



**SFMTA**



# **Rider's Guide to SF Paratransit**

**SF Access, SF Paratransit Taxi Program, and Other Services**

# Rider's Guide to San Francisco Paratransit

February 2024

This guide is available in accessible formats.

Please contact SF Paratransit at 415.351.7000, TTY 415.351.3942

**415.351.7000: Free language assistance/免費語言協助/Ayuda gratis con el idioma/Бесплатная помощь переводчиков/Trợ giúp Thông dịch Miễn phí/Assistance linguistique gratuite/無料の言語支援/ 무료 언어 지원/Librenng tulong para sa wikang Filipino**

## SF Paratransit Administration

Main Number/Mobility Management Center .....	415.351.7000
Applications and Visitor Services .....	415.351.7050
Finance: Purchases and Lost or Stolen Debit Card .....	415.351.7051
Customer Service: Questions, Compliments, and Complaints .....	415.351.7052
Taxi Debit Card Services (automated).....	877.738.2941
Taxi Hotline (to confirm registered taxi providers) .....	415.351.7090

## SF Access ..... 415.285.6945

Reservations.....	Option 2
Where's My Ride?/Lost and Found .....	Option 3







## Other Transit Services

Bay Area Transit Information .....	511
Muni Accessible Services .....	415.646.2260
Muni Regional Transit Connection (RTC) Discount Cards....	415.646.2224
SFMTA Customer Service Center/Senior Clipper Cards .....	415.646.2500
	or dial 311 in San Francisco

## Visit Online

Website: [SFMTA.com/Paratransit](http://SFMTA.com/Paratransit)

Email: [Paratransit@SFMTA.com](mailto:Paratransit@SFMTA.com)

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SF Paratransit



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**SF Paratransit offers both ADA-required services and additional services to best meet the needs of eligible riders. To use any SF Paratransit services, individuals must complete an application for certification (see page 13 for information on applying).**

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## ABOUT SF PARATRANSIT

### Welcome to SF Paratransit

- San Francisco Paratransit (SF Paratransit) is a van and taxi program for people unable to independently use or access public transit some or all of the time due to a disability or disabling health condition.
- Since 1990, the Americans with Disabilities Act (ADA) has required all public transit agencies to provide paratransit services to eligible people with disabilities.
- San Francisco Municipal Transportation Agency (SFMTA) has provided paratransit services since 1978. SFMTA partners with a contractor to manage and deliver the service. The contractor provides some of the van services and contracts with taxi companies and other van providers to offer additional services.

### We Provide Two Primary Services

#### SF Access

- **Pre-scheduled, ADA-compliant van service providing door-to-door transportation to ADA-eligible riders.** SF Access is a shared-ride service. Reservations are made from one to seven days before the day of travel.

#### Paratransit Taxi Services

- **Same-day general-public curb-to-curb taxi service provided to ADA-eligible riders.** This is not an ADA service, but many riders find that it better meets their transportation needs.

## We Also Provide Group Van Services for Some Agencies

### Paratransit Group Van Service

- **Pre-scheduled door-to-door van service.** Service is offered to groups of ADA-eligible riders attending programs sponsored by participating agencies, such as Adult Day Health Care, senior centers, or sheltered work sites.

### SF Paratransit Service Hours and Service Area

SF Access and SF Paratransit Taxi services are provided 24 hours a day, seven days a week, 365 days a year. Service is offered throughout San Francisco, to Treasure Island, to the Marin Headlands during Muni Route 76X service hours (SF Access only), and to the northernmost part of Daly City in San Mateo County.

### SF Paratransit Office

#### Location

#### **68 12th St. (between Market and Mission streets)**

The nearest Muni Metro station is Van Ness. The closest BART station is Civic Center. The office is also served by nearby Muni bus lines (6, 7, 9/9L, 14/14L, and 49) and the F Market streetcar.

#### Hours

**Monday to Friday, 9:00 am to 4:45 pm**

#### Holidays

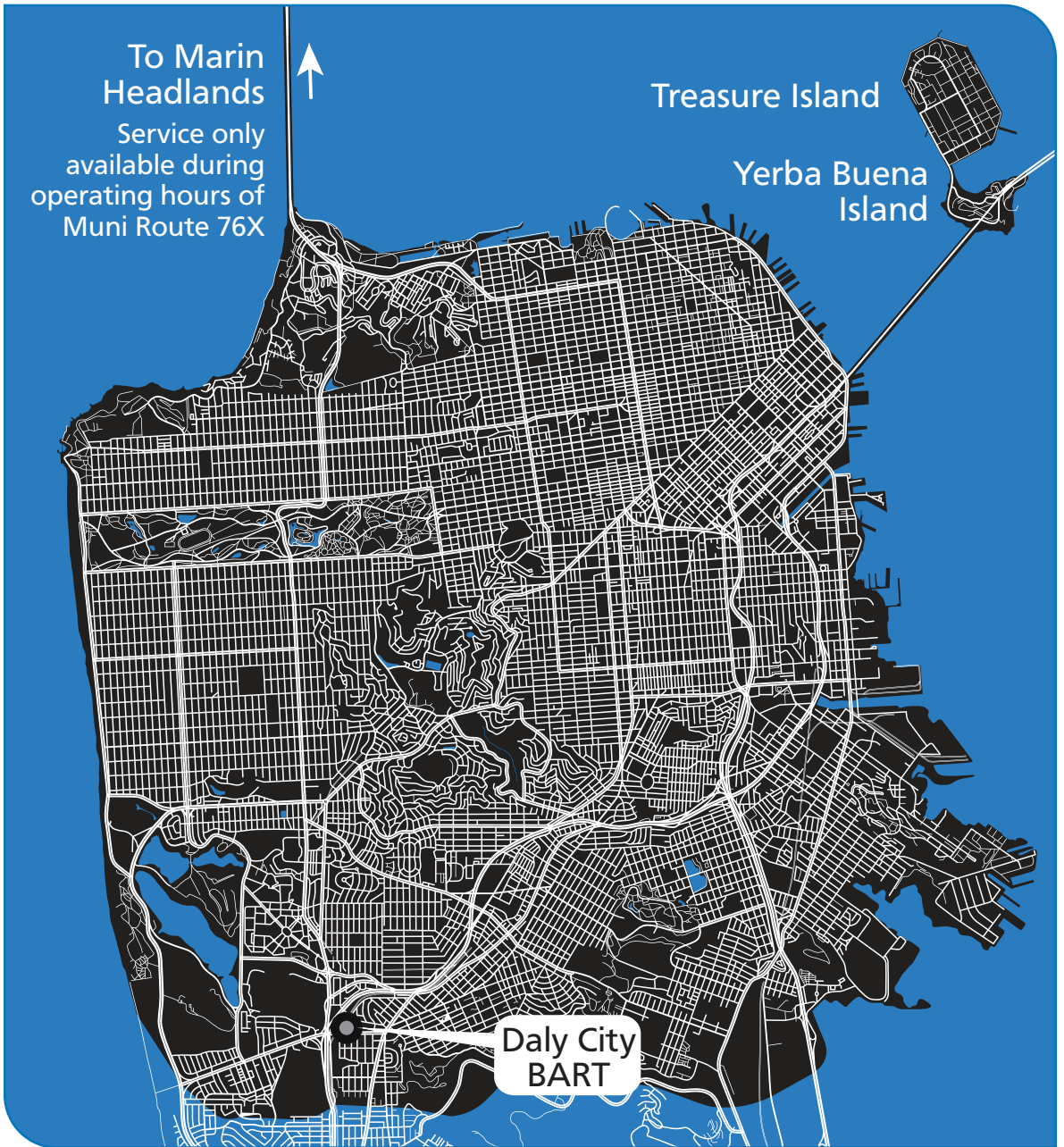
The office is closed on federal holidays and the day after Thanksgiving.

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**Not sure if your destination is in the SF Paratransit service area? Call our Customer Service Department.**

**415.351.7052** 

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San Francisco Paratransit Service Area



For more information, visit [SFMTA.com/Maps](https://www.sfmta.com/Maps)

## Services Available

At the SF Paratransit office you may:

- Obtain information about SF Paratransit Services.
- Obtain and submit an ADA paratransit application.
- Purchase ride tickets for SF Access service.
- Add value to your SF Paratransit Taxi Debit Card.
- File a formal complaint or compliment.
- Obtain a new or replacement photo ID card (appointment required).
- Update personal information (address, phone, etc.).
- Report changes in your disability or health-related condition.
- Request visitor eligibility for SF Access (if your ADA certification was made by a transit agency outside of the San Francisco Bay Area).
- Participate in a travel training workshop (appointment required).





## SFMTA Mobility Management Center

### More services for older adults and people with disabilities.

The Mobility Management Center is located within the SF Paratransit office and is a one-stop information and referral center for older adults and people with disabilities. The Center's services help you make informed decisions about your travel options. Services include the following:

#### Application Assistance

- **Free Muni for Seniors and People with Disabilities**
- **Senior Clipper Card**
- **Lifeline Pass**
- **Regional Transit Connection (RTC) Discount Clipper Card** for people with disabilities

#### Program Enrollment

- **Shop-a-Round:** Convenient low-cost shuttle or taxi that makes it easier to go grocery shopping.
- **Essential Trip Card (ETC):** Subsidizes about two or three taxi round trips per month for older adults (persons age 65 and older) and people with disabilities.
- **Van Gogh:** Shuttle that provides group transportation to social outings, cultural activities, and public events.

#### Travel Training

- Muni travel training is for individuals or groups of older adults and people with disabilities who would like to improve their transit skills or gain experience using the Muni system.

Contact the SFMTA Mobility Management Center for more information about any of these services and with any additional questions about transportation options for older adults and people with disabilities.

415.351.7053 

MobilityOptions@SFMTA.com 

## Paratransit for Visitors to San Francisco

- Visitors are advised to call SF Paratransit at 415.351.7050 in advance of a visit to San Francisco.
- Visitors may present information about their use of paratransit service where they reside. Visitors without documentation (e.g., because there is no ADA Paratransit program where they reside) may be asked to describe their inability to access the regular bus/train system due to their disability and will need to provide other basic information, including where they reside.

