

**Board Report**

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**File #:** 2022-0679, **File Type:** Informational Report**Agenda Number:** 22.

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**EXECUTIVE MANAGEMENT COMMITTEE  
OCTOBER 20, 2022****SUBJECT: FARELESS SYSTEM INITIATIVE AND LOW-INCOME FARE IS EASY****ACTION: RECEIVE AND FILE****RECOMMENDATION**

RECEIVE AND FILE status updates on Fareless System Initiative (FSI) and Low-Income Fare Is Easy (LIFE) Programs.

**ISSUE**

The Fareless System Initiative is a phased approach that gives our most vulnerable riders access to fareless transit. Phase 1 is a two-year pilot program that allows students in participating K-12 Districts, charter networks, private schools, and community colleges to ride Metro and 13 additional transit agencies without paying fares. The Low Income Fare is Easy (LIFE) Program provides free and reduced-fares to low-income riders. The LIFE Program is a bridge to Phase 2 of FSI, which is a future extension of fareless services to low-income adults once funding has been identified. This report provides a status update on the FSI and LIFE Programs.

**BACKGROUND**

On May 27, 2021, the Board passed Motion 45 (Garcetti, Mitchell, Krekorian, Hahn, Bonin, and Solis) (Attachment A) on implementation strategies for the Fareless Systems Initiative (FSI). The motion directed the Chief Executive Officer to implement the Fareless System Initiative, subject to a final funding plan and while pursuing cost-sharing agreements and reporting to the Board monthly on the development, launch, and performance of FSI.

On September 23, 2021, the Board approved a staff recommendation (File #2021-0574) to launch Phase 1 of the Fareless System Initiative for K-14 students on October 1, 2021, with the understanding that future Board approval would be required to launch Phase 2 for low-income adults once available funding had been identified. In addition, the Board adopted Motion 40 (Attachment B), which directed staff to revamp the LIFE program and implement a series of promotional activities and improvements to the LIFE program.

Phase 1 of FSI and the LIFE Program improvements are stepping stones to Phase 2 and beyond and

are helping bring fare relief to low-income riders and youth who are some of Metro’s most vulnerable riders. The LIFE program’s goal is to increase mobility and the quality of life for the participants. As staff continues to seek funding for FSI Phase 2, significant enhancements have been made to the LIFE program. Strategic efforts have been implemented to double enrollment in the program in accordance with Motion 40 to ensure accessibility to the program.

**FSI Phase 1**

In an effort to make Metro more accessible while providing financial relief from transportation costs for students and their families, Metro launched the GoPass pilot in October 2021. The GoPass pilot was supported using one-time American Recovery Plan Act (ARPA) funds. The estimated cost of the twenty-month regional fareless pilot program for K-14 students based on projected fare-revenue loss is \$49.9 million. ARPA funds are being used by Metro, other transit agencies, and many participating school districts to cover the cost of the GoPass pilot program, which ends June 30, 2023. The cost for K-12 districts to participate is \$3 per enrolled student per year, and the cost for community college is \$7 per student per year.

**DISCUSSION**

Year 1 of the GoPass Pilot Program ran from October 1, 2021, through July 31, 2022. Fifty (50) K-12 public Districts, Charter School Networks, and Independent Charter and Private schools participated in Year 1, along with and six (6) Community College Districts representing fourteen (14) colleges, which included over 1,100 schools and more than 1 million eligible students in the partner districts (see Figure 1 below). Thirteen (13) transit agencies are participating in the program: City of Commerce, Culver CityBus, Foothill Transit, Glendale Beeline, GTrans, LA County Shuttles, LADOT DASH, Long Beach Transit, Montebello Bus, Norwalk Transit, Pasadena Transit, Santa Monica Big Blue Bus, and Torrance Transit. This is 50% of the agencies on TAP. Staff continues to meet weekly with all interested transit agencies in LA County to ensure open communication and data sharing and is working on adding additional transit agencies to the program.

Figure 1 - Year 1 Districts by Type

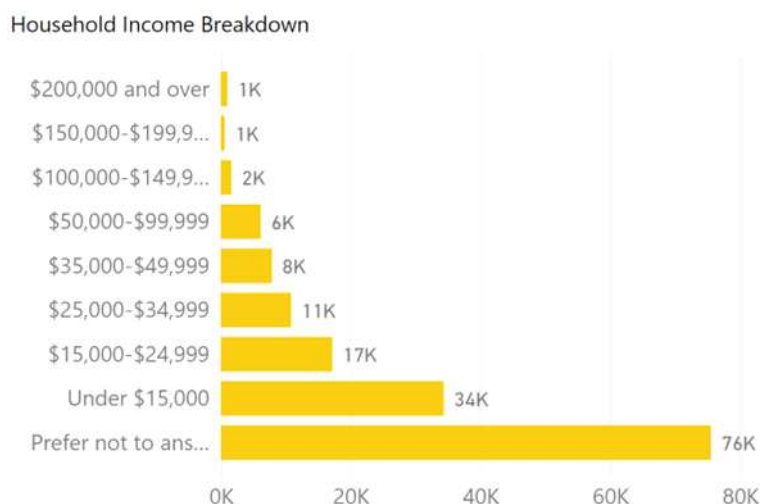
District Type	Participating Year 1	Total # of districts	Percent of Participation
Public Districts	12	81	15%
Charter Networks	10	29	34%
Independent Charters	25	150	17%
Private Schools	3	697	0.4%
Community College Districts	6	13	46%
Total	56	970	6%

In Year 1:

- 925,000 GoPass TAP Cards were distributed
- 135,581 passes were loaded (15% of cards distributed)
- 96,370 cards (71% of registered cards) were actively used on the system for an average of 57 boardings per card
- 5,566,839 boardings on all participating transit agencies

In Year 1 of the program, over 90% of boardings occurred Monday through Friday, with the highest usage peaking at 8 AM and 4 PM, showing that the students were using the GoPass to get to and from school.

