

What is LIFE?

The Low Income Fare is Easy (LIFE) Program helps qualifying LA County residents save on fares. Once you're in the program, you can purchase discounted passes or load 20 free regional rides on Metro or any participating transit agencies.

Save on Metro fares

	LIFE Discount
20 Regional Rides* Base fare only. Interagency transfers are additional cost. <i>FREE rides will be captured first before fare capping.</i>	Free
Metro Bike Share 30-Day Pass	\$12
Metro Bike Share 365-Day Pass	\$100

*accepted on all participating transit agencies.

Save on other transit

Antelope Valley Transit Authority (AVTA), Big Blue Bus, Culver City Bus, Foothill Transit, Glendale Beeline, GTrans, LADOT, Long Beach Transit, Montebello Bus Lines, Norwalk Transit, Pasadena Transit, Santa Clarita Transit and Torrance Transit	
Regular 30-Day/Monthly Pass	\$24
Regular 7-Day/Weekly Pass	\$6
Senior/Disabled 30-Day/Monthly Pass	\$8
College/Vocational 30-Day/Monthly Pass	\$13
Student K-12 30-Day/Monthly Pass <i>(Excludes GoPass participants)</i>	\$10
Regular EZ Monthly Pass	\$24
Senior/Disabled EZ Monthly Pass	\$8

How to apply

Apply online at taptogo.net/applyforLIFE or 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 complete your application, please have the following:

- > Photo ID for all applicants
- > You have the option to self-certify or provide proof of income, such as:
 - Medi-Cal, EBT eligibility letter, any proof of public benefit, Social Security award, check stub or tax return
 Or
 - Complete Self-Certification in Section 3 of the application

How to get 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

Do you qualify?

The figures below are valid from July 1, 2023 to June 30, 2024.

Household Size	Annual Income
1	\$44,150 or less
2	\$50,450 or less
3	\$56,750 or less
4	\$63,050 or less
5	\$68,100 or less
6	\$73,150 or less

Where to get an application

- > 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

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
South Los Angeles	FAME
Westside Cities	FAME

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

International Institute of Los Angeles (IILA)
 9060 Telstar Av
 Suite 223
 El Monte, CA 91731
 818.244.2550
lifeinfo@iilosangeles.org
 Learn more at iilosangeles.org

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 proof of public benefit
- > Check stub or tax return
- > EBT eligibility letter
- > Medi-Cal card
- > Social Security award

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.

What is fare capping?

A new way to pay fare on Metro bus and rail. Learn more about fare changes and how fare capping works at metro.net/farecapping.

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?

The 90-day pass is available only to new enrollees. If you are enrolled with your current TAP card, the pass will be ready to use 24 hours after enrollment approval. If you request a TAP card on the application, it will be mailed to you loaded with the 90-day pass. The pass expires 90 days after your first tap on a bus or train.

How do I load LIFE discounted fare?

- > 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.

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

Contact TAP at 866.827.8646 to request a transfer of your LIFE benefits.

Additional transit systems participating in the LIFE program:



Get more out of LIFE.



Low Income Fare Is Easy

Tap into savings and get 90 days for FREE.



PLEASE RECYCLE THIS MATERIAL.
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Low Income Fare is Easy (LIFE) Program Application

Application Number

The LIFE Program helps qualifying LA County residents save on fares.

To complete the 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

1. Head of household information

Last Name	First Name	Middle Name or Initial
Street Address		Apt #
City, State, Zip		Birth Date (mm/dd/yyyy)
E-mail		Telephone Number
<input type="checkbox"/> If you don't have a TAP card, check here to request one.		
TAP Card Number		
Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other: _____		
Ethnicity: <input type="checkbox"/> Asian or Pacific Islander <input type="checkbox"/> Black <input type="checkbox"/> Hispanic <input type="checkbox"/> Native American <input type="checkbox"/> White <input type="checkbox"/> Prefer not to answer		

2. Additional household member information

For each applicant from your household, complete one section below. Add additional sheets of paper as necessary.

Last Name	First Name	Middle Name or Initial	Birth Date (mm/dd/yyyy)
<input type="checkbox"/> If you don't have a TAP card, check here to request one.			
TAP Card Number			
Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other: _____			

Last Name	First Name	Middle Name or Initial	Birth Date (mm/dd/yyyy)
<input type="checkbox"/> If you don't have a TAP card, check here to request one.			
TAP Card Number			
Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other: _____			



International Institute of Los Angeles

3. Program eligibility

LIFE discounts are available to LA County residents whose household income levels are below the Federal HUD Poverty Guidelines for LA County. The figures below are valid from July 1, 2023, to June 30, 2024. Please select your annual household income.

Persons in household – Maximum Annual income

1 – \$44,150 2 – \$50,450 3 – \$56,750 4 – \$63,050 5 – \$68,100 6 – \$73,150

Self-Certification (select if proof of income is unavailable)

By checking this box, I confirm that the income level I selected above is correct. I understand that in the future, I may be asked to provide proof of income. I agree that if I do not provide proof of income, my benefits may be terminated in the LIFE Program.

As head of household participating in the Low-Income Fare is Easy (LIFE) Program, I affirm that I am 18 years or older and that the information provided on this application for myself and my household, including the annual household income, is true and correct. I understand that the LIFE Program reserves the right to verify my household income, and I will notify the LIFE Program if I or any household member no longer qualifies for the LIFE discount.

I acknowledge that neither I nor any household member is participating in the LIFE Program under a different name. I also understand that neither I nor any household member can be part of any other program that discounts passes including, but not limited to, Access Paratransit, City Ride, and/or other transportation discount programs. I understand that my first name, last name, address, phone number, email address, birthday, gender, income bracket and number of household members will securely be stored in the LIFE database and only accessed by participating LIFE agencies.

By failing to adhere to the above terms and conditions, I or any household member will be disqualified from participating in the LIFE Program.

By checking this box, I hereby agree to receive communication regarding Metro products or services.

Applicant Signature

Date

To be completed by distributing agent only.

Head of Household

Pass Type: Regular Senior/Disabled K-12 College/Vocational
Identification: Photo ID Passport Student ID Resident

Applicant 1

Pass Type: Regular Senior/Disabled K-12 College/Vocational
Identification: Photo ID Passport Student ID Resident

Applicant 2

Pass Type: Regular Senior/Disabled K-12 College/Vocational
Identification: Photo ID Passport Student ID Resident

Valid proof of income reviewed:

Check Stub Medi-Cal Electronic Benefit Transfer (EBT)
 Social Security Award Tax Return Free-Reduced Lunch Document Other

I verify that the identity of the applicant and that the annual household income (AHI) listed above is true and correct. I further affirm that I have personally reviewed and approved documentation provided by the applicant that supports the information and AHI listed above.

Agent Name

Signature

Date

Submit completed applications at Metro Customer Centers, Big Blue Bus Transit Store, FAME or IILA.

Residents of Antelope Valley, South and Central Los Angeles,
San Fernando Valley, Santa Clarita Valley, South Bay or Westside Cities:

FAME
1968 W Adams Bl
Los Angeles, CA 90018
Phone: 323.870.8567
Email: lifainfo@famecorporations.org
Online: famecorporations.org/programs

Residents of Gateway Cities or San Gabriel Valley:

IILA
9060 Telstar Av, Suite 223
El Monte, CA 91731
Phone: 818.244.2550
Email: lifainfo@iilosangeles.org
Online: iilosangeles.org/service/social-services

For more information, visit metro.net/LIFE.

