



London
CANADA

**INCOME-RELATED
SUBSIDIZED TRANSIT
PROGRAM REVIEW**

SURVEY SUMMARY

Introduction

In October, 2017, Council directed City staff to undertake an assessment of the Income-Related Subsidized Transit Program.

In April 2019, a survey was distributed to individuals who were made eligible for the program in 2018. The purpose of the survey was to:

- Understand the impact of the subsidized transit program for London residents; and,
- Determine whether the process by which the program is administered has been effective.

The survey was distributed by email and via Canada Post to 3055 individuals.

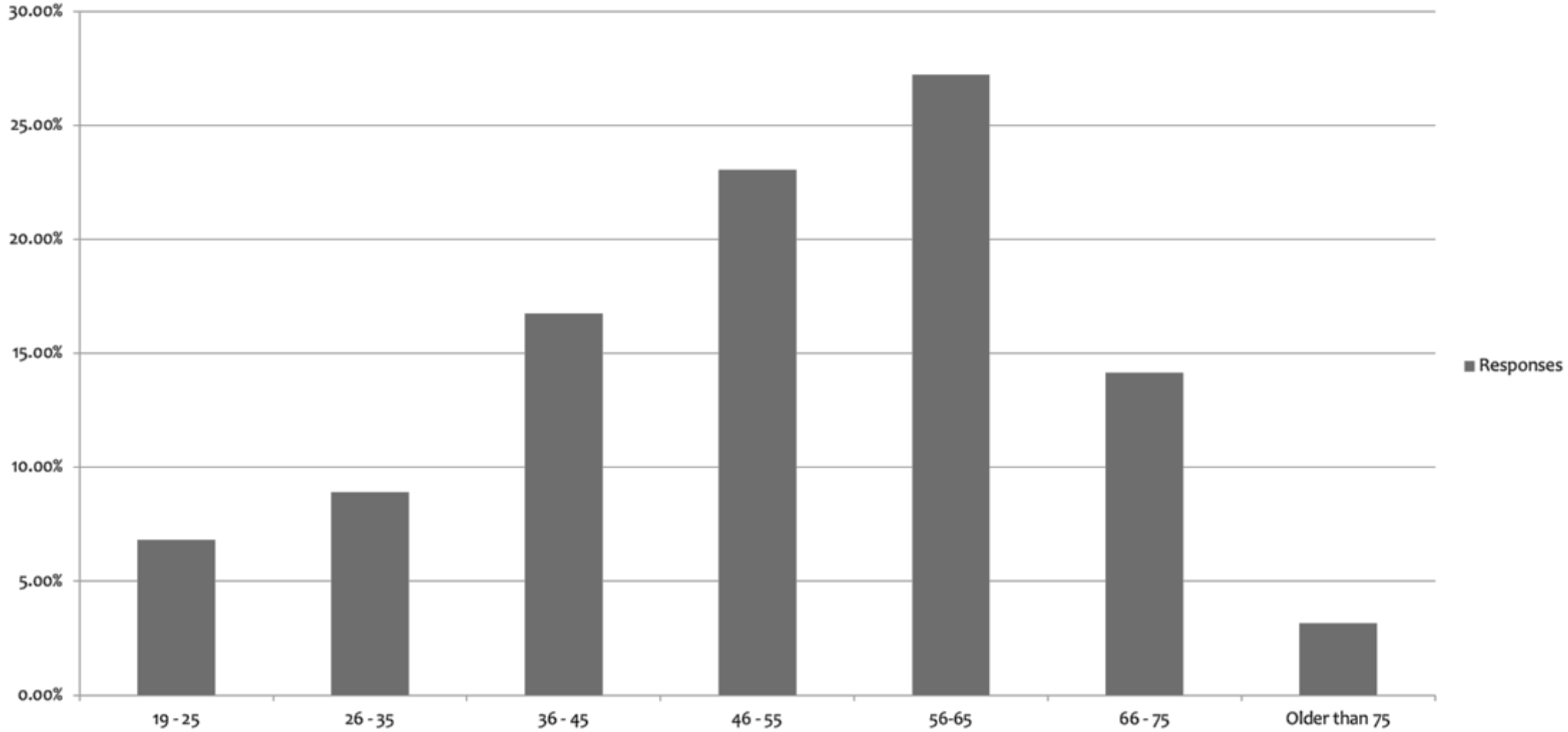
191 London residents responded to the 30-question survey (6.3% response rate). 128 people used an online survey tool and the remainder responded via mail.

Of the people who responded, 73% were currently participating in the program, while 27% were not.

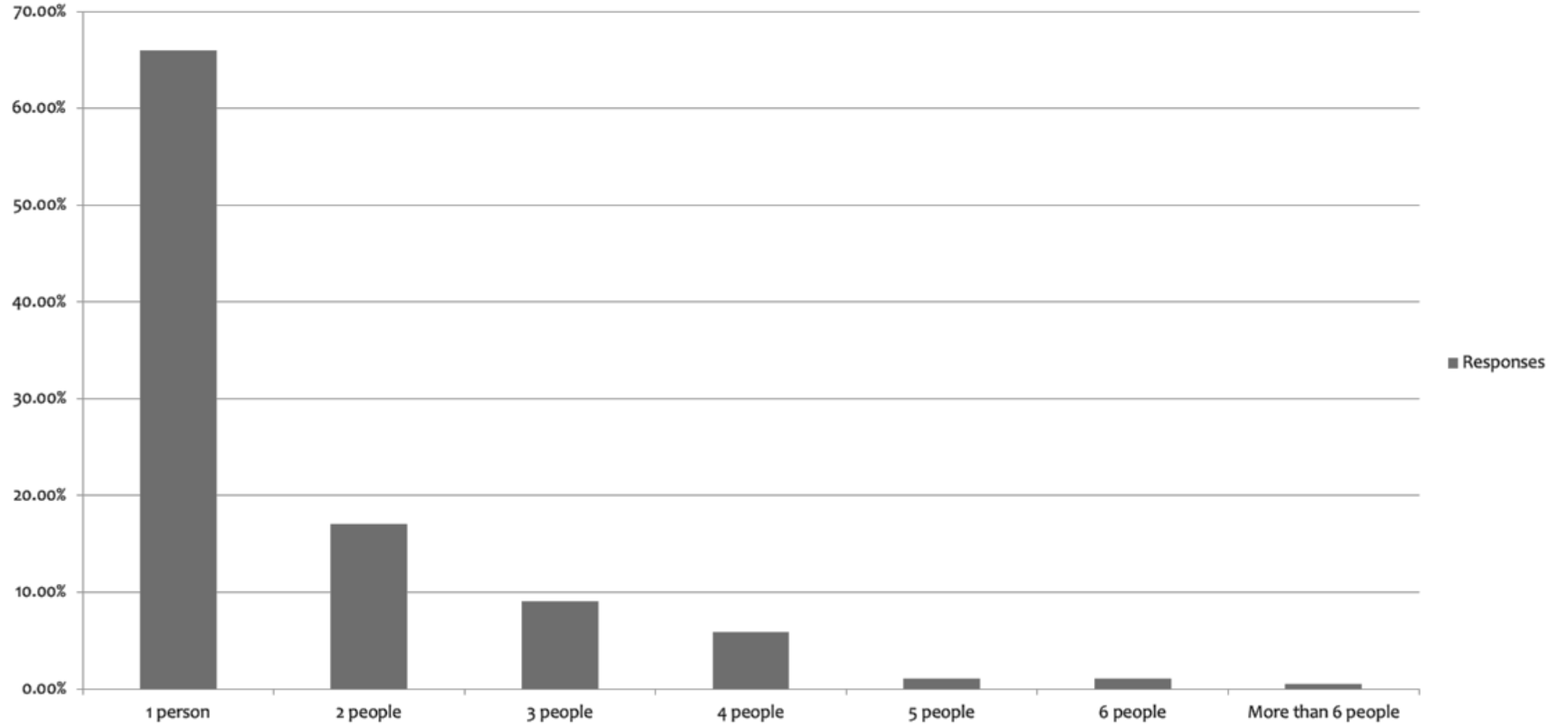
The primary reason that three of ten respondents were not participating in the program was that they were no longer eligible as they did not satisfy the income requirement of having a current income that is below the Low Income Cut Off After Tax (LICO-AT).

This report provides a summary of the responses received.

