



Board Report

File #: 2018-0706, File Type: Program

Agenda Number: 13.

REVISED
FINANCE, BUDGET AND AUDIT COMMITTEE
JANUARY 16, 2019

SUBJECT: LOW INCOME FARE SUBSIDY PROGRAM (LIFE)

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATION

CONSIDER:

- A. AUTHORIZING the extension and execution of Memorandums of Understanding (MOU) by the Chief Executive Officer for Low Income Fare is Easy (LIFE) and Immediate Needs Transportation Programs (INTP) including transportation and administration for a period of six months beginning July 1, 2019 through December 31, 2019;
- B. AMENDING the Fiscal Year (FY) 2019 Budget by \$400,000 to increase the LIFE program from \$14.1M to \$14.5M due to Federal Transit Administration Section 5316 Job Access and Reverse Commute (Section 5316) funding received for the LIFE program;
- C. AUTHORIZING the extension and execution of the Memorandums of Understanding (MOU) by the Chief Executive Officer for the Municipal, Included and other TAP Operators that are or will be participating in the LIFE program;
- D. AUTHORIZING the extension and execution of Memorandum of Understanding (MOU) by the Chief Executive Officer for Support for Homeless on Re-Entry Program (SHORE), including transportation and administration for a period of two years beginning FY20, subject to availability of funds approved through the budget process;
- E. RECEIVING AND FILING LIFE Implementation Update; and
- F. RECEIVING AND FILING LIFE Marketing Update.

ISSUE

At its May 2014 meeting, the Metro Board approved the reauthorization of the programs through the end of FY19 (See Attachment A). LIFE serves low income transit riders, victims of domestic violence, individuals experiencing homelessness, elderly and individuals with immediate transportation needs.

See Attachment B for a description of subsidy programs.

On July 27, 2017, the Metro Board approved the funding award recommendations for Section 5316 funds. At the conclusion of that award process, there was a remaining balance in Section 5316 funds of approximately \$1.7 million (\$1,735,145). Metro Staff has taken appropriate steps and awarded the funds to Metro's LIFE Program. Among the original Section 5316 award recommendations was an award to the City of Compton for \$192,174. The award to Metro's LIFE Program includes the \$192,174 Section 5316 funds originally awarded to the City of Compton, therefore, Metro will replace those funds with local funds so that the City of Compton will still receive the total award recommendation. FY19 projected cost for the marketing, outreach, and additional support of the LIFE Program will be \$400,000.

Currently, there are eleven Municipal operators that participate in the LIFE program, their contracts expiring June 30, 2019. The new MOUs will be developed based on the Reimbursement Policy approved by the Bus Operations Subcommittee on September 18, 2018 (See Attachment C). This will allow for the timely execution of the MOUs prior to the implementation of the LIFE Phase II.

SHORE provides subsidy to homeless service providers in Downtown Los Angeles, South Los Angeles, East Los Angeles and Hollywood. The program was reauthorized in 2014 for the period of 5 years starting FY15. MOU will expire on June 30, 2019. See Attachment B for a description of the SHORE program.

DISCUSSION

LIFE Administrator MOU Extension

Current administrator MOUs will expire on June 30, 2019. Staff has initiated the procurement process that should culminate in June 2019, and will seek Board approval in July 2019. Extension of the current MOUs will facilitate the provision of uninterrupted service to participants; maintain a steady and consistent flow of communication of program changes to the participants; complete the development of system infrastructure to support the new operations and administrative process; and provision of the administration and management services to more than 500 partner agencies. Once the major revisions of the program are implemented, staff will concentrate on assisting and training the administrators in the use of the database, the new guidelines and execution of contracts with partner agencies and service providers. Immediate Needs Transportation Program (INTP) has started its integration to LIFE beginning September 2018 and is expected to be fully integrated into the LIFE program effective Summer, 2019.