If you are a visitor eligible for paratransit and have not called to notify SF Paratransit in advance of your visit – and you need service the next day – call SF Access at 415.285.6945 to make a reservation. When you call, inform the reservation agent that you are a visitor from out of town. You must notify the SF Paratransit office on the next business day to allow for your continued use of the system during your visit.



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**As a visitor from outside the Bay Area, eligibility will be valid for up to a 21-day period in a rolling twelve-month period. If you need service for longer than 21 days, you will need to apply for Bay Area ADA Paratransit Eligibility.**

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## Providing Input and Feedback about SF Paratransit Service

Let the SF Paratransit office know when you have feedback to provide regarding your experience using our services.

To file a formal complaint or compliment about any aspect of our service, contact us and provide as much detail as possible. Information about your trip such as date, vehicle number, time of pick up or drop off, driver, and cab company name (or cab number) is helpful. The more information you include, the better we can investigate your complaint.



**By phone:** 415.351.7052, TTY 415.351.3942



**By email:** [Paratransit@SFMTA.com](mailto:Paratransit@SFMTA.com)



**By mail:**

SF Paratransit  
Customer Service Department  
68 12th Street, Suite 100  
San Francisco, CA 94103-1297

Postage-paid complaint/compliment cards are available in the lobby of SF Paratransit's office and on SF Access vehicles.

We will follow up on your complaint and respond to you, usually within 14 days. Anonymous compliments and complaints are also accepted but will not receive a written response.



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EMERGENCY EXIT



## APPLYING TO USE SF PARATRANSIT SERVICES

### Eligibility

- To be ADA eligible, you must be unable to use accessible buses, trains, or streetcars some or all of the time, without the aid of another person, due to a disability or a disabling health condition.
- You are eligible to use paratransit services if any of the following categories applies to you:
  - You are unable to independently board, ride, or disembark from an accessible bus, train, or streetcar some or all of the time.
  - The transit system is not ADA accessible.
  - You have a specific impairment-related condition that prevents you from traveling to or from a bus stop or rail station some or all of the time.

### Completing and Submitting an Application

To receive an application:



**Call SF Paratransit** at 415.351.7050; or TTY at 415.351.3942.



**Pick up an application** at the SF Paratransit office, 68 12th Street.



**Download an application** from [SFMTA.com/Paratransit](https://www.sfmta.com/Paratransit).

If you need an application in an accessible format or another language — or if you need a referral for someone to help you complete your application — call 415.351.7050 or visit [SFMTA.com/Paratransit](https://www.sfmta.com/Paratransit).

Once you receive an application, fill it out and be sure it is legible and complete. For an application to be considered complete, you must answer all questions and provide all requested signatures.

### Application Review Process

Once you submit a complete application, we will evaluate the information you provide.

In most cases, we will conduct a second-level assessment. This may be an in-person interview, telephone interview, and/or a professional medical verification.

In some cases, no additional information may be needed for us to make an assessment.

If you need transportation to a certification appointment, transportation can be provided to you at no cost.

A fully and properly completed application will be processed within 21 days. If requested, you will be required to make yourself available for a second-level assessment, and your medical professional must return the medical verification form within seven days of receipt.

If your eligibility determination takes longer than 21 days, you will be entitled to presumptive eligibility. This allows you to use SF Paratransit services until we make a final decision. You are not entitled to presumptive eligibility if, through delay or inactions on your or your medical professional's part, we are unable to complete the processing of your application.

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**An incomplete application submitted to SF Paratransit will be returned to the applicant.**

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**An in-person interview may include a functional test to determine your ability to take a public transit trip. For example, can you walk to a bus stop? Can you independently identify your bus?**

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## Determination of Eligibility

Once you are determined eligible, we will send you an eligibility letter that will detail the level of eligibility you have been offered.

- **Full eligibility:** If you are determined fully eligible, you may take all your trips on paratransit.
- **Conditional eligibility:** If you are determined conditionally eligible, you may use paratransit for certain trips. Any restrictions for conditional use will be noted in the eligibility letter and will be a part of your record.

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**The rule to remember if you are determined conditionally eligible:**

**If I am able to take the trip on public transit, then I must take the trip on public transit.**

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If you are granted conditional eligibility, SF Paratransit staff can help you determine which trips you are eligible to take on paratransit and which trips you must take on public transit services like Muni or BART.

Conditional eligibility means you are able to use bus and train service for some of your trips. Due to your disability, however, you are unable to use public transit service for other trips. Some examples include:

- A specific destination may require climbing a steep hill from the bus stop, but a disability may prevent an individual from climbing the hill. This person would be eligible for paratransit to this destination.
- Some people are able to ride public transit services to kidney dialysis appointments but require paratransit to return home due to post-treatment weakness.

If you are deemed **ineligible**, your denial letter will provide the reason(s).

## Paratransit Eligibility Expiration

Eligibility is typically valid for five years.

- In some cases, eligibility may be based on a temporary condition, such as a broken hip, and therefore limited to a shorter period.
- The term of your eligibility will be listed on the registration letter you receive.
- Before your eligibility expires, you must reapply if you wish to continue to use SF Paratransit.

You must notify us if your disability or health-related condition changes. If your condition improves so that it affects your eligibility status and you have not notified us, we may suspend or revoke your eligibility until you reapply or visit our office for a re-evaluation. If your eligibility is revoked, you are entitled to appeal.

## Option to Appeal SF Paratransit Eligibility Denial

If you are denied eligibility, we will automatically provide you with an appeal request form. You may also appeal if you disagree with our conditional or temporary eligibility determination. An appeal request form must be completed and returned within 60 days of our eligibility determination.

An independent panel not involved in your eligibility decision will hear your appeal. The panel typically includes a medical professional/social worker, a community member with a disability, and a transit professional, all trained in the appeals hearing process. SF Paratransit staff will attend the hearing to explain how they reached the conclusion to deny eligibility, and you will be given time to explain why you believe you are eligible.

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**When we receive your appeal request, we will notify you about the time and location of your hearing.**

**You are strongly encouraged to attend the appeals hearing, but your attendance is not required. If you attend, you may bring a representative with you to assist in presenting your appeal. The appeals hearing is informal and is not a legal proceeding.**

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If necessary, a language interpreter (including American Sign Language) will be provided for you with advance notice. You will not be charged for this service. You may also request transportation to and from the hearing at no cost to you.

### Confidentiality

Only information necessary to provide adequate transportation service is shared with transportation providers. If you appeal an eligibility determination, your personal information may be shared with the appeals panel so that you may be given a complete and fair hearing. The appeals panel must also observe your right to confidentiality.

### Proof of SF Paratransit Eligibility

Everyone determined eligible for paratransit will be given a certification letter, which serves as your proof of eligibility.

- **For SF Paratransit taxi service**, you will be issued an SF Paratransit Taxi Debit Card, which is a photo ID card you will use to pay your taxi fare. This serves as additional proof of ADA eligibility for SF Paratransit.
- **For SF Access**, an optional photo ID card will be issued upon request. The ID card includes an expiration date and indicates whether your eligibility is full or conditional. This card cannot be used for SF Paratransit taxi service.

You will need your SF Paratransit Taxi Debit Card to use paratransit taxi services (see page 39). You may also need to show your ID card or certification letter when you travel to other parts of the country as proof of eligibility for ADA paratransit.

## Travel Beyond San Francisco

Once you are certified eligible to use SF Paratransit, you are also able to use ADA paratransit services elsewhere in the Bay Area and across the US.

### Riding Paratransit to Neighboring Counties

Direct service is available between San Francisco and the East Bay as well as to Marin. A transfer is required to San Mateo County for services outside the SF Paratransit service area. Please contact the following programs for reservations, program rules, and fares:

- **Alameda County | East Bay Paratransit**  
510.287.5000
- **Marin County | Marin Access Paratransit**  
415.454.0902
- **San Mateo County | Redi-Wheels/RediCoast**  
Administration: 650.508.6241  
Redi-Wheels Reservations: 650.482.9360  
RediCoast Reservations: 650.560.0360
- **Santa Clara County | VTA ACCESS**  
Administration: 408.321.2381  
Reservations: 408.321.2380

SF Paratransit does not serve any Bay Area airports. For paratransit service to an airport, contact the appropriate agency: Redi-Wheels paratransit serves San Francisco International Airport, East Bay Paratransit serves Oakland Airport, and VTA ACCESS serves Mineta San Jose International Airport.

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**For information  
on Bay Area  
transit services,  
call 511  
toll-free or visit  
the website.**

511 

[www.511.org](http://www.511.org) 

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## Riding Paratransit Outside of the Bay Area

As an ADA-certified paratransit user, you are also eligible to receive paratransit services in other cities and states for up to 21 days (local ADA certification may be required after 21 days). Prior to booking your trip, we suggest that you notify our Eligibility Department where you will be traveling and when, so that we may send your information to the appropriate agency. We also suggest that you contact the transit agency in the city to which you are traveling for more information. They will explain arrangements, fares, operating times, and schedules.







# SF ACCESS PARATRANSIT PROGRAM

## Using SF Access

- SF Access provides door-to-door shared-ride van services for people who are unable to independently use Muni's accessible buses, trains, and streetcars some or all of the time because of their disability.
- These services are designed to meet the paratransit requirements of the Americans with Disabilities Act (ADA) of 1990.

## Fare

SF Access service costs a certified rider \$2.50 per one-way trip (subject to change). All riders must pay the driver either in cash (exact change only), with a single ride ticket, or via the MuniMobile app. All SF Access fares must be paid upon boarding. Visit [SFMTA.com/Paratransit](http://SFMTA.com/Paratransit) for up-to-date fare information.

## Purchasing SF Access Ride Tickets

You may purchase an unlimited quantity of SF Access single-ride paper tickets at \$2.50 per ticket (subject to change) from the SF Paratransit office. Paper tickets do not expire.



