



THE FINANCIAL  
JUSTICE PROJECT  
SAN FRANCISCO

# Can't Afford to Pay Your Fine, Fee, or Ticket in San Francisco?

## San Francisco Fine and Fee Discounts for Low-Income People



### Can't afford to pay your traffic court ticket in San Francisco?

You can have your traffic court fines and fees reduced by 80% or more if you receive public benefits OR if your income is less than 250% of the Federal Poverty Level (about \$31,900 for a single person) OR if you are experiencing a financial hardship. You may pay the rest on a payment plan or with community service. You can apply online here: [mycitations.courts.ca.gov](http://mycitations.courts.ca.gov) or you can print out a paper application here: [sfsuperiorcourt.org/divisions/traffic/cant-afford-pay](http://sfsuperiorcourt.org/divisions/traffic/cant-afford-pay) and learn more about your options. Please see the last page of this flyer for a list of community organizations that can help you fill out the application.

#### Contact SF Traffic Court for questions:

Hall of Justice, Traffic Division  
850 Bryant Street, Room 145  
San Francisco, CA 94103  
Hours available here:  
[sfsuperiorcourt.org/divisions/traffic](http://sfsuperiorcourt.org/divisions/traffic)  
Phone: (415) 551-8550



### Can't afford to pay your parking or MUNI fare evasion ticket?

You may be eligible for a low-income discounted payment plan or you may be able to perform community service hours to "pay off" your citation.

**Who is eligible?** If you receive Medi-Cal, CalFresh, SFMTA Lifeline, Unemployment benefits or your income is below 200% of the Federal Poverty Level (about \$25,500 for a single person), you can sign up for a low-income payment plan or perform community service to resolve your citations. If you are experiencing homelessness, and have contacted one of the City's Access Points in the last six months, you are also eligible for these discounted options. If you have NOT contacted one of the City's Access Points, you can still qualify by scheduling a short phone meeting by calling this number: (415) 487-3300 x7000.

**Low-income payment plan:** You can sign up for a low-income payment plan to make monthly payments of \$25 to \$50 to pay off your tickets. The enrollment fee is \$5. **If the payment plan is completed, all late penalties will be removed.** Download a Low-Income Payment Plan application here: [sfmta.com/paymentplan](http://sfmta.com/paymentplan)

**Community service:** You can perform community service hours in San Francisco to pay off a parking or transit ticket and any

late fees. You will be credited \$15 for every hour of community service completed. You may perform community service for up to \$1,000 in citations per calendar year and are granted one enrollment fee waiver per calendar year. Download a Community Service application here: [sfmta.com/communityservice](http://sfmta.com/communityservice)

**You may submit your application online, by mail, or in person** at the SFMTA Customer Service Center or at one of three SFMTA kiosk locations throughout the city. Click here for more information on how to apply and go here for overall information: [sfmta.com/how-access-low-income-transit-fares-and-fee-waivers](http://sfmta.com/how-access-low-income-transit-fares-and-fee-waivers). You can also call 311, 24 hours a day seven days a week, or the SFMTA Customer Service Center:

#### SFMTA Customer Service Center

11 South Van Ness Avenue  
(Cross Street: Market)  
Monday-Friday between 8:00 a.m. and 5:00 p.m.  
(415) 701-3000



## Did your car get towed and you cannot afford the tow fine?

There are substantial discounts for people with low incomes and a one-time tow fine waiver for people experiencing homelessness.

**Low-income tow discount:** If you receive MediCal, CalFresh, WIC, Unemployment benefits, or SFMTA Lifeline, OR your income is below 200% of the Federal Poverty Level (about \$25,500 for a single person), you may be eligible for a discount on your tow fine. **The standard tow fine is \$537. The discounted fine for eligible low-income people is \$100.** If you think your car is towed, immediately call the City and County of San Francisco Impound at (415) 865-8200. More information and a form to verify your income are here: [sfmta.com/lowincometow](http://sfmta.com/lowincometow). Bring this form to AutoReturn (450 7th Street, San Francisco, CA; cross streets are Harrison and Brannan) to get your car. Call 311, 24 hours a day seven days a week, or contact the SFMTA Customer Service Center (contact information below).

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**Tow fine waiver for people experiencing homelessness:** If you are experiencing homelessness and have visited a City Access Point in the past 6 months, you are eligible for a one-time waiver of your tow fine and up to 15 days of storage fees. **This tow fine waiver could save you over \$1,000.** You can apply for the one-time waiver by calling (415) 487-3300 x7000 to confirm you have contacted one of the City's Access Points. If you have NOT contacted one of the City's Access Points, you can still qualify for the one-time discount by scheduling a short phone meeting by calling the number above. More information can be found on this flyer: [bit.ly/2RGGIB7](http://bit.ly/2RGGIB7) or here: [sfmta.com/lowincometow](http://sfmta.com/lowincometow)

If you think your car is towed, immediately call the City and County of San Francisco Impound at (415) 865-8200. You can retrieve your car at AutoReturn (450 7th Street, San Francisco, CA; cross streets are Harrison and Brannan). Call 311, 24 hours a day seven days a week, or contact the SFMTA Customer Service Center (contact information to the left).



## Was your car booted and you cannot afford the boot removal fine?

There are substantial discounts for people with low incomes and a one-time boot fine waiver for people experiencing homelessness.