The program administrators will be renewed for the six month period (July 1, 2019 to December 31, 2019) at the following rates: LIFE program (RRTP) administration: FAME Assistance Corporation \$150,000, Human Services Association \$100,000. Immediate Needs Transportation Program Administration (INTP): International Institute of Los Angeles \$162,500, and FAME Assistance Corporation \$162,500.

LIFE Budget Amendment

The LIFE Program was awarded Section 5316 funds to support the LIFE Program's outreach and marketing efforts. The total grant award is \$1,735,145 and includes a 50% local match for a total project cost of \$3,470,290 to be used within three years of the award. As a condition of receiving the full \$1,735,145 in Section 5316 funds, Metro will provide \$192,174 in local funds to the City of Compton. Staff anticipates allocation of \$400,000 in FY19 to be utilized for the marketing and outreach and subsidized transportation to qualifying patrons. The funds will be matched with our subsidy funding and expended for communicating the changes as well as the major campaign to attract new recruits. The future years Section 5316 budget will be allocated through the budget process. The marketing and outreach plan details are included in Attachment D of this Board report.

City of Compton

The City originally applied for the Section 5316 funds and was awarded \$192,174 in operating funds. However, the Section 5316 funds were old grant funds repurposed through a budget revision. Because the City wasn't named in the original Section 5316 grant and couldn't be added through an amendment, they could not receive the funds. Metro will retain the originally awarded Section 5316 funds and replace those funds with local funds so that the City of Compton will still receive the total award recommendation.

Municipal Operator LIFE Contracts

In February 2007, Metro Board authorized the inclusion of Municipal and Included operators in the LIFE (previously referred to as RRTP) program. Staff negotiated and executed Memorandums of Understanding (MOUs) with the operators interested in joining the program. Since then Antelope Valley Transit Authority, Culver CityBus, Foothill Transit, GTrans, LADOT Transit, Long Beach Transit, Montebello Bus Lines, Norwalk Transit systems, Santa Clarita Transit, Santa Monica Big Blue Bus and Torrance Transit have joined the program. Once LIFE is transitioned to TAP, all TAP enabled operators will be able to participate in the program should they choose. Glendale Beeline, Burbank and Pasadena have expressed interest in joining the program. Staff will develop the Memorandums of Understanding, in cooperation with the operators. The new contracts are anticipated to be in place by July 1, 2019 so the participants can choose to ride any of the participating operators. This will allow for the timely execution of the contract for each operator prior to the implementation of additional LIFE benefits, namely the introduction of the "20-Ride" benefit.

SHORE Program Extension

The SHORE program is administered by Shelter Partnership with an annual budget of \$520,000, of which \$500,000 is set aside for transportation subsidies and \$20,000 for administration of the program. SHORE supports the homeless service providers located in Downtown Los Angeles, South Los Angeles, East Los Angeles and Hollywood. During FY19, SHORE transitioned from tokens to TAP cards. Please see Attachment B for a description of SHORE program. Staff is aware of the geographical limitations of this program and will continue evaluating the program in relation to LIFE to address the unique transportation issues of the individuals experiencing homelessness and victims of domestic violence countywide. LIFE and SHORE programs are subject to annual audit.

LIFE Program Implementation

Implementation of LIFE program has been moving forward in two phases;

Phase I

The first phase of the program was implemented in January 1, 2018. The subsidy was increased for participants with the immediate expansion of the program using the current coupon/token based distribution methods providing qualifying riders access to discounted 7-day or 30-day passes (RRTP) or the distribution of tokens by Metro affiliated network of social service agencies (INTP).

Table 1 below reflects the LIFE program benefits effective July 2019.

