



SFMTA

San Francisco Municipal Transportation Agency

Tow Program Update

SFMTA Board of Directors

May 4, 2021

Overview

- Background
- Program Status
- Minimizing Impacts on People Experiencing Homelessness and Low-Income Individuals
- Proposed Schedule and Process to Resume Enforcement
- Next Steps

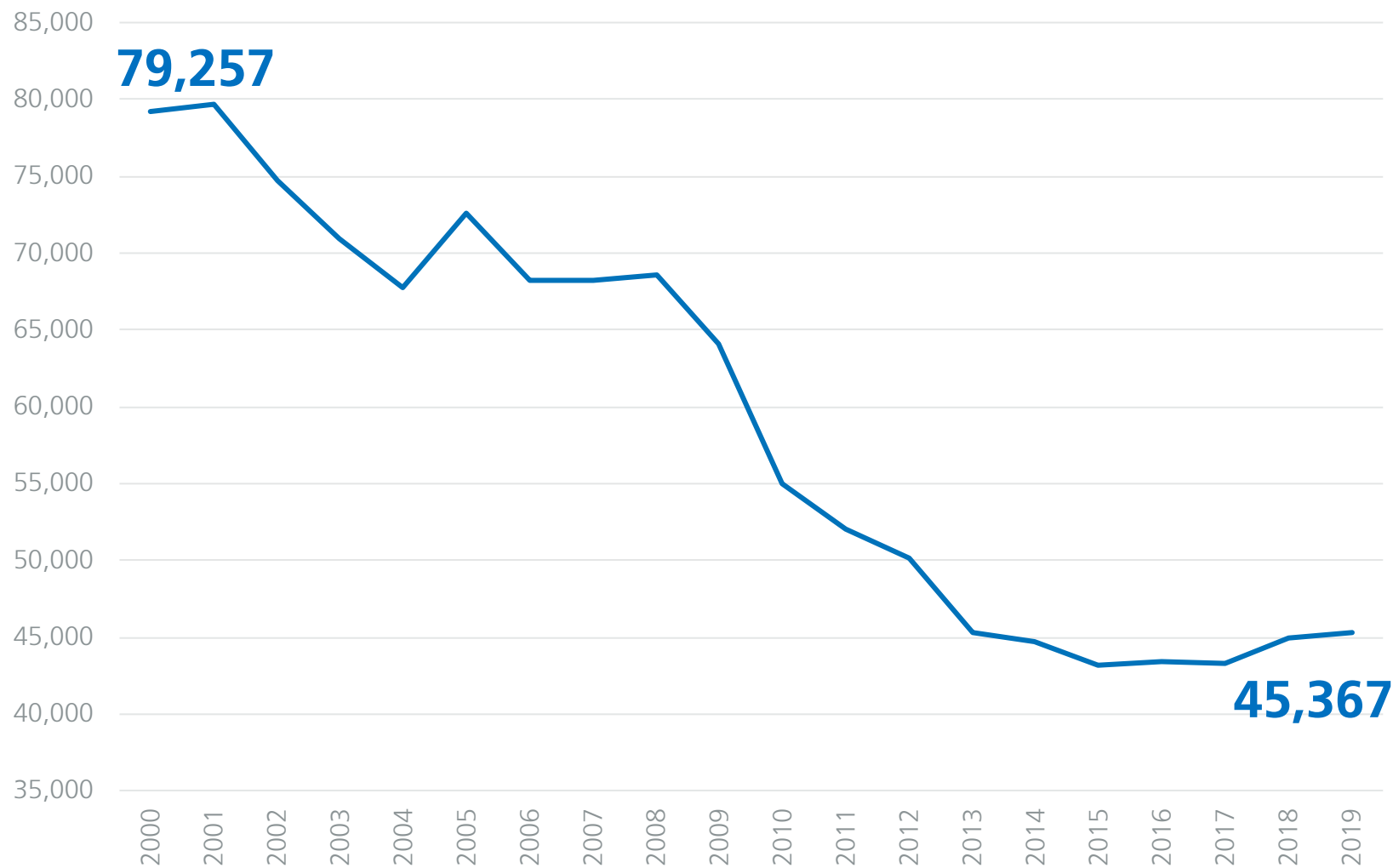
Parking Management Goals



- Maintain safe streets
- Support the economy
- Facilitate flow and safety of transit and traffic
- Incentivize compliance with state and local laws
- Discourage long-term on-street storage of vehicles
- Maintain quality of life in residential neighborhoods



Tow Volumes Over Time



Tow Volume by Category (FY19)

Reason	# Tows	% of Total
Hazard	943	2%
Other*	1,439	3%
Special Event	1,807	4%
5+ Citations	1,941	4%
Parking More than 72 Hours	1,987	4%
Construction	2,137	5%
Yellow Zone	2,744	6%
Expired Registration	4,048	9%
SFPD (Non-Parking)	5,631	13%
Blocked Driveway	6,559	15%
Peak Hour Tow-Away	15,478	35%
Grand Total	44,714	

* Includes white zones, overnight parking, double parking, etc.

