

**INVESTIGATING AFFORDABLE TRANSPORTATION OPTIONS
IN THE REGION OF WATERLOO
WITH A FOCUS ON PUBLIC TRANSIT**



prepared on behalf of the TRIP Committee
and Region of Waterloo
by Beth Dempster (beth@civics.ca)
Civics Research Co-operative

February 2009

Table of Contents

Introduction	1
Support Related to Public Transit: Waterloo Region and Elsewhere	3
<i>TRIP and TRIP-like passes</i>	3
Region of Waterloo (TRIP).....	3
Calgary, AB.....	3
Hamilton, ON	4
Victoria, BC	5
TRIP-like passes: Challenges, contrasts and comparisons	5
<i>Other types of reduced-price passes</i>	6
Passes for people with disabilities	6
Passes for seniors	7
Passes for people on OW	7
U-pass/College pass	7
Corporate/Company pass	8
Neighbourhood ECO Pass.....	9
<i>Other miscellaneous passes</i>	9
<i>Transit ticket programs</i>	10
<i>Free transit</i>	10
<i>Transit routes and services</i>	11
Support related to other types of transportation	13
<i>Transportation organizations/programs</i>	13
Taxi-voucher	13
Kiwaniis Transit.....	13
Grand River Car Share	13
Bike network	14
Recycle Cycles	14
Carpooling over the internet.....	14
Volunteer Driver Programs.....	14
<i>Transportation assistance</i>	14
Additional Observations and Syntheses	16
Public transportation vs. other forms of transportation.....	16
Practical vs. strategic vs. ethical considerations	16
Departmental mandates: Responsibility for ‘social assistance’?	17
Perspectives on reduced fares: Revenue loss/gain?	17
Controlling distribution	18
Collaboration and the role of NGOs	18
Economies of scale and ‘bulk-buying’	19
Passes vs. tickets	19
Rural challenges	19
Formal vs. informal processes and procedures	19
Program administration.....	19
Environmentally friendly/sustainable transportation	20
Closing comment	21
Appendices	Apx1-19

INTRODUCTION

The Region of Waterloo, in southwestern Ontario, can be characterized as a dispersed urban–suburban–rural locale. Similar to other areas across Canada and the United States, affordable transportation – that is, transportation with reasonable financial and other costs – remains a struggle for people with low incomes that live in the Region. This challenge is exacerbated by the dispersed structure in which many people are compelled to rely heavily on cars to move around.

To help address these challenges, the Regional government funds an innovative program to increase affordable access to public transit for people with low incomes. The Transit for Reduced Incomes Program (TRIP) – collaboratively administered by government and non-government partners – has been in operation for several years. TRIP provides discounted monthly bus passes to patrons with incomes below a set level that apply for the program. In 2007, enrolment in the program was approximately 1500, with 800-1200 passes sold monthly. Enrolment increased to 2000 for 2008.

This is a very important issue for people with low incomes. Feedback from our clients indicates how great the need is for financial support of transportation. It can make the difference between accessing health care or not, being able to look for employment or search for a home.

(Community agency respondent)

Waterloo Regional Council has a strong interest in increasing the affordable transportation options for people with low incomes and has identified this objective among those listed in its current strategic planning cycle. Under the lead of the Social Services department, the intention is to identify and test strategies that would increase affordable transportation options for people with low incomes. These interests are shared by the committee that oversees TRIP, which is also interested in investigating and discussing strategies – through participation and consultation of people with low incomes as well as other knowledgeable people. Given the importance of public transit as an affordable transportation option, it will be a key focus – although not to the exclusion of other options.

To inform the anticipated participatory/consultation processes, research on two central objectives is considered essential:

- 1) To identify activities, programs and other types of support that currently exist in the Region that provide, encourage or address affordable transportation options, with a particular focus on Grand River Transit.
- 2) To identify activities, programs and supports currently applied elsewhere that might provide ideas or lessons that would be helpful in this Region, with a particular focus on public transit.

This report presents the results of the research. It is intended to provide a foundation for collaboration on the development and consideration of strategies for increasing and improving affordable transportation options that can be implemented in the Region of Waterloo. As such, it includes descriptions of what is being done here and elsewhere. Given the strong interest in transit, the bulk of the results provide details on transit-related programs (Section 1). Most of the transit-related programs are variations on bus passes. TRIP-like passes are rare, with Calgary, Hamilton and Victoria as the only jurisdictions found to have similar programs. Other transit programs include discounted bus tickets and service-related programs. Other types of programs are also discussed – although with fewer details (Section 2).

We are continuously looking for new partnerships and additional funding for transportation subsidy especially in the rural areas.

(Community agency respondent)

Three main methods were used to obtain the information presented in this report.

- 1) A survey was developed in collaboration with the TRIP committee and sent to government and community agencies and organizations in Waterloo Region asking for basic details on relevant programs. In some cases, this was followed up with a more detailed questionnaire, but more frequently it was followed by a telephone interview.

2) Telephone interviews with people in the Region (many identified through the survey) as well as people from elsewhere. The latter primarily included people working for transit agencies in communities that are of similar size and character to the Region of Waterloo or communities that were identified as having TRIP-like or innovative transit programs. Interviews followed a rough set of questions similar to the more detailed survey about the programs.

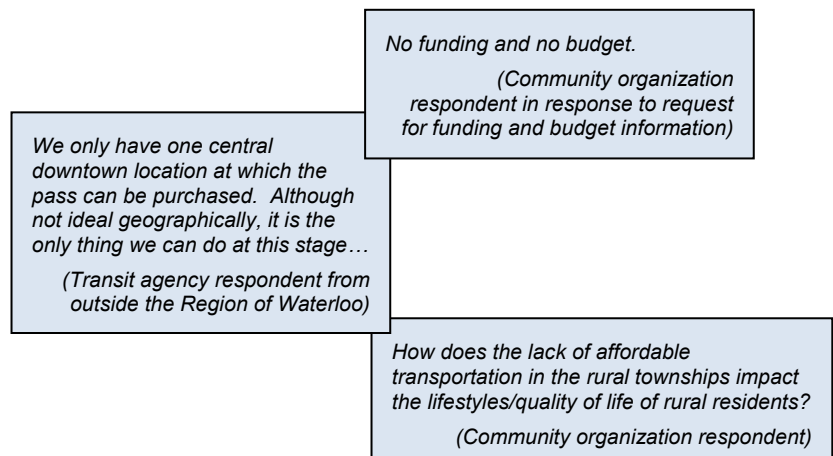
3) Responses were supplemented by internet research, looking for information on the programs described.

This report does not contain detailed financial information. While such information would be useful for considering potential options, it was usually difficult to obtain, thus left for future research in those cases where it would be considered most useful. Respondents were often reluctant to share these details; however, the biggest difficulty was estimating the costs in the first place. In many cases, a key facet of support lies in the management or administration of programs and services, facets that are difficult to estimate.

The results of the research are presented in two main sections: 1) discounts, programs and other types of support related to public transit and 2) discounts, programs and other types of support related to other types of transportation. There is a third section that draws from results to present some additional thoughts, syntheses and considerations. Appendices (which are available in a separate document) carry summary tables as well as some additional information.

This research was funded by the Region of Waterloo and was carried out by Beth Dempster of the Civics Research Co-operative (beth@civics.ca) under the direction of David Dirks, Director, Employment and Income Support, Social Services, Region of Waterloo (dirksdav@region.waterloo.on.ca) and the TRIP Committee.

I would like to acknowledge the assistance provided by all of those who took time to respond to questions through the survey and through conversation. In their willingness to share their insights and ideas lies the potential for development of even better ones. I would also like to acknowledge the support of David Dirks and the TRIP committee and feedback from my CRC colleague Eric Tucs.



SUPPORT RELATED TO PUBLIC TRANSIT: WATERLOO REGION AND ELSEWHERE

The following descriptions provide basic information on discounts, programs and other types of support that are offered by transit agencies in the Region of Waterloo (Grand River Transit) and other places. The first section covers the Region's Transit for Reduced Incomes Program (TRIP) and three other similar programs in Calgary, Hamilton and Victoria. The second section covers other types of reduced-price passes, such as those for people with disabilities and for seniors as well as Upasses for students and corporate passes. The third section briefly covers a range of other passes that offer less in the way of price reductions. These include youth passes, day passes and others. Three other sections have less detail and cover transit ticket programs, free transit and transit routes and services. Summary tables of these supports are provided in the Appendices.

TRIP and TRIP-like passes

Region of Waterloo (TRIP)

As briefly noted in the introduction, the Transit for Reduced Incomes Program (TRIP) pass is a reduced price adult GRT pass available to people with low incomes (\$24 reduction on the regular adult pass in 2008). Eligibility is based on having an income below LICO (the low-income cut-off designated by Statistics Canada). The program is available to people that are working as well as people receiving various types of assistance (e.g. OW, ODSP). Application is made through an honour-based process managed by The Working Centre in Kitchener and Lutherwood in Cambridge. Participation in the program – which must be renewed annually – allows patrons to purchase monthly bus passes for \$34 (2008). In 2007, participation was capped at approximately 1500 participants, with 800-1200 passes sold each month. (Not surprisingly, given changes in weather across the seasons, more passes are purchased in the winter than in the summer.) While there have been continued increases in the number of passes available, there is almost always a waiting list.

Annual funding allotted to the program over the past several years has increased from \$200,000 in each of 2001-2003 to \$438,000 in 2007 and 2008. As discussed below, the Region also has a bus ticket program as well as numerous other passes.

The TRIP pass is quite unique, given that eligibility is based on income rather than the more common eligibility criteria of age and student status. Only three other jurisdictions in Canada were found to have similar programs.

Additional information

- <http://www.grt.ca/web/transit.nsf/DocID/E4D9EC2DAB3DF64D852573DA00756F7E?OpenDocument>
- <http://civics.ca/documents/transitaffordability-finalreport.pdf>
- A document describing operating principles and procedures can be obtained through TRIP partners.

Calgary, AB

Calgary Transit offers a half-price monthly adult transit pass (\$37.50 in 2008) to residents of Calgary with incomes lower than 75% of LICO. Since it is not a quota-based system, there are relatively strict procedures in place to guard against fraud. Application and purchase of passes can only be made at four specific city locations and requires an applicant to provide their income tax notice of assessment as proof of income or to provide identification establishing them as a recipient of AISH (for people with disabilities). Each successful applicant has their name on their pass and monthly pass purchases are registered by name to ensure that each patron only purchases one pass. Financial and administrative support comes from Calgary Transit. The low income pass subsidy – approximately \$2 million annually – is covered by a surplus within the 45% of the operating budget that comes from tax revenue.

Additional information

- http://www.calgarytransit.com/html/low_income_pass.html
- http://www.calgarytransit.com/pdf/ct_low_income_monthly_transit_pass_application_2008.pdf
- http://tamarackcommunity.ca/downloads/vc/CAL_Fair_Fares_Fact_Sheet_May06.pdf (brief history)
- <http://www.caledoninst.org/Publications/PDF/665ENG%2Epdf> (more up-to-date history)

We have since done a study of how patron purchasing has changed: about 56% had previously bought a regular pass, 25% had purchased books of tickets and brand new patrons only accounted for about 10%. This confirmed the revenue loss.

(Calgary Transit staff)

The program has been operational since mid-2005 and was initiated by “Fair Fares”, a multi-sectoral group focused on transit issues comprised of a few local NGOs as well as City staff (transit planners and people from social services). Fair Fares continues to provide an advisory role.

As noted below, Calgary also offers a deeply discounted *annual* pass of \$35 for seniors or \$15 for seniors with a low income.

Comparison and challenges

The main difference between this program and TRIP is that there is no cap on the number of passes available, which is the main reason for the stricter application and purchasing procedures.

Security of funding is the central challenge for the program, which depends on a continued budget surplus – obviously something that is not guaranteed. While there have been attempts to secure provincial support, nothing has been forthcoming. Some have presented arguments for changing the deep discount available on the Seniors Pass Program (see below) and shifting support to the low income pass program. However, this is not currently considered to be a viable option.

Hamilton, ON

Hamilton has a pilot program underway that is focused specifically on providing support to working people with low incomes. Eligibility is based on LICO and there are no specific requirements regarding work schedules – people working full-time, part-time or on a casual basis are all eligible. To apply, patrons must provide their previous year’s income tax assessment as well as 4 weeks of evidence of earnings to establish their level of income. Eligibility is determined by a case aide with the Community Services Department’s Special Supports Division.

Eligible applicants receive a 50% reduction on an adult monthly pass (in 2008 a regular pass costs \$81.00 so they pay \$39.50). Recognizing concern over stigmatization, the passes are regular adult monthly passes that do not look any different. Patrons are not asked for id when purchasing passes; however, there is only one central downtown location at which the purchases can be made. Although recognizing this as not ideal, it was considered the only option for the pilot program.

The pilot program is based on \$500,000 from the Social Services Initiatives Reserve. Up to \$105,000 was reserved for staffing (in the special supports division and the ticket sales counter) in order to ensure that there was minimal impact on other services if there was a high demand. Funds were also allocated for assistance with communication and for evaluation.

Starting in the spring of 2008, this one year pilot program was under review with a report expected in November 2008.

As noted below, Hamilton also offers some other programs that could benefit people with low incomes.

Comparison and challenges

The difference between this program and TRIP are similar to those of Calgary since this is also a system not based on quotas. As a pilot program, the review will identify program benefits and challenges.

