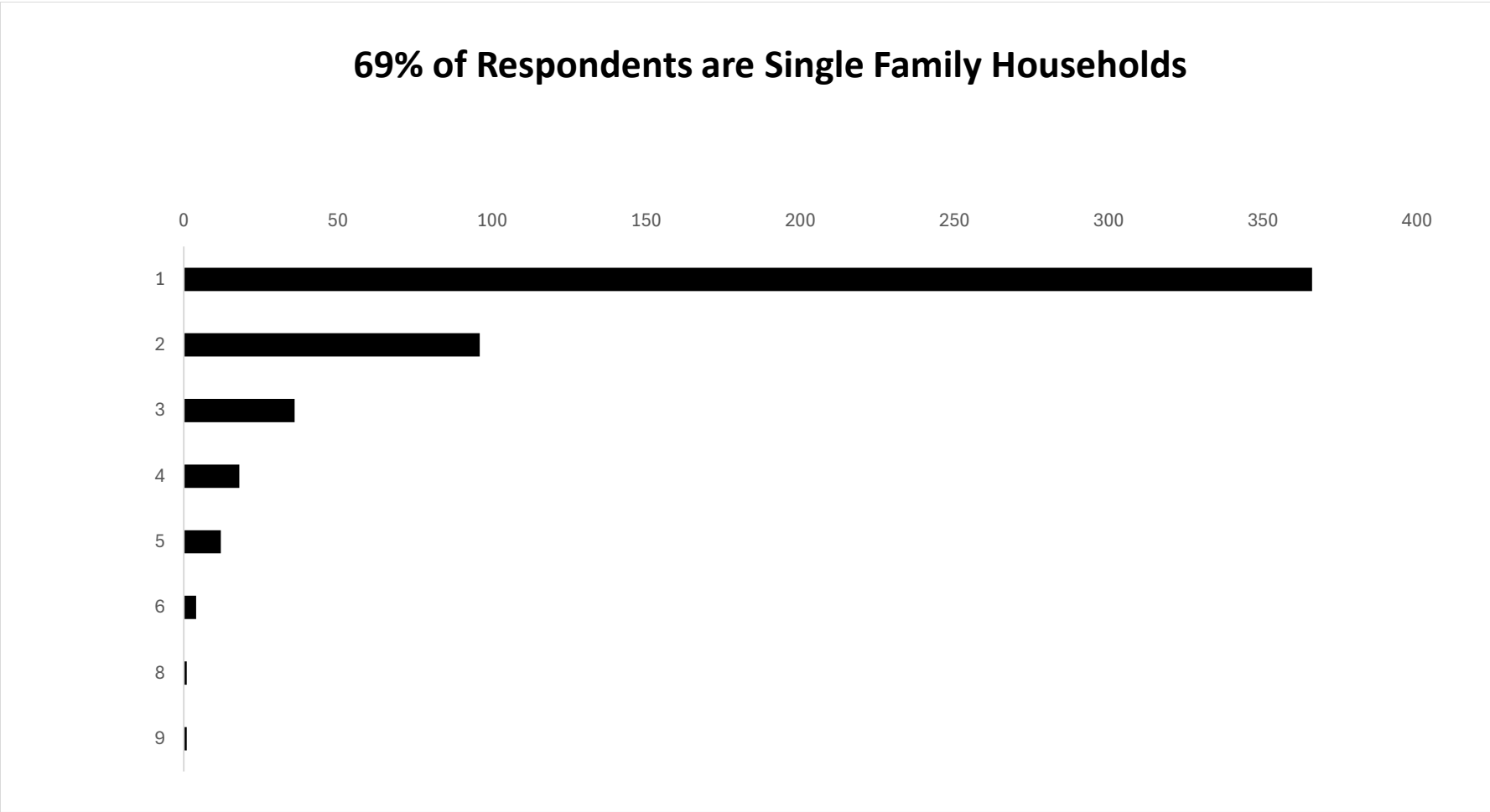
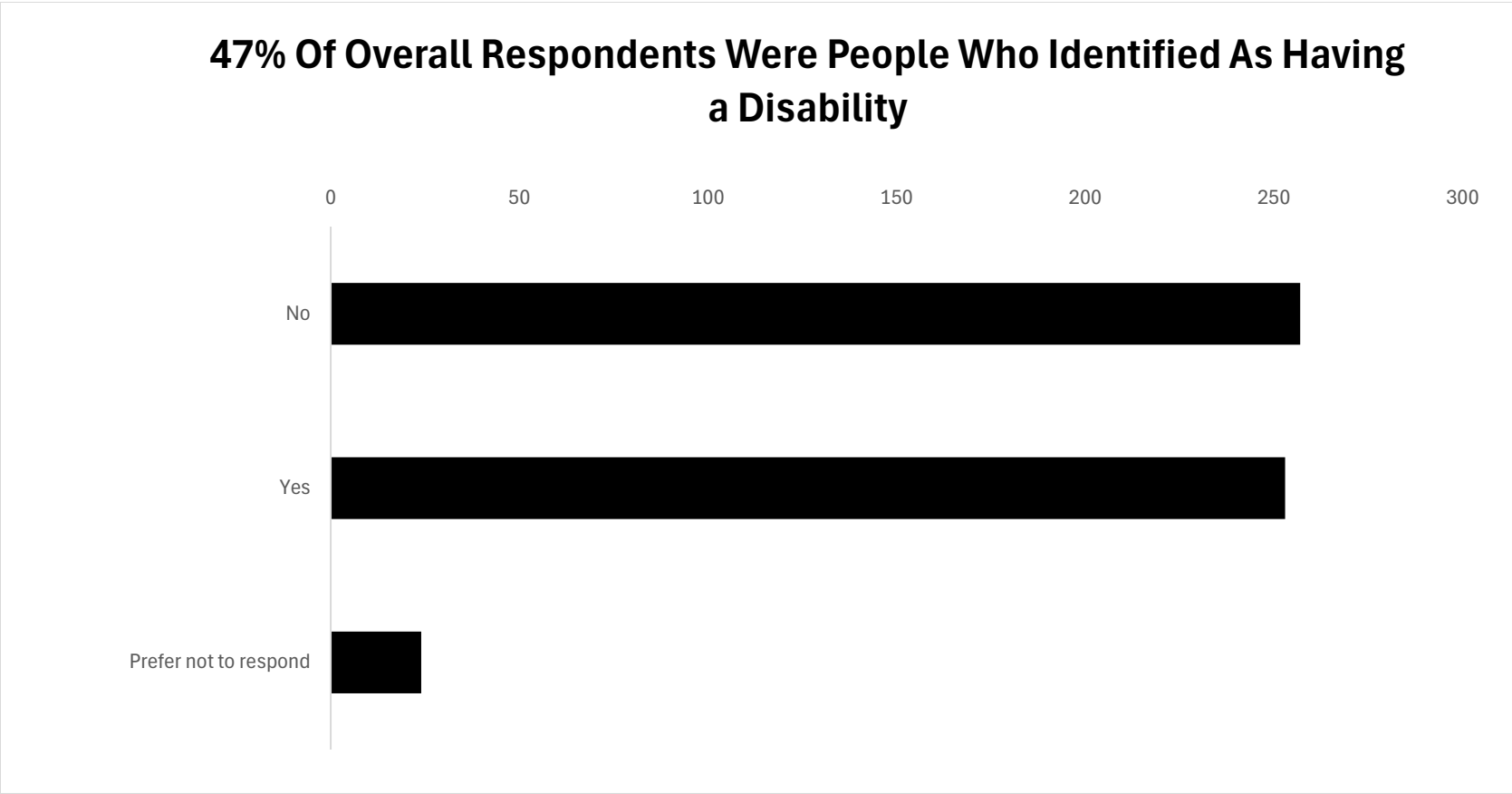


