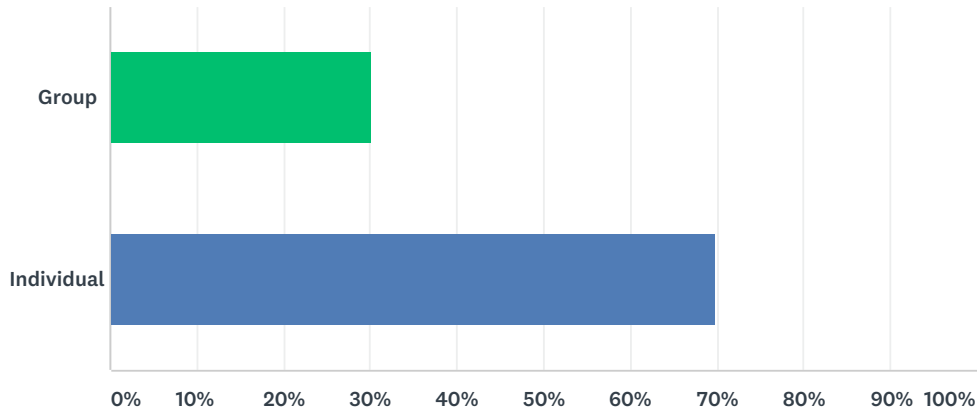


Q1 Are you responding to this survey on behalf of a group, or as an individual?

Answered: 397 Skipped: 0



ANSWER CHOICES	RESPONSES	
Group	30.23%	120
Individual	69.77%	277
TOTAL		397

Q2 What group are you associated with?

Answered: 104 Skipped: 293

#	RESPONSES	DATE
1	Youth Employment Services	7/11/2019 9:33 AM
2	SEED Winnipeg	7/11/2019 8:35 AM
3	CCPA-Manitoba	7/10/2019 12:40 PM
4	Mental Health clients	7/10/2019 10:03 AM
5	Make Poverty History Manitoba	7/9/2019 5:22 PM
6	Womens' Health Clinic	7/9/2019 2:38 PM
7	Healthy Baby	7/9/2019 2:30 PM
8	YMCA-YWCA of Winnipeg	7/9/2019 11:52 AM
9	Manitoba Supported Employment Network	7/9/2019 11:22 AM
10	YMCA-YWCA Learning and Lesiure Centre	7/9/2019 11:15 AM
11	Spinal Cord Injury MB Inc. formerly CPA	7/9/2019 10:37 AM
12	Mount Carmel Clinic	7/9/2019 8:35 AM
13	Community Health Agency	7/8/2019 5:19 PM
14	work in healthcare field	7/5/2019 1:40 PM
15	older adults 55+	7/5/2019 10:57 AM

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16	a mental health group for adults struggling with mental health differences	7/5/2019 8:40 AM
17	wrha public health	7/4/2019 4:29 PM
18	Parent and child group	7/4/2019 4:22 PM
19	NorWest Coop	7/4/2019 11:25 AM
20	Community Mental Health Program	7/4/2019 9:30 AM
21	Jewish Child and Family Services	7/4/2019 9:16 AM
22	older adults	7/4/2019 9:06 AM
23	Access NorWest	7/4/2019 9:03 AM
24	InSight Mentor	7/4/2019 8:58 AM
25	WRHA Victoria Hospital Occupational Therapist	7/4/2019 8:34 AM
26	Mental health	7/4/2019 8:23 AM
27	Access Norwest	7/3/2019 3:00 PM
28	WRHA	7/3/2019 2:19 PM
29	St. Boniface Street Links	7/2/2019 4:59 PM
30	Opportunities for Employment Inc.	7/2/2019 11:05 AM
31	Immigrant and Refugee Community Organization of Manitoba	7/2/2019 10:21 AM
32	north end womens centre	7/2/2019 10:08 AM
33	Selo Villa Apts - 55+ residence	7/2/2019 8:48 AM
34	RHC Day Hospital	7/2/2019 8:43 AM
35	St. James-Assiniboia School Division Career Development Program	6/30/2019 11:21 AM
36	Sunshine House Winnipeg	6/28/2019 1:31 PM
37	WRHA	6/28/2019 1:20 PM
38	Thrive	6/28/2019 12:28 PM
39	WRHA Community Mental Health	6/28/2019 12:26 PM
40	Opportunities for Employment	6/28/2019 11:45 AM
41	Fort Garry Seniors Resource Advisory Working Group	6/28/2019 11:17 AM
42	Wolseley Family Place	6/28/2019 9:26 AM
43	friends of filipino immigrants	6/28/2019 9:26 AM
44	Siloam Mission Transition Services	6/28/2019 9:26 AM
45	West Broadway community Ministry	6/28/2019 8:37 AM
46	Rental Safety, Tenant supports in the West End	6/27/2019 4:54 PM
47	3 - 55+ housing units	6/27/2019 3:50 PM
48	Spence Neighbourhood Association	6/27/2019 2:39 PM
49	Winnipeg Inner City Missions	6/27/2019 2:30 PM
50	newcomer seniors	6/27/2019 2:13 PM
51	TONS	6/27/2019 10:28 AM
52	Transportation Options Network for Seniors	6/27/2019 10:25 AM
53	Willow Place Inc.	6/27/2019 9:19 AM
54	Siloam Mission Transition Services	6/27/2019 8:57 AM
55	WRHA	6/26/2019 1:42 PM
56	Mental Health & Addiction program	6/26/2019 12:02 PM

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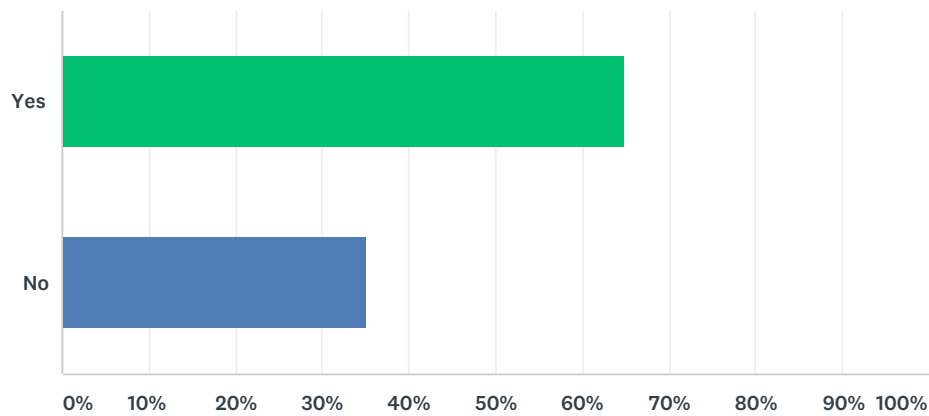
57	Winnipeg based non-profit	6/26/2019 8:18 AM
58	Morrow Avenue ChildCare	6/26/2019 7:04 AM
59	Willow Place	6/26/2019 6:59 AM
60	Families	6/25/2019 3:34 PM
61	Health	6/25/2019 3:11 PM
62	Public Health/Healthy Baby/Healthy Start	6/25/2019 2:50 PM
63	Glenlawn Collegiate	6/25/2019 2:02 PM
64	Caregiving with Confidence	6/25/2019 1:46 PM
65	YMCA-YWCA of Winnipeg	6/25/2019 1:44 PM
66	Youville Community Health Centre	6/25/2019 1:38 PM
67	Louis Riel School Division	6/25/2019 12:34 PM
68	Public Health	6/25/2019 12:07 PM
69	domestic violence shelter	6/25/2019 12:03 PM
70	WRHA	6/25/2019 11:40 AM
71	Westwood Community Church	6/25/2019 11:36 AM
72	Morrow Avenue Child Care Programs for Families	6/25/2019 11:15 AM
73	Willow Place Inc.	6/25/2019 11:06 AM
74	Community Roots Resource Centre	6/25/2019 10:52 AM
75	Canadian Mental Health Association	6/25/2019 10:44 AM
76	CNIB	6/25/2019 10:43 AM
77	A low income geared group	6/25/2019 10:25 AM
78	Plessis Resource Centre	6/25/2019 9:52 AM
79	New Directions for Children, Youth, Adults & Families	6/25/2019 9:41 AM
80	Keenleyside Tenant Community Centre	6/25/2019 9:40 AM
81	New Directions	6/25/2019 9:31 AM
82	Good Neighbours Active Living Centre	6/25/2019 9:07 AM
83	community groups	6/25/2019 8:57 AM
84	persons with disabilities	6/25/2019 8:49 AM
85	Family Dynamics with United Way	6/24/2019 6:38 PM
86	Manitoba Housing seniors	6/24/2019 3:39 PM
87	HSC Volunteer Services	6/24/2019 3:06 PM
88	WRHA - Population Public Health	6/24/2019 3:05 PM
89	Cancercare Manitoba	6/24/2019 2:35 PM
90	clients with chronic illness	6/24/2019 2:26 PM
91	Community and Economic Development	6/24/2019 2:19 PM
92	Patients attending Access River East Primary Care Clinic	6/24/2019 2:00 PM
93	Adults living with a mental health diagnosis, often low income	6/24/2019 1:54 PM
94	WRHA	6/24/2019 1:36 PM
95	wrha	6/24/2019 1:31 PM
96	wrha	6/24/2019 1:29 PM
97	United Way Winnipeg	6/24/2019 8:34 AM

Low Income Transit Pass - Stakeholder Survey

98	Community Volunteer Income Tax Program, CFCS	6/21/2019 12:25 PM
99	The Winnipeg Boldness Project	6/21/2019 9:40 AM
100	Community Financial Counselling Services	6/21/2019 9:13 AM
101	CFCS	6/21/2019 8:48 AM
102	BUILD Inc.	6/21/2019 8:29 AM
103	Community Services Department	6/21/2019 8:25 AM
104	Ikwe Safe Rides - Women Helping Women	6/20/2019 4:19 PM

Q3 Does your organization currently provide or pay for transportation services for those it serves?

Answered: 108 Skipped: 289

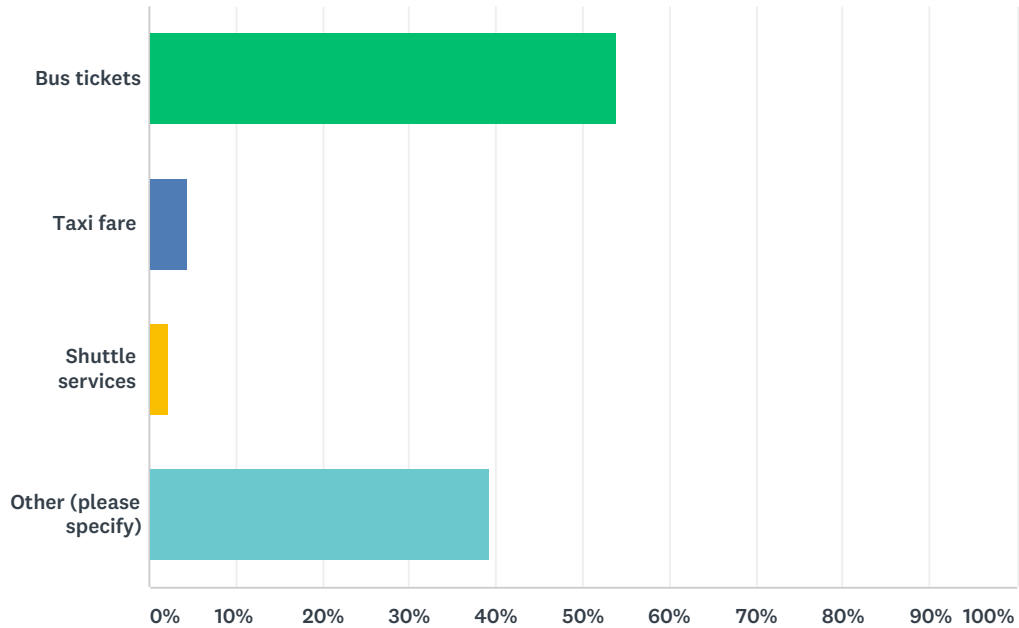


ANSWER CHOICES	RESPONSES	
Yes	64.81%	70
No	35.19%	38
TOTAL		108

Q4 What kind of transportation support is provided?

Answered: 89 Skipped: 308

Low Income Transit Pass - Stakeholder Survey



ANSWER CHOICES	RESPONSES
Bus tickets	53.93% 48
Taxi fare	4.49% 4
Shuttle services	2.25% 2
Other (please specify)	39.33% 35
TOTAL	89

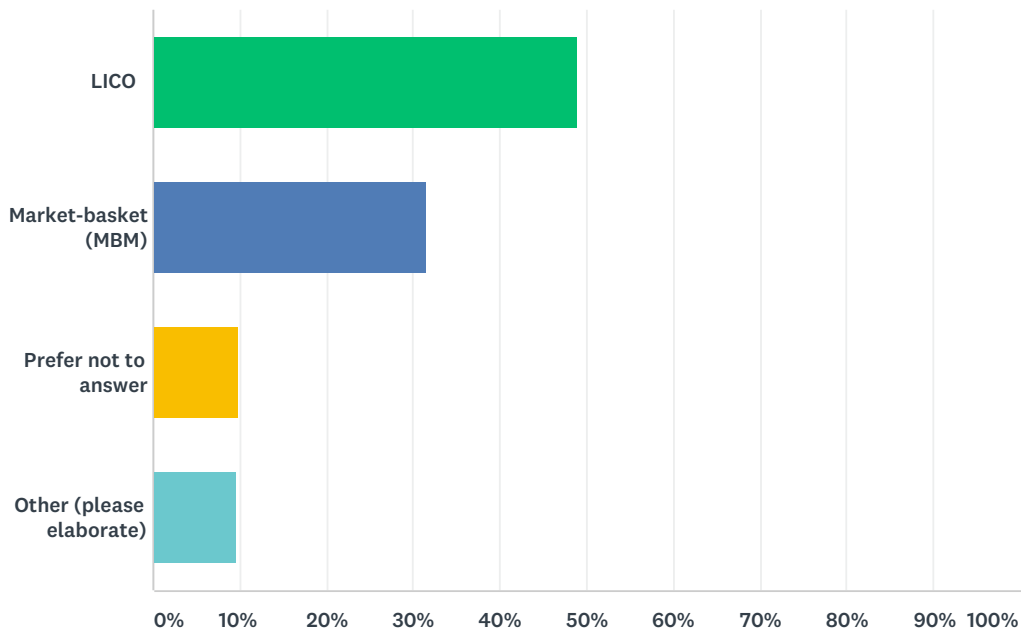
#	OTHER (PLEASE SPECIFY)	DATE
1	via E&IA	7/10/2019 10:03 AM
2	N/A	7/9/2019 11:15 AM
3	occasionally for group participation or emergency meetings	7/9/2019 10:37 AM
4	Bus tickets and taxi fare	7/8/2019 5:19 PM
5	Bus Tickets, Taxi Fare	7/4/2019 11:25 AM
6	Taxi Fare and Bus Tickets	7/4/2019 9:16 AM
7	none	7/4/2019 9:06 AM
8	Emergency situation taxi	7/4/2019 9:03 AM
9	Many our patients are low income and struggle re: affordable transportation	7/4/2019 8:34 AM
10	Bus tokens and taxi transport	7/3/2019 3:00 PM
11	Bus passes, tickets & tokens, depending on the situation	7/2/2019 11:05 AM
12	subsidized shuttle bus	7/2/2019 8:43 AM
13	referral to transportation options	6/28/2019 11:17 AM
14	bus tickets and taxi fares	6/28/2019 9:26 AM
15	some bus tickets and taxi fare provided - but in unique situations	6/28/2019 9:26 AM
16	None	6/27/2019 3:50 PM
17	We sometimes provide bus tickets for our residents/clients. Our program participants are driven to our programs using a van and car that we own, and some personal vehicles.	6/27/2019 2:30 PM

Low Income Transit Pass - Stakeholder Survey

18	Referral to other transportation services	6/27/2019 10:25 AM
19	Bus tickets, taxi fare, and rides	6/27/2019 8:57 AM
20	tokens some times	6/26/2019 12:02 PM
21	Travel allowance from the province of Manitoba	6/26/2019 8:18 AM
22	NA	6/25/2019 3:11 PM
23	Volunteer Driving	6/25/2019 1:46 PM
24	bus tickets and taxi fare, some are covered and some rely on donations	6/25/2019 11:06 AM
25	We have limited bus tickets, but provide when available	6/25/2019 10:44 AM
26	Van trips, bus	6/25/2019 9:07 AM
27	Charter bus for excursion outside of buildings	6/24/2019 3:39 PM
28	Bus AND taxi fares	6/24/2019 3:05 PM
29	If urgent situations, bus tickets	6/24/2019 2:35 PM
30	bus tickets, taxi fare, staff transport clients	6/24/2019 1:54 PM
31	clients can be provided bus tickets in an urgent basis only	6/24/2019 1:36 PM
32	None	6/24/2019 1:31 PM
33	on occasion we will provide a taxi ride for a volunteer but it is rare	6/24/2019 8:34 AM
34	Bus tokens for youth clients	6/21/2019 9:13 AM
35	Donation based booked rides for women	6/20/2019 4:19 PM

Q5 When considering measures of eligibility, do you think LICO or MBM measures are more relevant?

