



SFMTA Citation Work Credit/Payment Plan Program “Project 20” Terms and Conditions

The SFMTA, through Project 20/S.F. Pretrial Diversion Project, allows people to perform volunteer community service or establish a payment plan in lieu of paying parking and transit citations subject to the following requirements:

- Citations are not eligible for enrollment after a vehicle has been booted or towed; have been assessed a special collections fee; have been previously paid with bounced checks; or have had disputed credit card charges.
- Once a citation is enrolled in Project 20 it may not be protested.
- The contract must be successfully completed to receive a DMV abstract for vehicle registration renewal, or a San Francisco Residential Parking Permit (RPP). Initial enrollment in the program is not sufficient to waive these requirements. A 4 week temporary RPP permit may be purchased while completing a work credit/payment plan.
- A maximum of 2 contracts with a maximum combined total of 10 citations and up to a combined value of \$1,000 of fines/penalties may be enrolled in the program per 12 month rolling period per person/registered vehicle. The first contract must be completed prior to a second contract being issued. For the second contract, 50% of the value of the citations owed must be paid up front to the SFMTA.
- Participants are required to complete 50% of their service hours with the San Francisco Department of Public Works at 1.5 times the standard work credit rate (2 times for work performed on weekends) rounded to the nearest dollar. This work may include manual labor in inclement weather. Project 20 may issue a waiver to this requirement to customers with disabilities and/or physical limitations, or those over 45 years of age.
- You must appear at the Project 20 office within 5 business days of contract issuance at the SFMTA Customer Service Center. Failure to do so will result in the contract being cancelled and reassigned to the collection process. Citations enrolled in cancelled contracts are not eligible for reenrollment in another contract.
- If you are unable to complete work credit hours in the time period required, participants may pay the balance owed to Project 20 by the due date on the contract. No contract extensions or revisions will be granted.
- There is a \$25 non-refundable administrative fee due to the SFMTA upon enrollment. Project 20 charges a sliding fee based on amount owed for work credit, or a \$35 flat fee for payment plans. See table below to find out how many hours of work credit is required for citation value owed, Project 20 work credit fees and timelines for completion.

Amount Owed	Required Service Hours	Project 20 Fee	Timeline for Completion
\$50-\$100	7-14	\$20	4 weeks
\$101-\$200	15-29	\$20-\$40	5 weeks
\$201-\$300	30-43	\$40	6 weeks
\$301-\$400	44-57	\$40-\$60	7 weeks
\$401-\$500	58-71	\$60	8 weeks
\$501-\$600	72-86	\$60-\$80	9 weeks
\$601-\$800	87-114	\$80-\$100	12 weeks
\$801-\$1,000	115-142	\$100-\$120	14 weeks

How to Enroll

- 1) Sign up for Project 20 at the SFMTA Customer Service Center at 11 South Van Ness Avenue. SFMTA fees are due at time of enrollment.
- 2) Report to Project 20 office located at 567 7th Street (between Brannan and Bryant) between the hours of 8:30 a.m. and 5:00 p.m. within five (5) business days. Project 20 administrative fee is due at time of sign-up.
- 3) Complete work credit hours or submit payments in accordance with Project 20 guidelines and submit required paperwork by deadline.

Directions to Project 20 Office 567 7th Street between Bryant and Brannan Streets (near the Hall of Justice).

To get there by bus – Take the 47 Van Ness Muni route from the corner of Van Ness Avenue and Oak Street (in front of 25 Van Ness Avenue) to the stop at Bryant and 7th Street.

To get there by car – Street parking around the Project 20 office is very limited. The SFMTA off-street lot located at 7th and Harrison Street is located one and a half blocks away and hourly parking rates are lower than on-street parking in the area. Call 558.9052 or go to sfmta.com for current rates.