Fare Assist Satisfaction Survey as of August 9, 2024

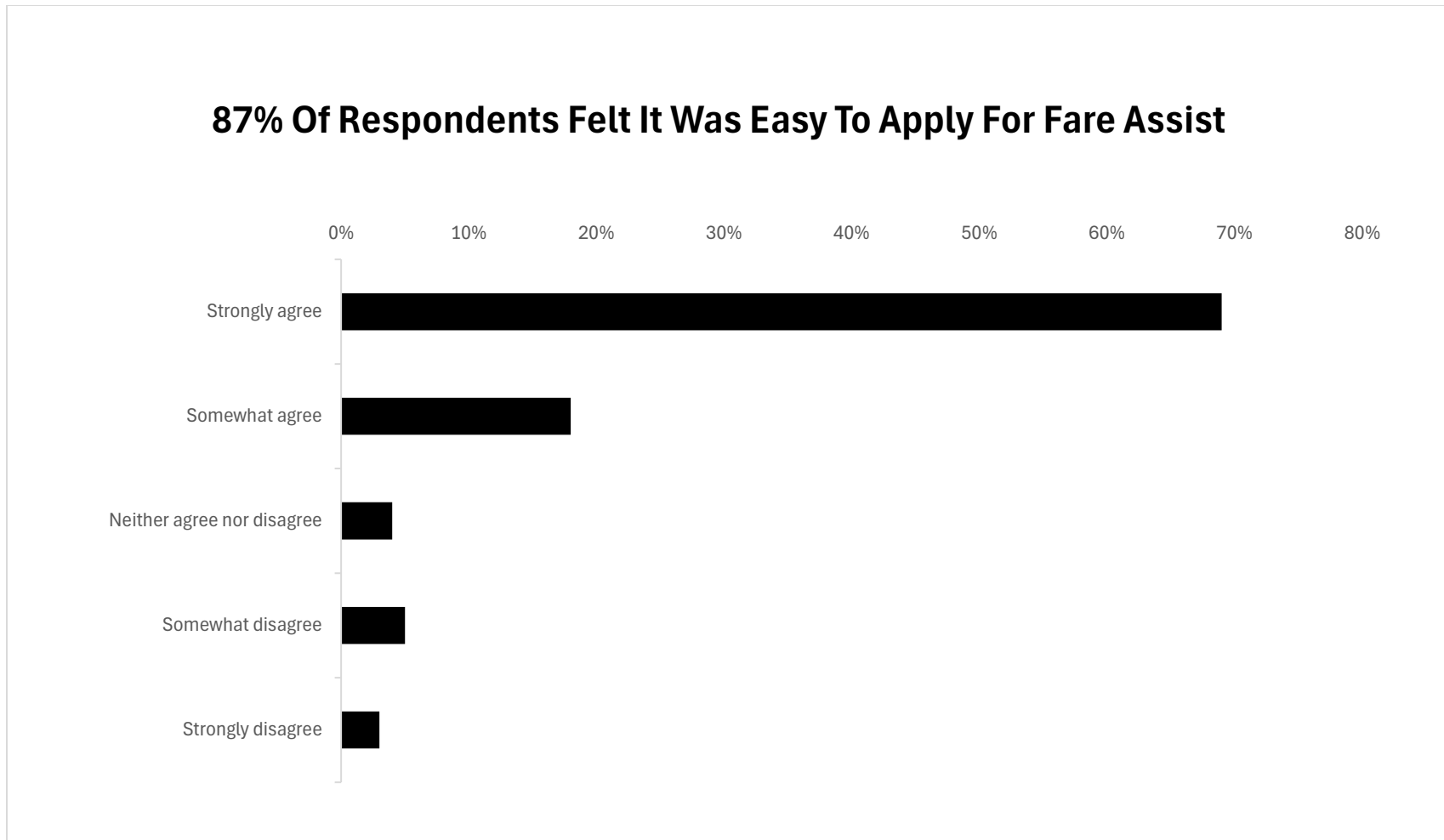


Of the total respondents, 366 out of 534 (69%) indicated that one person in the home was using Fare Assist.

Fare Assist Satisfaction Survey as of August 9, 2024

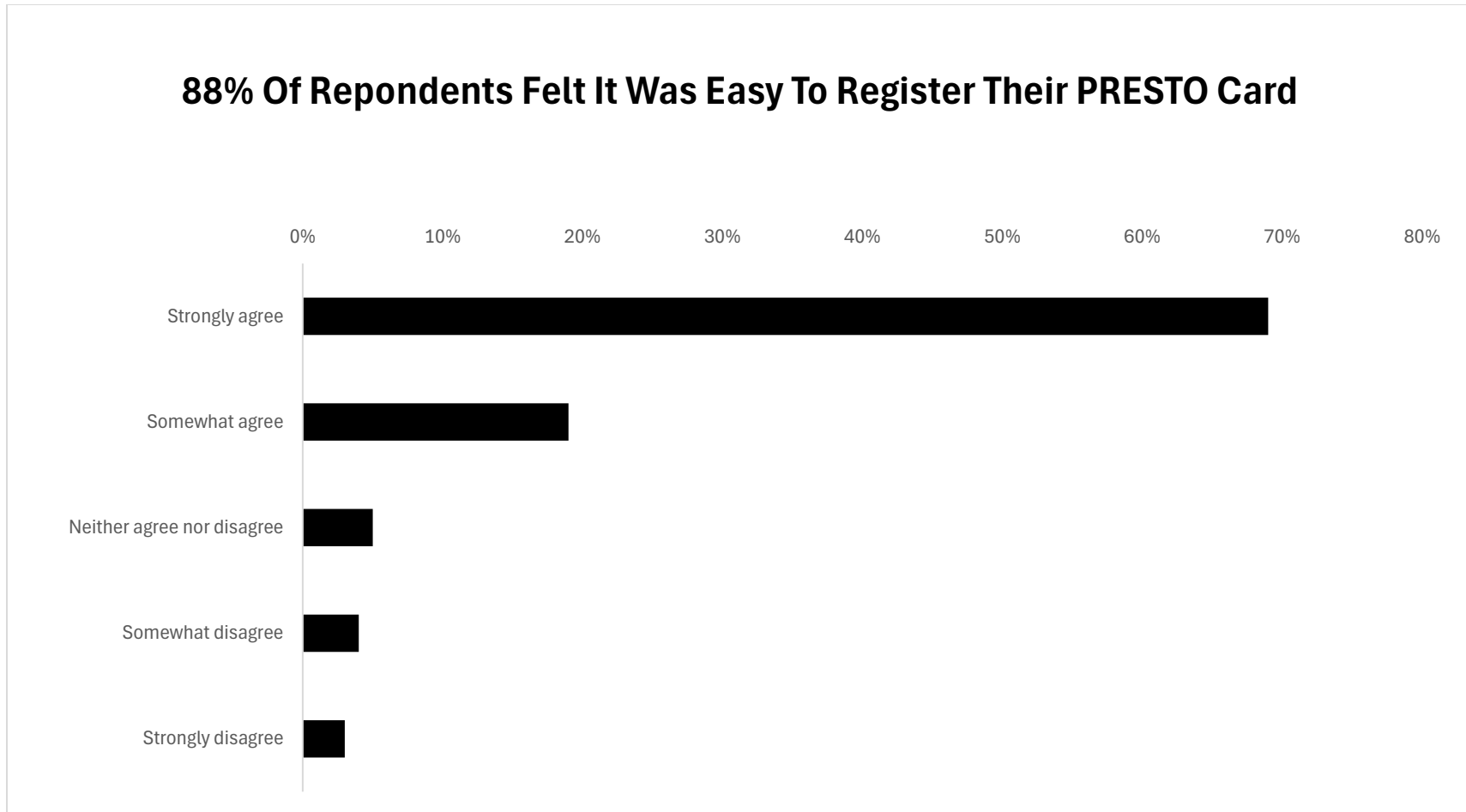


Of the total Respondents, 253 out of 534 (47%) identified as having a disability.

Fare Assist Satisfaction Survey as of August 9, 2024

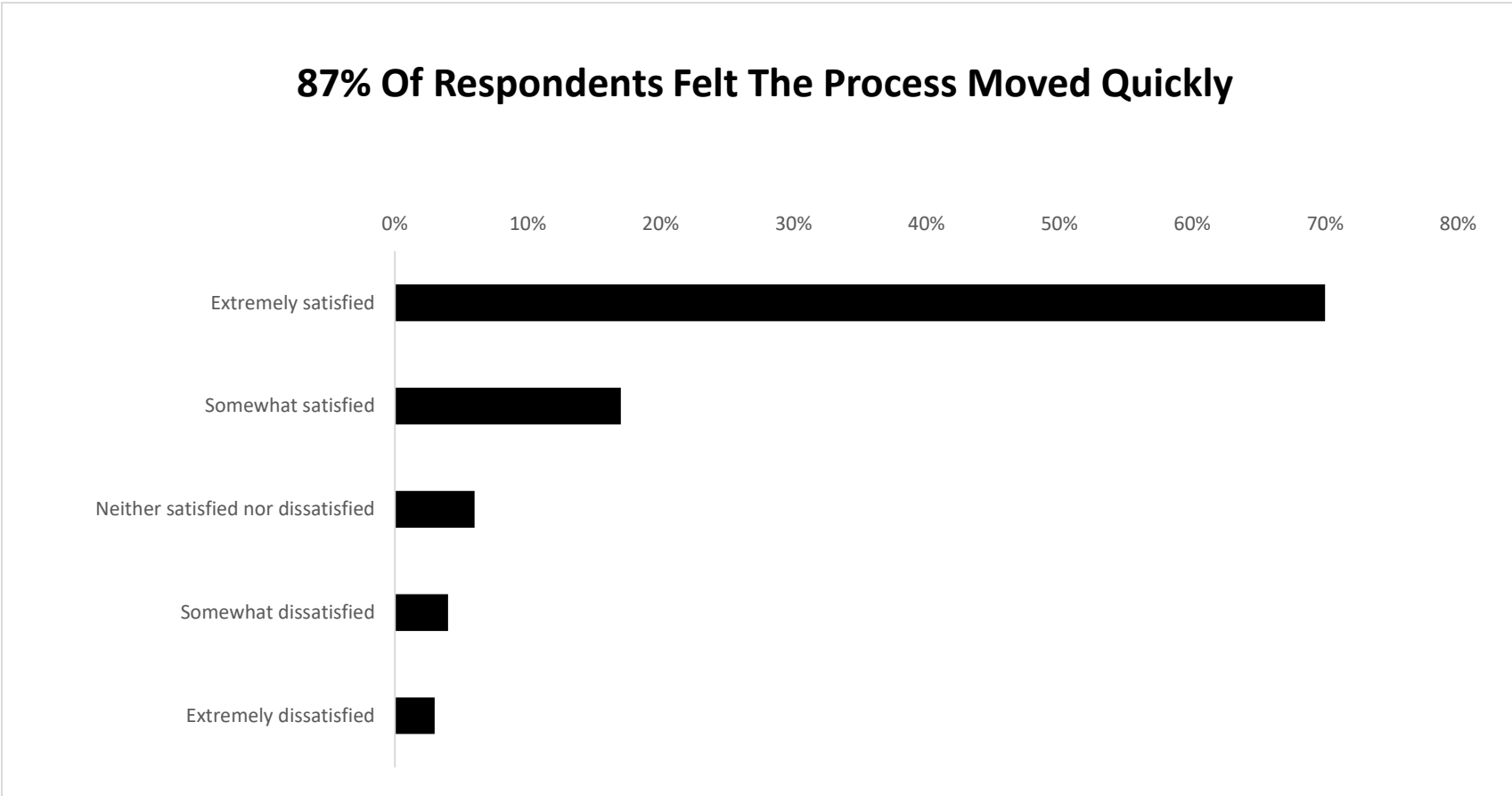
"How easy was it to apply for Fare Assist?" Most respondents (465 out of 534 or 87%) either strongly agree or somewhat agree that the application process was easy. This indicates that for most respondents, the process was straightforward and manageable.