Additional information

- <http://www.myhamilton.ca/myhamilton/CityandGovernment/HealthandSocialServices/SocialServices/SupportPrograms/AffordableTransitPass.htm> (basic info for patrons)
- http://www.myhamilton.ca/NR/rdonlyres/B325B7CC-99BC-4075-9A64-712F808B05D5/0/ATP_Brochure.pdf
- <http://www.myhamilton.ca/NR/rdonlyres/0228C0FA-C013-4CA1-A0BA-86C67C2A5B2C/0/Mar07PW07031.pdf> (staff report 2007)
- <http://www.myhamilton.ca/NR/rdonlyres/DF1CC435-3B99-4295-9C4D-C0D4E3E00BF2/0/Mar27PW07031.pdf> (staff report 2007)
- <http://www.myhamilton.ca/NR/rdonlyres/DC9E881A-EB61-4879-A3A3-0368F5C80F95/0/Nov28PW05125.pdf> (staff report 2005)
- http://hamiltontug.com/article/bus_pass_benefits_all/ (news article)
- http://hamiltontug.com/article/city_launches_affordable_transit_pass_program/ (news article)

Victoria, BC

Victoria has a bus-ticket program similar to the one in the Region of Waterloo (described below), where discounted tickets (two-for-one) are provided to social agencies who pass them on to patrons for specific uses (e.g. to get to job interviews, attend programs and medical appointments, etc.) The Victoria bus-pass program is an extension of the ticket program, where discounted passes (also half-price) are provided to social agencies who pass them on to patrons. In some cases, organizations keep passes at the front desk, signing them out to patrons on a daily basis; others distribute passes for a month at a time. The program is managed by the Community Social Planning Council, a not-for-profit NGO that vets eligibility of community groups/organizations. They receive some compensation for administration – similar to that offered to ticket sales agents.

Decisions regarding how many tickets/passes are made available are made by the Transit Commission, which is comprised of elected officials (mayors/councillors) from different municipalities within the Region. In 2008, approximately 50,000 tickets and 240 passes were provided.

Also available – throughout BC – is a deeply discounted bus pass for seniors and people with disabilities that are on low incomes. This pass – which is \$45 annually – is subsidized through provincial funding.

Comparison and challenges

As noted, this ticket/pass program is similar to the ticket program that is offered here in the Region of Waterloo – although allocation/distribution is managed by an NGO, with the quotas set by the Transit Commission. Reporting is required of participant organizations.

Additional information

- <http://www.communitycouncil.ca/>
- http://www.golchallenge.ca/pdf/BCTTAP_Report200503.pdf (program report, 2005)

In contrast to TRIP, passes are held by organizations (i.e. to loan out/give to individuals) rather than by individual patrons. The central challenge – similar to that of the ticket program in Waterloo Region – is that the groups and organizations that purchase tickets/passes cannot afford to purchase enough passes to meet the needs of their clients.

TRIP-like passes: Challenges, contrasts and comparisons

One of the central distinctions among these programs relates to their use of quotas. Everybody is looking for ways to maintain control over program budgets. There are two basic methods used – either the number of passes available is controlled by a quota system (e.g. Waterloo Region, Victoria) or the processes for evaluating eligibility and managing distribution are tightly controlled (Calgary, Hamilton). Each approach has its own benefits and challenges. Quota systems provide greater certainty with respect to program costs and allow for greater flexibility and fewer restrictions on eligibility requirements and distribution processes, but may not be able to supply passes to all that need them. Programs without quotas are more focused on controlling eligibility and distribution – since these provide the basic means for controlling program costs. The differences are most noticeable in the care taken to determine (restrict) eligibility – quota systems (e.g. Victoria and RoW) are much more relaxed; non-quota systems (e.g. Calgary and Hamilton), much more particular and regimented.

All of the programs seem to operate with some of the same principles as TRIP such as concern over stigmatization, concern over where passes can be purchased, recognition that passes provide a degree of autonomy to patrons that is not possible with tickets, and recognition of the importance of providing subsidies to working people.

Table 1 provides additional information such as population-size and number of passes available. The table allows a general comparison of the programs in these four different locations – although the differences among these programs mean that comparisons are not possible in some cases. For example, the significantly lower funding subsidy in Victoria is offset by provincial funding, which provides a deep discount to seniors and people with disabilities – numbers which are not included in the table.

Table 1 – Comparison of low-income transit pass programs

Location	population*	# passes	funding	first year	pass price	eligibility
Waterloo Region	478,121	2000	\$438,000	2001	\$34.00	below LICO
Calgary	1,162,310	10,000**	\$2 million	2005	\$37.50	75% LICO or AISH (disability)
					\$15 annually	senior with low income
Hamilton	692,911		\$500,000	2008	\$39.50	working, LICO
Victoria	337,411	240***	\$11,000	2005	free	need
					\$45 annually	seniors and people with disability and low incomes

*Central Metropolitan Areas, 2006 census.
 **Number of program registrants, which is higher than the number of passes sold. Additional program provides deep discounts to seniors.
 ***Provincial program provides deep discounts for seniors and people with disabilities on low incomes.

Other types of reduced-price passes

Passes for people with disabilities

More common than TRIP-like passes are reduced-price passes for people with disabilities. Ottawa, Durham Region, St. Catharines, Victoria and Portland all have such programs. The one that stands out here is Victoria, which (as noted above) has a deeply discounted pass – \$45 annually – for people with disabilities. This is covered by provincial funding and is available across the province. In other locations, discounts range from 19% (St Catharines) to 68% and 71% (Ottawa and Durham Region) on passes that are \$80, \$90 and \$95, respectively. In all cases, patrons have to prove eligibility by providing an ODSP statement. Most respondents noted this as much simpler administratively and also as a way to prevent abuse of the program. In all cases, passes can only be obtained from particular locations, such as main terminals and some other

*What pressure is being put on municipalities to increase access to transportation under the Ontarions with Disabilities Accessibility legislation?
 (Community organization respondent)*

locations. (The range depends on the size of the community, for example, Ottawa has more locations.) Reasons for limiting locations are similar to those applied here in the Region of Waterloo: such limitations decrease some of the administrative costs and provide greater assurance that people dealing with applicants and/or selling passes will use appropriate etiquette.

Almost all respondents indicated an awareness of concerns over stigmatization – and most have adopted ID-cards and processes that reduce those concerns. In Ottawa, the Community Pass photo ID looks the same as an adult photo ID, with the exception of a small code number. The number lets sales staff know that the customer is to receive a monthly express pass, which is stamped on the back as a community pass. Durham Region pointed to stigmatization as one of the key reasons for making the pass available at limited locations.

Following are a few more details on two of these programs.

Durham Region In Durham Region, the program has only been operating for a couple of years. In 2007, just over 6000 passes – almost \$350,000 in subsidies – were sold. The money is allocated by the Region to Social Services, which then pays the subsidy to Durham Regional Transit. One reason for this arrangement is that they have an interest in appealing to the province for funding, with some sense that

Additional information

- <http://www.bctransit.com/regions/vic/fares/bcbuspass.cfm> (VRT info)
- <http://www.eia.gov.bc.ca/programs/other.htm#bp> (BC MHSD info)
- <http://www.durhamregiontransit.com/durham/index.aspx?ArticleID=332&lang=en-CA> (DRT info)
- http://www.octranspo.com/accessible/Community_Pass/Community_Pass.htm (OC Transpo info)
- http://www.westendlegal.ca/files/Final_WELS_Spring.pdf (Ottawa newsletter, page 2)
- http://www.cleonet.ca/resource_files/1161887506_SouthOttawaspring2006.pdf (Ottawa newsletter, page 5)

such an appeal would more likely be successful if it came from the Social Services department than from the Transit department. One respondent pointed out that the program was trying to provide for people with low incomes – not *all* people with disabilities – hence the use of ODSP as the eligibility criteria. They pointed out that this approach also prevented discussion around what constitutes a disability and meant there was no need to evaluate eligibility, which simplified program administration/operation.

All other Durham Region bus passes are transferable.

Ottawa The Community Pass (which is also available to paraTranspo riders with low incomes) is also quite new. The program has had 7,500 individuals sign up and approximately 4,500 passes sold each month, making it more successful than expected. There is regular feedback from the community on how the program has made a difference in the lives of the many residents of Ottawa who could not afford transit prior to the program.

Passes for seniors

Modest price reductions for seniors were found in all transit agencies reviewed; however, there are a few that stand out for greater reductions. In London, the senior's discount is approximately 40%. In Portland, seniors are eligible for the "Honored Citizen Pass", which provides discounts on regular fares, a less-than-half-price bus pass, and other concessions. BC's deeply discounted pass is available to seniors (as well as people with disabilities) who have a low income. Alberta also has a deeply discounted pass for seniors – \$35 annually – as well as a further discount for seniors with low incomes, dropping the price of an annual pass to \$15.

Additional information

- http://www.calgarytransit.com/html/senior_yearly_passes.html
- <http://www.bctransit.com/regions/vic/fares/bcbuspass.cfm> and <http://www.eia.gov.bc.ca/programs/other.htm#bp>

Passes for people on OW

There are also programs for people receiving assistance from Ontario Works. For example, in the Region of Waterloo, individuals participating in the Community Participation program (which involves a specified amount of volunteering) receive funds to purchase a bus pass. The province of Ontario provides some employment-related expenses for people receiving OW. For example, recipients of OW in London that are actively participating in approved employment-related activities (which includes a wide range of supports and services) are eligible for a free bus pass. If approved, OW recipients are provided with a free bus pass every month that they remain eligible. The cost of the subsidy is shared - 80%/20% - by the province and municipality.

In Victoria, following recognition that job-search activities were among the reasons patrons were given passes (or use of passes) in the pass program described above, an appeal was made for the province to cover these passes. Now there are employment agencies that purchase passes from the transit agency using provincial funding. Employment counsellors then give the passes – without charge – to patrons needing them for job-search activities. The employment agencies effectively act as ticket agents, receiving some compensation for administration.

U-pass/College pass

Many transit agencies have developed programs in collaboration with universities/students in which a portion of student fees cover the cost of a bus pass. Students are subsequently eligible to ride transit for free by showing their student card when they board the bus. In this Region, both University of Waterloo and Wilfrid Laurier Universities full-time undergraduate students fall under such

Additional information

- <http://www.grt.ca/web/transit.nsf/DocID/4C73275E80C34605852573410055F76F?OpenDocument> (UW GRT info)
- <http://www.grt.ca/web/transit.nsf/DocID/F0A99A50AADA7FFE85256DF2005B9422?OpenDocument> (WLU GRT info)
- <http://www.grt.ca/web/transit.nsf/DocID/51F93F9DF3ECA38F85256B24006A2ADD?OpenDocument> (college/university pass GRT info)
- http://iwarrior.uwaterloo.ca/?module=displaystory&story_id=1808&format=html (UW newsletter article)
- http://imprint.uwaterloo.ca/index.php?option=com_content&task=view&id=3055&Itemid=87&issuedate=2008-10-31 (UW newsletter article)
- <http://businessandservices.feds.ca/upass> (Federation of Students info)

programs. Current prices – which are collected by the universities as part of term fees – are \$50.58/term at UW and \$41.58/term at WLU. The deep discounts are possible because of the large number of students. In addition, there is an expectation that not all students will take advantage of the pass, although all of them pay for passes through the non-refundable fee. (The program was approved by the students through a referendum.)

In the Region of Waterloo – as well as in many other locations – there are also University and College Pass Packages (\$151.00 for 3 months and \$189.00 for 4 months, respectively) which are available to part-time university students at UW and WLU, graduate students at WLU and students enrolled at several colleges in the Region.

Corporate/Company pass

These passes are not designed for people with low incomes; however, they are another example of transit agencies offering reduced price passes. The Region of Waterloo, Ottawa, Victoria, Winnipeg and Boulder have such passes, which are based on agreements in which employers administer passes, providing them to employees through payroll deductions. In all cases, a minimum number of employees (24 people in Waterloo Region) must participate in the program – and must typically make a one year commitment – for the agreement to be put in place. Since a certain level of participation is guaranteed, the transit agency sells the passes at a discount – typically about 15%.

In many cases, employers and employees share the cost of the discounted monthly pass. The cost sharing covers the full range from employees paying 100% (of the reduced pass) to employers paying 100%. In Winnipeg, there is incentive for employers to make a greater contribution because the discount from the transit agency increases if the employer is paying a greater portion of the pass. (For example, at 2008 prices, if the employer is covering 10% of the pass, the employee pays \$64.15; Winnipeg Transit gives a rebate of \$1.40; and the employer pays \$5.70. With the employer covering 75%, the employee pays \$17.80; the rebate is \$13.55; and the employer pays \$39.90.)

In this Region, there are 4-5 employers (e.g. hospitals, insurance companies) that have company pass agreements with the GRT. One of the hospitals offers an additional 15% reduction to its employees.

To encourage participation in the program, transit agencies offer presentations, provide information packages, and/or survey employees to assess program potential. Here in the Region of Waterloo, the program is set up as part of the transportation demand management program. The main advantage to employers, according to transit authorities, is dealing with parking challenges, such as limited availability or problems with safety/vandalism. Contributing toward reduction of environmental costs is also noted. The main concern on the part of employers is the amount of time required for administration. In Victoria, employees receive a GFI pass (which can be swiped), so patrons do not have to buy monthly passes. They just keep using the same pass as long as they are employees, with payments coming off their paycheck. The pass has photo-id, so cannot be used by others.

Boulder, Colorado also has an “Eco Pass” program, except it is more similar to the U-pass in its operation.

Employers offer the passes to employees as part of a group benefit package, with their price dependent on the number of employees and transit service to the location. The program in Boulder offers an additional discount to employers who encourage an employee to participate as an Employee Transportation Coordinator, responsible for encouraging use of alternative transportation within the company. As with the U-pass, deeper discounts are possible because all full-time employees (and part-time employees, if the company chooses this arrangement) pay for and are eligible to receive Eco Passes. Additionally, there is one shopping district in Boulder that has a district wide program in which any employer in the district can become part of the program.

