

LIFE Program Overview

The LIFE (Low-Income Fare is Easy) Program helps qualifying LA County residents save on paying their fares. Once you're in the program, you can purchase discounted passes or load free regional rides with your TAP card.

To save on Metro fares			
Metro Fare Product	LIFE Discount	Final Cost	LIFE Price with Metro Promo <small>(valid 12/15/21 to 7/20/22)</small>
Regular 30-Day/Monthly Pass	\$24	\$76	\$26
Regular 7-Day/Weekly Pass <small>(up to four/month)</small>	\$6	\$19	\$6.50
Senior/Disabled 30-Day/Monthly Pass	\$8	\$12	
College/Vocational 30-Day/Monthly Pass	\$13	\$30	
Student K-12 30-Day/Monthly Pass	\$10	\$14	
Regular EZ Monthly Pass	\$24	\$86	
Senior/Disabled EZ Monthly Pass	\$8	\$34	
20 Regional Rides: Base fare only. Interagency transfers are additional cost.	Free	\$0	

To qualify

The figures below are valid from July 1, 2021, to June 30, 2022.

Household Size	Annual Income
1	\$41,400 or less
2	\$47,300 or less
3	\$53,200 or less
4	\$59,100 or less
5	\$63,850 or less
6	\$68,600 or less

Where to get an application

- > Online at taptogo.net/applyforLIFE
- > Download at metro.net/LIFE
- > FAME Assistance Corporation (FAC) or International Institute of Los Angeles (IILA)
- > Metro Customer Centers and Big Blue Bus location, Blue: The Transit Store

How to apply

- To complete your application, please have the following:**
 - > Photo ID
 - > You have the option to self-certify or provide proof of income, such as:
 - Medi-Cal, EBT, any proof of public benefit, Social Security award, check stub or tax return
 - Or
 - Complete Self-Certification in Section 3 of the application.
- Submit your completed application:**
 - > By email, mail or in-person at FAME or IILA
 - > At Metro Customer Centers and Big Blue Bus location, Blue: The Transit Store

To use your LIFE benefits

- Ways to purchase your discounted pass or load 20 free rides:**
- > By phone at 866.827.8646
 - > Online at taptogo.net
 - > In-person at a TAP vendor location, visit taptogo.net/vendors

Additional transit systems participating in the LIFE program:



Do I contact FAME or IILA?

If you live in:	
Antelope Valley	FAME
Central Los Angeles	FAME
Gateway Cities	IILA
San Fernando Valley	FAME
San Gabriel Valley	IILA
Santa Clarita	FAME
South Bay	FAME
Westside Cities	FAME

International Institute of Los Angeles (IILA)
 3800 La Crescenta Av
 Suite #207
 Glendale, CA 91214
 818.244.2550
lifeinfo@iilosangeles.org
 Learn more at iilosangeles.org

FAME Assistance Corporation (FAC)
 1968 W Adams Bl
 Los Angeles, CA 90018
 323.870.8567
lifeinfo@famecorporations.org
 Learn more at famecorporations.org

LIFE Program Frequently Asked Questions

If I do not have any proof of income documents, what can I do?

You have the option to self-certify your income on the application.

If I am able to provide proof of income, what types of documents are accepted?

Any benefits card that provides cash or food, or any award or letter that verifies your participation in an assistance program, including:

- > EBT card
- > Medi-Cal card
- > Social Security Award
- > Social Security Disability Award
- > General relief cash aid eligibility letter
- > Unemployment letter
- > SNAP eligibility letter
- > TANF eligibility letter
- > CalFresh eligibility letter
- > Free or reduced lunch letter
- > Check stub or tax return form
- > Wages and tax statement form (ex: 1099 or W-2)
- > Bank statement indicating direct deposits from the U.S. Treasury
- > Bank statements indicating employer direct deposit

Why do I need a TAP card?

Your TAP card allows you to purchase LIFE discounted passes or load free regional rides. Once you load a pass or free regional rides onto your TAP card, just tap each time you board a bus or a train.

Can I still apply if I don't have a TAP card?

Yes, you can still apply, and it's easy to request one on the application.

How long does it take for the LIFE discount to be activated after I have enrolled?

Your LIFE discounts will be available 24 hours after you receive your enrollment confirmation.

How do I receive the free 90-day pass?

If you enrolled in the LIFE Program prior to January 10, 2022, the pass will be available on your TAP card on January 10, 2022. If you enrolled after January 10,

2022, the pass will be ready to use 24 hours after enrollment approval. The pass expires 90 days after your first tap on a bus or train.

How do I buy discounted passes?

- > Online: taptogo.net
 - > By phone: 866.827.8646
 - > At any TAP vendor. To find a TAP vendor near you, visit taptogo.net/vendors
- LIFE discounts will not be applied at TAP vending machines.

May I apply LIFE subsidies to more than one TAP card?

No, LIFE subsidies can only be applied to one card per person. Each family member of a household must have their own TAP card.

Can unused rides from the 20-ride option be rolled over to the following month?

Yes, unused rides may be rolled over to the following month. However, a TAP card can hold up to eight of the same products (the 20-ride option is considered a product), including the one currently in use. To view the fare products on your TAP card, log in to your TAP account on your TAP app or on taptogo.net, or call 866.827.8646.

Can I apply the unused discount towards the next month's purchase?

An unused discount cannot be restored once it expires at the end of the given month.

Which transit agencies accept LIFE subsidies for their fares?

Antelope Valley Transit Authority, Big Blue Bus, Culver City Bus, Foothill Transit, GTrans, LADOT, Long Beach Transit, Metro, Montebello Bus Lines, Norwalk Transit, Pasadena Transit, Santa Clarita Transit and Torrance Transit.

What do I do if my TAP card is lost, stolen, expired or damaged?

Contact TAP at 866.827.8646.

Metro

213.922.2378

metro.net/LIFE



TAP

866.827.8646

taptogo.net



International Institute of Los Angeles (IILA)

818.244.2550

iilosangeles.org



FAME Assistance Corporation (FAC)

323.870.8567

famecorporations.org



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Low-income riders can ride for less.

Sign up now and get a free 90-day pass.