

**CALGARY TRANSIT
&
VIBRANT COMMUNITIES CALGARY**

**LOW INCOME TRANSIT PASS
OUTCOMES SURVEY**

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OUTCOMES SURVEY**

Submitted to

**Calgary Transit
Vibrant Communities Calgary**

By

HarGroup Management Consultants, Inc.

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Table of Contents

EXECUTIVE SUMMARY	i
1.0 INTRODUCTION	1
1.1 Survey Specifications	1
1.2 Reporting	2
2.0 RESPONDENT PROFILE	3
3.0 LOW INCOME TRANSIT PASS OUTCOMES AND BENEFITS	5
4.0 LOW INCOME TRANSIT PASS USE	8
5.0 MODES OF TRANSPORTATION	12
5.0 CONCLUDING REMARKS	14

Appendices

EXECUTIVE SUMMARY

Calgary Transit provides a Low Income Transit Pass Program that enables low income Calgarians to access a monthly Transit pass at a reduced rate. Calgary Transit and Vibrant Communities Calgary surveyed passholders to assess benefits and outcomes of the Pass. HarGroup Management Consultants, Inc. was engaged to conduct the survey

KEY FINDINGS

- Almost all respondents stated that the Pass was useful (99%) and their lives were better when they had the Pass (97%).
- The Pass was perceived as benefiting its users by providing greater access to a better quality of life through improving personal finances (55%) and increasing mobility (35%).
- Respondents stated that not being able to obtain the Pass would negatively impact their lives in terms of worsening their personal finances (48%) or decreasing their mobility (33%).
- Nearly two-thirds of those surveyed (57%) had purchased a Pass for each of the twelve months prior to being interviewed. The average number of Passes purchased by respondents was 9.4.
- The most common reason for not purchasing twelve Passes was not needing one every month (38%).
- Frequency of Transit use increased substantially after having the Pass. Before having the Pass, average Transit use was 8.0 times per week, which is slightly below the average weekly use among Transit customers (8.5 times per week in 2006). While having the Pass, average use was 11.8 times per week.
- The survey data suggest that using Transit for trips such as going to social/recreation/cultural (by 18%) and volunteering activities(17%), doctor/dentist appointments (11%), work (10%), shop for groceries (10%), shop for other items (8%), attend religious meetings or services (7%), attend school/training (6%) and visit friends and family (3%) increased when they had the Pass.
- Transit is an important mode of transportation for passholders (75% used Transit as a primary method of transportation before they had the Pass and 78% after they had the Pass). Indeed, half of passholders (50%) do not use other forms of transportation suggesting that Transit is a necessity to them for mobility within Calgary.

1.0 INTRODUCTION

Calgary Transit implemented a Low Income Transit Pass Program in August 2005, which enables low income Calgarians in access a monthly Transit pass at a reduced rate. Calgary Transit and Vibrant Communities Calgary commissioned a survey of passholders to identify how the pass might be helping to improve their lives in terms of accessibility and mobility. The findings will be used to understand the benefits and outcomes that result from the Low Income Transit Pass Program. HarGroup Management Consultants, Inc. (HarGroup) was engaged to conduct the survey and prepare this report of the survey findings.

The Low Income Monthly Transit Pass is available to Calgarians whose household income is lower than 75% of the Low Income Cut Off set by the federal government. Approximately 11,000 Calgarians have taken advantage of the Low Income Monthly Transit Pass since it was established.

The Calgary Transit Low Income Transit Pass Program has been approved by City Council until December 2007.

The survey examined potential benefits and outcomes that result from passholders participating in the Program. The objectives of the survey were:

- To determine frequency of use of public transit among passholders;
- To examine the reasons public transit is used; and
- To identify benefits or outcomes of participating in the Program.

Previous research conducted by Calgary Transit with the targeted population in the development of the Low Income Transit Pass Program was helpful in designing and developing the survey. This research has been referenced in the report and comparative analysis provided to further understand outcomes and benefits of the Low Income Transit Pass.

1.1 Survey Specifications

HarGroup designed a questionnaire for the survey using the objectives above and information provided by Calgary Transit and Vibrant Communities Calgary. The survey questionnaire was pre-tested in field conditions prior to full implementation of the survey and a copy can be found in Appendix A.

To participate in the survey, respondents had to have applied for the Low Income Transit Pass Program prior to February 2007 and have purchased at least one pass between June 2006 and May 2007.

Calgary Transit provided a database of Low Income Transit Pass Program users from which to draw a sample of which 1,598 participants were randomly drawn. A total of 401 interviews were conducted by telephone from the sample.¹ A sample size of 401, based on the estimated population of low-income Calgaryans having accessed the Low Income Transit Pass Program between August 2005 and February 2007 (approximately 11,000), yields an estimated margin of error of $\pm 4.9\%$ within a 95% confidence interval. Expressed differently, if the survey were to be conducted within the same population again, in 19 surveys out of 20 the results would likely remain within $\pm 4.9\%$ of the results presented in this report.

The Low Income Transit Pass Program Survey was conducted in June 2007.

1.2 Reporting

The remaining sections of the report present the results of the Low Income Transit Pass Program Outcome Survey. Basic frequencies of survey question results are presented in the report. However, various statistical procedures have also been used within the analyses to assess significance of contrasting responses or perceptions of respondents. These analyses provide additional insight into the data and allow for a greater degree of certainty in statements of inference.

Calgary Transit also conducts an annual telephone survey of the general public with customers in Calgary. To aid with analyses, some data have been included from the 2006 Customer Satisfaction Survey, which are referred to as “2006 Annual Survey”.

When examining survey data presented throughout the report it should be kept in mind that the totals presented in the tables and figures may not add to 100% due to rounding of frequencies.