In-person payments for tickets may be made by credit card, cash, check, or money order.



Payments are accepted by phone at 415.351.7051 using your credit card.



Mail a check or money order (payable to SF Paratransit), or completed credit card payment slip, to the SF Paratransit office.

Write your rider ID number on your check. Allow sufficient time for your payment to be received and processed, as well as the time for the Postal Service to deliver tickets. SF Paratransit is not responsible for the loss or delay of materials sent through the mail.



You may purchase single-ride tickets using the MuniMobile app on a smartphone. To download the app, search MuniMobile in the App Store or on Google Play. When you click Buy Tickets on the app, choose the SF Access (Paratransit) category. Contact the Mobility Management Center at 415.351.7053 or email [MobilityOptions@SFMTA.com](mailto:MobilityOptions@SFMTA.com) if you have questions about using MuniMobile.

## Attendants

An attendant is someone who provides the assistance you need to complete your requested trip or at your destination. Typically, an attendant assists a rider with daily activities or provides specialized assistance that a driver is unable to provide. If you are certified as needing an attendant, the attendant may ride with you at no additional charge. When you are scheduling your ride, specify whether your attendant will be traveling with you. An attendant may ride in addition to a companion. Both the attendant and companion must start and end their travel with the certified rider.

## Companions

As a certified rider, you may arrange at the time you schedule your ride, to bring one (1) companion or guest with you on each ride for \$2.50 per ride (subject to change), per companion. Fares for companions may

be paid using cash, ride tickets available from the SF Paratransit office, or via the MuniMobile app. More than one fare-paying companion may be added to your trip only on a same-day, space-available basis. You must call a reservation agent on the day of service to confirm a seat is available and to add another companion to your reservation.

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**To reserve a ride, registered users must call or book their trip online.**

**415.285.6945** 

**SFAccess.SFMTA.com**



## Scheduling a Ride



### Reserving a Ride by Phone

For SF Access Reservations call 415.285.6945

A reservation for SF Access services should be made at least the day before you need a ride, or up to seven days in advance. Reservations are accepted seven days a week between 7:00 am and 6:00 pm. You must call no later than 6:00 pm the night before you need service. Once your reservation is confirmed, the reservation agent will provide you with a reservation number.

When calling to reserve a ride, please have the following information ready:

- Either your rider ID number or your full name.
- Your home address.
- Pickup address, including street number, street name, building name (such as “Western Medical Clinic” or “Bay Bank”), suite number (if known), ZIP Code, entry code for any security entrances, and telephone number.
- Your desired pickup time or arrival time (if you need to arrive at your destination before a certain time).
- Your requested return time, if you are scheduling a round trip.

- Drop-off address, including street number, street name, suite number, ZIP Code, and telephone number at your destination (for example, your cell phone, or your physician's office telephone number).

Alert the reservation agent if:

- You need to arrive at your destination by a certain time (allowing additional travel time to get from the vehicle to your final destination by your appointment time).
- You are scheduling a 'multiple-leg' trip.
- You will be using a wheelchair or other mobility device.
- You will be bringing a service animal.
- You will be accompanied by an attendant and/or any companion.
- You would like to receive an SF Access TripInfo call (see SF Access TripInfo Line on page 36 for more information).
- There is any other information you feel the paratransit driver should have to help you travel in a safe and timely manner.

When you call to schedule your ride, the reservation agent may ask you if you can accept a different pickup time in order to accommodate your ride request. The ADA allows us to negotiate a revised pickup time with you that may be up to one hour before or after your requested pickup time. However, if you give us a fixed arrival time, we will only negotiate up to one hour before the necessary pickup time. You must make all schedule changes with the reservation agent. Please do not ask the driver to change your return trip, location, or time.



If you are traveling to an appointment, know the time you must arrive at your destination and allow at least fifteen minutes before your appointment time for unexpected delays and time to travel from the Paratransit vehicle to your final destination. This allows SF Paratransit to determine an appropriate pickup time for you. If you use medication, we suggest you carry it with you in case your trip is delayed.

**If you are experiencing a life-threatening emergency, always dial 911. SF Paratransit does not provide service for life threatening emergencies.**



### Reserving a Ride Online: SF Access Online

For SF Access Online, visit [SFAccess.SFMTA.com](https://SFAccess.SFMTA.com).

Have handy before you begin:

- A computer, smart phone, or tablet with internet access.
- Your rider ID number.
- Your birthdate.
- A valid email address.

You must register if you are a new user:

1. Go to [SFAccess.SFMTA.com](https://SFAccess.SFMTA.com).
2. Click **New user? Register** under the Sign In button.
3. Enter your SF Paratransit rider ID number, your email address, and your birthdate. Your birthdate must match the date on file with SF Paratransit.
4. Click **Enroll**.
5. Check for an email from SF Paratransit and click

the link in the email to confirm that your account has been verified. Your internet browser will open a new page where you will be asked to create a password.

6. Choose a password that you will remember (and reenter it once more to confirm). Then click **Create Password**, and you will be returned to the sign-in page.
7. Now you can sign in. Enter your rider ID number and your password, and click Sign In.

To reserve a ride online, click **Book Trip** on the main menu. On the Book Trip page, you must enter:

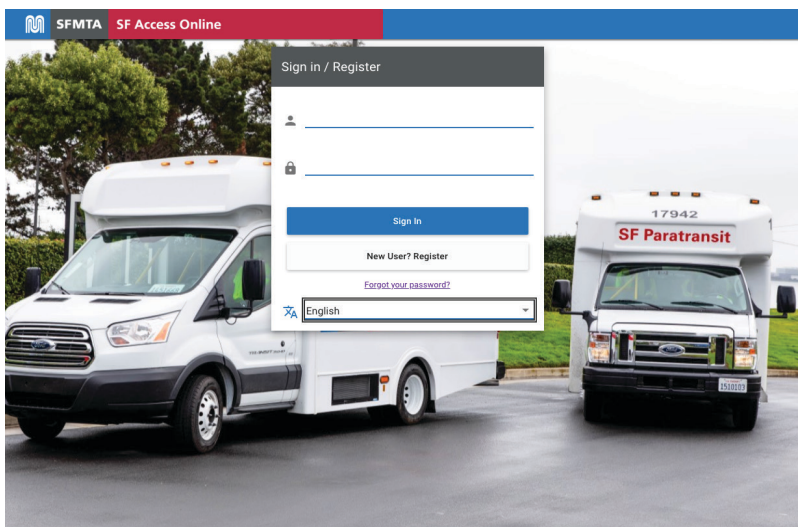
- Pickup and Drop-off address. You may type in the address, then select the correct location from a list of options that will appear as you type. Or you may select the address by clicking on a location on the map. Verify the location details are correct before continuing. If applicable, enter the unit number (apartment, suite, etc.) and a phone number to best reach you at your pickup or drop-off location (for example, your cell phone, or your physician's office telephone number).
- TripInfo Line Automated Phone Calls. You may opt-in to receive an SF Access TripInfo call (see SF Access TripInfo Line on page 36 for information).
- Trip date. Select the date of your trip. You may schedule one to seven days before your trip.
- Trip type. You may request either your desired pickup time or arrival time (if you need to arrive at your destination before a certain time).
- Trip time. Select your desired pickup time or arrival time. When requesting an arrival time, consider any additional time you require to disembark the

- vehicle and to continue to your destination inside.
- Additional options. Indicate whether you will be traveling using a wheelchair, with a service animal, or with any other mobility aids you intend to bring.
- Will anyone be traveling with you? Indicate whether you will travel with an attendant and/or companion.

Click **Book Trip** to proceed to the next page where you will be asked to confirm your trip.

SF Access Online will offer you a trip time based on the request time you entered.

**You may not book a same-day trip using SF Access Online.** A same-day trip request is any request made after 6:00 pm for travel the next day or a request on the day you want to travel. To make a same-day trip request, you must call the dispatch office at 415.285.6945, option 3. For more information on same-day trip requests and trip changes, see page 34.



Review the offered trip to confirm that it meets your travel needs. To make changes, click **Edit Trip Details** to go back to the previous screen, or click **Schedule Earlier** or **Schedule Later** to search other available times.

If everything looks good, click **Confirm Booking**.<sup>\*</sup> Your ride will be reserved. You will then be presented with options to book a return trip, book another trip, view the details of this trip, or view all of your scheduled trips.

## Subscription Trips

You may request subscription service if you travel to and from the same place on the same day(s) of the week, at the same time(s), at least once weekly, and you plan on doing so for at least one month. Once subscription service is scheduled, you only need to call when you wish to cancel the trip for a particular day(s).

- New requests for subscription service are not guaranteed.
- Subscription service is not available to some agency locations that are already served by group van service.
- Subscription service is not provided on federal holidays or the day after Thanksgiving except for trips to/from dialysis centers. To make the trip on one of these holidays, you must make a regular reservation between one and seven days in advance.

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<sup>\*</sup>In some cases, SF Access Online may be unable to find a ride for the time you requested. If this occurs, the Confirm Booking button will not be available and you cannot reserve this ride online. The website will instruct you to call SF Access Reservations at 415.285.6945, Option 2, to reserve your ride by phone.

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**The ADA allows us to offer a pickup time within one hour before or after your requested pickup time. However, if you requested an arrival time, SF Access Online will estimate the latest we can pick you up to arrive at your destination on time, and we will offer you a pickup time no earlier than one hour before that time.**

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**If your subscription request cannot be accommodated, wait at least four weeks before submitting another.**

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**A driver will not leave once you acknowledge and begin the boarding process, even if it takes you more than five minutes, as long as the boarding process begins within five minutes of the driver's arrival.**

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Requesting or updating a subscription may be done by visiting SF Access Online or calling Reservations at 415.285.6945. Your request will be processed within 21 days and if approved, you will be notified of the date that your new subscription starts. Until then, continue scheduling your individual trips using SF Access Online or by calling 415.285.6945.