Additional information

- <http://www.grt.ca/web/transit.nsf/DocID/E677FB0EE9F4FB3085256B210066A16C?OpenDocument> (GRT)
- <http://winnipegtransit.com/pdfs/ecopass06.pdf> (Winnipeg brochure), <http://winnipegtransit.com/ecopass.jsp> (Winnipeg info)
- http://joomla.ci.boulder.co.us/index.php?option=com_content&task=view&id=8834&Itemid=3313 (Boulder info)

Neighbourhood ECO Pass

Boulder, Colorado has extended their corporate/company pass to neighbourhoods. It began with Forest Heights neighbourhood, which voted in 2000 to form a General Improvement District for the purpose of adding an amount to their annual property tax making them eligible for discounted bus passes. Given the success of the program in the Forest Heights neighbourhood, it has expanded. There are now more than 8700 people eligible to purchase NECO passes at a cost of \$84 to \$143 annually per household. Again, deeper discounts are possible because a set level of income is guaranteed to the transit agency.

Neighbourhoods consider the decrease in car traffic and increase in use of public transit as a general benefit to the neighbourhood. As incentive for starting up a program, new neighbourhoods are offered a 50% discount for their first year. Neighbourhoods can raise the required fees through various methods, ranging from the tax assessment used by Forest Heights to fund-raising efforts such as canvassing door-to-door for donations. The transit agency/city provide support and suggestions on how neighbourhoods might achieve the required level of income.

Additional information

- http://joomla.ci.boulder.co.us/index.php?option=com_content&task=view&id=8835&Itemid=3002
- http://www.bouldercolorado.gov/files/Go%20Boulder/rtd_guide.pdf

Other miscellaneous passes

There are a variety of other passes and pass-additions/extensions found in different communities.

Free transit for special patrons – Several jurisdictions offer free transit to some patrons. For example, in Waterloo Region people that are blind, veterans (WWII and Korean War) and children under five travelling with a fare-paying person can all ride the GRT for free. People that are registered with specialized service can also ride for free on the regular service.

Attendant pass – There are a variety of arrangements/options for attendants that ride with people who have disabilities. Some transit agencies allow attendants to ride for free, in other locations they are eligible for the same sort of discounts that are provided to people with disabilities. All require some sort of application process.

Adult student pass – Arrangements exist between the GRT and certain school programs in the Region of Waterloo for adults completing their Grade 12 education. As long as particular criteria are met (e.g. minimum of hours/week in classes) people can pay a student rate, although they receive an adult pass (so bus drivers will not question them). Schools provide a list of names of people who are eligible to purchase these passes, which have to be purchased at the terminal holding the list.

School Board passes – Also in Waterloo Region, special arrangements have been made with school boards to provide reduced-price passes for students within their school bussing zones. Discounts are basically volume discounts and prevent the schools from having to run their own buses.

Youth pass – In Victoria, there is a pass (as well as a cash/ticket fare) that is age-based rather than school/program-based. In moving away from a student pass/fare – which required a photo-id card – the transit agency took away a big part of the program's cost: There was no longer a need to produce the photo-id cards and cover the administration associated with the pass. Now, drivers just ask for proof of age (e.g. government i.d. card) if they think a patron is using the wrong pass/fare.

Pre-paid passes – A few jurisdictions have pre-paid passes that offer a discount over the same passes bought monthly. For example, Victoria offers a six-month pre-paid option to youth; GRT offers a summer (two-month) pre-paid pass to students.

Additional information

- <http://www.grt.ca/web/transit.nsf/DocID/AF0E0B0513CFF46485256B30066E4D5?OpenDocument>

Family travel program – In Victoria, up to four youth up to the age of 12 can travel with one adult over the age of 19 when the adult is using any pass (but not when paying cash fare or using tickets).

Day/Weekend passes – Many jurisdictions offer day passes (some eligible only on weekends) for individuals or families. For example, the GRT has a day pass for \$5, in comparison to the \$2.50 cash fare. A Sunday family pass – valid for up to four children with an adult – is the same price.

Weekly passes – Winnipeg offers 7-day and 5-day weekly passes. With cash fares at \$2.25, 10 tickets at \$19.50, and the two passes at \$19.50 and \$17.50, respectively, these passes offer reasonable discounts if used twice a day. For students and seniors there are further reductions, which are comparable to standard fare/pass reductions.

Weekday pass – London offers a monthly pass that is effective on weekdays for \$63 – a 15% discount.

Transit ticket programs

All jurisdictions offer books of transit tickets for a discount over the regular cash fare. Many jurisdictions provide tickets to social agencies at a further discount. Agencies purchase tickets and pass them on to patrons – for free – to be used to cover travelling expenses for activities such as job searching, attending agency programs, and returning home from the food bank. Tickets are handed out at the discretion of each social agency and depend on availability. For example, tickets are sold to some 20-30 social agencies in Waterloo Region. The cost of providing the subsidized tickets is carried by social services. Similar programs exist elsewhere. Calgary subsidizes \$100,000 worth of tickets in its program. As noted above, Victoria offers both discount tickets and discount bus passes through this type of program, with an allotment of 50,000 tickets annually.

Free transit

Many public transit advocates argue for the provision of free service. The most common argument is that public funds are used to support people driving cars – through the building and maintenance of roads – without the expectation that drivers contribute, except through taxes (toll roads as the obvious exception.) The suggestion is that public funds should provide similar support for people riding public transit. Accounting for environmental and other externalities that arise from driving are also used to support the free transit argument.

There seems to be a push for free transit here locally that would not only benefit low-income people, but others as well.

(Social services respondent)

Free Transit system – There are several communities in the world, most commonly in Europe, in which patrons do not have to pay a fee for use. One of the oft-cited examples is Hasselt, Belgium, a community of 70,000 (which also welcomes 300,000 commuters from the surrounding area). They have successfully operated a free transit system since 1997.

Additional information

- <http://www.hasselt.be/index.php?lang=en&rO=1>
- <http://theyee.ca/Views/2007/07/09/NoFares3/> (discussion article)

Free mid-day service – Milton ran a pilot program offering people to “ride for free from 9 to 3”. The program ran for eight months, ending in January 2008 and was subsidized through a sponsorship program. Ridership doubled during the pilot. Despite its success, there are no plans to extend the program unless additional/continued sponsorship is forthcoming.

Additional information

- http://www.milton.ca/execserv/press_releases08/Final_NR_FareFreeTransit_Feb08.pdf (press release)
- <http://www.milton.ca/execserv/agendas2008/rpts2008/COMS-031-08%20Fare-Free%20Transit%20Program%20-%20Follow-up%20Report.pdf> (short report)
- <http://www.milton.ca/execserv/agendas2008/rpts2008/COMS-008-08%20Fare-Free%20Transit%20Pilot%20Project%20-%20Final%20Report.pdf> (full report)

Free Downtown service – A considerable number of communities offer free downtown service. Jurisdictions covered in this research include Winnipeg’s “Downtown Spirit”. The service has three routes, two during mid-day (11am-3:30/5:30) every day of the week, the third runs 7am-7pm but not at all on Sunday. Halifax’s FRED (Free Rides Everywhere Downtown)

Additional information

- <http://www.halifax.ca/metrotransit/fred.html>
- <http://winnipegtransit.com/downtownspirit.jsp>
- <http://trimet.org/fares/fareless.htm>

operates daily from 10:30-5:00, but only in the summer (June-Oct). Both the Winnipeg and Halifax services are separate, circular routes that cover the downtown area. Portland's Fareless Square (which is not really square!) is free all day every day.

Supporting increased access to public transit, while costly, must be considered a community priority. While the existing cost recovery climate is understood, it is not sufficient to provide accessible transit. It seems somewhat incongruous that without paying an additional fee for each use we can access roadways, yet we are required to pay an additional fee to access public transit.

(Funding organization survey respondent)

Free transit considerations – Following the direction of council, city staff in Hamilton prepared a report exploring free transit and deep discount fare policies. The report (dated July 2008) provides brief summaries of the implications and costs of options such as free transit for periods of the day, days of the week, seasons, etc.

Additional information

- <http://www.myhamilton.ca/NR/rdonlyres/F1F67ABA-1550-4274-BAF4-0FAFAF2B0897/0/Jul08PW08082.pdf>

Transit routes and services

Another important cost of transit relates to the time and convenience of schedules, routes and other service-related aspects that are involved in actually *using* transit. Improving affordable access to transit also occurs through improvements in these aspects. In a few cases, respondents spoke of services that facilitated affordable and accessible transit.

London Cherryhill Community bus – Described as an “accessible fixed-route service that connects community origins and destinations, such as seniors homes to community centres, medical centres and shopping malls”, this service is part of the London Transit program. The only difference is that the routes, which vary from day to day to meet the travel patterns of the Cherryhill community, were designed in consultation with community residents. Residents of this area include a large proportion of seniors and people with disabilities. The service is available to any member of the public and regular fares apply. Cost recovery through the farebox is well below the average for transit routes in London. There is some third party subsidy (from one of the major stores) – although these subsidies used to be more substantial than they are now.

Additional information

- <http://www.londontransit.ca/Specialized.htm>

GRT Bus Plus – In some areas throughout Waterloo Region, the GRT uses smaller buses/vans to provide scheduled service where there is not yet a sizable, regular ridership. Transit use is encouraged, operating costs are more in line with ridership, and small buses can be replaced with regular buses when the need arises. The idea has met with success in various areas.

Additional information

- <http://www.grt.ca/web/transit.nsf/DocID/690F95E178296A2C85256B23006ED4AF?OpenDocument>

Victoria Community Shuttle Buses – Similar to the GRT's Bus Plus, small buses travel regular routes between smaller, outlying residential areas and more central locations, where they connect with regular buses. The program is working well, so authorities have just started expanding it.

Hamilton Trans-Link – This is a flexible, demand-responsive service that operates in two Hamilton (Dundas) neighbourhoods with smaller buses, which link into the regular service. Developed in response to concerns of neighbourhood residents for a less intrusive transit service, patrons can call a special number to obtain pick-up at their door.

Additional information

- <http://www.myhamilton.ca/NR/rdonlyres/DC9E881A-EB61-4879-A3A3-0368F5C80F95/0/Nov28PW05125.pdf>

Hamilton Trans-cab – This is a shared-ride taxi service that extends the bus route in two areas. Patrons pay an additional \$.50 on top of their regular fare for each use. The service is available to/from specified zones (each a few square kilometers in area) to/from specific transfer points.

Additional information

- <https://www.myhamilton.ca/myhamilton/CityandGovernment/CityServices/Transit/TransCab.htm>

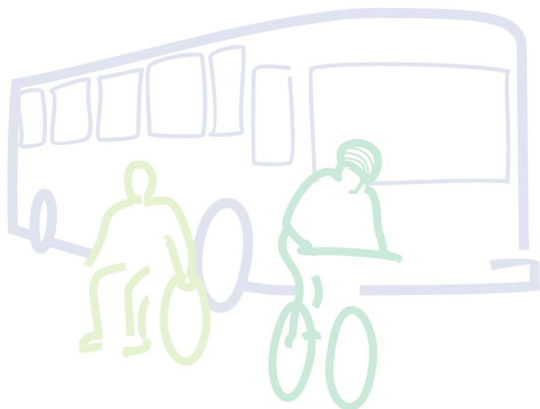
Patrons call for pick-up or inform their driver when they board the bus that they want the service, which is fully accessible for people in wheelchairs, scooters, etc.

GRT pilot commuter bus service – This new pilot program is designed for people who have cognitive disabilities that make riding the regular bus difficult, but who do not qualify for Mobility Plus. This commuter service uses a larger van, picks people up at their homes and takes them to their (common) destination in the morning and evening. Patrons pay a regular \$2.50 fee for door-to-door service. The service was developed in association with Arc Industries and Kinsmen.

Niagara Region “Job Bus” – This is a charter bus service that is cost-shared among employers and employees of hotels in Niagara Falls. The program initially received additional financial support from the Innovation Fund, which has now been replaced by funding from the Regional government. A form of commuter-bus transit, employees are bussed from central bus terminals in residential centres near Niagara Falls (e.g. Port Colbourne, Welland) to hotels. The program has several routes that carry a varying number of passengers (10-30 people). Each route was developed in collaboration with a hotel. Continuation of the route is dependent on having enough employees with the same work schedules (i.e. common start/finish times). The low employment rate has been the main incentive for employers to make this contribution. The program addresses the regional lack of inter-municipal transportation that makes getting to work difficult for employees. The approximate cost for employees is \$6-\$7/day – typically made through payroll deductions. Program administration, handled by Opportunities Niagara, is estimated at roughly 70% of full-time.

GRT orientation/training – In order to facilitate use of public transit, the GRT makes an attempt to provide orientation and training services to whoever asks for it.

GRT library class program – Local libraries offer a program to elementary school students to learn about libraries. Based on an agreement with the GRT, classes can use transit to get to the libraries for free. There are some restrictions. For example, classes cannot ride the bus during peak hours and buses cannot take a class of 30+ students on Route 7.



SUPPORT RELATED TO OTHER TYPES OF TRANSPORTATION

The following descriptions provide basic information on discounts, programs and other types of support that are not directly related to public transit. The primary focus is within the Region of Waterloo – although some other programs are also noted. The first section covers programs, agencies and organizations that are devoted specifically to providing transportation – and doing so in a way that addresses concerns over affordability. The second section covers organizations that offer transportation programs that are ancillary to the organization’s core mandate. Summary tables of these supports are provided in the Appendices.

Given the emphasis in this research on transit-related programs and options, the same level of detail has not been sought or presented on these programs.

Transportation organizations/programs

Taxi-vouchers

A few transit agencies mentioned taxi vouchers, which can be purchased by patrons registered with specialized services for persons with disabilities. Typically half-price, some also have expiry dates. The program in Victoria, for example, allows people to buy \$80 worth of vouchers for \$40 each month. Vouchers become void if not used in the month they are purchased. The Victoria “Taxi-Saver Coupons” are subsidized through municipal gas tax and property taxes. Similar programs exist here in the Region of Waterloo and in Hamilton.

Additional information

- <http://www.bctransit.com/regions/vic/accessible/taxi-saver-fares.cfm>
- <http://www.myhamilton.ca/myhamilton/CityandGovernment/CityServices/Transit/AccessibleTransportationServices/atstaxiscripprogram.htm>

Kiwanis Transit

This is a specialized accessible transportation service for people with physical or developmental disabilities and seniors 65 years and over. Registration is required and patrons pay a fee for the service.