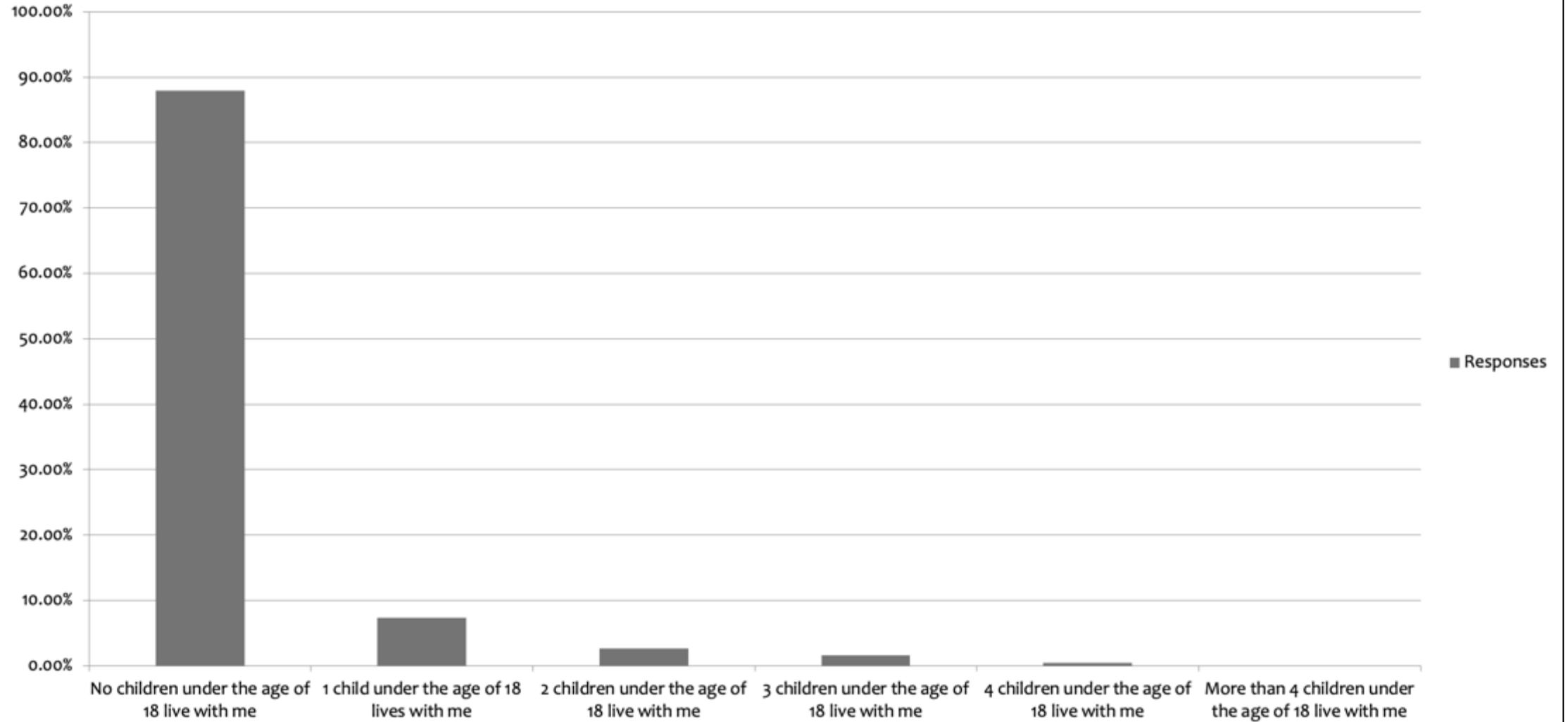
What is your current age range?



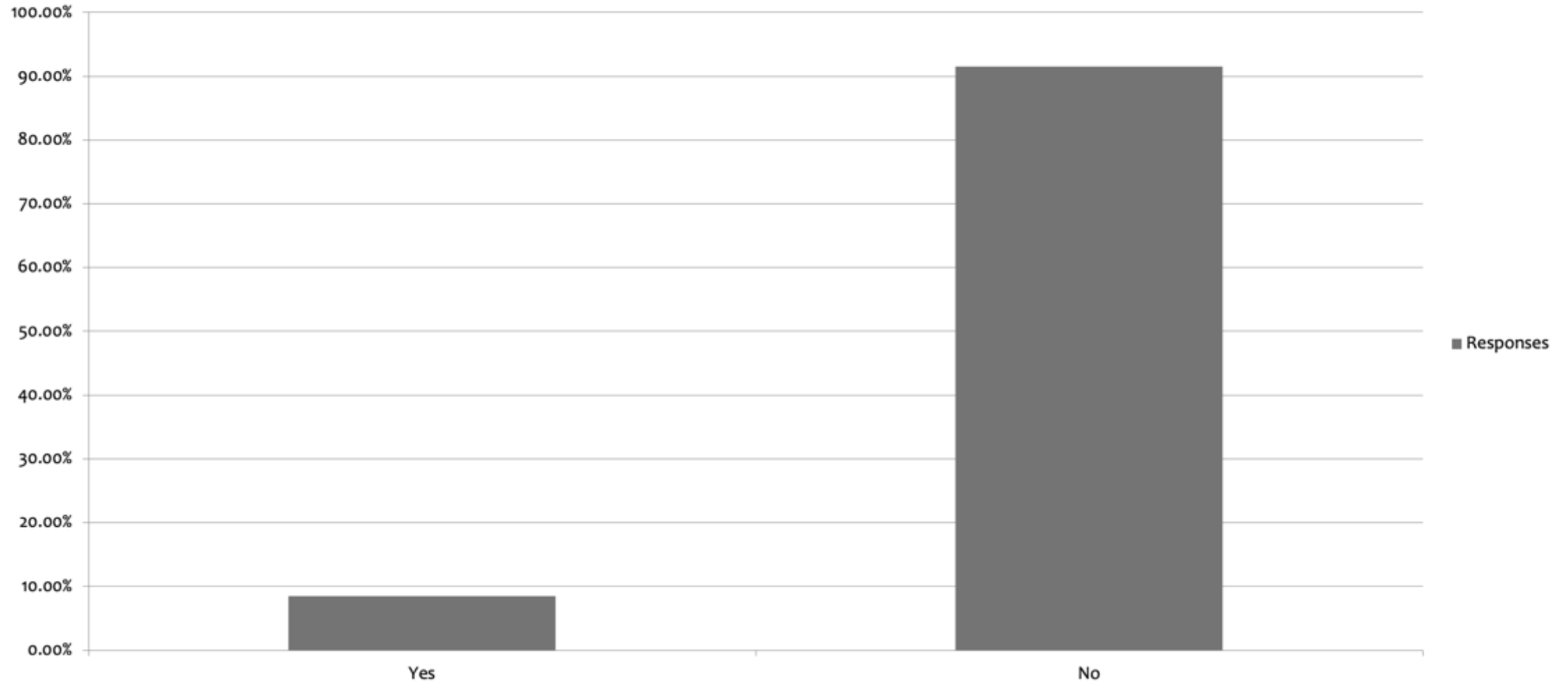
How many people live in your household?



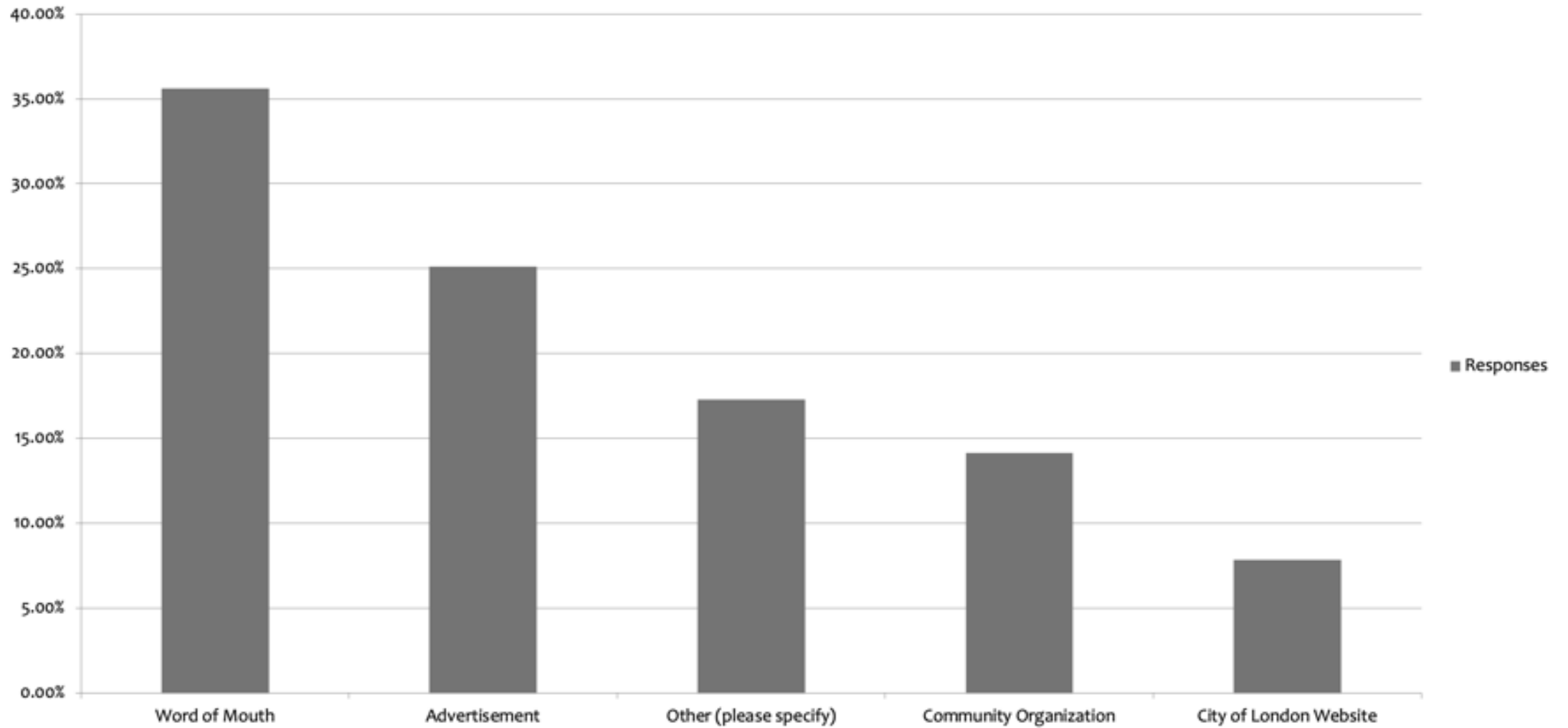
How many children under the age of 18 currently live with you?