## **SF Access Rules and Policies**

### **Pickup and Drop-off Procedures**

- Whether you call to reserve a ride or book online, you will be notified of a promised pickup time (or you will be called back with a promised pickup time). You should be ready to board the vehicle within the 20-minute pickup window: from five minutes before the promised pickup time to 15 minutes after the promised pickup time.
- The driver will always try to arrive within the 20-minute pickup window. A ride is considered on time when it arrives to transport you within this window. A ride is considered late if it arrives outside this window.
- To avoid a No-Show, you must acknowledge the driver's arrival and begin the boarding process within five (5) minutes of the driver's arrival. In the event that the driver arrives early, you are not required to begin boarding until five (5) minutes before your promised pickup time.
- If the driver does not see you upon arriving at the designated pickup point, the driver will attempt to locate you by knocking on your door, calling you on an intercom, or having the dispatcher call or page you.

- If the driver has arrived within the pickup window and cannot locate you within five (5) minutes of arriving, the driver may be directed to go on to the next scheduled pickup.
- There is no guarantee that the driver can come back to pick you up after a No-Show. Priority will be given to riders on the schedule, although the reservation agent will make an effort to have a driver return for you.
- It is our intent never to strand a passenger we have transported away from home.
- When you board, be prepared to present your identification, pay the fare, and sign the driver's passenger list, if you are able. If you are not able to sign, the driver will indicate this on their form.
- Drivers must stay within sight of their vehicles. A driver cannot escort you past the ground floor lobby of any building. Drivers are not permitted to enter private residences.



**Remember:**

- You do not have to board the vehicle before the beginning of your 20-minute window. Drivers must wait until the promised pickup time before listing you as a No-Show and moving on to the next pickup.
- A driver who arrives within the pickup window or later will always wait a full five minutes. You will not be considered a No-Show if you refuse a ride that arrived later than the 20-minute window.
- If the paratransit vehicle has not arrived by the end of the window, call the 'Where's My Ride' phone number (415.285.6945) to report a late pickup and obtain further assistance.
- If your ride is more than 30 minutes late, we encourage you to also call the SF Paratransit office at 415.351.7052 to file a complaint.

**Ride Duration**

A trip on SF Access should take approximately the same amount of time as a trip on Muni, including the time it takes to walk to and from the transit stops and any transfers. For example, if you live in the Outer Sunset District and you are going to the Ferry Building, the trip would take about 50 minutes on Muni. That same trip on SF Access should also take about 50 minutes. SF Access is shared-ride service, meaning others may be riding in the vehicle with you, and the vehicle may stop for other passengers to get on and off.

## Trip Cancellations

Always cancel a scheduled trip as soon as you know you will not need the trip. You may cancel your trip online at [SFAccess.SFMTA.com](https://SFAccess.SFMTA.com), by calling Reservations to cancel in advance, or by calling 'Where's My Ride' to make a cancellation on the day of your trip. If you fail to cancel, or if you cancel less than two hours before the scheduled trip, you may be assessed a No-Show. If you incur an excessive number of verified No-Shows or trip cancellations, your service may be suspended.

## Excessive Ride Cancellations

Do not schedule a ride simply to reserve space on a vehicle for possible use and then cancel the ride. Excessive cancellations are determined when a rider establishes a pattern of recurring or frequent cancellations over a period of time. Excessive cancellations will result in a warning and, if you continue, could result in suspension of services. Riders will be warned prior to any suspension of service.

## No-Shows

A No-Show occurs if the vehicle arrives at the designated origin location within the pickup time window and the certified rider:

- Does not begin to board within five minutes after the vehicle arrives (and the driver has announced their presence at the door).
- Refuses the ride (unless due to late vehicle arrival or lack of driver assistance).
- Cancels at the door.



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**No-Show and Late-Cancellation penalties will not be assigned if a medical situation occurs that prevents the rider from boarding the vehicle or if it is verified that the No-Show was out of the rider's control.**

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- Is not present at the appointed location and time after the driver announces their presence at the door and has waited five minutes.
- Is not ready to travel at the promised pickup time or unreasonably delays the van beyond the standard five-minute window wait time.
- Does not pay the fare for the trip and is unable to take the trip due to a history of non-payment of fares.

### **Service Suspension for No-Shows and Late Cancellations**

No-Shows and Late Cancellations are costly and may prevent other passengers from obtaining rides. They complicate the planning process and inconvenience other riders.

For any 30-day period in which a rider incurs three or more No-Shows or Late Cancellations, a rider may be suspended if No-Show or Late-Cancellation trips represent more than 10% of a rider's total scheduled trips. For example, a rider with 30 or fewer scheduled trips and three unexplained No-Shows/Late Cancellations during a 30-day period may face suspension. A rider with 40 scheduled trips during a 30-day period and three unexplained No-Shows/Late Cancellations would not be subject to a suspension.

The following penalties may be assessed for No-Shows or Late Cancellations that occur in a 30-day period:

- First violation: verbal reminder to rider.
- Second violation: written warning to rider.

- Third violation: suspension of service.

The length of the suspension shall be progressive:

- First suspension: seven days.
- Second suspension: 14 days.
- Third suspension: 21 days.
- Fourth and subsequent suspensions 30 days.

For all proposed suspensions, the SF Paratransit office will send the rider a letter identifying the suspension period and the reasons for the suspension. Riders who appeal a proposed suspension may continue to ride pending a decision on the appeal. During this process, riders may challenge the validity of their No-Shows and Late Cancellations. If the appeal is denied, the suspension will be imposed effective the date the appeal is denied, pending final notification to the rider. Suspensions under this policy apply to all SF Paratransit services.

After a suspension is completed, the rider will begin a new rolling 30-day period with a clean record (i.e., zero No-Shows or Late Cancellations).

### Same-Day Trip Requests & Changes

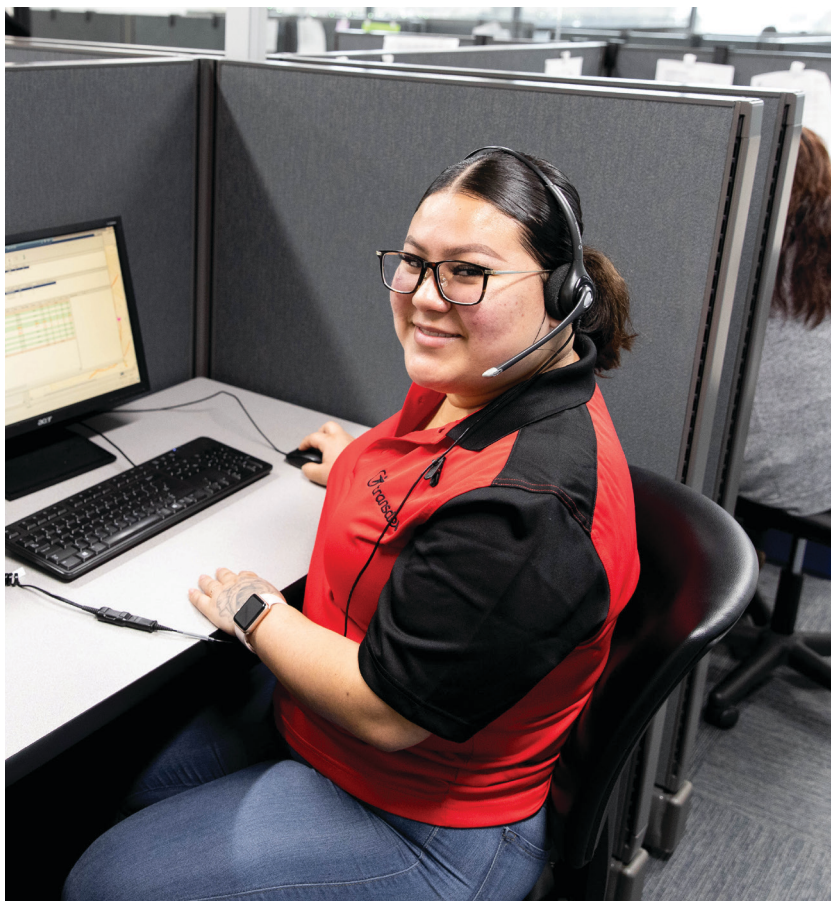
A very limited number of same-day trips may be available to help meet unexpected needs, such as unanticipated medical trips or trips to repair mobility aids. Such requests are not guaranteed: they are prioritized according to trip purpose and the ability of SF Access to accommodate the request.

If you call on the day of service to change your pickup or drop-off time or address, that change is

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**Taxi services are a good option for same-day trip needs if you have a valid SF Paratransit Taxi Debit Card.**

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considered a same-day request and will be subject to availability. A same-day request cannot be made online.

A same-day trip request is any request made after 6:00 pm for travel the next day or a request on the day you want to travel. After you submit a request, you must call dispatch at 415.285.6945, option 3, two hours before your desired pickup time to confirm whether SF Access can accommodate your request and provide the service.

## SF Access TripInfo Line

The SF Access TripInfo Line provides an automated telephone Trip Reminder the day before your scheduled trip and Imminent Arrival Update (the vehicle is showing up soon) on the day of service. When booking your SF Access trip reservation by phone or online, we will ask if you would like to receive a Trip Reminder call the evening before your trip and an Imminent Arrival Update call the day of your trip.

Calls will be made to the home phone you provided us when you registered with us (unless you designated a different number). If you are not available to pick up the phone, the SF Access TripInfo Line will leave you an automated voice message.

All SF Access TripInfo calls will play twice. Stay on the phone line and the message will repeat.

To make changes to TripInfo information for existing trips or subscriptions, call Reservations at 415.285.6945.

## Stair-Assist Program

Stair-Assist is a service limited to ADA-certified riders who travel on SF Access in a non-motorized wheelchair and require additional assistance traveling up or down exterior stairs. With Stair-Assist, the driver and an assistant help maneuver you (in your wheelchair) up and down your stairs when you have an SF Access trip. Service is provided only at your primary residence and is expected to be temporary while you reside at housing that is inaccessible. Stair-Assist trips are not required under the ADA and therefore may be limited, restricted, or otherwise

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**Trip Reminder Call.** The SF Access TripInfo Line calls you between 6:00 and 9:00 pm the evening before your trip to remind you of your scheduled ride.