Grand River Car Share

Formerly know as “People’s Car Co-op,” this cooperative has been operating in the area for about ten years. Over this time, car-sharing has become a more popular means of reducing transportation costs. In addition to the basic advantage of car-sharing, the Co-op has established a transportation bank, with seed funding from United Way and the Cooperative Development Fund and initial administrative assistance from Lutherwood. The transportation bank reduces barriers that the initial deposit/membership fee (\$400 for one person, \$500 for two) might present to people with low incomes. People are able to join right away and pay off the deposit with monthly payments, interest free, over a maximum of 18 months. The idea is modeled on Lutherwood’s Rent Bank and, initially, Lutherwood administered the program on behalf of the co-op. The program stopped for a while and has recently started again, with the co-op administering the program. Potential members must complete an application that asks for monthly budgeting information.

There are currently a few members using this program, with the potential for more to join before the program would become a financial and administrative burden for the co-op.

The co-op has noted an interest in working out some sort of arrangement with GRT in which co-op members would be eligible for some level of discount on bus passes. The co-op is also planning to explore different membership options, which may lead to alternatives that could provide added advantages for people with low incomes.

Additional information

- <http://grandrivercarshare.ca>

Bike network

Grand River Car Share is also working on expanding the cooperative to include bike-sharing. A \$10 deposit would allow people to be bike-share members of the co-op, which would get them a master key that unlocks all of the bikes distributed throughout the network. The co-op is working with Recycle-Cycles to seed and maintain the network. They have also applied for funding assistance to help with promotion and marketing.

Recycle Cycles

A project of The Working Centre, this is a community bike shop that promotes cycling “by making bicycle purchase, maintenance and repair accessible and affordable”. Recycle Cycles provides free access to space, tools and supplies for people to repair their own bicycles, with assistance from volunteers. They also sell inexpensive refurbished bicycles.

Additional information

- <http://www.theworkingcentre.org/ct/cycles/cycles.html>

Carpooling over the internet

Car pooling and ride-sharing are other ways of reducing the costs of car travel. A few websites facilitating matches exist. Registration on these sites is free and enables people to list and search for other commuters who share similar routes and schedules. Some commuting sites also encourage employers to take a role in promoting and organizing commuting among employees. Sites enable employees to search for matches through their employers specifically. The BC site also acts as a central organizational tool for vanpools operated by the Ride-Share service.

Another website, erideshare.com also facilitates matching among people who are taking longer trips i.e. one-off trips rather than regular commutes.

Additional information

- <http://www.carpoolzone.smartcommute.ca/en/my/> (ON)
- <http://www.carpooltool.com/en/my/> (Canada)
- <http://online.ride-share.com/en/my/> (BC)
- <http://erideshare.com/> (Canada)
- example of a company effort to encourage carpooling and other transportation alternatives among employees <http://www.gogreen.com/> > “its your business” > Canadian Airlines

Volunteer Driver Programs

Several organizations focus on organizing volunteer drivers who are willing to provide transport to people who cannot get to services and amenities on their own or through public transit. Programs range from more informal ones, more likely in the townships, to more formal programs. The latter include Wilmot Family Resource Centre, Woolwich Community Services Care-Ring Elmira, Community Support Connection and the City of Waterloo’s Volunteer Transportation Program. The latter arranges 12,000 rides annually for older adults.

Transportation assistance

In addition to the foregoing programs and organizations that are directed specifically toward transportation, many social agencies and organizations provide transportation-related support to people that participate in their programs or need assistance. Supports aim to address the transportation barriers people face in their lives. Following is a brief list and description of the types of support available. Appendix 3 provides a list of the organizations that responded to (or were identified in) surveys or subsequent inquiries. The list also notes the supports provided by each.

Free tickets/vouchers to patrons/volunteers – One of the most common means of providing assistance to people is by providing free bus tickets, taxi vouchers or gas vouchers to patrons and/or volunteers. The Region of Waterloo provides such support. For example, bus tickets are provided to OW recipients to attend appointments at the Ontario Works office and Regional employment programs. Recipients are also provided with funds to travel to verified medical appointments within and beyond the Region (e.g. treatments at the London Health Sciences Centre). If the cost of transportation to attend medical appointments within the Region is over \$15.00/ month, individuals are given funds to purchase a bus pass. As examples from other

organizations, the House of Friendship provides tickets to people returning home with food baskets, Kitchener Downtown Community Health Centre provides tickets to patrons for appointments with specialists and to volunteers helping with programs, and the Cambridge Family Early Years Centre provides tickets to participants and their children to attend programs or courses. Most of these organizations participate in the Region's discount bus ticket program (described above), which allows organizations to purchase the bus tickets at a discount.

Volunteer drivers – Programs or organizations with mandates that specifically focus on arranging volunteer drivers are mentioned above; however, many other organizations will make such arrangements on a more informal basis. Canadian Cancer Society is one example. In rural areas people offer rides to other program participants or may take them to a medical appointment.

Shared-rides/car pooling – In addition to the websites noted above, many organizations facilitate shared-rides or car pooling by coordinating or arranging rides among participants and patrons. For example, Outreach Workers through the Community Action Program for Children promote car pooling among families that are participating in common activities with their children.

Supporting use of public transit – In addition to providing patrons or participants with financial assistance for public transit, many agencies and organizations provide other types of support such as training, orientation, coordination, arrangement and promotion of transit (as well as other means of transportation). For example, KW Reception Centre, through the Resettlement Assistance Program, provides public transit training and orientation to newcomers; City of Kitchener's Senior Day Program and Peer Helping Program provide assistance by coordinating transportation for clients; and Waterloo Region Housing promotes the use of transit.

Advocacy – Some organizations hold among their goals advocacy related to transportation, typically around increasing access and alternative options. For example, the Self Help Alliance is a partnership of psychiatric consumer organizations, which, among other things, advocates for increased transportation access with all levels of government and at planning tables. The Pedestrian Charter Steering Committee is a citizens' group that encourages and monitors implementation of the Pedestrian Charter in the Region of Waterloo and the municipalities of Cambridge, Kitchener and Waterloo.

Additional information

- [http://www.region.waterloo.on.ca/web/region.nsf/\\$All/88379BBFEDEA6C6D85257184004DB222/\\$file/Pedestrian_Charter.pdf?OpenElement](http://www.region.waterloo.on.ca/web/region.nsf/$All/88379BBFEDEA6C6D85257184004DB222/$file/Pedestrian_Charter.pdf?OpenElement)

Distributed provision of services – Recognizing the double challenge presented by the costs of transportation and the distributed character of the Region, some organizations make an effort to ensure that programs and services are distributed. For example, the City of Kitchener's Community Services Department provides recreation and other programs throughout the community and works in partnership with the Region to have Outreach Workers based out of community centres throughout the city.

Provision of funding – Survey respondents included representatives of a few funding organizations that noted their support of transportation by providing funds to organizations/groups that subsequently provide transportation support to people with low incomes. For example, the United Way – Cambridge funds a number of community agencies that provide basics needs assistance and capacity-building support programs, which will assist people with low incomes in accessing transportation.

Transportation Demand Management – Within its Transportation Planning division, the Region of Waterloo has a program specifically directed at transportation demand management. The intent is to explore, encourage and promote alternative means of transportation.

Additional information

- <http://www.region.waterloo.on.ca/travelwise>

ADDITIONAL OBSERVATIONS AND SYNTHESSES

As outlined in the introduction, the intention of this document and the research behind it was to provide a basis or starting point for creative and collaborative discussion around ways to increase affordable transportation options in the Region of Waterloo. Recommendations around such options need to be consistent with the interests and needs of people with low incomes and need to acknowledge the resources and capacities of communities, agencies and institutions that can provide the supports. Exploration of these needs, interests, resources and capacities were not an explicit focus of the research, however, there are findings that bear on these considerations. In this section, I briefly highlight some themes arising from the research that have not been discussed in preceding sections. I also synthesize some of the points that have been discussed at different places in the report.

While these comments are in line with the direction underlying this report, they should not be taken as a complete, comprehensive or definitive set of themes and considerations relevant to discussion around affordable transportation options for people with low incomes in the Region of Waterloo. It will be in bringing people with varied knowledge and experience together that a fuller range of considerations – and subsequently of options – can be discussed and developed. As noted in the closing section, this is the intention of the next phase of this work.

These thoughts and observations are not presented in any particular order, excepting that the somewhat broader ideas are presented first.

Public transportation vs. other forms of transportation

Given the intention of considering ways in which the Region can increase affordable access to transportation, a primary focus has been public transit: Supporting expansions, adaptations or additions to an existing public service is more straightforward than developing, testing and implementing alternatives. Yet there are important reasons to consider other modes of transportation as well. Most notably, there are concerns around accessibility and availability, which can be a challenge for those using public transit.

Both urban and rural landscapes of Waterloo Region lend themselves to car-dominated transportation. At this time, even with the extent of services offered by GRT, it is not easy to reach some job locations and services by public transit. In addition, GRT services present considerable obstacles for accomplishing some tasks. *Only* increasing affordable access to public transit would not address the limited transportation options for people with low incomes, thus limiting their capacity to participate fully in the community. This is especially true for people living in rural areas where there is no public transportation.

Practical vs. strategic vs. ethical considerations

There are a number of inescapable and potentially complicated trade-offs that come to the fore when developing and assessing options. Among these are practical, strategic and ethical considerations. This is *not* to suggest that practical, strategic and ethical considerations are mutually exclusive, but to acknowledge that they are not always coincident. Assessing costs/benefits of any decision can present considerable challenge.

Loosely, practical refers to approaches with clear and immediate benefit(s) that are easiest to put into play. Strategic refers to an expanded scope, which incorporates broader and longer-term considerations and which may pay particular attention to consequences in the more distant future and may require more involved organizational or procedural development. Strategic choices are often those that will provide greater benefit in the long run despite greater costs and less relief in the immediate future. Given that strategic approaches often investigate and address systemic factors, they may also have potential to generate change at a broader scale. Ethical refers to considerations that are about what is right or just. A decision based on ethical reasons would prioritize fairness or equitable distribution over cost or practicality.

For example, consider questions around which department transit subsidies should be directed toward: public transit or social services. (See discussion below.) On a practical level, Calgary staff made the point that all of the funding is coming from the same place anyways (i.e. from the City through municipal taxes), so it may as well go directly to the transit agency, which has the expertise and capacity for administering passes of all types. Here in the Region of Waterloo, the practical response has led to a different approach, in that The Working Centre and Lutherwood, given their suitable expertise and capacity, were selected to manage the honour-based application system. A strategic response to the question about subsidy disbursement is evidenced by Durham County. They deemed an appeal to the province for program funding would better come from Social Services than Durham Regional Transit, so program funding is allocated to social services. Ethical considerations lead to another discussion below around the question of who bears the responsibility for providing public services and social assistance.

Another example, where an ethical solution is consistently advocated for, is around the question of stigmatization. All transit agencies with passes for people with low incomes expressed a concern over stigmatizing people through use of a pass that readily identifies them as a person with a low income. While the various resolutions are not the most immediately practical, methods to eliminate or at least substantially reduce stigmatization have been developed simply because it was recognized as the right thing to do. (Admittedly, the development of reasonably cost-effective processes to deal with the challenge has likely been a significant contributor to their realization.) While stigmatization may have practical and strategic dimensions, these were not the reasons used to describe the processes in place.

Departmental mandates: Responsibility for ‘social assistance’?

A frequent theme in interview discussions is indicated by the questions: Who is responsible for providing ‘social assistance’ such as reduced fares, free tickets, etc.? Is a transit system a business or a public service – and are these mutually exclusive? On one side is the notion that transit authorities should not be providing social assistance,

which is the job of social service departments. On the other side is the notion that public transit is a *public* service, thus the transit department is responsible for ensuring that it is widely available to the public.

Alternatively, there was one person who noted that the funding allocations associated with their program were based on recognition that ‘the money’s all coming from the same place anyways’. This was an argument for decreasing administrative burdens by putting all of the transit fare programs in one department.

Along similar lines, some jurisdictions have/are considering a single identification card that would enable people with low incomes to receive a reduced price on a range of programs across the community/region (e.g. transit and recreation facilities).

We are tasked with being a transit agency and a social agency – that’s not fair...

(Transit agency respondent)

What percent of public transit cost should be subsidized by government to make it truly a public service? To have public transportation support peoples’ self reliance and our environmental sustainability?

(Community agency respondent)

Transit should not determine whether people need assistance – somebody else has to do that and to pay for it. At the Region, this is the purview of Social Services.

(Transit agency respondent)

Perspectives on reduced fares: Revenue loss/gain?

Related to the foregoing questions around whether transit is considered to be a business or a public service, there were notable variations in interview responses around the understanding or conception of reduced fares. The essential difference was whether a reduced fare was considered to be a loss or gain in revenue; whether a person paying a lower fare was ‘just another person on the bus’ (i.e. not really costing the system anything extra) or was someone using the service and therefore someone who should pay a fare. Not surprisingly, the different perspectives frequently correlated with who was being interviewed, most generically, that transit staff saw a revenue loss, whereas social agency/organization staff saw ‘just another person on the bus’. This was not always the case, however: The most extreme examples were both from transit staff. One person, talking about putting a reduced pass program in place, said, “We have a general aversion and lack of support

for any kind of discounted rate.” (To be fair, “we” referred to the transit agency – they had no trouble with the idea of *social services* providing such support. [See preceding point.]) At the other extreme, another transit staff, speaking about a pass program, said, “There is no funding [for the program] per se – it’s just that somebody with a pass is allowed to bring children with them.” These differences will have obvious implications for the kinds of programs that are eventually adopted.

Another comparison makes this point more strongly. “We resisted as best we could...” vs. “We try the best we can...” Again both of these comments were from transit staff discussing the possibilities for providing alternative fare structures and other options. Obviously, these indicate different potentials for partnership and collaboration – fortunately for TRIP, the latter is quoted from discussion with staff of the GRT.