¹ See Appendix C for call results.

2.0 RESPONDENT PROFILE

Data presented in Table 2.1 provide a profile of Low Income Transit Pass Program survey respondents. Also presented are comparative data for the Calgary population. Examination of these data reveals distinctive characteristics among respondents:

- Respondents were most likely to have been between the ages of 35 and 44 (32%).
- Gender was representative of program participants in accordance with information supplied by Calgary Transit. As such, females comprised slightly more of the sample than did males.
- Respondents were most likely to reside in the inner city (23%) and established (50%) communities.
- Almost half of respondents (47%) had children residing in the home (couple with children living in the home - 34% and single parent household - 13%). It may also be worth noting that, in terms of household composition, female respondents were significantly more likely than their male counterparts to helm a single parent household.²
- Most (71%) of those surveyed were on some form of income support such as Assured Income for the Severely Handicapped (AISH).

It should be noted that Calgary Transit offers a Senior's Transit Pass which provides unlimited access to Calgary Transit services to all seniors aged 65 and over for a reduced rate of \$35.00 a year or \$15.00 a year, income depending. As seniors have an alternative pass program available to them, they were removed from the 2006 Civic Census data and the age categories were recalculated without them for purposes of this report. However, it should be noted that 3% of those surveyed were seniors. Approximately half of these turned 65 in the period that was examined in the survey (e.g. June 2006 to May 2007); however the other half had been seniors for some time suggesting that some in this age group are still opting for the Low Income Transit Pass.

² See Appendix B

**Low Income Transit Pass Outcomes Survey
Vibrant Communities Calgary and Calgary Transit**

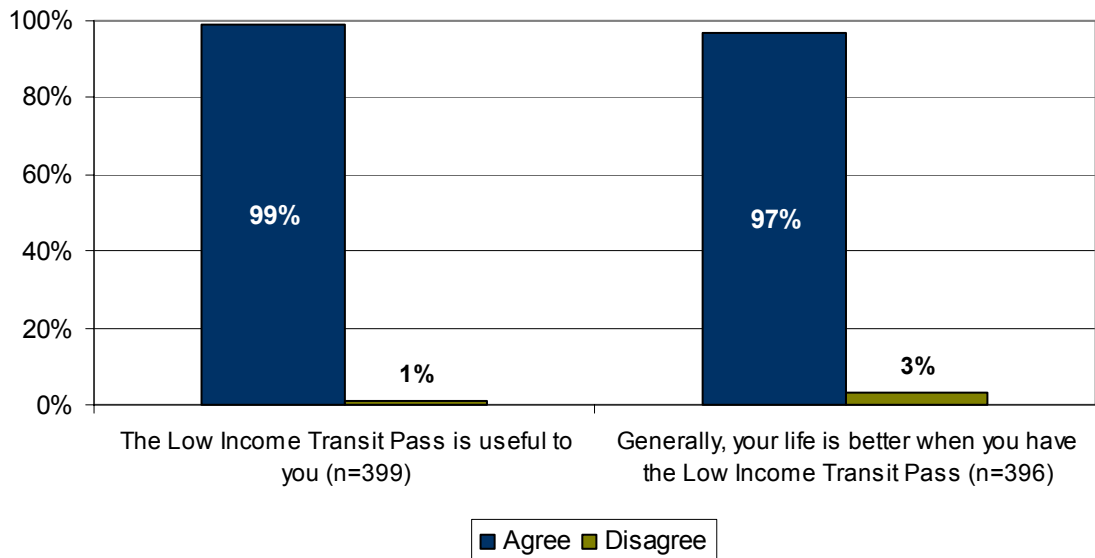
Table 2.1: Respondent Profile			
Characteristics	Descriptors	% of 2007 Survey Respondents	2006 Civic Census
Age	(n=)	(388)	(n/a)
	18 to 24	13	15
	25 to 34	20	24
	35 to 44	32	26
	45 to 54	20	23
	55 to 64	12	13
	65 +	3	n/a
	Total	100	100
Gender	(n=)	(401)	(n/a)
	Male	44	50
	Female	56	50
	Total	100	100
Location of Residence	(n=)	(380)	(n/a)
	Inner City	23	14
	Established	50	46
	New	28	40
Family Composition	(n=)	(397)	
	Couple w/ children living at home	34	
	Couple w/o children living at home	6	
	Single parent household	13	
	Living alone	16	
	Living with roommates	15	
	Living with extended family	15	
	Group Home	1	
	Supported Living	1	
	Total	100	
Receive Income Support	(n=)	(391)	
	Yes	71	
	No	29	
Types of Income Support Receive	(n=)	(400)	
	Other government (n=378)	20	
	Assured Income for the Severely Handicapped (n=383)	40	
	Alberta Works (n=378)	15	
	Employment Insurance (n=382)	6	
	Student Finance Board (n=385)	12	
Band Funding (n=380)	3		

3.0 LOW INCOME TRANSIT PASS OUTCOMES AND BENEFITS

This section of the report examines the perceived outcomes and benefits of the Low Income Transit Pass among those who access the Program.

Overall, the survey findings suggest that the Pass facilitates access to a better quality of life among passholders. Indeed, Figure 3.1 shows perceived outcomes of the Pass on passholders and almost all of those surveyed suggested the Pass is useful to them (99%) and helps improve their lives (97% state their life is better with the Pass 97%).

Figure 3.1: Perceived Outcomes



The overall benefits of the Pass typically focus on improving the financial situation and mobility of passholders (Table 3.1). For instance, more than half (55%) of responses to an unaided question about perceived Pass benefits related to the positive affect it has on personal finances with many respondents citing that it aids them in saving money or enables them to spend their money on other things (43%) and makes travel more affordable (11%). Further, the Pass was generally thought to increase individual mobility (35%) such as enabling passholders to get out more often to socialize (11%) and helping them get to school or work (8%).