Answered: 294 Skipped: 103



ANSWER CHOICES	RESPONSES
LICO	48.98% 144

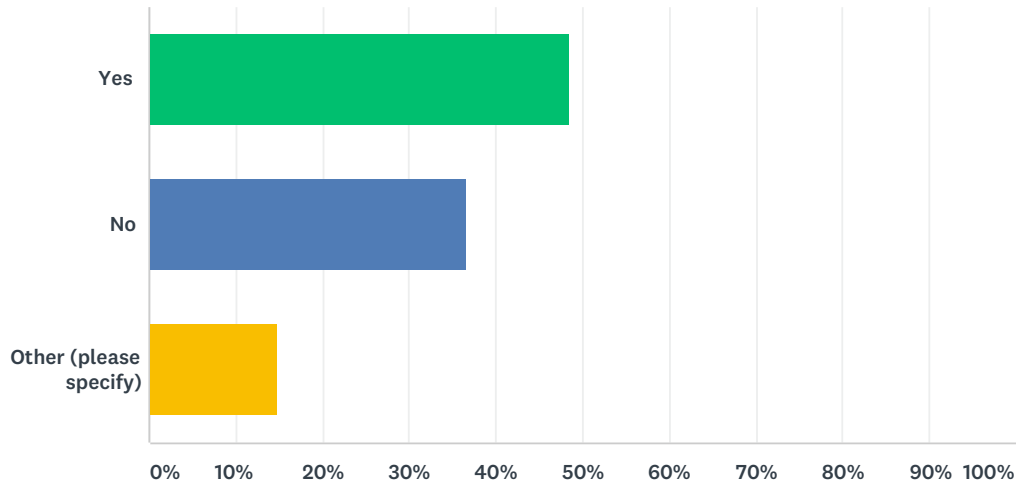
Low Income Transit Pass - Stakeholder Survey

Market-basket (MBM)	31.63%	93
Prefer not to answer	9.86%	29
Other (please elaborate)	9.52%	28
TOTAL		294

#	OTHER (PLEASE ELABORATE)	DATE
1	recommend a sliding scale based on income and family size	7/11/2019 8:42 AM
2	income Vs. Bills, high costs of living. Rents are high.	7/10/2019 10:28 AM
3	This is not a question to ask the general public, especially without explaining the implications.	7/9/2019 11:24 AM
4	Both are relevent	7/9/2019 5:06 AM
5	I am not sure. Please ask experts in the field of poverty and/or who have personal experience with poverty.	7/9/2019 12:34 AM
6	Self-declaration as low-income is enough	7/8/2019 5:20 PM
7	Both above should qualify	7/4/2019 9:12 AM
8	Both are good qualifiers	7/3/2019 10:33 AM
9	I know not enough about either the MBM nor LICO to make an 'informed' choice. I do know what is the condition of poverty.	6/28/2019 12:48 PM
10	I think it should take into account a person's income, and also what % of income is paid towards housing. Look at what is left after housing and then use the MBM.	6/28/2019 9:30 AM
11	I work with people on social assistance. they will not be able to afford a bus pass even if it is 30% off. I think public transit should be free for everyone and that those wanting to drive should be taxed to provide the service	6/28/2019 8:40 AM
12	Proof of income statement from Revenue Canada	6/27/2019 4:04 PM
13	idk. sorry, i forgot to bring my economics degree to this survey	6/27/2019 11:25 AM
14	not sure; would like to know more about each method	6/27/2019 10:51 AM
15	Considering Canada using 3 measures of income and all are flawed in their own ways and don't provide an accurate picture in any case taking this into account and researching the best method that encompasses the most accurate picture of those in Winnipeg would be the best measure for eligibility.	6/27/2019 9:08 AM
16	Don't understand	6/27/2019 7:35 AM
17	I believe that PUBLIC transit should be free for everyone.	6/26/2019 6:03 AM
18	People who need transportation, especially bus, should not have to PROVE their eligibility by low income. What low income means for one family is not the same for all.	6/25/2019 4:06 PM
19	Neither of above apply	6/25/2019 1:44 PM
20	Too complicated a measure to ask in a survey	6/25/2019 1:14 PM
21	whichever would have the lower qualifying income would benefit more people	6/25/2019 9:48 AM
22	Do not know enough about either to comment	6/24/2019 3:53 PM
23	LICO under \$24,000/year;	6/24/2019 3:48 PM
24	Sometimes situations change for families and there should be some case by case consideration when advocated with another agency or organization.	6/24/2019 2:08 PM
25	uncertain	6/24/2019 1:42 PM
26	I think based on a families situation or student should be taken into account. You could have a moderate family of 4 scraping by.	6/24/2019 1:39 PM
27	Focus on after tax income to basic necessities of life	6/24/2019 1:28 PM
28	Advantages to both, but research shows they are best used together rather than in isolation.	6/21/2019 8:36 AM

Q6 Do you think that other forms of proof of eligibility should be considered?

Answered: 284 Skipped: 113



ANSWER CHOICES	RESPONSES
Yes	48.59% 138
No	36.62% 104
Other (please specify)	14.79% 42
TOTAL	284

#	OTHER (PLEASE SPECIFY)	DATE
1	Pay stubs	7/12/2019 8:40 PM
2	yes... Calgary's Fair Entry program is a good model to look at, provides lots of options for proof of income and provides approval to a variety of low income supports through a single access point.	7/11/2019 8:42 AM
3	In cases where applicants have not filed taxes, or unable to determine proof of income (for example if someone is homeless and unable to engage) it would be nice if a 'guarantor' (i.e.a social worker) could vouch for the applicant. Support to complete income tax filing should also be provided or connected to.	7/10/2019 12:43 PM
4	I'm not aware of all of the other means to identify this category of people	7/9/2019 7:28 PM
5	Not sure. Please ask experts who are aware of poverty issues.	7/9/2019 12:34 AM
6	Don't know	7/9/2019 12:22 AM
7	Income tax returns	7/8/2019 4:32 PM
8	People living with Disabilities/Long Term Health Conditions,Seniors	7/4/2019 9:25 AM
9	perhaps exception criteria - medical, prescription, other	7/4/2019 9:11 AM
10	Encorporate expenses related to disability	7/4/2019 8:36 AM
11	number of children in a family	7/4/2019 12:26 AM
12	Yearly Tax Assessment	7/3/2019 11:12 AM
13	welfare and UI statements, affidavids from professionals	7/3/2019 10:50 AM

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14	Additional discounts for students, newcomers to Canada	7/3/2019 9:15 AM
15	Case by case	7/2/2019 10:00 PM
16	EIA disability, handi transit	6/29/2019 2:43 PM
17	Not sure	6/28/2019 11:36 AM
18	paystub?	6/28/2019 11:25 AM
19	with disability, single parnts	6/28/2019 9:33 AM
20	Proof of income, but if also considering rent costs, proof of rental costs (when applicable)	6/28/2019 9:30 AM
21	EIA / Refugee letter	6/28/2019 9:27 AM
22	Residency in the city of Winnipeg.	6/27/2019 4:46 PM
23	as above - Perhaps a government eligibility card could be issued for people who qualify for aid. Such as rent aid, transportation aid etc.	6/27/2019 4:04 PM
24	Sometimes it is difficult for a person in poverty to have proof. Perhaps there could be a reference check process where organizations could be listed who work with people in poverty, and they could be contacted to verify for someone. On letterhead, by a signing authority. Seems like work for the organization but once a standard letter is set up it would be easy to provide it to the person.	6/27/2019 2:36 PM
25	Not sufficiently knowledgeable to say.	6/27/2019 2:34 PM
26	Who can provide paper requirements	6/27/2019 7:35 AM
27	People on Employment and Income Assistance	6/26/2019 9:33 AM
28	single parents or persons with disabilities	6/25/2019 2:18 PM
29	Ppl on cpp n oap	6/25/2019 1:44 PM
30	Proof of eligibility would be based on information gathered during assessment.	6/25/2019 1:41 PM
31	Families on income assistance	6/25/2019 12:35 PM
32	income, the no. of children in a family,	6/25/2019 10:57 AM
33	Family discount for large families	6/25/2019 9:55 AM
34	medical (mental health)	6/25/2019 9:12 AM
35	If someone doesn't have a tax return, it would be useful to consider other proofs of eligibility (e.g., recipient of Employment and Income Assistance)	6/24/2019 3:05 PM
36	targeting specific groups re: seniors, students, dialysis patients, etc	6/24/2019 2:29 PM
37	I do not think it is fair that people have to attend the main office to apply for the discounted pass. There needs to be an option to mail in applications. single parents or persons with disabilities will have difficulty going to down to the office	6/24/2019 1:42 PM
38	Copy of Notice of Assessment	6/24/2019 1:32 PM
39	EIA recipients automatically approved	6/24/2019 1:24 PM
40	how will the income be measured - based on last tax year (in that case, how many people will still have their tax return info?), or will current monthly income be the consideration? If looking at income from a prior year - that might not be reflective of the individual's current circumstance if they have just been laid off, become ill and unable to work etc	6/21/2019 8:53 AM
41	Yes, people in low-income situations may not be able to easily prove their need, as they have countless barriers to services already in front of them.	6/21/2019 8:36 AM
42	The measure, itself, is not proof of eligibility. The documentation provided is proof of eligibility. So what documentation will be accepted to prove an individual meets the low income measure?	6/21/2019 8:30 AM

Q7 In lieu of income measurement, what other proof of eligibility should the City consider?

Answered: 178 Skipped: 219

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#	RESPONSES	DATE
1	Pay stubs EIA Budget Letter	7/12/2019 8:40 PM
2	don't know	7/11/2019 2:22 PM
3	Could align with the fee waiver eligibility for MPI to waive the cost of the Manitoba ID card, receipt of EIA, 55 plus or the MB Child Benefit. Align eligibility to other income tested benefits and allow proof of receipt of those benefits to act as proof of eligibility. Consider accepting letter from shelter for those with no fixed address and no income.	7/11/2019 8:42 AM
4	size of family	7/10/2019 4:51 PM
5	In cases where applicants have not filed taxes, or are unable to determine proof of income (for example if someone is homeless and/or unable to engage with filing their taxes) it would be nice if a 'guarantor' (i.e.a social worker) could vouch for the applicant. Support to complete income tax filing should also be provided or connected to with the long-term goal of achieving proof of income.	7/10/2019 12:43 PM
6	may be EIA	7/10/2019 12:02 PM
7	Disability& mobility issues transit riders	7/10/2019 11:45 AM
8	household size with consideration to single parent households, student status,	7/10/2019 11:42 AM
9	rents, transportation to employment, utilities, costs more to be employed than have someone covering your living expenses (EIA)	7/10/2019 10:28 AM
10	Number of school age children	7/10/2019 6:57 AM
11	Proof of social assistance enrolment	7/9/2019 7:40 PM
12	If they're on social assistance. If they're unemployed or on unemployment insurance.	7/9/2019 7:28 PM
13	look at some way of assessing material deprivation or living conditions	7/9/2019 6:52 PM
14	school aged children going to school. If they are too young to take bus on their own, accompanying guardian should travel for free.	7/9/2019 4:05 PM
15	Housing situation	7/9/2019 3:19 PM
16	need. debt load,. number of dependants. ability to get to where they need to be.	7/9/2019 2:39 PM
17	Debt, expenses, children / dependents	7/9/2019 2:37 PM
18	Paychecks that show total income made within the year	7/9/2019 12:38 PM
19	Refugees should automatically receive free transit passes for their first year (minimum) in Canada.	7/9/2019 12:06 PM
20	Being on a fixed income (EIA, pension, CPP, CPP Disability)	7/9/2019 11:24 AM
21	Social determinants	7/9/2019 11:17 AM
22	Being on a fixed income (Pension, EIA, CPP & CPP-Disability, etc.)	7/9/2019 11:15 AM
23	expenses/income analysis	7/9/2019 10:39 AM
24	if there is someone in the family that affects the ability of other individuals in the family to work (ie. someone needs a caregiver)	7/9/2019 10:18 AM
25	Family size	7/9/2019 5:06 AM
26	none	7/8/2019 10:09 PM
27	Household income thresholds.	7/8/2019 9:11 PM
28	I have no conceptual idea on how to prove that I have zero income	7/8/2019 8:43 PM
29	I don't foresee this system being abused. It seems pretty degrading to be forced to "prove" your poverty especially if it requires tax documentation or other types of paperwork or ID that people living in poverty often have difficulty obtaining. So there should be an option to make a declaration.	7/8/2019 8:17 PM
30	Disability	7/8/2019 8:13 PM
31	Students, People living at or below the poverty level	7/8/2019 7:08 PM

Low Income Transit Pass - Stakeholder Survey

32	None	7/8/2019 5:20 PM
33	Income tax forms	7/8/2019 4:32 PM
34	Stated need recommended by community organizations in writing.	7/8/2019 4:29 PM
35	Total annual income for the last year	7/8/2019 3:45 PM
36	Child support should be considered. Many individuals might not meet the Low Income Cut-Off if you go by their gross income, but they're below the poverty line if you include garnishments. Legal Aid does not consider applicants income after garnishments, and it's a fucking travesty. Please don't make the same mistake.	7/8/2019 3:09 PM
37	Qualification for any social assistance program or low income subsidy program.	7/8/2019 2:08 PM
38	Looking at where their money goes--into their kids, cigarettes, healthy food.	7/8/2019 10:53 AM
39	disability status if the person is working, that should also count, in my opinion anyone who is working at 5.00 more than the minimum wage and less, should automatically qualify for the subsidized pass.	7/8/2019 7:58 AM
40	disabilities	7/6/2019 4:43 AM
41	whether the family has children.	7/4/2019 4:30 PM
42	number of household members income	7/4/2019 4:24 PM
43	# of children	7/4/2019 4:22 PM
44	Family income below \$25,000	7/4/2019 3:48 PM
45	resident of Winnipeg- at least a month	7/4/2019 3:35 PM
46	The challenge of proof of eligibility is that is a burden for low income people. Also, how does someone show their income if they haven't filed their taxes in many years? Another way to ensure people are not taking advantages of the system is to rely on partnerships with organizations and EIA. This could allow for three ways for people to access the pass: 1. automatic referral if someone relies on the bus and is also receiving EIA 2. Income proof at Winnipeg transit stations 3. partnerships with particular non-profits that represent certain populations (Indigenous, newcomer, women, youth, economic empowerment org) who can "vouch" for their participants by indicating they need support and distribute the passes through them (see Edmonton's example)	7/4/2019 3:21 PM
47	People living with Disabilities/Long Term Health Conditions,Seniors	7/4/2019 9:25 AM
48	Those with chronic illnesses which prevent them from work and are therefore low-income should be automatically eligible	7/4/2019 8:22 AM
49	reason the bus low income bus pass is needed - i.e. school, shopping, etc	7/4/2019 12:26 AM
50	I think that you need to look at not only proof of income but also cost of living. eg: If I make 15000. a year and pay rent with or without subsidy and my friend makes 15000. but pays no rent because he lives with parents. Is this the same or different. Should we both qualify? I just feel that it may not be fair.	7/3/2019 8:30 PM
51	On EIA.	7/3/2019 4:19 PM
52	need - people with the same income and more expenses (more kids, etc) should get different amounts	7/3/2019 10:50 AM
53	unsure	7/3/2019 10:33 AM
54	I think families or individuals involved in Child and Family Services should also be considered for eligibility regardless of their household income, given that the environmental complexity and intergenerational trauma that these families often contend with may not be captured by an income cut-off.	7/3/2019 10:17 AM
55	percentage spent on housing per month as many people struggle to have left over \$ after paying rent	7/3/2019 9:54 AM
56	If person is unemployed, has a disability, single parents?	7/3/2019 9:15 AM
57	Tax return below a set annual income	7/2/2019 10:00 PM
58	Student status, monthly budget and expenses, EIA, full-time vs. Part-time employment, hourly wage.	7/2/2019 6:02 PM

Low Income Transit Pass - Stakeholder Survey

59	Annual tax returns and base on previous years gross income.	7/2/2019 5:04 PM
60	Seniors	7/2/2019 5:01 PM
61	Application based on special circumstances (e.g. divorced father who has a moderate to high income but very high expenses like child support payments, so his discretionary income is actually low). In this case, I would request income tax notice of assessment for proof of income and court documents showing support payments. This would help to weed out people with a legitimate need versus people who have a moderately high income but choose to spend their discretionary income on non-essential items (e.g. a person who chooses to buy cable TV and then requests a low income bus pass).	7/2/2019 2:32 PM
62	Recent changes in circumstances such as a loss of job, change in family status, new addiction or mental health diagnosis, new health issue (particularly if there are associated medical costs), a change in financial program eligibility such as going from EIA to pension. PLEASE keep in mind, many low-income and impoverished persons do NOT file income taxes. Perhaps a letter of support from a physician, NP, social worker, support worker, etc, should be considered!!!!!!!!!!!!!!!!!!!!!!	7/2/2019 1:54 PM
63	Enrolment in Employment & Income Assistance, i.e., an EIA Acceptance Letter. Also, for organizations that work with the unemployed, like ours, hopefully we would not need to prove low-income for everyone one of our clients. It should be implied that all of our clients are low-income, so we could purchase bulk passes/tokens at the reduced rate for our clients.	7/2/2019 11:08 AM
64	EIA Budget letter, income tax documents (if they have)	7/2/2019 10:22 AM
65	Income and expenses ratio. Often, the "working poor" are ineligible for most of these types of benefits as their income is above the low-income cut off, though at a closer look, they can barely afford basic necessities.	7/2/2019 9:20 AM
66	Not sure.	7/2/2019 8:45 AM
67	Most poor people have already been measured at one point or another when accessing systems. Whether through their file# with EIA, or their training through EI, or there file # with Manitoba Student Aid. They have all asked for information, and when an individual is qualified for these service they in the lower income bracket.	6/30/2019 5:49 AM
68	create the least amount of barriers possible in terms of proof - esp. when considering many people experiencing poverty don't have ID, stable housing, etc	6/29/2019 11:00 PM
69	Case # for EIA disability	6/29/2019 2:43 PM
70	Signed and witnessed declaration of need.	6/29/2019 9:24 AM
71	Transit Photo ID- Similar to the High School ID card model.	6/28/2019 10:08 PM
72	Area of the city	6/28/2019 2:18 PM
73	Family size and support	6/28/2019 2:15 PM
74	People on income assistance should get a buss pass the is affordable	6/28/2019 2:05 PM
75	Tax statements	6/28/2019 2:01 PM
76	A letter from a credible organization	6/28/2019 1:29 PM
77	Person who's income is CPP disability or EIA disability.	6/28/2019 1:13 PM
78	In addition to yearly individual income measurement: status of unemployment or of underemployment; family income [because I do not want someone who can afford a stay-at-home parent to enrich themselves with savings from the backs of the poor]	6/28/2019 12:48 PM
79	Not sure	6/28/2019 11:36 AM
80	Recommendation from social worker or health care worker (public health nurse) A worker involved with the family	6/28/2019 9:44 AM
81	age, status, frequency of usage- regular commuters vs. seldom users	6/28/2019 9:33 AM
82	As opposed to solely measuring income it would be more effective to measure income after shelter, food, and utilities. Disposable income or income after the cost of basic goods gives a more realistic measurement of what the average person can actually afford after taxes and covering their basic needs of living.	6/28/2019 9:32 AM
83	Persons on EIA should automatically qualify.	6/28/2019 9:30 AM