Controlling distribution

As noted above, *everybody* is looking for ways to cap spending – either by using a quota system or by controlling distribution through carefully monitored eligibility, application and purchasing procedures. In addition to the benefits and challenges mentioned above, there may be other relevant considerations. For example, who carries the burden of risk in each case, the providers or the patrons? Where allowances are made and not everyone pays the same fare, how can fair decisions be made with regard to why some are excluded and others are not? Responding to such questions is beyond the immediate scope of this research, but they are nonetheless worthy of attention.

Politicians wanted no fuss, no muss; even a suggestion that [the program] be based on an honour system. We wanted some controls; wanted to ensure it wasn't abused.

(Transit agency respondent)

With the passes, some [organizations] keep one at the front desk and let people sign them out for a day; others pass them to patrons for a month.

(Community agency respondent)

Collaboration and the role of NGOs

All of the origin stories related to the transit-pass programs for people with low incomes referred to the role of advocacy groups – in collaboration with responsive government departments – in getting things started. Planned fare increases were mentioned as a frequent motivator. The subsequent degree of involvement of such advocacy groups seems to vary. However, there is often partnership and collaboration between government and NGOs in program delivery, ranging from the small/non-existing role of NGOs in Hamilton to the considerably greater role played by NGOs in the Region of Waterloo. The differences in these roles

It has been a bit of a trick to work with community organizations. They are primarily advocating for low income passes, etc. and do not necessarily understand things from the city/transit perspective. There is potential for such a group to work with you or against you. There is a lot of stick handling to make sure it does not turn adversarial”.

(Transit agency respondent)

There are people who think they are entitled to a pass that might not really need one. [The community organization] helps to take that away from us. With someone asking for 80 tickets – well, for us that’s a drop in the bucket... It would be hard to make appropriate decisions.

(Transit agency respondent)

are related to the preceding point on controlling distribution in that NGOs may be better able to manage the more flexible, honour-based systems. Recognizing the potential for linking roles and capacities demonstrates one of the benefits of applying such collaborative approaches to management and delivery. Without good communication among those involved, this division of roles may also contribute to lack of understanding about the programs and their benefits and challenges. For example, in interviewing staff from both a transit agency and community organization about the same program, transit staff felt that everyone who needed a pass could get one, whereas the person working in the community organization perceived a significantly different reality.

While recognizing the challenges involved in collaboration – especially across sectors – there was general agreement among those involved that collaboration is an important factor in making the programs successful. Programs that can draw on partners’ respective talents and capacities and also address their basic needs may be able to capitalize on core competencies and alleviate core challenges in synergistic ways. This leads to the development and application of better, more effective and efficient programs and supports.

In addition to the collaborative role they play in transit-pass programs, NGOs provide a considerable range and variety of other types of support as evidenced in the preceding sections and in the Appendices. Most of these organizations operate with small budgets and at the limits of their resource capacities. Approaches that offer even modest financial contributions or supports to such organizations may be able to provide substantial assistance directly to people with low incomes that would benefit from different types of assistance.

Economies of scale and ‘bulk-buying’

In many cases, reduced price programs are made possible because of economies of scale: It is cheaper to produce one-more of something, than to produce the first one. In other cases, there is benefit from the guarantees that come with bulk-buying; that the security of having a specified revenue reduces the need to charge a higher cost. Creative adaptation of bulk buying options/economies of scale may provide new approaches. The NECO pass of Boulder is a transit-related example and car-pooling and car-sharing are examples related to other transportation modes.

Passes vs. tickets

A familiar question for any program that offers discount tickets and passes is: What is the appropriate balance between these, given the various advantages/disadvantages of passes and tickets? While it was not a focus of discussions with people managing such programs, it was raised occasionally. The only consistency among responses was to point to the importance of both – and that there is typically not enough of either.

Rural challenges

Respondents raised concerns around affordability of transportation in rural areas, noting in particular the lack of public transit in these areas. As an advantage, however, and likely because of the smaller sizes and closeness of rural communities, approaches for increasing transportation affordability were more informal and tended to be more flexible. For example, one respondent noted that if patrons cannot afford the cost of a specialized transportation service, “we work something out” so the patron could still use the service.

Here in New Hamburg, there is no public transit. I think this applies to most of the rural townships of the Region of Waterloo. Without access to transit, you cannot begin to address the issue of ‘affordability’.

(Community respondent)

Formal vs. informal processes and procedures

As noted with respect to controlling distribution of reduced-price passes and with respect to rural programs, there is considerable variety among the programs and services with regards to their degree of formality and rigour. Finding appropriate balances will, in most circumstances, provide some challenge.

Differences relate to the principles of operation and concerns over the potential for abuse of the systems, but ultimately also to patron experience.

We feel a need to be responsible for the tax payers’ money, so have to have something to determine eligibility. We are in control of entrance process and want to keep it that way.

(Transit agency respondent)

There is a lady in town that takes the older ladies shopping every other week.

(Small community organization respondent)

Program administration

The difficulty in estimating programs costs – especially those related to administration – was noted at the outset of this report. It is important to recognize, however, that these costs are not insignificant. The Working Centre in Kitchener estimates that the time required to take care of their portion of TRIP’s registration process may be as much as a full-time position, although it is distributed unevenly across the year. The community organization that manages the bus ticket/bus pass program in Victoria considered that the work required 20% of a full time staff position. Staff time for managing the “Job Bus” in Niagara Region

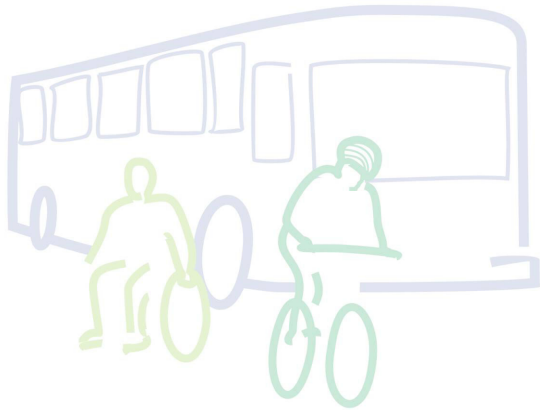
was loosely estimated at 70% of full time. (The coordinator quipped that she never expected to be running a bus company!) In allocating funds for their pilot low income pass program, Hamilton allocated approximately one-fifth of their budget to cover staff costs that might be required if the program was successful. While all of these are approximations, they indicate that administrative costs need to be factored into considerations around program development.

Environmentally friendly/sustainable transportation

As noted a few times in the preceding discussion, options that encourage more environmentally friendly or sustainable transportation alternatives – such as walking, cycling and public transit – are typically more financially affordable for the patrons using them. Public transit and active modes of transportation such as walking and cycling are far more benign to the environment and offer health benefits, given that they are far less polluting and encourage activity. The active transportation-health link must be made cautiously, however. For example, health benefits from cycling are minimized when riding on busy, polluted roadways and inconvenient routes and schedules can cause significant stress and anxiety for those using public transit while also decreasing pollution. Despite these concerns, the correlations suggest that drawing sustainability and affordability considerations together would be mutually beneficial. In this sense, increasing access to affordable options for green transportation may simultaneously provide support for people with low incomes and encourage others to use alternative modes of transportation, leading to decreased externalities from the use of less sustainable modes such as single-occupant cars.

Walking is the only entirely free transportation so making the Region and our municipalities more walkable will increase affordable access for all.

(Community organization respondent)



CLOSING COMMENT

Increasing affordable access to transportation is a way to ensure that people with low incomes are able to participate in and contribute to their communities. Time and again transportation is identified as essential for obtaining and maintaining employment, for accessing services and for enabling participation in diverse events and facets of community life. In areas such as the Region of Waterloo, the dispersed nature of the urban-rural landscape makes transportation especially critical.

The Region has indicated an interest in providing support by continued funding for TRIP (Transit for Reduced Incomes Program) and by listing increased access to affordable transportation options among its strategic objectives. The research reported on here offers a small step towards considering possibilities by illustrating examples of what is being done in the Region of Waterloo as well as what is being done in other communities. The hope and intention is to bring people together to build on and adapt the examples and ideas presented here in creative and strategic ways to develop potential activities, programs and other types of support that would benefit people with low incomes living in the Region of Waterloo.

This report was completed in February 2009. Tentative plans were under development for a collaborative process to involve interested persons and stakeholders and move ahead with discussion and implementation of ideas on increasing affordable access to transportation for people with low incomes. If you have an interest in participating in or learning about the results of this process, please contact either Beth Dempster (beth@civics.ca) of the Civics Research Co-operative or David Dirks, Director of Employment and Income Support, Region of Waterloo (dirksdav@region.waterloo.on.ca).

Additional information on this initiative can be found at: <http://civics.ca/affordabletransportation>

**INVESTIGATING AFFORDABLE TRANSPORTATION OPTIONS
IN THE REGION OF WATERLOO
WITH A FOCUS ON PUBLIC TRANSIT**

APPENDICES



prepared on behalf of the TRIP Committee
and Region of Waterloo
by Beth Dempster (beth@civics.ca)
Civics Research Co-operative
February 2009

These appendices provide supporting information for the report outlining the results of research relevant to considering options for increasing access to affordable transportation in the Region of Waterloo. The research included investigation of programs, activities and other kinds of support that are offered by transit agencies and by other organizations in the Region of Waterloo and elsewhere. These appendices provided summary information from the research, much of which is included in the report. The intent is to provide the information in a different and easily accessible format.

Appendix 1 provides a listing of the discounts, programs, services, etc. that were found in the research. The list includes examples of where/by whom the supports are offered, but does not provide any additional information on the support.

Appendix 2 provides additional details on the information that was gathered from transit agencies. Much of this information is also contained in the text of the report. The appendix lists it in a table format and orders it by location instead of by program. (The latter is the approach taken in the report.)

Appendix 3 provides additional details on the information that was gathered from non-transit agencies, organizations and groups. As with Appendix 2, much of the information is contained in the text of the report. The appendix lists it in a table format and orders it by organization instead of by program. (The latter is the approach taken in the report.)

Appendix 4 lists the funding sources that were mentioned by survey respondents.

Appendix 5 lists the people that expressed an interest in being informed of future possibilities for participation.

APPENDIX 1: A SHORT LIST OF DISCOUNTS, PROGRAMS AND SERVICES

The following tables list the different discounts, programs and services offered by agencies and organizations to assist in making transportation more accessible for people with low incomes. The list is separated into two tables and includes those offered within Waterloo Region as well as some from outside of the Region. Table 1 includes the support provided by transit agencies; Table 2 includes those that are offered by others. Table 1 covers transit in the Region of Waterloo as well as other locations. Table 2 is primarily focused on support provided within the Region of Waterloo. (In addition to the details discussed in the text of the report, there are more details listed in Appendices 2 and 3.)

Table 1. Support for public transit from transit agencies		
<p>This section lists discounts, services and special routes that are offered by transit agencies (some of them in partnership with non-transit/non-government agencies) in the Region of Waterloo and elsewhere. Partnerships include program management shared between government and non-government agencies, funding from social services departments to cover transit subsidies administered by transit agencies and others.</p> <p>This list arises from research into specific locations, in particular some that share characteristics with the Region of Waterloo. It is not exhaustive. In addition, the locations listed in the third column should be considered as examples. Information was gathered through surveys, interviews and online research. Especially in the latter case, it is possible that supports/programs exist but were not identified in the research. Not all programs are well documented or advertised. For example, only Calgary and Gatineau are listed as providing free travel for attendants of people with disabilities, but this support may also be available in other locations that were reviewed.</p>		
Support	GRT	Other transit agencies/locations
Free transit		
people who are blind	✓	most others
veterans	✓	Windsor
children under 5, traveling with fare-paying person	✓	others
free service		Hasselt, Belgium
free mid-day service		Milton
free downtown service		Halifax, Portland, Winnipeg
Reduced price bus passes		
people with low incomes	✓	Calgary, Hamilton, Victoria
seniors	✓	others
people with disabilities, including people who are blind/visually impaired		Durham Region, Ottawa, Portland, St. Catharines, Victoria
students, regular	✓	others
students, through School Board	✓	others
youth		Victoria
adult students (restrictions)	✓	Gatineau
deep discounts for seniors		Calgary, Portland, Victoria
deep discounts for people with disabilities		Victoria
free travel for attendants of people with disabilities		Calgary, Gatineau (CNIB)
discounted passes to agencies (particular agencies, particular uses)		Victoria
corporate/company passes (various discounts to employee/employer, through employer)	✓	Gatineau, Ottawa, Victoria, Winnipeg, Boulder
neighbourhood pass		Boulder

Reduced price bus passes, continued		
U-pass/college pass	✓	most others
discounted student/youth pre-paid pass (6 month)		Victoria
summer-time student pass	✓	London, Windsor
free spring-break for Grade 8 students		Peterborough
weekly pass (7 day or 5 day)		Winnipeg
day/weekend passes (individuals, families)	✓	many others
family passes/program (up to four children with adult on pass)		
complimentary/conference pass	✓	many others
Bus tickets		
free or discounted tickets to agencies (various discounts)	✓	many others
Taxi integration		
discount price for taxi vouchers for people with disabilities	✓	some others
shared-ride taxi service		Hamilton
Special Services and Routes		
specialized services for people with physical disabilities	✓	others
specialized services for people with cognitive disabilities	✓ (pilot)	some others
catered regular route (regular service designed to cater to specific neighbourhood needs, in area with many seniors and people with disabilities)		London
small buses – fixed/flexible routes used in particular residential/ outlying areas	✓	Hamilton, Victoria
commuter “job-bus”		Niagara Region
training and orientation	✓	
website links to other services/programs		Victoria (vanpools, car-share), Laval (cycling, carpooling)