LIFE <i>Effective July 1, 2019</i>				
Individual Benefits (Choice of one each month)				
Pass Type	Pass Amount	Current Subsidy per Month	Current Subsidized Pass Price	% Off Pass Price
Regular Fare 30 Day	\$100	\$24	\$76	24%
or	\$25	\$6	\$19	24%
Regular Fare 7 Day (four weeks per month)		(four times per month)		
College/Vocational Pass 30 Day	\$43	\$13	\$30	30%
Student 30 Day Pass	\$24	\$10	\$14	42%
Senior/Disabled 30 Day Pass	\$20	\$8	\$12	40%
20 Regional Rides (per month)	Option available as an alternative to pass purchase. Applicable to all rider categories			
Agency Benefits				
<ul style="list-style-type: none"> Taxi Vouchers, not counted against individual benefits above. Some short term transit benefits are being developed for homeless individuals 				
Total Annual Budget	\$14.1 million in 2019			

Phase II

Phase II will consist of completion of the INTP transition to LIFE and complete technical integration into TAP wallet, eliminating the need for coupon and token usage. This will provide more convenient and affordable access and increase the ability of qualifying riders to secure and utilize transit services in Los Angeles County. The transition of INTP into the LIFE program is expected to be completed during Summer 2019.

The integration will result in the following features:

- **A Simplified Participant Eligibility Process** - eligibility for subsidies will be indicated on eligible participant's TAP card each year eliminating the need to appear at the distributing agency every 6 months. The purchases can be done at a vendor site or thru TAPtogo.net.
- **New TAP Ride-based Options** - Tying participants' benefits to a TAP card allows for a new ride product to replace the tokens currently issued under INTP. Under the revised program, effective July 1, a customer can choose either a discounted pass product or the 20 regional TAP rides each month. Currently, the TAP ride option is not available. In addition, in cooperation with homeless providers, a product is being developed to specifically address the transportation needs of homeless individuals. Staff is exploring the option of providing a preloaded product on disposable/temp cards that can be issued directly by homeless service providers to eligible clients. In case of loss or theft of the card, the client would be able to return to the agency to receive their remaining subsidy.

When fully implemented, the combined increase in transit subsidy for qualified riders and technological improvements in the program will significantly enhance the ability of economically vulnerable individuals, including Senior and Disabled, Student, and regular riders, to access both Metro and other Municipal, Included or Local transportation service providers.

Marketing & Outreach

In an effort to ensure maximum outreach and the introduction of the new program to potential riders, an extensive marketing campaign is being developed for launch in June 2019. In addition, a major campaign to inform our current patrons is currently underway. Section 5316 funding will be utilized to fund both campaign expenditures. See Attachment D for the detailed Marketing Plan for new participants and for the notification and communication of "Changes are coming" Marketing Plan. The campaign uses a four part strategy:

- **Distribution of information throughout Metro network** - Different approaches have been devised for the current participants and the new recruitment. The campaign will utilize Metro channels to reach all eligible riders. These channels, some of which will also be provided to participating operators, brochures (translated into 9 languages), posters, car and rail cards, on hold messages, Source post, etc.
- **Distribution of information through Digital media consultant** - a media agency will be contracted to place advertisements in various websites, applications, digital radio and a wide range of bill boards to reach target audiences. In addition, a consultant is developing program

videos for new and current participants.

- **Outreach through program administrators and participating agency partners** - LIFE administrators, along with 500+ participating non-profit, faith-based or governmental agencies conduct outreach to their client base and general public. Staff will also be contacting small employers, libraries, civic and senior centers, and organizations or agencies that are currently not participating in the program.
- **Outreach conducted by Metro program staff** In addition to staff's attendance at community based outreach events, LIFE program information will be provided to Municipal Operator partners, Bus Operations Subcommittee and Local Transit Systems Subcommittee, Service Councils and various Metro committees. The program changes will be communicated to internal Metro departments that have regular contact with the public to assist with outreach.

With the introduction of updated technology through the TAP system, the effectiveness of the campaign will be continuously analyzed, and the outreach plan will be revised to target underserved areas.

Notification of Changes to Current Patrons

In addition to the major marketing campaign countywide, a campaign informing our current patrons is currently underway.

