

# Metro Transit reduced fare Transit Assistance Program (TAP)



# TAP provides \$1 rides on all regular route buses and trains

## Requirements to enroll:

- 185% above Federal poverty guidelines or 50% of the Area Median Income (AMI)
- Riders who hold an agency approved document (24)
- Individuals supported by organization enrolled in the Eligible Community Organization(ECO)program
- Cards are registered to the rider for fraud control
- Replacement card for balance transfers at rider request
- Annual renewal required

# Levels of TAP Partnership



# Outreach: commitment from over 60 organizations

- Housing and homelessness
- Healthcare
- Education and workforce/employment
- Community organizations
- Tribal governments



## Results since October 2017

### Benefit to riders:

- TAP card issued on the spot
- Value with TAP card only: refilling can be done by riders or agency online, over the phone, at retail outlets, train stations and Metro Transit stores in \$5 increments.
- Simple replacement for lost cards
- Riders feel good about paying the fare.

### Benefits to Metro Transit:

- Ridership high on local buses with capacity
- 6-10% increase monthly since October 2017
- Admin shared with partner organizations

## Other program points

### Fraud control:

- Registration required and review to eliminate one person gaining multiple discount fare cards
- Funding: adopted as to expand on the programs already in place (Job seekers and Homeless)

### Possible next steps:

Certify organizations that support residents that do not have formal documentation such as: GED and ESL students, persons seeking Refugee status, persons coming out of incarceration