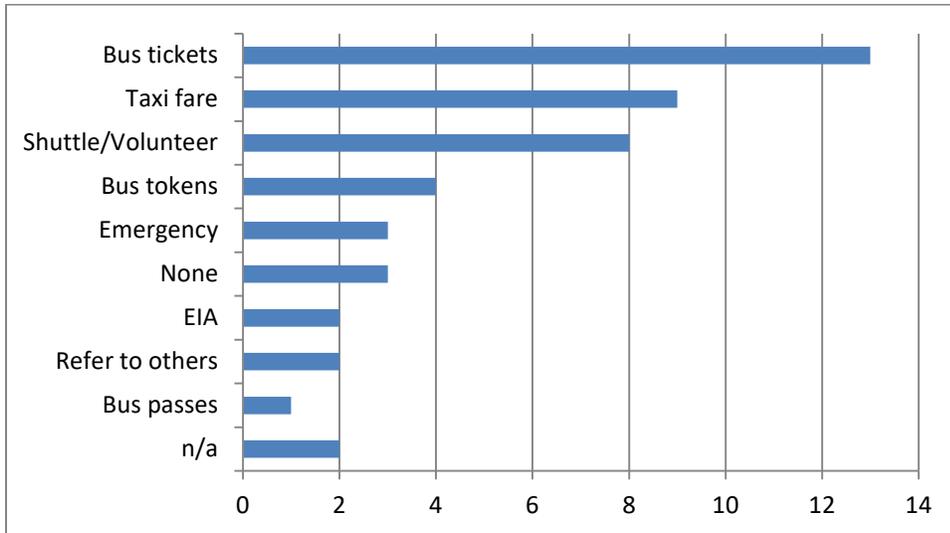


Appendix E – Open-ended response summaries

***Note:** Participant responses were coded across multiple categories. ‘Total themes coded’ may include responses that have been coded multiple times.

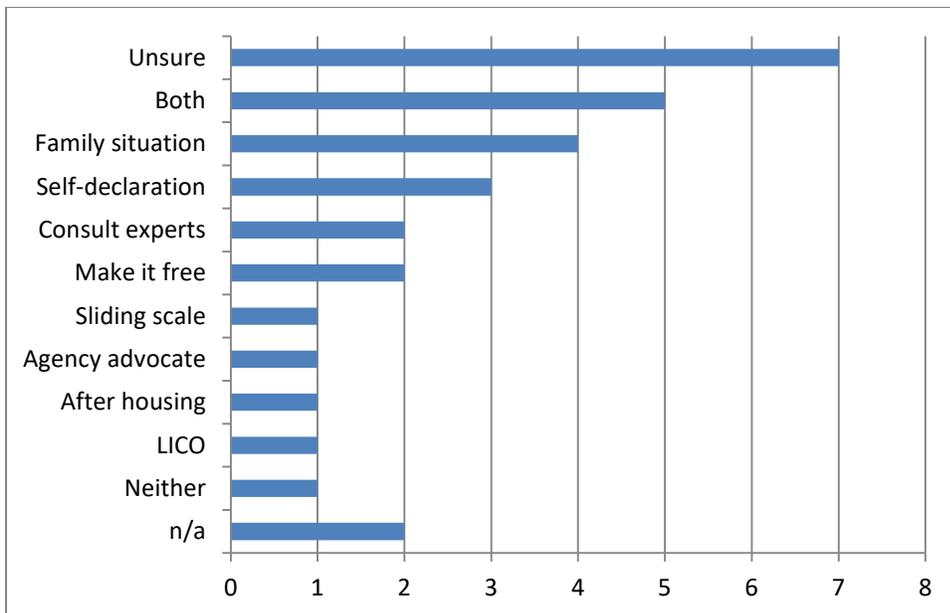
Question 4: What kind of transportation support is provided?