Table 2. Support for public transit and other modes of transportation from non-transit agencies	
<p>The following list of discounts, services and programs are offered by government or non-government agencies that are <i>not</i> public transit agencies. The list includes support related to public transit and to other forms of transportation such as taxi vouchers, car pooling and shared bicycles.</p> <p>This list arises from research into specific locations, in particular some that share characteristics with the Region of Waterloo. It is not exhaustive. In addition, the agencies listed in the second column should be considered as examples. Information was gathered through surveys, interviews and online research. Especially in the latter case, it is possible that supports/programs exist but were not identified in the research.</p>	
Transportation subsidies (government agencies)	
for OW recipients for various expenses, including employment-related, medical and others	RoW, elsewhere
for OW recipients participating in volunteer programs	RoW
for ODSP recipients	RoW, elsewhere
for people with visual impairments	elsewhere
Support related to public transit (government/non-government agencies)	
free/discounted bus tickets to clients and/or volunteers	e.g. The Working Centre, House of Friendship, Community Action Program for Children, Kitchener Downtown Community Health Centre and many others

Support related to public transit (government/non-government agencies), continued	
free/discounted bus pass to clients and/or volunteers (signed-out for single-day, or given for a month)	Victoria
support for public transit through:	
promotion	e.g. Waterloo Region Housing
training/orientation with respect to services	e.g. GRT, KW Reception Centre
coordinating/arranging services	e.g. Senior Day Program, City of Kitchener
Support related to other forms of transportation (government/non-government agencies)	
provision of taxi or gas vouchers or parking tokens for clients and/or volunteers	e.g. Community Action Program for Children
volunteer drivers	e.g. Wilmot Family Resource Centre, Woolwich Community Services Care-Ring Elmira, Kitchener Senior Volunteer Services Inc.
shared rides/car pooling	e.g. carpoolzone.ca, Community Action Program for Children
focused destination vans/buses	Kiwanis Transit
chartered, job-related bus service (cost-shared: employer/employee)	Niagara Region
shared car ownership, including reduced initiation fees	Grand River Car Share
shared bicycle use	Grand River Car Share
support for bicycle repair, inexpensive reconditioned bicycles	Recycle Cycles
Other types of support (government/non-government agencies)	
advocacy	e.g. Pedestrian Charter Steering Committee, Opportunities Waterloo Region
planning that considers transit options	e.g. Waterloo Region Housing
distributed provision of services	e.g. Community Outreach Program
donation of van for special uses	Toyota
provision of funding to organizations/groups that provide assistance with respect to transportation	e.g. United Way

APPENDIX 2. INFORMATION FROM TRANSIT AGENCIES

The following pages provide a summary of findings from the transit agencies that were investigated. An initial list was developed by Gethyn Beniston (Transit Planner, Region of Waterloo) and colleagues to identify communities that are similar in size and character to Waterloo Region. (The list: London, Brampton, Durham Region, Hamilton, Peterborough, St. Catharines, Windsor, Gatineau QC, Halifax NS, Laval QC, Victoria BC, Winnipeg MB.) Other communities were of particular interest because of their programs. Information was gathered from websites, returned questionnaires and/or interviews. There is more detail in some cases than others. Table 1 lists communities in Ontario; Table 2 lists communities outside of Ontario.

This information was used in developing the report, so much of the information is repeated there. The information here includes a few additional details and is organized in alphabetical order by community rather than by program.

Table 1. Transit agencies in Ontario	
Brampton (online)	
other	<ul style="list-style-type: none"> • CNIB ride free, GO Fare Integration
Durham Region (online, interviews)	
Access pass	<ul style="list-style-type: none"> • only ODSP recipients are eligible http://www.durhamregiontransit.com/durham/index.aspx?ArticleID=332&lang=en-CA <ul style="list-style-type: none"> ▪ Discount pass for people who are recipients of ODSP. Requires current statement of ODSP direct deposit or ODSP cheque stub. All members of household listed on ODSP statement can purchase pass. Statement is stamped to indicate purchase. Pass has to be signed on back to be valid. ▪ Passes are available at particular locations only (mostly each of the Head offices, depends on community, for example, can also get them at community centre in Ajax). ▪ program was designed to support people with low incomes, not <i>all</i> people with disabilities, hence use of ODSP; latter also used to prevent discussion around what constitutes a disability ▪ some attention to concerns over stigmatization (e.g. part of reason passes are only available at particular locations); some consideration of using honour system, but wanted more control over distribution of passes • Program has only been going a couple of years. <ul style="list-style-type: none"> ▪ set to match seniors rate: 71% discount (currently \$37); allows use of GO bus as well. ▪ just over 6000 passes sold in 2007; almost \$350,000 • money is allocated to social services, who pay DRT for subsidy; DRT is to compensate social services for admin <ul style="list-style-type: none"> ▪ also noted that allocating \$\$ to social services may make it easier to advocate for provincial funding
other	<ul style="list-style-type: none"> • school board, Upass
Hamilton (online, surveys, interviews)	
Affordable Transit Pass Program	<ul style="list-style-type: none"> • half-price pass for working people with low incomes; program description for potential patrons: http://www.myhamilton.ca/myhamilton/CityandGovernment/HealthandSocialServices/SocialServices/SupportPrograms/AffordableTransitPass.htm • brand new pilot program; scheduled for March 2008 – Feb 2009; with an evaluation planned for end of Sept and recommendations/report in late Oct/Nov <ul style="list-style-type: none"> ▪ Eligibility is limited to those low-income citizens who are employed (no specific hours or income thresholds [i.e. full-time, part-time or casual basis]) living in the City of Hamilton based on LICO. Applications are to be completed and support of income is verified by previous year's income tax assessment as well as 4 weeks of evidence of earnings. Eligibility is determined by a special supports case aid with the Community Services Department's Special Supports Division.

<p><i>Hamilton Affordable Transit Pass Program, continued</i></p>	<ul style="list-style-type: none"> ▪ Eligible applicants receive a 50% reduction on an adult monthly pass (current pass costs \$81.00 so they pay \$39.50). “Since this is a pilot and we want to ensure a non-stigmatizing system (these passes are regular adult monthly passes that do not look any different and they are not asked for id when purchasing), we only have one central downtown location at which the pass can be purchased. Although not ideal geographically, it is the only thing we can do this at this stage without significant software investment.” • \$500,000 from Social Services Initiatives Reserve; no base funding <ul style="list-style-type: none"> ▪ “We have reserved up to \$105,000 for staffing (1 in our special supports division and 1 at the HSR ticket wicket) in case of volume i.e. if we meet our targets, this could impact administratively on the staff assessing eligibility as well as impact customer service at the ticket booth. We have also allocated up to \$25,000 for assistance with communication needs and up to \$25,000 for evaluation if required. If we do not need these funds, they will all be channelled back into subsidies for the passes.” <p>Also see:</p> <ul style="list-style-type: none"> ▪ brochure: http://www.myhamilton.ca/NR/rdonlyres/B325B7CC-99BC-4075-9A64-712F808B05D5/0/ATP_Brochure.pdf ▪ staff reports: http://www.myhamilton.ca/NR/rdonlyres/0228C0FA-C013-4CA1-A0BA-86C67C2A5B2C/0/Mar07PW07031.pdf (2007), http://www.myhamilton.ca/NR/rdonlyres/DF1CC435-3B99-4295-9C4D-C0D4E3E00BF2/0/Mar27PW07031.pdf (2007), http://www.myhamilton.ca/NR/rdonlyres/DC9E881A-EB61-4879-A3A3-0368F5C80F95/0/Nov28PW05125.pdf (2005), ▪ news: http://hamiltontug.com/article/bus_pass_benefits_all/, http://hamiltontug.com/article/city_launches_affordable_transit_pass_program/
<p>Trans-cab</p>	<ul style="list-style-type: none"> • shared-ride taxi service that extends bus route in two areas https://www.myhamilton.ca/myhamilton/CityandGovernment/CityServices/Transit/TransCab.htm
<p>Taxi Scrip</p>	<ul style="list-style-type: none"> • program provides discounted coupons for taxi; persons who cannot ride on regular transit http://www.myhamilton.ca/myhamilton/CityandGovernment/CityServices/Transit/AccessibleTransportationServices/atstaxiscripprogram.htm
<p>Trans-Link</p>	<ul style="list-style-type: none"> • “Route 52A Dundas Local was formerly a fixed-route service. This weekday peak period route has been modified to operate as a combination fixed-flexible service in response to a neighbourhood demand for transit to be less intrusive in the residential neighbourhood it serves. In addition to a change in route operation, the service is provided using a smaller bus, is demand responsive making it ideally suited to the unique demand characteristics and neighbourhood configuration. Customers can obtain a convenient pick-up at their door, by phoning a special number and speaking directly with the bus operator. This service is probably better suited to all day operation in a wider area with several trip generators. A Trans-Cab application would be more appropriate for the neighbourhoods served by Trans-Link.” • (http://www.myhamilton.ca/NR/rdonlyres/DC9E881A-EB61-4879-A3A3-0368F5C80F95/0/Nov28PW05125.pdf 2008.05.01)
<p>other</p>	<ul style="list-style-type: none"> • day pass (can be family), Upass, GO integration, Burlington integration
<p>free transit</p>	<ul style="list-style-type: none"> • Following the direction of council, staff prepared a report exploring free transit and deep discount fare policies, which provides brief summaries of the implications and costs of various options. These include free transit for periods of the day, days of the week, seasons, etc. <ul style="list-style-type: none"> ▪ http://www.myhamilton.ca/NR/rdonlyres/F1F67ABA-1550-4274-BAF4-0FAFAF2B0897/0/Jul08PW08082.pdf
<p>London (online, surveys, interviews)</p>	
<p>Free pass for OW ERE</p>	<ul style="list-style-type: none"> • Ontario Works provides employment relates expenses (ERE) to clients who are actively participating in approved activities (this can be a wide range of supports and services). If approved, they are provided with a free bus pass every month. The cost is shared - 80%/20% - by the province and municipality.
<p>Cherryhill Community bus</p>	<ul style="list-style-type: none"> • an “accessible fixed-route service that connects community origins and destinations, such as seniors homes, community centres, medical centres and shopping malls” http://www.londontransit.ca/Specialized.htm

Cherryhill Community bus, continued	<ul style="list-style-type: none"> • “The Community Bus Program is not provided specifically to any one group, nor is it subsidized in any way that is different from the other routes delivered by London Transit. The only difference in the routes provided under this program, are that they were designed in consultation with the community residents. The routes are set based on the travel patterns of the specific Cherryhill community, which has a large population of seniors and people with disabilities. The routes vary from day to day. While the service routing and timetables were designed with input from this community, the service is available to any member of the public. There are no special fares that apply to these routes; they are consistent with London Transit fares for conventional services.” • “There is no formal review process specifically for the Community Bus routes that is different than other routes, however, we do get constant feedback from the operator simply due to the type of service that it is and the clientele. In terms of the original design of the routes and major changes to the routes we have had drop-in meetings so we could discuss options with the passengers etc.” • “With respect to revenue recovery, these routes are near the bottom of the list in terms of recovery directly through the farebox. While not the worst performers in the system, they would be near the bottom. Also, we do receive third party operating costs from one of the major stores. Third party subsidy used to be more substantial than now, however, we do continue to receive a small amount on a monthly basis.”
other	<ul style="list-style-type: none"> • weekday pass (i.e. Mon-Fri), post-secondary student pass, Upass, summer student pass, CNIB pass, convention pass
Milton (online)	
free transit	<ul style="list-style-type: none"> • pilot program for free transit during mid-day pilot program; program ran for eight months, ending in January 2008 and was subsidized through a sponsorship program <ul style="list-style-type: none"> ▪ press release: http://www.milton.ca/execserv/press_releases08/Final_NR_FareFreeTransit_Feb08.pdf ▪ short report: http://www.milton.ca/execserv/agendas2008/rpts2008/COMS-031-08%20Fare-Free%20Transit%20Program%20-%20Follow-up%20Report.pdf ▪ full report: http://www.milton.ca/execserv/agendas2008/rpts2008/COMS-008-08%20Fare-Free%20Transit%20Pilot%20Project%20-%20Final%20Report.pdf • also free transit during Christmas season <ul style="list-style-type: none"> ▪ http://www.milton.ca/execserv/press_releases07/Media_release_transit_holiday_shuttle_nov-07.pdf
Niagara Region (surveys, interviews)	
the “Job Bus”	<ul style="list-style-type: none"> • A cost sharing arrangement for a charter bus service from local residential centres to hotels in Niagara Falls. Some additional financial support from Innovation Fund, is now being replaced by Regional Funding. Program administered by Opportunities Niagara. • Program has several routes of varying size (10-30 passengers). • Approximate cost to employees: \$6-7/day through payroll deduction • Suitability constraints: <ul style="list-style-type: none"> ▪ Requires situation where multiple people have the same work schedules (i.e. common start/finish time) and live in relatively close proximity (although Job Bus originates at bus terminal to make it easy for people to use public transit to reach it). (Challenge in Niagara Region is inter-municipal transportation, rather than sprawl. Job bus picks people up in Port Colbourne or Welland and transfers them to specific hotels in Niagara Falls – approx 30 min 20 min. rides, respectively.) • Barriers and challenges: <ul style="list-style-type: none"> ▪ Administration – program manager is approximately 70% of full-time ▪ Incentive for employers – “would likely not work if employers were not desperate.” Current low employment rate is key contributor to success of program as an incentive for employers to contribute to employee transportation.

