

Council Meeting of  
August 25, 2009

Honorable Mayor and Members  
of the City Council  
City Hall  
Torrance, California

**Members of the Council:**

**SUBJECT:** Transit- Approve an Agreement between Los Angeles County Metropolitan Transportation Authority and City of Torrance for the Los Angeles County Rider Relief Transportation Program.

**EXPENDITURE:** Not applicable

**RECOMMENDATION**

Recommendation of the Transit Director that City Council approve an Agreement regarding Usage and Coupon Reimbursement between Los Angeles County Metropolitan Transportation Authority and City of Torrance for the Los Angeles County Rider Relief Transportation Program.

**FUNDING**

Not applicable.

**BACKGROUND**

On November 29, 2007, the Los Angeles County Metropolitan Transportation Authority (LACMTA) Board of Directors authorized the *Rider Relief Transportation Program* (Program) to provide fare subsidy coupons to eligible LACMTA bus riders to mitigate the impact of fare increases for the neediest segment of the transit dependent population in Los Angeles County. At its February 26, 2009 meeting, the LACMTA Board of Directors expanded the Rider Relief Transportation Program to low income riders of eligible and included operators (including Torrance Transit System) in Los Angeles County.

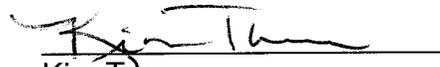
At its December 9, 2008 meeting, the Torrance City Council approved Resolution 2008-125 to implement proposed changes to the fare structure of the Torrance Transit System (TTS).

**ANALYSIS**

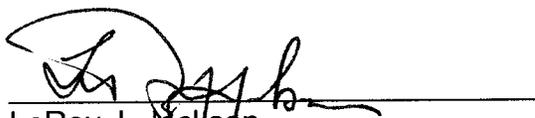
Although the Resolution 2008-125 passed unanimously, Councilmembers expressed concern about the potential negative impacts of fare structure changes to economically disadvantaged sectors of the population, including seniors and students. Transit staff has sought mitigations to address these concerns and worked with LACMTA and other Los Angeles County transit agencies to promote the expansion of the Rider Relief Transportation Program to include patrons of Torrance Transit System and other interested operators. At your honorable body's July 21, 2009 meeting staff was directed to work with LACMTA to develop an agreement to be presented at an upcoming council meeting. That has resulted in this Agreement Regarding Usage and Coupon Reimbursement between Los Angeles County Metropolitan Transportation Authority and City of Torrance.

This program involves Torrance Transit System acceptance at its Transit Store of the Program coupons (up to a \$5 value) toward the purchase of TTS monthly passes or TTS tokens. The coupons are then submitted to LACMTA for reimbursement at the full value. Acceptance of the coupons and forwarding them for reimbursement comprises the whole of Torrance Transit responsibility in this Program. The more time consuming and technical aspects of determining eligibility and issuance of the Program coupons is being administered and managed by FAME Assistance Corporation and Human Services Association. Both monthly passes and tokens issued through this program are not separately identified to bus operators or other parties and will not carry any such stigma that might be associated with participation in this Program.

Respectfully submitted,

  
\_\_\_\_\_  
Kim Turner  
Transit Director

Concur:

  
\_\_\_\_\_  
LeRoy J. Jackson  
City Manager

Attachments:

A) Agreement Regarding Usage and Coupon Reimbursement between Los Angeles County Metropolitan Authority and City of Torrance.

**AGREEMENT REGARDING USAGE AND COUPON REIMBURSEMENT BETWEEN  
LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY  
AND  
CITY OF TORRANCE**

This Agreement regarding **Usage and Coupon Reimbursement** ("Agreement") is made and entered into as of **July 1, 2009**, by and between the Los Angeles County Metropolitan Transportation Authority (the "LACMTA"), and City of Torrance (the "Operator"), a public agency, operating Torrance Transit System (TTS).