Fare Assist Satisfaction Survey as of August 9, 2024

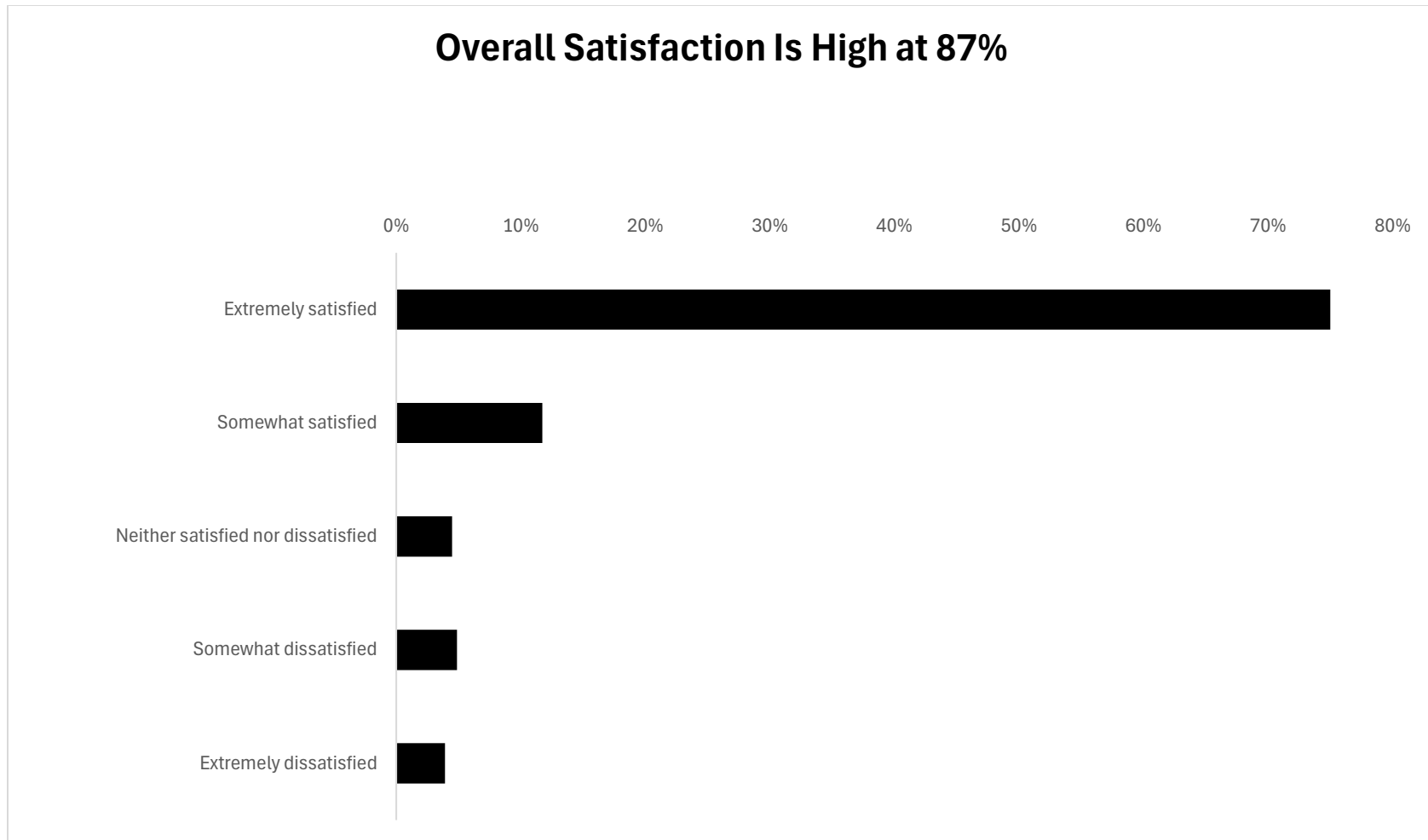


"How easy was it to register your PRESTO Card?" reveals a positive experience, with 468 out of 534 respondents (88%) strongly agreeing or agreeing that the registration process was straightforward and manageable.

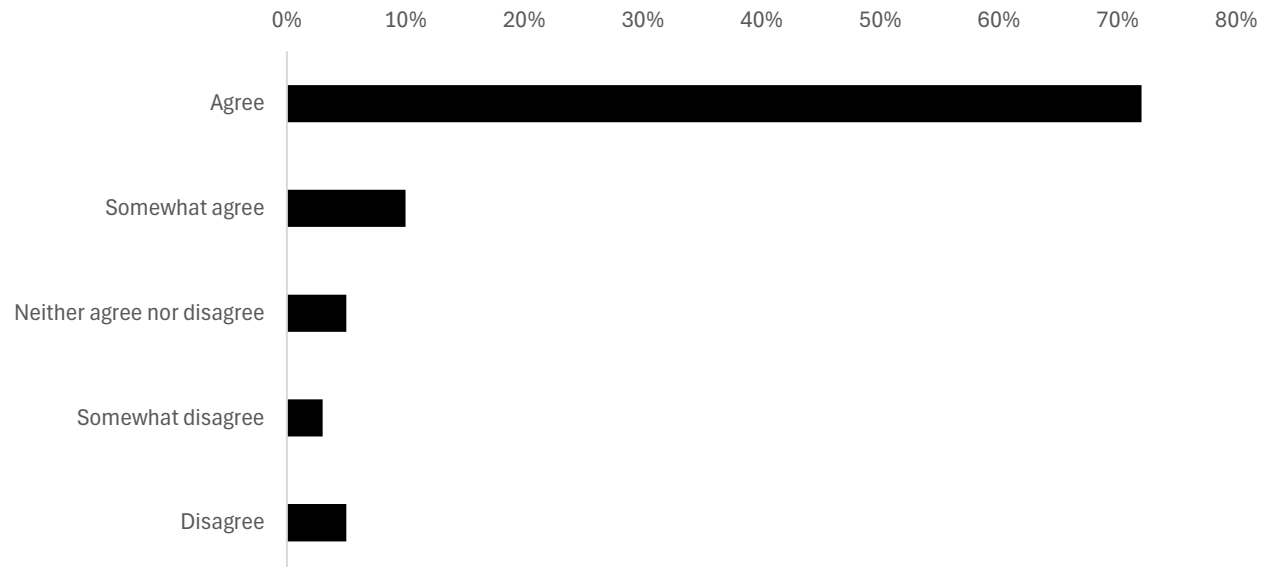
Fare Assist Satisfaction Survey as of August 9, 2024



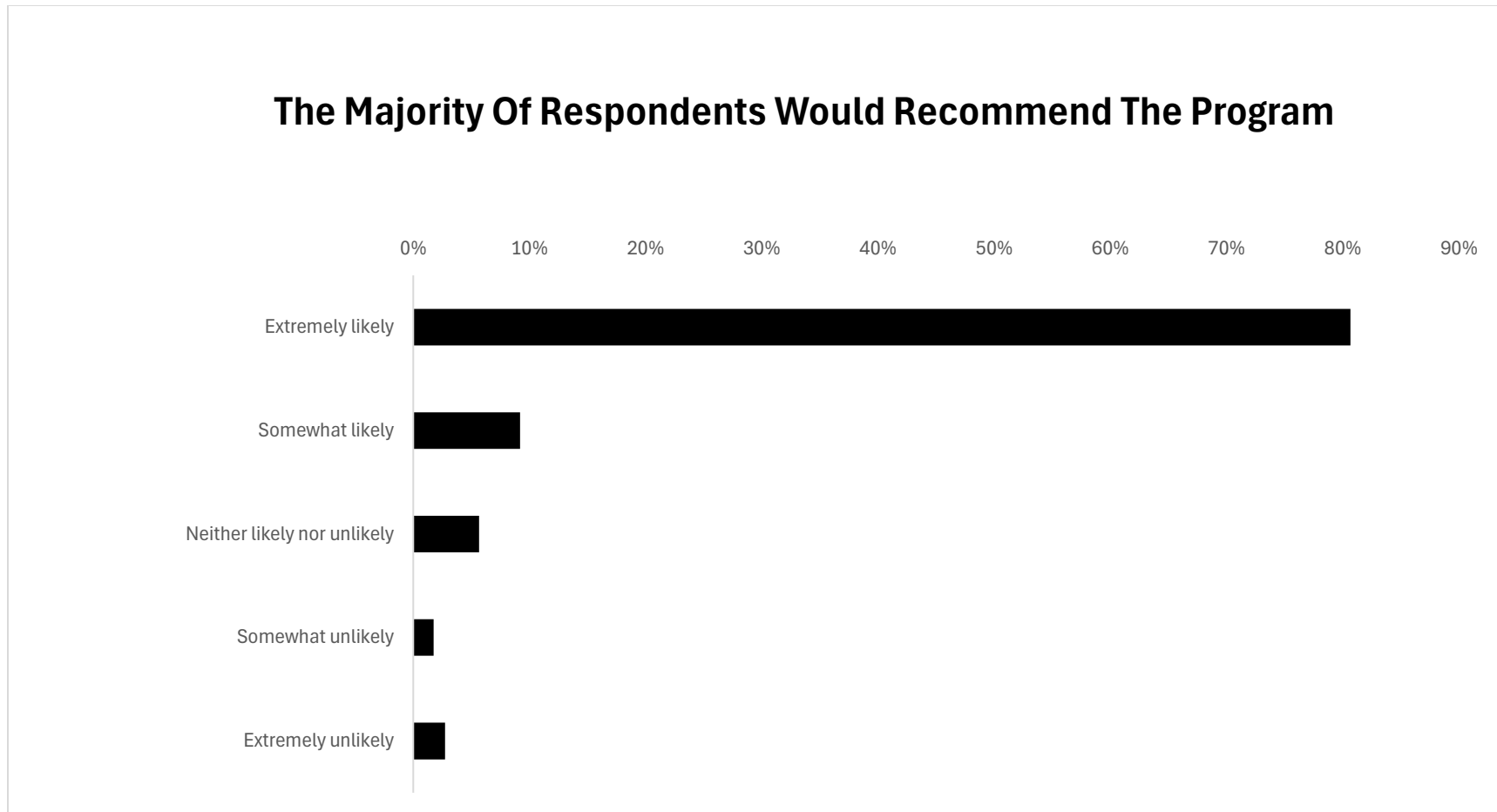
The survey responses for the question "How satisfied are you with the length of time it took to apply for and start using Fare Assist?" shows that most respondents were satisfied with the process, with 465 out of 534 respondents (87%) indicating that they were either somewhat or extremely satisfied, suggesting that for most customers, the process is timely and efficient.

