

## TO SUBMIT AN APPLICATION

Simply send the application form and supporting documents to the STO. Thank you.

### SUPPORTING DOCUMENT ACCEPTED

#### If you receive social assistance – one form per person

- A photocopy of your *claim booklet* provided by the Ministère du Travail, de l'Emploi et de la Solidarité sociale du Québec (MTESS)

#### If you are a newcomer (less than 12 months in Canada)– submit one of the following documents – one form per person :

- A photocopy of your *claim booklet* provided by the Ministère du Travail, de l'Emploi et de la Solidarité sociale du Québec (MTESS) OR
- A photocopy of the *Confirmation of Permanent Residence* issued by Immigration, Refugees and Citizenship Canada OR
- A photocopy of the *Refugee Protection Claimant Document* issued by Immigration, Refugees and Citizenship Canada OR
- Refugee Certificate OR
- Permanent Residence Card.

#### If you are single or in couple – one form per family

- A photocopy of the most recent taxation year *Notice of Assessment* from the *Canada Revenue Agency*\* AND
- A photocopy of the most recent taxation year *Statement for the Goods and Services Tax/Harmonized Sales Tax (GST/HST) Credit*\*

#### If you have children – one form per family

You must submit the following supporting document :

- A photocopy of the most recent taxation year *Notice of Canada Child Benefit (CCB)* \*

\* For instance, in 2022 if you apply between January and April, submit notice and statement of 2020 and between May and December, notice and statement of 2021

### TO APPLY

Place all the required documents in a sealed envelope addressed to STO social fare program. The envelope can be :

- Mailed to 111 Jean-Proulx, Gatineau, Quebec J8Z 1T4 OR
- Dropped off in person at one of the STO Service Points\*
  - Aylmer sector : Galeries Aylmer – 181 Principale
  - Hull sector : STO – 111 Jean-Proulx or Canevas – 425 St-Joseph
  - Gatineau sector : De la Cité Station, Rapibus – 459 De la Cité

\*Check the business hours at [sto.ca](http://sto.ca) or call 819 770-3242 before you go.

### ELIGIBILITY APPLICATION INFORMATION

#### Family (or household) composition

- You must enter the requested information for all family members (spouse/partner and/or children) and provide all the relevant documents required for your status.
- Verification of family income will be based on the size of the family unit and number of dependent children in the family
- If more than one family is living in the same dwelling, a separate application form must be submitted for each family :
  - Full-time students aged 20 and under are not eligible for ECHO;
  - To be deemed an adult, a person under the age of 18 must be fully emancipated by a court order, or be married or have been married.
- If there are more than five persons in your family, please add another page and provide all the required information for each applicant.

**Please bring photocopies of vouchers with you to submit your application.**  
**NO photocopies of your documents will be made at the Point of Service.**



## ECHO Application and Consent Form

<b><u>APPLICATION STATUS :</u></b> <input type="radio"/> New claim <input type="radio"/> Renew	<b><u>CLIENT STATUS :</u></b> <input type="radio"/> New client of public transit <input type="radio"/> Paratransit client	<input type="radio"/> Client actuel du transport en commun <input type="radio"/> Fidélité Member <input type="radio"/> Monthly Multi / E-wallet <input type="radio"/> Ticket / Cash
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Part 1 – Applicant information (please print)		
<b>Name of principal applicant :</b> <input type="checkbox"/> Mr. <input type="checkbox"/> Mrs.  <input type="checkbox"/> Single <input type="checkbox"/> In couple <input type="checkbox"/> With children	<b>Birth date :</b>  	<b>Application reference no (<u>for STO use only</u>):</b>  
<b>Mailing address :</b>  <b>Postal code :</b>	<b>Telephone no. :</b> Home <input type="checkbox"/> Cell phone <input type="checkbox"/>  <b>E-mail address:</b>	
<b>What is the best way to contact you <u>if necessary</u>?</b> <input type="checkbox"/> E-mail <input type="checkbox"/> Telephone <input type="checkbox"/> Mail		