**RECITALS**

This Agreement is made and entered into with respect to the following facts:

**WHEREAS**, at its November 29, 2007 meeting, the LACMTA Board of Directors authorized the Rider Relief Transportation Program (the "Program") to provide fare subsidy coupons ("Coupons") to eligible LACMTA bus riders to mitigate the impact of fare increases for the neediest segment of the transit dependent population in Los Angeles County;

**WHEREAS**, some of the eligible and included operators in Los Angeles County have found it necessary to raise fares;

**WHEREAS**, at its February 26, 2009 meeting, the LACMTA Board of Directors approved expanding the Program to include low income riders of eligible and included operator as described in the motion attached as **Attachment A**; and

**WHEREAS**, the Operator desires to participate in the Program; and accept Coupons for its TTS.

**WHEREAS**, rules and procedures for participation in the Program are outlined in the "Rider Relief Transportation Program Guidelines," (the "Guidelines") included herein and referenced as **Attachment B**. Amendments to the Guidelines document can only be approved either by (i) the LACMTA and FAME Assistance Corporation (FAC) and Human Services Association (HSA), with concurrence from the majority of the participating operators, or (ii) policy provisions to the Program are approved by the LACMTA Board which shall then automatically be incorporated into the Guidelines; and

**WHEREAS**, the LACMTA is willing to reimburse the Operator for Coupons redeemed at ticket outlets which distribute Operator's fare media (the "Ticket Outlets") and are returned to the LACMTA by the Operator; and

**WHEREAS**, the parties desire that the Operator's participation in the Program shall be effective as of **July 1, 2009**.

**NOW, THEREFORE**, LACMTA and the Operator AGREE to the terms and conditions set forth as follows:

**I. TERM**

This Agreement will be in effect for ten years from the date commencing as of July 1, 2009 unless terminated as described below.

Should at any time during the term of this Agreement the LACMTA determine there are insufficient Funds available for the Program or the LACMTA Board terminates the Program, the LACMTA may terminate this Agreement by giving written notice to the Operator at least thirty (30) days in advance of the effective date of such termination. All Coupons redeemed by the Ticket Outlets and returned to the LACMTA by the termination date will still be honored and

reimbursed by the LACMTA. If the Operator wishes to leave the Program and terminate this Agreement, it shall provide thirty (30) days notice to LACMTA.

## II. SERVICE PROVISION

### A. PARTICIPATION IN THE PROGRAM

1. The Program is administered and managed by FAME Assistance Corporation (FAC), Human Services Association (HSA) (collectively "the Administrators") within the areas designated by the LACMTA and identified in the "Guidelines"
2. The rules and procedures for accepting Coupons are outlined in the "Guidelines".
3. The Operator will honor all valid Coupons for purchase of their fare media or towards cash value stored on their TAP cards, in the Ticket Outlets. The Operator is not responsible for the distribution of the Coupons (which is the responsibility of the Administrators), or for the validity of the Coupons it accepts beyond a visual inspection of the Coupon.
4. The LACMTA may, at its own expense, audit the Operator's transactions and the invoices associated with the Program.
5. The Operator agrees to notify LACMTA when implementing changes to its fare structure or to the Ticket Outlets at least (21) days in advance of any such changes.

## III. RIDER RELIEF TRANSPORTATION COUPON REIMBURSEMENT AND DISTRIBUTION OF COUPONS

- A. During the term of this Agreement, each month, the LACMTA shall reimburse the Operator an amount equal to the aggregate face value of the total Coupons in each category submitted by the Operator with each invoice. The date of the Coupons returned to the LACMTA for reimbursement should be the same as the month for which the reimbursements are being requested. The LACMTA will make the reimbursement payment within 30 days of receipt of an accepted invoice from the Operator.
- B. Coupon Distribution  
The Administrators will act as the coordinator between all social service and government agencies participating in the Program and distributing Coupons. The Administrators will negotiate, execute and administer all of their contractual agreements with the LACMTA required to conduct the Program.
- C. Marketing  
The Operator and the Administrators will market the Program in its current customer service and marketing programs and participate in countywide joint marketing efforts.
- D. The Operator shall be responsible for keeping an accurate record of all Coupons it receives.
- E. Invoices submitted to LACMTA for payments shall reference the MOU Number and include one copy of the Coupons record report. The MOU number is **MOU.MRRTPTOR**.
- F. Invoices shall be sent to:

Los Angeles County Metropolitan Transportation Authority (LACMTA)  
Accounts Payable

P.O. Box 512296  
Los Angeles, CA 90051-0296

A copy of the invoice accompanied by the Coupon record report and the redeemed Coupons shall be sent to:

- Armineh Saint  
Los Angeles County Metropolitan Transportation Authority (LACMTA)  
One Gateway Plaza, (Mailstop - 99-23-4)  
Los Angeles, CA 90012-2952

**IV. INSPECTION OF RECORDS/AUDIT**

- A. At its own expense, the LACMTA may conduct its own audit to verify the sales transactions and accuracy of Coupons redeemed.
- B. Records of the LACMTA pertaining to this Agreement shall be available for inspection and review by the Operator at all reasonable times for a period of three years from the applicable request for reimbursement under the terms of this Agreement.
- C. Records of the Operator pertaining to this Agreement shall be available for inspection by the LACMTA at all reasonable times for a period of three years from the applicable request for reimbursement under the terms of this Agreement.

**V. INDEMNIFICATION**

- A. The LACMTA shall indemnify, defend and hold harmless the Operator, its officers, agents and employees, from and against any and all liability, expense, including defense costs and legal fees, and claims for damage for any nature whatsoever, including, but not limited to bodily injury, death, personal injury or property damage arising from or in any way connected with services to be performed by the LACMTA pursuant to this Agreement.
- B. The Operator shall indemnify, defend and hold harmless the LACMTA and its officers, agents and employees, from and against any and all liability, expense, including defense costs and legal fees, and claims for damage of any nature whatsoever, including, but not limited to bodily injury, death, personal injury or property damage arising from or in any way connected with services, including, without limitation the TTS services, to be performed by the Operator pursuant to this Agreement.

**VI. NOTICE**

All formal notices, demands and communications to be given hereunder by either Party shall be made in writing and may be effected by personally or by U.S. mail to the addresses listed below:

Los Angeles County Metropolitan Transportation Authority (LACMTA)  
One Gateway Plaza  
Los Angeles, CA 90012-2952

Attention: Armineh Saint  
RRTP Project Manager  
Phone: (213) 922-2369

Torrance Transit System (TTS)  
20500 Madrona Avenue  
Torrance, CA 90650

Attention: Kim Turner  
Transit Director  
Phone: 310-618-6245

**VII. ATTORNEYS FEES**

Disputes regarding the interpretation or application of any provision of this Agreement shall, to the extent reasonably feasible, be resolved through good faith negotiations between the Parties. If any action at law or in equity is required to enforce or interpret the provisions of this Agreement, the prevailing Party in such litigation shall be entitled to an award of reasonable attorney's fees in addition to any other relief to which it may be entitled.

**VIII. WAIVER**

Waiver by any Party hereto of any term, condition or covenant of this Agreement shall not constitute the waiver of any other term, condition or covenant hereof.

**IX. BINDING EFFECT**

This Agreement shall be binding upon each of the Parties hereto.

**X. GOVERNING LAW**

This Agreement shall be interpreted and construed according to the laws of the State of California, and venue shall lie in a court of competent jurisdiction in Los Angeles County, California.

**XI. SEVERABILITY**

If any of the provisions of this Agreement is held by a court of competent jurisdiction to be invalid, void or unenforceable, the remaining provisions nevertheless will continue in full force and effect without being impaired or invalidated in any way.

**XII. ENTIRE AGREEMENT**

This Agreement, and any other documents incorporated herein by specific reference shall constitute the entire understanding between the LACMTA, and the Operator regarding the subject matter of this Agreement. This Agreement supersedes all prior oral or written negotiations, representations or agreements including, without limitation, any existing joint pass agreement(s) between the Parties. This Agreement may not be amended, nor any provision or breach hereof waived, except in writing signed by the Parties which expressly refers to this Agreement.

**IN WITNESS WHEREOF**, the Parties hereto have caused this Agreement to be executed and attested by their respective duly authorized officers.