Fare Assist Satisfaction Survey as of August 9, 2024

The survey responses for the question "Overall, how satisfied are you with Fare Assist?" show that a significant majority of customers, 444 out of 512 respondents (87%) are either extremely satisfied or somewhat satisfied with the program.

Fare Assist Satisfaction Survey as of August 9, 2024**The Majority Said That Fare Assist Has a Positive Impact On Their Lives**

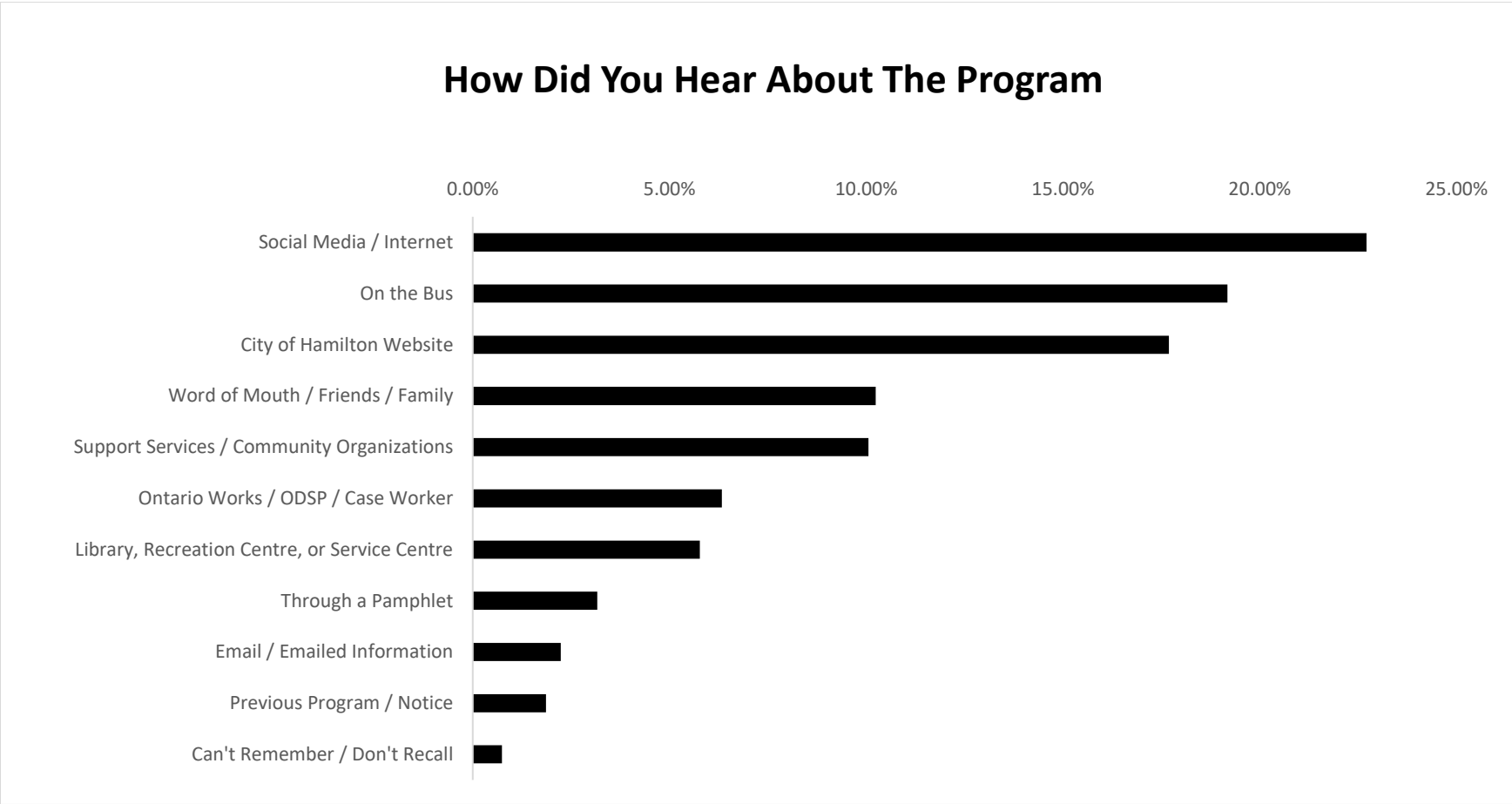
A large majority (82%) 438 respondents appreciate the reduced fare, finding it beneficial in reducing their overall transit costs. This positive reception suggests that, for most respondents, the Fare Assist program is fulfilling its intended purpose of making public transit more affordable.

Fare Assist Satisfaction Survey as of August 9, 2024

The survey reveals that a substantial majority of respondents (460 out of 512, or 90%) are extremely likely or likely to recommend the Fare Assist program to others. This strong response suggests that overall, the program is perceived positively by most respondents.

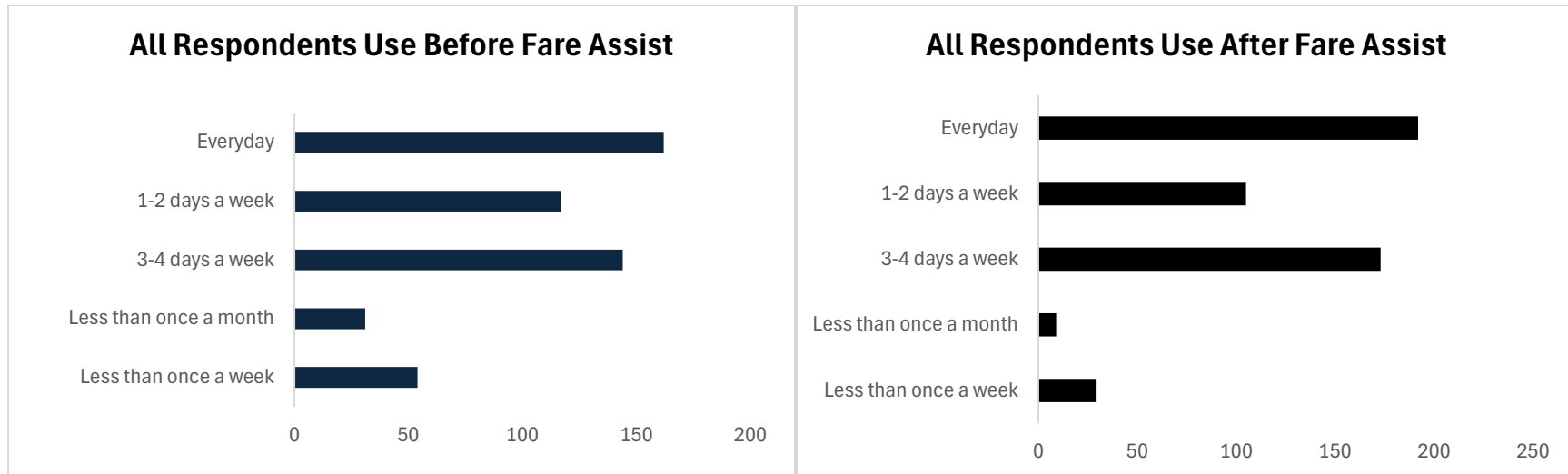
Quote *"I have helped several friends apply and they're extremely happy with the service."*

Fare Assist Satisfaction Survey as of August 9, 2024



The survey reveals that most respondents (60%) learned about the program either online or while riding the bus, with another 27% learning about it through word of mouth or a case worker.