- The current participants have received information on the "Changes are Coming" at the start of the December 2018 distribution and will continue the campaign through future enrollments.
- The information will be emailed and or mailed to patrons multiple times.
- Metro, administrator and participating agency staff will continue communicating the changes in person during distributions. This effort began in November 2018 and will continue until all clients have been notified.
- An animated video was developed to display the changes to the patrons. The video will be played at the participating agency sites during each distribution.
- Metro's webpage also has been updated to inform the visitors of the changes and the video will be available as well.
- The information will be communicated to the patrons at community based outreach events such as Homeless Connect Days, Colleges, On the Move Riders events etc.

DETERMINATION OF SAFETY IMPACT

There is no impact on the safety of Metro patrons or employees as a result of the Board's consideration of this item.

FINANCIAL IMPACT

Funding of \$14.1 million is included in the FY19 Budget in cost center 0443, project number 410016, for the programs. Approval of the inclusion Section 5316 funding will increase the funding level to \$14.5 million in FY19.

Impact to Budget

The FY19 Adopted budget included \$10 million funded with Prop C 40% and an additional \$4.1 million from Measure M 2% (ADA Paratransit and Metro Discounts for Seniors and Students). Should the Board approve staff recommendation, \$400,000 of Section 5316 funding will be added to the budget. Future appropriations will be included in subsequent year's budgets.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

This recommendation supports the following goal of the Metro Strategic Plan.

Goal 3: Enhance communities and lives through the provision of mobility and access to opportunity

ALTERNATIVES CONSIDERED

The Board could choose to not approve the contract extensions with current providers. Staff does not recommend this option as the change of the administrators in the midst of the transition would have a negative effect on the smooth service delivery and patron notifications. If the additional funding is not approved then staff will not be able to take advantage of the Section 5316 funding to expand program outreach. The Board may also choose not to authorize the contract negotiation with the transit operators. This is not recommended as it would adversely affect program participants by limiting their access to expanded travel and transportation options. The Board may also choose to not to extend the contract to the SHORE program, however this option is not recommended since this will negatively affect the homeless individuals participating in the program.

NEXT STEPS

The implementation of Phase I on January 1, 2018 marked the beginning of additional activities in order to capture the technological advances in future TAP technology. Future planned activities include:

- Issue RFP for new third party administrators
- Ensure smooth transition of the administrators

- Implement the marketing plan
- Prepare and execute five-year agreements with current or new Municipal, Included or TAP Operator partners
- Continue integration of INTP into LIFE
- Continue development of the system infrastructure to support new administrative processes in coordination with TAP Operation
- Review and revise current policies and operating guidelines
- Continue to conduct outreach on the new program, including a comprehensive outreach campaign to raise awareness of available discounts
- Continue to work with participating non-profit agencies to address implementation issues
- Review the SHORE program in relation to LIFE and explore opportunities to either integrate, incorporate or expand either programs

ATTACHMENTS

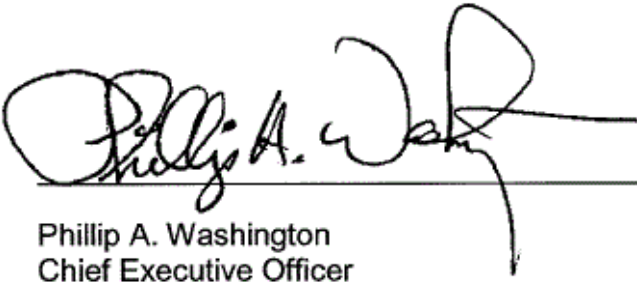
Attachment A - May 2014 Board Report
Attachment B - Description of LIFE, INTP and SHORE
Attachment C - Operator Reimbursement Policy
Attachment D - Marketing and Outreach Plan

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REVISED
FINANCE, BUDGET AND AUDIT COMMITTEE
May 14, 2014