Low Income Transit Pass - Stakeholder Survey

84	if we are to take Climate change seriously and respond effectively to the Climate Emergency, all human being should be eligible for free transit	6/28/2019 8:40 AM
85	How often they have appointments, medical or EIA, and if a bus pass would improve mental health or isolation. All youth should get one	6/27/2019 5:10 PM
86	I am not in favour of the free pass for children. I think low income children only should be eligible. Residency in Winnipeg.	6/27/2019 4:46 PM
87	Disability Temporarily out of work	6/27/2019 4:34 PM
88	I think income is the most important factor. provision has already been made for seniors and those with disabilities.	6/27/2019 4:04 PM
89	Mobility and disability	6/27/2019 3:53 PM
90	Proof of non-discretionary expenses higher than those factored into the income threshold	6/27/2019 3:32 PM
91	Agencies that work with low income individuals and families could have a simple referral form. Something needs to be used as a backup for those individuals who do not have ID, bank accounts or income tax returns to show they are low income.	6/27/2019 3:12 PM
92	I don't know, but I know that the LICO cut off is too low!	6/27/2019 2:38 PM
93	Social Work or community social service worker assessments.	6/27/2019 12:46 PM
94	exceptional health expenses	6/27/2019 12:37 PM
95	family expenses; housing and heating costs	6/27/2019 10:40 AM
96	Unsure. Would prefer to choose from other eligibility options.	6/27/2019 10:34 AM
97	Some individuals will not be able to provide proof of income if they are experiencing homelessness. The most recent street census counted 1, 519 individuals experiencing homelessness. What proof of eligibility will ensure they can receive a low income pass if required.	6/27/2019 9:08 AM
98	Currently on Income Assistance or CPP	6/27/2019 9:04 AM
99	Medical needs, particularly seniors and dialysis/chronically ill people who otherwise often use Handi Transit and other specialized aervices	6/27/2019 7:35 AM
100	refugee income sources eg. private sponsorship	6/26/2019 3:48 PM
101	EIA budget	6/26/2019 2:40 PM
102	if a person is on social assistance	6/26/2019 2:39 PM
103	It would be good to have a discussion with client-serving organizations about what the barriers would be to providing proof of eligibility and possible alternatives.	6/26/2019 1:58 PM
104	Any seniors, students and folks on social assistance. Look at what other cities do that have this model already.	6/26/2019 12:05 PM
105	People on Employment and Income Assistance, CPP or Employment Insurance for example.	6/26/2019 9:33 AM
106	There should be a measurement in place that could be used if there is a significant change in the income of an individual that will make them eligible for Low Income Transit bus pass.	6/26/2019 9:05 AM
107	An active EI claim.	6/26/2019 8:18 AM
108	None. It should be free for everyone. It is a public service.	6/26/2019 6:03 AM
109	Individuals who would be eligible could provide their Employment and Income File #; their id for senior's over 65+; and/ or status card or metis card. Children 15 years and under should be able to ride the bus for free.	6/25/2019 8:24 PM
110	- Proof of debt - Proof of payments to other sources regardless of income ex. cost of childcare taking significant portion of income	6/25/2019 4:16 PM
111	None...there are people with addictions attempting to get to appointments who may have spent money and have none. Transportation is not just about income. It is about where people are going. Are they going to medical appointments? Jobs? Court cases? The service is already in place. Why are we demanding proof of eligibility.	6/25/2019 4:06 PM
112	anyone on Employment and income assistance, seniors, number of children,	6/25/2019 3:23 PM

Low Income Transit Pass - Stakeholder Survey

113	unsure	6/25/2019 3:12 PM
114	health conditions mental health needs for appointments	6/25/2019 2:22 PM
115	Needs based assessment that can account for changing personal circumstances. Something that can include additional expenses such as caring for sick family member, recent life changes such as divorce, or situations like income flux from seasonal employment	6/25/2019 1:59 PM
116	disabilities	6/25/2019 1:53 PM
117	Low income, single parents, students, especially working n attending school, seniors with only cpp, oap	6/25/2019 1:44 PM
118	Amount of children a family has to support, or being laid off work, etc	6/25/2019 1:42 PM
119	Other social programs that the person/family may be accessing. Debt assessment.	6/25/2019 1:41 PM
120	If families are lacking supports	6/25/2019 1:32 PM
121	65 years of age or older, proof of disability	6/25/2019 1:25 PM
122	Student status	6/25/2019 1:14 PM
123	EIA- case number and worker name	6/25/2019 12:35 PM
124	I think we should look at special cases and put in place a way of making exception because there are always exceptions.	6/25/2019 12:10 PM
125	Being on Welfare	6/25/2019 12:04 PM
126	notice of assessment EIA budget letter	6/25/2019 11:52 AM
127	If being used to find work	6/25/2019 11:49 AM
128	Disability	6/25/2019 11:26 AM
129	Housing information (i.e. in government housing, in rental housing, in own home)	6/25/2019 11:23 AM
130	Eligibility should take into consideration number of dependents, or offer a family bus pass.	6/25/2019 11:17 AM
131	number of family members	6/25/2019 11:17 AM
132	Perhaps accepting referrals from social service agencies.	6/25/2019 11:17 AM
133	homelessness, family violence, mental health, health, disability, elderly, retired, student or training at any age, unemployment, underemployment, newcomer, Indigenous, new resident, larger families- family pass, medical needs, long-term resident (e.g., elderly person who has lived in Winnipeg 20 or more years), limited parking at one's workplace (encourages use of public transit and is good for the environment)	6/25/2019 11:13 AM
134	Needs Assessment given by Canada Revenue, EIA Budget Letter Permanent Residency/Refugee Status (first 2 years)	6/25/2019 11:06 AM
135	Proof of disability that might prevent a person from being able to drive. For example, the MPI threshold for legally being able to drive due to vision loss.	6/25/2019 10:48 AM
136	Cost of Living, Groceries, Rent etc. To have enough money to buy a bus pass is not affordable	6/25/2019 10:47 AM
137	I think an Employment and Income statement would be sufficient	6/25/2019 10:46 AM
138	persons living on income assistance	6/25/2019 10:28 AM
139	Specific costs incurred by an individual/household	6/25/2019 9:57 AM
140	case by case need if just slightly above the low income cut off.	6/25/2019 9:55 AM
141	what community feels it should be, I do not have the voice to represent this	6/25/2019 9:48 AM
142	How many people/dependent are in the household that this money is split between	6/25/2019 9:44 AM
143	Disability-ability to work	6/25/2019 9:32 AM
144	The city should also take in to consideration an individuals net worth and not just a person's montly/yearly income. For example, a single father who is paying large amounts of money in spousal/child support each month.	6/25/2019 9:17 AM
145	mental and physical health limitations	6/25/2019 9:09 AM

Low Income Transit Pass - Stakeholder Survey

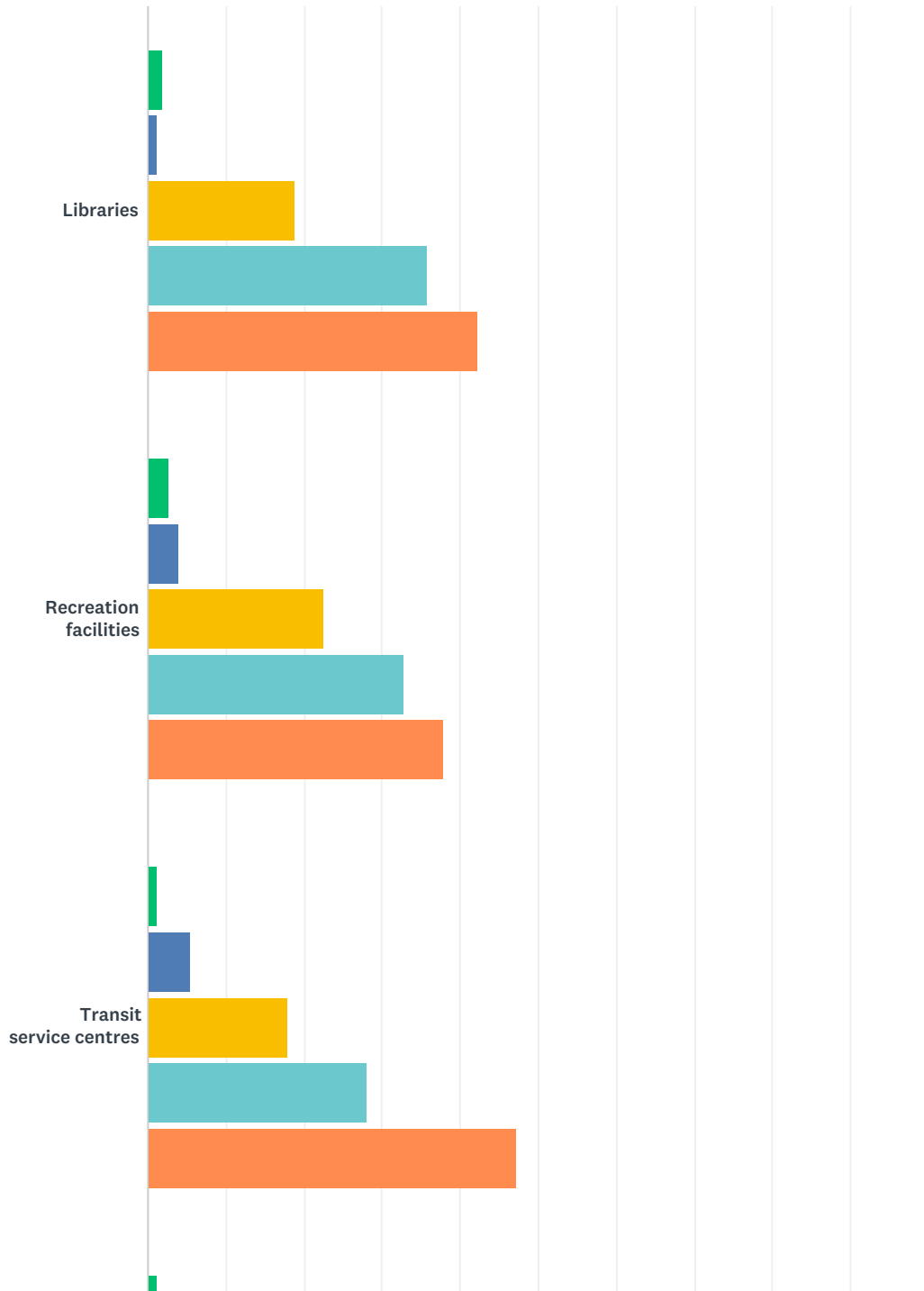
146	None	6/25/2019 9:08 AM
147	family size as more than 1 person may require a pass	6/25/2019 8:59 AM
148	I'm not sure, but I know that every rule made allows people to fall through the cracks. It would be good to try and find a way to minimize that .	6/25/2019 8:55 AM
149	accessibility,	6/25/2019 8:51 AM
150	The 'why' should be considered.	6/24/2019 6:40 PM
151	-make it as simple as possible so more people qualify easier/faster, less barriers to accessing the pass	6/24/2019 4:13 PM
152	Person's actual need to use transit. Ineligibility to drive for example	6/24/2019 3:53 PM
153	1) high medical bills, 2)extenuating circumstances that affect net income such as child care, special needs child care, low income job and 3) crisis, 4) family size, 5) .	6/24/2019 3:48 PM
154	fixed income	6/24/2019 3:40 PM
155	- Recipient of the City's recreation subsidy - Manitoba Housing resident - People experiencing homelessness (e.g., living at a shelter)	6/24/2019 3:05 PM
156	Income tax	6/24/2019 2:57 PM
157	Age (for example, children)	6/24/2019 2:39 PM
158	enrolment with program or school	6/24/2019 2:29 PM
159	Health related needs which equate to increased financial burden.	6/24/2019 2:28 PM
160	being a student, elderly	6/24/2019 2:22 PM
161	Age, student, single parent	6/24/2019 2:10 PM
162	disability status.	6/24/2019 2:08 PM
163	Advocacy by a professional such as an EIA worker, Public Health, counselor. I find doctors dont know the ins and out of a families situation to due to time restrictions to get a good picture of whats happening in a family.	6/24/2019 2:08 PM
164	Physical and mental hardships that require the person to direct funds toward.	6/24/2019 2:00 PM
165	anyone on EIA should automatically get the low cost pass. Right now, due to the high cost of a monthly bus pass, EIA will only fund a full pass if people have 3 or more medical appointments each week. EIA does not factor in other necessary errands, such as grocery shopping. This leaves a lot of EIA recipients without full bus passes, and difficulty with transportation.	6/24/2019 1:42 PM
166	Proof of family size possibly (Manitoba medical card,student card) - How do those who are most vulnerable / homeless show proof if they have the bare minimum maybe not on EIA? Maybe a coloboration/ process is developed with the shelters, or housing first workers. This also would help support workers of getting their participants to appointments and programs needed.	6/24/2019 1:39 PM
167	family structure, assessment for working poor	6/24/2019 1:36 PM
168	NOA pay stubs	6/24/2019 1:32 PM
169	receiving income support ie EIA, GIS	6/24/2019 1:30 PM
170	Individuals in receipt of provincial employment and income assistance could automatically receive, but would still need to verify. Other measures could be more arbitrary like address. I think income test would be able to be fairly and equitably applied.	6/24/2019 1:28 PM
171	Filed Income Tax	6/24/2019 1:24 PM
172	Perhaps not in lieu, but in addition an ability to appeal for lowered fee that takes into consideration the working class poor who may be marginally over the poverty line but barely making ends meet, also such things as physical and mental health	6/24/2019 1:06 PM
173	Receipt of EIA or OAS, eligibility for other similar supports or referral by an organization that does income testing	6/24/2019 8:36 AM
174	References from social service/not for profit organizations could be provided as "proof of need" for folks who cannot produce income documents or tax return statements.	6/21/2019 9:59 AM

Low Income Transit Pass - Stakeholder Survey

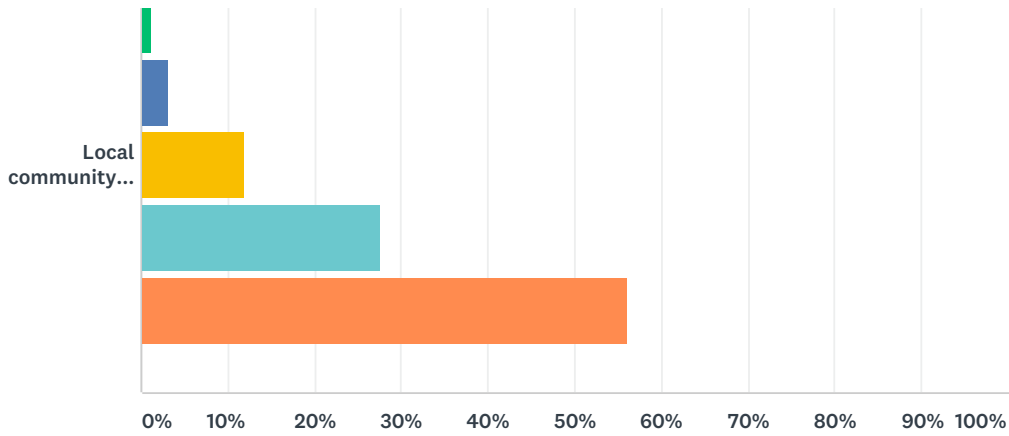
175	budget letter	6/21/2019 9:49 AM
176	referrals from a trusted community organization who is aware of the individual's living circumstances and income situation	6/21/2019 8:53 AM
177	Verification from social service agencies whom they are clients/participants of programming.	6/21/2019 8:36 AM
178	status as a child in care or emancipated youth.	6/21/2019 8:30 AM

Q8 How important is it for applicants to be able to drop off their applications at the following locations?