In addition, 88% of GoPass participants who share their household income data report an annual income of less than \$50,000 per year, which would qualify them for the Low Income Fare is Easy (LIFE) program at the levels of \$47,300 for household of two persons or \$53,200 for a household of three persons (see below). This is higher than the 69% of students in LA County who qualify for free and reduced-cost lunch programs or the 70% of Metro riders who are below that threshold.



Districts and students have expressed a great appreciation for how easy it is for them to participate in the program and the cost-benefit. Schools say that they have students who rely on the program to get to school daily, and having a pass helps them avoid absences.

## Year 2

Year 2 of the GoPass Pilot runs from August 1, 2022, through June 30, 2023. Goals for Year 2 are to add another fifty (50) participating districts, 94,000 more participants, and an additional 10 million boardings. So far, in Year 2 twenty-eight (28) K-12 Districts/Networks and two community colleges have joined the program (60% of goal). (See Figure 2 below.) Metro continues outreach and discussions with the remaining K-12 Districts/Networks and Community College districts in LA County to join the GoPass program. In addition, we have 42,423 new participants (45% of goal), and students have boarded more than 2.27 million times since August 1 (22% of goal).

Figure 2 - Year 2 Districts by Type (cumulative since start of program)

District Type	Participating Year 1	Year 2 Additional Partners	Participating as of Oct. '22
K-12 Districts	50	28	78
Community College Districts	6	2	8

Since the inception of the program through October 10, 2022:

- 1 million GoPass TAP cards have been distributed
- 168,198 passes have been loaded (15% of cards distributed)
- 139,250 cards (83% of registered cards) have been actively used on the system for an average of 57 boardings per active card
- 7,907,421 boardings have been recorded on all participating transit agencies

With a focus on equity, initial evidence supports the finding that the GoPass Program has increased transit accessibility for students. FY22 student passholders are 118% above 2019 cardholders (271,016 vs. 124,055). K-12 monthly boardings are 47% above pre-COVID averages (953,193 vs. 647,083). Community College monthly boardings are only 14% above pre-COVID (305,510 vs. 268,638) because most colleges are not yet back to full in-person attendance as many classes are offered virtually.

### **Next Steps**

Staff will continue efforts to encourage students to obtain and register their GoPass cards, including exploring in-kind partnerships with LAUSD. Community engagement will continue with community events to increase student participation and a social media campaign. Metro launched a promotional campaign to incentivize schools to register more students, with prizes going to the top participating schools. Staff has been partnering with schools to participate in back-to-school events and holding on-campus registration events to boost program enrollment.

### **FSI-Phase 2 Low Income**

Metro embarked on an intensive process of studying and identifying challenges and opportunities related to eliminating fares on Metro buses and trains. The FSI program is managed in a phased pilot approach, starting with Phase 1 K-14 students and expanding to Phase 2 to include low-income riders who meet Metro’s existing low-income qualifications at a future date when funding can be secured. Using consultant support from Deloitte, Metro is developing a strategic roadmap to seek policy reforms to create greater public and policy consensus for Phase 2 of the Fareless program, including a federal and state advocacy plan to obtain funding to support an expanded fareless program.

### **State Funding Opportunities**

Metro has aggressively advocated for state funding to support free fare programs in the State of California. Assembly Member Holden advanced AB 1919, which would have created a program structure for state support of reduced fare programs. The bill was contingent upon an allocation of funding that was not included in the State Budget. While the state has experienced a record surplus, long-term fiscal outlooks still identify significant volatility in state revenues. Due to that volatility, the Legislature only allocated funds for one-time capital purposes. The Legislature is expected to consider various legislative proposals to support free fare programs. Established Board policies allow us to support those measures as they are introduced. Metro staff will continue to support legislation advancing these programs and keep the Board apprised of any new developments.

### Federal Funding Opportunities

Metro has been and remains a national leader advocating for Congress and the White House to provide federal funding for reduced-fare and fare-free transit services. Metro partnered with the Los Angeles Community College District (LACCD) to secure a \$1 million grant through the Congressional Directed Funding process to help expand the GoPass program at all community colleges in LA County. The grant will fund passes for nearly 143,000 students.

With the strong support of our Board of Directors and our CEO - Metro had advocated for House Transportation and Infrastructure Chair Peter DeFazio (D-OR) to include a grant program for reduced-fare and fare-free transit services in the Build Back Better reconciliation bill he authored last year, which the full House later adopted. Unfortunately, the House passed measure included a section that provided for federal funding for reduced-fare, and fare-free transit services was never adopted into law due to the failure of the U.S. Senate to consider their version of a Build Back Better reconciliation measure. Metro is continuing to work with California's two U.S. Senators and the Los Angeles County Congressional Delegation to explore future opportunities to secure federal support for reduced-fare and fare-free transit services - including but not limited to - language that could be embedded in the Fiscal Year 2024 Transportation, Housing and Urban Development appropriations bill. Consistent with the direction provided by Metro's Board of Directors, our agency is in strong and full support of the Freedom to Move Act, federal legislation that establishes a \$5 billion competitive grant program known as Freedom to Move Grants to offset fare revenues for transit agencies. This legislation, offered in the U.S. House of Representatives by Rep. Ayanna Pressley (D-MA) and in the U.S. Senate by Senator Ed Markey (D-MA) is pending in the 114th Congress. Metro will remain a national leader on this issue by continuing to work with local, regional, state-wide, and national stakeholders who share our strong support for securing federal support for reduced-fare and fare-free transit services.