**Imminent Arrival Update.** The SF Access TripInfo Line calls you 10 minutes before your scheduled pickup time to let you know if the van is on time or running late.

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controlled by the SF Paratransit program.

Stair-Assist may be provided only if the following conditions are met:

- You, together with your non-motorized wheelchair, must not exceed a combined weight of 250 pounds.
- The stairway is publicly accessible.
- The stairway is not beyond a door or locked gate.
- The number of steps is fewer than 24.
- There are no more than two turns (maximum 180 degrees each) per stairwell.
- The stairway must have landings measuring at least 30 by 48 inches at top, bottom, and any turn of 90 degrees or more.
- Stairs are equipped with handrails in good condition.
- Stairs are not carpeted and in good condition.
- Exterior steps must be equipped with skid strips if their surface does not provide sufficient grip (wet or dry).

For any new request for Stair-Assist service, SF Paratransit must first conduct a site visit to verify that your residence meets the program's requirements. Your eligibility for Stair-Assist service may be declined or discontinued if the required conditions are no longer met. Call 415.351.7052 for more information or to make a request.



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SAN FRANCISCO  
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# SF PARATRANSIT TAXI PROGRAM

## Using SF Paratransit Taxis

- The SF Paratransit Taxi program is not an ADA paratransit service, but is offered to most ADA-eligible persons certified to use SF Access paratransit van service (see page 21). Many SF Paratransit riders find that taxi services better meet their transportation needs.
- Paratransit taxi services offer flexibility because they are provided on demand 24 hours a day, seven days a week, 365 days a year. Service is provided throughout San Francisco, to Treasure Island, and to northern Daly City in San Mateo County. SF Paratransit Taxi service does not serve airports.
- For trips to destinations outside of the service area, you must use other regional paratransit services, which are described on page 18. If you are not sure if your destination is in the SF Paratransit Taxi service area, you may call SF Paratransit at 415.351.7052 or view our service area map at [SFMTA.com/Maps](http://SFMTA.com/Maps).

## SF Paratransit Taxi Debit Card

SF Paratransit Taxi program participants will be issued an SF Paratransit Taxi Debit Card.

The SF Paratransit Taxi Debit Card is a uniquely encoded debit card that includes your photo, eligibility expiration date, SF Paratransit rider ID number, and a 16-digit debit card number. It is used to pay for your SF Paratransit Taxi trips, and it also serves as an SF Paratransit ID card. When you first receive your SF Paratransit Taxi Debit Card, you must activate it by

calling the toll-free number provided with your new card. Follow the instructional prompts.

Before you use the card, you must add value to it and sign the back of your card. If you are unable to sign the card, print or have someone print UTS (unable to sign) for you in the signature block.

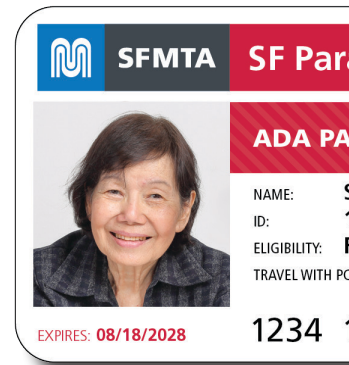
Your SF Paratransit Taxi Debit Card can only be used to pay for taxi rides when you are present in a taxi vehicle. Allowing anyone else to use your card may result in suspension or revocation of your taxi privileges, and you may be subject to criminal prosecution. The San Francisco Police Department works with SF Paratransit to monitor the program for fraud.

### Monthly Allotment/Requesting Additional Value

When you first enroll in the SF Paratransit Taxi program, you will receive a standard monthly allotment: the taxi ride value you are allowed to purchase each month. You may request a higher monthly allotment by filling out a form to document your typical monthly trips and SF Paratransit staff will consider your request based on your eligible trips.

People who are conditionally eligible are expected to use paratransit taxi services only for trips they cannot take on Muni or BART. Monthly SF Paratransit Taxi Debit Card limits are strictly enforced. If you do not have enough value on your SF Paratransit Taxi Debit Card to pay for your taxi trip, you are expected to pay any remaining amounts with your own money.

To request additional value for a specific month due to an unanticipated increase in travel needs, complete a





Paratransit

PARATRANSIT ID

Musan Sampleton  
23456  
Full  
A2: Y





1234 1234 1234

special form available at the San Francisco Paratransit office or at [SFMTA.com/ParatransitTaxi](http://SFMTA.com/ParatransitTaxi).

## Purchase Date and Adding Value

To use your SF Paratransit Taxi Debit Card, you must add value to it. You will receive \$30 in taxi service for every \$6.00 you pay (subject to change).

There are several ways to add value:

-  By logging on to SF Paratransit Taxi Online ([SFParatransitTaxi.SFMTA.com](http://SFParatransitTaxi.SFMTA.com)) to add value using your credit card.
-  By calling our Finance Department at 415.351.7051 (during business hours) to add value using your credit card.
-  By mailing a check or money order (payable to SF Paratransit) or completed credit card payment slip to the SF Paratransit office. Write your SF Paratransit Taxi Debit Card or rider ID number on your check. Allow sufficient time for your payment to be received and processed. SF Paratransit is not responsible for the loss or delay of materials sent through the mail.
-  By coming into our office to pay. In-person payments are accepted by credit card, cash, check, or money order. In-person transactions require your SF Paratransit Taxi Debit Card. If someone else goes into the office to pay for you, they are required to present your SF Paratransit Taxi Debit Card as well as their own government-issued identification.

Your monthly purchase date and purchase date window (up to ten days after, including your purchase date) will be established on the date of your first purchase.

If you add value to your SF Paratransit Taxi Debit Card after your purchase date window, we will assign you a new purchase date. For example, if your purchase date was the 5th of the month and you didn't purchase until the 18th, your new purchase date window will begin on the 18th of the next month.

You may check your purchase date online at [SFParatransitTaxi.SFMTA.com](http://SFParatransitTaxi.SFMTA.com) or by calling toll free 1.877.SFTAXI.1 (1.877.738.2941) and following the prompts.

### **Pre-Purchasing (Paying in Advance) and Storing Value: Your Reserve Account**

You don't have to wait until your purchase date window begins to make your payment. If you prefer, you may "pre-purchase" value in advance of your purchase date window. The funds will be stored in your Reserve Account, and then automatically transferred to your SF Paratransit Taxi Debit Card as soon as your next purchase date window begins. For example, if your purchase date is the 18th of the month and you pre-purchased value on the 5th, the funds would be stored in your Reserve Account and then automatically transferred to your SF Paratransit Taxi Debit Card on the 18th. Pre-purchasing is a useful option to keep your SF Paratransit Taxi Debit Card account funded regardless of your purchase date.






**You may pre-purchase up to 12 months in advance. Each month during your purchase date window, the value of your monthly allotment will automatically become available on your SF Paratransit Taxi Debit Card.**

## Unused Value

If you have three months' worth of unused SF Paratransit Taxi Debit Card value on an active card, we cannot add value until at least one month's allotment has been used (unused value on an active card is different from pre-purchased, stored value). For example, if your purchase amount is \$90 and you purchase your full monthly allotment for three months (\$270), you must use at least \$90 in value before you may add value to your SF Paratransit Taxi Debit Card. Any purchases made when your card value is at its maximum will be held in your Reserve Account.

## Check your SF Paratransit Taxi Debit Card Balance

There are four ways to check your SF Paratransit Taxi Debit Card balance:

-  Log onto SF Paratransit Taxi Online at [SFParatransitTaxi.SFMTA.com](http://SFParatransitTaxi.SFMTA.com) and click on My Cards. The Card Balance column shows you how much ride credit is currently available in your card account. If you have added value that has not yet been loaded on your card, you can see the value in the Reserve Balance column. The Monthly Allotment column shows how much ride credit you are eligible to receive each month if you choose to purchase it.
-  Call the toll-free automated voice response system at 1.877.SFTAXI.1 (1.877.738.2941) and follow the prompts.
-  Ask any San Francisco taxi driver to swipe your card to give you your balance. If you have more than \$75 worth of value on your card, for privacy reasons the receipt will say \$75+.



Call the SF Paratransit office at 415.351.7052 (during business hours) and ask a service representative to check your balance.

## **Lost, Stolen, or Damaged Debit Cards**

Lost, stolen, or damaged SF Paratransit Taxi Debit Cards must be reported as soon as possible to the SF Paratransit office. You may report the lost, stolen, or damaged card by



Logging onto SF Paratransit Taxi Online at [SFParatransitTaxi.SFMTA.com](http://SFParatransitTaxi.SFMTA.com) and clicking on Report Lost/Stolen.



Calling our automated system at 1.877.738.2941 (24 hours/day, 7 days per week)



Calling our Finance department at 415.351.7051 (during business hours).

Once a card is reported as lost, stolen, or damaged, it will be immediately deactivated, and the balance at that time will be added to a newly issued SF Paratransit Taxi Debit Card. The new card will be available for pickup in person at the SF Paratransit office or it can be mailed to the registered rider via first class U.S. Mail. New or replacement cards may only be mailed to the registered rider's mailing address on file with the SF Paratransit office.

SF Paratransit is not responsible for any account balance value that may have been used before the rider reported the card as lost or stolen. A rider's SF Paratransit Taxi Debit Card may be replaced free-of-charge only one time per three-year period. You must call SF Paratransit at 415.351.7000 during

business hours to get a replacement card. After the first free replacement, a fee of \$5 is charged for each subsequent replacement. Riders should keep SF Paratransit Taxi Debit Cards away from all magnets and cell phones to limit the potential for card damage.