Answered: 264 Skipped: 133



Low Income Transit Pass - Stakeholder Survey



■ Not at all important
 ■ Not so important
 ■ Somewhat important
■ Very important
 ■ Extremely important

	NOT AT ALL IMPORTANT	NOT SO IMPORTANT	SOMEWHAT IMPORTANT	VERY IMPORTANT	EXTREMELY IMPORTANT	TOTAL	WEIGHTED AVERAGE
Libraries	1.92% 5	1.15% 3	18.85% 49	35.77% 93	42.31% 110	260	4.15
Recreation facilities	2.73% 7	3.91% 10	22.66% 58	32.81% 84	37.89% 97	256	3.99
Transit service centres	1.17% 3	5.47% 14	17.97% 46	28.13% 72	47.27% 121	256	4.15
Local community organizations	1.15% 3	3.08% 8	11.92% 31	27.69% 72	56.15% 146	260	4.35

#	OTHER (PLEASE SPECIFY)	DATE
1	It would be great if applicants could drop off applications at local community organizations however the City should understand that these organizations are often under-funded/under-staffed and therefore cannot be expected to do additional work without support. However if it is simple a drop-off location (i.e. a box) I think that would increase accessibility of the pass.	7/10/2019 12:45 PM
2	partner with WRHA to make some health access points also available to drop off applications	7/9/2019 6:54 PM
3	Siloam Mission, Winnipeg Harvest, Main Street Project, SNA, etc.	7/9/2019 12:36 AM
4	Should be able to drop off at as many locations as possible. Remove barriers!	7/8/2019 11:32 PM
5	How about grocery stores? Having to go downtown is a pain, but a grocery store is already in people's path	7/8/2019 8:46 PM
6	As many places as possible	7/8/2019 5:20 PM
7	Affordable housing agencies.	7/8/2019 2:09 PM
8	more places = more accessible	7/5/2019 1:42 PM
9	EIA, Service Canada, Disability services	7/5/2019 8:44 AM
10	safeways	7/4/2019 4:26 PM
11	Access centres/doctors/EIA	7/4/2019 4:23 PM
12	Why can't they just fill it out online and scan any documents required? They could also scan or fax from a service agency that they use their resources	7/4/2019 3:38 PM
13	Post Offices	7/4/2019 9:27 AM
14	online applications	7/4/2019 9:19 AM

Low Income Transit Pass - Stakeholder Survey

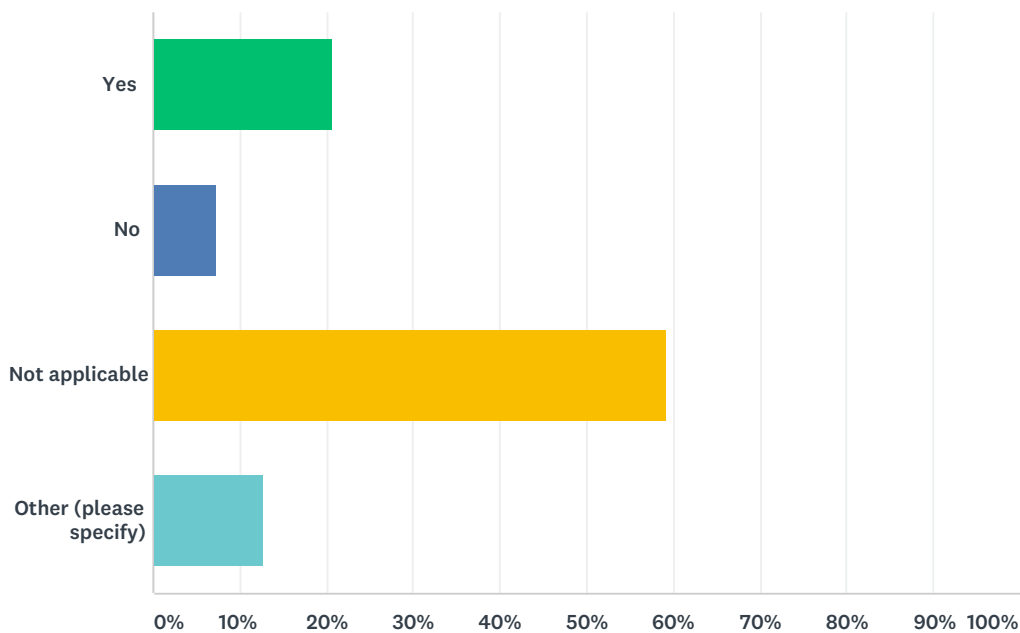
15	Access centres?	7/4/2019 9:13 AM
16	on line	7/4/2019 12:27 AM
17	not sure what local community organization is referring too.	7/3/2019 8:32 PM
18	Applicants for this have difficulty getting around, so multiple drop off sites would be ideal.	7/3/2019 4:21 PM
19	Make it as easy & accessible as possible	7/3/2019 9:55 AM
20	Mail in, online forms,	7/2/2019 6:04 PM
21	EIA worker office!!! GP or associated clinic office, emergency shelter, ACCESS center	7/2/2019 1:55 PM
22	handi transit	6/29/2019 2:43 PM
23	As many places as possible located in high poverty areas.	6/29/2019 9:25 AM
24	Drop off at Employment Income Assistance	6/28/2019 2:06 PM
25	EIA offices	6/28/2019 2:02 PM
26	City hall, MLA offices	6/27/2019 4:35 PM
27	If participants are already facing barriers to transportation, there needs to be as many locations as possible (within walking distance of low income communities/individuals/families) to ensure the service is actually accessible. Having drop-off locations in libraries/ rec centers/ community orgs, also insures that the service is accessible to low income families throughout the city (as there are people experiencing poverty, well beyond the inner city).	6/27/2019 4:22 PM
28	They should be done on-line. Too many locations and errors can be made and applications missed etc. Most people have access to a computer or know someone or organization who does.	6/27/2019 4:10 PM
29	city counsellor offices and city hall	6/27/2019 3:54 PM
30	EIA offices	6/27/2019 10:40 AM
31	Transit cars are most difficult to get to. Can other places like Safeway get involved	6/27/2019 7:37 AM
32	The more accessibility the better	6/25/2019 4:17 PM
33	See above comments.	6/25/2019 4:07 PM
34	EIA office and Access centres	6/25/2019 1:58 PM
35	Community Health Agencies, Family Resource Centres, primary care providers	6/25/2019 1:47 PM
36	online application form is essential	6/25/2019 12:36 PM
37	Medical offices, EIA office, Support workers	6/25/2019 11:54 AM
38	shelters, doctors' offices, social services locations, clinics	6/25/2019 11:46 AM
39	Access Centers	6/25/2019 9:44 AM
40	excluding the millenium library until they change their security protocols	6/25/2019 9:10 AM
41	Give healthcare workers tools to facilitate discount	6/25/2019 8:49 AM
42	consider EIA recipients, can this be included with EIA recipients, such as getting the pass when they are approved for EIA? not all EIA recipients qualify for bus fare/pass even if they need it	6/24/2019 4:17 PM
43	EIA and other social service offices	6/24/2019 3:49 PM
44	Accessibility is very important; asking those most affected to hear their preferences would be useful. Consider locations where individuals access other services.	6/24/2019 3:04 PM
45	hospitals, access centers	6/24/2019 2:31 PM
46	hospital drop off would be ideal	6/24/2019 2:09 PM
47	food banks, access centers, EIA offices	6/24/2019 2:00 PM
48	post offices	6/24/2019 1:43 PM
49	EIA or Support Workers.	6/24/2019 1:40 PM
50	should not put up barriers in regard to access	6/24/2019 1:37 PM

Low Income Transit Pass - Stakeholder Survey

51	More options provide opportunity to access services	6/24/2019 1:29 PM
52	Could there be an online application- done using the computers at libraries. EIA offices are a must in my view.	6/24/2019 1:28 PM
53	Priamry Care/ Access Centers	6/24/2019 1:08 PM
54	Schools and Universities	6/21/2019 9:50 AM
55	Access centres	6/21/2019 8:54 AM
56	Government operated social service providers (EIA, CFS, etc).	6/21/2019 8:37 AM
57	EIA government locations	6/20/2019 4:22 PM

Q9 Would your organization be willing to serve as a drop-off location for applications?

Answered: 260 Skipped: 137



ANSWER CHOICES	RESPONSES	
Yes	20.77%	54
No	7.31%	19
Not applicable	59.23%	154
Other (please specify)	12.69%	33
TOTAL		260

#	OTHER (PLEASE SPECIFY)	DATE
1	We would be willing to consider this but aren't able to commit until the model is finalized	7/11/2019 8:44 AM
2	Our organization does not serve the general public.	7/10/2019 12:45 PM
3	If they can be emailed or faxed	7/10/2019 10:06 AM
4	Yes, we would be able to be a limited drop-off application for participants in our community programs (i.e. our newcomer programs, ESL, etc.)	7/9/2019 12:17 PM

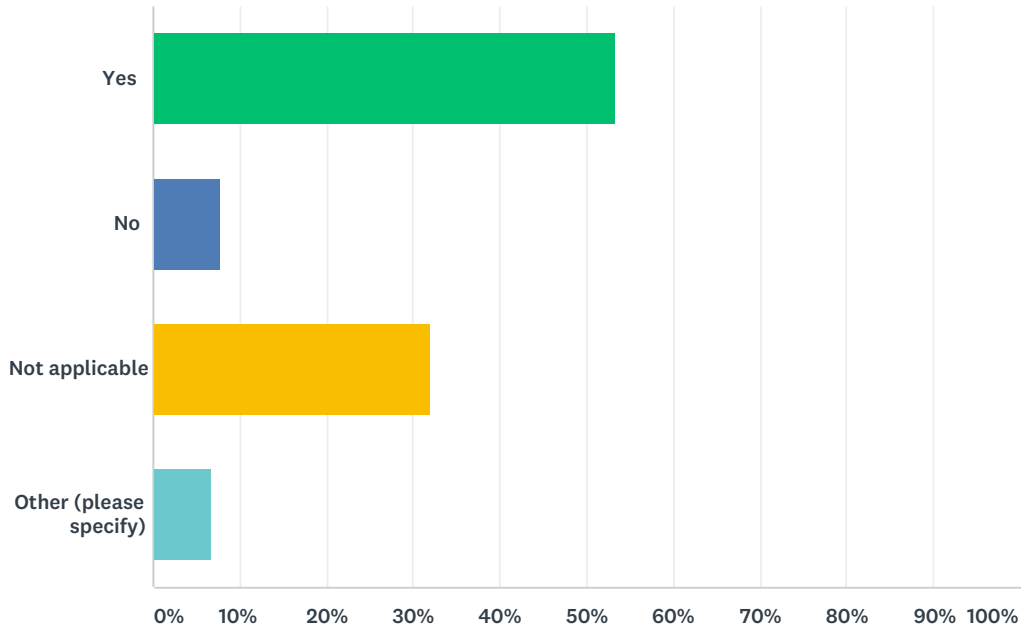
Low Income Transit Pass - Stakeholder Survey

5	Maybe	7/8/2019 4:30 PM
6	Not sure	7/8/2019 2:51 PM
7	Management would make decision	7/8/2019 10:43 AM
8	likely	7/5/2019 1:42 PM
9	Not sure	7/4/2019 4:04 PM
10	Not sure but ok with me as filling this survey out I am not the one to make that decision	7/4/2019 9:13 AM
11	Probably, but I don't make these decisions.	7/3/2019 4:21 PM
12	I would hope so, but I'm not sure as I'm not in a leadership position at my organization.	7/3/2019 10:18 AM
13	unknown	6/28/2019 1:48 PM
14	Yes for our registered clients	6/28/2019 11:49 AM
15	It would depend what was then required of us. If we could just fax or email them, then yes.	6/28/2019 9:34 AM
16	Grocery stores would make access greater	6/27/2019 7:37 AM
17	not sure	6/26/2019 2:41 PM
18	Possibly, it's a WRHA program	6/26/2019 9:18 AM
19	not sure	6/25/2019 12:05 PM
20	We are a child care program so security would be an issue.	6/25/2019 11:20 AM
21	unsure	6/25/2019 11:13 AM
22	I don't see this as being a problem	6/25/2019 10:48 AM
23	I would support that but I work for Shared Health Services and that decision would have to be made by someone else	6/25/2019 10:47 AM
24	could drop it off and we send it into the Transit office	6/25/2019 9:15 AM
25	unsure, have to discuss with executive director	6/24/2019 4:17 PM
26	Would need to seek mgnt approval	6/24/2019 3:41 PM
27	WRHA Population and Public Health is likely not an appropriate drop-off location; it would be useful to discuss opportunities within ACCESS Centres and other locations people receive health and social support.	6/24/2019 3:04 PM
28	Unsure if I can make that decision	6/24/2019 2:07 PM
29	unsure	6/24/2019 2:00 PM
30	uncertain	6/24/2019 1:43 PM
31	It would be a decision of our Executive Director/Board	6/24/2019 1:40 PM
32	I am not the decision maker for my organization.	6/21/2019 9:50 AM
33	Unsure	6/21/2019 9:14 AM

Q10 Are you/your organization able to support participants in navigating the application process?

Answered: 268 Skipped: 129

Low Income Transit Pass - Stakeholder Survey



ANSWER CHOICES	RESPONSES
Yes	53.36% 143
No	7.84% 21
Not applicable	32.09% 86
Other (please specify)	6.72% 18
TOTAL	268

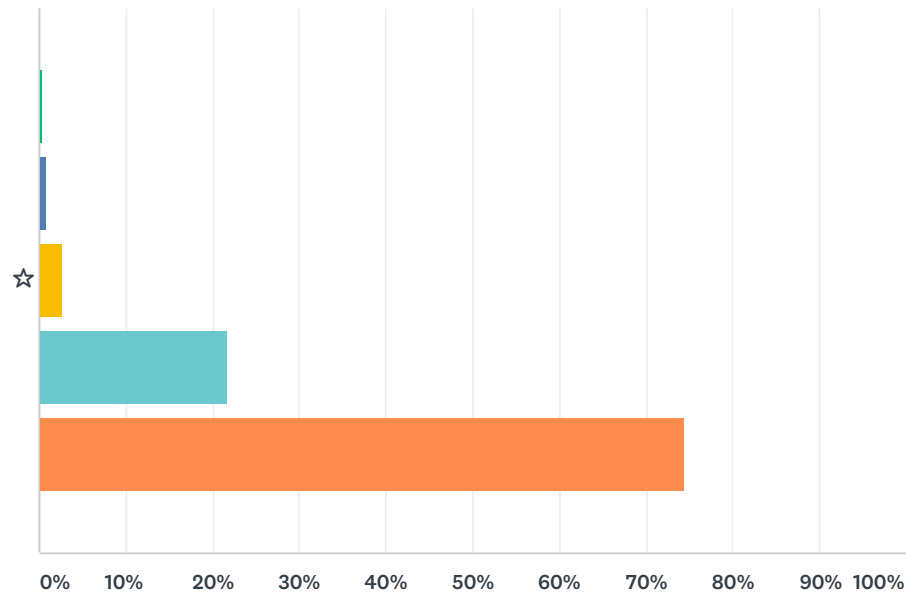
#	OTHER (PLEASE SPECIFY)	DATE
1	Our organization does not serve the general public.	7/10/2019 12:45 PM
2	Yes, we could provide some support for application for participants in our community programs (i.e. our newcomer programs, ESL, etc.)	7/9/2019 12:17 PM
3	Not sure	7/8/2019 2:51 PM
4	possibly	7/4/2019 9:13 AM
5	Not sure I am not the one to ask about that	7/4/2019 9:13 AM
6	Probably, but I don't make these decisions	7/3/2019 4:21 PM
7	For clients we are working with already - yes. More limited support would be available to others not enrolled in our program already.	6/28/2019 9:34 AM
8	Maybe...we are all volunteers so it would be a stretch if it were something that had to be done on a yearly basis.	6/28/2019 8:41 AM
9	I don't know what my organizations stance is.	6/27/2019 9:05 AM
10	unsure of the process	6/25/2019 3:12 PM
11	same as above	6/25/2019 11:20 AM
12	unsure	6/25/2019 11:13 AM
13	They would need to be clients of mine or our centre	6/25/2019 9:20 AM
14	As above.	6/24/2019 3:04 PM
15	Yes hopefully.	6/24/2019 2:07 PM
16	It would be a decision of our Executive Director/Board	6/24/2019 1:40 PM

Low Income Transit Pass - Stakeholder Survey

17	Hospital , Emergency and Urgent Care Social Workers	6/24/2019 1:08 PM
18	Unsure	6/21/2019 9:14 AM

Q11 How important is it to allow monthly passes to be able to be purchased and loaded at various agents (e.g. - 7/11, Shoppers Drug Mart)?

Answered: 266 Skipped: 131



■ Not at all important
 ■ Not so important
 ■ Somewhat important
■ Very important
 ■ Extremely important

	NOT AT ALL IMPORTANT	NOT SO IMPORTANT	SOMEWHAT IMPORTANT	VERY IMPORTANT	EXTREMELY IMPORTANT	TOTAL	WEIGHTED AVERAGE
☆	0.38%	0.75%	2.63%	21.80%	74.44%	266	4.69
	1	2	7	58	198		

Q12 What do you see as the primary barriers for participants hoping to access this program?

