

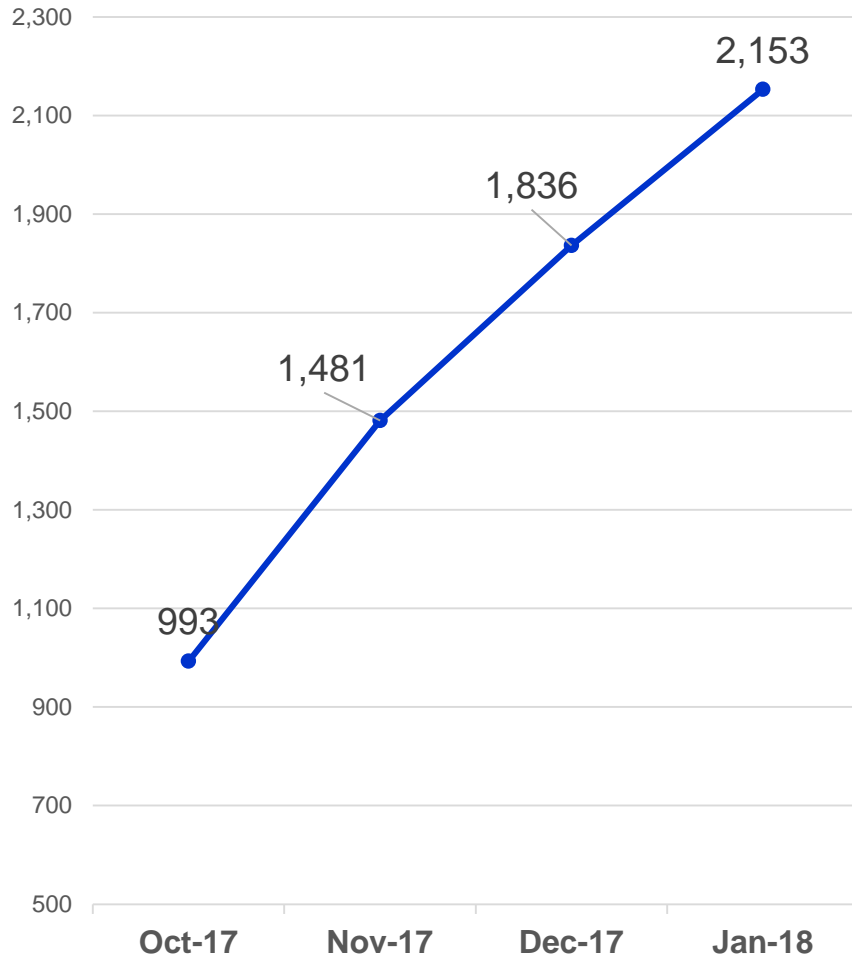


**Low Income Fare Program
Transportation Committee
February 26, 2018**

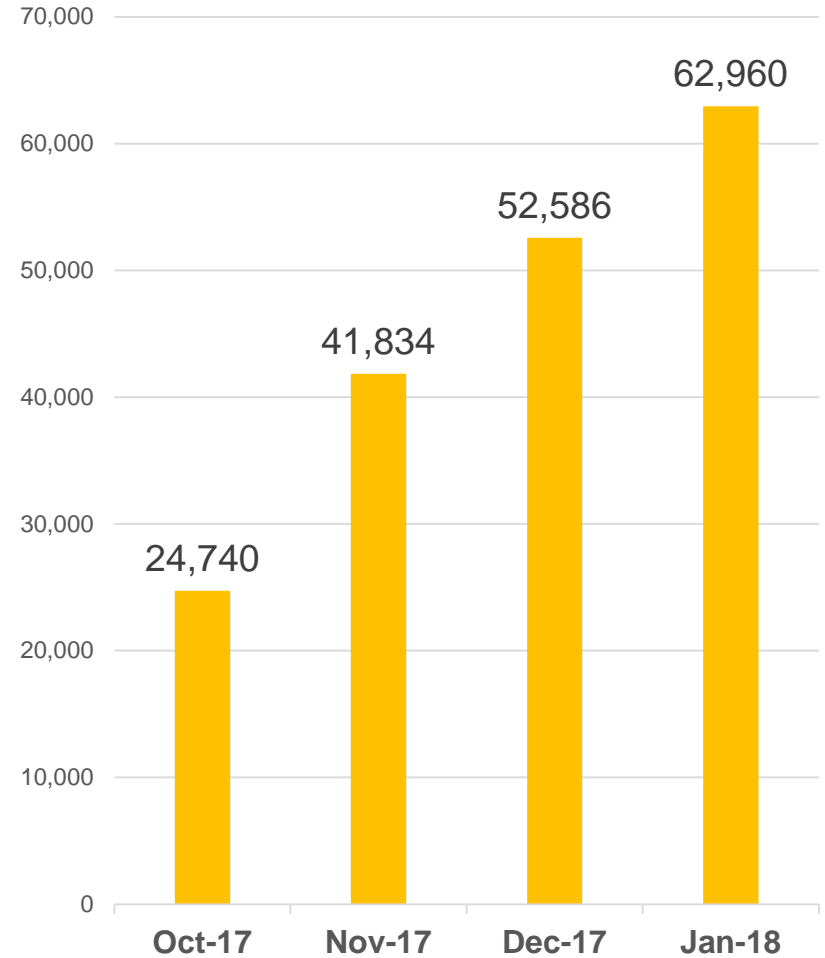




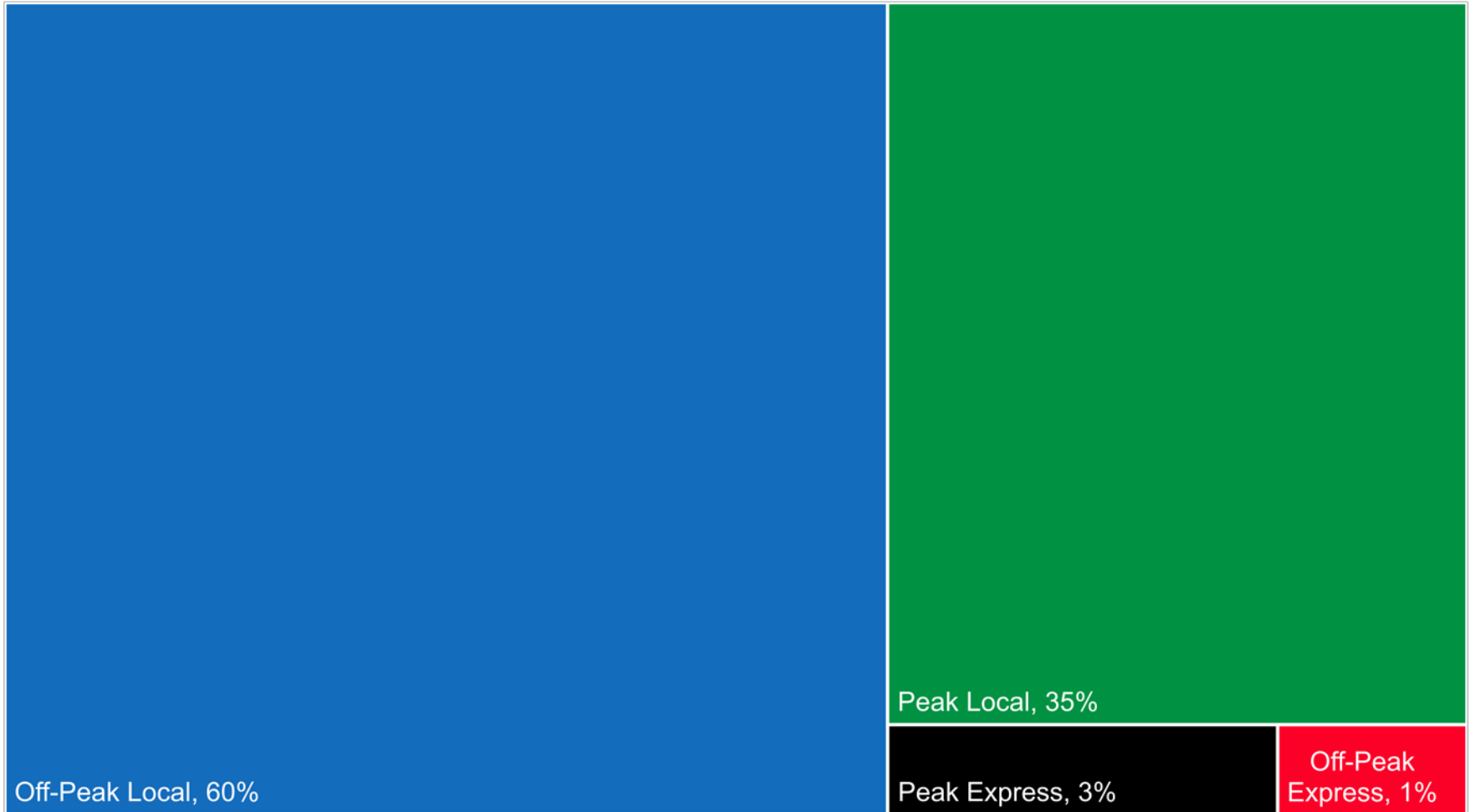
Unique Riders



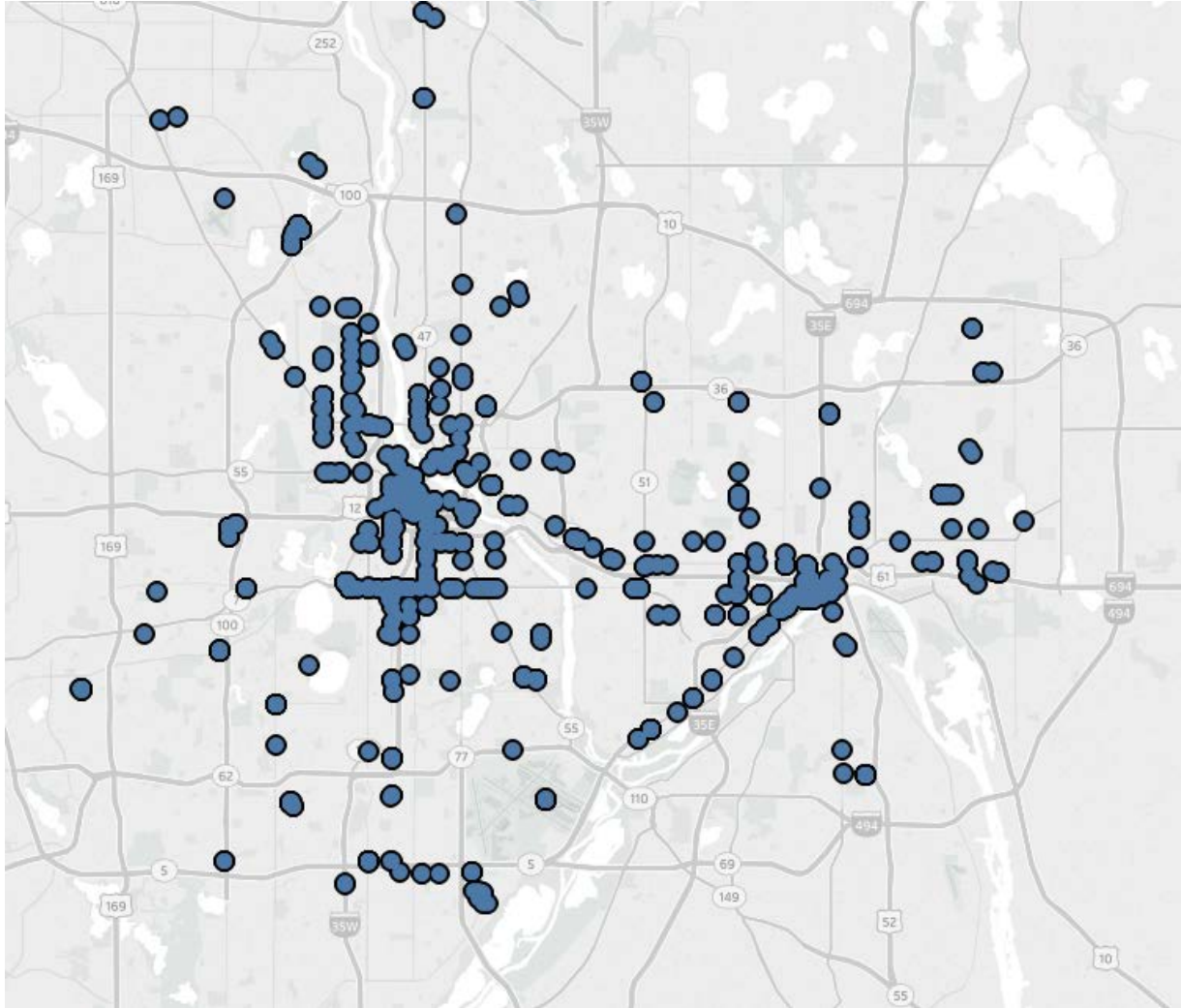
Total Number of Rides



When Are Customer Riding?



Where are they riding?



What is the impact to riders?

Stuart told us....

- He got rid of his car a couple of years ago and takes transit or rides his bike to get where he needs to go.
- "I'm a woodworker. I live in downtown St. Paul in warehouse district near Green Line facility. Sometimes I have to go get wood at Maplewood Mall. I have taken the bus out to the mall and brought lumber home on the bus. Short pieces so not interfering with other riders. I also do house