### **Misuse of SF Paratransit Taxi Debit Card**

You are expected to adhere to the rules of the SF Paratransit Taxi program at all times. Program violations may include but are not limited to:

- Use of your SF Paratransit Taxi Debit Card with insufficient funds.
- Use of an inactive SF Paratransit Taxi Debit Card.
- Use of your SF Paratransit Taxi Debit Card for a 'round trip' or 'wait trip.'
- Use of your SF Paratransit Taxi Debit Card for a fare exceeding the allowable limit.
- Use of your SF Paratransit Taxi Debit Card for a trip that originates or terminates outside of the SF Paratransit service area.
- Use of your SF Paratransit Taxi Debit Card by anyone other than yourself.

Evidence of possible misuse or abuse of the SF Paratransit Taxi program may result in suspension or revocation from the program. For more information about program violations, please call the Paratransit office at 415.351.7052.

### **Scheduling Your SF Paratransit Taxi Trip**


#### **Selecting a Taxi Company**


Once you are registered in the SF Paratransit Taxi program, you may call any taxi company in the program or hail a taxi on a smartphone using an e-hail app. All cab companies in San Francisco are required


by City ordinance to participate in the SF Paratransit program and must accept payment with the SF Paratransit Taxi Debit Card.

Note that sometimes a cab company may fall out of compliance with program rules and temporarily be unable to participate in the SF Paratransit program.

## Reserving a Taxi

 **By phone.** Notify a cab company as soon as you know you will need a taxi, but at least 30 minutes before you absolutely need the ride. If you have a set appointment, be sure to allow ample time to get there. Although taxi rides are direct, allow enough time for the driver to get through traffic. Because there are a limited number of wheelchair-accessible ramp taxis, we recommend that you reserve a taxi at least one hour in advance of your preferred pick up time.

 **In person.** Inform the driver before boarding that you intend to pay your fare with your SF Paratransit Taxi Debit Card. If the taxi does not accept the card, call the Paratransit office at 415.351.7052 or dial 311.

 **Via an app on your smartphone.** E-hail apps may allow users to select from a regular taxi or a wheelchair-accessible ramp taxi. Call SF Paratransit to confirm which e-hail apps are currently available or visit [SFMTA.com/Taxi](https://www.sfmta.com/Taxi).

Visit [SFMTA.com/Taxi](https://www.sfmta.com/Taxi) for more information.

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**To be sure the cab company you select is currently active in the SF Paratransit Taxi program, call the SF Paratransit Taxi Hotline.**

**415.351.7090** 

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**If you call to request a taxi, listen carefully to the questions the dispatcher asks. The more details you provide, the better service the cab company is able to give you.**

**If you prefer a sedan, ask for one.**

**If you or your companion uses a wheelchair and is unable to transfer to a seat, request a wheelchair-accessible ramp taxi.**

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**If your plans change, remember to cancel your original taxi request. Taxi drivers and dispatchers appreciate it when customers notify them of schedule changes in advance.**

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## Getting There On Time

During holidays, eves of holidays, Friday afternoons, or at any time when the weather is bad, you may find it more difficult to get taxi service. Keep this in mind when requesting sedan or wheelchair-accessible ramp taxi service and allow extra time.

A taxi is considered on time if it arrives within 30 minutes from the time that you place your request. To report repeatedly late service or any other problems with taxi service, call the Paratransit office at 415.351.7052 or dial 311. This will help us improve our service.

If you use an app to hail a taxi, you can monitor the taxi cab's arrival time on your screen. If you call to hail a taxi and your cab has not arrived after 30 minutes, call back to check on its status.

## Taking and Paying for a Taxi Ride

### When You Get in the Taxi

Present your SF Paratransit Taxi Debit Card to the driver before the start of the trip and tell them your destination. The driver will swipe your card to verify that you have enough funds in your account to pay for the trip. If you do not have enough value, you may choose to use the remaining amount on your SF Paratransit Taxi Debit Card and pay the additional cost of your trip with cash or a credit card. If you do not have any value in your account, you must pay for your entire trip with another form of payment.

### At the End of Your Trip

The driver will tell you the cost of the trip from the taxi meter. Give the driver your SF Paratransit Taxi Debit

Card. The driver will swipe your card and then ask if you would like to provide a tip. Tipping is currently allowed with the SF Paratransit Taxi Debit Card (subject to change).

The driver will print two receipts – one for you to sign and return and one for you to keep for your records. Your receipt will show the remaining balance in your SF Paratransit Taxi Debit Card account after the trip you just completed. For your privacy, \$75+ will show on your receipt if your balance is greater than \$75.

If your debit card is not working or the machine processing the debit card is not accepting the card:

- Make sure that you are using the activated SF Paratransit Taxi Debit Card that you presented to the driver at the beginning of your trip.
- Remind your taxi driver to drive a couple of feet forward as you may be in a “dead zone” preventing the necessary cellular reception to process the payment.
- If still not processing, the taxi driver must complete a paper Manual Receipt and call the Interactive Voice Response (IVR) phone number listed to obtain an approval code.

If you verified there are sufficient funds on your SF Paratransit Taxi Debit Card at the beginning of your trip, you should not be required to pay the full meter fare using your personal funds. You may report any issues with payment to SF Paratransit by calling us at 415.351.7052 (during business hours).

**It is your choice whether or not to provide a tip. If you choose to provide a tip, the system will automatically calculate the tip at 15% of the ride, rounded up to the nearest nickel, up to a maximum of \$4, and deduct it from your SF Paratransit Taxi Debit Card account balance along with the fare amount.**





## Sharing Taxi Rides

The San Francisco Transportation Code allows you to ride in the taxi with the maximum number of people that can be safely secured and transported (usually four adults). No extra fare will be required for an attendant or additional passengers as long as they start and end their ride with you. Only the ADA-certified rider may possess and use the SF Paratransit Taxi Debit Card. An attendant or companion cannot under any circumstances use your SF Paratransit Taxi Debit Card.



## Sharing Taxi Rides with Other Paratransit Riders

Some SF Paratransit riders who are neighbors or live in the same housing complex share rides. When two travel together, one rider uses their SF Paratransit Taxi Debit Card to pay for the outbound trip and the other pays for the return ride. When three or more eligible users travel together, they often take turns paying with their SF Paratransit Taxi Debit Cards. By planning ahead, these Paratransit riders can save money by traveling together to a shopping center, supermarket, theater, or museum. Some people also share rides to appointments.

Call us for more information on sharing taxi rides using SF Paratransit Taxi Debit Cards.

**415.351.7052** 

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OUTLET



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### WHO WE ARE

An outlet for quality name brand products from manufacturers with overstocks, canceled orders or discontinued packaging.

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- 40-70% savings vs. elsewhere
- 100% satisfaction guaranteed

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OUTLET  
Bygrove Market



WIN

shopper



## OTHER SERVICES FOR OLDER ADULTS AND PEOPLE WITH DISABILITIES

### ADA Services

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#### Group Van

SF Paratransit Group Van is a pre-scheduled service providing door-to-door transportation to groups of ADA-eligible riders attending specific agency programs such as Adult Day Health Care, senior centers, or work sites.

#### Eligibility and Enrollment

To be offered SF Paratransit Group Van services, you must first be determined ADA-eligible for SF Paratransit services, and attend an agency program served by the SF Paratransit Group Van program. The agency program must submit an ADA application to the SF Paratransit office on your behalf.

Once your eligibility for ADA Paratransit service is approved, the SF Paratransit office will notify the participating agency and service provider. Then the participating agency and service provider will coordinate a pickup schedule for you that fits within the service provider's existing routes, as space and resources permit.

#### Service

SF Paratransit Group Van services operate under the parameters defined within the Memoranda of Understanding (MoU) between the participating Agency, Transportation Service Provider, and SF Paratransit office. Group Van service is subject to the SF Paratransit policies, rules, and responsibilities (see page 61). Some additional restrictions may apply.

Please contact your participating agency for more information.

### Participating Agencies

SF Paratransit maintains a list of organizations for which Group Van services are provided. These include adult day services, senior support programs, select senior centers, and workshops for people with physical and developmental disabilities. Organizations interested in learning more about participating in the Group Van service should contact SF Paratransit.

415.351.7065 

## Services Not Limited to ADA-Eligible Riders

### Shop-a-Round Service

Shop-a-Round is a convenient, low-cost service that makes it easier to go grocery shopping.



The **Shop-a-Round Shuttle** takes groups of riders to grocery stores or supermarkets in San Francisco where they want to shop.



The **Shop-a-Round Taxi** provides riders with a debit card to take a taxi to and from the grocery store of their choice.

The service offers registered older adults and people with disabilities personalized assistance that is not available on Muni bus and rail lines.

### Registering for the Program

Registered riders must meet at least one of these qualifications:

- Be age 65 or older.
- Have a disability and an RTC Discount ID Card.
- Be eligible for ADA Paratransit services.

If you meet one of these three criteria, fill out a registration form by requesting a paper application from the Mobility Management department or go online to fill out an electronic application. You will need to provide proof that you are eligible for the program when submitting your registration form. You can also indicate which of the two Shop-a-Round programs, Shuttle or Taxi, you believe may best meet your needs.

To request and submit your registration form, you may:



Request or deliver the form by mail or in-person at the SF Paratransit office.



Fax the form to us at 415.351.3135.



E-mail the form to the Mobility Management Center at [MobilityOptions@SFMTA.com](mailto:MobilityOptions@SFMTA.com).



Go online to [SFMTA.com/ShopaRound](http://SFMTA.com/ShopaRound)

Be sure to attach the supporting documents along with your registration form, if required. Once registration is complete, you will receive confirmation via email or mail.



## Shop-a-Round Shuttle

### Scheduling Trips

Once your registration is confirmed, you may begin reserving Shop-a-Round Shuttle rides. Review the

Shop-a-Round Shuttle schedule, then call the phone number provided in the registration information materials to let the agent know where you want to go grocery shopping. When the agent takes your request, they may immediately offer you a pickup time, or they may call you back to provide your scheduled pickup time. For Monday service, you must make your request by the Friday before your trip.

The Shop-a-Round Shuttle schedule is updated regularly and mailed to registered riders.

## Fares

Shop-a-Round Shuttle trips cost \$2.50 per one-way trip (\$5.00 round trip, subject to change). Fares are required when boarding the vehicle, and may be paid in any of the following ways:



Cash: In exact change only, given to the driver.