Answered: 220 Skipped: 177

#	RESPONSES	DATE
1	Insufficient funds for transportation, no vehicle	7/12/2019 8:48 PM
2	tdont know	7/11/2019 2:23 PM
3	Cost, awareness and navigating the application process	7/11/2019 8:44 AM
4	money, convenient locations other than safeway or 7/11	7/10/2019 3:11 PM
5	I think that filling in the forms and proving income will likely be the highest barrier. If there are few drop off points which requires transportation to get to, that will increase barriers.	7/10/2019 12:49 PM

Low Income Transit Pass - Stakeholder Survey

6	making application, letting people know about this service	7/10/2019 12:05 PM
7	proof of income statements, requirement for ID	7/10/2019 11:45 AM
8	employment	7/10/2019 10:31 AM
9	Clients need assistance	7/10/2019 10:07 AM
10	Lack of advertisement of program, application process (accessing paperwork, assistance filling out)	7/10/2019 9:55 AM
11	Awareness and individuals to help them apply and navigate the system. Also a potential barrier could be getting EIA approval for funding for this.	7/10/2019 9:08 AM
12	Not knowing	7/10/2019 6:59 AM
13	Knowledge of program; stigmatizing/demeaning methods of enrolment; ease of access	7/9/2019 7:42 PM
14	Proof of eligibility	7/9/2019 7:32 PM
15	gaining knowledge of the program on a timely basis, also ensuring the application process is accessible, plain language, etc.	7/9/2019 6:57 PM
16	Information and stigma. Do not ask for self-identification	7/9/2019 4:09 PM
17	ID presentation to prove that they are low income	7/9/2019 3:22 PM
18	current transit costs	7/9/2019 3:17 PM
19	Not knowing about it, confusing forms, needing a lot of documents that are difficult to obtain	7/9/2019 2:41 PM
20	filling out the application	7/9/2019 2:40 PM
21	ease of access, the more available it is the more people can access it	7/9/2019 2:05 PM
22	Access to transportation	7/9/2019 12:41 PM
23	Proving low income status, paperwork burden, uncertain status (i.e. refugee claimants)	7/9/2019 12:19 PM
24	Lack of awareness	7/9/2019 11:28 AM
25	Application process, cutoffs once established, any arbitrary residential criteria (eg people without addresses or people with primary addresses out of town, eg in the North)	7/9/2019 11:27 AM
26	lack of awareness of the program. Program information is not available to members who need.	7/9/2019 11:22 AM
27	Application process, cut offs, residential requirements	7/9/2019 11:18 AM
28	proof of eligibility	7/9/2019 11:00 AM
29	travel	7/9/2019 10:48 AM
30	literacy, accessibility to drop off sites,	7/9/2019 10:20 AM
31	Lack of information about it	7/9/2019 5:10 AM
32	Cost	7/9/2019 12:43 AM
33	Eligibility, accessibility to information regarding the program	7/9/2019 12:39 AM
34	awareness and motivation to do so	7/8/2019 10:15 PM
35	People need to know about this and any other aid programs. People do not need to expose themselves similar to EIA. EIA also stated that MY goal was to get employment and become self sufficient - a goal that was never discussed with me	7/8/2019 8:51 PM
36	Being able to come up with a lump sum amount for the monthly pass. Being able to prove their eligibility.	7/8/2019 8:20 PM
37	Pride	7/8/2019 8:19 PM
38	Language , ability education	7/8/2019 7:14 PM
39	Lack of income proof (e.g. homeless people who usually wouldn't file a tax return)	7/8/2019 6:52 PM
40	Application process being too unwieldy and not enough information about how to access the program	7/8/2019 5:21 PM

Low Income Transit Pass - Stakeholder Survey

41	Challenges with completing forms; bureaucracy on getting it processed and accessing what they need	7/8/2019 4:33 PM
42	Can't think of any	7/8/2019 3:48 PM
43	Needing assistance to fill out the application. Not knowing who to ask for help. English as a second language. Low education.	7/8/2019 2:55 PM
44	Dignity! The constantly having to prove you are "poor" is exhausting & robs you of dignity.	7/8/2019 2:12 PM
45	Fear of not being able to afford it or being discriminated against while using transit	7/8/2019 10:55 AM
46	Getting proof of income, receiving info about program in first place.	7/8/2019 10:47 AM
47	filling out the form	7/8/2019 8:00 AM
48	getting required documents for 'proof' of eligibility	7/5/2019 1:42 PM
49	We need one card for many services.	7/5/2019 11:03 AM
50	not understanding the form, having to get too many documents for it, and where to drop it off	7/5/2019 9:12 AM
51	Filling out applications	7/4/2019 4:24 PM
52	lack of computer knowledge and internet browsing capacity	7/4/2019 4:09 PM
53	Money to get to a location. Not being snake to drop the information off in the evening and/ or weekends, not having someone able to answer their questions in their language	7/4/2019 3:40 PM
54	Knowledge it exists; proof of income; still needing to dish out a large chunk of money (as opposed to relying on bus tickets that they can buy in increments)	7/4/2019 3:24 PM
55	Homelessness, assistance with understanding the process	7/4/2019 9:30 AM
56	Knowledge	7/4/2019 9:20 AM
57	Processing form properly	7/4/2019 9:15 AM
58	limited on line access	7/4/2019 9:14 AM
59	Not aware that the program exists, difficulties completing and submitting application	7/4/2019 9:02 AM
60	If it's a complicated form. Many mildly cognitively impaired seniors need this, as well as younger adults with lower education levels.	7/4/2019 8:39 AM
61	bureaucracy	7/4/2019 8:26 AM
62	The application process being difficult to navigate	7/4/2019 8:24 AM
63	for youth - they or their parents not able/willing to fill out forms	7/4/2019 12:30 AM
64	The ability to have information photo copied as need for proof and knowledge of application verbiage.	7/3/2019 8:37 PM
65	access to information; language barriers, location, weather, access to internet	7/3/2019 4:29 PM
66	Awareness, and form completion.	7/3/2019 4:23 PM
67	Filing Out the paperwork	7/3/2019 11:14 AM
68	not all low income people can afford 70% of transit pass. Some would do better with discount tickets.	7/3/2019 10:53 AM
69	Ironically, commuting to locations to drop off their applications. Also potentially the literacy and level of comprehension when completing applications. Also, those with sever mental health impairments may struggle as well.	7/3/2019 10:21 AM
70	Not being aware of it	7/3/2019 9:56 AM
71	Knowing about the program, filling out applications, having a "cutoff" that includes people who are not technically below the poverty line but still struggle to afford a bus pas	7/3/2019 9:20 AM
72	Lico to stringent. Someone might make just above the LICO but have costs that bring them below it.	7/2/2019 6:05 PM
73	No proof of income because the6 have not filed taxes	7/2/2019 5:07 PM
74	Mobility	7/2/2019 5:04 PM

Low Income Transit Pass - Stakeholder Survey

75	Income cut off amounts. Often the working poor make "too much" money to qualify for many social programs, but they are the ones who would benefit most because their income is only slightly above the poverty line.	7/2/2019 2:36 PM
76	If income taxes being up to date is a requirement. And keeping the application SIMPLE!!!!	7/2/2019 1:58 PM
77	Finances, knowledge, cognitive abilities to apply, time.	7/2/2019 12:52 PM
78	Proving income.	7/2/2019 11:12 AM
79	Proof of income	7/2/2019 10:29 AM
80	those who are marginally above the low income cut off, but are still unable to afford the cost of bus transportation	7/2/2019 9:26 AM
81	Being able to provide documentation proving income level	6/30/2019 11:25 AM
82	At the moment I do not see a primary barrier for participants to access this program.	6/30/2019 5:56 AM
83	again, needing to provide photo ID or proof of address is an issue with many people living in poverty	6/29/2019 11:07 PM
84	disability, having the cash.	6/29/2019 2:44 PM
85	The application process.	6/29/2019 9:28 AM
86	Cost to purchase as well, education levels and city bureaucracy.	6/28/2019 10:12 PM
87	ability to physically get to a location in order to register	6/28/2019 3:06 PM
88	People abusing it, looking at the total income rather then situation.	6/28/2019 2:20 PM
89	Transportation affordability	6/28/2019 2:18 PM
90	The cost of the bus pass is too high, even when lowered	6/28/2019 2:07 PM
91	Getting the documentation and getting it down...cots money	6/28/2019 2:03 PM
92	Providing the necessary documentation to qualify.	6/28/2019 1:57 PM
93	Being informed it is available.	6/28/2019 1:15 PM
94	stigma, limited access sites	6/28/2019 12:54 PM
95	Not knowing about it, people who are already at a disadvantage having to jump through administrative hoops, having to prove you are poor	6/28/2019 9:46 AM
96	Being able to access places to purchase passes, external factors such as cost of medical needs becoming a barrier to being seen as "low income enough", the application process becoming too complicated for someone without a high school education to be able to fill out	6/28/2019 9:36 AM
97	providing proof of income (unless on EIA). Hopefully no ID requirements as that often is a barrier.	6/28/2019 9:36 AM
98	knowing about it, literacy / language to fill in forms, accessibility	6/28/2019 9:29 AM
99	for the people we work they do not have enough money to buy any type of bus pass	6/28/2019 8:44 AM
100	Obtaining the card at an accessible location and the possible expectation that everyone has identification.	6/27/2019 11:53 PM
101	qualifying, reading, accessibility	6/27/2019 5:15 PM
102	The primary barrier I foresee is that, this is only available for the monthly pass, whereas it may be for practical/accessible for participants if the service was available for SuperPass as well. Though participants would be paying \$60 rather then \$100, if a participant is earning min wage (\$11.65) it could be unlikely that after paying: rent, utilities, food and other household expenses, that there would even be 60\$ left to purchase the pass. By widening the scope of passes accessible to patrons it could make the program FAR more accessible to participants.	6/27/2019 5:12 PM
103	Having 70% of the fare.	6/27/2019 4:49 PM
104	understanding forms, access to forms	6/27/2019 4:36 PM
105	knowing that this is available.	6/27/2019 4:14 PM
106	Access to internet, literacy/disabilities, EAL, financial, no access to computer or internet	6/27/2019 3:56 PM

Low Income Transit Pass - Stakeholder Survey

107	Lack of identification/income documentation	6/27/2019 3:35 PM
108	proving eligibility; accessing sites to obtain the passes	6/27/2019 3:17 PM
109	not having the information	6/27/2019 2:43 PM
110	Generally red tape. Their lives are filled with so many barriers. This needs to be a process that builds in dignity, and doesn't make a person feel ashamed. Transportation is critical for people to get to appointments, jobs etc.	6/27/2019 2:39 PM
111	filling out forms and providing proof of income	6/27/2019 2:39 PM
112	Having to purchase a full month pass	6/27/2019 2:36 PM
113	knowledge, accessibility	6/27/2019 1:02 PM
114	knowledge, ability to present proof of eligibility	6/27/2019 12:39 PM
115	Documentation (tax forms, etc.) to prove income levels	6/27/2019 11:59 AM
116	providing proof of income	6/27/2019 11:31 AM
117	completing the application	6/27/2019 10:53 AM
118	knowing about it; low income families often have low literacy rates. How will they know this exists?	6/27/2019 10:42 AM
119	Gathering the needed paperwork and access to the locations, unless there are more than a few in the city.	6/27/2019 10:41 AM
120	Having the tools, resources, and documents necessary to complete the application process	6/27/2019 10:37 AM
121	Language, transportation to and from the venues to get applications and drop them off, literacy level to fill out applications, awareness of the resource	6/27/2019 10:31 AM
122	learning about it, attending a location to obtain card	6/27/2019 9:25 AM
123	The application process depending on how invasive and extensive it is made	6/27/2019 9:13 AM
124	Being overwhelmed by the application process. Not everyone has someone to help them with the application.	6/27/2019 9:09 AM
125	Participants own apathy at going through measures of getting one	6/27/2019 7:39 AM
126	accessibility	6/26/2019 3:51 PM
127	getting to a transit service centre to get one	6/26/2019 2:42 PM
128	ensuring they understand the process	6/26/2019 2:29 PM
129	Non-monthly pass options should be available (large upfront cost for those on a fixed budget). Ensure that there are in-person options (online may not be feasible).	6/26/2019 2:01 PM
130	not able to complete application/if they are required to have address	6/26/2019 1:00 PM
131	Access to where they are able to apply, purchase the pass.	6/26/2019 9:36 AM
132	Lack of ID. and income tax return documents	6/26/2019 9:23 AM
133	Lengthy/complicated application	6/26/2019 9:20 AM
134	Awareness	6/26/2019 8:20 AM
135	Winnipeg wanting to continue to profit off of a public service	6/26/2019 6:05 AM
136	Awareness, stigma, literacy issues, time constraints re: dropping off an application	6/25/2019 4:25 PM
137	The application process.	6/25/2019 4:09 PM
138	finances, access to passes, knowledge of passes	6/25/2019 3:25 PM
139	understanding what is available to them	6/25/2019 3:13 PM
140	Sometimes people can not access services because they have not been able to do their income tax, so if it is tied to income in that way, many will not be able to access the service.	6/25/2019 2:59 PM
141	Simply the ability to access the service is a potential barrier. Applications need to be simple and clear and having multiple options for application and loading the card should be useful in promoting access.	6/25/2019 2:59 PM

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142	Getting to location to get application	6/25/2019 2:25 PM
143	Proof of income or proof of need for reduced fares	6/25/2019 2:04 PM
144	Filling out application, if the person has a disability such as vision loss	6/25/2019 2:01 PM
145	Too much red tape	6/25/2019 1:50 PM
146	The number of steps required to obtain a low income fare.	6/25/2019 1:49 PM
147	Not hearing about it, access to print forms and drop off	6/25/2019 1:44 PM
148	Abusing the system	6/25/2019 1:33 PM
149	Income, knowledge of process	6/25/2019 1:31 PM
150	Awareness	6/25/2019 1:15 PM
151	Even at a 30% discount, it is still hard for folks to manage	6/25/2019 12:56 PM
152	Finances	6/25/2019 12:53 PM
153	Eligibility criteria and proving they qualify	6/25/2019 12:43 PM
154	supplying proof of income, long or wordy application form, drop off locations for forms, guarantor for proof of income (i.e. community agency), lack of address, transiency	6/25/2019 12:38 PM
155	Getting the information that this program is available and having an access point in their community.	6/25/2019 12:19 PM
156	It needs to be close to where they live.	6/25/2019 12:07 PM
157	They may have not done their taxes and can't provide proof of income	6/25/2019 12:00 PM
158	mental healthy, physical limitations, transportation, racism, literacy, childcare	6/25/2019 11:55 AM
159	Lack of interest	6/25/2019 11:51 AM
160	Access to Internet or other communication services	6/25/2019 11:25 AM
161	accessing convenient locations	6/25/2019 11:22 AM
162	Providing proof of income/identification as well as availability of passes at accessible locations	6/25/2019 11:20 AM
163	Where to purchase the passes.	6/25/2019 11:20 AM
164	availability, where to get the passes	6/25/2019 11:14 AM
165	Transportation to get documents or fill bus pass, low-income, bigger families, transit	6/25/2019 11:09 AM
166	access to places that the passes are sold, application process, red tape, language	6/25/2019 11:03 AM
167	Ease of access	6/25/2019 10:51 AM
168	Awareness	6/25/2019 10:49 AM
169	cost	6/25/2019 10:49 AM
170	Drop off locations and hearing about the program	6/25/2019 10:32 AM
171	Learning the new system	6/25/2019 10:00 AM
172	Knowledge of the program	6/25/2019 9:58 AM
173	Being able to fill out the forms, get to the locations to drop off their application, finding the right documents to prove they are eligible for the program	6/25/2019 9:57 AM
174	providing proof of eligibility	6/25/2019 9:50 AM
175	lack of identification and losing their peggo card	6/25/2019 9:39 AM
176	knowledge, understanding, technology, finances	6/25/2019 9:35 AM
177	Filling out the application and understanding if they qualify	6/25/2019 9:22 AM
178	coordinating the pick up and drop off the form	6/25/2019 9:18 AM
179	Getting the documents needed together, navigating all the other systems involved to get what they need	6/25/2019 9:13 AM

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180	Hard to provide income verification	6/25/2019 9:09 AM
181	the cut off needs to be attainable for those most vulnerable	6/25/2019 9:04 AM
182	If they can't easily access the place to apply	6/25/2019 8:59 AM
183	paperwork from EIA worker to determine eligibility	6/25/2019 8:53 AM
184	access to identification, mobility, logistical access	6/25/2019 8:51 AM
185	assistance filling out forms, knowledge of program	6/24/2019 4:25 PM
186	transportation costs to get the pass, trouble filling out application, getting the required income proof, make it discreet (as little stigma as possible)	6/24/2019 4:21 PM
187	Not understanding the process	6/24/2019 3:57 PM
188	getting to transit office; in between jobs; change in income from the previous tax year; starting a new job;	6/24/2019 3:53 PM
189	Filling out the applications and understanding the process	6/24/2019 3:18 PM
190	the paper work, access to computers, literacy	6/24/2019 3:10 PM
191	Not sure how to access the program	6/24/2019 3:03 PM
192	monthly pass requirement (e.g., not individual tickets available); it's only for adults; another application process to access a subsidized service; individuals who do not have a tax return notice of assessment could be excluded (e.g., people experiencing homelessness; newcomers)	6/24/2019 3:02 PM
193	obtaining the paperwork (ie doing income taxes) to prove eligibility	6/24/2019 2:41 PM
194	language, technology	6/24/2019 2:33 PM
195	determining eligibility	6/24/2019 2:29 PM
196	Transportation	6/24/2019 2:24 PM
197	Language barrier, availability of information about it	6/24/2019 2:22 PM
198	Completing required documentation	6/24/2019 2:20 PM
199	financial eligibility requirements set too high	6/24/2019 2:13 PM
200	literacy, mobility, computer and phone access	6/24/2019 2:12 PM
201	The working poor get over looked	6/24/2019 2:12 PM
202	Level of language on the forms, where they are able to pick up and drop off forms	6/24/2019 2:08 PM
203	completing and submitting applications	6/24/2019 2:02 PM
204	the application process	6/24/2019 1:44 PM
205	knowledge of program clear and easy process	6/24/2019 1:38 PM
206	Applying for the program, accessing support to apply, possibly related to access to computers or difficulty understanding the process related to educational levels	6/24/2019 1:38 PM
207	transportation to offices	6/24/2019 1:34 PM
208	Knowledge of program, inability to print application	6/24/2019 1:33 PM
209	finance	6/24/2019 1:31 PM
210	Having the right ID to prove a person is low income.	6/24/2019 1:31 PM
211	Receiving proof of eligibility	6/24/2019 1:20 PM
212	Navigation of the system, having to prove worth	6/24/2019 1:09 PM
213	providing proof of income & completing the forms	6/24/2019 8:38 AM
214	Repeatedly providing proof of need; cost is still high	6/21/2019 10:03 AM
215	Income cutoffs must be based on current income and not on income from previous tax years at that information may already be out of date	6/21/2019 9:53 AM
216	If the application process is too complicated or cumbersome, it will create a huge barrier.	6/21/2019 9:52 AM

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217	Ability to fill out forms, comprehension, no fixed address.	6/21/2019 9:18 AM
218	the requirement that the pass is loaded on a peggo card - many low income consumers will not easily have access to the online process to be able to load the cards	6/21/2019 9:00 AM
219	Proof of eligibility, access to application process	6/21/2019 8:46 AM
220	Simple to fill out form	6/20/2019 4:24 PM

Q13 What language or translation needs should the City be focusing on when launching this program?