### LIFE Program

Recognizing the expansion and enhancement of the LIFE program will reduce transportation costs for low-income riders and further advance social and economic mobility for economically disadvantaged individuals. At the same time, Metro continues to seek funding to implement FSI Phase 2 (low-income adults). Staff has continued to employ strategic and tactical actions that lend to streamlining and enhancing the LIFE program, increasing enrollments into the program, and

furthering access to public transit for low-income riders.

#### A. Double Enrollment Goal

As a result of staff's coordinated efforts, including utilizing the network of community-based partners, municipal agency partners, and municipal transit agencies, Metro continues to increase new enrollments in the LIFE program that remain on track with staff's projections to double LIFE program enrollees to 91,086 by the end of 2022.

As of October 11, 2022, there are 84,004 new LIFE participants, which represents 92.2% of the double enrollment goal and brings the total LIFE program participants to 173,793. The new enrollments can be attributed to the various coordinated efforts, the improvements to the program, which have resulted in a more accessible, seamless application and enrollment process, and tangible results such as:

- 52% of new enrollments submitted through the new online application/portal
- 39% of applications submitted via self-certification; and
- 48% of new applicants were issued a TAP card.
- New LIFE Enrollments:
  - Female: 57%
  - Male: 43%
  - Other: 0.38%
  - Prefer not to answer: 0.07%

#### B. Regional and Community Based Partnerships

In September 2022, LA Metro launched a partnership with the Department of Public Social Services. A dedicated online enrollment portal for DPSS agents was created to support enrollment at four pilot DPSS offices: The Belvedere office in East LA, The Glendale office, The Metro Family Office, near LA Trade Tech College, and The Rancho Park Office in West Los Angeles. In addition to an online portal, DPSS offices were provided more than 25,000 LIFE brochures in various languages. As of October 12, DPSS agents have enrolled 1077 new LIFE participants into the program. Metro staff will continue to work with DPSS to provide administrative support to ensure numbers continue to increase at these four locations.

Metro's CBO partners have been deployed countywide to provide multilingual outreach and support to hard-to-reach populations such as low-income and cash-paying riders and others at Metro stations, community events, food banks, and other locations. Metro's CBO' are assisting qualifying riders with enrollment applications and supporting the overall public engagement campaign. Since February 2022, Metro's CBO partners have:

- Held more than 100 in-person outreach events at Metro transit stops and stations
- Distributed more than 10,000 flyers and brochures in English, Spanish, Korean, and Chinese to potential enrollees

- Distributed electronic LIFE information via email and text messages to more than 100,000 people.

Metro staff will continue to work with CBO partners to expand reach; and staff will continue to work with the network of CBO partners to collect and evaluate feedback received from new LIFE program participants and potential enrollees.

### C. Marketing and Media Efforts

Metro continues to ensure robust outreach, engagement, and promotion tactics that have furthered the LIFE program improvements and increased enrollments to support the double enrollment goal. As a result of focused tactics, the LIFE media campaign has delivered 35 million trackable impressions, 196,000 clicks resulting in 14,000 trackable online applications to date. This means that on average every \$9.33 that Metro spends in trackable advertising has resulted in a new LIFE program applicant. Metro continues to run paid media in various platforms such as English & ethnic print, terrestrial radio, display, paid social, on bus benches, fast food screens, laundromat banners, billboards, and other paid media platforms. Staff will continue implementing inclusive and innovative outreach, promotion, marketing, and media tactics.

## **EQUITY PLATFORM**

At its core, the goal of the FSI Pilot Program is to achieve greater equity by reducing barriers and improving access to transit for all communities. Currently, 88% of registered GoPass users are low-income. This is higher than our systemwide average of 70% low-income riders measured pre-COVID, in the most recent Onboard Customer Survey in Fall 2019. In Year 1, over 90% of the GoPass boardings were used to get to and from school. Not having to worry about the cost of and access to transportation helps students focus on their studies and improves student success. It also saves students money for other important items, like healthy meals. A study conducted of Metro's U-Pass program in 2019 showed that students receiving a free transit pass have up to 27% higher graduation rate, allowing them to continue to higher levels of education and better paying jobs. A 2015 Harvard study found that access to reliable transportation is the single strongest factor in the odds of escaping poverty. Since the start of the GoPass Program in October 2021, K-12 student passholders have increased by 102% and College/Vocational passholders have increased by 106%, meaning that more than twice as many students now have access to reliable transportation, which will improve their student success and future income levels. In addition, there are community college students in the GoPass program who are also parents with children participating in GoPass at their own K-12 schools, so the entire family benefits from the program.

One of the considerations identified for Phase 1 was that low-income families would still need to pay fare when accompanying their minor students. However, the opportunity for students to participate in a fareless program reduces the cost for the whole family to travel together. In addition, participating schools are simultaneously promoting participation in the Low Income Fare is Easy (LIFE) program for other family members. When a student registers their GoPass TAP Card, the confirmation screen contains a live link to allow other family members to click through to the online LIFE application.

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Therefore, the GoPass Program is also helping encourage qualifying family members to utilize the benefits of the LIFE Program.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

These programs support Metro's Strategic Plan Goal 3) Enhance communities and lives through mobility and access to opportunity and Goal 4) Transform LA County through collaboration and leadership. Metro will continue to work toward providing accessible and inclusive services for the residents of Los Angeles County.

