

# USE THIS FORM TO REQUEST PARTIAL REIMBURSEMENT OF SFMTA ADMINISTRATIVE FEES FOR FIRST-TIME TOW AND LOW INCOME INDIVIDUALS

## INSTRUCTIONS FOR REGISTERED OWNERS OF TOWED VEHICLES

For faster processing, SFMTA encourages you to submit your request online.

**GO TO:**  
[sfmta.com/FirstTow](http://sfmta.com/FirstTow)

If you do not have access to a computer or the internet, complete this form and mail to the address provided below. If you mail this form, SFMTA will take a longer time to process your request, and you may not hear from SFMTA until several weeks after you mail this form.

### Finance Information and Technology

#### SFMTA Tow Program

**One South Van Ness Ave, 3rd Floor, San Francisco, CA 94103**

You must attach to this form additional documents to establish your eligibility for partial reimbursement of SFMTA administrative fees. Follow the instructions that apply to you below, based on whether you believe you are eligible for the First Tow or First Tow / Low Income reduced administrative fee.

## FIRST TOW

Is this the first time SFMTA or SFPD towed your vehicle? If so, you (the vehicle's registered owner) or your authorized agent may qualify for the First Tow reduced administrative fee. To see if you qualify, attach and mail with this form: **(1) your receipt from SFMTA showing you paid the full administrative fee for the towing and storage of your vehicle; and (2) ONE of the three documents listed below:**

- **California Department of Motor Vehicles (CA DMV) Certificate of Title HTVR10**
- **CA DMV Certified Release of Liability**
- **Bill of Sale (stamped by CA DMV)**

After receiving your request, SFMTA will call CA DMV to determine the date of ownership for your vehicle. If SFMTA determines this is not the first time SFMTA or SFPD towed your vehicle while registered to you, then you are not eligible for the First Tow reduced administrative fee and you will not receive partial reimbursement.

## FIRST TOW / LOW INCOME

Do you participate in an eligible program for low income families or individuals? If so, and you (the vehicle's registered owner) are eligible for First Tow, above, you may qualify for a First Tow / Low Income reduced administrative fee. To see if you qualify, attach and mail with this form: **(1) your receipt from SFMTA, showing you paid the full or First Tow administrative fee; (2) at least one of the three documents described above to establish eligibility for the First Tow reduced administrative fee; and (3) an award letter from one of the following programs:**

- **CalFresh**
- **Medi-Cal**
- **SNAP**
- **SSI (Supplemental Security Income)**
- **Housing assistance program contract**
- **SFMTA Lifeline ID card**

The award letter must be addressed to you and dated within the past 12 months from the date of tow. Do not submit tax returns, paystubs, medical records, or bank account statements; these items will be rejected.

After receiving your request, SFMTA will call CA DMV to determine the date of ownership for your vehicle. If SFMTA determines this is not the first time SFMTA or SFPD towed your vehicle while registered to you, then you are not eligible for the First Tow / Low Income reduced administrative fee and you will not receive partial reimbursement.

## OTHER REQUIREMENTS THAT APPLY TO ALL VEHICLE OWNERS REQUESTING PARTIAL REIMBURSEMENT

The owner of the towed vehicle must be an individual. Businesses, including partnerships, for-profit corporations, and nonprofit corporations, are not eligible for the First Time and First Time / Low Income reduced administrative fees.

Submitting this form to SFMTA does not guarantee you will receive partial reimbursement of the administrative fee you paid for towing and storage of your vehicle. To qualify for partial reimbursement, SFMTA must determine (as described above) that you are eligible for the First Tow or First Tow / Low Income reduced fees. If SFMTA determines you are eligible for one of these reduced fees, the maximum dollar amount SFMTA will reimburse you is the amount of the administrative fee you paid in excess of the reduced fee for which SFMTA determines you are eligible.

# FORM REQUEST FOR PARTIAL REIMBURSEMENT OF SFMTA ADMINISTRATIVE FEES FOR FIRST-TIME TOW AND LOW INCOME INDIVIDUALS

For faster processing, SFMTA encourages you to submit your request online.  
**Go to: [www.sfmta.com/FirstTow](http://www.sfmta.com/FirstTow)**

Submitting your request online is the fastest way for SFMTA to process your request. **If you elect to use this form instead, please follow the instructions on this and the reverse side.** All requests for partial reimbursement must be submitted within 30 days from the date of tow.

## Section 1 - Applicant Information *(write legibly)*

Name \_\_\_\_\_  
Mailing Address Street or PO Box \_\_\_\_\_ Unit / Apt # \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Email \_\_\_\_\_ Phone \_\_\_\_\_

## Section 2 - Vehicle Information *(write legibly)*

Date towed \_\_\_\_\_  
Tow reference number *(located on the top right of your receipt)* \_\_\_\_\_  
Vehicle license plate *(state and #)* or VIN *(last 6 digits)* \_\_\_\_\_

## Section 3 - Applicable Fee

**Please check below** the reduced administrative fee for which you believe you are eligible and follow the corresponding instructions.

- First Tow *(proceed to and fill out Sections 4 and 6, and leave blank Section 5)*  
 First Tow / Low Income *(proceed to and fill out Sections 4, 5, and 6)*

## Section 4 - First Tow *(write legibly)*

Are you the vehicle's registered owner?  Yes  No

Are you the registered owner's agent?  Yes  No

Did you receive the First Tow reduction when you paid the tow fees?  Yes  No

Registered owners of towed vehicles and their agents are eligible for the First Tow reduced fee; only registered owners are eligible for the First Tow / Low Income reduced fee. **Briefly explain why eligibility for a reduced administrative fee was not verified when you paid the tow fees:**

## Attach to this form:

Your receipt from SFMTA showing you paid the full administrative fee for the towing and storage of your vehicle; and California Department of Motor Vehicles (CA DMV) Certificate of Title HTVR10

## Section 5 - First Tow / Low Income

Only registered owners are eligible for the First Tow / Low Income reduced fee. To which of the qualifying low-income programs, listed below, do you belong?

**Attach to this form an award letter from one of the following programs.**

- CalFresh  Medi-Cal  SNAP  
 SSI - *Supplemental Security Income*  Housing assistance program contract  SFMTA Lifeline ID card

## Section 6 - Applicant's Signature

Print name \_\_\_\_\_ Today's date \_\_\_\_\_  
Signature \_\_\_\_\_