SUBJECT: FUNDING FOR FARE SUBSIDY PROGRAMS

ACTION: APPROVE RECOMMENDATIONS

RECOMMENDATIONS

Authorize the extension and execution of Memorandum of Understanding by the Chief Executive Officer for the 1) Support for Homeless Re-Entry Program (SHORE-\$500,000 annual budget); 2) Immediate Needs Transportation Program (INTP-\$5,000,000 annual budget); and, 3) Rider Relief Transportation Program (RRTP-\$5,000,000 annual budget) for five years beginning Fiscal Year (FY) 2015, subject to availability of funds approved through the budget process. Additionally, authorize:

- A. Re-allocation of the coupon printing expense, estimated at \$100,000 for FY15, from the administration budget to the transportation budget so that the full value of the administrative share of \$500,000 is available for the program administration.
- B. Allocate additional funding in the amount of \$20,000 for the administration of the SHORE program, bringing the total funded value to \$520,000 (an increase of 4%)
- C. Authorize a change in the distribution of INTP fare media to allow for up to 70 ~~65~~ 65 ~~50~~ % of the subsidy value to be made available through the token program, increasing the token share from its current level of ~~65~~ 50 %. Conversely, the subsidy value allocated to the taxi program would decrease from ~~35~~ 50 % to ~~30~~ 35 %.

ISSUE

The INTP, SHORE and RRTP are specialized transportation programs that serve people with disabilities, frail elderly, welfare participants, indigents, low-income transit riders and people with immediate transportation needs. Both the INTP and SHORE were established with funding through the Call for Projects. RRTP was developed by MTA Board action to mitigate the adverse effects of the 2007 fare increase on low-income population. The programs were last re-authorized in May 2009 for the period FY2010 through FY2014. Please refer to Attachment A for details on each program.

DISCUSSION

In addition to re-authorization of the programs at the funding levels of the past five years, staff requests the following three modifications (one to each of the three programs):

A. When the RRTP was adopted in June 2007, the Board approved 10% (\$500,000) for administration of the RRTP program which included an estimated \$40,000 in printing costs with the remainder to be paid to the program's administrators, FAME Assistance Corporation (FAC) and Human Services Association (HSA). The success of the program coupled with the rise in printing cost has increased the overall cost of printing to \$90,000, effectively lowering the amount of funding allocated to administer the program. For FY15, the printing cost would approximately be \$100,000, an increase of \$10,000 is estimated based on the program growth. The funds remaining in the transportation subsidy budget are adequate to absorb the printing cost.

B. Since the inception of the program in 1994, Shelter Partnership, Inc. has utilized other funding sources to fund the administration of the program, leaving 100% of Metro funds available for transportation subsidy to the participants. However, due to recent budget cuts the agency is unable to provide the full funding for the administration of the program and is requesting additional funding totaling \$20,000 or 4% for administration.

C. In 2008, the Board approved a ~~65~~ 50% token/~~35~~ 50% taxi share under the INTP program. However, the demand for fixed route services exceeds that for taxis. Increasing the allowable token share to a maximum of ~~70~~ 65% would allow more individuals to be served.

Policy Implications

The INTP, SHORE and RRTP programs provide subsidies to a segment of riders who are either unable or cannot afford to ride our transit services even for their immediate and basic transportation needs. These programs enrich the lives of disadvantaged individuals in many ways. Providing transportation to an abused individual to flee from a dangerous situation to a shelter is a way to ensure his or her survival. Providing transportation to homeless people to attend training or job interview, food pantry or medical appointment improves their quality of life. These programs improve lives by providing lifeline transportation services. All three programs are subject to annual audits, and there have been no significant findings to date. With Board authorization, we will execute MOUs with service providers administering these programs to receive funds.