Other (please specify): **(35 responses, 47 total themes coded)**



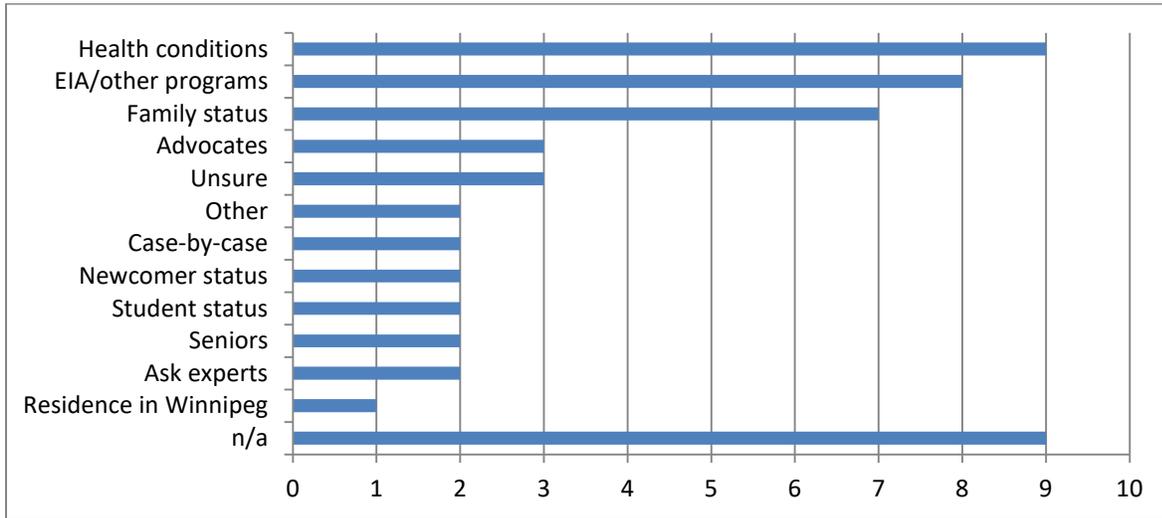
Question 5: When considering measures of eligibility, do you think Low Income Cut-off (LICO) or Market Basket Measures (MBM) are more relevant?

Other (please elaborate): **(28 responses, 30 total themes coded)**



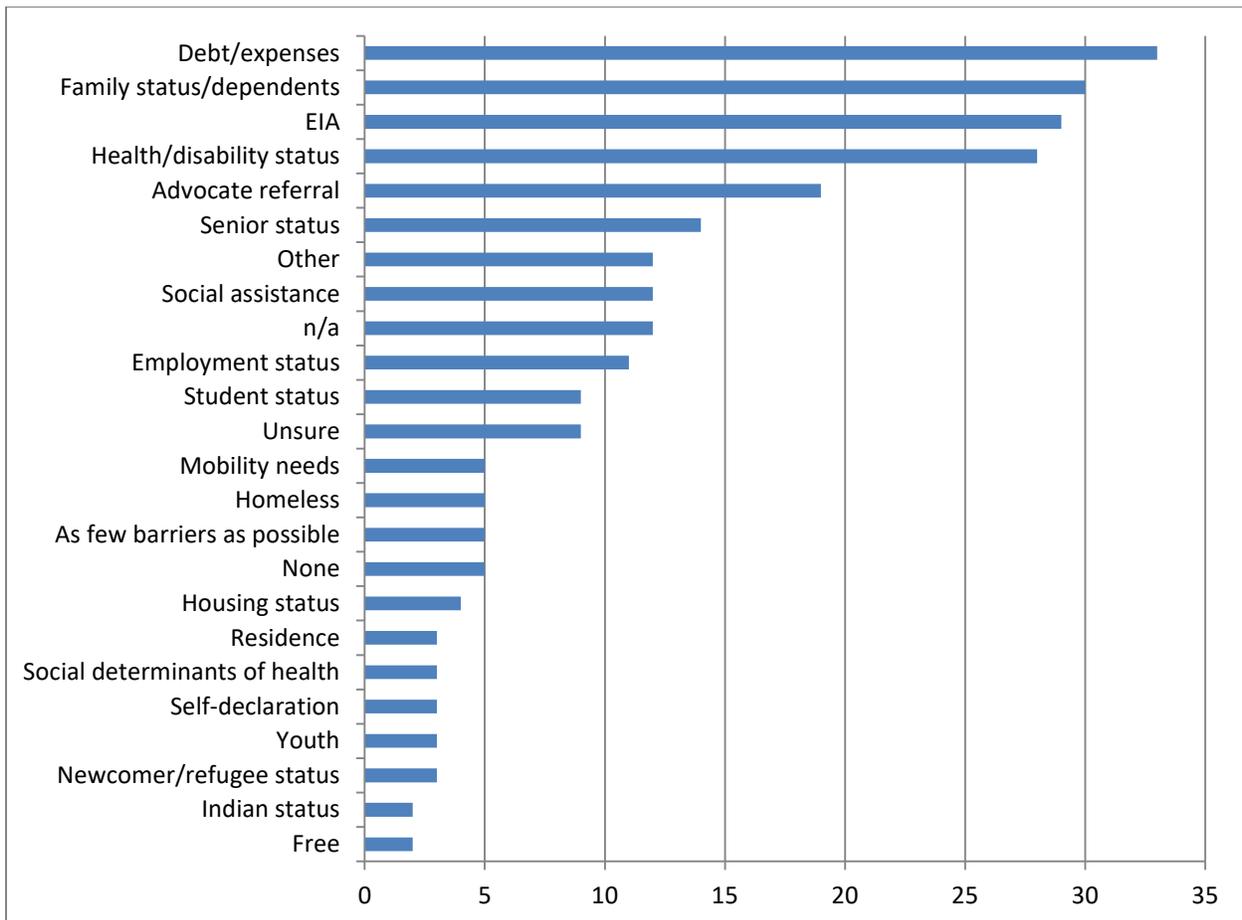
Question 6: Do you think that other forms of proof of eligibility should be considered?