Fare Assist Satisfaction Survey as of August 9, 2024

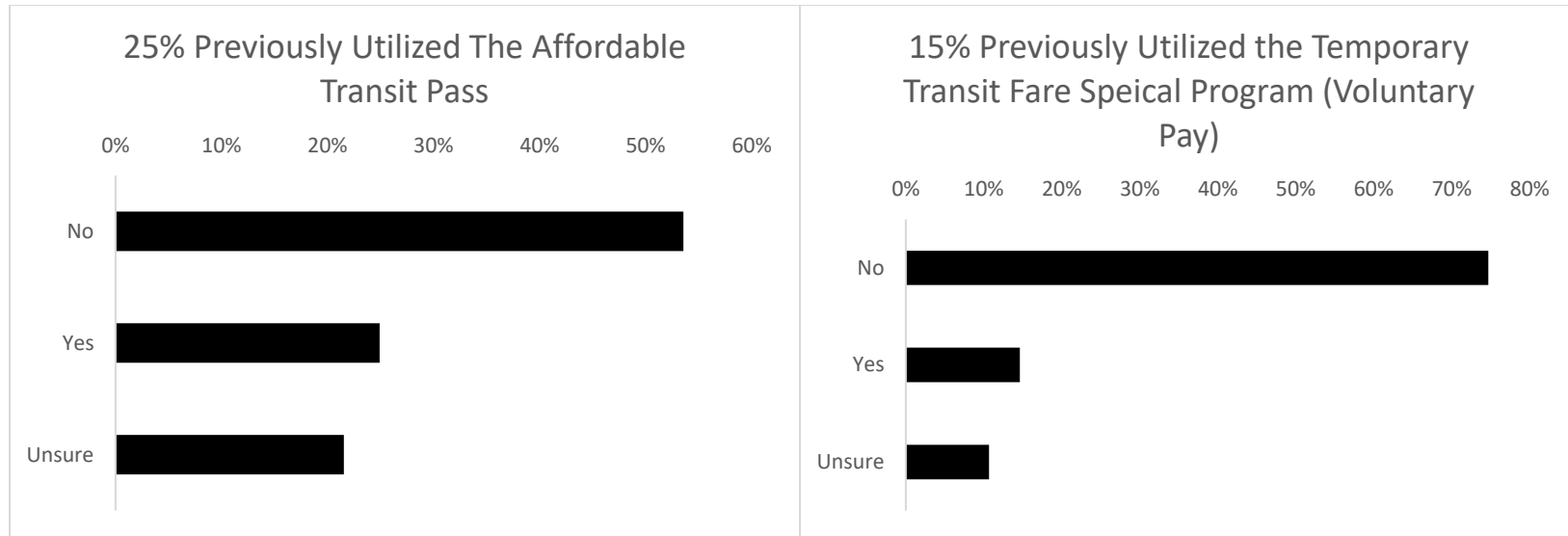


Increased Frequency of Use Everyday Use: There is a notable increase in the number of customers who reported using HSR or DARTS every day, rising from 162 before enrollment to 192 after enrollment. This suggests that Fare Assist may have enabled more frequent use of public transit by making it more affordable, particularly for those who rely on it daily.

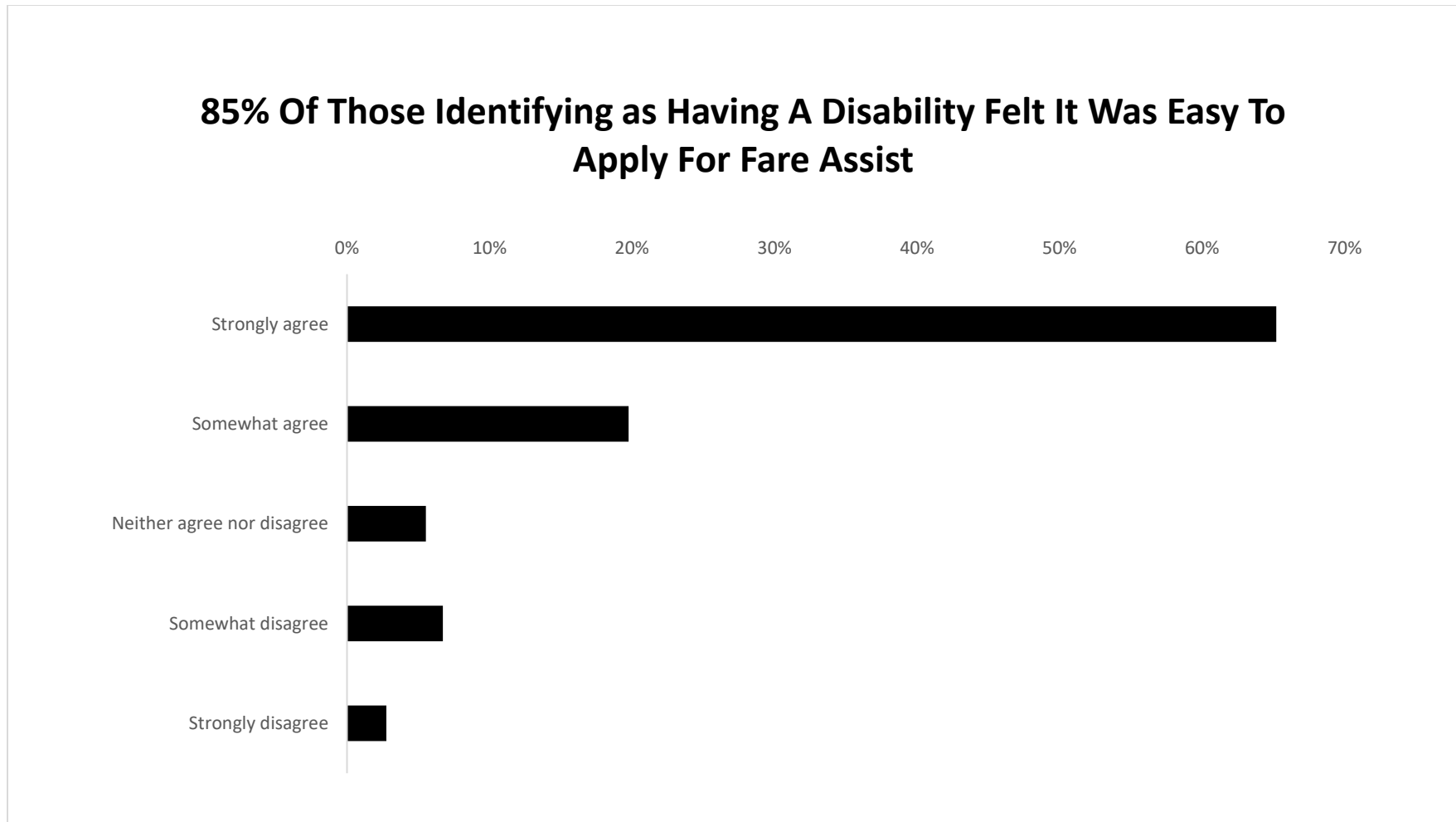
3-4 Days a Week:

Similarly, the number of customers who reported using transit 3-4 days a week increased from 144 before enrollment to 173 after enrollment. This further supports the idea that Fare Assist is helping respondents integrate public transit more consistently into their routines.

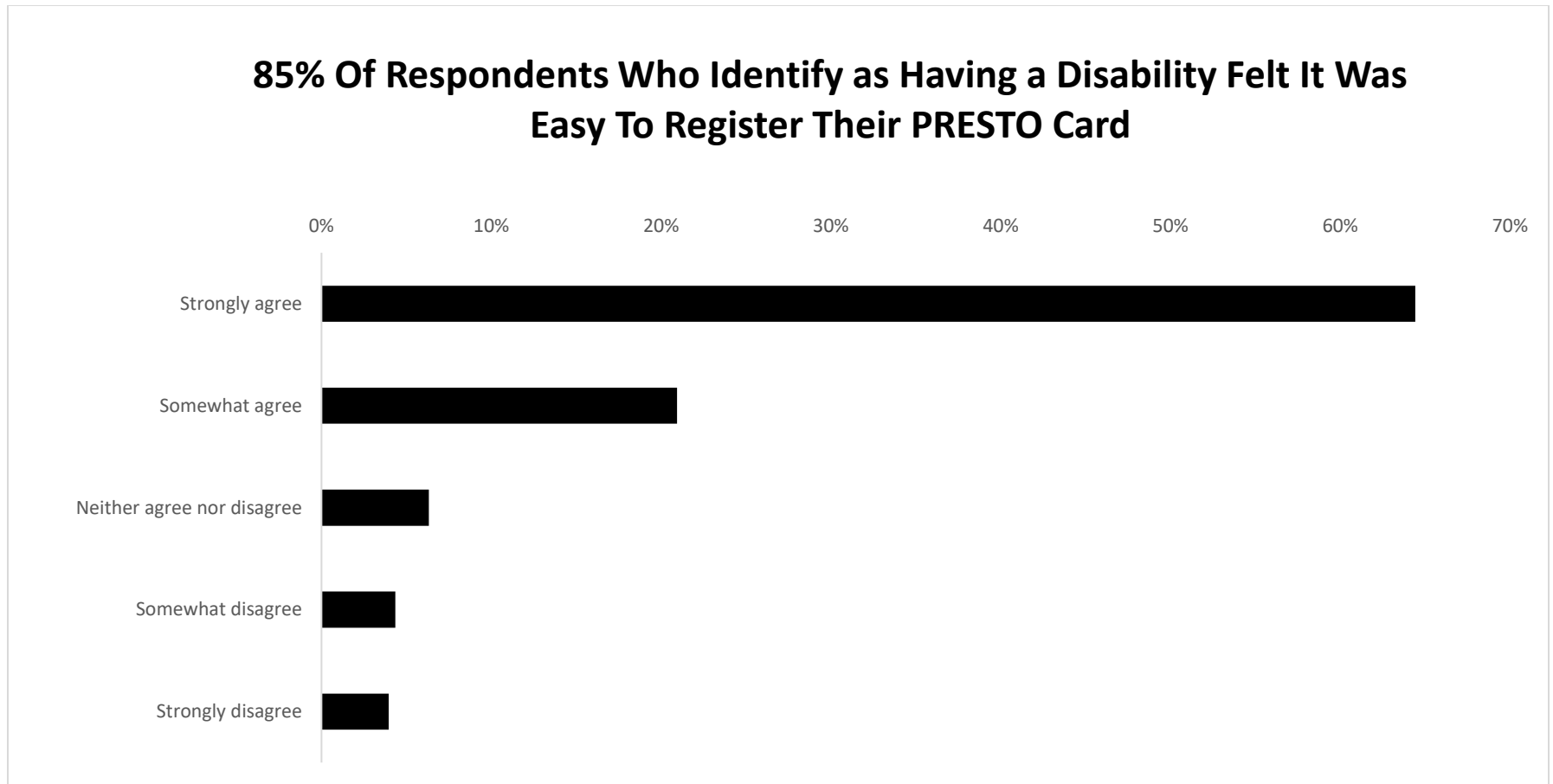
Fare Assist Satisfaction Survey as of August 9, 2024