CITY OF TORRANCE  
A Municipal Corporation

LOS ANGELES COUNTY METROPOLITAN  
TRANSPORTATION AUTHORITY (LACMTA)

BY: \_\_\_\_\_  
Frank Scotto  
Mayor

BY: \_\_\_\_\_  
Arthur T. Leahy  
Chief Executive Officer

Date: \_\_\_\_\_

Date: \_\_\_\_\_

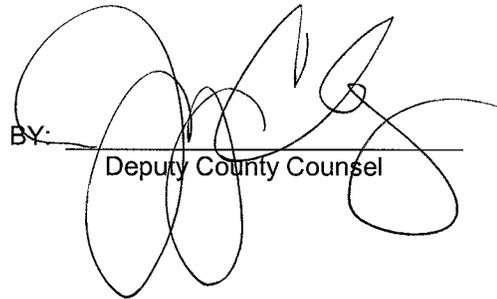
ATTEST:

\_\_\_\_\_  
Sue Herbers  
City Clerk

APPROVED AS TO FORM:

APPROVED AS TO FORM:  
Robert E. Kalunian  
Acting County Counsel

BY: \_\_\_\_\_  
John L. Fellows III  
City Attorney

BY: \_\_\_\_\_  
  
Deputy County Counsel

<b>Revised Motion by Board Members: Knabe, Najarian, O'Connor, Fasana, DuBois, and Antonovich</b>
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Agenda Item No. 13

February 26, 2009

In an effort to help mitigate the increase in MTA's fares the MTA Board established a county-wide Rider Relief Transportation Program in November, 2007 in the amount of \$5 million dollars to provide a direct subsidy to low-income persons. Until now, the Rider Relief Program has been restricted to MTA passengers only.

MTA has established an excellent qualification and distribution procedure for the program. Riders go to specified social service agencies to obtain certification for the program. That agency then gives the qualified rider a coupon which they take to MTA to get a fare reduction when they buy their pass. This process should remain in place with the only modification being the inclusion of riders from the additional identified transit operators.

In circumstances similar to those experienced by MTA, some of the "eligible and Included" operators in the county have recently found it necessary to raise their fares or are in the process of doing so due to the loss of state funding and sales tax revenues. The same problems low-income riders face at MTA are manifested with these other transit operators, as well.

Given that MTA established the \$5 million dollars to assist low-income riders facing fare increases, we believe that MTA should now expand inclusion in this program to the low-income riders of the eligible and included operators who have or are implementing fare increases. Furthermore, no additional revenues are needed since the limited expansion of the program can be accommodated within the funding originally approved by the MTA Board in 2007.

**We, Therefore, Move,** that the MTA Board, recognizing the needs of all low income transit users in the county, extend the existing Rider Relief Transportation Program to qualified low-income passengers of the eligible and included operators in Los Angeles County.

**We Further Move** that as full implementation of the Metro TAP Card program is achieved with and among the eligible and included operators, the Rider Relief Program would also accommodate the TAP Program.

Attachment B

**RIDER RELIEF  
TRANSPORTATION PROGRAM**

**OPERATING GUIDELINES**

**EFFECTIVE**

**July 1, 2009**

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**MISSION STATEMENT**

Provide transportation assistance to the most economically vulnerable and transit dependent in Los Angeles County.

**BACKGROUND OF THE PROGRAM**

In 2007 the Los Angeles County Metropolitan Transportation Authority (Metro) Board of Directors approved \$5 million for the Rider Relief Transportation Program (RRTP), to assist patrons with limited resources to utilize the transit system. The program started its operation in April 2008, and in February 2009, Metro’s Board approved a Motion to include the riders of municipal operators who have, or are likely to raise their fares, into the program.

The Rider Relief Transportation Program (RRTP) provides fare subsidy coupons to eligible participating operators’ bus riders. The service is made available throughout Los Angeles County via a wide range of not-for-profit and government agencies that distribute subsidy coupons to the neediest segment of the population.

The Rider Relief Transportation Program (RRTP) is built upon a cooperative partnership between the two lead agencies: FAME Assistance Corporation (FAC) and Human Services Association (HSA). Each operates under an agreement with the LACMTA, shares in major decision-making related to the program's direction, manages the program in its designated geographic area, and reports directly to the LACMTA.

**LIST OF OPERATORS IN THE PROGRAM**

- |                         |                                   |
|-------------------------|-----------------------------------|
| LACMTA (Metro)          | Antelope Valley Transit Authority |
| Long Beach Transit      | Culver City Municipal Bus Lines   |
| Norwalk Transit System  | Montebello Bus Lines              |
| Torrance Transit System |                                   |

**PROCEDURES FOR ACCEPTING SUBSIDY COUPONS AT THE OUTLETS MANAGED BY THE OPERATORS**

**The Following is the proper procedure for vendors to accept coupons from RRTP participants:**

Discount coupons should be accepted at outlets with the understanding that there is a one-time use policy for the participant. It must be submitted at the time of purchase, in which a reduction in value equal to the coupon value amount will be given to the purchase of the transit pass. Only one valid pass can be purchased per coupon, and the purchase must coincide with the appropriate month listed on the coupon itself.