painting. Have brought my painting gear on the bus. I've proven to myself I can do anything on a transit that I did in a car."
- "Riding transit is also a social thing for me. My wife passed away a few years ago. My son is 18 and moving out soon, so I don't have a lot of social activity. That's why I enjoy the bus and train for just seeing people. It reminds me other people are out there."
- "So the TAP program allows me to do all this. I wouldn't take transit as much if had to pay full price. TAP really opened up for me the opportunity to get out and do things."

What partners have heard....

- Director of Housing House of Charity MPLS

“I have ascertained that the three main benefits for our clients are:

- An increased ability to maintain contact with friends and family member that can be a support to them through their health struggles,
- Increased optimism about being able to get a job because now they are able to get around town,
- The ability to afford over the counter health and hygiene products with the money they no longer need to spend on the bus fare”.

Community Partners/ Agency Partners

- Minnesota WIC
- MN EBT
- Metro HRA
- St. Paul Public Housing / Section 8
- MPLS Public Housing/ Section 8
- Community Action Partnerships of Ramsey and Washington Counties
- House of Charity
- International Education Center
- Leap High School
- Little Earth
- Mille Lacs Band of Ojibway
- Minneapolis American Indian Center
- MN Literacy Council Inc.
- MPS Public School– Adult Ed.
- Native American Community Clinic
- U of M Youth and AIDS Projects
- CLUES
- Catholic Charities
- State of MN Energy Assistance Program
- Reduced and Free Lunch Programs
- Plymouth HRA
- North High School
- Pillsbury House and Theater
- Project Pride in Living
- St. Louis Park HRA
- Tree Trust
- Scott County Smart Link
- Twin Cities Rise
- VEAP
- Volunteers of America – Minnesota
- WIC
- YWCA – St. Paul
- Common Bond Communities
- Simpson Housing

Next steps



Short term plan

1. Engage Metro Transit staff to promote program to riders via operators and social media
2. Equity lens tool review and meet with EAC for input
3. Re-write TAP web site to simplify the program and create TAP information packets for interested groups
4. Targeted outreach to agencies and organizations that already partners with Metro Transit
5. Formal survey to partnered agency for feedback
6. Fraud control steps