PROGRAM	NO OF ANNUAL PARTICIPANTS
SHORE	7,000
INTP	28,000
RRTP	55,000

A. Originally, the Board approved the allocation of 10% (\$500,000) to administer the RRTP program. Annually, approximately \$90,000 (18%) of the administrative funding is for printing cost, reducing the actual amount of funds for administration by FAC and HSA to just 8.2%, far below the Board approved 13% for the comparable INTP. The continued growth of the program has required greater administrative effort while the funds available for administration have declined.

B. Since SHORES's inception in 1994, Shelter Partnership, Inc. has covered the administrative cost of the SHORE program from other sources. However, recent budget cuts have affected their ability to do so. The partial subsidy of the administrative cost in the amount of \$20,000 (3.8% of a revised program budget of \$520,000) would allow Shelter to continue their administrative duties for the SHORE program with no interruptions.

C. Currently, there is more demand for fixed route than taxi - the requests for tokens exceed the allocated budget by 5% annually. Furthermore, any future fare restructuring if approved by the board, would increase the cost of tokens and will have a negative impact on the number of individuals served. Increasing the bus ratio will assist in reversing the impact should it occur.

DETERMINATION OF SAFETY IMPACT

Approval of this project will have no impact on Safety.

FINANCIAL IMPACT

Funding of \$10.5 million is included in the FY14 Budget in cost center 0443, project number 410016, task 01(INTP), task 02(SHORE), task 03(RRTP). Reauthorization of these programs plus approval of the three requested modifications would increase the funding level to \$10.52 million for the next five years beginning with FY15. These programs will be funded with Proposition C 40% Discretionary revenues. As this is a multi-year program, the cost center manager will be responsible in budgeting it in the future years.

ALTERNATIVES CONSIDERED

The Board of Directors may choose not to authorize the CEO to continue with the execution of the MOUs with the proposed providers as recommended. However, this

option is not recommended, as we will be unable to provide funding for these services and would adversely affect more than 80,000 individuals who will not be able to use transportation for their basic needs, attend school or report to work.

A. The Board may also choose not to authorize the allocation of RRTP printing cost to the transportation share (\$4.5 million) of the budget from the administration share (\$500,000). However, the continued reduction in administrative funding available to FAC and HSA as printing costs increase will impact the effectiveness of the program.

B. The Board might also choose not to subsidize a portion of the administrative cost for the SHORE program however this will impact the administration of the program.

C. The Board might also decide to keep the subsidies at the same level, however this option is not recommended since a number of participants using bus subsidy would be adversely impacted.

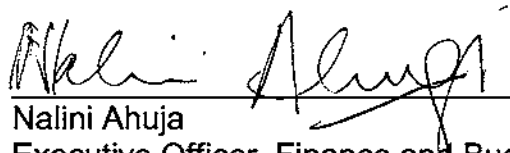
NEXT STEPS

We will prepare five-year MOUs for execution with each of the service providers, as described in the Recommendation. Approval of the recommendation will allow us to provide funding for these specialized transportation programs as budgeted annually. Staff will continue to work with TAP to incorporate the RRTP coupon process to make the program operation more efficient and effective. Additionally, annual audits will continue for each of the three programs. We will return to the Board if there are any significant changes to the programs that affect funding levels or sources.

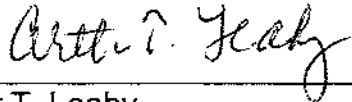
ATTACHMENT

A. Description of SHORE, INTP and RRTP programs.

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SUPPORT FOR HOMELESS RE-ENTRY PROGRAM

SHORE began in May 1994 and was developed to aid homeless persons in central Los Angeles, so that they would become self-sufficient through access to such services as schooling, employment, healthcare, and social services.

Shelter Partnership, Incorporated has administered the \$500,000 annual token program with its own operating funds. Currently, due to budget cuts they are requesting \$20,000 in addition to their transportation subsidy to fund the administration of the program.

Annually, more than 7,000 individuals participate in the program. The tokens are distributed through a network of homeless shelters to assist the clients to access health care, mental health, child care, employment and housing to promote stability and self-sufficiency.