The coupons can not be used in conjunction with any other offer. A Reproduction or

possession of reproduction of RRTP Coupon is illegal and subject to criminal prosecution.

**ADMINISTRATOR DISTRIBUTION AREAS**

The following are the cities or geographical area that each lead agency is responsible for in Los Angeles County.

FAME Assistance Corporation (FAC):

Ronnie Jackson, Contact Telephone (323)730-7700, [ronnij@famecorporations.org](mailto:ronnij@famecorporations.org)

Human Services Association (HSA):

Rosemary Campos, Contact Telephone (562) 806-5400, [rosemary.campos@hsala.org](mailto:rosemary.campos@hsala.org)

**FAC works with distributing agencies in the following cities or areas:**

**Central Cities:**

Atwater Village, Baldwin Hills, Boyle Heights, Central City, Central City East, Chinatown, City Terrace, Cypress Park, Eagle Rock, East Los Angeles, Echo Park, Florence-Graham, Glassell Park, Griffith Park/Los Feliz, Hancock Park, Highland Park, Hollywood, Koreatown, Ladera Heights, LaFayette Square, Lincoln Heights, Mid-City, Mid-City West, Mid-Wilshire, Montecito Heights, Mt. Washington, Pico Union, Silver Lake, Walnut Park, Westlake, Wilshire Center and Windsor Square.

**San Fernando and North County Cities:**

Agoura Hills, Acton, Arleta – Pacoima, Burbank, Calabasas, Canoga Park – Winnetka, Woodland Hills, West Hills, Chatsworth, Porter Ranch, Desert View Highlands, East La Tuna Canyon, Lakeview Terrace, Shadow Hills, Sunland, Tujunga, Encino, Tarzana, Glendale, Granada Hills – Knollwood, Hidden Hills, Lake Los Angeles, Lancaster, Little Rock, Mission Hills, Panorama City, North Hills, North Hollywood, Valley Village, Northridge, Palmdale, Quartz Hills, Reseda, West Van Nuys, San Fernando, Santa Clarita, Sherman Oaks, Studio City, Toluca Lake, Cahuenga Pass, Sun Valley, La Tuna Canyon, Sylmar, Val Verde, Van Nuys and North Sherman Oaks.

**South Bay Cities:**

Alondra Park, Between Harbor City and Carson, Carson, Crenshaw, Del Aire, El Camino Village, El Segundo, Gardena, Harbor City, Harbor Gateway, Hermosa Beach, Hyde Park, Inglewood, Jefferson Park, Ladera Heights, Lawndale, Leimert Park, Lennox, Lomita, Manhattan Beach, Mar Vista, Marina del Rey, Palos Verdes Estates, Playa del Rey, Playa Vista, Rancho Palos Verdes, Redondo Beach, Rolling Hills, Rolling Hills Estates, San Pedro, South Los Angeles, Southeast Los Angeles, Terminal Island, Torrance, Venice, View Park, Watts, West Adams, West Athens, West Carson, West Hills, Westchester, Westmont and Wilmington.

**Westside Cities:**

Bel Air, Beverly Crest, Beverly Hills, Brentwood, Culver City, Malibu, Marina del Rey, Pacific Palisades, Palms, Park La Brea, Santa Monica, Sawtelle, West Hollywood, West Los Angeles, and Westwood.