**Low Income Transit Pass Outcomes Survey
Vibrant Communities Calgary and Calgary Transit**

Table 3.1: Perceived Benefits of the Low Income Transit Pass - Unaided (n=391)			
Categories	% of Responses	Responses	% of Responses
Personal Finances	55	Aids in saving money/gives them money for other things	43
		Cheaper to travel	11
		Able to afford a bus pass	1
Mobility	35	Increased mobility/independence	14
		Able to get out more often/socialize	11
		Helps me get to school/work	8
		Increased travel opportunities	2
		Increased opportunity to access daycare	<1
General	8	It helps a lot in general	8
Reduced stress	5	Reduced stress/inconvenience	5
Has not helped	2	Hasn't helped/Hasn't helped as much as I need	2
Total	100	Total	100

Note: Totals exceed 100% due to rounding

When probed further about specific benefits, respondents indicated that the Pass assisting them financially, allowing them to allocate their money elsewhere or save it (90% - Table 3.2). Further, at least two-thirds of respondents stated that the Low Income Transit Pass improved their mobility by enabling them to socialize with family and friends more frequently (62%) and attend medical appointments (60%).

Table 3.2: Perceived Benefits of the Low Income Transit Pass - Aided			
Statements	% of Respondents		
	Agree	Disagree	Total
You have more money to buy things or save when you have the Low Income Transit Pass (n=396)	90	10	100
You visit family and friends more often when you have the Low Income Transit Pass (n=396)	62	38	100
You go to medical appointments in Calgary more often when you have the Low Income Transit Pass (n=387)	60	40	100
You were able to keep a job because you had the Low Income Transit Pass (n=391)	59	41	100
You take more training/educational classes when you have the Low Income Transit Pass (n=388)	55	45	100
You found employment (or better employment) when you had the Low Income Transit Pass (n=382)	49	51	100
You volunteer more often when you have the Low Income Transit Pass (n=389)	48	52	100

Other benefits acknowledged by most respondents included being able to keep a job (59%) and take more training or education classes (55%). Almost half of respondents agreed that they found employment or at least better employment when having the Pass (49%) and they were able to volunteer more often (48%).

**Low Income Transit Pass Outcomes Survey
Vibrant Communities Calgary and Calgary Transit**

Not having the Low Income Transit Pass available for their use would undermine the perceived benefits identified above, specifically by negatively affecting passholders' personal finances (48%) and mobility (33% - Table 3.3).

Table 3.3: Perceived Impact of Pass not Being Available (n=379)			
Categories	% of Responses	Responses	% of Responses
Personal Finances	48	Increased expenses/financial hardship	19
		Could not afford a bus pass/difficult to afford	13
		Have no choice/Have to buy regular pass/pay more	8
		Have no money for other things/less money/couldn't save money	8
Mobility	33	Could not get out as often for groceries/travel/socialization	14
		Lose independence/housebound/decreased mobility	11
		Could not get to work/school	6
		Have to cancel appointments	2
General	8	Would cause much hardship in general/devastating	8
No Effect	5	Wouldn't affect me much/I would be fine	5
Increased Stress	4	Increased stress/inconvenience	4
Other Transportation	3	Have to find other means of transportation	3
Total	100	Total	100
Note: Totals exceed 100% due to rounding			

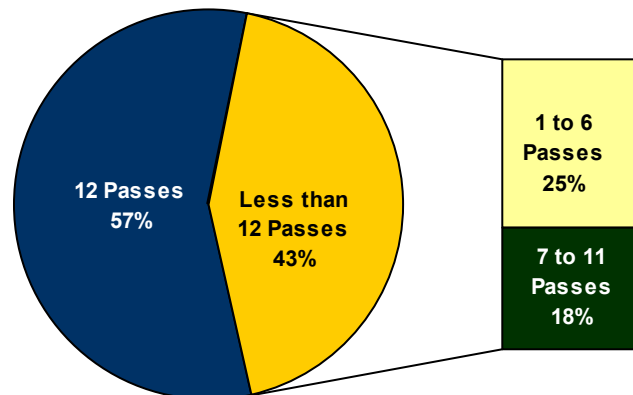
4.0 LOW INCOME TRANSIT PASS USE

The preceding section considered outcomes and benefits of the Low Income Transit Pass and revealed that the pass is perceived to improve the quality of life accessed by passholders, particularly enhancing their personal finances and mobility. This section of the report examines passholders' use of the Low Income Transit Pass. The findings presented in this section serve as further evidence that the Low Income Transit Pass benefits those who access it.

Pass Purchases

Data presented in Figure 4.1 reflect the number of passes purchased by respondents within the twelve month period prior to being interviewed. As can be seen, nearly two-thirds of those surveyed (57%) purchased a Pass for each month. Of those who purchased fewer than twelve passes, most purchased between one to six passes. A further breakdown of the number of passes purchased is presented in Appendix B. Nonetheless, the average number of Passes purchased among respondents was 9.4.³

Figure 4.1: Number of Low Income Transit Passes Purchased in Past 12 Months (n=397)



Those indicating that they had not purchased a Pass every month for the past twelve months were queried as to why they had not. Not having a need for the Pass each month (38%) was the most common reason cited. Considerably fewer respondents mentioned a lack of awareness (14%), and the use of other modes of transport (10%).

³ It is worth noting that this average is consistent with initial forecasts for the Low Income Transit Pass purchases (9 times a year - Calgary Transit 2005 Discounted Fare Survey).