### **NEXT STEPS**

Staff will continue the expansion and analysis of FSI Phase 1 while continuing to seek funding and policy changes for Phase 2 of the program and continue the enhancement efforts for the LIFE program.

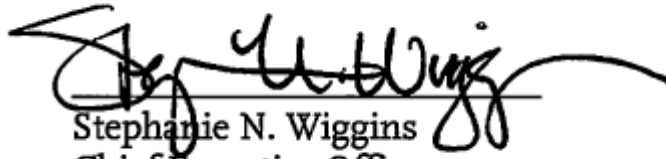
### **ATTACHMENTS**

Attachment A - Board Motion 45  
Attachment B - Board Motion 40

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**Board Report**

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**File #:** 2021-0372, **File Type:** Motion / Motion Response

**Agenda Number:** 45.

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**REVISED**  
**REGULAR BOARD MEETING**  
**MAY 27, 2021**

**Motion by:**

**DIRECTORS GARCETTI, MITCHELL, AND KREKORIAN**

Fareless System Initiative

Metro's Fareless System Initiative (FSI) is one of the most transformative efforts Metro can take to help Los Angeles County emerge from the pandemic, advance equity, reduce transportation emissions, simplify students' return to school, and increase ridership.

The pandemic has hit students hard. Once the Department of Public Health and schools deem it safe for students to fully return to in-person learning, Metro, municipal operators (munis), and school districts should do everything possible to make the transition back effortless for these families. Studies across the country have shown that the lack of access to transportation is a barrier to student attendance and, therefore, academic success.

Moreover, Metro riders' median household income is \$19,325 systemwide, with approximately 70 percent of Metro riders considered low-income under federal Department of Housing and Urban Development definitions. Many of our riders depend on Metro to reach their jobs as essential workers, and during the pandemic they suffered unavoidable financial impacts. Fareless transit would alleviate some of this burden, helping Los Angeles County get back on its feet.

As the FSI pilot has been developed, the following items remain to be finalized:

1. An efficient implementation process, as well as agreements with the school districts, needs to be put in place to distribute fareless K-12 and Community College student passes.
2. A final funding plan needs to be created.
3. A key concern of municipal operators is the continuation of existing funding agreements with community colleges. These funding agreements have, in many cases, taken years to negotiate. While FSI remains a pilot, these agreements and processes should be kept in place.
4. A mission statement and goals are necessary to help communicate the need for this program.
5. The existing FSI Task Force that developed the pilot should be re-formed to focus on implementation.

Board action is required to ensure these key areas of risk can be addressed and to provide clarity on

FSI's advancement and next steps.

**SUBJECT: FARELESS SYSTEM INITIATIVE**

**RECOMMENDATION**

APPROVE Motion by Directors Garcetti, Mitchell, and Krekorian that the Board direct the Chief Executive Officer to implement the Fareless System Initiative, subject to a final financial plan and while pursuing cost-sharing agreements.

WE FURTHER MOVE that the Board direct the Chief Executive Officer to:

*Administrative Coordination*

- A. Develop strategies to streamline and simplify the eligibility process for participants, striving to remove as many barriers to entry as possible;
  - 1. Include an evaluation of a self-attestation process for low-income riders;
- B. Partner with school districts on administrative coordination to enable availability at pilot launch to all LA County school and community college districts (based on each district's interest), including but not limited to any required Memoranda of Understanding or TAP coordination;

*Funding*

- C. In partnership with implementation partners and key stakeholders, pursue and support federal and state opportunities and legislation to fund the Fareless System Initiative, both the pilot phase and any permanent program (should the Board decide to continue past the proposed pilot period), including but not limited to the federal Freedom to Move Act;
- D. Pursue reasonable cost-sharing agreements with school districts;
  - 1. Seek to take advantage and leverage any existing student transportation fee programs (e.g., student-approved LACCD fees);
  - 2. Seek to preserve existing funding agreements between school districts and transit operators;
    - a. Wherever municipal operators have existing fareless agreements with community college districts, consider accepting muni student transit passes on Metro for the duration of the pilot;
  - 3. Seek new funding agreements for districts without any existing discounted or fareless student pass programs (e.g., U-Pass);
- E. Consider pursuing private funding opportunities, including but not limited to philanthropic partnerships;

*Follow-Up*

F. Report to the Board monthly on the development, launch, and performance of the Fareless System Initiative. The first update should include:

1. A mission statement and goals for the FSI pilot;
2. Lists of interested municipal operators, school districts, and community college districts;
3. An update on the refined FSI financial plan; and
4. Identification of a cross-departmental implementation team.

**HAHN AMENDMENT:** Direct the Chief Executive Officer to prepare a financial plan for the implementation of a Fareless System Initiative that meets the conditions provided below to the Board's satisfaction:

1. Municipal and local operators that choose to participate will be fully included and provided the same type of fare subsidy as Metro transit operations, in order to ensure a seamless rider experience regardless of geographic location or transit provider;
2. The initiative is funded without reducing existing transit operations or state of good repair expenditures or by using regional funding typically committed to bus and rail transit operations or intended for the capital program;
3. Opportunities to expand or adjust existing fare subsidy programs to maximize community benefit have been studied and presented to the Board; and,
4. An initiative can be scaled and/or targeted in a manner that best aligns with Metro's Equity Platform, adopted by the Board in March 2018.

**MITCHELL AMENDMENT:** Direct Metro CEO to Continue the current fare collection policy in perpetuity until the Metro Board is satisfied with a financial plan for Fareless.