Part 2 – Describe your current situation		
1. Do you receive any grant from the government or from any other source regarding your deplacment with public transit?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Wich one :
2. Do you receive social assistance?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, only the <i>claim booklet</i> is required as proof. One form per applicant. <b>Go to Part 4.</b>
3. Have you arrived in Canada within the last 12 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, only the <i>claim booklet</i> is required as proof. One form per applicant. <b>Go to Part 4.</b>
4. Are you a person aged 16 or over and under age 18?	<input type="checkbox"/> Yes <input type="checkbox"/> No	To be considered, you must be deemed an emancipated adult by a court order or be married or have been married.
5. Do you use the STO's paratransit service?	<input type="checkbox"/> Yes <input type="checkbox"/> No	S If yes, note that even if you qualify for paratransit service, you must still submit an eligibility application for the social fare.

### Part 3 – Eligibility application information (please print)

Number of persons	Name of family or household members	Applicant(s)	Birth date (dd/mm/yyyy)	NET annual income (line 236 on the Notice of Assessment)	Are you applying for ECHO?
1		Principal applicant		\$	<input type="checkbox"/> Yes <input type="checkbox"/> No
2		<input type="checkbox"/> Principal applicant's spouse <input type="checkbox"/> Other adult aged 16 or + (see Part 2)		\$	<input type="checkbox"/> Yes <input type="checkbox"/> No
3		<input type="checkbox"/> Dependent and/or full-time student <input type="checkbox"/> Other adult aged 16 or + (see Part 2)		\$	<input type="checkbox"/> Yes <input type="checkbox"/> No
4		<input type="checkbox"/> Dependent and/or full-time student <input type="checkbox"/> Other adult aged 16 or + (see Part 2)		\$	<input type="checkbox"/> Yes <input type="checkbox"/> No
5		<input type="checkbox"/> Dependent and/or full-time student <input type="checkbox"/> Other adult aged 16 or + (see Part 2)		\$	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Total NET family income</b> – To determine whether you are eligible, refer to the low income cut-offs table for the number of persons in your family.					

### Part 4 – Declaration, consent to verify information, and agreement with the terms and conditions of the ECHO Program

Do you need assistance to communicate with us?		<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, please provide the following information for a contact below:	
Contact name:	E-mail address:		Telephone no. (daytime):	Relationship to applicant(s):
<p>By signing, all applicants acknowledge that the STO retains the discretion to approve or deny any application, and confirm that the information provided on this form and the personal financial documents supporting the application are true, complete and accurate.</p> <p><i>The information collected on this form is necessary to ensure proper administration of the ECHO Program. The ECHO fare category was approved by the Board of Directors on September 28, 2017. The information collected will be used only to determine eligibility for ECHO, administer ECHO services and ensure compliance with the Program terms and conditions. Any copies of personal documents submitted to support this application will be destroyed once the application has been processed. If you have questions about the ECHO Program or the collection and retention of personal information, please contact Customer Relations at 819 770-3242 or send an e-mail to echo@sto.ca</i></p>		<p><b>ECHO Program terms and conditions</b></p> <ul style="list-style-type: none"> <li>• The ECHO must be loaded on a MULTI smart card.</li> <li>• The ECHO on a MULTI card is personalized and for the exclusive use of the registered user and is not transferable.</li> <li>• All ECHO applicants must know the terms and conditions for using the pass.</li> <li>• Applicants are aware that an application must be resubmitted every year before July 31.</li> <li>• Applicants are responsible for informing the STO of any change in address or personal or family circumstances that could have an impact on eligibility for the program, including a change in income.</li> <li>• A fraudulent application or use of the ECHO can lead to penalties as set out in STO By-Law 100, Section 24.</li> <li>• Failure to comply with these terms and conditions, or providing incorrect or incomplete information when applying or renewing an ECHO can result in loss of eligibility for the ECHO program.</li> </ul>		
<b>Applicant(s)</b>	<b>Name (please print)</b>	<b>Signature and date</b>		
1				
2				