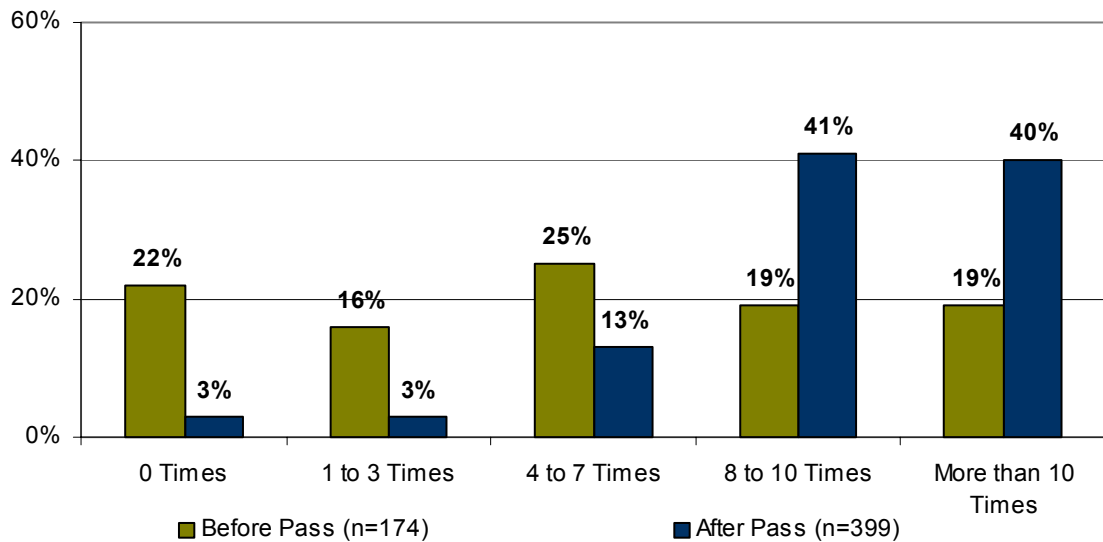
Table 4.1: Reasons for not Purchasing Low Income Transit Pass Every Month in the Past 12 Months	
Reasons	% of Responses (n=170)
Some months I did not need it	38
Until I bought one, I did not know it was available	14
I used other transportation methods (car, catch a ride, etc.)	10
The Low Income Transit Pass was too expensive	4
<i>Other reasons for not purchasing every month⁴</i>	35
<small>This table represents a multiple response question. Totals will exceed 100%.</small>	

Taking into consideration those respondents who were not aware of the Pass for some of the applicable twelve month period, the average number of Passes purchased was 9.7, which may help future planning of the Low Income Transit Pass Program.

Transit Use Before and After Having the Pass

Frequency of Transit use increased substantially among respondents after they obtained the Pass. Figure 4.2 presents data that reveal most passholders used Transit less than 8 times per week before having the pass (63%) and used it 8 or more times after obtaining the Pass (81%). These data further support the assertion that the Pass provides further access to a better quality of life by increasing the mobility of those who use it.

Figure 4.2: Weekly Transit Use⁵



⁴ These responses related to issues that are not applicable to the survey objectives.

⁵ A one-way trip is counted as one trip and a trip to and from a destination as two trips.

Further analysis reveals that those who purchased a pass each month were significantly more likely to use Transit more than ten times in a given week (Table 4.2).

Table 4.2: Weekly Transit Use by Number of Passes Purchased (Average Trips Per Week)		
Frequency of Use - Weekly	% of Respondents	
	12 Passes (n=124)	Less than 12 Passes (n=103)
One to Three Times	4	8
Four to Seven Times	0	0
Eight to Ten Times	19	27
More than Ten Times*	77	65
Total	100	100

*Note: Statistically significant differences observed (p<.05).

Comparative analysis using data from the Calgary Transit Annual Customer Satisfaction Survey (2006) further emphasizes the increase in use among passholders and, possibly, the need among passholders to use Transit as a means of transportation. Patterns of Transit use before having the Pass reveal a slightly lower amount of use among passholders compared to the general Transit customer (e.g. average use was 8.0 before having pass compared to 8.5 for general customers). However, after having the Pass, weekly use increases substantially (e.g. average use of passholders is 11.8 times) and is much higher than that of the general Transit customer.

Table 4.2: Weekly Transit Use (Average Trips Per Week)			
Frequency of Use - Weekly	% of Respondents		
	Before Pass (n=136)	After Pass (n=387)	2006 Annual Survey (n=500)
One to Three Times	20	3	21
Four to Seven Times	31	13	18
Eight to Ten Times	24	42	46
More than Ten Times	24	41	16
Total	100	100	100
Average Weekly Frequency of Use	mean=8.0 s.d=5.95	mean=11.8 s.d=6.23	mean=8.5 s.d=5.9

Note: A one-way trip is counted as one trip and a trip to and from a destination as two trips.

The vast majority of respondents (92%) accessed Transit buses or C-Trains to their satisfaction in the year prior to being surveyed. Those who were not satisfied typically stated that they would have used Transit more if they known about the Pass earlier.

Types of Trips Taken with Calgary Transit

The survey data reveal that passholders used Transit more for various types of trips, but most notably for going to social/recreational/cultural activities and volunteer activities (Table 4.5). These findings may suggest that the Pass has facilitated more discretionary travel (possibly due to affordability), thus providing more evidence that the Pass fosters greater access to mobility among passholders.