Other (please specify): **(42 responses, 52 total themes coded)**



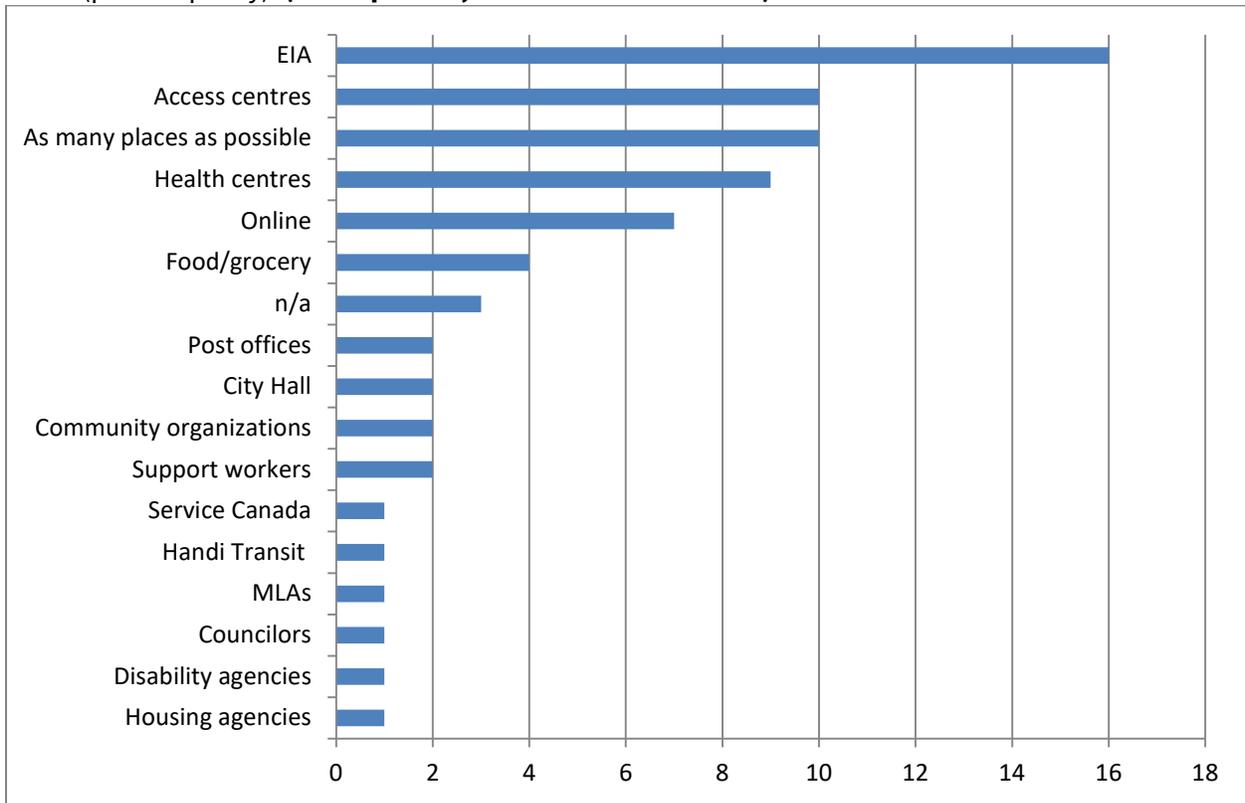
Question 7: In lieu of income measurement, what other proof of eligibility should the City consider?