Answered: 180 Skipped: 217

#	RESPONSES	DATE
1	Having a translator	7/12/2019 8:48 PM
2	english	7/11/2019 2:23 PM
3	Plain language is crucial	7/11/2019 8:44 AM
4	Cree Ojibway Dene	7/10/2019 3:11 PM
5	I think it will be important to consult with both Indigenous organizations and newcomer organizations to determine the need.	7/10/2019 12:49 PM
6	People should be able to access information in their preferred language without barriers.	7/10/2019 11:45 AM
7	costs of living in urban setting. Rent, food, transportation, utilities.	7/10/2019 10:31 AM
8	English	7/10/2019 10:07 AM
9	English, French, Cree	7/10/2019 9:55 AM
10	Target our refugee communities and their languages, our Indigenous population and their languages	7/10/2019 9:08 AM
11	None	7/10/2019 6:59 AM
12	Mandatory English and French for sure by having them at the public libraries and community centers they should be able to have access to help Translate.	7/9/2019 7:32 PM
13	Many immigrants are within the "working poor" category, with many also not very proficient in written English - check with some immigrant organizations on key languages? Triginya, Amharic, Somali, Arabic?	7/9/2019 6:57 PM
14	make accessible to all languages spoken in Winnipeg, including indigenous languages; review TRC calls to action when coming up with a plan	7/9/2019 4:09 PM
15	All languages	7/9/2019 3:22 PM
16	As many as possible as newcomers from diverse backgrounds are living in Winnipeg.	7/9/2019 3:17 PM
17	French, languages spoken from newcomer populations, primary languages spoken in First Nations Population/s in Winnipeg / Manitoba	7/9/2019 2:41 PM
18	unfortunately I'm not eligible enough to know, however I would hope that the city has this data or can work with agencies who have the data regarding most used languages in marginalize populations.	7/9/2019 2:05 PM
19	Arabic, Swahili, Tigrinya, French	7/9/2019 12:19 PM
20	English	7/9/2019 11:28 AM
21	Services for newcomers Services for people originally from Northern communities	7/9/2019 11:27 AM
22	French, Arabic, Tagalog, Hindi	7/9/2019 11:22 AM
23	Services for newcomers First Nation, Inuit & Metis languages	7/9/2019 11:18 AM

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24	all major newcomer groups	7/9/2019 11:00 AM
25	access to all citizens	7/9/2019 10:48 AM
26	All first nations languages, French, English, Manderine, All languages really....	7/9/2019 10:20 AM
27	Use clear photo or doagrams in addition yo english and french. Thst way anyone can clearly understand	7/9/2019 5:10 AM
28	Check statistics on lower income neighborhoods and base it off that possibly?	7/9/2019 12:39 AM
29	All	7/8/2019 10:15 PM
30	No comment	7/8/2019 8:51 PM
31	I Don,t know , but something would be needed	7/8/2019 7:14 PM
32	Partnership with organizations who can provide the translation services for you (Immigrant Centre or Welcome Place)	7/8/2019 6:52 PM
33	All languages - accessibility around disability	7/8/2019 5:21 PM
34	English, French, Arabic, Swahili, Tigrinya, German, Mandarin, Cantonese, Farsi	7/8/2019 4:33 PM
35	I don't think that's required	7/8/2019 3:48 PM
36	One of the survey questions should be about language. Once it is determined through the survey what languages are most prevalent, the City should be able to determine which languages are in highest need.	7/8/2019 2:55 PM
37	English, French, and all major indigenous languages of the region	7/8/2019 2:12 PM
38	I don't feel that I'm in a position to say which languages need to be a priority.	7/8/2019 10:55 AM
39	Predominant newcomer languages.	7/8/2019 10:47 AM
40	not sure	7/8/2019 8:00 AM
41	unsure	7/5/2019 1:42 PM
42	i do not have a language in specific right now, but it will be best to offer a free translator to help filling it out. Also pointing it out in the application so everyone know, instead of keeping it private and people getting overwhelmed and not applying.	7/5/2019 9:12 AM
43	Where to go for help/access translators	7/4/2019 4:24 PM
44	English and French	7/4/2019 4:09 PM
45	Indigenous and the newcomer population in our city	7/4/2019 3:40 PM
46	I don't know	7/4/2019 3:24 PM
47	English, French, Spanish	7/4/2019 9:20 AM
48	All languages to be available If needed to process forms	7/4/2019 9:15 AM
49	simple wording, examples	7/4/2019 9:14 AM
50	Applications should be available in many different languages	7/4/2019 9:02 AM
51	English, French, Italian, Tagalog...there should be a process to get a form or translation services in any language.	7/4/2019 8:39 AM
52	grade 4 reading level	7/4/2019 8:26 AM
53	English and French with option to have assistance if needing it in another language	7/4/2019 8:24 AM
54	Arabic, French	7/4/2019 12:30 AM
55	English/French No need for any other language or translation in Canada.	7/3/2019 8:37 PM
56	To meet needs of new immigrants and refugees.	7/3/2019 4:23 PM
57	English and French	7/3/2019 2:15 PM
58	Cree, Ojibway, French	7/3/2019 11:14 AM
59	All of them?	7/3/2019 10:53 AM

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60	Having electronic application options would reduce a lot of barriers, and could provide more options for accessible formatting for people living with disabilities.	7/3/2019 10:21 AM
61	Tagalog, Punjabi, Arabic, Chinese	7/3/2019 9:56 AM
62	Any languages needed. Maybe partner with the WRHA's translation system when needed, or get their list of "most frequently requested languages" for outreach purposes.	7/3/2019 9:20 AM
63	Include multiple formats and translations	7/2/2019 6:05 PM
64	French, English, Spanish, Tagalog, swahili, Lingala, Mandarin, Cantonese	7/2/2019 5:07 PM
65	French and new immigrant languages	7/2/2019 5:04 PM
66	Arabic, Tigrinya, Karen	7/2/2019 2:36 PM
67	For newcomers, working with the immigration and newcomer organizations is imperative.	7/2/2019 1:58 PM
68	Multiple interpreters.	7/2/2019 12:52 PM
69	Arabic, Somali, Tigrinya, amharic, French, Tagalog	7/2/2019 10:29 AM
70	French, as many languages as possible which will represent any immigrant or newcomer populations.	7/2/2019 9:26 AM
71	English, French, and any other high number of languages spoken in Winnipeg according to the census, such as Tagalog with Philipino population, or Cree. Use data.	6/30/2019 11:25 AM
72	There are many languages spoken in the city. If there a way to review the cities languages in each neighborhood and act accordingly?	6/30/2019 5:56 AM
73	ASL, newcomer language needs, language simplicity for people with intellectual disabilities.	6/29/2019 9:28 AM
74	English, French, Arabic, Chinese, Spanish, Kswahili.	6/28/2019 10:12 PM
75	english	6/28/2019 4:53 PM
76	English and French, our official languages only	6/28/2019 2:20 PM
77	All of them	6/28/2019 2:18 PM
78	Cree and other indigenous languages Sign Language and using langugae that is suitable for general population (without education). Language should be simple enough for any person to understand (not beyond grade 5 education level).	6/28/2019 2:07 PM
79	English/French	6/28/2019 2:03 PM
80	Arabic, Tagalog, French, Nigerian English and Nigerian Pidgin, Punjabi, Persian, Kurdish	6/28/2019 1:57 PM
81	Braille, ASL, Indigenous, and as many other international languages as possible	6/28/2019 12:54 PM
82	indigenous languages, Arabic,	6/28/2019 9:46 AM
83	availability if outlet and time, self serve machine can help	6/28/2019 9:37 AM
84	English, French, Filipino, German, Spanish, Arabic, and other languages relating to a population from which there have been many newcomers in the past 10 years.	6/28/2019 9:36 AM
85	I'm not sure.	6/28/2019 9:36 AM
86	Allowing free access to everyone would solve this problem	6/28/2019 8:44 AM
87	Be knowledgeable of the predominant languages used by low income people in Winnipeg.	6/27/2019 11:53 PM
88	cree, Ojibwe, Inuktitut, Arabic, French, visuals	6/27/2019 5:15 PM
89	English primarily. It would be amazing to see the languages spoken in neighbouring reservations used in the promotion of the card. Use of these languages would have to be done very tactful, as to not exclude other communities needing access to the card and to not stigmatize speakers of that language as being treated/seen as poor or less than in the eyes of the public, but rather in a way that celebrates, and reveres the language.	6/27/2019 5:12 PM
90	Arabic should be included along with the most common languages as indicated by the census.	6/27/2019 4:49 PM
91	immigrants needing assistance Vision	6/27/2019 4:36 PM
92	English is fine. Everyone knows someone who speaks English.	6/27/2019 4:14 PM

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93	Look at 2016 census? Ask community organizations?	6/27/2019 3:56 PM
94	Make the process simple & use plain language. If you are able to translate promotional items into other languages, do so.	6/27/2019 3:17 PM
95	I think having it available in Cree would be great.	6/27/2019 2:39 PM
96	English and French and ASL	6/27/2019 1:02 PM
97	french, tagalog, arabic	6/27/2019 11:31 AM
98	Maybe stay in english and provide widest translation services possible.	6/27/2019 10:53 AM
99	Indigenous languages common in Manitoba	6/27/2019 10:42 AM
100	As many as possible is great. Can the basic title of the program be translated into multiple languages to promote the program?	6/27/2019 10:41 AM
101	Provide English, French, Indigenous, and prevalent new-comer languages	6/27/2019 10:37 AM
102	Please consider working with the multiple immigrant and language groups already connected to the community such as A & O Immigrant Services	6/27/2019 10:31 AM
103	Should have access to a wide range of translators	6/27/2019 9:25 AM
104	Program information should be available in multiple languages. Refugees or new immigrants to Canada can definitely benefit from this program. Information, applications etc. should be available in Arabic, Chinese etc. if possible	6/27/2019 9:13 AM
105	English	6/27/2019 7:39 AM
106	Arabic, English, French,	6/26/2019 3:51 PM
107	in French and prominent languages in our diverse city	6/26/2019 2:29 PM
108	staff available to help with translation if required.	6/26/2019 1:00 PM
109	Indigenous, French and other languages that reflect the population in the city.	6/26/2019 9:36 AM
110	Having information in some international and aboriginal languages would be helpful for individuals who do not have strong knowledge of any of the two official languages. Some recommended languages could be Arabic, Hindi, Punjabi, Mandarin	6/26/2019 9:23 AM
111	No higher than Gr 5 reading level, considering ESL and new immigrants	6/26/2019 9:20 AM
112	Have information available in languages that represent top source countries for newcomers to Canada.	6/26/2019 8:20 AM
113	All languages spoken in Winnipeg should be represented.	6/26/2019 6:05 AM
114	Ensure that there is a help number to call during business hours that has access to translation services.	6/25/2019 4:25 PM
115	No idea.	6/25/2019 4:09 PM
116	all languages that are using the service	6/25/2019 3:13 PM
117	Not sure	6/25/2019 2:59 PM
118	The city is active in providing services in French and English, but I do think we forget that there are large communities whose first language is neither of these. It would be very helpful if these other communities language needs could be considered.	6/25/2019 2:59 PM
119	Arabic French Chinese influx of newcomer languages	6/25/2019 2:25 PM
120	As many as can reasonably be accommodated	6/25/2019 2:04 PM
121	french	6/25/2019 2:01 PM
122	English	6/25/2019 1:50 PM
123	Common languages that belong to people below the poverty line and also have braille available	6/25/2019 1:44 PM
124	Simple english	6/25/2019 1:33 PM
125	uncertain	6/25/2019 1:31 PM
126	Consult with newcomer agencies	6/25/2019 1:15 PM

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127	English and French	6/25/2019 12:53 PM
128	Be diverse but offer French and english	6/25/2019 12:43 PM
129	easy to understand language, no jargon,	6/25/2019 12:38 PM
130	English and French. Arabic, Chinese, Tegalog,Hindi, Swahili...	6/25/2019 12:19 PM
131	Not sure.	6/25/2019 12:07 PM
132	Make it easy to understand and if there is an application easy to fill out for those with lower education levels.	6/25/2019 12:00 PM
133	unsure - but there should be awareness of current newcomer populations, and the ability to connect with immigrant services for translation supports and personal support for individuals to complete forms etc.	6/25/2019 11:55 AM
134	English	6/25/2019 11:51 AM
135	English, Tagalog, Punjabi, Cree, et cetera	6/25/2019 11:25 AM
136	Large print	6/25/2019 11:20 AM
137	I think the standard English/French is okay. Having information available ON REQUEST in alternate formats or languages could be offered as well.	6/25/2019 11:20 AM
138	English/French Arabic, ASL	6/25/2019 11:09 AM
139	there should be a variety of languages so many can access the passes	6/25/2019 11:03 AM
140	English and French	6/25/2019 10:51 AM
141	english	6/25/2019 10:49 AM
142	Indigenous languages should be included: Cree, Oji-Cree and Ojibway are 3	6/25/2019 10:32 AM
143	English and French to start	6/25/2019 10:00 AM
144	All languages to make it accessible to everyone. I'm not sure if the City of WPG has access to WRHA over the phone interpreters through Language access services. This would be beneficial.	6/25/2019 9:57 AM
145	Indigenous languages, English, languages most common in recent years in resettlement of refugees into Winnipeg	6/25/2019 9:50 AM
146	ojibwe, cree	6/25/2019 9:39 AM
147	Unsure	6/25/2019 9:22 AM
148	ASL and to have an interpreter service available, the in person one used by the WRHA or the over the phone service which can be accessed within 2 minutes and has over 80 languages available.	6/25/2019 9:13 AM
149	All	6/25/2019 9:09 AM
150	any new comer language and English	6/25/2019 9:04 AM
151	I'm not sure--so many newcomers speaking so many languages.	6/25/2019 8:59 AM
152	ASL	6/25/2019 8:53 AM
153	aboriginal languages	6/24/2019 4:25 PM
154	unsure, possibly Indigenous languages	6/24/2019 4:21 PM
155	Whatever is required	6/24/2019 3:57 PM
156	English and French primarily. Multi language media should be available online. Any other language needs should be met by existing translation services.	6/24/2019 3:53 PM
157	Many new comers to the city may need support to translate documents.	6/24/2019 3:18 PM
158	all languages, and keep the language and process simple	6/24/2019 3:10 PM
159	Brail	6/24/2019 3:03 PM
160	We suggest communicating in plain language. Check demographics for top languages spoken in Winnipeg outside of English and French (e.g., German; Punjabi; Tagalog). Suggest also working with the Indigenous Advisory Council to identify Indigenous languages.	6/24/2019 3:02 PM

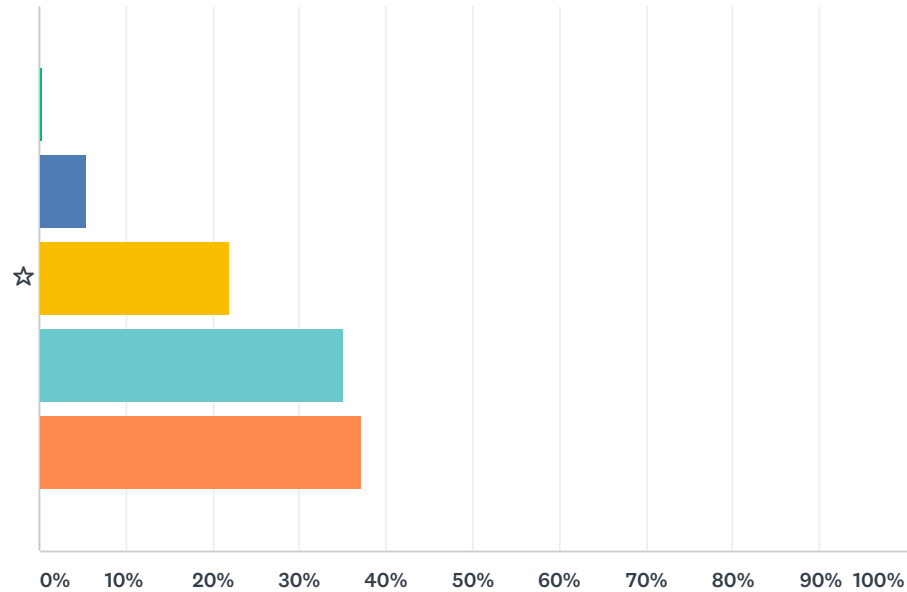
Low Income Transit Pass - Stakeholder Survey

161	low literacy levels, newcomer language needs	6/24/2019 2:41 PM
162	app in different languages	6/24/2019 2:33 PM
163	whatever is standard	6/24/2019 2:29 PM
164	English	6/24/2019 2:24 PM
165	English, French, Arabic, Swahili	6/24/2019 2:22 PM
166	work with new immigrants through different organizations that can provide translation.	6/24/2019 2:13 PM
167	making the communications simple and straight forward	6/24/2019 2:02 PM
168	English, French	6/24/2019 1:38 PM
169	Ensuring people with English as a second language are able to access the info in thier languages.	6/24/2019 1:38 PM
170	English as a second language	6/24/2019 1:34 PM
171	Language similar to handi transit ((Transit plus) offering services to those who face challenges accessing regular services	6/24/2019 1:33 PM
172	not sure	6/24/2019 1:31 PM
173	Not sure- perhaps consult Needs Centre and WRHA Indigenous Health.	6/24/2019 1:31 PM
174	As per all programs, various	6/24/2019 1:09 PM
175	Any and all languages available. Or providing support for organizations that are providing translation.	6/24/2019 8:38 AM
176	Arabic	6/21/2019 9:53 AM
177	Forms in a variety of languages based on the demographics of the city.	6/21/2019 9:18 AM
178	French Indigenous languages languages common to many newcomer communities	6/21/2019 9:00 AM
179	Start with Plain Language, no higher than gr 3 reading level.	6/21/2019 8:46 AM
180	English, French, Tagalog and an African language	6/20/2019 4:24 PM

Q14 How important is it that people are able to submit their applications online?