Eligible participants are individuals and families participating in case management services at one of the approved social service agencies in Central Los Angeles.

IMMEDIATE NEEDS TRANSPORTATION PROGRAM

This program was established in May 1992 following urban unrest. The Board selected the FAME Assistance Corporation (FAC) to administer and broker the INTP. The Board expanded the program in 1993 to provide service countywide. At that time, the International Institute of Los Angeles (IILA) was selected to broker the program in the northern and eastern half of the county, while FAC continued to broker the southern and western half.

Since 1993, \$5 million annually has been budgeted to the INTP, \$4.3M or 87% is allocated to transportation and \$650,000 or 13% to administration of the program. Each administrator receives \$2.5 million annually, broken down to \$325,000 in administration and \$2.1M in transportation subsidy. Board approved ratio of allocation for transportation subsidy is 65% bus tokens and 35% taxi coupons and vouchers. For past few years, there are more demands on bus tokens than taxi coupons so therefore we request that the ratio be changed to 75% bus tokens and 25% taxi coupons/vouchers.

In total, there are approximately 500 agencies in the INTP network who distribute taxi vouchers and bus tokens to persons with immediate transportation needs and limited transportation resources.

Individuals can apply to any of the participating agencies in their area and once they meet the criteria they will start receiving their subsidy.

There are three types of subsidies;

- Bus Tokens
- Taxi Coupons
- Taxi Vouchers

Annually, more than 28,000 participants receive bus tokens and taxi coupons that are used for trips to medical, shelter, case management, job search/job interview, food and other essential destinations. Taxi coupons and vouchers are utilized to individuals who due to frailty, safety or urgency are unable to use the fixed route service.

RIDER RELIEF TRANSPORTATION PROGRAM

The Board of Directors established the RRTP to help mitigate the impact of the fare adjustment on the low-income and transit dependent riders of Los Angeles County. Three agencies FAC, HSA and JFS were selected to administer the program, which started fare media and subsidy coupon distribution in April 2008. The program had a slow start but by recognizing the barriers, the program was modified.

Jewish Family Service of Los Angeles recused itself from the RRTP program, effective June of 2009, and is no longer involved with the program. Therefore, as of June 2009, FAC has been receiving \$3,000,000 (60%) in transportation subsidy, including 10% or \$300,000 for administration, and HSA receives \$2,000,000 (40%) in transportation subsidy, which includes \$200,000 for administration. The two administrators are working with eligible participants as well as a network of non-profit and governmental agencies to distribute pass subsidy coupons to the RRTP's target population.

As a result of a motion approved by our Board in February 2009, the program was extended to provide subsidy to the eligible riders of the Municipal Operators who have had recent fare adjustment or are likely to raise fares while the program is in place. To date, Long Beach Transit, Santa Monica Big Blue Bus, Torrance Transit, Culver City Bus, Norwalk Transit, Foothill Transit, Antelope Valley Transit, Montebello Transit, Santa Clarita and Los Angeles Department of Transportation have joined the program.

Eligible participants are individuals whose income is below poverty level and who are either Metro or participating Operators' pass holders. The coupons are redeemed at the time of purchase and they are valued at \$10 for a regular pass and \$6 for senior/disabled/student passes. There are currently 55,000 participants in the program

Subsidy coupons are distributed through a network of non-profit agencies to eligible participants. Individuals receiving subsidies from the city/school are not allowed to participate in the program.

LIFE (Low Income Fare is Easy)

LIFE previously referred to as Rider Relief Transportation Program, is a fare subsidy program that assists Los Angeles County's most economically vulnerable citizens by offering discounts towards purchase of a pass or subsidized transportation. The discount coupons may be applied to LACMTA and participating operator passes.