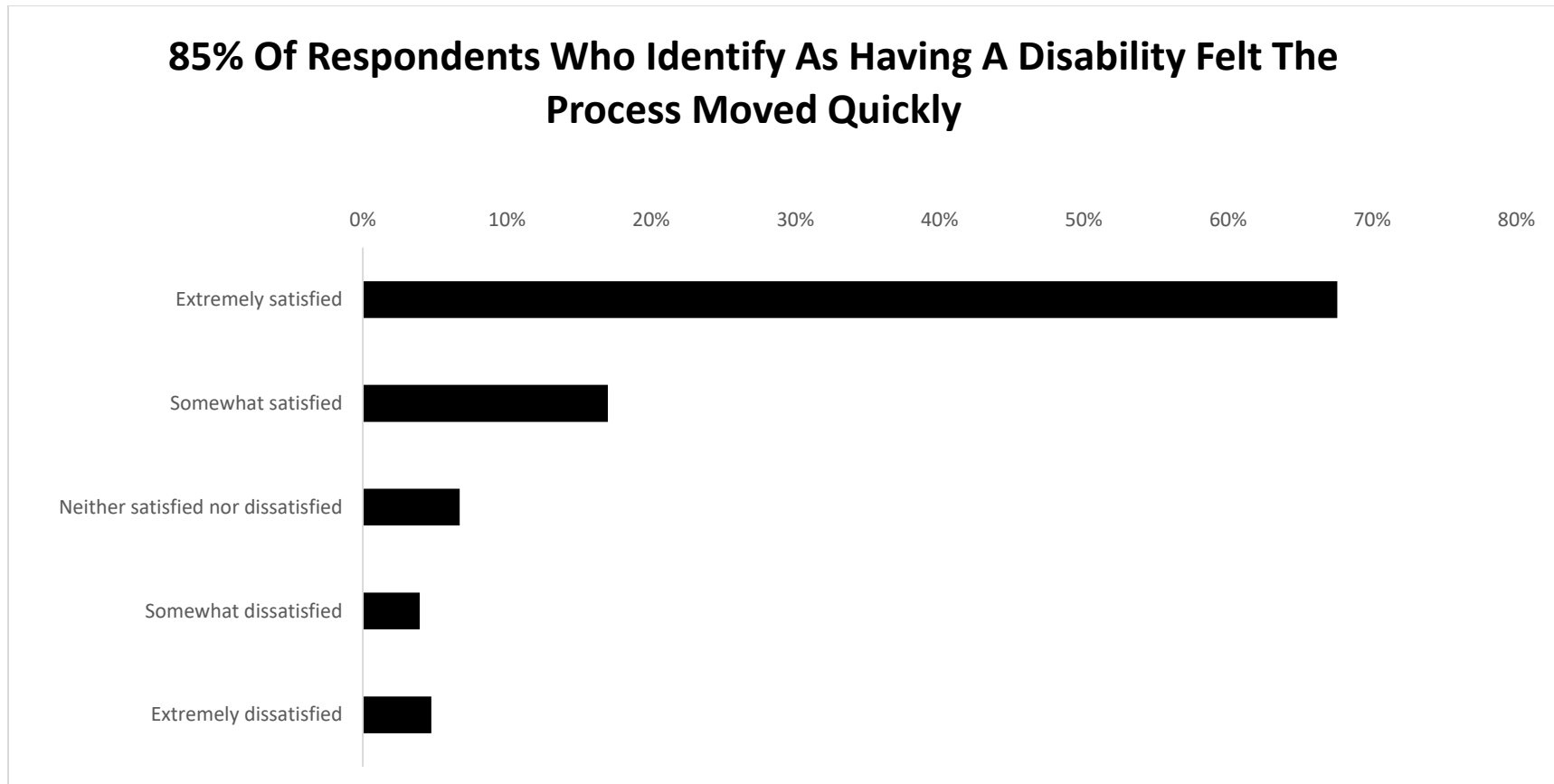
Of the 534 respondents, 133 indicated they had previously utilized the Affordable Transit Program and 78 indicated that they previously utilized the Temporary Transit Fare Special Program (Voluntary Pay).

Fare Assist Satisfaction Survey as of August 9, 2024

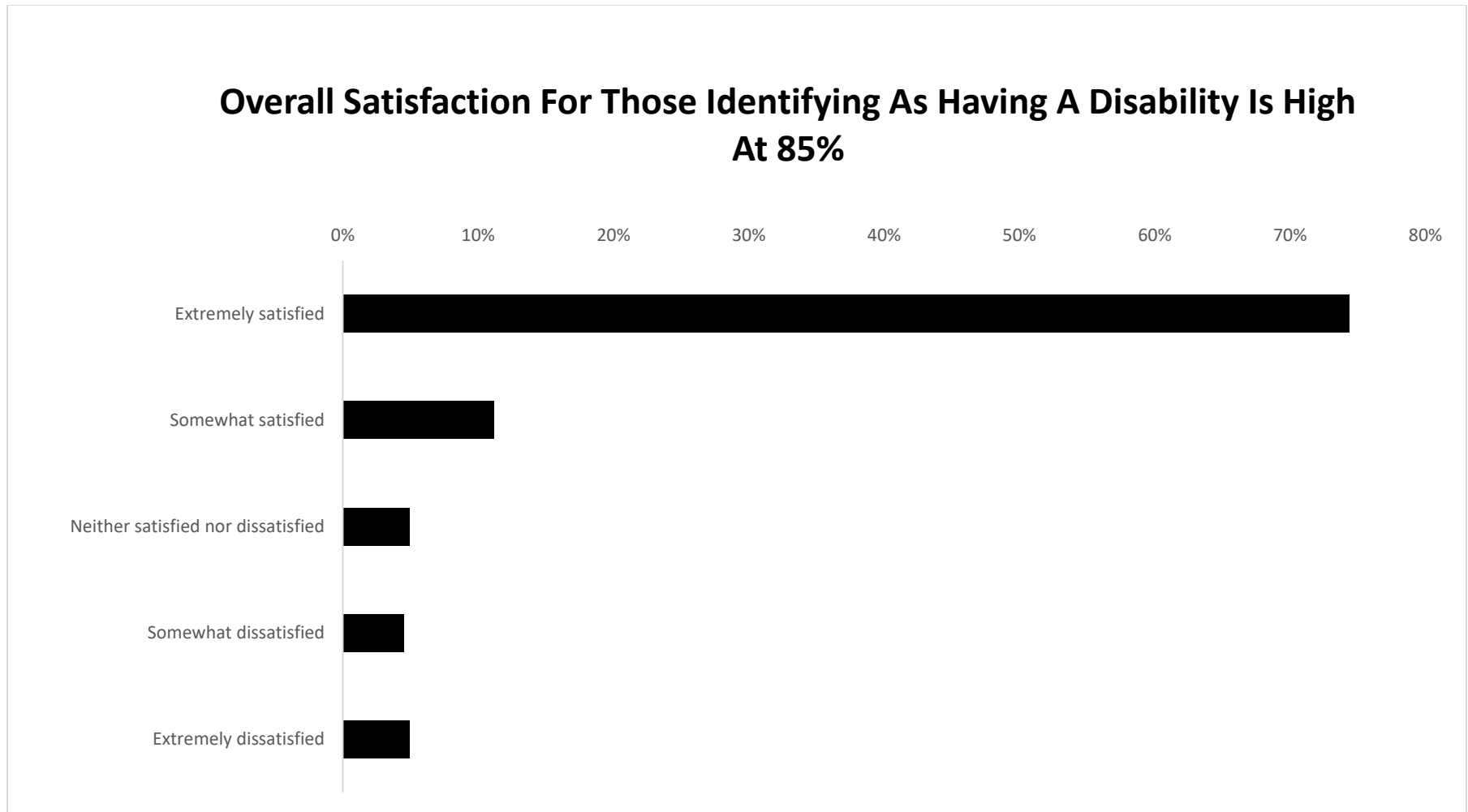
"How easy was it to apply for Fare Assist?" Most respondents (215 out of 258 or 85%) either strongly agree or somewhat agree, that the application process was easy. This indicates that for most respondents, the process was straightforward and manageable.

