

# **RIDER RELIEF TRANSPORTATION PROGRAM – RESPONSE TO MOTION #55 (*MAY 2014*)**

Finance, Budget and Audit Committee  
May 20, 2015

# Rider Relief Transportation Program (RRTP)

- Created by Board action in 2007 to provide transportation assistance to the most economically vulnerable and transit dependent in Los Angeles County
- Participants receive a coupon for \$10 (full fare) or \$6 (reduced fare) off a monthly or weekly pass
- Eligibility is based on household income below poverty level. Eligibility guidelines are updated annually

	Persons in Household/Annual Income Per HUD Poverty Guidelines					
	1	2	3	4	5	6
Previous	\$25,900	\$29,600	\$33,300	\$37,000	\$39,950	\$42,900
Current Effective July 1, 2014	\$28,500	\$32,600	\$36,700	\$40,750	\$44,050	\$47,300
Revised Effective July 1, 2015	\$29,050	\$33,200	\$37,350	\$41,500	\$44,850	\$48,150

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- In May 2014, the Board approved reauthorization of RRTP but through Motion 55
  - ✓ Requested an expanded marketing and outreach program
  - ✓ Assessment of whether additional resources were needed to meet demand
- Outreach and marketing has led to a 30% increase in enrolled participants but projected FY15 expense is still under authorized budget of \$5 million
  - ✓ 55,000 to 72,000 enrolled participants
  - ✓ Projected FY15 expense - \$4.1 million

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- Efforts now underway to examine utilization of program and opportunities for improvement
  - ✓ Benefit amount relative to pass prices
  - ✓ Access to enrollment and redemption locations
  - ✓ Products eligible for purchase
  - ✓ Incorporation of benefits onto TAP cards
- Will build upon efforts over the last nine months to create an RRTP rider database for analyzing participant ridership trends and patterns, and will incorporate results of the latest customer survey
- Program review will also consider recommendations made by APTA Peer Review
- Staff will return to the Board with specific recommendations on staffing, funding, and program modifications/enhancements