Ottawa (online, interviews)	
Community Pass	<ul style="list-style-type: none"> • \$29 = \$61 discount for ODSP recipients and paraTranspo riders who have low incomes http://www.octranspo.com/accessible/Community_Pass/Community_Pass.htm <ul style="list-style-type: none"> ▪ applicants require proof that they receive ODSP benefits; dependents, spouses are not eligible ▪ Registered Para Transpo users are also entitled to purchase a Community Pass whether or not they receive ODSP Benefits. (http://www.westendlegal.ca/files/Final_WELS_Spring.pdf) • Patron receives a photo ID that looks the same as an adult photo ID, with the exception of a small code number. The number lets sales staff know that the customer is to receive a monthly express pass, this pass is stamped on the back only as a community pass. There is no stigmatization because the pass and the photo are the same as the express pass. Staff at the sales centres do not need to verify it verbally. <ul style="list-style-type: none"> ▪ Each application is entered on a database. Activity can be viewed monthly by name or photo ID number. ▪ ODSP has been asked to assist in checking the database from time to time to identify customer who had turned 65, passed away or who are no longer receiving ODSP ▪ The passes need to be sold at sales centres so that the sale can be recorded and verified. 'We do have one hospital selling the passes and so far it has been successful. I would like to be able to offer the pass at other locations.' ▪ list of places to apply for pass: ODSP office; Royal Ottawa Hospital; Disabled Persons Resource Centre; Bronson Centre; most Community Health Centres; OC Transpo Sales Centre; Contact OC Transpo's (http://www.octranspo.com/accessible/Community_Pass/Community_Pass.htm) ▪ places to purchase pass include some OC Transpo centres and some City client services centres and Royal Ottawa Hospital • There is no line in the budget for this program however the pilot program estimated that the cost would be approx \$750,000 • The program has had 7,500 individuals sign up and approx 4,500 monthly passes sold each month, the community is constantly commenting on how this program has made a difference in the lives of many who, prior to the program, could not afford transit • The program has been more successful than originally thought • Plan to continue with the program. Attempt to offer alternatives to the sales offices to make the pass a bit easier to purchase • It would be nice if ODSP would offer more support at the Provincial level. The Ottawa office has been great but requests like comparing databases and selling passes have all been denied. They have been able to decrease individual travel allowances to correspond with the reduction in the cost of a monthly bus pass!
EcoPass	<ul style="list-style-type: none"> • payroll deduction through employer, 15% discount
Peterborough (online)	
Grade 8 students	<ul style="list-style-type: none"> • free transit passes for March break (2008); collaborative effort from Active & Safe Routes to School Peterborough, Peterborough Transit and local school boards
other	<ul style="list-style-type: none"> • Upass
St. Catharines (online, interviews)	
discount for persons with disabilities	<ul style="list-style-type: none"> • \$15 discount pass (\$65 instead of \$80) for people with disabilities e.g. CNIB, wheel chairs. "Don't really track it." People just have to provide proof when they purchase the pass, which must be purchased at specific locations (e.g. main terminal). • Program is covered by the City. Are getting some funding support for new accessible busses, but not towards fares. People are complimentary about their program (60% accessible throughout routes).
other	<ul style="list-style-type: none"> • family weekend pass, U-pass
Windsor (online)	
other	<ul style="list-style-type: none"> • post secondary, college, summer student passes; Upass proposal; War Veteran pass (free)

Table 2. Transit agencies outside of Ontario

Boulder, Colorado (online)	
EcoPass	<ul style="list-style-type: none"> • “The Eco Pass is an annual bus pass purchased by employers for full-time employees, with an option to exclude part-time employees. With a photo ID card, employees are entitled to unlimited rides on all regular RTD transit services.” • price for the pass depends on the number of employees, availability of transit service to the business location • additional discounts are provided in other circumstances such as when an employer is willing to have an employee register as an Employee Transportation Coordinator • http://joomla.ci.boulder.co.us/index.php?option=com_content&task=view&id=8834&Itemid=3313
NecoPass	<ul style="list-style-type: none"> • a bus pass program especially for neighbourhoods designed on the basis of the EcoPass, but on a geographical neighbourhood basis • price for the pass depends on the fees collected from the neighbourhood through additional property taxes or donations from the neighbourhood • to provide incentives for starting programs, a 50% discount is offered to any neighbourhoods for the first year of their program • http://joomla.ci.boulder.co.us/index.php?option=com_content&task=view&id=8835&Itemid=3002
Calgary (online, interviews)	
Low-Income Monthly Transit Pass	<ul style="list-style-type: none"> • A half-price monthly adult transit pass (currently \$37.50) for residents of Calgary with incomes lower than 75% of the Low-Income Cut Off. Everyone in household over 18 can purchase a discounted pass. • Have put procedures in place to guard against fraud. Application/purchase of passes can only be made at four specific city locations and requires “Notice of Assessment” as proof of income or identification as recipient of AISH (for people with disabilities). (Acknowledge that Notice of Assessment is, effectively, delayed proof.) Applicants name is on the pass and purchases are registered by name to ensure that each applicant only purchases one pass each month. • The program is “unfunded” – with financial and administrative support coming from Calgary Transit. (Was initially allocated to social services department, but changed to increase administrative efficiency.) The transit system’s annual budget is about \$220million, with 55% cost recovery. The low income pass subsidy – approximately \$2 million annually – is covered by a surplus within the 45% budgeted from tax revenue. They have advocated for provincial support, but have not received any (yet). • Transit planners work with local NGO groups and social services – in particular through “Fair Fares”, a multi-sectoral group focused on transit issues. Initial ideas from the latter in about 2004, program has been operational since mid 2005. • Challenges <ul style="list-style-type: none"> ▪ Security of funding: depends on continued budget surplus or provincial support, first of which is not guaranteed, second of which does not seem to be forthcoming. Some arguments for changing Seniors Pass Program (see below) and shifting support to low income program, but not currently considered (politically) viable. • Also see: <ul style="list-style-type: none"> ▪ http://www.calgarytransit.com/html/Passes.html#AISH; ▪ http://www.calgarytransit.com/pdf/ct_low_income_monthly_transit_pass_application_2008.pdf; ▪ http://tamarackcommunity.ca/downloads/vc/CAL_Fair_Fares_Fact_Sheet_May06.pdf (brief history) and http://www.caledoninst.org/Publications/PDF/665ENG%2Epdf (more up-to-date).
Senior Citizen’s Transit Pass	<ul style="list-style-type: none"> • Deeply discounted annual pass of \$35 for seniors or \$15 for seniors with a low income. • Challenges <ul style="list-style-type: none"> ▪ Concerns around equity in relation to low-income pass. (A senior that is a millionaire senior can purchase a bus pass for less than a person with a low income can.) See discussion above. (http://www.calgarytransit.com/html/Passes.html#senyr)
Attendant pass	<ul style="list-style-type: none"> • free travel for attendant accompanying person who requires assistance (who pays regular price) http://www.calgarytransit.com/html/Passes.html#spec

Calgary, continued	
bus tickets	<ul style="list-style-type: none"> • \$100 000 worth of tickets sold annually at a reduced price to social agencies
other	<ul style="list-style-type: none"> • Upass, convention pass
Gatineau (online)	
FIDÉLITÉ Program	<ul style="list-style-type: none"> • annual pass, automatic debits through employer
other	<ul style="list-style-type: none"> • student-over-21, CNIB/attendant
Halifax (online, surveys)	
Fred	<ul style="list-style-type: none"> • Free Rides Everywhere Downtown
Access-a-bus	<ul style="list-style-type: none"> • has four options: 1) permanent, 2) temporary (3 mo), 3) seasonal (winter), and 4) conditional (e.g. travelling alone, regular access for dialysis)
other	<ul style="list-style-type: none"> • Upass
Haslett, Belgium (online)	
free transit	<ul style="list-style-type: none"> • http://www.hasselt.be/index.php?lang=en&rO=1 • discussion article (BC) http://theyee.ca/Views/2007/07/09/NoFares3/ [part of a series on free transit: http://theyee.ca/Series/2007/07/05/NoFares/]
Laval (online)	
• other	<ul style="list-style-type: none"> • website links to "Vélo Québec" and carpooling site
Portland (online)	
Honored Citizen Passes	<ul style="list-style-type: none"> • "Honored Citizen" = senior citizens (65+), people on Medicare or people with mental or physical disabilities; seniors and people with Medicare show respective ID cards; people with disabilities must get application verified by specified agency or by physician • Honored Citizen is eligible for discount fare, less-than-half-price bus pass, priority seating and can have their personal attendant ride free (latter requires application/approval) by showing ID at time fare/pass is paid
Fareless Square	<ul style="list-style-type: none"> • "All trips that begin and end within Fareless Square [downtown area] are free – all day, every day." http://trimet.org/fares/fareless.htm
Victoria (online, surveys, interviews)	
BC Transit Ticket and Bus Pass Assistance Program	<ul style="list-style-type: none"> • Bus passes and tickets available to charitable organizations at a price of two-for-one. Passes and tickets are passed to patrons for free. Some organizations keep pass at front desk and sign out to patrons on a daily basis; others distribute passes for a month at a time. Program is managed by Community Social Planning Council (http://www.communitycouncil.ca/) who vets eligibility of community groups/organizations. (Transit person noted that they look at need and at where people/groups get funding. If they have received (full) funding from e.g. province, will not get discounted ticket/pass. CSPC person primarily said that tickets/passes are allocated on a first come, first served basis, although there are some larger organizations with standing orders.) • Introduced passes in 2005 (ticket program has been in place since around 1997). Interest in passes and in the number of passes available has increased since then. • For month of February, VRT sold \$5800 of tickets/passes, which is half their value, so this was, effectively, a \$5800 subsidy. Annually, the program provides 50,000 tickets and 240 passes (which means organizations paid for 25,000 tickets and 120 passes). • Decision on how many tickets/passes to provide is made by Transit Commission, comprised of elected officials (mayors/councillors) from different municipalities within the region (http://www.bctransit.com/regions/vic/news/commission/default.cfm). • Comparison/transferability <ul style="list-style-type: none"> ▪ Program is similar to the ticket program here, with the following differences: includes passes as well as tickets, both are offered at a price of two-for-one, allocation/distribution is managed by an NGO (with compensation for admin similar to that offered to sales agents), decisions with respect to quotas are made by Transit Commission, reporting is required of participant organizations...

<p><i>BC Transit Ticket and Bus Pass Assistance Program, continued</i></p>	<ul style="list-style-type: none"> ▪ Passes are provided to patrons (for free) on a monthly basis at best and may be held by organizations (i.e. to loan out to individuals) rather than by individual patrons. ▪ As in WR, they have not closely looked at the split between the number of tickets and passes, although feedback points to similar pros/cons with respect to tickets and passes as those discussed here. (And passes are a much newer idea.) • Challenges <ul style="list-style-type: none"> ▪ Groups and organizations that purchase tickets/passes cannot afford to purchase enough to meet the needs of their clients. Same sort of challenge as noted here. • Also see: <ul style="list-style-type: none"> ▪ http://www.qolchallenge.ca/pdf/BCTTAPReport200503.pdf (program report, 2005)
<p>BC Pass</p>	<ul style="list-style-type: none"> • deeply discounted pass (\$45 annually) for seniors and persons with a disability on a restricted income http://www.bctransit.com/regions/vic/fares/bcbuspass.cfm and http://www.eia.gov.bc.ca/programs/other.htm#bp <ul style="list-style-type: none"> ▪ subsidy from provincial funding
<p>Employment agencies as bus pass vendors</p>	<ul style="list-style-type: none"> • agencies get funding from the province for employment related transportation; VRT sells passes to them as they would to other vendors
<p>youth pass</p>	<ul style="list-style-type: none"> • This pass is age-based rather than school/program-based. They used to have student fare/pass, which required a photo-id card for eligible persons. Changing the program, so that eligibility for the reduced rate was based solely on age, took away a big part of the cost, for example of producing the photo-id cards and administration associated with the pass. Now, drivers just ask for proof of age (e.g. government id card) if they think a patron is using the wrong fare.
<p>propass</p>	<ul style="list-style-type: none"> • automatic monthly deductions through employers; employees sign a one year commitment • use “GFI” pass (which can be swiped), so patrons do not have to buy monthly passes, but just keep using same pass as long as they are employees and the payment will just keep coming off their pay check. Is a photo-id, so cannot be used by others. • Current price of a regular pass is \$73.25; a propass is \$62.87, so the discount is about 15%. The discount more or less accounts for weekends and holidays, so pass-holders basically get to ride transit on weekends/holidays for free. • There is a lot of interest in this program – which is growing – especially from companies in the downtown areas where parking is more expensive. In some cases, employees have suggested the idea; in other cases, companies with limited parking have initiated it. Some companies will pitch in part of the cost – some pay as much as 100% some pay \$10/month, some pay nothing. There is a bit of a risk to the company as they are on the hook for the cost of the pass if transit is not notified of an employee leaving the company.
<p>Family Travel Program</p>	<ul style="list-style-type: none"> • Up to four youth up to the age of 12 can travel with one adult over the age of 19 when the adult is using any pass (but not when paying cash fare or using tickets). Used to be for two people, increased it to four.
<p>Recreation Centre Program</p>	<ul style="list-style-type: none"> • people can redeem previous month's bus pass for free admission to some recreation centres, fitness classes, etc. The expectation is that this program will decrease in interest. Now that passes are tax-deductible, people will need to keep their old passes to obtain tax deduction.
<p>Taxi Saver Coupons</p>	<ul style="list-style-type: none"> • people are allowed to buy \$80 worth of vouchers for \$40 each month. If they don't use their vouchers in the month purchased, they become void. Only those with a disability – i.e. those registered with the HandiDart program – qualify. This program is subsidized through municipal gas tax and property taxes.
<p>Community Shuttle Busses</p>	<ul style="list-style-type: none"> • small buses (more like a HandyDart size) used in smaller, outlying residential areas (e.g. areas in Sooke, Brentwood Bay) that travel regular routes, picking people up and taking them to central locations, where they connect with regular busses. • program is working well, so expansions have begun
<p>other</p>	<ul style="list-style-type: none"> • college/Upass, youth (not necess student) • link to vanpools, Victoria car-share on website

Winnipeg (online)	
“DowntownSpirit”	<ul style="list-style-type: none"> • free transit downtown every day of the week – three routes, two are mid-day (11am-3:30/5:30), the third runs 7am-7pm but not at all on Sunday (http://winnipegtransit.com/downtownspirit.jsp) http://myride.winnipegtransit.com/public_content/pdfs/downtownspirit/DTSpiritMapNov07.pdf • The Forks North Portage Partnership and the Downtown Winnipeg BIZ provide contributions toward the cost of operating the service, with Winnipeg Transit picking up the remainder of the cost. (
Max5 and Superpass	<ul style="list-style-type: none"> • Mon-Fri and Mon-Sun i.e. pass-for-a-week
EcoPass	<ul style="list-style-type: none"> • discounted pass for employees, made available through participating companies <ul style="list-style-type: none"> ▪ employers and employees share the cost of the monthly pass, and the split can cover a range (e.g. 10%-90%, 50%-50%, 100%-0%); WT provides a rebate to the company, which varies according to the percentage the employee pays (i.e. it gets higher the more the employer contributes. For example, if the employer is offering a 75% discount at the current prices, the employee pays \$17.80, WT gives a rebate of \$13.55, so the employer pays \$39.90. With a 10% discount, the employee pays \$64.15, the rebate is only \$1.40, so the employer pays 5.70.) In effect, the employer is acting as a sales agent and consequently gets a discount. http://winnipegtransit.com/pdfs/ecopass06.pdf (‘sales’ brochure), http://winnipegtransit.com/ecopass.jsp ▪ info emphasizes savings to employers (especially as an alternative to dealing with parking challenges, such as limited availability, safety/vandalism); also draws attention to reducing environmental costs ▪ WT offers to “conduct a free, no obligation employee survey” to determine feasibility

APPENDIX 3. LIST OF NON-TRANSIT SUPPORTS MENTIONED IN RESPONSES

The following table lists the programs, activities and other types of support that were identified through surveys. It is separated into those in Waterloo Region (sorted by organizational/agency type) and those from elsewhere (sorted by location). Transit programs from elsewhere are listed above in Appendix 2.