Table 4.5: Type of Trip for Which Calgary Transit was Used			
Type of trip	% of Respondents		
	Before Pass (n=137)	After Pass (n=289)	Difference
To go to social/recreational/cultural activities*	45	63	18
To go to volunteer activities*	24	41	17
To go to the doctor/dentist, etc.*	64	75	11
To travel to work*	57	67	10
To shop for groceries*	50	60	10
To shop for other items	61	69	8
To attend religious meetings or services	27	34	7
To attend school/training, etc.	50	56	6
To visit friends or family	61	64	3
To look for employment/go to interviews	52	52	0
*Note: Significant differences observed (p<.05).			

5.0 MODES OF TRANSPORTATION

Data related to modes of transportation used by passholders are considered in this section of the report.

As can be seen in Table 5.1, Calgary Transit, be it bus or LRT, was the primary mode of transportation for respondents both before and after the Pass was available. These data suggest that Calgary Transit is a readily used and important mode of transportation for this population. Actually, taking into account previously reported data (increases in frequency of Transit use before and after having the Pass - Figure 4.2), these data suggest that Transit is a necessary means of transportation to the passholders.

Table 5.1: Primary Methods of Transportation		
Methods of transportation	% of Respondents	
	Before Pass (n=400)	After Pass (n=401)
Calgary Transit (bus/LRT)	75	78
ACCESS Calgary (Calgary Handi Bus or Special Needs Taxi)	9	11
Drive a car or private vehicle	9	7
As a passenger in a car or vehicle other than Taxi	3	2
Taxi/Cab	1	1
Walk	3	1
Cycle	1	1
Total	100	100

Indeed, half of respondents (50%) indicated that they did not use other forms of transportation as can be seen in Table 5.2. However, if they did use other methods, it was typically a car or other private vehicle whether as driver (18%), or passenger (10%). Nonetheless, these data suggest that many passholders do not have other options for transportation.

Table 5.2: Other Methods of Transportation Used Over Past 12 Months	
Methods of transportation	% Responses (n=401)
Drive a car or private vehicle	18
As a passenger in a car or vehicle other than Taxi	10
Calgary Transit (bus/LRT)	6
Taxi/Cab	6
Walk	5
ACCESS Calgary (Calgary Handi Bus or Special Needs Taxi)	4
Cycle	2
Did not use other transportation methods	50

Data presented in Table 5.3 reveal that those who used types of transportation other than their primary generally did so out of convenience (37%). Interestingly, the second and third most common responses, namely personal mobility problems (16%) and needing assistance or training to travel (3%), both relate to dependence or mobility challenges. This is especially noteworthy when considering data throughout this report that suggests that the Low Income Transit Pass increases mobility for respondents.

Table 5.3: Reasons for Using Other Methods of Transportation Over Past 12 Months	
Reasons	% of Responses (n=207)
Private car/vehicle is more convenient	37
Personal mobility problems	16
Need travel training or assistance	3
Require a car for work	3
I did not have the Low Income Transit Pass all the time	3
I didn't use Transit as much as I wanted/needed before I got the Low Income Transit Pass	2
The Low Income Transit Pass was too expensive	1
Have parking space at work/school	1
<i>Other reasons for using other methods of transportation⁶</i>	33
Total	100

⁶ These responses related to issues that are not applicable to the survey objectives.

6.0 CONCLUDING REMARKS

The data presented in this report reveal the outcomes and benefits that the Low Income Transit Pass provide to passholders. Specifically, the Pass provides passholders with greater access to an improved quality of life through enhanced personal finances and increased mobility.

The survey also reveals that having the Pass better enables passholders to take advantage of opportunities such as participating in social/recreation/cultural and volunteer activities.

Overall, it seems Calgary Transit is a readily used and important mode of transportation for this population and the Low Income Transit Pass facilitates further access to Transit services, which, in turn, benefits and positively affects the lives of passholders.

APPENDIX A

SURVEY QUESTIONNAIRE

TO THE READER:

- Instructions to interviewers are presented as **(WORDS THAT ARE CAPITALS AND PRESENTED IN RED)** and are not read to respondents
- For CATI software programming, instructions are presented as **(words that are underlined and presented in green)** and are not provided to the interviewers or respondents
- Comments to survey sponsors based on HarGroup consultants' review of questions are **presented in blue**.

Introduction/Screening

Hello, my name is _____. May I speak to _____.

I am calling on behalf of Calgary Transit and Vibrant Communities Calgary from HarGroup Research. We are conducting an important survey about the Low Income Transit Pass. Calgary Transit wants to better understand how the Low Income Transit Pass is being used and how it may be helping those who use it.

I am not trying to sell anything.

Do you have approximately 10 to 15 minutes to help us with this important survey?

**(IF NO, ASK FOR A CONVENIENT TIME TO CALL BACK
IF STILL NO, THANK AND DISCONTINUE)**

Are you at least 18 years of age?

**(IF YES, CONTINUE
IF NO, THANK AND DISCONTINUE)**

Before we begin, I must read to you the following statement:

The information gathered in this survey is collected under the authority of the Freedom of Information and Protection of Privacy Act Section 32, and is used solely for the purposes of customer research. All of your answers will be kept strictly confidential.

As well, the Low Income Transit Pass has been called several names such as the Concession Pass **(Concession Pass is written on the Pass)** or the Fair Fares Pass **(prompt only if necessary - AISH Pass)**. I will refer to it as the Low Income Transit Pass.

Inquiries:

IF RESPONDENT INQUIRES ABOUT THE SURVEY, SUGGEST TO THEM THAT THEY CALL MR. JON HARTENBERGER OF HARGROUP 261-7999. INFORM THEM TO CALL BETWEEN 9:00 AM AND 5:00 PM, MONDAY THROUGH FRIDAY.

Questionnaire

(USE OF THE LOW INCOME TRANSIT PASS)

The first set of questions asks about your use of the Low Income Transit Pass.