(179 responses, 261 total themes coded)



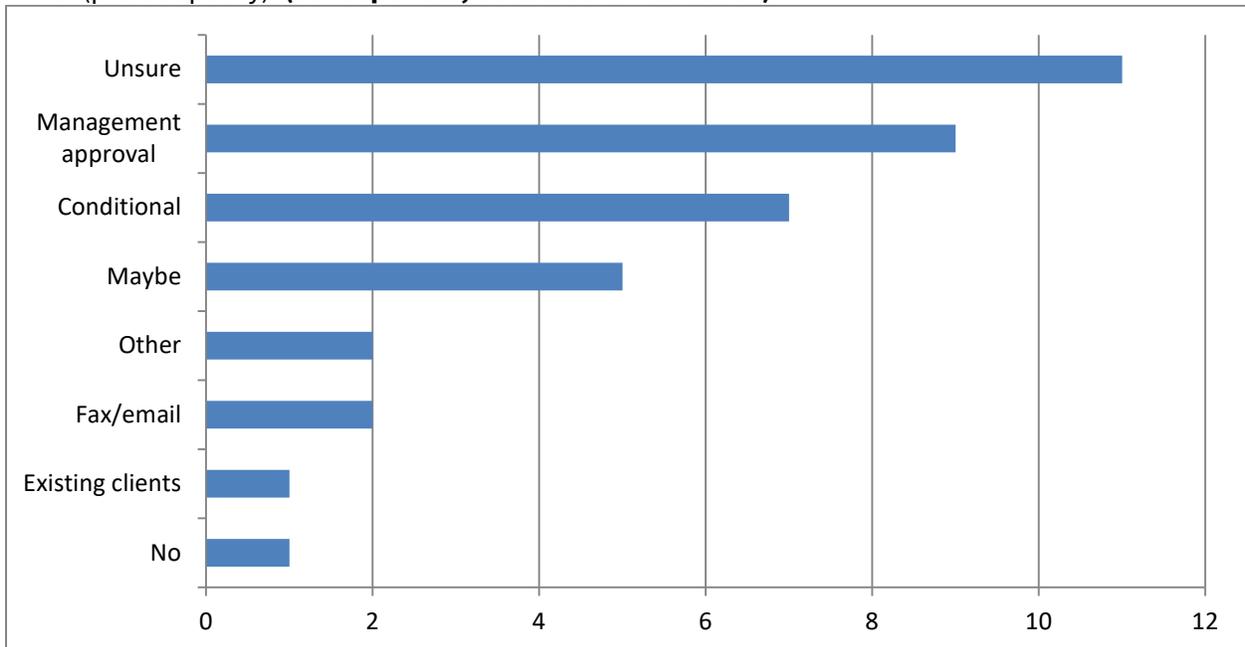
Question 8: How important is it for applicants to be able to drop off their applications at the following locations?