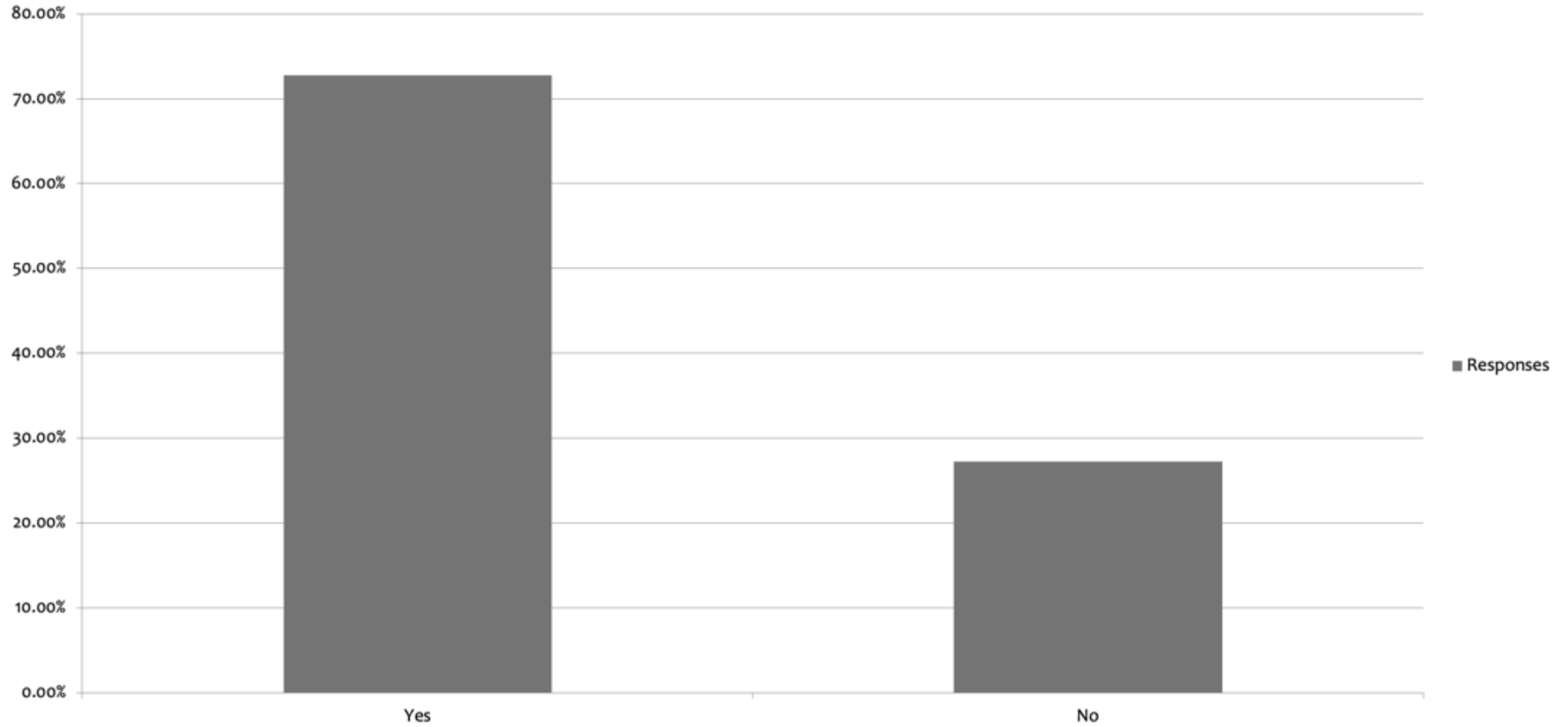
Are any members of your household currently accessing other transit subsidy programs? For example, a youth bus pass, free transportation for children under 12, etc.



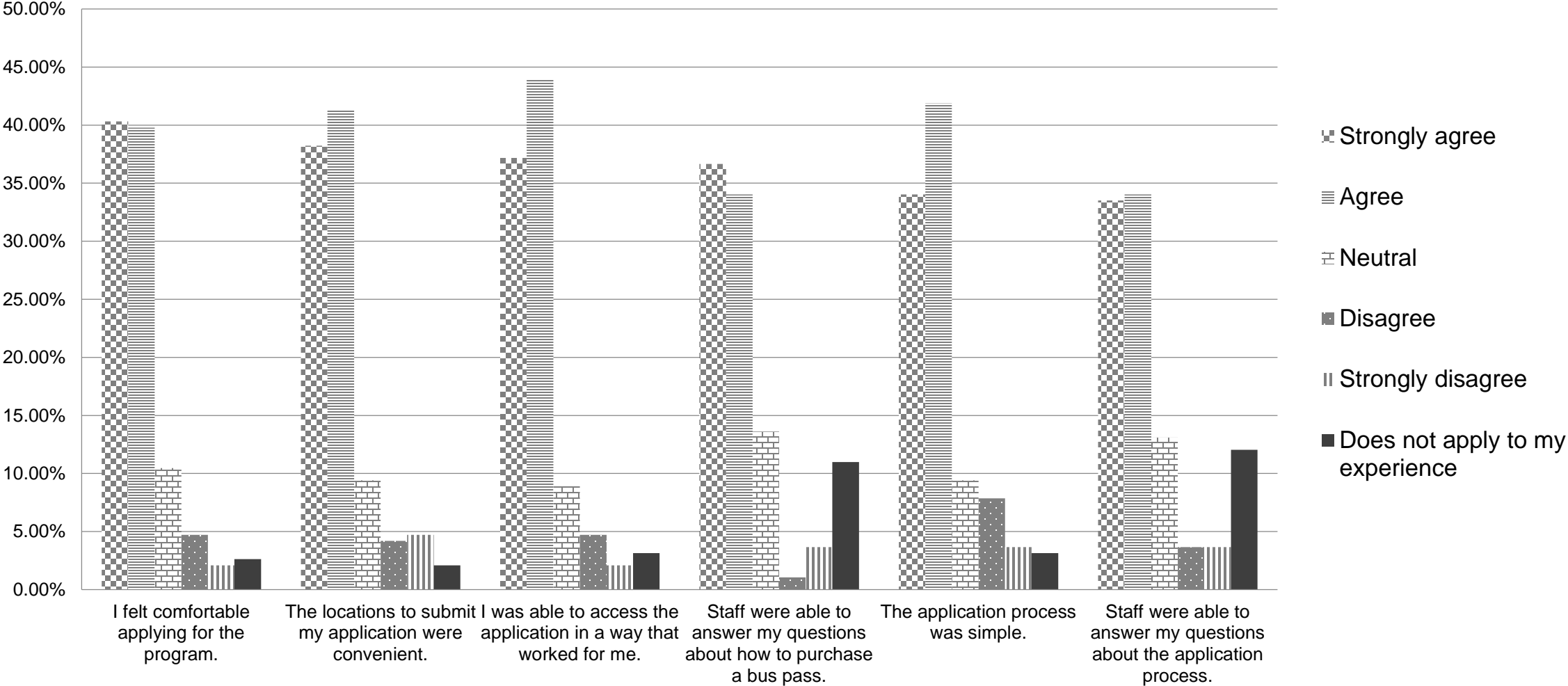
How did you learn about the Income-Related Subsidized Transit Program?