- 1.a Over the past 12 months, how many Low Income Transit Passes have you bought
(NOTE: the Low Income Transit Pass can be purchased monthly)?
- ___ (Enter 0 to 12 or 19 for don't know)
- (IF 0, GO TO Thank)
(IF 1 to 11, go to Q2)
(IF 12, go to Q3a)
- 1.b (IF DON'T KNOW TO Q1a) Did you buy at least one Low Income Transit Pass in the past 12 months?
- 1___ Yes
2___ No (Go to Thank)
3___ Don't know (Go to Thank)
- 1.c (IF DON'T KNOW TO Q1a) Did you buy a Low Income Transit Pass every month over the past 12 months?
- 1___ Yes (Go to Q3a)
2___ No
3___ Don't know (Go to Q3a)
2. Please tell me some of the reasons you did not buy a Low Income Transit Pass every month over the past 12 months? (DO NOT READ, PROBE & CLARIFY ANSWERS, CHECK ALL THAT APPLY) Anything else?
- 1___ Until I bought one, I did not know it was available
2___ Some months I did not need it
3___ I used other transportation methods (car, catch a ride, etc.)
4___ The Low Income Transit Pass was too expensive
- NOTE: This question attempts to get at whether or not awareness, lack of need, other options or cost of the Low Income Transit Pass were reasons that the Pass was not used purchased every month. In terms of analysis and reporting, items 5 through 10 below will be collapsed into a category called "Other reasons for not purchasing every month - this is the easiest way for our interviewers and coders to address this question)**
- 5___ Bus schedules not convenient
6___ No services available to my destination
7___ Transit routes are inconvenient
8___ Concerned about security on buses/C-Trains
9___ Not enough information about schedules
10___ Need support or training to use the transit system
11___ Other (specify):_____

(METHODS OF TRANSPORTATION)

- 3.a Before you had the Low Income Transit Pass, what type of transportation did you use most of the time in Calgary? (DO NOT READ) (ALLOW ONLY ONE RESPONSE) (IF

RESPONDENT USES BOTH CALGARY TRANSIT AND ACCESS CALGARY - ASK THE RESPONDENT TO ESTIMATE WHICH OF THESE SERVICES THEY USE MOST OF THE TIME)

- 1__ Calgary Transit (bus/LRT)
- 2__ ACCESS Calgary (Calgary Handi Bus or Special Needs Taxi)
- 3__ Drive a car or private vehicle
- 4__ As a passenger in a car or vehicle other than Taxi (clarify not taxi)
- 5__ Taxi/Cab
- 6__ Walk
- 7__ Cycle
- 8__ Other: specify _____

3.b. In the past 12 months, what type of transportation did you use most of the time in Calgary? **(DO NOT READ) (ALLOW ONLY ONE RESPONSE) (IF RESPONDENT USES BOTH CALGARY TRANSIT AND ACCESS CALGARY - ASK THE RESPONDENT TO ESTIMATE WHICH OF THESE SERVICES THEY USE MOST OF THE TIME)**

- 1__ Calgary Transit (bus/LRT)
- 2__ ACCESS Calgary (Calgary Handi Bus or Special Needs Taxi)
- 3__ Drive a car or private vehicle
- 4__ As a passenger in a car or other vehicle other than Taxi (clarify not taxi)
- 5__ Taxi/Cab
- 6__ Walk
- 7__ Cycle
- 8__ Other: specify _____

3.c What other types of transportation did you use to travel from place to place in Calgary in the past 12 months? **Again, pre-test will help to determine if question is understood (DO NOT READ, CHECK ALL THAT APPLY)**

- 1__ Calgary Transit (bus/LRT)
- 2__ ACCESS Calgary (Calgary Handi Bus or Special Needs Taxi)
- 3__ Drive a car or private vehicle
- 4__ As a passenger in a car or other vehicle other than Taxi (clarify not taxi)
- 5__ Taxi/Cab
- 6__ Walk
- 7__ Cycle
- 8__ Other: specify _____
- 9__ Did not use other transportation methods

3.d **(IF Q3B is 1 and Q3C is 9, skip to Q4A)** Please tell me why you used

(INSERT RESPONSE FROM Q3B AND Q3C)

Calgary Transit buses and C-Trains in Calgary over the past 12 months? **(DO NOT READ, PROBE, CHECK ALL THAT APPLY)** Anything else?

- | | | |
|----------------------------|----|--|
| Low Income Transit Pass | 01 | I did not use Transit as much as I wanted or needed before I got the Low Income Transit Pass |
| | 02 | I did not have the Low Income Transit Pass all the time |
| | 03 | The Low Income Transit Pass was too expensive |
| Transportation preferences | 04 | Car is more convenient |
| | 05 | Require a car for work |
| | 06 | Have parking space at work/school |

**Low Income Transit Pass Outcomes Survey
Vibrant Communities Calgary and Calgary Transit**

Personal situation	07	<input type="checkbox"/>	Personal mobility problems
	08	<input type="checkbox"/>	Need travel training or assistance
NOTE: Items 9 through 16 will be collapsed into one item.			
Transit service	09	<input type="checkbox"/>	Transit schedules not convenient
	10	<input type="checkbox"/>	No transit service to my destination
	11	<input type="checkbox"/>	Transit too slow
	12	<input type="checkbox"/>	C-Train too crowded
	13	<input type="checkbox"/>	Buses too crowded
	14	<input type="checkbox"/>	Lack of parking at Park'n'Ride
Lack of information	15	<input type="checkbox"/>	Transit information not available
Security	16	<input type="checkbox"/>	Concern for personal security
	17	<input type="checkbox"/>	Other: Specify _____

4.a In the past 12 months, did you use Calgary Transit buses AND/OR C-Trains as often as you needed or wanted?