Other (please specify): **(58 responses, 73 total themes coded)**



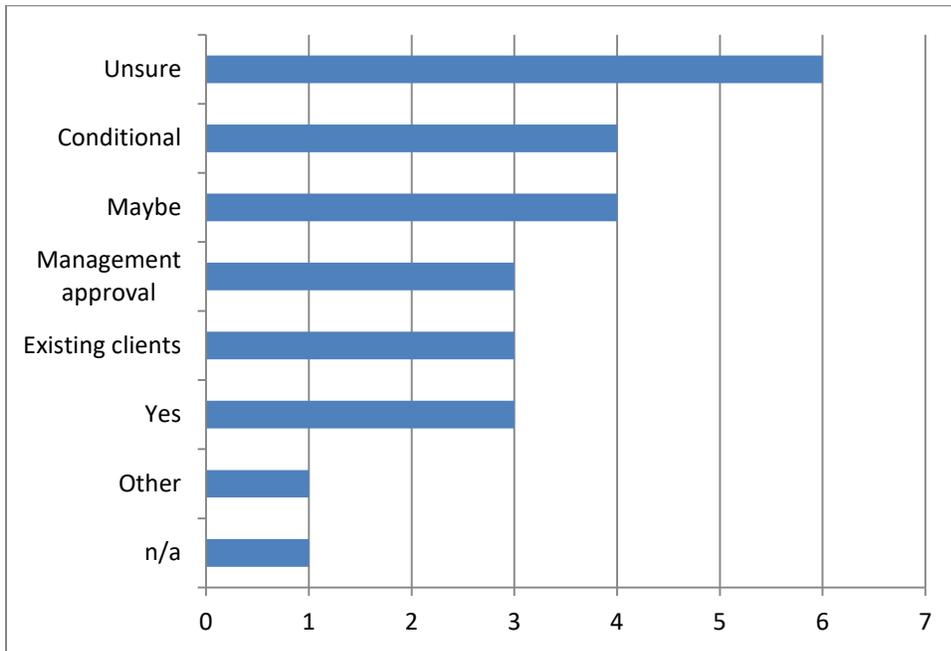
Question 9: Would your organization be willing to serve as a drop-off location for applications?

