



SFMTA Discounts for People Experiencing Homelessness - Frequently Asked Questions

1. What discounts for people experiencing homelessness are available from the SFMTA?

SFMTA has discounts and waivers to help people experiencing homelessness dismiss their fines and fees. You can save thousands of dollars through these discounts and waivers. These include:

- 3 options to address parking tickets:
 - A one-time only, free removal of all open parking tickets on one vehicle
 - The SFMTA CONNECT Program - A one-time only opportunity to receive social services instead of paying parking tickets
 - Removal of late penalties on all open parking tickets on one vehicle anytime
- One-time, free removal of all boot costs
- One-time, free removal of all towing costs
- Dismissal of fare evasion tickets anytime
- The Access Pass - a free Muni pass

2. How do I know if I'm eligible?

You are eligible for these discounts if:

1. You are currently experiencing homelessness in San Francisco AND
2. You have worked with a Coordinated Entry Access Point in the last 6 months

3. What is a Coordinated Entry Access Point? Where are the Access Points and what are their hours?

Coordinated Entry Access Points help people experiencing homelessness to resolve their housing crisis. Coordinated Entry Access Points are run by local organizations who provide services on behalf of the Department of Homelessness and Supportive Housing (HSH). SFMTA does not manage the Access Points.

You should call or visit a Coordinated Entry Access Point to work with them. The Coordinated Entry Access Points and their hours can be found here: [tinyURL.com/CEAccessPoints](https://www.sfmta.com/CEAccessPoints)

4. I've never been to an Access Point but I'm experiencing homelessness in San Francisco. Am I eligible for the SFMTA discounts?

Yes, you are. But you must call or visit a Coordinated Entry Access Point and work with them. The Coordinated Entry Access Points and their hours can be found here: [tinyURL.com/CEAccessPoints](https://www.sfmta.com/CEAccessPoints)

5. I've been to a Coordinated Entry Access Point more than 6 months ago. Am I eligible for the SFMTA discounts?

Yes, you are eligible if you are currently experiencing homelessness in San Francisco. But you must call or visit a Coordinated Entry Access Point and work with them. The Coordinated Entry Access Points and their hours can be found here: [tinyURL.com/CEAccessPoints](https://www.sfmta.com/CEAccessPoints)

6. After I've worked with Coordinated Entry Access Point staff, how do I get these discounts? Do I need to go in-person to the SFMTA?

You can apply for these discounts online, in-person, or by mail. To apply in-person, visit SFMTA's Customer Service Center at 11 Van Ness Avenue (open M - F from 8 a.m. to 5 p.m.). If your vehicle was towed, go to AutoReturn at 450 7th Street (open 24/7). You can get your vehicle back immediately if you are eligible for the discount.

To apply for these discounts, go to [SFMTA.com/IncomeDiscounts](https://www.sfmta.com/IncomeDiscounts) or call 311.

7. What will happen when I work with a Coordinated Entry Access Point?

When you go to a Coordinated Entry Access Point, staff will work with you to connect you to resources to help resolve your housing crisis, including confirming your eligibility for SFMTA's discounts.

8. How long do I have to wait after I've begun working with a Coordinated Entry Access Point to apply for these discounts and/or get my car back?

Please wait 24 hours before going to SFMTA or AutoReturn, if your vehicle was towed. It can take 24 hours for your information to be available for SFMTA once your eligibility has been confirmed by a Coordinated Entry Access Point.

9. I went to the SFMTA or AutoReturn and they said I am not eligible for the discount. Should I go back to the Access Point? What should I do?

If you have recently worked with a Coordinated Entry Access Point and they have confirmed you are eligible, please wait 24 hours for SFMTA and AutoReturn to confirm your eligibility for these discounts. If you contact SFMTA after 24 hours and you are told that you are not eligible, please call a Coordinated Entry Access Point to confirm that you have worked with them.

The Coordinated Entry Access Points and their hours can be found here: tinyURL.com/CEAccessPoints.

10. I want to get the Access Pass—the free Muni pass for people experiencing homelessness. The application says the SFMTA will mail the card to me. I don't have a mailing address. What do I do?

If you do not have a mailing address, you can pick up your Access Pass from SFMTA's Customer Service Center three days after you apply at:

11 South Van Ness Avenue (Cross Street: Market St and South Van Ness Avenue)

San Francisco, CA 94103

Open on Monday to Friday from 8 a.m. to 5 p.m.

The Customer Service Center is closed on Federal Holidays.

You will be able to pick up your Access Pass from the SFMTA Customer Service Center 3 business days after you apply.

11. What do I need to pick up my towed car or to remove the boot on my car?

You will need to:

- Provide a valid driver's license
- Show that your name is on the car's registration or rental contract

12. I want to receive social services instead of paying my citations. How do I do this through the SFMTA CONNECT Program? How do I sign up and how does it work?

Go to sfmta.com/CommunityService and click on the CONNECT Program Application. Follow the instructions to apply. You will receive \$17 per hour of social service assistance received. You can receive services at the following non-profits: (1) Central City Hospitality House, (2) Glide Memorial Church, (3) Mission Neighborhood Center-Precita Center, (4) SF Coalition on Homelessness, (5) St. Anthony's Foundation, and (6) UCHS Mother Browns.

13. I am not experiencing homelessness in San Francisco but have a low income, are there other discounts available to me?

Yes, you may be eligible for other SFMTA discounts for people with low incomes. Learn more by calling 311 or go to sfmta.com/low-income.

***If you have any questions on these discounts,
please call the SFMTA Customer Service Center at (415) 701-3000 or 3-1-1.***



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING



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