- 1 Yes (IF YES, GO TO Q5A)
- 2 No
- 3 Don't know (IF DON'T KNOW, GO TO Q5A)

4.b. Why is that? (DO NOT READ, PROBE & CLARIFY ANSWERS, CHECK ALL THAT APPLY) Anything else?

- 1 I did not use Transit as much as I wanted or needed before I got the Low Income Transit Pass
- 2 I did not have the Low Income Transit Pass all the time
- 3 The Low Income Transit Pass was too expensive
- 4 Sometimes did not have enough money for a fare

NOTE: This question attempts to get at whether or not awareness or cost of the Low Income Transit Pass (or fares in general) were reasons that Transit was not used as often as needed or wanted. In terms of analysis and reporting, items 5 through 12 below will be collapsed into a category called "Reasons other than cost or awareness of Low Income Transit Pass - again, having the question in this manner helps to)

- 5 Schedules are not convenient
- 6 No services available to my destination
- 7 Not enough frequency of service
- 8 Bus stops/C-Train stations are too far from home/work/school
- 9 Concerned about security on buses/C-Train or stops/stations
- 10 Not enough information about schedules
- 11 Transit routes are inconvenient (may have to transfer/too many transfers)
- 12 Need support or training to use the transit system
- 13 Other: Specify _____

(REASONS FOR USING THE LOW INCOME TRANSIT PASS)

The next set of questions asks about your use of the Low Income Transit Pass in the past 12 months.

5.a In an average week that you have had the Low Income Transit Pass, that includes all 7 days, how many times did you normally ride Calgary Transit buses AND/OR C-Trains? **Please count a one-way trip as one ride and a trip to and from a destination as two rides. (RESPONDENTS MAY NEED ASSISTANCE WITH THIS QUESTION, BE PATIENT AND HELP THE RESPONDENTS)**

of trips _____ (IF 0, GO TO QUESTION 5C)

5.b (IF MORE THAN 0) I would like to ask you about all kinds of places you may have went to when you used your Low Income Transit Pass. Please tell me if you used your Low Income Transit Pass in the past 12 months to get to these places. Did you use your Low Income Transit Pass: (READ) (ROTATE)?

- 1__yes 2__no...To travel to work
- 1__yes 2__no...To visit friends or family
- 1__yes 2__no...To shop for groceries
- 1__yes 2__no...To shop for other items
- 1__yes 2__no...To go to doctor, dentist or other health related appointments
- 1__yes 2__no...To go to social, recreation or cultural events or activities
- 1__yes 2__no...To attend religious meetings or services
- 1__yes 2__no...To search for employment or go to employment interviews
- 1__yes 2__no...To go to volunteer activities
- 1__yes 2__no...To attend school, training or other education programs
- ____Anything else - specify_____

(IF Q1A IS 12 OR Q1C is 1, SKIP TO Q5A) Now I would like to ask you about your Transit use during those months that you did not have the Low Income Transit Pass over the past 12 months.

5.c In an average week that you did **NOT** have the Low Income Transit Pass, that includes all 7 days, how many times did you normally ride Calgary Transit buses AND/OR C-Trains? **Please count a one-way trip as one ride and a trip to and from a destination as two rides.**

of trips_____ (IF 0, GO TO QUESTION 6)

5.b (IF MORE THAN 0) Have you typically used Calgary Transit buses AND/OR C-Trains for any of the following types of trips when you did **NOT** had the Low Income Transit Pass in the past 12 months (READ) (ROTATE)?

- 1__yes 2__no...To travel to work
- 1__yes 2__no...To visit friends or family
- 1__yes 2__no...To shop for groceries
- 1__yes 2__no...To shop for other items
- 1__yes 2__no...To go to doctor, dentist or other health related appointments
- 1__yes 2__no...To go to social, recreation or cultural events or activities
- 1__yes 2__no...To attend religious meetings or services
- 1__yes 2__no...To search for employment or go to employment interviews
- 1__yes 2__no...To go to volunteer activities
- 1__yes 2__no...To attend school, training or other education programs
- ____Anything else - specify_____

(OUTCOMES OF THE LOW INCOME TRANSIT PASS)

6. How has having the Low Income Transit pass helped you (prompt, if necessary - how have you benefited from having the Low Income Transit Pass)?

7. Thinking about your experience in the past 12 months, please tell me if you agree or disagree with the following statements. (READ) (ROTATE).

**Low Income Transit Pass Outcomes Survey
Vibrant Communities Calgary and Calgary Transit**

	agree	disagree	don't know/ refused
i. You go to medical appointments in Calgary more often when you have the Low Income Transit Pass	1	2	3
ii. You volunteer more often when you have the Low Income Transit Pass	1	2	3
iii. You visit family and friends more when you have the Low Income Transit Pass	1	2	3
iv. You found employment (or better employment) while you had the Low Income Transit Pass	1	2	3
v. You were able to keep a job because you had the Low Income Transit Pass	1	2	3
vi. You took more training or educational classes when you have the Low Income Transit Pass	1	2	3
vii. You have more money to buy things or save when you have the Low Income Transit Pass	1	2	3
viii. The Low Income Transit Pass is useful to you			
viii. Generally, your life is better when you have the Low Income Transit Pass	1	2	3

8 What would it mean to you if the Low Income Transit Pass was not available to you?

The last few questions are being asked so that we may group your answers with those of other people who have taken part in the survey. All your answers will be kept strictly confidential.

D1. In which community do you reside?

D2. Do you or does anyone in your household own a motor vehicle, such as a car, truck, van, motorbike, etc.

