

**Comments summary re: LIFE Draft letter from CAC members during October General Assembly Meeting (submitted by CAC Secretary, Hank Fung):**

- **The letter focuses on three topics – availability/accessibility of LIFE program to eligible recipients, eligibility threshold (very low income vs. low income), and fare reduction to increase ridership.**
- **Some members suggest the letter should only focus on one of those items. With three items it seems disjointed.**
- **Chair had communication with LIFE program which indicated that more program participants may be available effective January to expand accessibility.**
- **It is clear Metro staff does not want to handle personal information or eligibility like tax forms or income documentation.**
- **The LIFE program budget is finite and there was concern that expanding eligibility may lead to a reduction in the subsidy to the very low income that currently benefit.**
- **Some members suggest postponing the letter to March to see if accessibility issues have been reduced. (However, it does not affect the other two points.)**
- **Some members would like a justification as to why very low income was suggested as the threshold.**
- **Some members feel that adding fares in general to this discussion would unnecessarily broaden the discussion and make it harder to reach consensus. The focus should be specifically on the LIFE program and not on fares as a whole.**

Citizens' Advisory Council

October 23, 2019

The Honorable James Butts, Chair  
Board of Directors  
Los Angeles County Metropolitan Transportation Authority  
One Gateway Plaza  
Los Angeles, CA 90012-2952

**RE: LIFE Program Presentation, August 28, 2019**

Dear Chair Butts and Honorable Board of Directors:

We recently had the opportunity to learn about the LIFE Program for Low-Income Metro riders. We thank staff for their presentation, which provided excellent information.

The presenter noted the income levels of qualification for the LIFE program were based on HUD very low income standards. We believe that the threshold to qualify should be raised from very low income to low income to include more low-income Angelinos.

Additionally, we noted the difficulty placed on Angelinos to enrollment – enrollment locations are available only once a month through certain locations. At a minimum we suggest the enrollment be run through Metro customer centers.

We are concerned that although Metro staff stated 75% of our ridership may be eligible for the LIFE program, only 15% are enrolled. In lieu of a program that creates hurdles, we would like to explore solutions that reduce burdens for our most vulnerable riders.

If 75% of our ridership qualify for the LIFE program, perhaps we should lower fares for the entire population. For example, on Earth Day when fares were waived, ridership increased significantly; and when fares were kept low due to the consent decree, ridership reached record levels. Lower fares can lead to higher ridership, which will ultimately lead to better service for all riders.

We'd like to ask that Metro, as a public entity and not for profit, do better by providing equity to our communities, who contribute to Metro with not just their fares but also their sales tax dollars.

We appreciate your willingness to serve on this very important board and trust you will do all you can to provide the best service to our community.

Sincerely,