Single Ride Ticket: Given to the driver. Single ride tickets must be purchased in advance by mail, visiting the SF Paratransit office, or calling 415.351.7000.



MuniMobile Ticket: A single ride mobile ticket must be purchased on the MuniMobile app in advance, and then activated on your smartphone and presented to the driver upon boarding.

If you are an SF Access paratransit user or RTC card holder and designated as having an attendant, your attendant may board with you at no additional cost.

## Riding Shop-a-Round Shuttle

- You may travel with one companion if there is space on the vehicle.

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**When you ride a Shop-a-Round Shuttle, you'll be on a van with other riders going to the same grocery store.**

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**Shop-a-Round Shuttle service is pre-scheduled and based on availability.**

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- Although Shop-a-Round drivers may not enter your home, upon request they will offer assistance boarding the vehicle from the entrance of your home or building where you live.
- On the way to the grocery store, the van will stop to pick up other riders at their homes. You'll spend about one hour at the grocery store.
- On the way home, the van will stop to drop off other riders at their homes.
- When you arrive at your destination, gather all your belongings and prepare to exit the vehicle. You may ask to use the lift or ramp, or request help exiting the vehicle and getting to your door. If you ride with a mobility device, the driver will remove any securements before assisting you out of the vehicle.
- The driver will carry up to three (3) bags of groceries per registered rider between the vehicle and your front door.
- Be sure to thank your driver if you were pleased with your ride.

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**Left something  
on the vehicle?  
Contact the lost &  
found at the  
Shop-a-Round  
service provider.  
415.285.6945** 

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## Shop-a-Round Taxi

Some applicants find that Shop-a-Round Taxi service may better meet their needs, due to limited availability of shuttle service in their area.

With Shop-a-Round Taxi, you will be issued a Shop-a-Round Taxi Debit Card which you may use to pay the cost of taxi trips to and from grocery shopping locations.

The Shop-a-Round Taxi Debit Card is subject to

the rules of the SF Paratransit Taxi Program. See information about the SF Paratransit Taxi Program on page 39. The Shop-a-Round Taxi Debit Card Program differs from the SF Paratransit Taxi Debit Card Program in a few ways:

- Shop-a-Round Taxi riders do not need to be ADA-paratransit eligible to ride. See information about Registering for the Program on page 52.
- The Shop-a-Round Taxi Debit Card may be used only on travel to and from authorized grocery shopping locations.

## Van Gogh Shuttle

Van Gogh is a van shuttle service provided by SF Paratransit for groups of older adults and/or people with disabilities to attend social and cultural events in San Francisco.

Follow these steps to book Van Gogh for your group's next outing:

### Scheduling Trips

- 1. Find a coordinator for your trip.** Each Van Gogh trip must have a single trip coordinator responsible for organizing the group, requesting and scheduling the trip, and serving as liaison between SF Paratransit and the group on the day of the trip.
- 2. Submit a request form.** The coordinator may request a trip by using a trip request form found online at [SFMTA.com/Accessibility](https://www.sfmta.com/Accessibility). To request a printed copy of the trip request form, contact the Mobility Management Center at 415.351.7000 or email [MobilityOptions@SFMTA.com](mailto:MobilityOptions@SFMTA.com).

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**If you have a positive or negative experience on Shop-a-Round or Van Gogh Shuttle, we'd love to hear about it!**

**Contact the Mobility Management Center to share your questions or feedback.**

**415.351.7000** 

**[MobilityOptions@SFMTA.com](mailto:MobilityOptions@SFMTA.com)**

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**Van Gogh service is pre-scheduled and based on availability. Examples of trips include travel to:**

- **Museums**
- **Concerts**
- **The theatre**
- **Golden Gate Park**
- **Cultural or religious events or meetings**
- **Public meetings**

The trip coordinator must complete the trip request form with all details of the trip as well as all Client Registration Forms at least seven (7) business days in advance of the requested trip date. Trip requests are granted on a first come-first served basis, as capacity allows.

Once the trip request is approved, the Mobility Management Center will contact the trip coordinator to confirm all trip details.

**3. Register your riders for the trip.** A Van Gogh reservation requires a minimum of seven (7) individuals who meet at least one of the following qualifications:

- Are age 65 or older.
- Have a disability and an RTC Discount ID Card.
- Are eligible for ADA Paratransit services.
- Are registered for SF Paratransit's Shop-a-Round program.

Riders can enroll by completing a Client Registration Form, found online at [SFMTA.com/Accessibility](http://SFMTA.com/Accessibility). To request a printed copy of the Client Registration Form, contact the Mobility Management Center at 415.351.7000 or email [MobilityOptions@SFMTA.com](mailto:MobilityOptions@SFMTA.com).

### Fares

Each Van Gogh rider pays \$2.50 each way (\$5.00 round trip). Fares must be presented upon boarding the vehicle, and may be paid in any of the following ways:

**\$** Cash: In exact change only, given to the driver.



Single Ride Ticket: Given to the driver. Single ride tickets must be purchased in advance by mail, visiting the SF Paratransit office, or calling 415.351.7000.



MuniMobile Ticket: A single ride mobile ticket must be purchased on the MuniMobile app in advance, and then activated on your smartphone and presented to the driver upon boarding. The trip coordinator may purchase multiple single ride tickets for any number of riders using their smart phone. The ticket holder must show all tickets to the driver.

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**We do not give receipts for any fares paid on the day of the trip. A receipt is provided for SF Paratransit tickets purchased in advance of a scheduled trip.**

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## Riding Van Gogh

- The Van Gogh Shuttle will arrive at the pre-arranged location and time to pick up all passengers and the coordinator. The group should be prepared to board on time.
- The group's trip coordinator is responsible for ensuring that all riders pay the fare. Upon boarding, the driver will collect round-trip fare for all passengers.
- For the return trip home, the Van Gogh Shuttle will depart from the original drop-off location at the pre-arranged time.



## Essential Trip Card

The Essential Trip Card (ETC) program subsidizes about two to three round trips by taxi per month for older adults (persons 65 and older) and people with disabilities. Eligible participants pay 20% of the cost of a regular cab ride fare for essential trips. The program uses taxis to take people on essential trips like going to the grocery store, pharmacy, or another necessary medical trip. Customers who pay \$6 will receive \$30 value for taxi trips on a debit card.

To qualify for the program, customers must meet at least one of these qualifications:

- Age 65 or older
- Have a disability
- Have health conditions or mobility challenges that prevent them from using Muni or accessing nearby transit stops or stations

Older adults or people with disabilities may apply for the ETC program by:



Calling 415.351.7053 and mentioning the program. Staff are available weekdays between 9:00 a.m. and 4:45 p.m.



Enrolling in person at the SF Paratransit Office, 68 12th Street. The office is open 9:00 a.m. to 4:45 p.m.

Those eligible will be automatically enrolled in the program and will be mailed a debit card. Note that because Essential Trip Cards come via mail, there will be several days between enrollment and receipt of your card. Visit [SFMTA.com/ETC](https://www.sfmta.com/ETC) for more information.



TLET

SF Paratransit

INVACARE

Tracer 4.2



# **POLICIES, RULES, AND RESPONSIBILITIES**

## **Rules and Policies**

### **Use of Seat Belts and Securing Wheelchairs**

All riders must wear lap and shoulder belts as required by California motor vehicle laws. Wheelchair users may use their own lap and shoulder belts if they meet State of California standards. Refusal to be properly secured prior to transport could result in loss of service.

If you ride in a wheelchair, your wheelchair will be secured in the paratransit vehicle or ramp taxi via a four-point securement system or a similar device. We may refuse to transport you on SF Access if you will not allow your wheelchair to be properly secured prior to transport.

### **Mobility Devices & Wheelchairs**

Passengers may use mobility aids and devices – such as canes, walkers, and wheelchairs – on SF Paratransit Access, Group Van, and Paratransit Taxi services. If you transfer to a seat, the driver will assist you with proper and safe stowage of your mobility aids and device(s), including a wheelchair.

All vehicles in our SF Access and Group Van programs used to transport wheelchair users are accessible and equipped with passenger lifts or ramps that meet ADA specifications. They will accommodate mobility devices such as wheelchairs and three-wheeled scooters up to 48" by 30". The gross weight may not exceed the standard of 600 pounds (including weight of the passenger), which is the lift or ramp manufacturer's maximum rated weight. Mobility devices that cannot

be boarded due to legitimate safety requirements may not be transportable.

If you need to use the passenger lift to board a vehicle, the driver will assist. You may also board the vehicle while standing on the lift or sitting in a boarding chair (if you request one when you make your reservation).

For your safety, please be sure that your wheelchair or other mobility device is properly maintained in accordance with manufacturer's specification. We may refuse to transport any mobility device that is not properly maintained and could pose a hazard to the rider, driver, or to our equipment.

### **Transporting Life-Support Equipment**

You may bring a respirator, portable oxygen, and/or other life-supporting equipment; this equipment must not violate laws or rules regarding transportation of hazardous materials. Equipment must be of an appropriate size to fit in our paratransit vehicles and be under the rider's or the attendant's continuous control. Riders should be mindful of their needs (e.g., duration of travel or outing when selecting the capacity of oxygen).

### **Transporting Packages**

All riders should limit their parcels to a reasonable number. Since drivers must adhere to a schedule, they may help you to or from your door with only one armload of packages or the equivalent of two grocery bags, not to exceed a total of 25 pounds. You, your attendant, or companion must carry any additional packages. Taxi drivers may assist with additional packages or other items that can be transported within the confines of the vehicle's trunk and/or

passenger areas, only to the extent such assistance is within the physical capacity of the driver. For the safety of all riders, you may not transport explosives, acids, flammable liquids, or other hazardous or illegal materials.

## Transporting Children

Children age five and older may travel without an accompanying adult only if it can be demonstrated that they would be able to use public transit independently, if not prevented by their disability. Children who are registered riders must pay the full fare, and all rules applying to adult riders also apply to children. Children traveling as companions must also pay the full fare (except when riding in a taxi).