Fare Assist Satisfaction Survey as of August 9, 2024

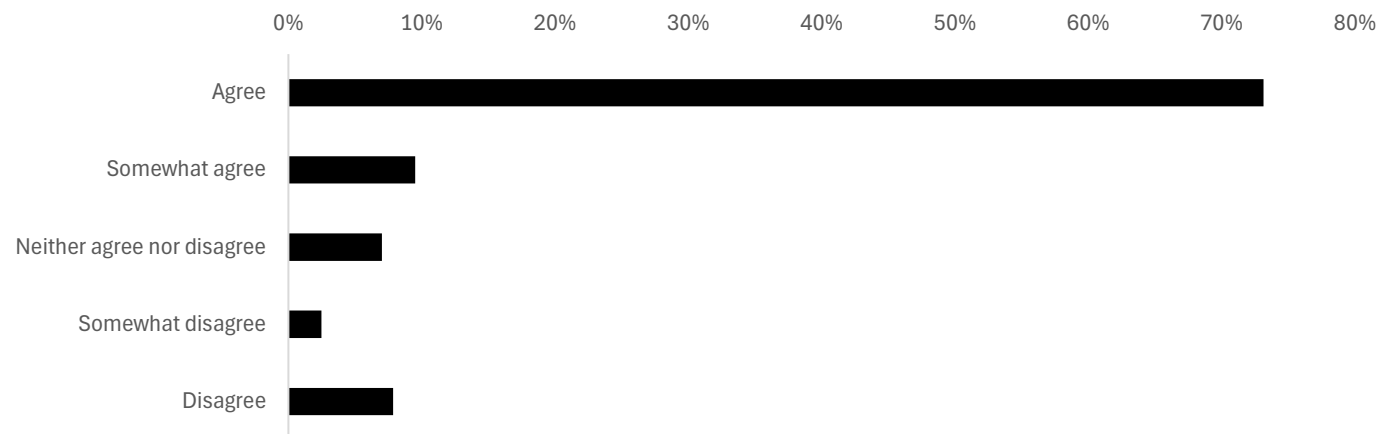
"How easy was it to register your PRESTO Card?" reveals a positive experience, with 216 out of 253 respondents (85%) agreeing or strongly agreeing that the registration process was straightforward and manageable.

Fare Assist Satisfaction Survey as of August 9, 2024

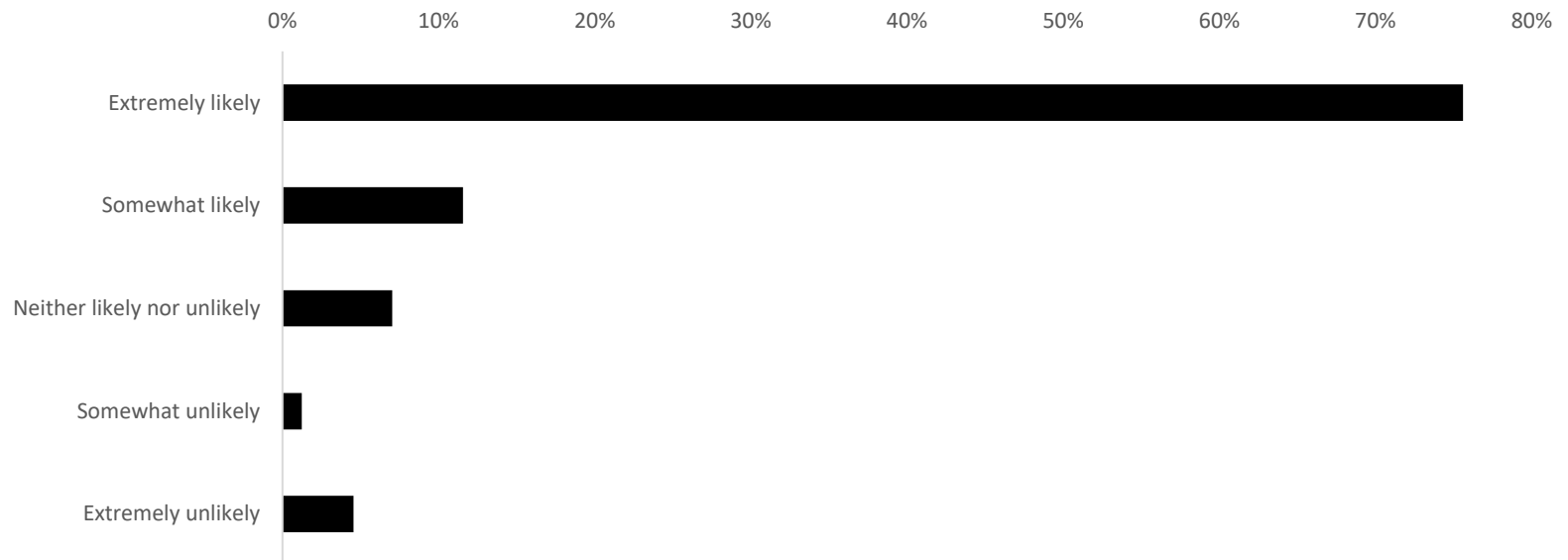
The survey responses for the question "How satisfied are you with the length of time it took to apply for and start using Fare Assist?" shows that most respondents were satisfied with the process, with 214 out of 253 respondents (85%) indicating that they were either somewhat or extremely satisfied, suggesting that for most customers, the process is timely and efficient.

Fare Assist Satisfaction Survey as of August 9, 2024

The survey responses for the question "Overall, how satisfied are you with Fare Assist?" show that a significant majority of customers (207 out of 242 respondents (85%)) are either extremely satisfied or somewhat satisfied with the program.

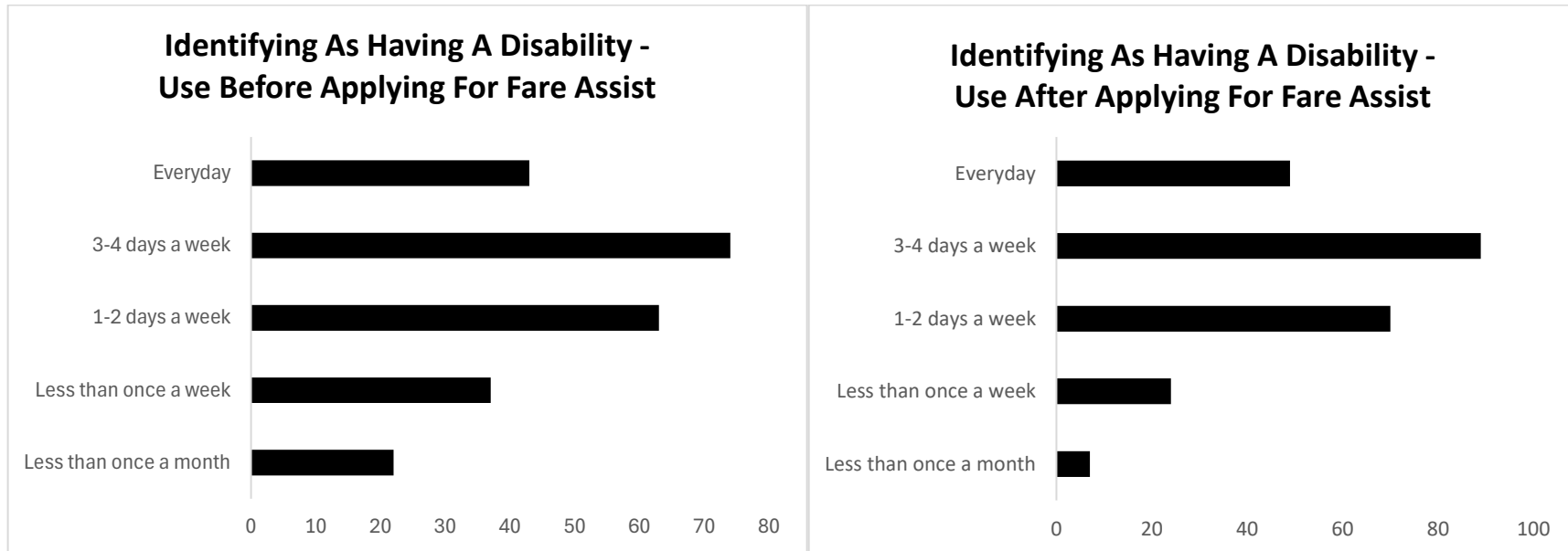
Fare Assist Satisfaction Survey as of August 9, 2024**The Majority Of Respondents Identifying As Having A Disability Said It Had A Positive Impact On Their Life**

A majority (83%) of disabled respondents appreciate the Fare Assist reduced fare, finding it beneficial in reducing their overall transit costs. This positive reception suggests that for most respondents the Fare Assist program is fulfilling its intended purpose of making public transit more affordable.

Fare Assist Satisfaction Survey as of August 9, 2024**The Majority Of Respondents Who Identify As Having A Disability
Would Recommend The Program**

The survey reveals that a substantial majority of respondents (211 out of 242 or 87%) are either extremely likely or likely to recommend the Fare Assist program to others. This high response suggests that overall, most respondents are happy with the program.