**BONIN AMENDMENT:**

1. Report back in the financial plan with information on the costs, including administration, technology, and enforcement, of the proposed pilot program compared to a universal fare-free system.
2. Include in the overall final program evaluation:
  - a. Reach of the program, including student and low-income participation rates.
  - b. Effectiveness of the program in improving mobility, increasing student attendance and performance, shifting travel behavior, reducing automobile use, and increasing transit ridership.

- c. The net cost of the program and cost per rider.

**SOLIS AMENDMENT:** Report back on the feasibility of using the Federal American Rescue plan funding for the pilot.

**Board Report**

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**File #:** 2021-0627, **File Type:** Motion / Motion Response**Agenda Number:** 40.

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**REGULAR BOARD MEETING  
SEPTEMBER 23, 2021****Motion by:****DIRECTORS MITCHELL, SOLIS, GARCETTI, SANDOVAL, AND BONIN**

Related to Item 35: Fareless System Initiative (FSI)

Effective March 23, 2020, former LA Metro CEO Phil Washington ordered that all passengers shall board the rear door when entering an LA Metro bus and, accordingly, removed the requirement for bus passengers to use the fare box. This practice was established to reduce the risk of COVID-19 transmissions on transit and to protect transit operators at the front of the bus from potential exposure to COVID-19. While put in place as a health pandemic response, this practice has been one of the most effective strategies in our region to respond to the economic pandemic our communities face.

Riders and community advocates quickly embraced LA Metro's fare free bus service and in August 2020, CEO Washington announced the formation of the Fareless System Initiative (FSI) Task Force to study the potential for continuing fare-free service as a recovery strategy to continue after the pandemic. The Task Force's research confirmed what riders already know; that LA Metro's riders are overwhelmingly low-income people of color for whom transit fares are an economic burden and for whom fare enforcement perpetuates racial disparities. Furthermore, the Task Force found that a fareless system would grow ridership and help the region meet its mobility, congestion reduction, and sustainability goals more effectively than almost any other LA Metro initiative. Buoyed by these findings, on May 27, 2021, the Board directed staff to proceed with FSI, subject to a final financial plan, which is before the Board for consideration today.

The financial plan identifies funding for free student passes as Phase 1 of FSI. Staff has moved quickly to build on the previously existing U-Pass program to expand free student passes to students in every participating school district throughout the county. However, the financial plan does not identify the funding needed to move forward and launch Phase 2 of FSI, which would serve all low-income riders. In the interim, staff proposes to build on the existing LIFE Program as a first step toward FSI Phase 2, until additional funding can be secured.

Increasing enrollment in the LIFE Program is an important interim step for an expansion of FSI. If implemented, it will create a pre-qualified pool of applicants for FSI Phase 2. While enrollment has grown since its launch in 2019, the LIFE Program still falls far short of its intended impact, largely due to intimidating, restrictive, and tedious enrollment barriers. The current LIFE Program design will

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require an overhaul to meet the needs of eligible low-income riders. Namely, the LIFE Program must be far easier to enroll in, more accessible, easier to pay for, and truly affordable for low-income riders.

Our communities are still faced with a dual economic and health pandemic that racial and economic inequalities have further exacerbated. Programs across this region-created to support families in need-will be expiring later this year, despite evidence that these programs have collectively spurred a record drop in poverty (as much as half according to the Urban Institute). Costs will quickly escalate for families, many of whom are still unemployed, taking care of children and loved ones at home, and paying off rental debt. LA Metro must do more to prevent the resumption of fares from exacerbating economic distress among economically vulnerable people in our communities. Removing financial barriers for those who cannot afford transportation creates a lifeline for those who need access to essential travel.

Revamping the LIFE Program will alleviate the impact of fares on low-income riders while preparing LA Metro to implement FSI Phase 2.

**SUBJECT: AMENDMENT TO FARELESS SYSTEM INITIATIVE (FSI)**

**RECOMMENDATION**

APPROVE Motion by Mitchell, Solis, Garcetti, Sandoval, and Bonin that the Board direct the Chief Executive Officer to:

- A. Develop a plan to double the number of LIFE Program enrollees by the end of 2022.
- B. Expedite a streamlined application system that enables on-the-spot enrollment and the immediate issuance of LIFE Program benefits through a process that allows applicants to self-certify qualification in the program. Applicants should attest that their information and eligibility in the program is accurate under penalty of fine.
- C. Ensure the fare capping pilot approved by the Board in March 2021 applies to LIFE Program participants.
- D. Expand partnerships with local, state, and federal public benefit programs to automatically enroll members in LIFE upon qualification.
- E. Partner with community-based organizations to canvass LA Metro buses and trains to enroll qualifying riders.
- F. Provide three months of fareless transit to new enrollees as an incentive to enrollment, beginning upon the resumption of fare collection.
- G. Evaluate whether qualified applicants can enroll in the LIFE Program with the next generation of touch screen TAP Vending Machines.

WE, FURTHER MOVE, that the Board direct the Chief Executive Officer to:

- H. Continue the current boarding practices until prospective participants can enroll-on-the spot and self-certify their eligibility, with no less than 90 days for promotion and 45 days for enrollment before fare collection resumes. The resumption of fare collection should also be subject to a 45-day awareness-building period that fares collection will resume as detailed in Attachment I of the September 2021 FSI report (Board File 2021-0574).
- I. Return to the Board in January 2022 with an update on LIFE Program changes.
- J. Conduct a LIFE Program evaluation - in partnership with community-based organizations -- to:
  - 1. Develop additional strategies that support the enrollment of new participants in the LIFE Program.
  - 2. Survey and convene current and prospective LIFE Program enrollees on how well the current program meets the needs of eligible applicants.
  - 3. Review current benefit levels and recommend changes, as appropriate.