In accordance with California law, if you travel with a child under the age of 8 who is less than 4 feet 9 inches in height, you must provide a safety seat for the child and you must properly secure the child in it. Any child seat used on SF Paratransit must meet California State standards for a child of that size and age. The driver will provide assistance if necessary.

## Transporting Animals

You may travel with a service animal such as a guide dog. Please let us know if you will travel with a service animal when you schedule a ride by phone or online.

A service animal must be under the continuous control of its owner or handler.

Pets and other non-service animals may be carried on SF Paratransit only in a properly secured cage or container.



**A service animal is an animal specially trained to assist a person with a disability.**

## Transporting Other Items

For your safety and that of other riders and the driver, only mobility aids, life-support equipment, child seats and packages as described above may be transported when accompanied by a fare paying rider. All other items are prohibited.

## Responsibilities

Below are common-sense responsibilities designed to ensure the safety and comfort of all passengers and drivers.

### Rider's Responsibilities

- Carefully read the Rider's Guide.
- Wear seat belts at all times during transport.
- Avoid distracting the driver or engaging other passengers with inappropriate behavior.
- Maintain wheelchairs or other mobility aids in safe operating condition according to manufacturer's specifications.
- Be prepared to board the vehicle within five minutes of the vehicle's arrival. Any delays during the boarding process will impact the driver's ability to pick up other riders on time.
- Expect shared ride service on SF Access vans. Others may be picked up after you, and/or dropped off before you reach your destination.
- Maintain acceptable standards of personal hygiene; please refrain from using scented products to accommodate riders with chemical sensitivities.
- Follow these common rules of courtesy:
  - No eating, drinking or smoking on board the vehicle.



- No riding under the influence of alcohol or illegal drugs.
- No littering in the vehicle.
- No radios, audible music players, or other sound-generating equipment may be played aloud aboard the vehicle.
- Provide feedback to SF Paratransit if your service is unsatisfactory by calling 415.351.7052, or by emailing us at Paratransit@SFMTA.com.

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**Drivers cannot perform any personal care assistance, wait for a passenger to make a stop to conduct business, or perform errands for riders (such as picking up prescriptions or groceries). Drivers do not accept tips or any other gratuities (except for taxi drivers).**

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### **SF Paratransit Driver Responsibilities: What to Expect from Drivers**

- Drivers are professionals: they will be in uniform with an ID badge displayed, drive safely at all times, and treat riders with courtesy.
- Drivers are responsible for their vehicle and will maintain “line-of-sight” of their vehicle at all times.
- Driver will provide reasonable assistance:
  - To riders entering or leaving the vehicle.
  - To riders using wheelchairs up or down no more than two exterior steps (unless rider is enrolled in the Stair-Assist program).
  - To and from the main door of a rider’s pick-up and drop-off location, upon request and if safe to do so.
- Drivers will offer a steadying arm or other appropriate assistance, as necessary. Drivers cannot lift or carry passengers.
- Drivers will help wheelchair users maneuver onto standard ramps.

## Suspension of Service

SF Paratransit has a program for progressive discipline to curb misuse, abuse, and inappropriate and/or illegal behavior while protecting riders' rights. Suspension from our paratransit program can result when a rider does any of the following:

- Obtains or uses paratransit service under false pretenses; for example, providing false information on the eligibility application, allowing others to ride in your place, or misusing the SF Paratransit Taxi Debit Card.
- Engages in abusive or disruptive behavior (for example, threatening drivers, program staff or other riders with physical harm), or engages in illegal behavior while on board our vehicles (e.g., sale/purchase of illegal drugs, crime of any nature, etc.).
- Engages in any behavior deemed biased or discriminatory toward the driver or other riders based on an individual's race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status.
- Illegally sells, misuses, or transfers an SF Paratransit Taxi Debit Card to another person, including a driver.

Our disciplinary process progresses from warnings to suspension, depending on the behavior. An SF Paratransit staff member would first call to provide a warning. If the behavior or action continues, the rider will receive a written warning with an explanation of the violation. Finally, if the behavior continues, SF Paratransit will notify the rider of a pending suspension.

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**Suspensions can be immediate when the behavior is seriously disruptive to others, illegal, or potentially compromises the safety of our drivers, other riders or our equipment.**

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A rider may appeal the suspension or proposed suspension. Any rider subject to suspension will receive a full written explanation of the process (this is also available to any rider upon request).

Suspensions from the SF Paratransit Taxi program can be temporary or permanent.

## **Helping Wheels**

The Helping Wheels Fund provides limited assistance with the cost of paratransit fares for travel within San Francisco via SF Access or SF Paratransit taxi services. To be eligible, individuals must:

- Have a qualifying income, based on SSI or GA standards.
- Be an ADA-certified Paratransit rider.
- Have a sudden unexpected medical need requiring many trips (e.g., starting kidney dialysis), unexpected loss of residence or possessions (e.g., due to a fire or theft), a documented financial need, or other significant need.

Helping Wheels is funded by individual donations. Funds may not be available at all times.

For more information about the Helping Wheels Fund, please call the SF Paratransit office at 415.351.7070.

## **Other Transportation Options for SF Paratransit Users**

**For more information on Bay Area transit services, call 511 toll-free or visit [511.org](https://www.511.org).**

By dialing 511 (no area code needed) or visiting [511.org](https://www.511.org), you can obtain route, schedule, and fare information for Muni and other Bay Area

transit agencies, service changes, and accessibility information such as elevator and escalator status reports for BART and Muni Metro stations. Paratransit information is also available. Visit [SFMTA.com](http://SFMTA.com) and check Muni Metro Elevator Status under Travel & Transit Updates.

## Travel in San Francisco: Muni's Regular Transit Routes and BART

San Francisco has a comprehensive system of accessible bus routes, light rail lines, and commuter rail services. Many paratransit riders use Muni and BART for some (or most) of their trips.

Muni's services have many benefits including:

- More than 100 bus, light rail, and historic streetcar routes throughout San Francisco, with stops within a few blocks of most addresses – including service to Treasure Island and Daly City.
- Wheelchair-accessible buses on all bus lines.
- Accessible Muni Metro rail to many stations and stops, including all of the stations along the Muni Metro T line.

In addition, BART provides accessible commuter rail service to locations in San Francisco, Alameda, Contra Costa, San Mateo, and Santa Clara counties. Amenities include accessible parking, station elevators and escalators, and discount fares for older adults and people with disabilities through the Senior Clipper Card and RTC Discount ID programs. For more information on BART Accessible Services, visit [bart.gov/guide/accessibility](http://bart.gov/guide/accessibility).

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**For more  
information on  
Muni Accessible  
Services call  
415.646.2260.**

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## Fare Savings on Other Public Transit Services

Discounted fares are available for older adults and people with disabilities. Individuals with a Senior Clipper Card, RTC Discount ID Card, or other qualifying documentation are eligible for discounted fares and monthly passes/stickers for use on fixed-route buses, rail, and ferry systems throughout the San Francisco Bay Area:

- People age 65 or older with a valid ID are eligible for a Senior Clipper Card.
- Anyone under age 65 with a qualifying disability may be eligible for an RTC Discount ID Card.
- Income-eligible San Francisco residents with a Senior Clipper Card or RTC Discount ID Card may be eligible for the Free Muni program, offering fare-free travel on fixed-route buses and trains.

For more information:



**RTC Discount ID Card:** Call the Muni RTC office at 415.646.2224.

**Senior Clipper Card:** 415.646.2500 or dial 311 within San Francisco.



Visit the SFMTA Customer Service Center at 11 South Van Ness Avenue, Monday-Wednesday, 8:00 am to 5:00 pm (except national and local holidays).

## Emergency Preparedness Guidelines for SF Paratransit Users

### Traveling on SF Paratransit in an Emergency

If you are riding an SF Access vehicle when a disaster or emergency occurs, the primary responsibility of the driver is you, the passenger. The drivers have been trained to do the following:

- Immediately check the condition of the passengers.
- If the driver feels it is unsafe to continue on the route, they will contact the dispatch control center, provide a status update, and ask for further instructions.
- If all communication is unavailable, the driver will attempt to take you home and if not possible, report to a pre-designated staging area where further assistance can be provided.
- Staging areas for drivers and passengers to assemble and meet have been designated throughout San Francisco and Northern San Mateo County.

Riders can expect regular paratransit service to change for three days and maybe more, depending on the nature of the disaster. Your scheduled paratransit trip may not be available. Due to limited resources after a disaster, priority will be given in the following order:

- Life sustaining medical appointments, i.e., dialysis, chemotherapy, etc.
- Prescription pickup.
- Grocery and food bank.
- Emergency assistance requested by SFMTA due to the emergency or disaster.
- Other requests by riders to the call-in center.
- Pre-existing standing rides, i.e. school, work, etc.

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**It is important for all to be prepared for emergencies. While each person's abilities and needs are unique, every individual can take steps to prepare for all kinds of emergencies from fires to earthquakes. By evaluating your own personal needs and making an emergency plan that fits those needs, you will be better prepared.**

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During the first 72 hours after a disaster, call only if your transportation is for life-sustaining medical appointments or other life support needs.

### **More Information**

If you need additional information on paratransit policies, you may request the SF Paratransit Rules of Operation by contacting the SF Paratransit office at 415.351.7000; TTY 415.351.3942. The information presented in this guide is subject to change.

### **Reasonable Modifications**

SF Paratransit is fully compliant with the paratransit requirements of the ADA. We are committed to ensuring full access to our service.

If you require a modification to our service for it to be accessible to you, please contact our Customer Service Department at 415.351.7052 or email us at [Paratransit@SFMTA.com](mailto:Paratransit@SFMTA.com). If the modification can be reasonably made, we will endeavor to accommodate your request. If we cannot accommodate your request, we will provide you with information on how to appeal our decision.



**SFMTA**

**SF Paratransit**

San Francisco Municipal Transportation Agency  
68 12th Street, 1st Floor  
San Francisco, CA 94103