

**Fair Fare Coalition brings community members and people working in community-based and adult learning organizations together to advocate for a truly affordable, high quality and adequately funded public transit system. We believe public transit is critical to ensure equity, social inclusion and the health and well-being of individuals and communities across Toronto.**

**Information from this survey will be used to understand how well the City of Toronto Fair Pass Program is working. We will advocate for changes to the program and its implementation based on our findings. We will also advocate for what is necessary to ensure people, especially those living on low income, can afford to ride the TTC and can get where they need to go.**

**Please complete survey by November 1, 2018**

**Thank you for taking the time to fill out the survey. Your input is important!**

1. Have you applied for the City of Toronto's Fair Pass presto card?

- Yes
- No
- Have not decided yet

2. If you answered yes to Question 1, how will you use the card?

- I will buy the monthly pass at \$115.50 per month OR
- I will use the card to pay for single fares of \$2 per ride

3. Questions 3 & 4 are about why you did not apply. I did not apply because I am not eligible because I am

- A Senior
- A Student
- Not on OW/ODSP
- Already receiving \$100 or more for transportation benefit
- Other (please specify)

4. I am eligible to apply but decided to not apply because

- I will apply later
- I can't afford \$115.50 per month
- The minimum I need to load on the Presto card at one time is \$10. I cannot afford that.
- I can't afford to pay for transit even with this program. I rely on transportation support from Drop Ins & Community Centers to get around
- I do not understand how the Presto system works
- I do not feel comfortable with the application process. (please say more about this)

5. If you have applied for the Fair Pass Presto Card, have you received it?

- Yes
- No

6. If you received your Fair Pass Presto Card, have you started using it?

- Yes
- No

7. If you have not started to use it, please tell us why not

8. How easy has it been to activate your Fair Pass Presto Card?

- |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very Difficult        | Difficult             | Somewhat Easy         | Easy                  | Very Easy             |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

9. How easy has it been to use the Fair Pass Presto Card?

- |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Very Difficult        | Difficult             | Somewhat Easy         | Easy                  | Very Easy             |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

10. Please tell us what your experience of using the Fair Pass Presto Card has been like; for example, what issues have you encountered in loading the pass?

11. Please tell us what difference having the Fair Pass Presto Card has made for you. For example, you can now go to appointments or visit with friends or family; you are less stressed about how to pay for transit; you feel more included in the neighbourhood activities. What has been the impact – good or bad?



Please scan and email complete survey to [fairfaretc@gmail.com](mailto:fairfaretc@gmail.com).  
You can also fax survey to 416-966-2178 or mail to:  
C/O TDIN – Susan Bender  
260 Augusta Avenue,  
Toronto, ON M5T 2L9