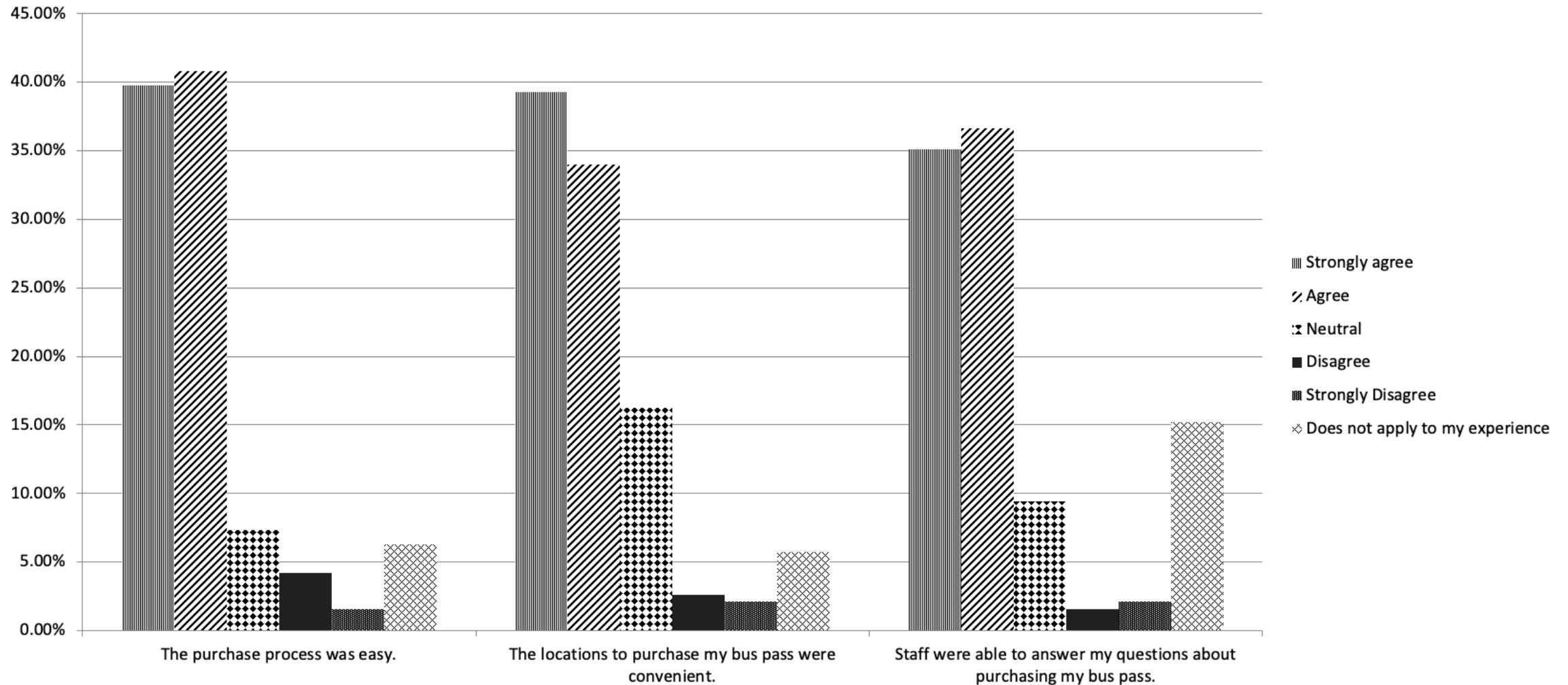
Are you currently participating in the Income-Related Subsidized Transit Program?



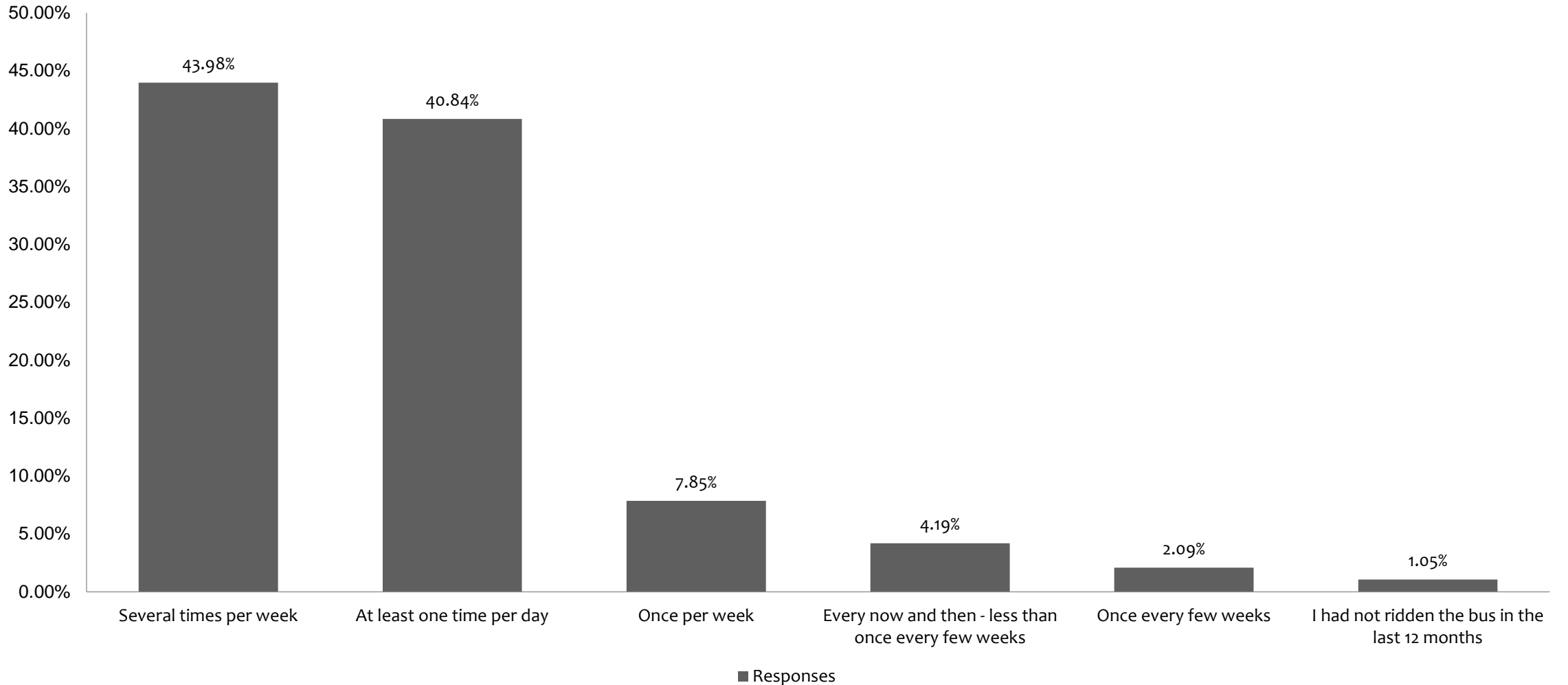
Please tell us about your experience with applying to participate in the Income-Related Subsidized Transit Program. When I applied for the program:



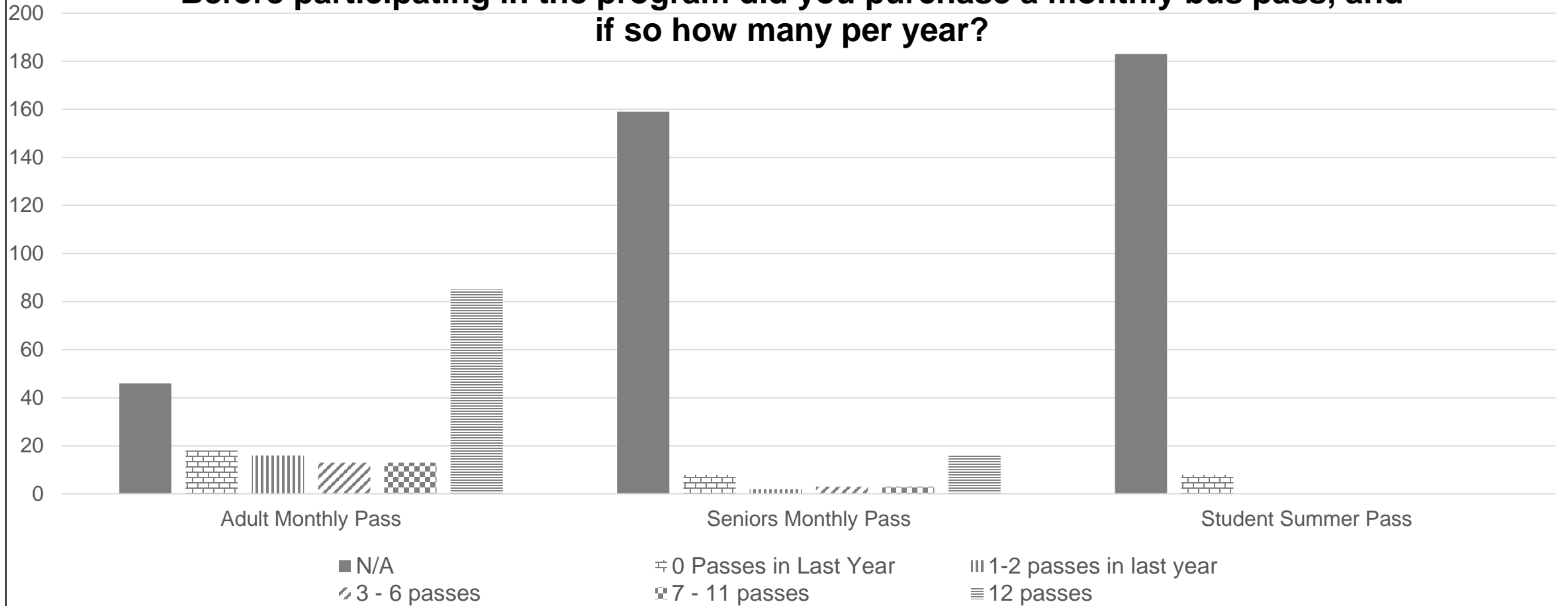
Please tell us about your experience after you were accepted to participate in the subsidized transit program. After I was accepted into the program:



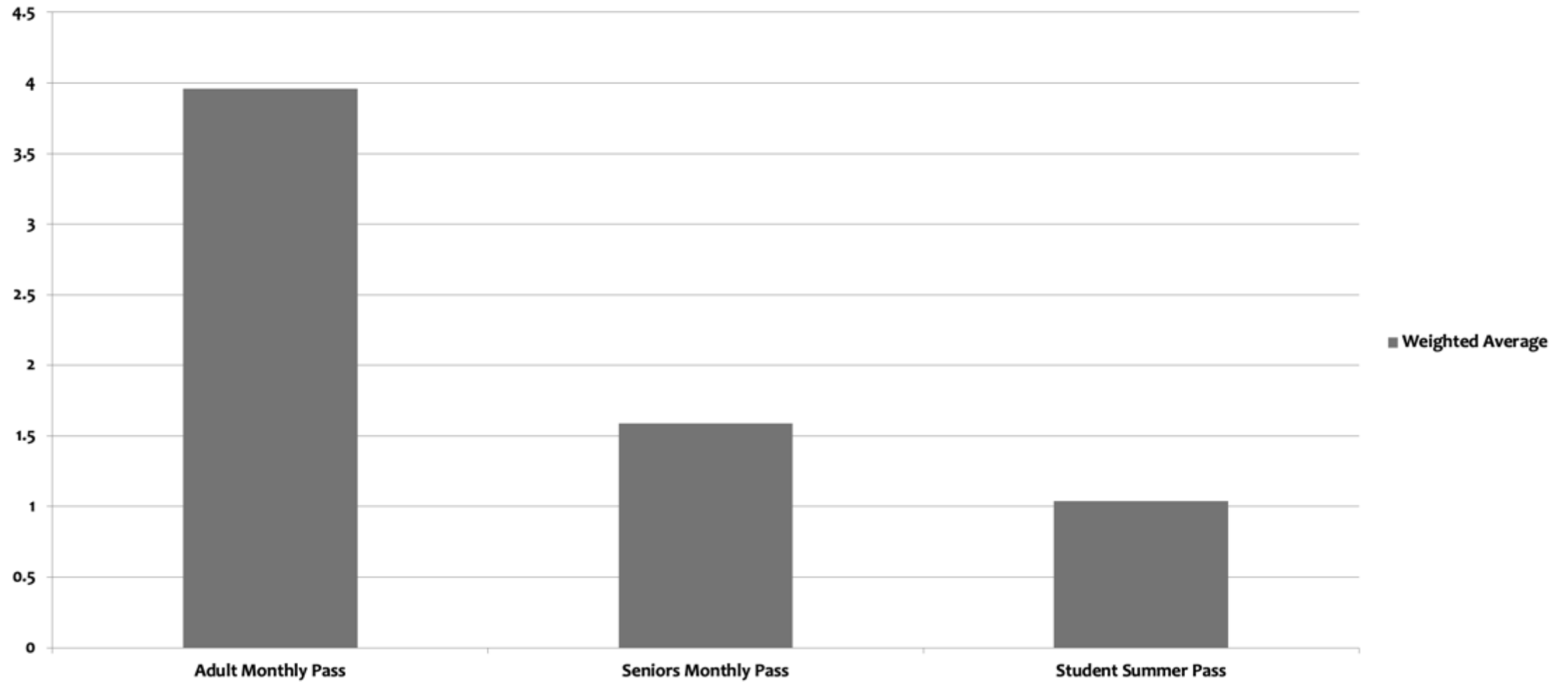
How often did you ride the bus before participating in the subsidized transit program?



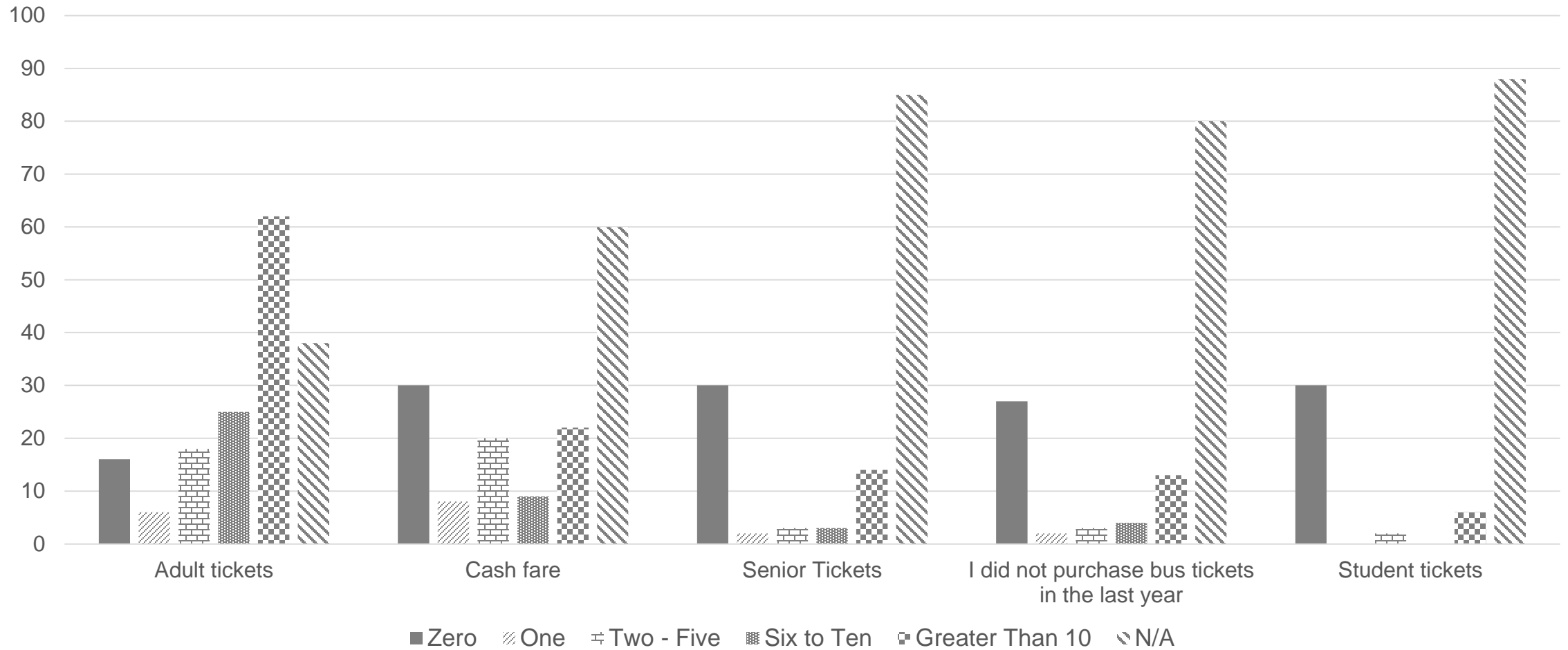
Before participating in the program did you purchase a monthly bus pass, and if so how many per year?