**HSA works with distributing agencies in the following cities or areas:**

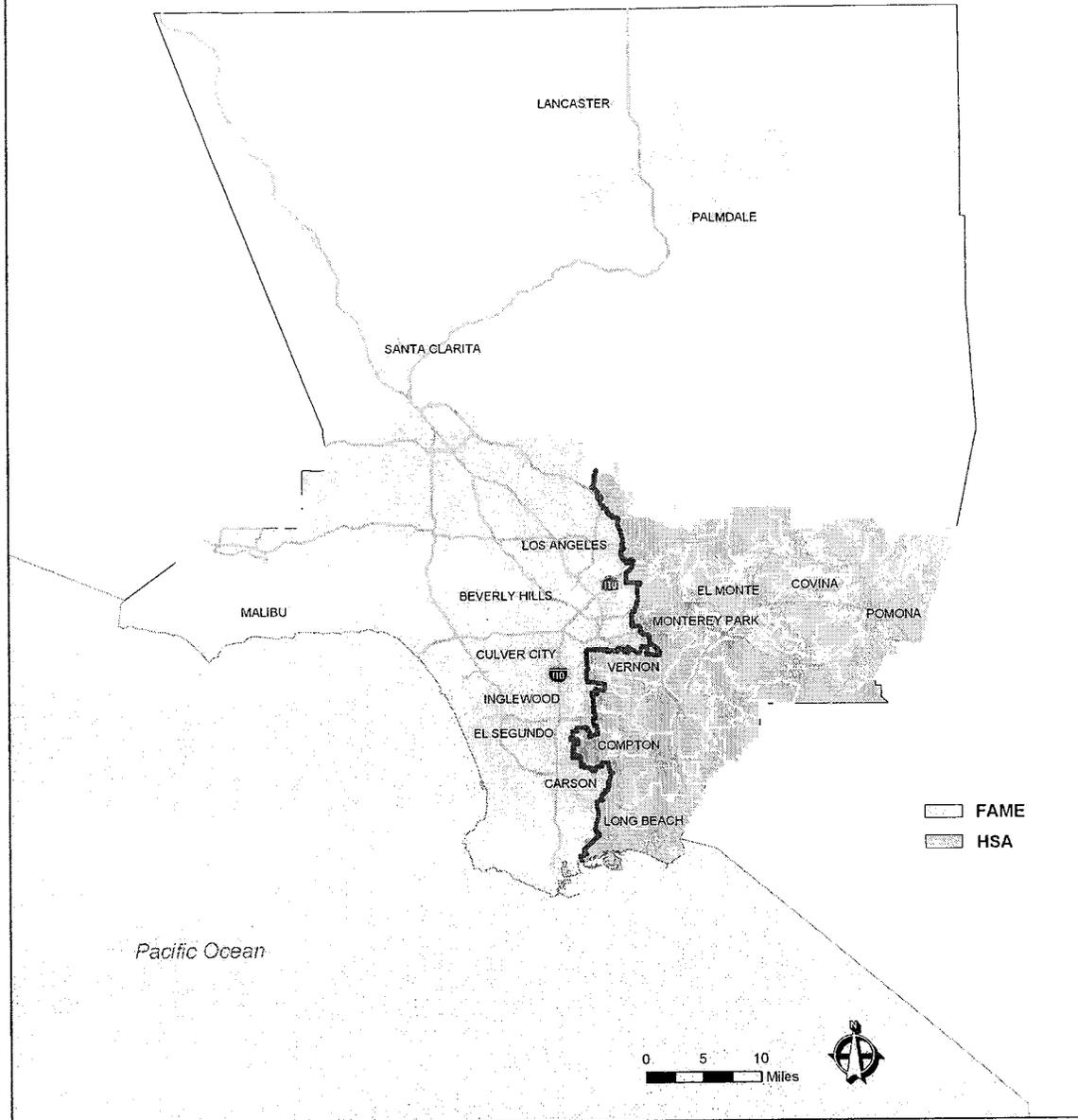
**Gateway Cities:**

Artesia, Avalon (Catalina), Bell, Bell Gardens, Bellflower, Cerritos, Commerce, Compton, Cudahy, Downey, East Compton, East La Mirada, Hawaiian Gardens, Huntington Park, La Habra Heights, La Mirada, El Monte, Lakewood, Long Beach, Lynwood, Maywood, Montebello, Norwalk, Paramount, Pico Rivera, Rancho Dominguez, Rosewood, Rowland Heights, Santa Fe Springs, Signal Hill, South El Monte, South Gate, South Whittier, Vernon, West Compton, West Whittier – Los Nietos, Whittier and Willowbrook.

