



Low Income Fare is Easy (LIFE) Program Administrator Contract Modification

July 2024



Metro

Background

- > Since 2019, The Low Income Fare is Easy (LIFE) Program has contracted with two community-based organizations, FAME Assistance Corporation (FAC) and International Institute of Los Angeles (IILA).
- > FAC and IILA provide program administration and oversight activities for the countywide LIFE program.
- > On May 6, FAC informed Metro that it filed Chapter 7 Bankruptcy proceedings.
- > IILA agreed to manage the geographical regions and administrator duties assigned to FAC.



Administrator Services

Services:

- 14 full time and 3 part time staff
- 267 agencies assisting with enrollments
- 104 agencies distributing taxi program services.
- 12 taxi company partnerships
- 91 agencies providing 4-ride tickets
- 18 DPSS offices assisting with enrollment
- 30 pop-up events each month
- Over 250 daily applications (online portal, customer centers, DPSS, mail, events)

Results:

- 255,458 LIFE enrollments since September 2021 (280% Double enrollment goal).
- Total LIFE program participants 345,271.

Procurement Summary

- > Execute Modification No. 6 to Contract No. PS60564000B for Low Income Fare is Easy (LIFE) Program Administrator Services for the Southeast, Southwest, and Northwest Regions
- > Extend administrator performance from September 30, 2024, to December 31, 2024.
- > This modification allows payment of administrator services fees, hiring of FAC staff, printing of taxi vouchers, and reimbursement for taxi service providers during the extension period.
- > This contract modification will be processed in accordance with Metro's Acquisition Policy.
- > The recommended amount is determined to be fair and reasonable based upon price analysis, technical evaluation, and an Independent Cost Estimate (ICE).
- > There is sufficient funding within the FY25 LIFE Program Budget to implement this modification .

Proposal Amount	Metro Independent Cost Estimate	Recommended Amount
\$984,603	\$1,274,064	\$984,603

Next Steps

- > Work with IILA to ensure the program continues to deliver expanded services, as well as review, evaluate, and process applications through in-person enrollment and online portal applications.
- > Work with IILA to conduct robust outreach that includes providing bilingual (Spanish) support while partnering with agencies who provide multi-lingual services (Korean, Chinese, Japanese, Vietnamese, Armenian, Russian) to assist with enrollments.