Answered: 242 Skipped: 155

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■ Not at all important
 ■ Not so important
 ■ Somewhat important
■ Very important
 ■ Extremely important

	NOT AT ALL IMPORTANT	NOT SO IMPORTANT	SOMEWHAT IMPORTANT	VERY IMPORTANT	EXTREMELY IMPORTANT	TOTAL	WEIGHTED AVERAGE
☆	0.41%	5.37%	21.90%	35.12%	37.19%	242	4.03
	1	13	53	85	90		

#	IF NECESSARY, PLEASE ELABORATE:	DATE
1	Somewhat important	7/12/2019 8:48 PM
2	We do not have access to bus now. I walk everywhere	7/11/2019 2:23 PM
3	I think accessing and submitting application online would be great for those who have access to a computer and are computer literate. It should not however, be at the expense of accessing a myriad of physical locations as many low-income individuals do not have access to computer or the internet.	7/10/2019 12:49 PM
4	employed people don't have all day to run around for this.	7/10/2019 10:31 AM
5	not everyone has easy access to online. Don't put up more barriers	7/9/2019 4:09 PM
6	Most people do not have access to internet and as such defeats the essence of online applications	7/9/2019 3:22 PM
7	Not all lpw income have easy access to online	7/9/2019 5:10 AM
8	many in need may not be online	7/8/2019 10:15 PM
9	Please for the love of god have something that is secure... I've seen a bursary application site that says it has sent an email and never said where or that it would do that...	7/8/2019 8:51 PM
10	Online applications are much easier to complete with someone at an organization and there is freedom for many in not having to interact with institutions when revealing personal info like household income.	7/8/2019 4:33 PM
11	Don't limit any means of application	7/8/2019 2:12 PM
12	I imagine that many people who would qualify for this bus pass may not have regular access to the internet but it's important that as many methods of application as possible are available.	7/8/2019 10:55 AM
13	There should be options, on-line and in person	7/5/2019 11:03 AM
14	sometimes people are temporarily house bound	7/5/2019 9:12 AM

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15	Submitting application online is very sure as there will be a confirmation that your application has been submitted	7/4/2019 4:09 PM
16	It becomes accessible to people who are not connected to services/have accessibility challenges, and it is integrated within the current Peggo system. But like Peggo, options to do online AND in person will both be important.	7/4/2019 3:24 PM
17	Not everyone has computers or knowledge	7/4/2019 9:15 AM
18	I think whatever makes it the easiest for people to apply for, the better	7/4/2019 8:24 AM
19	I have 5 children and I don't have the means/time/resources to drop forms & tax info at physical locations	7/4/2019 12:30 AM
20	Unfortunately when talking about lower incomes, chances that they have complete access to email and computers can become a problem for applying.	7/3/2019 8:37 PM
21	Please refer to the note above.	7/3/2019 10:21 AM
22	Many people who need this will not have easy internet access. However, for some people, this may be the most accessible way to submit an application (if mobility and getting to a centre is a problem).	7/3/2019 9:20 AM
23	For those with limited mobility or hours	7/2/2019 6:05 PM
24	Some of the homeless and impoverished individuals I see do still have internet access at libraries. Certain agencies may also be able to do the app with the person online while the person is attending the office.	7/2/2019 1:58 PM
25	Lots of times family/friends who are computer savvy do this for others.	7/2/2019 12:52 PM
26	Would be easier to help clients with online applications.	7/2/2019 11:12 AM
27	having to travel, which is already a barrier, to drop off an application to aid with transportation is not efficient and just adds another barrier. Allowing someone to submit their application online will allow easier access.	7/2/2019 9:26 AM
28	This could be useful in translating the application into more than one language. At first when an applicant is filling out the application the first thing it should ask is which language they would like the application to be in. By selecting from the list of languages. Then the applicant can select the language and their application pops up.	6/30/2019 5:56 AM
29	would increase accessibility esp considering being able to get places is the issue	6/29/2019 11:07 PM
30	More application options increases accessibility	6/29/2019 9:28 AM
31	Not everyone has access to computer or are comfortable with use of computers.	6/28/2019 10:12 PM
32	This allows partner agencies and organizations to more easily and readily assist folks in filling out and submitting applications.	6/28/2019 1:57 PM
33	can do anytime	6/28/2019 9:37 AM
34	Being able to submit applications online means quicker turnaround times and it makes filling out the applications more accessible, as all they would need is the internet and a device. It also makes it easier for people who speak other languages to translate the form. However, it is imperative that online not be the only option as it creates technology barriers for lower income and older populations	6/28/2019 9:36 AM
35	Most people that live in poverty do not have access to computers.	6/28/2019 8:44 AM
36	Be mindful that not everyone has easy access to computers and not everyone feels comfortable with online applications.	6/27/2019 11:53 PM
37	It should be an option because of ease and convince it would serve those with access to a computer. Just note that there would be a notable portion of those within the targeted demographic that may not/will not have access to a computer.	6/27/2019 5:12 PM
38	Extremely important - best way actually. something is wrong with this survey because I could not choose just one. Also happened with last starred question.	6/27/2019 4:14 PM
39	Many low income individuals & seniors do not have access to computers	6/27/2019 3:17 PM
40	community organizations will be able to expedite these if able to do so online	6/27/2019 10:42 AM

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41	Folks with accessibility, or social anxiety, face many barriers.	6/27/2019 10:41 AM
42	More options the better. There will be a lot of young people needing to use these services who may be literate on the computer	6/27/2019 10:31 AM
43	Individuals may need support completing their application. This way they can meet with their social worker, support worker etc. and complete the form together on a computer and submit it.	6/27/2019 9:13 AM
44	Although not everyone has access to computers it is important for people to learn how to access supports on line.	6/27/2019 9:09 AM
45	Most with little income have phones not computers or tablets	6/27/2019 7:39 AM
46	I dont know, should be assessed in collaboration with community groups that work directly with vulnerable populations.	6/26/2019 2:01 PM
47	well might be important for most people but truly we have many folks who do not have computers.	6/26/2019 1:00 PM
48	Online access or computer literacy is not a given with many in my client base. That said, an online option is obviously useful for those with access.	6/25/2019 2:59 PM
49	additional online options, however if language barrier, would be difficult unless translation available online	6/25/2019 2:25 PM
50	Provides a less personal avenue for people to ask for help without concerns of judgement or interpersonal conflict. Also allows service providers with avenue to support applicants	6/25/2019 2:04 PM
51	Many low income client's do not have computers, and many older adults do not know how to use a computer but many of the applicants will have access to a service provider that can submit the application with or on behalf of clients	6/25/2019 1:31 PM
52	Mobile friendly, being able to take pics and submit/upload documentation electronically including	6/25/2019 12:43 PM
53	If persons do not have access to a computer or the internet, many access community service agencies can help them with the process	6/25/2019 12:38 PM
54	Now a day people need access online for everything. This makes it easy even for us to have them in our building and help them fill out papers online.	6/25/2019 12:19 PM
55	Many of our clients use their phones and wifi. They need to access their cards close to where they live.	6/25/2019 12:07 PM
56	More people on low income don't have access to computer service	6/25/2019 12:00 PM
57	parents with little children, low income and no daycare etc, women in shelter may have safety concerns with abuser/s in the community	6/25/2019 11:55 AM
58	this would open it up to more people	6/25/2019 11:22 AM
59	In an accessible online form	6/25/2019 11:20 AM
60	depending on how easy it is the access the submission form . many dont have data just wifi use so harder to do online , senioirs may have trouble navigating.	6/25/2019 11:03 AM
61	most of my clients don't have computers	6/25/2019 10:49 AM
62	This could be done with family or a support person during an appointment or time thats convenient for them. Also limits barriers, as some clients may have issues with transportation to pick up/drop off the applications.	6/25/2019 9:57 AM
63	How many people in this group have access to technology?	6/25/2019 9:35 AM
64	Having both a paper and online application form is very important	6/25/2019 9:22 AM
65	Some people may not be able to drop off their applications, due to variety of reasons, with cost of transportation being one of them.	6/25/2019 9:13 AM
66	provides another form of access they can do at anytime	6/25/2019 9:04 AM
67	lots of low income population do not have internet	6/25/2019 8:51 AM
68	a lot of low income people don't have internet or computers/phones	6/24/2019 4:21 PM
69	Paper less with confirmation via email. then it can be provide in multilanguage formats.	6/24/2019 3:53 PM

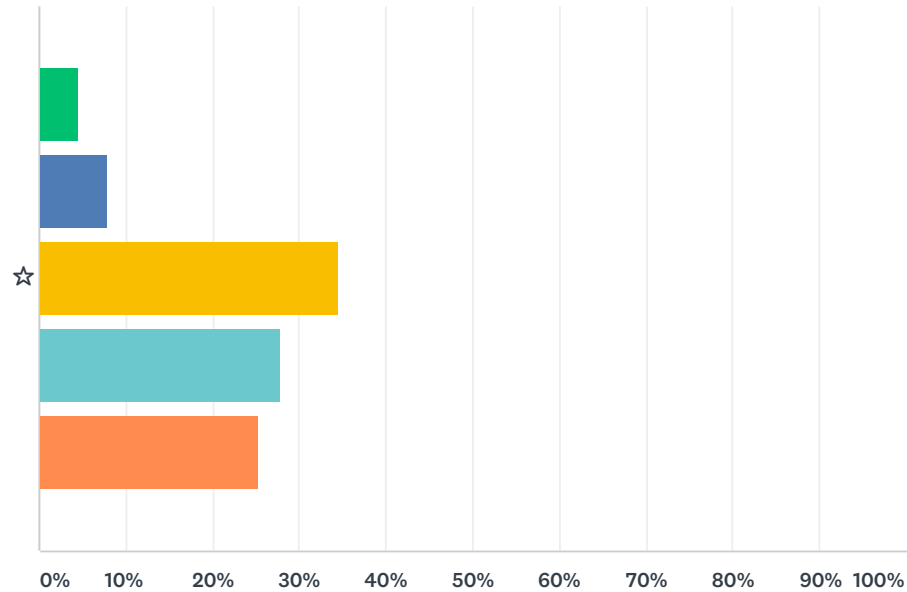
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70	It would save money in travelling, many people could access computers at different locations around the city.	6/24/2019 3:18 PM
71	as a social worker I have access to a computer and I can help patients quickly apply when they are in hospital.	6/24/2019 2:41 PM
72	The people I work with do not have computers or access to computers.	6/24/2019 2:29 PM
73	many low income clients do not have regular access to computers and are not very technology savy	6/24/2019 2:12 PM
74	If shouldn't be mandatory but it should be an option	6/24/2019 2:12 PM
75	not eveyone who is low income has the ability to access computer and wifi	6/24/2019 1:44 PM
76	Not everyone has transportation and yet not everyone has computers either.	6/24/2019 1:42 PM
77	Many clients on fixed limited incomes do not have computer access	6/24/2019 1:33 PM
78	As long as they are able to have assistance if needed at the library or community organization or at an EIA office.	6/24/2019 1:31 PM
79	Need access to computers	6/24/2019 1:09 PM
80	If people can learn and advocate for themselves that is always best. But not everyone will be able to navigate on their own, and supports should exist to support either method.	6/24/2019 8:38 AM
81	transportation is an issue for those applying so making applications as accessible as possible makes the most sense	6/21/2019 9:53 AM
82	Some community organizations provide free access to computers, some people would be able to submit their forms this way.	6/21/2019 9:18 AM
83	the online applications requirement will be a barrier for many and a convenience for just a few	6/21/2019 9:00 AM
84	Many low-income people simply do not have access to the internet, unless it is through a social service or community based organization.	6/21/2019 8:46 AM
85	It should not cost people bus fare to go fill in the form.	6/20/2019 4:24 PM

Q15 Once applicants have received their cards, how important is it that people are able to purchase their passes online?

Answered: 241 Skipped: 156

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■ Not important at all
 ■ Not so important
 ■ Somewhat important
■ Very important
 ■ Extremely important

	NOT IMPORTANT AT ALL	NOT SO IMPORTANT	SOMEWHAT IMPORTANT	VERY IMPORTANT	EXTREMELY IMPORTANT	TOTAL	WEIGHTED AVERAGE
☆	4.56% 11	7.88% 19	34.44% 83	27.80% 67	25.31% 61	241	3.61

#	IF NECESSARY, PLEASE ELABORATE:	DATE
1	Very important	7/12/2019 8:48 PM
2	I walk everywhere	7/11/2019 2:23 PM
3	It's hard to know how many low-income winnipeggers have access to credit card with which to purchase the cards online. This would be worth exploring to understand the need.	7/10/2019 12:49 PM
4	Not many in this category will have credit cards, etc so I'm not sure this is the first priority	7/10/2019 11:45 AM
5	see 11	7/9/2019 4:09 PM
6	Literacy level differs and this can hinder the essence of getting the passes online	7/9/2019 3:22 PM
7	same as 11	7/8/2019 10:15 PM
8	I hate peggo. Its potential 48 delay in changes to payments is unacceptable.	7/8/2019 8:51 PM
9	Don't limit any means of payment	7/8/2019 2:12 PM
10	sometimes people are temporarily house bound	7/5/2019 9:12 AM
11	The sooner the application est processed the better it is	7/4/2019 4:09 PM
12	see above.	7/4/2019 3:24 PM
13	I have never purchased transit passes online, but I might if I could do it via my interact/financial inst	7/4/2019 12:30 AM
14	Many people who need this will not have easy internet access. However, for some people, this may be the most accessible way to submit an application (if mobility and getting to a centre is a problem).	7/3/2019 9:20 AM
15	Online reduces the ability to keep the program honest and targeted at the appropriate audience with true need	7/2/2019 5:07 PM
16	Same as above. Particularly for persons with disabilities - getting out to do this may be difficult.	7/2/2019 1:58 PM

Low Income Transit Pass - Stakeholder Survey

17	same as above.	7/2/2019 12:52 PM
18	not everyone has access to internet, computers, etc.	7/2/2019 10:29 AM
19	Same as above response.	7/2/2019 9:26 AM
20	We would not want to have low income earners have to use a visa card in order to gain access to a bus pass.	6/30/2019 5:56 AM
21	Not everyone has access to computer or are comfortable with use of computers.	6/28/2019 10:12 PM
22	Websites glitches,	6/28/2019 2:20 PM
23	Quicker turnaround time, more accessible for purchasing, lowers barriers to the pass being accessible, so long as the pass is also available for purchase in person.	6/28/2019 9:36 AM
24	It should be an option because of ease and convince it would serve those with access to a computer. Just note that there would be a notable portion of those within the targeted demographic that may not/will not have access to a computer.	6/27/2019 5:12 PM
25	Local venues are more accessible to people. Just the application should be done on-line to save mistakes being made by various organization.	6/27/2019 4:14 PM
26	Access to computers will be an issue; and many low income individuals will not have credit cards with which to pay online	6/27/2019 3:17 PM
27	purchasing online requires credit; low income folks often don't qualify for credit	6/27/2019 10:42 AM
28	Convenience is key so folks with low income don't have tons of hurdles.	6/27/2019 10:41 AM
29	Increased tendency for them to be stolen	6/27/2019 7:39 AM
30	See above	6/26/2019 2:01 PM
31	as stated important for some but not all.	6/26/2019 1:00 PM
32	But they should be free and so passes should be non existent. Just let people on the bus.	6/26/2019 6:05 AM
33	Would be convenient for those who are unable to attend to a pick-up location	6/25/2019 4:25 PM
34	Not all seniors are able to access online information. There are lots of impoverished people who have NO access to computers unless they go to a library. Why are you setting up barriers to a program that could help people access medical appointments, jobs, housing etc.	6/25/2019 4:09 PM
35	More important would be to provide means that do not require a credit card to purchase	6/25/2019 2:04 PM
36	Not everyone has a credit card or debit. Must have cash purchase option	6/25/2019 1:50 PM
37	Should have a variety of modalities by which a person can purchase their passes. Not all people will have access to a credit card.	6/25/2019 1:49 PM
38	Low income individuals may not have access to credit cards	6/25/2019 12:00 PM
39	some of our clients do not have credit cards - we see a lot of marginalized and low income populations, but potentially we could process payments on our corporate card and get reimbursement from funders or clients	6/25/2019 11:55 AM
40	security in not having to handle/carry cash.	6/25/2019 11:22 AM
41	most of my clients don't have computers	6/25/2019 10:49 AM
42	If available at 7-11 it would be somewhat important. If they have to go along way, it would be extremely important.	6/25/2019 10:00 AM
43	Same as above	6/25/2019 9:57 AM
44	How many people in this group have credit cards?	6/25/2019 9:35 AM
45	not everyone has access to computer	6/25/2019 9:18 AM
46	depends on what is asked, if asking for a credit card most low income earners will not have one, or including the use of pre-paid cards	6/25/2019 9:04 AM
47	lots of low income population do not have internet	6/25/2019 8:51 AM
48	again, low income people have trouble accessing things online	6/24/2019 4:21 PM

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49	So computer literate people can use	6/24/2019 3:57 PM
50	they can do what the rest of us do and go to a 7-11 etc once they have their cards.	6/24/2019 3:53 PM
51	I think expanding ways people can make such a purchase is important	6/24/2019 2:41 PM
52	again many clients lack the necessary banking/ credit to pay online for services	6/24/2019 2:12 PM
53	If you can purchase through a retail location its not a concern.	6/24/2019 2:12 PM
54	many people experience anxiety and find online transactions simplere when possible.	6/24/2019 2:02 PM
55	same as above answer	6/24/2019 1:44 PM
56	Many clients on fixed limited incomes do not have a credit card	6/24/2019 1:33 PM
57	Choice is important, but I am not sure how much a person with a low income has online banking.	6/24/2019 1:31 PM
58	People should be able to purchases their pass like any other transit user. There should not be discrimination in service based on income	6/24/2019 8:38 AM
59	As long as there is another way to purchase their passes, not necessarily the most important method.	6/21/2019 9:18 AM
60	as noted above	6/21/2019 9:00 AM

Q16 Do you have anything else you would like to add?