Status of Towing Suspensions

- 72-hour overtime parking limit
- Expired vehicle registration less than one year
- 5+ delinquent parking citations
- Commuter shuttle parking
- Peak-hour commuter tow-away zones

Parking Fine Payment Alternatives

- **Community Service Program**
 - \$17 credit for each hour
 - Enrollment fees waived for low-income/people experiencing homelessness
- **Payment Plan Program**
 - Pay in installments up to 16 weeks (18 months for low-income)
 - \$25 minimum monthly payment (\$5 for low-income)
 - Late penalties removed for low-income



Boot/Tow Fee Discounts

- One-time waiver for people experiencing homelessness
- \$75 Boot/\$100 Tow fee for low-income
- Vehicle may be released without citation payment when enrolled in community service or payment program
- Up to 15 days storage waived

Coalition Recommendation – Permanently Eliminate Towing

Delinquent Citations

Expired Vehicle Registration

Parking More than 72 Hours

Delinquent Citations



Vehicles with more than five delinquent citations may be immobilized or towed

CVC 22651(i)(1)

Serves as a deterrent to non-payment of parking citations for illegal parking

Early intervention allows for resolution of unpaid citations at lower outstanding balances

Fee discounts/wavier for low-income/ people experiencing homelessness - vehicle may be released with enrollment in a community service or payment plan

Elimination of program would reduce compliance with parking regulations and collection rates by eliminating consequences for non-payment

SFMTA Recommendations

- Add warning notice to citations for vehicle with 4 or more citations
- Remove late penalties with enrollment (and successful completion) of Community Service plan for low-income consistent with payment plan
- Allow one-time reenrollment in failed plans
- One-time waiver of all outstanding citations for people experiencing homelessness, and remove late penalties on subsequent violations
- Incorporate organizations serving vulnerable populations into Community Service program, allowing citations to be reduced by receiving support services

Expired Registration - Overview



A vehicle may be towed if registration is more than six months expired

CVC 22651(o)(1)(A)

Promotes compliance with state regulations including meeting emission requirements and maintaining vehicle insurance

Counties receive 76.4% of vehicle license fees dedicated to county social service programs (\$77 million in FY20)

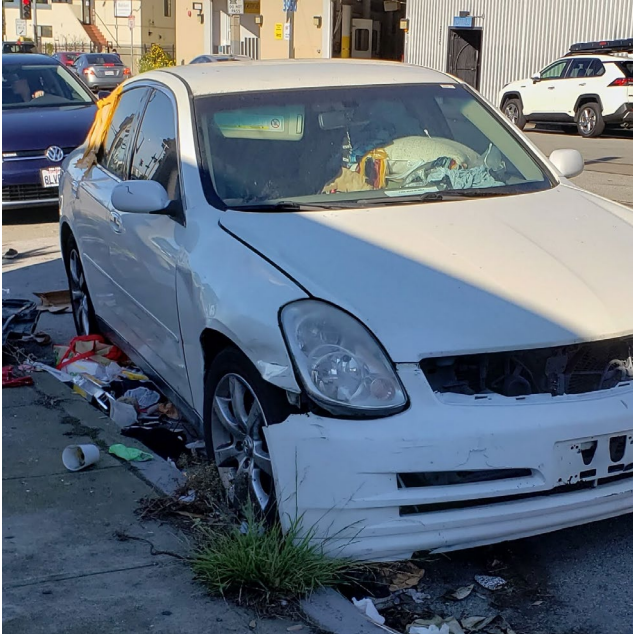
\$10 million collected in citation revenue through the DMV registration process

Elimination would result in an increase in number of vehicles out of compliance with state regulations – no alternative mechanism to enforce

SFMTA Recommendations

- Added information on the six-month limit to citations and notices issued for expired registration
- Provide information on State Bureau of Automotive Repair program providing grant funds to assist in smog repairs

Parking More than 72 Hours– Overview



Vehicles may be towed if parked more than 72 hours on a public street

CVC 22651(k)

Addresses long term storage and abandonment of vehicles on public streets

Warning notices placed on vehicle providing 72 hours for relocation

30,628 complaints received (CY19), resulting in 1,987 vehicles towed (6% of total complaints)

Elimination would remove the ability for SFMTA to tow vehicles abandoned on the streets

SFMTA Recommendations

- Extend notification period from 3 days to 5 days
- Provide instructions to request an additional extension up to 5 days
- Revise notices to include resources to request support

Schedule for Resuming Enforcement

- 72- Hour/Abandoned Vehicle
 - Resume enforcement May 17, 2021
 - Notices placed on vehicles providing five days' notice to move
- Expired Registration/Delinquent Citations
 - Begin outreach program May 17, 2021
 - Resume enforcement June 21, 2021

Additional Improvements

- Transitioning payment plan administration to Treasurer's Office to leverage their existing system and provide more options for communication to customers
- Evaluating technology options to develop a tow warning and citation payment text messaging system
- Evaluating impact of expanding eligibility for all SFMTA low-income fare and parking discount programs (currently 200% Federal Poverty Level)

Next Steps

June 2021 – Seek approval of proposed legislative changes to expand waivers and discounts for low-income/people experiencing homelessness

Fall/Winter 2021– Comprehensive presentation on overall tow program (costs, fees, policies)



Thank you.