**San Gabriel Cities:**

Alhambra, Arcadia, Avocado Heights, Azusa, Baldwin Park, Bradbury, Charter Oaks, Citrus, Claremont, Covina, Diamond Bar, Duarte, East Pasadena, East San Gabriel, El Monte, Glendora, Hacienda Heights, Industry, Irwindale, La Canada Flintridge, La Crescenta, Montrose, La Puente, La Verne, Mayflower Village, Monrovia, Monterey Park, North El Monte, Pasadena, Pomona, Rosemead, Rowland Heights, San Dimas, San Gabriel, San Marino, Sierra Madre, South El Monte, South Pasadena, South San Gabriel, South San Jose, Temple City, Valinda, Vincent, Walnut, West Covina and West Puente Valley.

## RRTP Broker Distribution Areas



### TRANSPORTATION SUBSIDY MEDIA

This program offers subsidy coupons and Metro tokens. There are several types of

subsidy coupons in the RRTP; maximum subsidy per person per month is as follows:

- \$5 subsidy coupon – Riders that purchase regular monthly or weekly passes, provided that their city or the county does not provide a subsidy
- \$2 Subsidy coupon – Senior citizen riders of cities who do not offer any user side subsidy
- \$2 Subsidy coupon – Kindergarten through 12<sup>th</sup> grade students of cities or schools that do not provide a subsidy
  
- \$3 Subsidy coupon – College-vocational students provided that their city or the county or school does not provide a subsidy

In addition, as an alternative RRTP offers riders tokens with the total value not to exceed the value of coupons offered in each category. For example:

- 4 tokens equal \$5 Subsidy Coupon- regular rider.
- 1 token equals \$2 Subsidy Coupon- senior citizen rider
- 1 token equals \$2 Subsidy Coupon- kindergarten through 12<sup>th</sup> grade students
- 2 tokens equals \$3 Subsidy Coupon-College/vocational students

**ELIGIBILITY CRITERIA FOR DISTRIBUTING AGENCIES**

FAC and HSA recognize the importance of careful screening of the agencies that distribute RRTP subsidy coupons. The following are the minimum eligibility requirements for distributing agencies. Additional criteria may be added.

**The agency should at a minimum meet the following criteria:**

- Be a not-for-profit 501 (c) organization or part of a local jurisdiction (city or county of Los Angeles).
- Be established in Los Angeles County for at least three years.
- Operate out of a fixed structure.
- Have more than 50 people participating in their program.
- Be committed to following all program requirements.

After agencies qualify for RRTP, and are invited to join, those agencies must sign Participating Agreement to be accepted into the program. In addition, agencies must provide the following:

- Copy of 501 (c) designation.
- Proof of attendance at RRTP Orientation, or participate in training with broker.
- Copy of business license.

FAC, and HSA recognize the diverse special needs addressed by Los Angeles County's social service organizations. It is important that agencies recognize that the goal of RRTP is to subsidize Metro fares, and that it is not an entitlement program.

**PROCEDURES FOR DISTRIBUTING AGENCIES**

Agencies are to familiarize themselves with the "Participant Eligibility Requirements" with these Operating Guidelines.

**Program Requirements**

- Agreement – FAC and HSA will enter into an agreement only with organizations that are committed to serving the community and retaining the integrity of the program. A senior official who has authority to sign contracts on behalf of a participating organization must sign a written agreement with FAC and HSA and provide information needed to complete the *Distributing Agency Register* form. Information on this form includes the name, title, and signature of those individuals authorized to receive subsidy coupons and Metro tokens for the agency, and the name, title, and signature of those authorized to distribute them. Agency must have *Rider Relief Agency Register form* on file at all times. Each participating agency is to notify FAC and HSA immediately of any changes in this form concerning the signature of its senior official.

Each agency is to develop and provide to FAC and HSA a set of its eligibility criteria specifying how it will allocate the subsidy coupons and determine individual eligibility.

FAC and HSA retain the right to cancel its agreement with an agency for any action that jeopardizes the program or any reason FAC and HSA deems appropriate and necessary.