Other (please specify): **(33 responses, 38 total themes coded)**

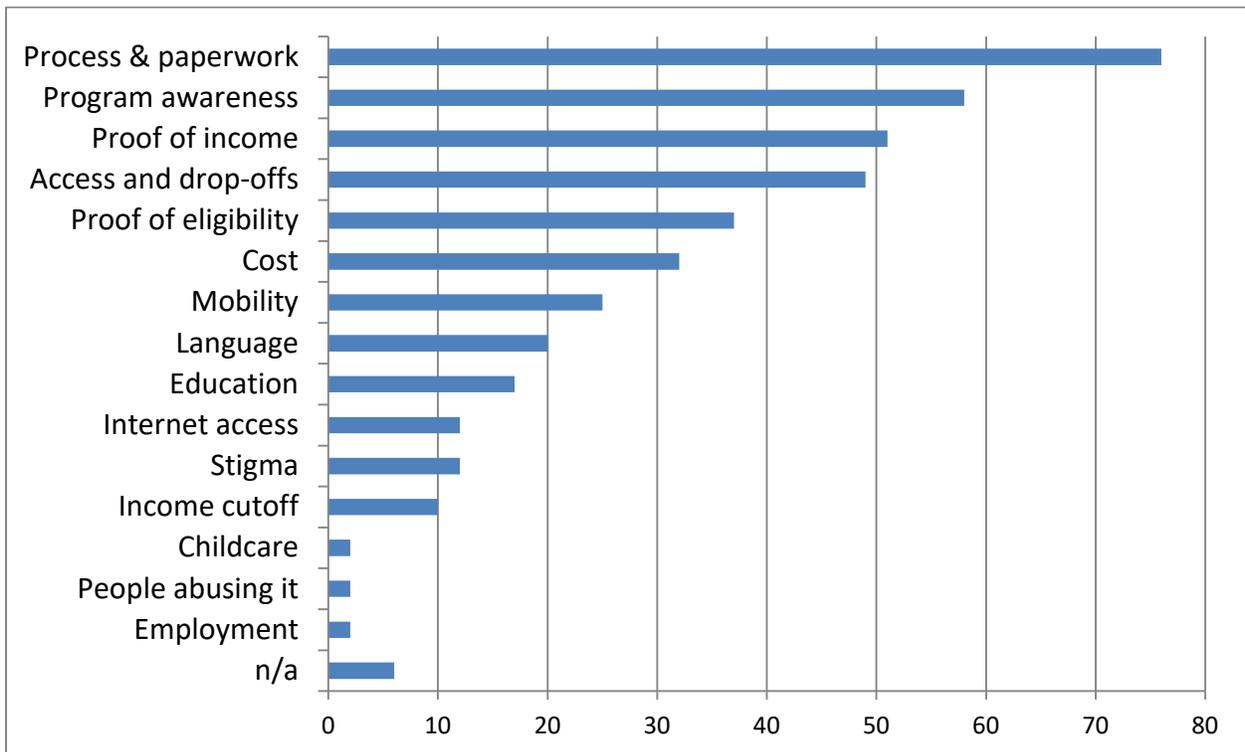


Question 10: Are you/your organization able to support participants in navigating the application process?

Other (please specify): **(18 responses, 25 total themes coded)**



Question 12: What do you see as the primary barriers for participants hoping to access this program?
(217 responses, 411 total themes coded)