Answered: 112 Skipped: 285

#	RESPONSES	DATE
1	Very important to have a transit pass for low income families to make life easier due to rising costs in rent, food, clothing,etc	7/12/2019 8:51 PM
2	It would benefit me and my son totally if there was a cheaper way for us to ride the bus. He has hockey almost 8 months out of the year and the expense can be costly.	7/11/2019 2:24 PM
3	All kids should be free under 12 yrs old most kids after grade 6 have to travel further for middle school and need to use transit. Thus making it costly for parents to buy everyone a bus pass plus for themselves as its cheaper to bus than drive. With crappy roads taking roll on vehicle-we would rather bus than ruin our vehicle.	7/10/2019 3:23 PM
4	I think the LITP is a tremendous step in helping low-income individuals access transportation. Thank you!	7/10/2019 12:50 PM
5	We need to make sure that eligible people are not left out with this opportunity and at the same time no double benefits- like EIA paying for bus pass and city providing free or low cost pass.....	7/10/2019 12:06 PM
6	People with low salary struggle to live moderately. I have 2 jobs to live but have less time to enjoy life.	7/10/2019 10:32 AM
7	lots of clients don't have access or knowledge to use internet	7/10/2019 10:07 AM
8	I think the price is still way too high! Better to look at the system Calgary has.	7/9/2019 7:42 PM
9	Consider more key routes free for everyone, including routes to major hospitals. Look for additional revenue streams from the car drivers in the city. Make car driving more difficult at the same time as investing more in transit. The two need to travel in tandem	7/9/2019 4:10 PM
10	Would having taxes filed be a requirement to qualify	7/9/2019 3:22 PM
11	I think this is a great idea and will be very helpful to many families. I think it would be even better if people could receive a higher discount, especially when they are just starting at a new job. It would be helpful if there was an expedited process to help families / individuals if they needed the bus pass right away as well	7/9/2019 2:44 PM
12	This program would need to be as accessible as possible. If you are targeting people who are low income, then chances are they do not have the ability to get to and from places easily.	7/9/2019 10:20 AM
13	I hope this happens. Maybe that way choosing to work can happen	7/9/2019 5:11 AM

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14	A 30% discount is still too expensive for low income people.	7/9/2019 12:44 AM
15	Make this as accessibility as possible to many people	7/9/2019 12:39 AM
16	we have far to many low income / poor / less fortunate people in this city! any means making it easier to move upwards is positive. 1st step - much more to be done!	7/8/2019 10:18 PM
17	I heard of this survey through Brian Pincott. I may never know why he moved to Winnipeg	7/8/2019 8:52 PM
18	None	7/8/2019 7:14 PM
19	Remove as many barriers as possible. Utilize the voices of people living in poverty to inform your process - provide as many ways as possible to apply and continue in the program	7/8/2019 5:22 PM
20	I think this is a very important initiative and would be unreasonable to not implement immediately. Winnipeg is already quite behind other cities in Canada with having a pass like this.	7/8/2019 4:34 PM
21	No	7/8/2019 3:48 PM
22	This is an important step to take. 30% is not nearly enough of a subsidy but it's a start. Ultimately, we should be aiming for a sliding scale low income transit pass. So that someone at 50% of MBM or LICO is not paying the same as someone at 95%. Thinking of the dignity of the recipients is key to the success & adoption of any program.	7/8/2019 2:15 PM
23	This is very, very needed	7/8/2019 10:55 AM
24	this is a great idea, I just hope the criteria are loose enough to benefit the working poor...	7/8/2019 8:01 AM
25	The implementation is highly important as it eases spending issue tension on low income families	7/4/2019 4:10 PM
26	I'm happy that the city is working on this, many people can't afford to get to where they need to go for work, their family supports and to volunteer. I'm hoping this will help alleviate social isolation of people	7/4/2019 3:43 PM
27	I think consideration for extremely low income (ie. those experiencing homelessness) to receive FREE bus passes should be considered as part of this pilot.	7/4/2019 3:24 PM
28	perhaps encouraging off peak hour use with some incentive- further discounts or points	7/4/2019 9:16 AM
29	Make it user friendly the application Process	7/4/2019 9:16 AM
30	Transit costs are a massive barrier to low income individuals. If an individual is on EIA, it is nearly impossible to afford bus fare, on top of food and housing. I have witnessed client's having difficulties fulfilling basic needs such as housing, due to lack of funds for bus fare to attend viewings, or submit applications. It also limits individuals ability to access community resources, which could benefit their families and ultimately lead to them seeking employment.	7/4/2019 9:07 AM
31	I'm happy that this initiative is in the works, it will help a lot of the clients I work with	7/4/2019 8:25 AM
32	I hope the LITP becomes a reality. This past year it was very difficult for us to purchase weekly bus passes for my son to attend his middle school. With two adults & 5 children in our family - fare fees were out of reach for us to use transit.	7/4/2019 12:33 AM
33	I applaud transits efforts in going ahead with low income bus passes, a need that is long overdue	7/3/2019 11:15 AM
34	In Montreal, everyone on the system (welfare, etc.) can ride the bus for free. This makes sense. Living in abject poverty is a spiral and everything helps.	7/3/2019 10:54 AM
35	I think this is an excellent initiative, and will support so many of the people I serve in the community. I'm please that the city is considering how to further support our community members who fall through the cracks.	7/3/2019 10:22 AM
36	The bus system also needs to be improved so that people can easily access health facilities and grocery stores	7/3/2019 9:56 AM
37	I am glad that the low-income passes are happening	7/3/2019 9:20 AM
38	I have no idea how you are setting up. I worked in areas of poverty for 35 yrs and saw so much genuine need. Sadly I also saw a lot more abuse of the system than I would ever imagined. Please keep the program credible and fair with clear eligibility and monitoring. As a tax payer I am happy to help those with genuine need but need to trust our governments are not wasting good money on bureaucracy without established compassionate eligibility and monitoring.	7/2/2019 5:10 PM

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39	Seniors and vulnerable people could use a low income pass for different reasons. Many vulnerable people are income assistance dependant. Those attending school, addiction recovery programs and/ or who must attend medical and other appointments that support healthier lifestyles as an outcome would really benefit. EIA provides minimal support however the process is designed to screen people out. Seniors would benefit because of challenges associated with living on a fixed income.	7/2/2019 5:09 PM
40	Please keep it simple. For both the sake of service providers but also for people trying to fill these out.	7/2/2019 1:58 PM
41	Your survey questions do not allow the five star choice to be picked without showing all the other choices as being picked too.	6/30/2019 11:26 AM
42	no.	6/30/2019 5:56 AM
43	free transit for youth would be great too, & would make transit affordable for adults trying to get places with their children	6/29/2019 11:10 PM
44	It is about time. I am on EIA Disability and have to prove that I have so many medical appointments to even get money for a bus pass. I am hoping they may not be so stringent on their requirements. Disabled people are literally either lying to get their transportation or staying in their place cause they have no money for transit. How do you get around if you are in a wheelchair or using a walker without transportation that you can afford. Also, bus tkts may need to be reduced for low income. most people do not have the cash for a pass. Thank you	6/29/2019 2:47 PM
45	Talk to regular transit riders on the bus to get their feedback. Social experiments by having either other bus operators/supervisor on several rides on bus that frequent core areas e.g. 16, 15, 17, 38,18 to have a chance to understand people feedback.	6/28/2019 10:14 PM
46	Make it available for people who need it. I make 40k a year but still struggle just to get bus as the debt over the years	6/28/2019 2:21 PM
47	I like the idea of a low income bus fare. The price of taking bus going up and I think there will be more riders and people will use transit more for social events as well. This will improve the mental well being of the person.	6/28/2019 2:04 PM
48	Within the Mental Health Community, many people who receive EIA disability or CPP disability have very limited funds and they often have the highest need for community services and programs but find bus transportation unaffordable.	6/28/2019 1:17 PM
49	As a mobility impaired person with free access to regular transit buses, I request you consider allowing me to have access to a low-cost transit pass so that I can pay a discounted price for my helper. Free is good for me, but not for he/she who helps me, undoing the generosity of "free".	6/28/2019 1:01 PM
50	frequency of time and wider coverage	6/28/2019 9:38 AM
51	Please make this as accessible with as few barriers to acquire as possible. Many people who need access to these kinds of resources often give up when it seems like there are many hoops to jump through and that barrier means that the people who need it most aren't accessing it.	6/28/2019 9:37 AM
52	Free transit for all children under 12 would also be very helpful!	6/28/2019 9:29 AM
53	For the population we work with the 30% off the price will not be enough. people here can't even afford food.	6/28/2019 8:44 AM
54	This is such an amazing initiative that would help people in a real way that is both tangible and immediate. There are numerous ways in which this project has shown its desire to be accessible, and has shown where it plans to continually do so. I'm excited to see this happen and wish the project nothing but growth and success!	6/27/2019 5:21 PM
55	People need to be made aware of the importance of registering their card for any lost cards.	6/27/2019 4:51 PM
56	I am grateful that this has become a consideration. We want everyone to have access to transportation. Right on!!!	6/27/2019 4:15 PM
57	While a 30% discount is significant, the cost will still be too expensive for many folks earning EIA, EIA Disability and OAS.	6/27/2019 3:58 PM
58	Whatever process the city decides upon, make it simple! Easy access will be a necessity - the more hoops you create, the less uptake you will get! Also ensure that community agencies who work with low income individuals, families and seniors are a point of access to the passes for people.	6/27/2019 3:20 PM

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59	no	6/27/2019 10:53 AM
60	I love that these passes aren't identifiable once issued. It can be embarrassing to constantly advertise your income level. The YMCA-YWCA does a good job of low-income passes for families and adults for their facilities, so it might be worth checking out their process.	6/27/2019 10:42 AM
61	Thank you for being open to introducing the Low Income Transit Pass and gaining input from the public. However, I imagine many persons taking the survey are not those who will be eligible for the pass, so it is important to gain input from persons in the low income range, with those opinions being weighted most heavily. I am excited to see this implemented!	6/27/2019 10:40 AM
62	This low income bus pass is extremely necessary and important for our Older Adult Senior population. We have many many many people living below poverty line who DO NOT have access to other forms of transportation. This pass is crucial as transit is the most affordable way to get around but is still expensive for some. We also encourage you to create good marketing plans that reach people in a variety of ways. Older Adults don't always have cells phones and don't always use the internet especially if you're looking at low income Older Adults. Please consider that being in a state of low income is a matter of pride for people. The more you make people jump through loops to get passes, the more you're denying people the opportunity to live a quality of life that most enjoy on a day to day basis. Affordable transportation is essential for allowing people the opportunity to live in community throughout the aging spectrum.	6/27/2019 10:35 AM
63	I think this is a wonderful idea. It makes a big difference in the lives of low income folks to be able to get around the city without having to take so much away from their food or housing budget.	6/27/2019 9:15 AM
64	I strongly recommend considering a sliding scale for implementation similar to Calgary where passes range in cost depending on the income level of the individual	6/27/2019 9:14 AM
65	I'm not in favour of this idea. All the low income people already walk on free now all the time. I take the bus 5 days weekly and see it daily. This pass won't stop those individuals from stopping that. Just lower your income from those that already pay.	6/27/2019 7:41 AM
66	See above comments re: working with front-line service agencies and groups serving vulnerable populations. I would suggest establishing a working group to provide feedback on these questions - groups have different needs and concerns and would be good to know where conflicts might arise.	6/26/2019 2:03 PM
67	N/A	6/26/2019 9:36 AM
68	There should be a measurement in place that could be used if there is a significant change in the income of an individual that will make them eligible for Low Income Transit bus pass.	6/26/2019 9:23 AM
69	Making special passes to differentiate between poor Winnipeggers and well off Winnipeggers will only prove to increase the disdain that well off Winnipeggers feel towards our less fortunate.	6/26/2019 6:07 AM
70	Please help theses individuals	6/25/2019 3:14 PM
71	Keep it simple, understandable	6/25/2019 1:51 PM
72	Process should ultimately be accessible, streamlined and responsive.	6/25/2019 1:50 PM
73	No	6/25/2019 1:44 PM
74	I personally think that people with significant physical disabilities and adults 65 and over should have free access to transportation	6/25/2019 1:33 PM
75	Once approved, how long are they able to use the discount before needing to update their eligibility?	6/25/2019 12:45 PM
76	This is a great idea as we see lots of family struggling to get places. It will be great for them not to decide to buy food or pay the bills or buy a bus ticket.	6/25/2019 12:21 PM
77	Once an individual has been approved it would be nice for multiple location be available to purchase their bus pass	6/25/2019 12:02 PM
78	This is very important - above all, public transit should be accessible to all. Those who need it, often cannot afford it - can you imagine have three children, and trying to get to work or looking for work? Winnipeg has allowed all kinds of urban sprawl and our area is huge - those without transportation are really struggling and it adds to their marginalization. I believe we can do a lot better for needy populations in our community and I thank you for exploring low income transit passes!	6/25/2019 11:58 AM

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79	IT'S VERY important to be able to find work and get to work with transportation and I use the bus all the time!	6/25/2019 11:52 AM
80	This should include elementary school age children. It becomes a barrier to take children on field trips.	6/25/2019 11:23 AM
81	I am very happy to see that a low income bus pass will be available in Winnipeg. I am impressed by the level of discount planned for 2021 and 2022, and hope these plans come to fruition. In future, I would appreciate being able to purchase a family bus pass, rather than maintaining and presenting several cards each time I board, not to mention the high cost of riding the bus with kids over the age of 5.	6/25/2019 11:22 AM
82	30% discount is a start, it certainly would have helped me when I was below the threshold; however, I think we could do better and give a higher discount. Aside from that, I certainly think a person should have to go through the application process in order to obtain the discounted card (so not go to a 7-11 etc.) but to have them able to re-load the card at those convenience stores would be huge as getting to a City leisure centre/library etc. could create a barrier.	6/25/2019 11:22 AM
83	transportation should not be a barrier to accessing resources and makes life so much easier when you are trying to get somewhere. I think everyone in the city should have to navigate the transit system for a week .	6/25/2019 11:07 AM
84	Blind and partially-sighted consumers that do not meet the definition of legal blindness, but are above the legal ability to drive, should be eligible regardless of income.	6/25/2019 10:53 AM
85	no	6/25/2019 10:51 AM
86	We cannot assume everyone has access to a computer and if there is a library close by, mobility may be an issue for some persons.	6/25/2019 10:33 AM
87	We would like to use low cost bus tickets for the low income families as a group outing instead of each having their own family card. Our summer staff takes young kids on outings using bus tickets during July and August every year. We use bus tickets for the students and the kids. The bus tickets are our biggest expense, usually coming to close to half of our total summer grants every summer and this expense really cuts down on the available funds for the rest of our summer programming.	6/25/2019 10:05 AM
88	I'm happy to hear this is happening!	6/25/2019 9:57 AM
89	the more easily accessible and useable the better, with a simpler application form and the most points of access possible, and having an agency/support person be able to complete and submit applications	6/25/2019 9:51 AM
90	-What are the steps when client losses their peggo card? -Many clients don't have access to purchase things online as they don't have Visa/MC. -Many clients don't have proper id's and have no access to their income tax assessment. -City of Winnipeg staff should be able to take the bus for FREE to go to work from home and back by showing their id card.	6/25/2019 9:43 AM
91	This is a great idea to have a low income pass. The pass will benefit many people.	6/25/2019 9:19 AM
92	A social worker, I can attest to this being a much needed resource for people. Please, please, please implement this program as soon as possible. It is important to make it as accessible as you can, as people living in poverty already face many barriers to accessing services and navigating systems.	6/25/2019 9:15 AM
93	No	6/25/2019 9:09 AM
94	no thank you	6/25/2019 9:04 AM
95	Will EIA/City Welfare provide these passes to their clientele? People are expected to look for work, go to healthcare appointments, go grocery shopping, etc. without access to transit. We are putting people between a rock and a hard place with counterproductive rules.	6/25/2019 9:01 AM
96	The stigma of buying/maintaining a low income pass should be considered. Such as, will it be a flashy colour that people can easily identify? That would not be wise obviously. Putting as little barriers in place would also be appreciated, low income people have enough barriers to worry about.	6/24/2019 4:23 PM
97	The idea is good and important especially for all seniors	6/24/2019 3:58 PM
98	This program makes sense, it would give low-income people more opportunities to connect to the services they need.	6/24/2019 3:20 PM

Low Income Transit Pass - Stakeholder Survey

99	the more access that low income citizens have the better their lives will be. easier to access support, food, employment.	6/24/2019 3:11 PM
100	No	6/24/2019 3:04 PM
101	I don't think lack of funds is the only reason people don't use transit - it may also be that the time required to get from A-B is too long and the route not direct enough.	6/24/2019 2:15 PM
102	Kids going to and from school should be free (7-9am and 3-5pm) It's heartbreaking to know a child isn't making it to school because it's too cold to walk and they can't afford to take the bus.	6/24/2019 2:14 PM
103	maintaining access for those who do not have computer/ online banking access is key for this population	6/24/2019 2:13 PM
104	Process should be put in place with EIA for their recipients to get the pass through their EIA worker, without a cumbersome application and renewal process.	6/24/2019 1:46 PM
105	I think a community consultation should be facilitated with organizations to brainstorm further.	6/24/2019 1:43 PM
106	I believe that offering this support would help decrease barriers in equality of access	6/24/2019 1:34 PM
107	Low income transit passes may be stolen- is there a way of providing the low income transit pass in another form- photo id	6/24/2019 1:32 PM
108	Make it as easy as possible to get. People who are low income already have a million hoops to jump through for services and eligibility. Transportation is such an important part of promoting autonomy, self determination and self-worth. Thank you.	6/24/2019 1:32 PM
109	Those who are disabled, obese, or chronically ill, senior--riding the bus can be a difficult undertaking as a whole. Researchers have found that almost one-third of respondents reported that it was "hard" or "very hard" to find transportation to their health care providers—a problem that can mean more than a few missed checkups, not purchasing prescriptions, impacting urgent care and ER's. "In some situations, patients without transportation access may wait for a medical emergency just to be able to see a doctor". Social Workers as a professional member of the health-care teams can lessen the problem by helping patients navigate the health care system, coordinate transportation for patients to and from appointments, motivate them to address their health issues, improve health literacy, educate, and help them implement positive psychosocial changes 7 days a week.	6/24/2019 1:19 PM
110	nope	6/24/2019 8:39 AM
111	while this is much needed and a great addition, for the very vulnerable in our community even coming up with the fee for the reduced fare all at once could be very challenging. Why not an option to allow the purchase of reduced weekly fares?	6/21/2019 9:05 AM
112	This MUST MUST MUST be rolled out in partnership with social service agencies and community based organizations.	6/21/2019 8:49 AM