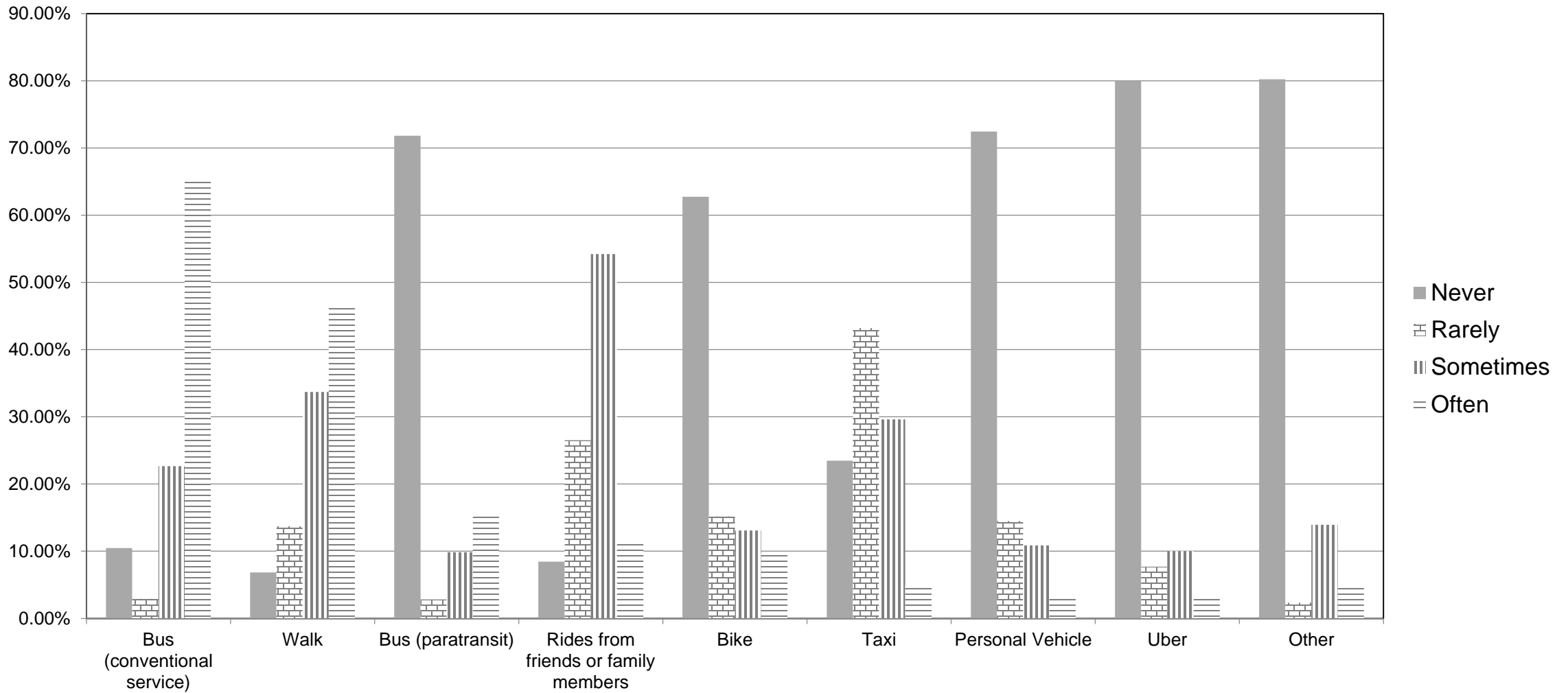
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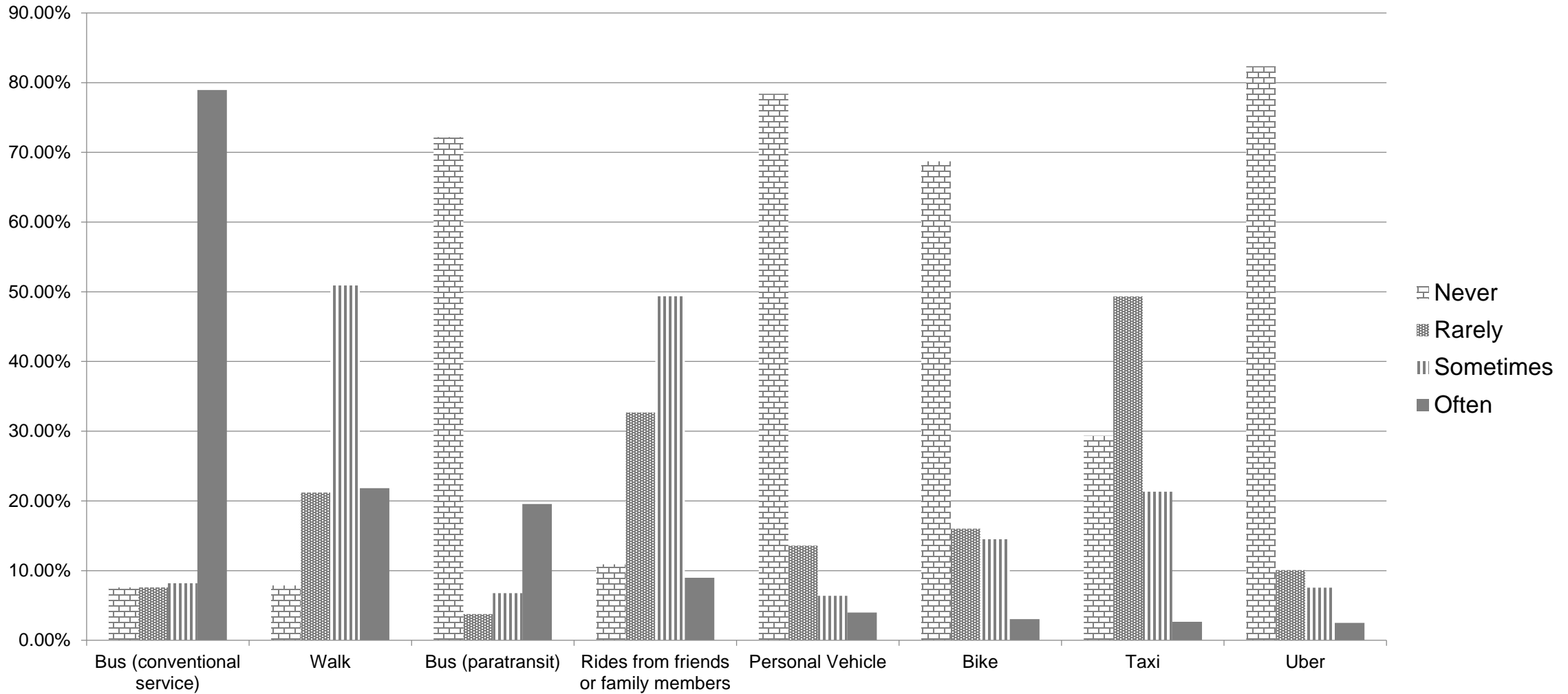
Before participating in the program, which LTC fares did you purchase and if applicable how many cash fares or tickets did you purchase on average per month?



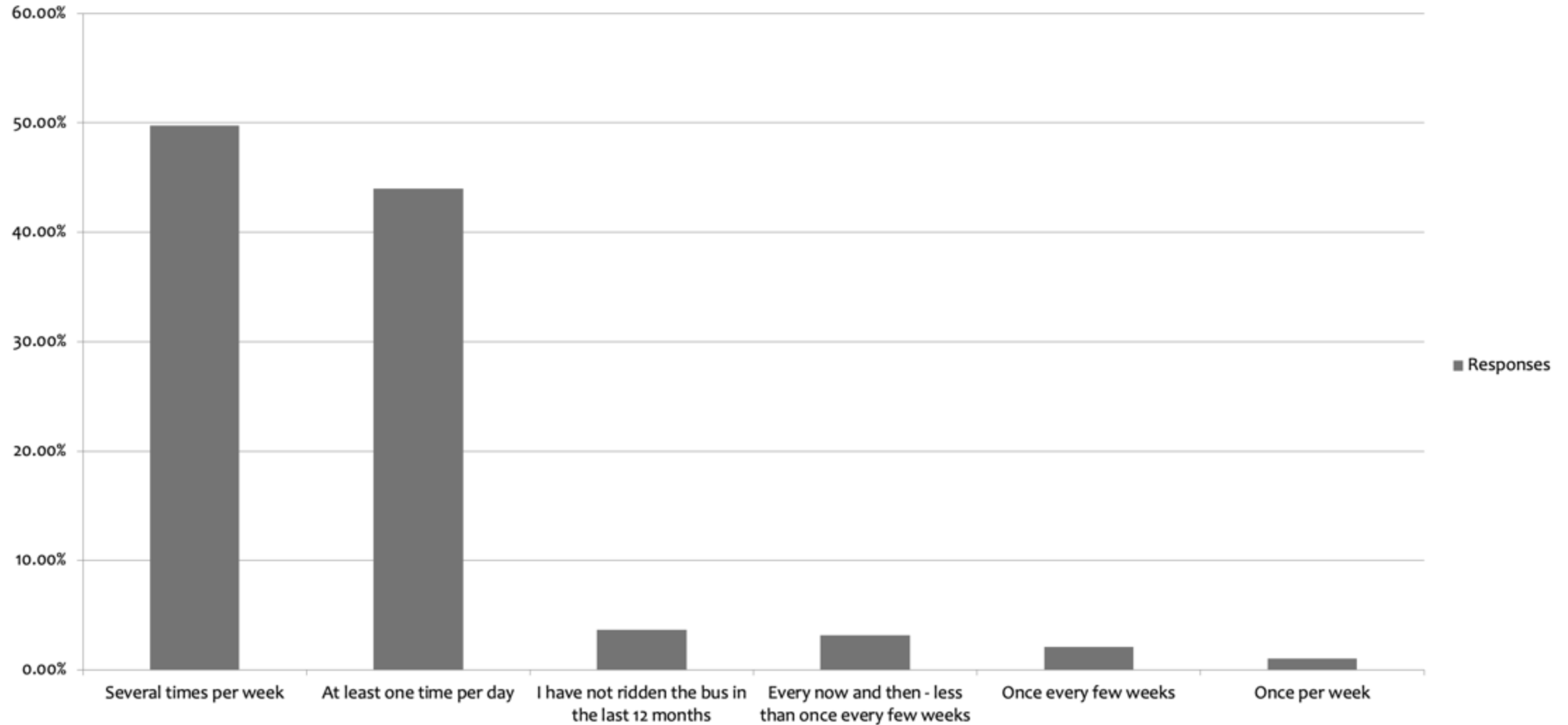
Before participating in the subsidized transit program, how often did you use the following modes of transportation?