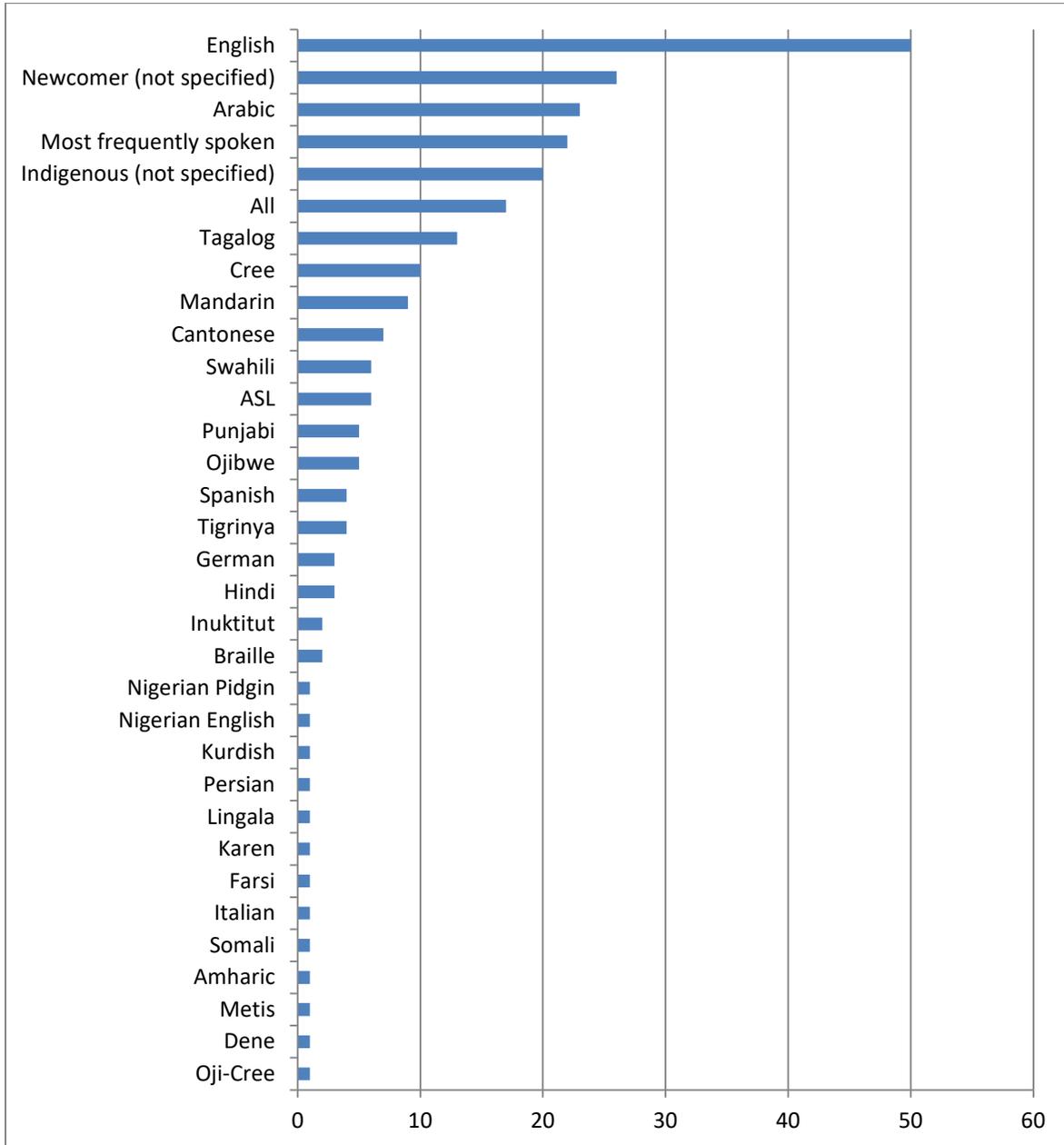


Question 13: What language or translation needs should the City be focusing on when launching this program?

Note: Responses to this question were coded based on two types of responses: Suggestions for support in specific languages, and suggestions other than those for specific language support.

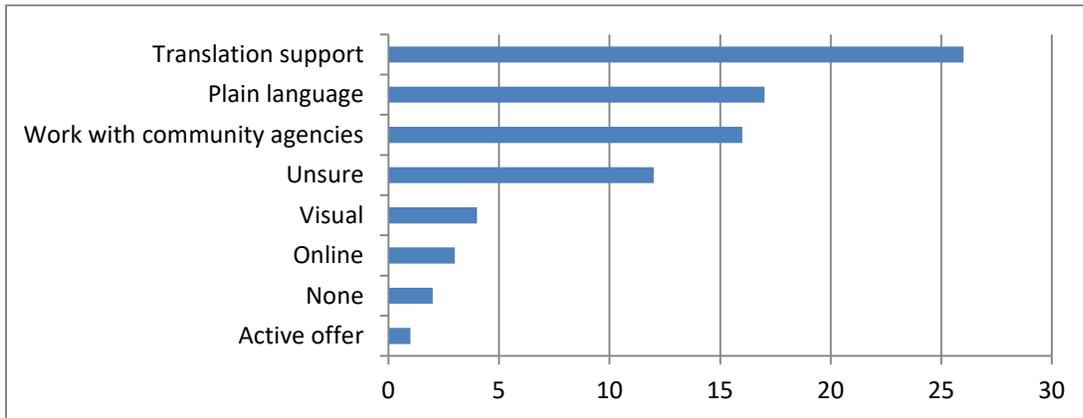
Language-specific responses

(183 responses, 302 total themes coded)



Suggestions other than those for specific language support

(183 responses, 302 total themes coded)