## Metro's Fareless System Initiative (FSI)

Fareless System Initiative (FSI) and  
Low Income Fare is Easy (LIFE) Update  
October 2022

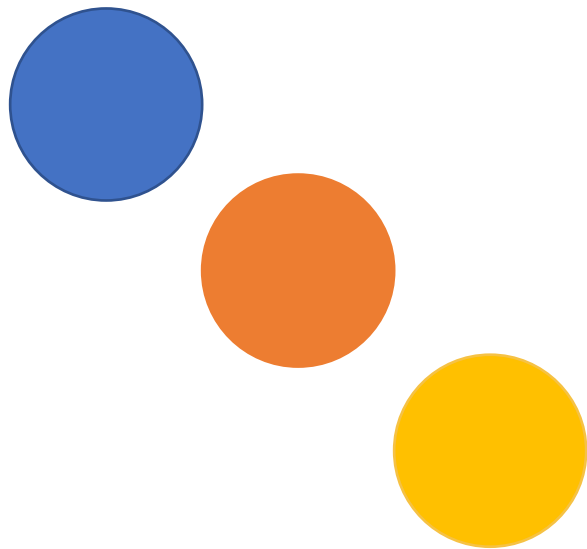


# GoPass – Year 1 (October '21 – July '22)

- 50 K-12 Districts and Charter School Networks (1162 schools)
- 6 Community College Districts covering 14 colleges
- Over one million eligible students in the partnered districts



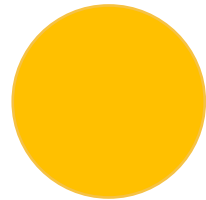
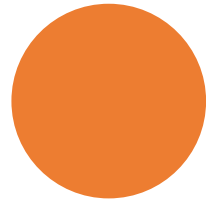
- 920,000 GoPass TAP cards distributed
- 134,976 (15%) cards registered
- 96,120 (71%) unique cards used on the system
- 5.44 million boardings
- Active cards had an average of 58 boardings used to date



# GoPass – Year 2 (August '22 – June '23)

## Cumulative as of 10/10/2022:

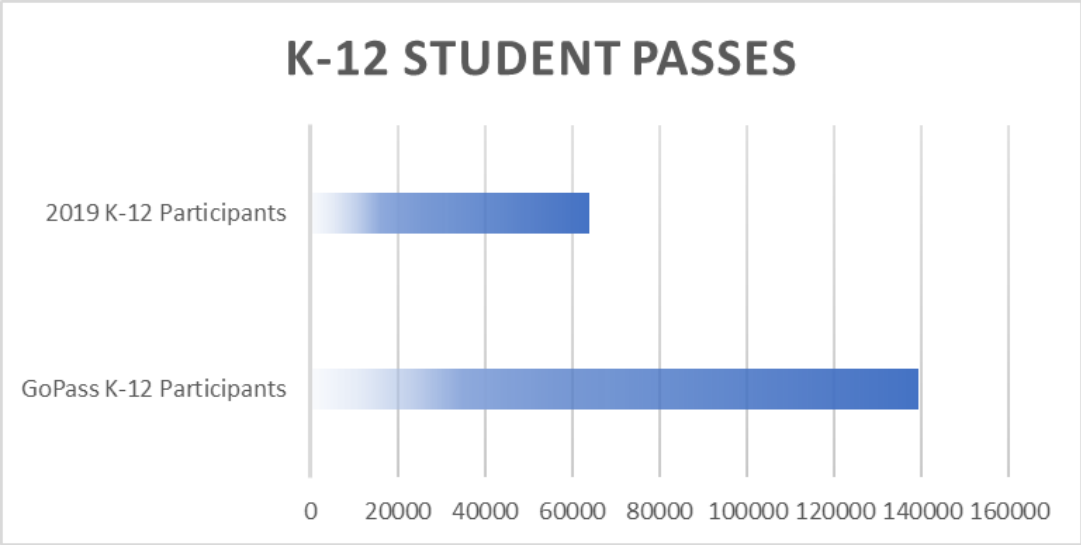
- Over 1M TAP cards distributed
- 168,198 (15%) cards registered
- 139,250 (83%) unique cards used on the system
- 7.9 million boardings
- Active cards had an average of 57 boardings used to date



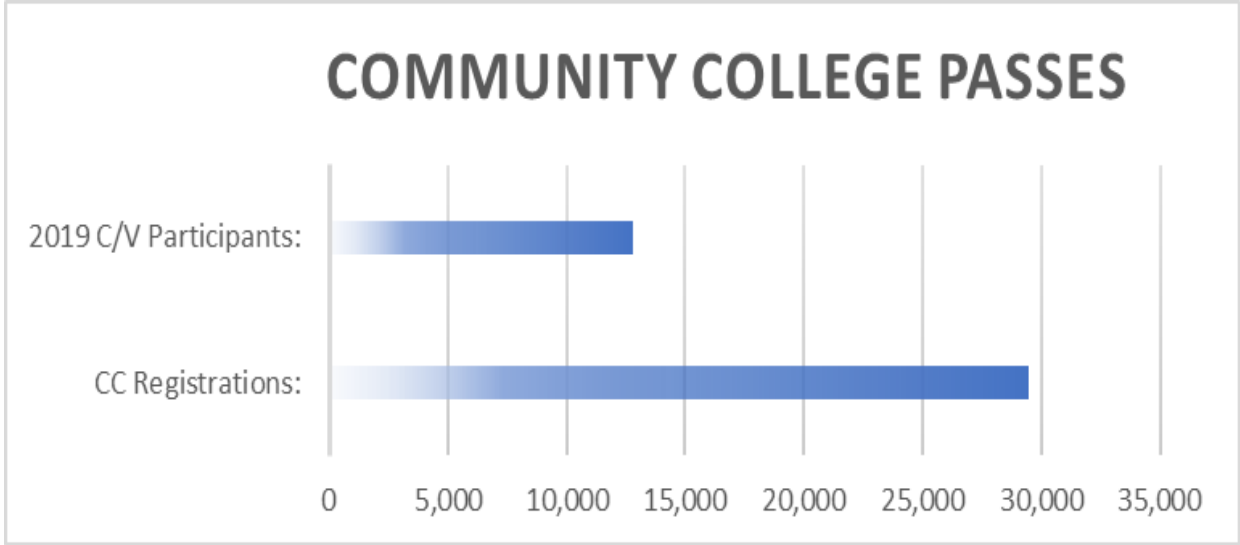
- 79 K-12 Districts and Charter School Networks (1345 schools)
- Over 1.2 million eligible students in the partnered districts
- 8 Community College Districts covering 16 colleges