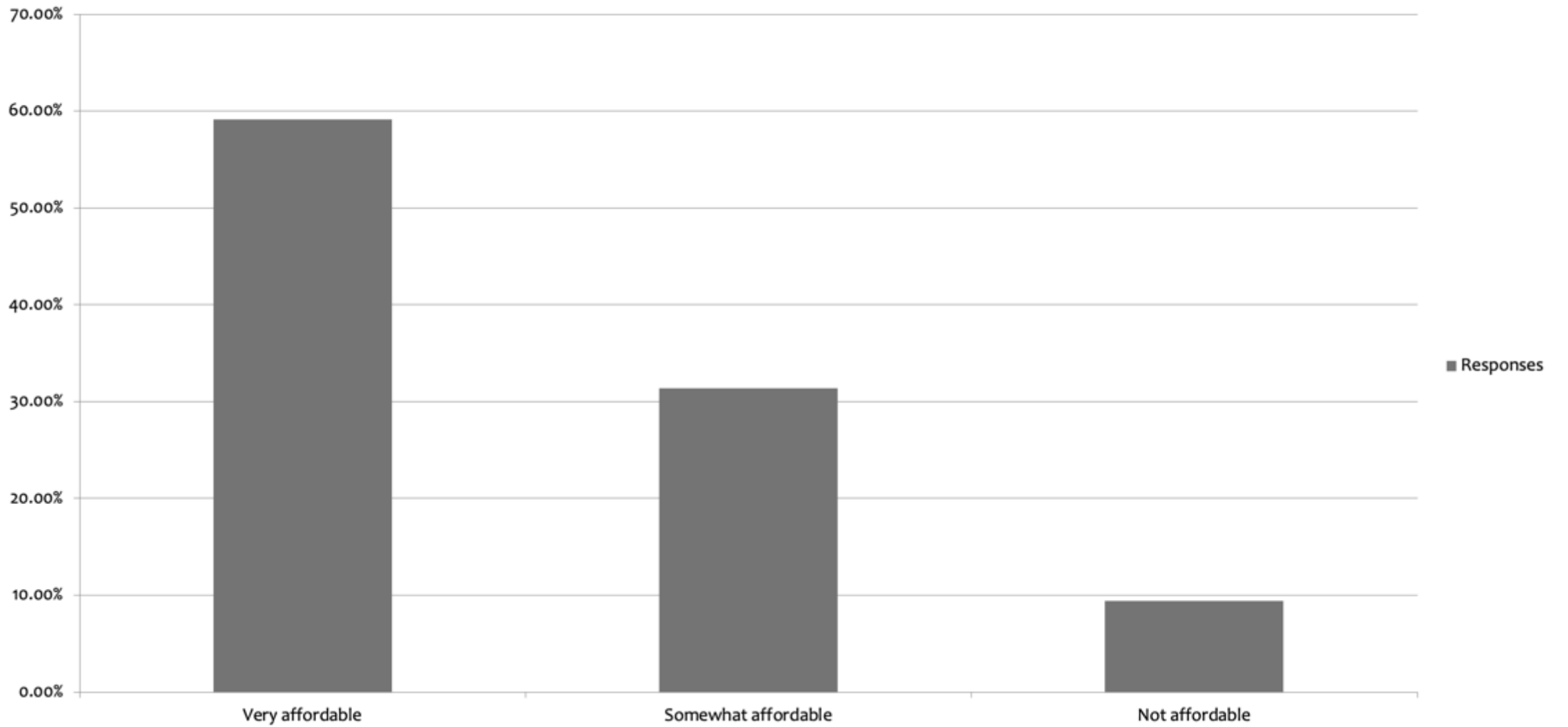
Now that you are participating in the Subsidized Transit Program, what form of transportation are you most likely to use?



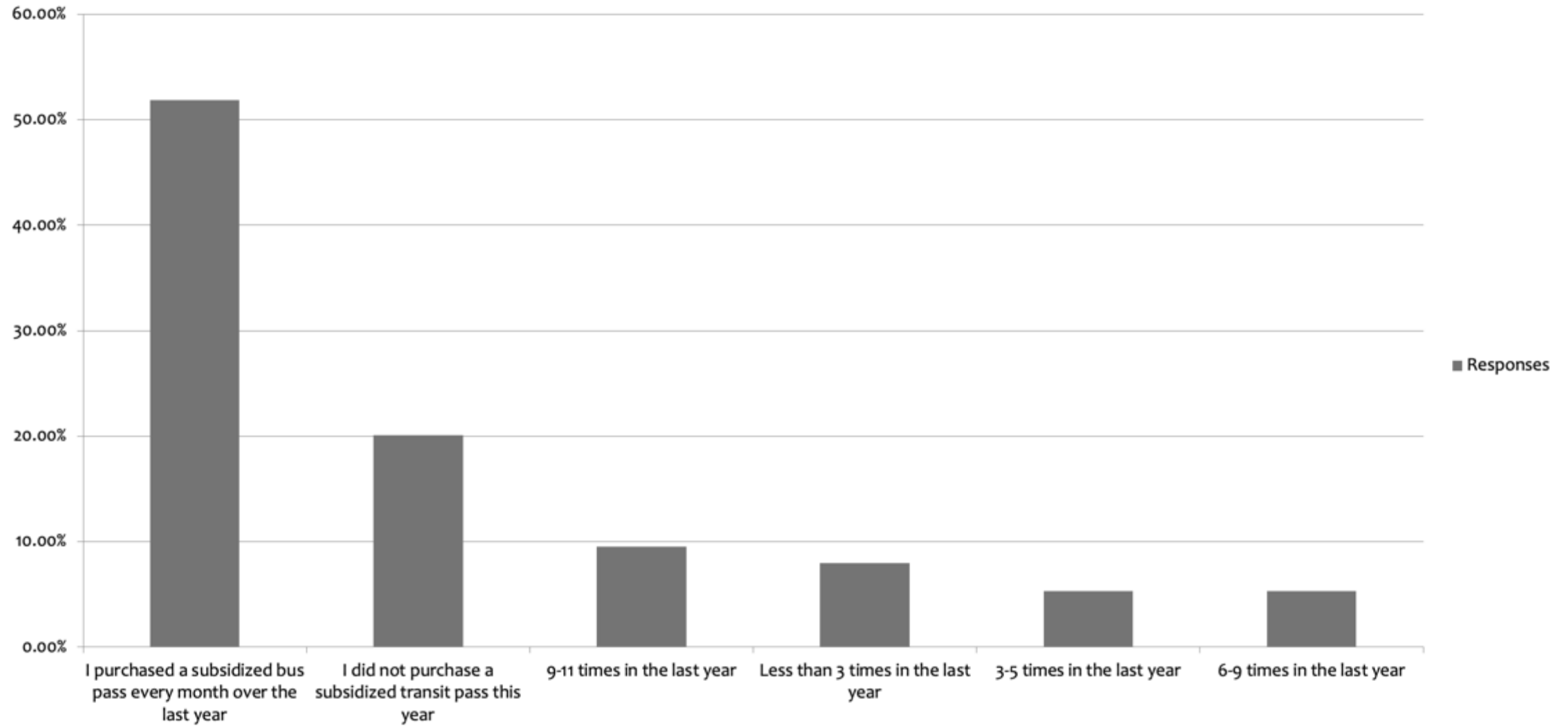
How often are you likely to ride the bus since you have purchased a subsidized bus pass?



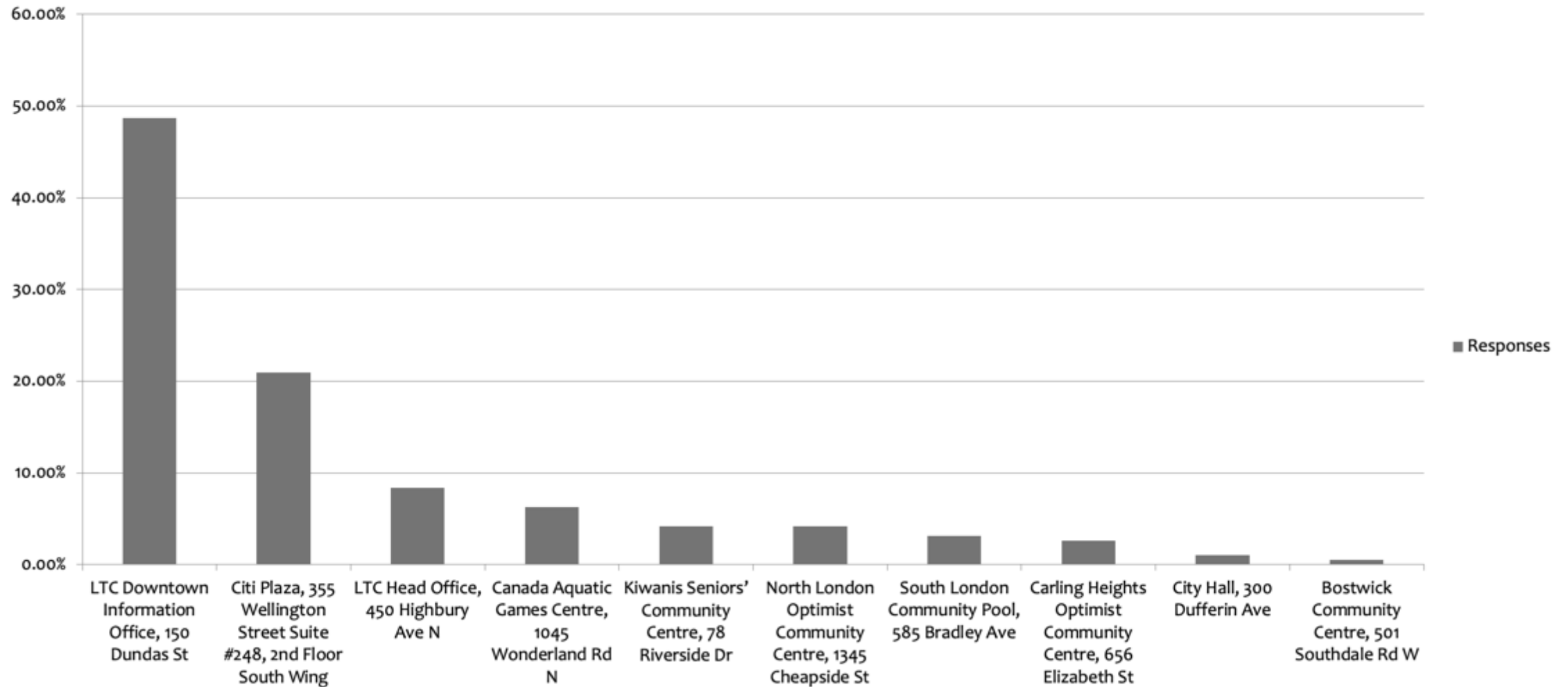
I feel the subsidized transit pass is affordable to purchase.