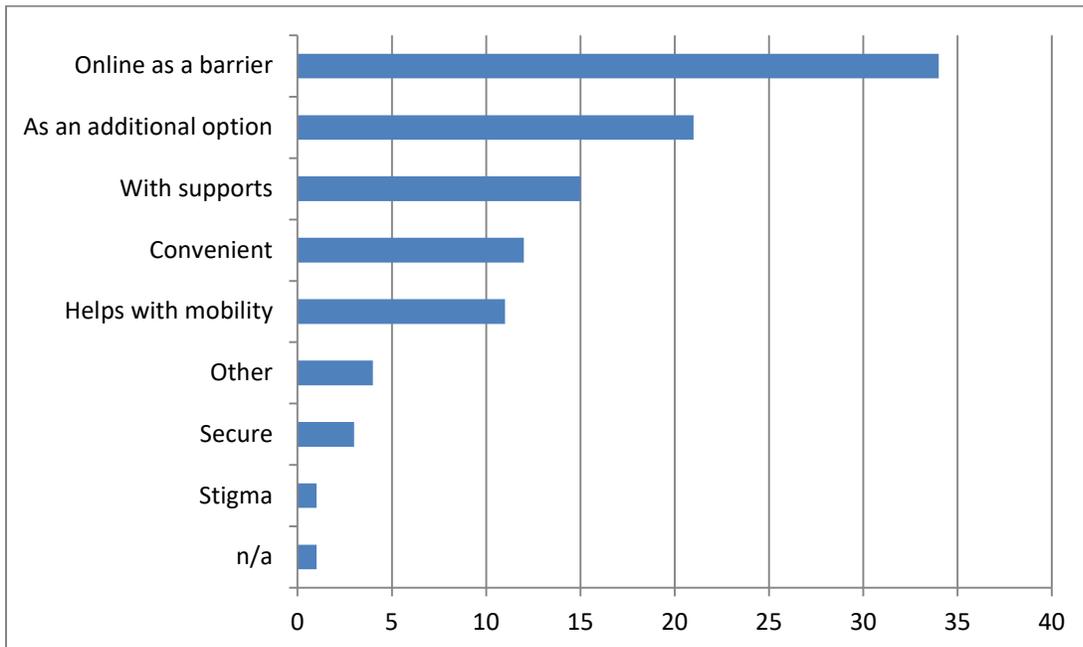


Question 14: How important is it that people are able to submit their applications online?

Total responses: 246

Level of importance	Percent of responses
Not at all important	0.41%
Not so important	5.28%
Somewhat important	22.36%
Very important	35.37%
Extremely important	36.59%

If necessary, please elaborate: **(85 responses, 102 total themes coded)**

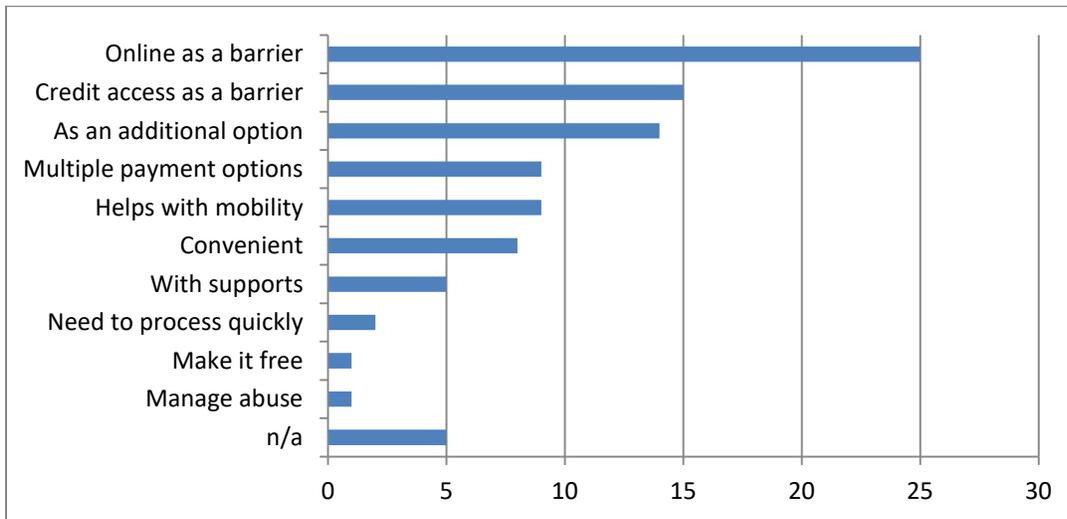


Question 15: Once applicants have received their cards, how important is it that people are able to purchase their passes online?

Total responses: 246

Level of importance	Percent of responses
Not at all important	4.49%
Not so important	8.16%
Somewhat important	34.29%
Very important	28.16%
Extremely important	24.90%

If necessary, please elaborate: **(61 responses, 94 total themes coded)**



Question 16: Do you have anything else you would like to add?

(110 responses, 163 total themes coded)

