



Roam Transit – Lake Louise Commuter Identification Program

Roam Transit is introducing a new process for the Lake Louise 8X service to assist locals commuting to and from work in Lake Louise, Banff or Canmore. This program is specifically designed for passengers who need to use the 8X – Lake Louise Regional Service for their daily commute.

After applying for and receiving your new commuter identification card, you can join the reservation line without needing a reservation. Just show your "Commuter ID" to a Roam Ambassador or Driver, and you will be allowed to board ahead of the walk-up line.

To apply for the program, your employer must complete the first section of the application form, and you must complete the second section. Additionally, you need to submit a digital photo that will be printed on your identification card. Once approved, you will be notified that your card is ready for collection at the Roam Customer Service Desk at the Banff Visitor Centre, which is open daily from 9 a.m. to 5 p.m. You will receive an identification card, costing \$5, which will include your photograph and be valid for one year.

To utilize this card, you must have a multi-ride fare payment (10 Ride, 1, 3, or 6 month) via a Roam Smartcard, Token Transit pass, or Betterez Flex Pass.

Please note, this program is exclusively for passengers commuting for work. Local passengers wishing to travel between communities for personal reasons such as groceries, meeting friends, dining out, appointments, etc., are not eligible to apply.

For the most seamless experience, we recommend that you continue to make reservations in advance if you have a Betterez Commuter Flex Pass.

Please send your application form along with a digital portrait photograph (JPEG) via email to customerservice@roamtransit.com. Once we receive your application, it will be reviewed, and you will be notified as soon as your card is ready for collection.