- Accountability – Every agency is responsible for accounting and keeping accurate records of the subsidy coupons and Metro tokens it receives. Every subsidy coupon has a unique serial number on it that is traceable back to the distributing agency and enables the agency to track its handling of subsidy coupons. No subsidy coupon is to be distributed without following the procedures in this document. Inventory of Metro tokens should be undertaken on a daily basis. From time to time, distributing agencies may be audited by FAC and HSA or asked to track the disposition of a single subsidy coupon. For any audit or coupon-tracking, full agency cooperation is required.
- Training – Each distributing agency is responsible for attending an initial program orientation/training session provided by FAC and HSA and any additional training as deemed necessary. Each agency is also responsible for training its

own staff to properly execute the program, and for providing additional training on revisions to the program.

**Receiving Subsidy Coupons and Metro Tokens**

- Authorization to Accept Transportation Subsidies and Metro tokens– Only authorized staff may accept delivery of and distribute subsidy coupons and Metro tokens. Each agency is to authorize at least one person to sign for and accept delivery of subsidy coupons and Metro tokens, and at least one person to disburse them and initial the *User Log*. Names, titles, and signatures are to be provided on the *Distributing Agency Register*. FAC and HSA are to be advised immediately of any changes in personnel authorizations.
- Transportation Subsidy and Metro Token Security – Agencies are to keep subsidy coupons locked in a safe place and protect them as cash. Lost or stolen subsidy coupons and Metro tokens are to be reported immediately to FAC and HSA.
- Subsidy Replenishment – Agencies are responsible for following the distribution schedule set forth by FAC and HSA.

**Distributing Subsidy Coupons and Metro Tokens**

- Agencies are not to distribute subsidy coupons and Metro tokens to agency employees. Program participants must be present to receive subsidy coupons, unless the distributing agency has authorized mail-distribution for eligible recipients and has forwarded to FAC and HSA its policy for distributing subsidy coupons to persons not receiving them in person.
- Agencies should reference *Southern California Colleges Pass Subsidy Data* (Attachment D) and *Bus Subsidies Offered-LA County and Cities* (Attachment B).
- Record Keeping – To control and track usage, each agency is required to record subsidy coupon disbursements in the *User Log* that accompanies every package of subsidy coupons. Recipient information is entered in the *User Log* next to each pre-printed subsidy coupon serial number. This information includes recipient's name, city and ZIP, name of college/university (for students) and valid identification (e.g., driver's license, social security number etc.). In order to track and account for every subsidy coupon, every line of the log is to be completed. "Void" is to be written when appropriate, and voided subsidy coupons are to be retained returned to FAC and HSA.
- The User Log is to be submitted when it is completed. Totals at the bottom of each page must be completed.
- Information for Recipients – Agencies are to review the eligibility guidelines with each recipient. Agencies should refer to Operating Guidelines when necessary.

**Reporting Abuse**

- It is the responsibility of distributing agencies and their staff to report any abuse, misuse, or attempt to illegally handle subsidy coupons associated with the Rider Relief Transportation Program immediately to FAC and HSA, who will in turn report it to the LACMTA project manager.
- Any participating agency or individual found attempting to abuse, misuse, purchase, sell or illegally handle subsidy coupons will be permanently removed from the program.

**ELIGIBILITY CRITERIA FOR INDIVIDUAL PARTICIPANTS**

RRTP subsidy coupons and Metro tokens are available to Los Angeles County residents whose household income levels are below the Federal HUD Poverty Guidelines for Los Angeles County, as follows:

<b>Persons in Household</b>					
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
<b>\$25,900</b>	<b>\$29,600</b>	<b>\$33,300</b>	<b>\$37,000</b>	<b>\$39,950</b>	<b>\$42,900</b>

Residents of the Cities/County and students of schools and colleges already being subsidized for Metro’s fare media will not be eligible to receive the coupon subsidy.

**CRITERIA TO IDENTIFY ELIGIBLE PARTICIPANTS**

Participants must present any or a combination of the following identification cards:

- Regular Riders
  - Medical – Low Income
  - Pay Stubs
  - Medicare – regular
  - Lifeline (water and power)
  - Tax returns
  - Any valid documentation showing proof of income
  - Any proof of receiving public benefits
- Seniors – In addition to the above listed identification senior passengers must be at least 62 and show proof of age with the following identification cards:
  - DMV senior card (or license)
  - METRO senior
- Kindergarten – 12 grade students:
  - Parent qualification necessary and;
  - Student ID

- College/Vocational:
  - Regular rider criteria and;
  - Student ID

\* If necessary, eligibility criteria should be reviewed periodically.