Waterloo Region			
organization	type of support provided	funding source	notes
Region of Waterloo (government)			
Transit for Reduced Income Program (TRIP)	<ul style="list-style-type: none"> reduced bus pass for people with low income 	<ul style="list-style-type: none"> Region of Waterloo administration from RoW, The Working Centre, Lutherwood 	<ul style="list-style-type: none"> collaboratively managed by government and non-government agencies
Income and Employment Support	<ul style="list-style-type: none"> bus tickets to attend appointment within the Ontario Works office and Region employment programs transportation funds for verified medical appointments 	<ul style="list-style-type: none"> Region of Waterloo 	
Income and Employment Support, Community Participation program	<ul style="list-style-type: none"> participating individuals receive funds to purchase a bus pass 	<ul style="list-style-type: none"> Region of Waterloo 	
Family and Community Resources, Healthy Babies Healthy Children Program	<ul style="list-style-type: none"> bus tickets for clients; taxi vouchers for clients (when not accessible by bus) 	<ul style="list-style-type: none"> Ministry of Children and Youth Services (for program materials) 	
Community Outreach Program	<ul style="list-style-type: none"> bus tickets to clients; gas vouchers to clients; provide funding (Basic Needs Fund); support to promote car pooling 	<ul style="list-style-type: none"> Region of Waterloo, National Child Benefit Investment Fund; NCB Reinvestment Fund to GR Carshare (2005) 	<ul style="list-style-type: none"> Community Outreach Program is a partnership program between Regional Social Services and 14 Sponsoring community organizations.
Waterloo Region Housing	<ul style="list-style-type: none"> promote transit 	<ul style="list-style-type: none"> Region of Waterloo 	<ul style="list-style-type: none"> future community housing may be built on Public Transit routes
Municipalities			
Kitchener, Senior Day/Peer Helping Program	<ul style="list-style-type: none"> support (to families; to RoW Outreach Workers who provide transit support); provide programs/services at community centres throughout community 		
Kitchener, Community Services Department	<ul style="list-style-type: none"> support clients (coordinate services); 8 passenger van (KSVSInc) and volunteers (\$2 fee unless patron cannot afford it) 		<ul style="list-style-type: none"> Ongoing communication is necessary with the Region as our research indicates that transportation is a barrier to the participation of recreation and leisure activities.

Municipalities, continued			
Waterloo, Home Support Services	<ul style="list-style-type: none"> • transportation by volunteers 	<ul style="list-style-type: none"> • volunteers, • Waterloo Wellington Local Health Integration Network • City of Waterloo 	
Waterloo, Volunteer Transportation Program	<ul style="list-style-type: none"> • transportation by volunteers 	<ul style="list-style-type: none"> • volunteers, • Waterloo Wellington Local Health Integration Network • City of Waterloo 	
Non-Government Agencies			
Community Action Program for Children	<ul style="list-style-type: none"> • bus tickets to clients • occasional taxi vouchers or gas vouchers to clients (especially Wellesley, Woolwich); • citizen's occasionally offer rides for programs, medical appointments 	<ul style="list-style-type: none"> • Public Health Agency of Canada 	<ul style="list-style-type: none"> • We are continuously looking for new partnerships and additional funding for transportation subsidy especially in the rural areas. • Do you foresee any Public Transportation being built in the rural Townships of Waterloo Region?
Cambridge Family Early Years Centre	<ul style="list-style-type: none"> • bus tickets to clients; • taxi service to clients 	<ul style="list-style-type: none"> • Government of Ontario, Region of Waterloo Social Services, CAPC • (Tickets are a small part of the funding) 	<ul style="list-style-type: none"> • We partner with about 40 different agencies and are open for more. • We are hoping for more funding from the Government of Ontario. • We try to include transportation fees in our program costs that we charge to our partners.
KW Reception Centre	<ul style="list-style-type: none"> • public transit training/orientation; • support services to Govt Assisted Refugees 	<ul style="list-style-type: none"> • Resettlement Assistance Program (federal) provides transportation allowance to GAR 	<ul style="list-style-type: none"> • insufficient funding • GRT partnering with KW Reception Centre and Citizenship & Immigration. CIC contributing directly to GRT TRIP program would ensure GARs could take advantage of this which would enable them to access social/settlement services more readily. GAR children should also be eligible for reduced bus fares to attend school. • Mobility Plus fares for our clients are prohibitively expensive. Also, children (age 0+) accompanying a disabled parent are charged full fare. Difficult to book these services due to language barriers. More information should be made available to social service agencies about what subsidies/ programs are available in the community.
Wilmot Family Resource Centre	<ul style="list-style-type: none"> • volunteer drivers (provided by local church); • some taxi service 	<ul style="list-style-type: none"> • NCB and Agency (donations, fundraising) 	<ul style="list-style-type: none"> • public transportation is not available in Wilmot

<i>Non-Government Agencies, continued</i>			
Woolwich Community Health Centre	<ul style="list-style-type: none"> • provide bus transportation for people attending programs, partner with community agencies to arrange transportation to appointments, Hospice volunteers provide transportation to appointments 	<ul style="list-style-type: none"> • Public Health Agency of Canada • volunteers 	<ul style="list-style-type: none"> • There is no public transportation in our health centre catchment area of Woolwich, Wellesley and Wilmot Townships. • How does the lack of affordable transportation in the rural townships impact the lifestyles/quality of life of rural residents?
Kitchener Downtown Community Health Centre	<ul style="list-style-type: none"> • bus tickets to clients/volunteers; • occasionally taxis for clients/volunteers 	<ul style="list-style-type: none"> • Ministry of Health and Long Term Care, through the Waterloo-Wellington Local Integrated Health Network 	
Community Support Connection	<ul style="list-style-type: none"> • volunteer transportation for seniors 		
Self Help Alliance	<ul style="list-style-type: none"> • some bus subsidies for clients • advocacy 	<ul style="list-style-type: none"> • Ministry of Health, United Way 	
Opportunities Waterloo Region			<ul style="list-style-type: none"> • Opportunities Waterloo Region was considering an initiative that would accomplish the affordable transportation goal under its Regional poverty reduction strategy (yet to be planned). We are beginning to research other initiatives just to see what might be accomplished locally. • planning and implementation would hinge on what developed from the planning of a regional poverty reduction strategy.
Grand River CarShare	<ul style="list-style-type: none"> • shared car ownership 	<ul style="list-style-type: none"> • memberships fees; • others include Region of Waterloo, City of Kitchener, City of Waterloo, Trillium, United Way KW, National Child Benefit Program, Transport Canada and others 	<ul style="list-style-type: none"> • had funding to investigate the idea of a Transportation Bank - "an interest-free loan program to make the initial membership loan affordable to low-income earners"
Recycle Cycles	<ul style="list-style-type: none"> • provides access to inexpensive refurbished bicycles • provides tools, supplies, expertise to help people repair their own bicycles 	<ul style="list-style-type: none"> • volunteers 	
Moving Forward Together Neighbourhood Demonstration Project	<ul style="list-style-type: none"> • increase in the bus tickets <i>will</i> occur • transportation access identified as a major issue facing families with low incomes in participatory sessions - related strategies likely to be forthcoming... 	<ul style="list-style-type: none"> • United Way – Cambridge • RoW (Basic Needs Fund) 	<ul style="list-style-type: none"> • collaborative of: Community Outreach Program, Christopher-Champlain and Preston Heights Neighbourhood associations, Opportunities Waterloo Region

Businesses			
Toyota	<ul style="list-style-type: none"> • van donated to RoW for programs 		
Funding Organizations			
Kitchener and Waterloo Community Foundation	<ul style="list-style-type: none"> • funding provider 		
United Way - Cambridge	<ul style="list-style-type: none"> • provide funding to programs, some of which assist people with low incomes in accessing transportation 		
Community Groups/Other			
Pedestrian Charter Steering Committee	<ul style="list-style-type: none"> • advocacy 		
New Hamburg resident			<ul style="list-style-type: none"> • "Here in New Hamburg, there is no public transit. I think this applies to most of the rural townships of the Region of Waterloo. Without access to transit, you cannot begin to address the issue of 'affordability'."

Other locations (alphabetical order)			
organization	type of support provided	funding source	notes
Ayr			
Neighbours Helping Neighbours	<ul style="list-style-type: none"> • support services to community 	<ul style="list-style-type: none"> • donations 	
Meals on wheels	<ul style="list-style-type: none"> • bus from Fairview home coming to Ayr one Monday a month to take seniors to shopping 		
Pater program	<ul style="list-style-type: none"> • picks up people to go shopping 		
community volunteers	<ul style="list-style-type: none"> • There is a lady in town that takes the older ladies shopping every other week. 		
Guelph			
Guelph Community Health Centre	<ul style="list-style-type: none"> • bus tickets to clients, patients, volunteers • taxi vouchers to clients, patients, volunteers • parking tokens to clients, patients, volunteers 	<ul style="list-style-type: none"> • Ministry of Health/LHIN 	
United Way of Guelph and Wellington	<ul style="list-style-type: none"> • provide funding to agencies for bus tickets 		

Hamilton			
City of Hamilton, Community Services Department	<ul style="list-style-type: none"> Affordable Transit Pass Program (pilot) - Monthly bus pass program targeted to working poor i.e. working low-income. OW/ODSP not eligible for the pilot taxi script program for seniors/disabled but not based on income 	<ul style="list-style-type: none"> Social Services Initiatives Reserve (City of Hamilton) no base funding 	<ul style="list-style-type: none"> We just have a pilot right now. We will be bringing a report in the fall aligned with our budget cycle and will need to find more dollars. Are you making any distinction between those in receipt of social assistance as opposed to working poor? Although we would like to expand, our initial calculations put the cost in the millions. Also, there seems to be a push for free transit here locally that would not only benefit low-income, but others as well. Also, how do you balance the need for increased transit revenue/low cost to low-income?
London			
Community Services Department	<ul style="list-style-type: none"> subsidies for seniors, people who are blind 	<ul style="list-style-type: none"> municipality 	
Community Services Department	<ul style="list-style-type: none"> free bus pass to OW recipients actively pursuing employment 	<ul style="list-style-type: none"> Province, municipality 	
Mitchell			
Mitchell and Area: Community Outreach and Mobility Bus	<ul style="list-style-type: none"> offer specialized mobility bus service and will "work something out" for patrons who cannot afford full rate 	<ul style="list-style-type: none"> client fees, service club donations, municipal grant, gas tax rebate funding, LHIN funding, fundraising activities and donations from the public. 	<ul style="list-style-type: none"> Since we provide a specialized transportation service, the service itself and the trips are already heavily subsidized so we can offer the lowest most affordable price to the passenger.
Niagara Region			
Opportunities Niagara	<ul style="list-style-type: none"> inter-municipal bus to hotel employment site in Niagara Falls (for people previously receiving social assistance/EI) 		

APPENDIX 4. FUNDING SOURCES

The following is a list of funding sources that were mentioned by respondents, including government and non-government sources.

government sources
<ul style="list-style-type: none">▪ all levels of government – federal, provincial, regional, municipal▪ Public Health Agency of Canada▪ Community Action Program for Children (federal)▪ Resettlement Assistance Program (federal)▪ National Child Benefit (federal-provincial)▪ Ministry of Children and Youth Services (provincial)▪ Ministry of Health (provincial)▪ Waterloo Wellington Local Health Integration Network (provincial)▪ gas tax
non-government sources
<ul style="list-style-type: none">▪ United Way▪ third-party agreements▪ employers▪ memberships fees▪ donations, private and corporate

APPENDIX 5. PEOPLE INTERESTED IN ADDITIONAL PARTICIPATION

There were a number of people who replied positively to the survey question asking if they would like to be informed about opportunities for future participation.

Kris Cummings	United Way - Cambridge
Linda Kohler	Program Coordinator, Woolwich Community Health Centre
Nancy Kyle	Community Action Program for Children
Mary MacKeigan	Opportunities Waterloo Region
Christina Mills	Pedestrian Charter Steering Committee
Peggy Nickels	Kitchener Downtown Community Health Centre
Lori Palubeski	City of Kitchener, Community Services Department
Paul Reeve	Self Help Alliance
Trisha Robinson	Wilmot Family Resource Centre
Noreen Steinacher	Community Outreach Program
Dave Steffler	Grand River Car Share
Carmen Bian	City of Hamilton, Community Services Department

