



**SFMTA**

# Discount Fare Program Overview Muni Equity Working Group Presentation

September 19, 2024

# Discount fare programs

Fare Media Type	Eligibility	Date
<b>Lifeline Monthly Pass (50% Discount)</b>	Adults at or below 200% of federal poverty	2005
<b>Free Muni for Youth</b>	Youth 18 and under	2013
<b>Free Muni for Seniors and People with Disabilities</b>	Seniors/people with disabilities at/or below 100% Bay Area Median Income	2015
<b>Access Pass</b>	Free Muni for those experiencing homelessness	2023
<b>Clipper START</b>	50% single ride fare discount for people at or below 200% federal poverty	2022

# Commitment to access

SFMTA fare policy provides financial relief for people with low incomes at an estimated annual value of \$28.7 million.

Fare Media Type	Eligibility	Admin Cost (\$M)	Foregone Revenue FY23-24 (\$M)	Total Impact FY23-24 (\$M)
<b>Lifeline Monthly Pass (50% Discount)</b>	Adults at or below 200% of federal poverty	0.6	3.7	4.3
<b>Free Muni for Youth</b>	Youth 18 and under	0.0	4.1	4.1
<b>Free Muni for Seniors and People with Disabilities</b>	Seniors/people with disabilities at or below 100% Bay Area Median Income	2.0	16.3	18.3
<b>Access Pass</b>	Free Muni for people experiencing homelessness	0.2	N/A	0.2
<b>Clipper START*</b>	50% single ride fare discount for people at or below 200% federal poverty	1.0	0.8	0.8
<b>Total</b>		<b>3.8</b>	<b>24.9</b>	<b>28.7</b>

\*Reimbursement provided through MTC grant

# Adult discount program participation

When adjusted for estimated transit ridership, combined participation rates is 74%.

Program	Active Users/Month
Lifeline	7,400
Clipper START	6,012
Access Pass	1,225

Transit Users*	Total Active Users**	Participation Rate
19,744	14,313	74%

\*Eligible total population adjusted by 17% estimated transit ridership (based on U.S. Census Bureau American Community Survey)

\*\*Includes Lifeline, Clipper START, Access Pass users

# How we improved access to discount programs

- Eliminated in-person photo requirement allowing for online and by-mail submission of applications.
- Partnered with Human Services Agency (HSA) to allow SFMTA staff to confirm eligibility through enrollment in other city programs.
- Worked directly with non-profit agencies to auto enroll customers receiving services.
- Used Transit Fare Inspectors to distribute discount program information as part of their regular work.
- Retrofitted a retired paratransit van to distribute information at community events on programs for people with low-incomes.
- Implemented waiver of fare evasion citation with enrollment in discount program.



# Current efforts to further improve access

- Mailed Clipper START Program information to all Lifeline card holders.
- Coordinated with HSA to include discount program information in their quarterly newsletter.
- Coordinated with Tenderloin Neighborhood Development Corporation to provide information resident welcome packets and within housing properties.
- Created "how to" videos walking through how to apply for Lifeline.
- HSA to provide discount program "take-ones" during intake for all clients.
- Working with MTC to automatically enroll new Lifeline applicants in the Clipper START Program.

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