- 1 ___ Yes
- 2 ___ No
- 3 ___ Don't know

D2. In what year were you born?

19_____

(Note: put 98 if refused)

D3. Which of the following most closely describes your household? (READ)

- 1. Couple with children living at home
- 2. Couple without children living at home
- 3. Single parent household
- 4. Living alone
- 5. Living with roommate(s)
- 6. Living with extended family
- 7. (DO NOT READ) Other
- 8. (DO NOT READ) Refused

D4.a Do you currently receive any of the following?

- 1__yes 2__no 3__d/k/ref Alberta Works (Welfare, Supports for Independence, Alberta Works)
- 1__yes 2__no 3__d/k/ref Employment Insurance (EI)
- 1__yes 2__no 3__d/k/ref AISH (Assured Income for the Severely Handicapped)
- 1__yes 2__no 3__d/k/ref Student Finance Board (Student Loan/Grants)
- 1__yes 2__no 3__d/k/ref Band funding
- 1__yes 2__no 3__d/k/ref Other government funding (i.e. Workers Compensation Board, CPP Disability, Child Support, excluding EI)

D4.b Any other kinds of of income support ->please specify:_____

THANK (afternoon). Thank you for participating in our survey today. Have a good evening (afternoon).

(IF RESPONDENT DID NOT PURCHASE A PASS IN THE PAST 12 MONTHS, "Thank you for your time, I am sorry to have bothered you. The survey is for people who bought Low Income Transit Passes in the past 12 months. Have a good evening (afternoon).").

D5. Gender:

- 1 Male
- 2 Female

Telephone Number ###-####
Respondent's First Name _____
Interviewer #

APPENDIX B

ADDITIONAL DATA

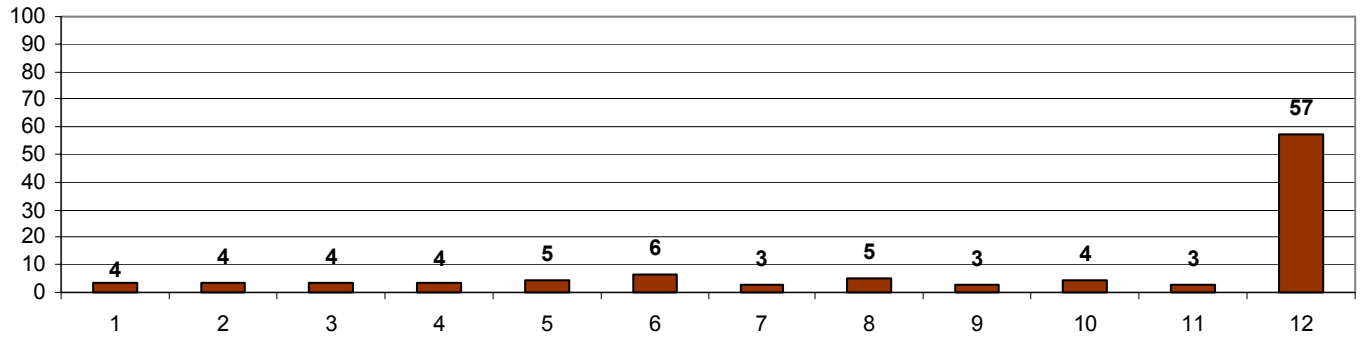
Table: Perceived Benefits of the Low Income Transit Pass	
Benefits	% of Responses (n=391)
Saves Money/Economical	35
Increased Mobility/Independence	14
Cheaper to travel	11
Able to get out more often/Travel/Socialize	11
It helps a lot - general	8
Gives me money for other things	8
Increase opportunity – Helps me get to school	4
Increased Opportunity – Helps me get to work	4
Convenient - No tickets/No transfers	3
Reduces Stress	1
Able to afford a bus pass	1
Increased Opportunity	1
Hasn't helped me	1
Helps me but not as much as I need	<1
Increased Opportunity	<1
Travel Safely	<1
Increased Opportunity - Daycare	<1
Total	100

N=401

	Total	Household Composition								
		Couple with children living at...	Couple without children living at...	Single parent household	Living alone	Living with roommate(s)	Living with extended family	Other	Group Home	Supported Living
	A	B	C	D	E	F	G	H	I	
Total	397 100.0%	133 33.5%	24 6.0%	53 13.4%	64 16.1%	59 14.9%	58 14.6%	0 0.0%	4 1.0%	2 0.5%
Gender										
Male	177 44.1%	62 46.6% C	11 45.8% C	8 15.1% ABDEF HI	28 43.8% C	30 50.8% C	31 53.4% C	0 0.0%	3 75.0% C	2 100.0% C
Female	224 55.9%	71 53.4% C	13 54.2% C	45 84.9% ABDEF HI	36 56.3% C	29 49.2% C	27 46.6% C	0 0.0%	1 25.0% C	0 0.0% C

Significance Tests Between Columns: Lower case: p<.05 Upper case: p<.016

**Figure: Number of Low Income Transit Passes
Purchased in Past 12 Months**



APPENDIX C

CALL SUMMARY

For purposes of the survey, a sample of 1,598 Low Income Transit Passholders was randomly drawn from a list provided by Calgary Transit of the approximately 11,221 Calgarians who have accessed the Pass Program since its inception. The following table presents the final results of survey call attempts.

	Number of Contacts
Completed Interviews	401
Refused	85
Not Qualified (had not purchased at least one pass since June 2006)	135
Not in services/Business/Fax/Wrong number	292
Busy/No answer/Answering machine/Call backs	551
Language barrier	62
Unused (numbers unused because survey had already been completed)	72
Total	1,598

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