Fare Assist Satisfaction Survey as of August 9, 2024

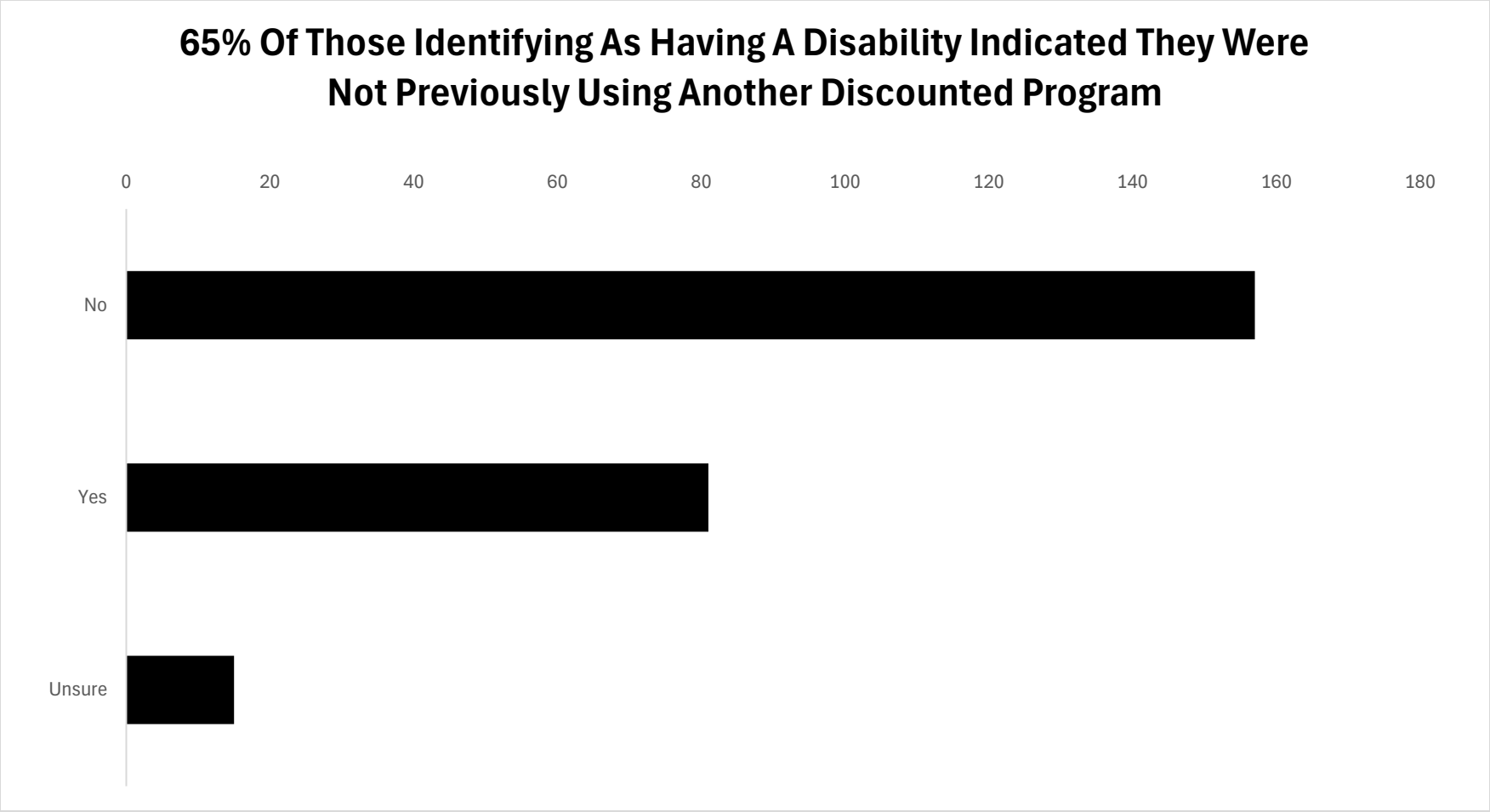


Increased Frequency of Use Everyday Use: There is a notable increase in the number of respondents who reported using HSR or DARTS every day, rising from 43 before enrollment to 49 after enrollment. This suggests that Fare Assist may have enabled more frequent use of public transit by making it more affordable, particularly for those who rely on it daily.

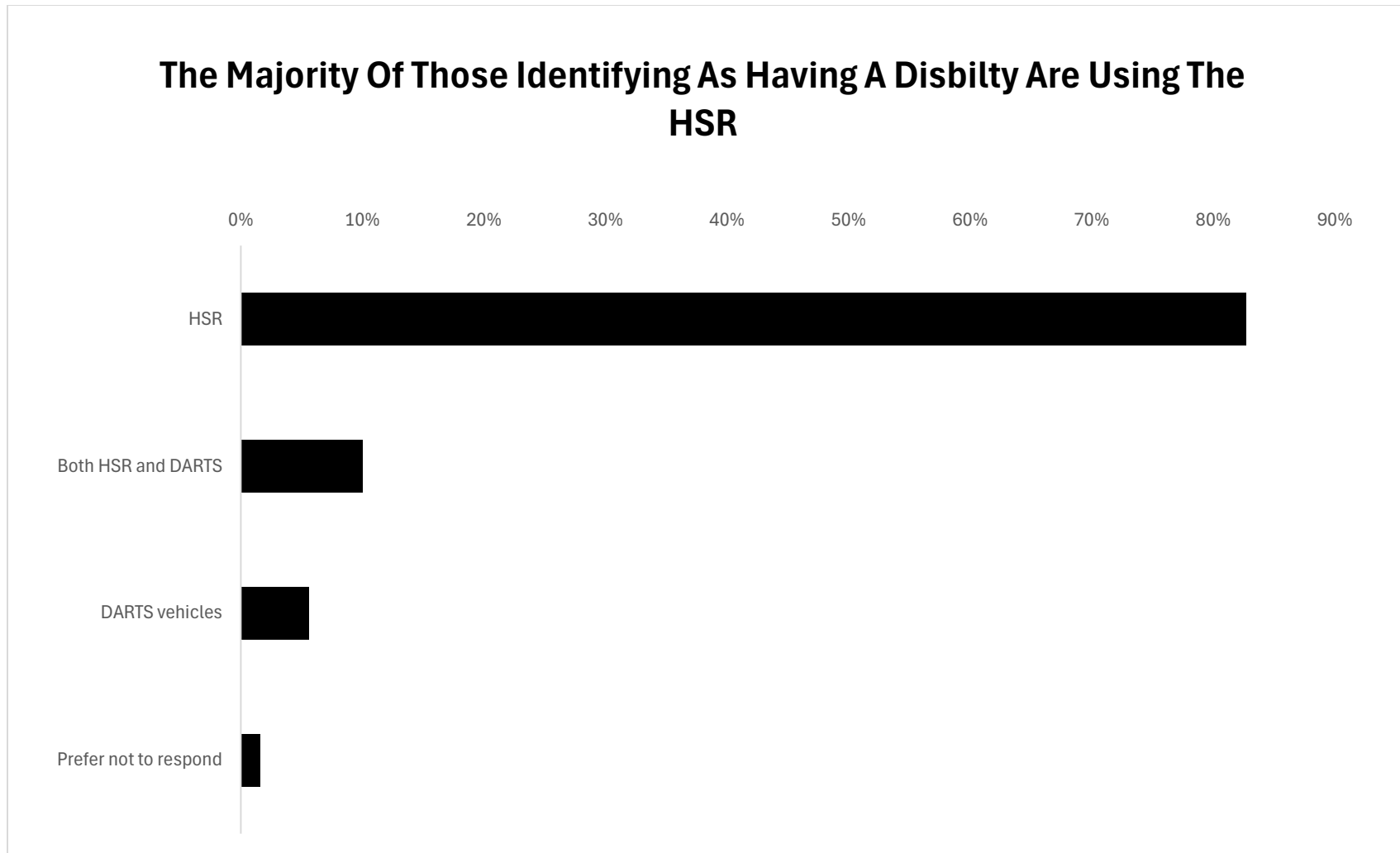
3-4 Days a Week:

Similarly, the number of respondents who reported using transit 3-4 days a week increased from 74 before enrollment to 89 after enrollment. This further supports the idea that Fare Assist is helping customers integrate public transit more consistently into their routines.

Fare Assist Satisfaction Survey as of August 9, 2024



Of the 253 respondents, 157 (62%) of them indicated they were not enrolled in a discount program with the HSR, while another 81 (32%) indicated that they were participating in either the Affordable Transit Pass and/or the Voluntary Pay Program.

Fare Assist Satisfaction Survey as of August 9, 2024

The survey reveals that a substantial majority of respondents, 206 out of 249 (83%) are using the HSR exclusively for their transit needs with an additional 10% using both HSR and DARTS.

Fare Assist Satisfaction Survey as of August 9, 2024

Respondents were asked if they had any additional comments or improvements for fare assist, some of the comments provided are shared here:

“I just want to say that im so grateful for the fare assist. It’s helped me a lot financially and im able to take the bus more now and not stress as much about money. Especially since I have chronic pain.”

“No comments just would like to thank the fare assist for helping us. Thank you so much”

“Thank you for making transportation more accessible and cost effective for Hamiltonians. I’ve been riding with HSR for over 15 years and it’s great to see this program give back to the community!”

“No I think the fare assist is great, when I put money on my presto card it lasts longer then it would normally, my whole family really loves the fare assist”

“Great program. Thank you. My children take the bus now instead of walking 45 minutes.”

“It's great as it is. If the discount can be increased better.”

Of the 254 respondents, 201 provided comments or suggestions have been grouped into themes for better analysis.

Theme	# Responses	% of total
Public Education/Knowledge/Process Improvements	38	18.7%
Great Program, Thankful, Greatful, Helpful	93	45.8%
Prefer the original programs Affordable Transit Pass / Temporary Transit Special Fare Program	14	6.9%
Application Duration	6	3.0%
Discount applicable to monthly pass	8	3.9%
Appreciate the program, would welcome a higher discount	31	15.3%
Other	13	6.4%
Total	203	100.0%