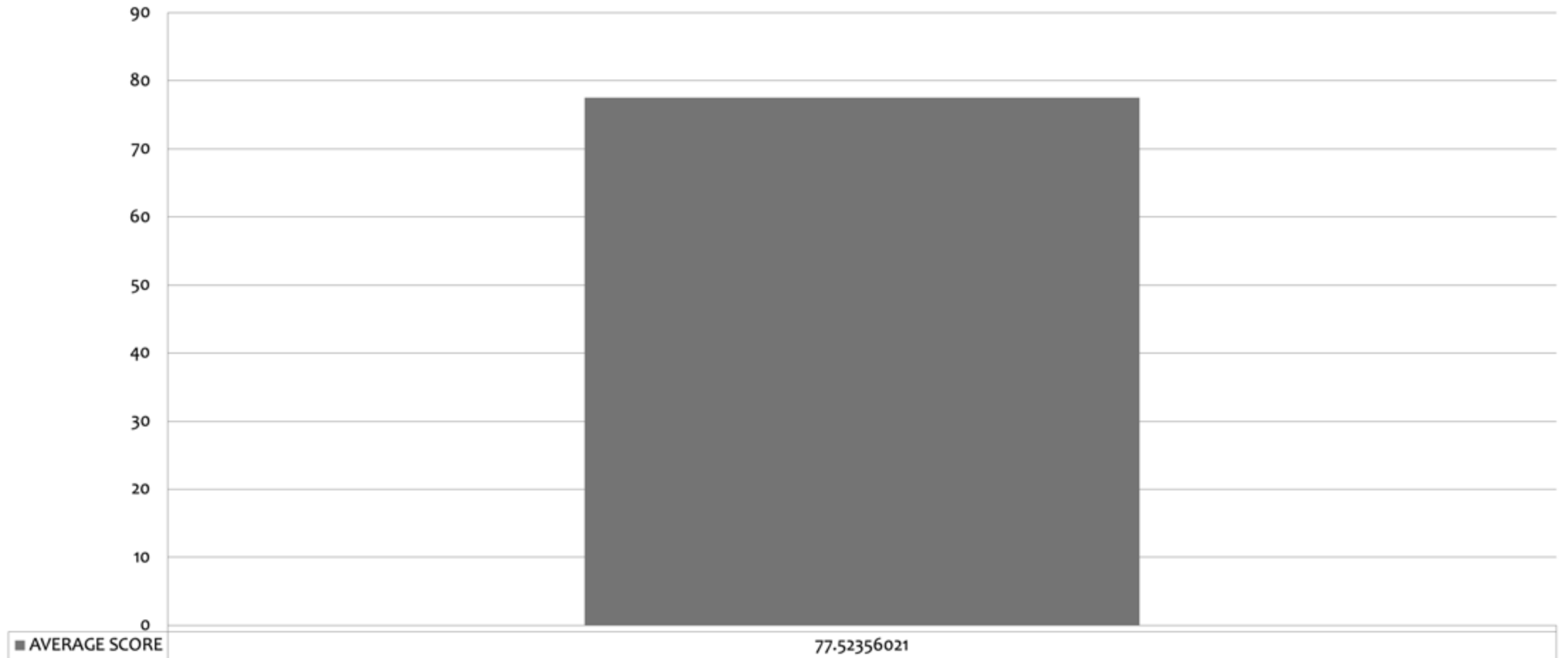
How many times did you purchase a subsidized bus pass this year?



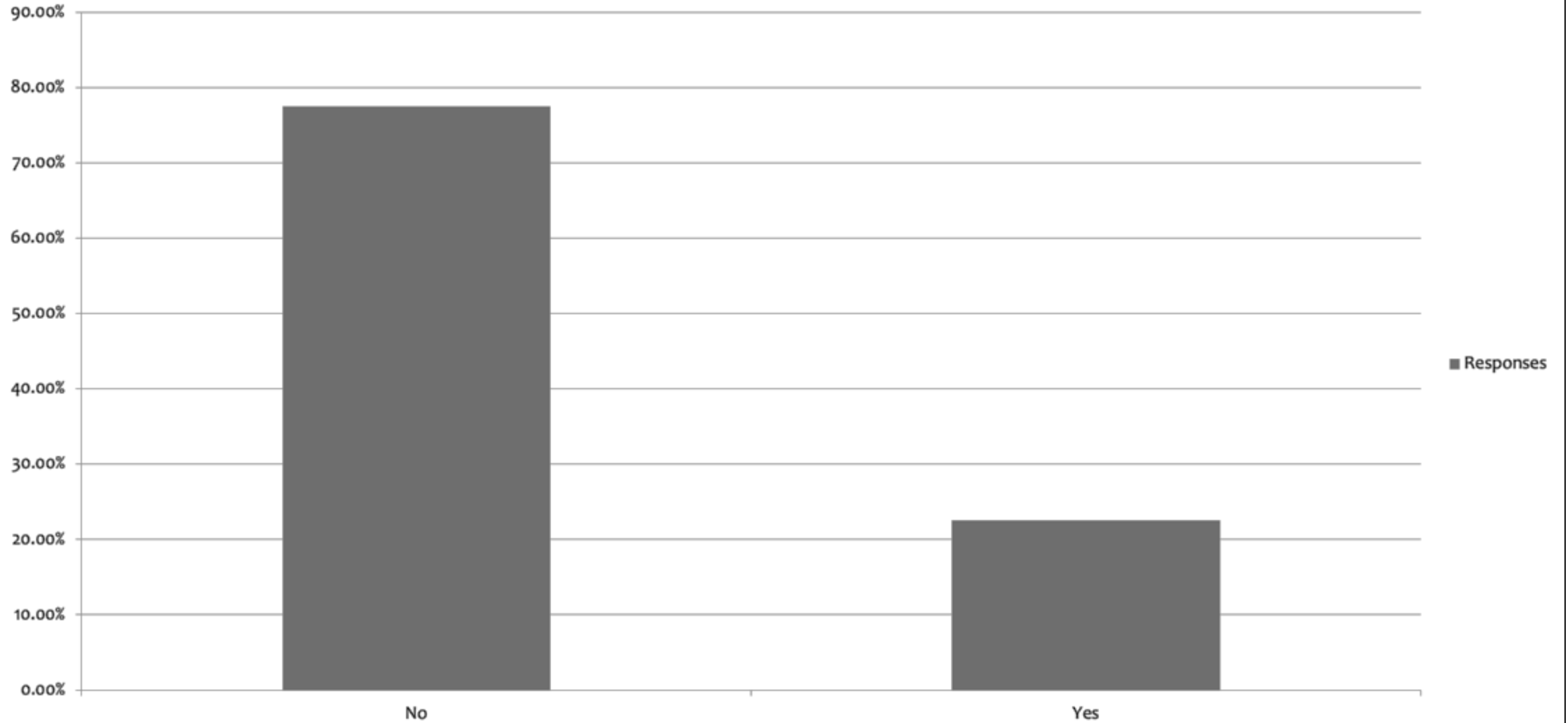
Throughout the last year, at which location did you purchase your bus pass most frequently?



Has your participation in the subsidized transit program had a positive impact for you and/or your family? Choose an answer along the impact scale, anywhere from 0 (NO positive impact) to 100 (MAXIMUM positive benefit).



Did you experience any barriers / challenges to participating in this program?



**If the subsidized transit program had a positive impact for you or your family,
please check the top five benefits it provided.**