# GoPass Participation



As of 10/10/2022, K-12 GoPass participants are 118% above 2019 K-12 cardholders



As of 10/10/2022, Community College GoPass participants are 130% above 2019 C/V cardholders

# FSI - Funding

Continuing to work with local, regional, state-wide, and national stakeholders to secure State and Federal support for reduced-fare and fare-free transit services.

## State:

- State Golden Opportunity Package for state surplus
- AB 1919 – Not funded (Vetoed)
- State Legislature to consider other proposals to support free fare programs

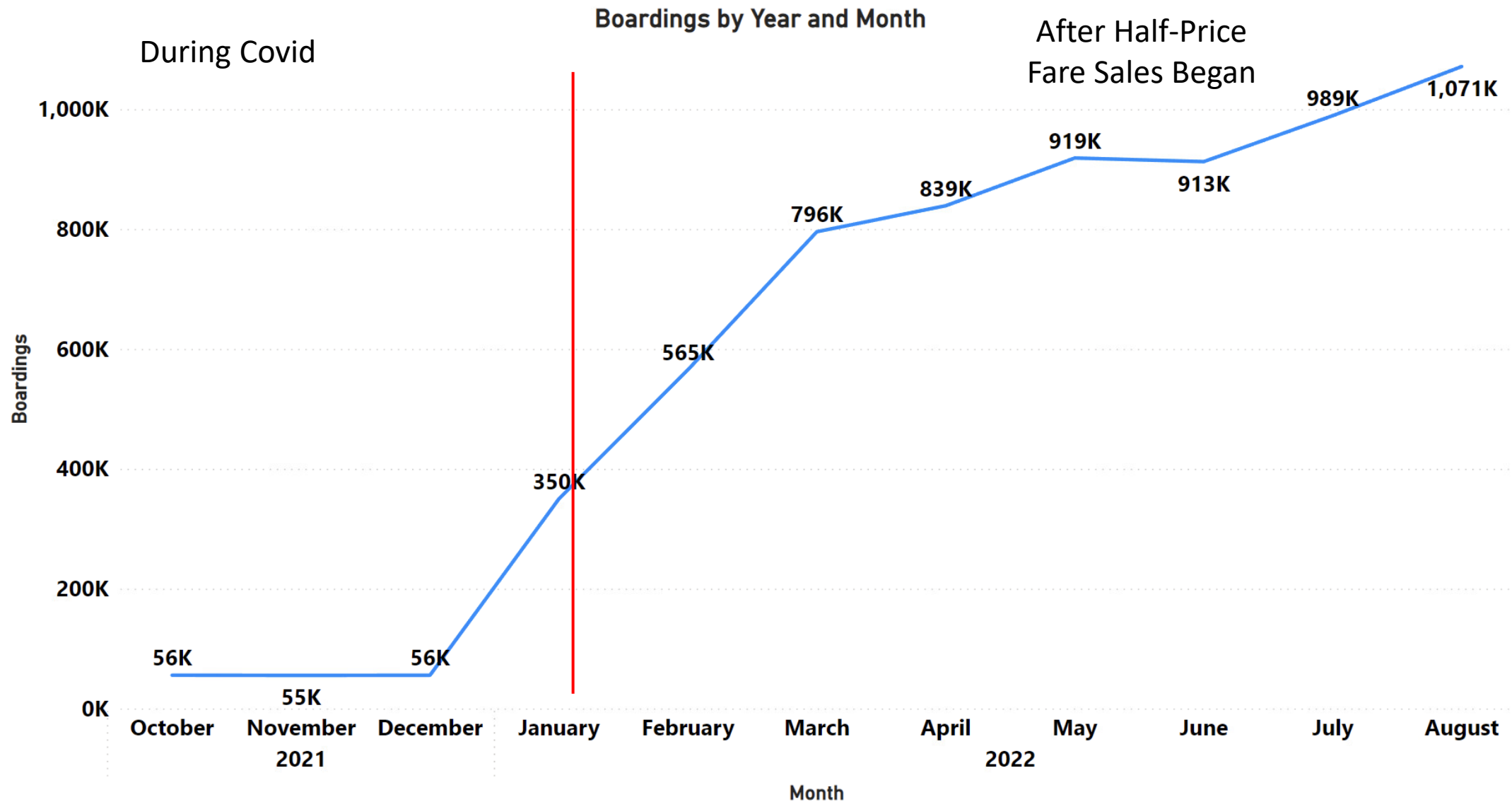
## Federal:

- \$1 million grant through the Congressional Directed Funding (Feinstein) to help expand the GoPass at all community colleges in LA County (~143,000 students)
- Exploring funding made available through the Bipartisan Infrastructure Law

# LIFE Double Enrollment Update

- 87,419 new LIFE participants
- 96 % of the double enrollment goal
  - Total LIFE program participants to 177,212
- 19% of new applicants submitted are self certified; 81% have documented income (cumulative total)
- Average enrollments are up 33% from pre-Covid
- Working in partnership with Department of Public Social Services (DPSS), Workforce Development, Aging and Community Services (WDACS) and the Los Angeles County Development Authority (LACDA), Staff conducted and coordinated outreach efforts including:
  - pop-up events at public housing sites
  - enrollment efforts with WDACS at their senior centers
  - provided LIFE marketing materials to more than 11,000 senior meal delivery service recipients

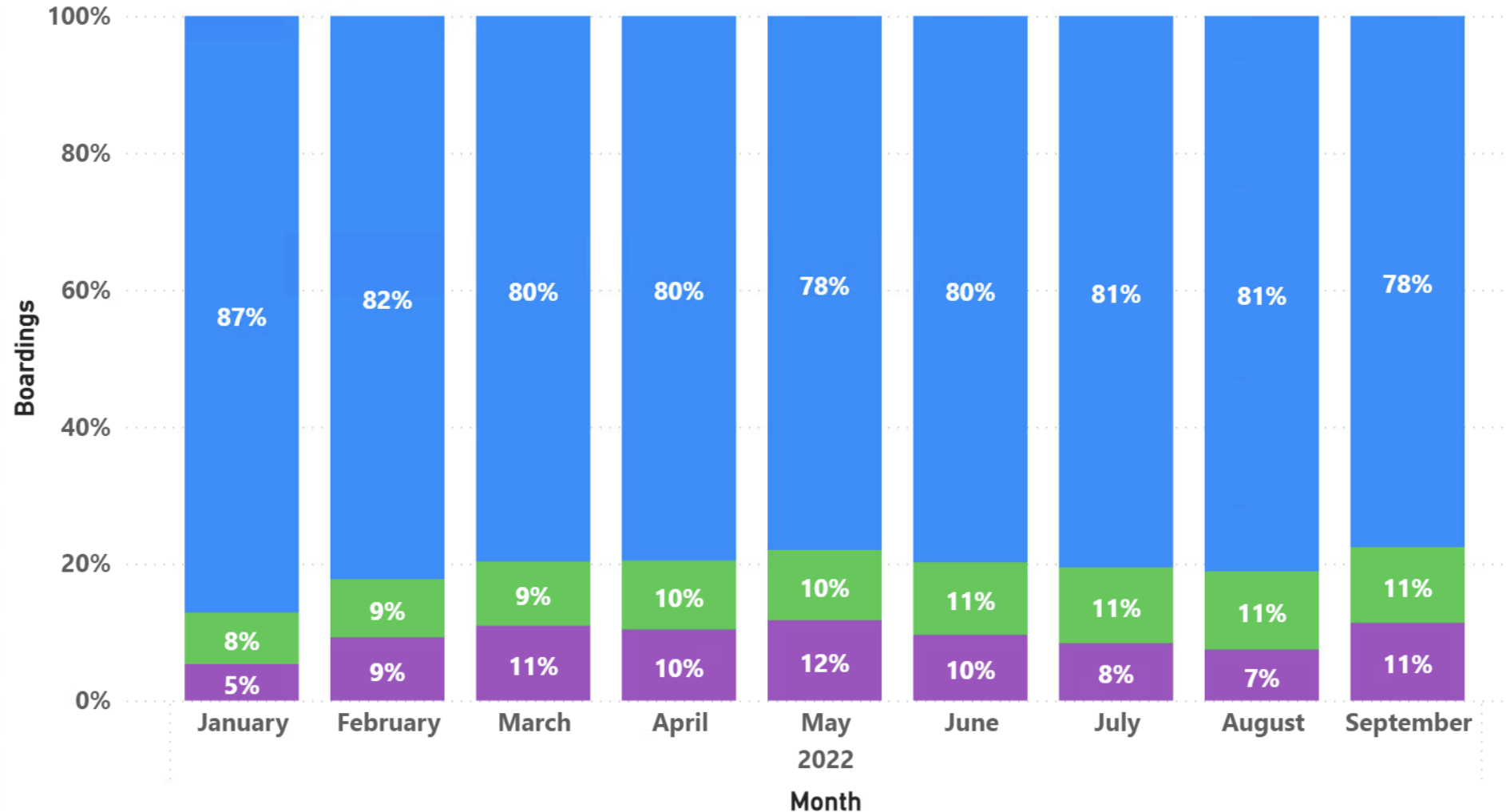
# LIFE Monthly Taps



# TAP Boardings for FSI/LIFE on Metro

Boardings by Year, Month and Fare Product Type

Fare Product Type ● FSI Transaction ● LIFE Transaction ● Other



## August 2022

FSI/LIFE: 1,600,000 (18%)

TAP (Other): 6,850,000

## September 2022

FSI/LIFE: 1,950,000 (22%)

TAP (Other): 6,700,000

Boardings only include TAP.



# Next Steps

- Staff is engaging the services of a consultant to prepare a strategic road map to advance the FSI program to Phase 2, low-income fareless.
- Expand DPSS pilot to all locations.
- Convene county departments (LACDA, WDACS, DCFS) and share DPSS' experience and lessons learned during the pilot and pursue similar co-enrollment programs with LACDA, WDACS, and DCFS.



Fareless System Initiative