSI:EX; Receveur, Cameron SDSI:EX; Jensen, Dana SDSI:EX; Pendergast, Shannon M SDSI:EX; Muraro, Yvonne T SDSI:EX; Hall, Sharlene SDSI:EX; Lewke, Sandy L SDSI:EX

Cc: Oh, Alvin SDSI:EX

Subject: Important - Decisions Required

When: Thursday, April 7, 2016 9:30 AM-10:30 AM (UTC-08:00) Pacific Time (US & Canada).

Where: online s.17

We must discuss and decide on the service delivery components of the following priority questions for the Rates Project – please move any conflicts you may have so this can be ironed out Thursday morning.

- 1) channels through which client can indicate that they want to change from bus pass to TSA or vice-versa. Options include MySS which would likely mean a system impact. Needs to be finalized.
- 2) Clarification on the bus pass administrative fee is required. If a client chooses bus pass, then changes to \$52 then back to bus pass, how is this to be treated within the bus pass program? I do not believe that there is currently a way to reactivate a cancelled bus pass, so would this be a zero-cost reissue? This is not currently consistent with any process in the bus pass program.

In this situation they could get a bus pass for at no cost, as they would have paid the \$45 admin fee earlier in the year. We will need a process to initiate getting the person a new pass at no cost. I would suggest we get a working group together to look at how we do this (so ISD, bus pass, amber, Shannon and any other service delivery staff as needed)

Join online meeting

s.17

First online meeting?
