

APPENDIX C: Transit Fare Equity Community Engagement Report

The year-long community engagement process that informed the Toronto Poverty Reduction Strategy placed a lot of emphasis on transit equity, one of the five themes discussed in 11 public meetings, 117 community-led conversations, and two online questionnaires.

Building on the knowledge generated in this engagement process, and on research of best practices, City staff designed a survey targeted at low-income residents likely to benefit from a fare-g geared-to-income program. The data generated will complement staff's analysis of transit fare discount options.

Community animators with lived experience of poverty carried out the survey in various locations across the city. The survey was also available online.

The survey was available in English, French, Chinese (Mandarin), Chinese (Traditional), Italian, Persian, Portuguese, Russian, Spanish, Tamil (Sri Lankan), Tagalog, and Urdu. A total of 4,503 residents participated in the survey.

Survey Results

Questions 1 through 4 of the survey measure transit ridership patterns. These patterns include individual income before-tax to assess affordability for transit services, Wheel-Trans ridership, frequency of transit usage, and usual method of payment for transit fare.

(1) What is your individual income before-tax?

Responses	Percentages %	Count
I earn less than \$24,000 a year (\$11.50/hour, full time)	76.0%	2698
I earn between \$24,000 and \$36,000 a year (between \$11.50 and \$18.50/hour, full time)	24.0%	850
More than \$36,000 a year	0.0%	0
Don't know	0.0%	0
Total Responses		3548

(2) Do you use Wheel-Trans when it is available?

Responses	Percentages %	Count
yes	11.6%	405
No	85.8%	2998
Prefer not to answer	2.6%	92
Total Responses		3495

(3) How often do you use the TTC (including Wheel-Trans)?

Responses	Percentages %	Count
Once a day or more often	42.9%	1509
Several times a week	41.4%	1458
Once a week	6.8%	240
Once every few weeks	4.3%	151
Less often	3.3%	115
Have not used TTC in the last 12 months	1.3%	45
Total Responses		3518

(4) When you use the TTC, how do you usually pay?

Responses	Percentages %	Count
Monthly metro Pass	25.9%	909
Weekly Metro pass	0.6%	21
Day Pass	0.8%	27
Tokens	37.1%	1302
Cash	12.1%	426
Presto	3.2%	113
Student Pass	2.5%	88
Senior Pass	3.3%	117
Free tickets, tokens or passes from a community agency or City of Toronto program	1.9%	67
Other, please specify...	12.6%	441
	Total Responses	3511

Other Categories	Number of Respondents
CNIB (Seeing beyond vision loss)	3
Day pass and senior pass	7
Do not use	7
Metro yearly discount pass	2
Monthly Metro and Senior pass	7
Monthly pass and Tokens	15
Monthly pass and Presto	3
Multiple Passes	137
Post- Secondary Monthly Metro	5
Senior Tickets	59
Senior pass and Cash	11
Senior pass and Tokens	20
Special Need Assistance Card	1
Students pass	6
Tokens and Cash	88
Tokens and Free tickets	16

Questions 5 through 6 asked respondents to identify the type of discount that would be most helpful to them as well as the City should take into account when implementing the program.

(5) Please review the list of five (5) options to make transit more affordable. Please select the first and second option that would most help you.

	Count
Discount on the cost of the monthly TTC pass.	2171
Discount on the cost of the single fare.	1791
Unlimited stops for up to two hours on a single fare in any direction.	1621
Fares based on distance: short trips in your area are cheaper than trips across the city.	481
Discount on the cost of off-peak hours trips (Before 7am, from 9am to 4pm, and after 7pm).	475
Total Responses	6538*

* The total number of responses is larger than in previous questions because respondents were asked to select two options, in no particular order.

(6) Please review the list of five (5) ways to make it easier to access transit discounts. Please select the first and second choice that would most help you.

	Count
Being able to apply for the discount when you apply for other programs and benefits.	1011
Being able to use a broader range of documents as proof of income.	478
Being able to buy discounted fares in many locations across the city	1198
Being able to use discounts for any TTC fare type (e.g. monthly pass, single fare)	2063
Being able to use the discount on all TTC services (bus, streetcar, subway, and Wheel-Trans)	1712
Total Responses	6462*

* Total Responses reflect the two choices selected by individuals without any preference.

(7) Currently, monthly passes are valid for a calendar month. Would you be more likely to buy these passes if they were always valid for 30 days from the day you buy them?

Responses	Percentages %	Count
Yes	74.5%	2532
No	25.5%	865
	Total responses	3397

Questions 8 through 10 collected demographic information.

(8) Select all the options that apply to you:

Responses	Percentages %	Count
I have a full-time job	16.9%	590
I have one part-time job	19.4%	677
I have more than one part-time job	10.9%	380
I receive income support	29.2%	1020
I am looking for work	18.3%	638
I am a part time student	5.7%	200
I am a full time student	14.5%	507
I provide unpaid care work	4.8%	167
I currently have no income	9.3%	325
I am retired	14.3%	500
Other, please specify (see below)	9.0%	313
	Total responses	3490

Other categories	Number of Respondents
Business Owner	2
CCP (Certified Compensation Professional)	10
Contract work	8
Day program Activities	6
Disability	25
Freelancer	14
Immigrants	2
Intern	1
Multiple Sources of Income	30
OAS (Old Age Security)	4

ODSP (Ontario Disability Support Program)	68
Ontario Works	14
OSAP (Ontario Student Assistance Program)	1
Seasonal work	1
Senior/ pension	10
Self-Employed	18
Spouse Income	3
Stay at home	3
Temporary work	3
Voluntary work	26

9. If you have a fixed address, please state the first 3 digits of your postal code:

Individual answers have been concealed for privacy protection. The geographical distribution of all answer was as follows:

Toronto East Community Council	23.6%
Toronto North Community Council	26.0%
Toronto West Community Council	27.1%
Toronto South Community Council	23.3%

(10) Do you identify as:

Responses	Percentages %	Count
Male	36.2%	1254
Female	59.5%	2064
Other	1.9%	66
I prefer not to answer	2.4%	82
	Total Responses	3466