In 2007 the Metro Board of Directors, when they raised the fares, approved \$5 million for RRTP to assist patrons who would be adversely affected by the raise in the fares. The program started its operation in April 2008, and in February 2009, Metro's Board approved the inclusion of the riders of municipal operators who have, or are likely to raise their fares, into the program. Currently, there are a total of 11 operators participating in the LIFE program.

The subsidies currently offered are \$24 for Regular riders, \$13 for College/Vocational riders, \$10 for Student K-12 riders, and \$8 for Senior Disabled riders. The discounts may be applied to Regular TAP cards and Reduced Fare TAP cards.

Immediate Needs Transportation Program (INTP) and its Integration to LIFE

The program started its operation in 1992 following urban unrest. The Board selected FAME Assistance Corporation (FAC) to administer the program and expanded the program in 1993 to provide service countywide and International Institute of Los Angeles (IILA) was selected to co-administer the program. Since then the Board has budgeted \$5 million annually to offer subsidized transit trips and in special circumstances subsidized taxi service to individuals with limited resources who have a qualifying trip purpose and no other resources to meet that transportation need.

The transition of INTP to LIFE started in September of 2018 by training the participating agencies in the use of LIFE database and will culminate once LIFE is integrated to TAP.

Annually, \$14.1M is budgeted for the LIFE program, \$12.9M is set aside for transportation and \$1.15M is allocated to the administrators of the program. The administrators are FAME Assistance Corporation (FAC) and Human Services Association (HSA) and International Institute of Los Angeles (IILA). The subsidies are distributed to eligible participants through a network of 500+ non-profit and governmental agencies.

There are approximately 67,000 participants in the program. Individuals receiving subsidies from the city, school or employer or have an ACCESS card are not eligible to participate in the program.

SUPPORT FOR HOMELESS RE-ENTRY PROGRAM (SHORE)

SHORE began its operation in May 1994 and was developed to aid homeless persons in central Los Angeles, so that they would become self-sufficient through access to such services as training, employment, healthcare, and social services.

Annually, \$520,000 is budgeted for the program, \$500,000 is allocated to transportation subsidy and \$20,000 to administration of the program. Shelter Partnership, Incorporated, administers the program that serves the homeless service providers located in Downtown Los Angeles, South Los Angeles, East Los Angeles and Hollywood.

Annually, more than 7,000 individuals participate in the program. The tokens are distributed through a network of homeless service providers who assist the clients to access health care, mental health, child care, employment and housing to promote stability and self-sufficiency.

ATTACHMENT C

LIFE Participating Transit Operator Reimbursement Policy

The 20 regional ride reimbursement policy below was approved by Bus Operations Subcommittee in September 2018 and will be included in the contracts with the operators.

Ride Type	LIFE Monthly Discount	Discounted Ride	5% Commission and Admin Fee	Reimbursement
Regular	\$ 24.00	\$ 1.20	\$ 0.06	\$ 1.14
College/Vocational	\$ 13.00	\$ 0.65	\$ 0.03	\$ 0.62
Student K-12	\$ 10.00	\$ 0.50	\$ 0.03	\$ 0.48
Senior	\$ 8.00	\$ 0.40	\$ 0.02	\$ 0.38
Reimbursements will be based on the lower of the cash fare or the reimbursement level above				

For passes purchased by LIFE participants from any participating operator, the operator will receive the commission based on the full pass value. The reimbursement rate will be lower of the pass value or the discount.

Pass Type	LIFE Monthly Discount	Commission Rate	Reimbursement
Regular	\$ 24.00	Standard commission rate applies based on the full pass value	Based on the lower of pass or the discount
College/Vocational	\$ 13.00	Standard commission rate applies based on the full pass value	Based on the lower of pass or the discount
Student K-12	\$ 10.00	Standard commission rate applies based on the full pass value	Based on the lower of pass or the discount
Senior	\$ 8.00	Standard commission rate applies based on the full pass value	Based on the lower of pass or the discount
Reimbursements will be based on the lower of the value of the product purchased or the discount amount			