**Low-income boot discount:** If you receive MediCal, CalFresh, WIC, Unemployment benefits or SFMTA Lifeline, OR your income is below 200% of the Federal Poverty Level (about \$25,500 for a single person), **you may be eligible for a discount and pay \$75 for your boot fine, instead of the standard \$505 boot fine.** Fill out this form to verify your income: [sfmta.com/lowincome](http://sfmta.com/lowincome). Bring this form to either the SFMTA Customer Service Center, during business hours or AutoReturn, 24 hours a day at 450 7th Street, San Francisco, CA (cross streets are Harrison and Brannan) to get the boot removed. Contact 311, 24 hours a day seven days a week, or contact the SFMTA Customer Service Center (contact information below).

**Boot fine waiver for people experiencing homelessness:** If you are experiencing homelessness and have visited a Coordinated Entry Access Point in the past 6 months, you are eligible for a one-time waiver of your boot fine. **The one-time boot fine waiver could save you over \$500.** You can apply for the boot fine waiver by calling (415) 487-3300 x7000 to confirm you have contacted one of the City's Access Points. If you have NOT contacted one of the City's Access Points, you can still qualify for the one-time waiver by scheduling a short phone meeting by calling the number above. To get the boot removed, go to the SFMTA Customer Service Center, during business hours or AutoReturn, 24 hours a day at 450 7th Street, San Francisco, CA (cross streets are Harrison and Brannan). Contact 311, 24 hours a day seven days a week, or contact the SFMTA Customer Service Center (contact information to the right).

### SFMTA Customer Service Center

11 South Van Ness Avenue  
(Cross Street: Market)  
Monday-Friday between  
8:00 a.m. and 5:00 p.m.  
(415) 701-3000

More information can be found on this flyer: [bit.ly/2RGGIB7](http://bit.ly/2RGGIB7) or on SFMTA website: [sfmta.com/getting-around/drive-park/citations/booted-vehicles](http://sfmta.com/getting-around/drive-park/citations/booted-vehicles)



## Can't Afford to pay your BART fare evasion citation?

To pay off the citation, you can perform 5 hours of community service at an organization of your choice. To request community service, complete Community Service Work Waiver of Liability form (request the form at [CitationProcessingCenter.com](http://CitationProcessingCenter.com)) and select the organization where you'd like to perform your community service. After completing the hours, submit the verification form by mail or in-person to BART Police Department within 8 weeks from the date of the citation. For more information, please go to [bart.gov/about/police/proofofpayment](http://bart.gov/about/police/proofofpayment). For step-by-step instructions, go to [bit.ly/bartcitations](http://bit.ly/bartcitations).

### Forms may be submitted by mail to:

BART Police  
c/o Citation Processing Center  
PO Box 7275  
Newport Beach, CA 92658-7275



## Did you receive a “Quality of Life” citation and are experiencing homelessness?

**For Adults:** If you are struggling with homelessness and received a “Quality of Life” citation, you may be eligible to get your citation dismissed and pay no fine by receiving 20 hours of social service assistance. See the full list of eligible infractions here: [sfdistrictattorney.org/resources/the-connect-program](https://sfdistrictattorney.org/resources/the-connect-program) (examples include soliciting pedestrians or camping in a park, among others). More information on the steps to get your citation(s) dismissed can be found here: [sfdistrictattorney.org/resources/the-connect-program](https://sfdistrictattorney.org/resources/the-connect-program). If you do not want to receive social services and use the CONNECT program, you can apply online for a discount through the San Francisco Superior Court: [mycitations.courts.ca.gov](https://mycitations.courts.ca.gov).

**For Youth:** If you were under 18 when you received a “Quality of Life” citation, you may be able to get your ticket dismissed and pay no fine if you receive 20 hours of social services support. More information on eligible citations and how to apply can be found here: [bit.ly/2FETRbi](https://bit.ly/2FETRbi). You can also contact:

**Huckleberry Community Assessment and Resource Center**  
44 Gough Street, Suite 104  
San Francisco, CA 94103  
(415) 437-2500 9 a.m.–10 p.m., Monday–Friday



## Has your water been turned off or can you not afford your water and sewage bill?

As of July 1, 2018, San Francisco residents who have their water turned off will no longer be charged fees to have their water turned back on. San Francisco residents with incomes below \$42,660 for a family of 3 may also be eligible for a 15% discount on water and a 35% discount on sewer charges. To complete the application and to learn more, visit Community Assistance Program (CAP) on [sfwater.org](https://sfwater.org) or call (415) 551-3000.



## Can't afford to pay your ambulance bill?

If you can't afford to pay your ambulance bill from the San Francisco Fire Department and don't have Medi-Cal or Medicare coverage, you may apply for the Financial Hardship Program. To apply for the program, submit a letter explaining your financial situation and a copy of your prior year's tax return. If your tax return is not available, you can substitute it with bank statements from the 12 months prior to the date the emergency care was provided. For more information, please go to [sf-fire.org/ambulance-billing](https://sf-fire.org/ambulance-billing).



## Was your driver's license suspended for not appearing in SF Traffic Court?

You may be eligible to get your driver's license back if it was suspended because you missed a traffic court date at the San Francisco Superior Court. Call the DMV Mandatory Actions Unit at (916) 657-6525 to check the status of your driver's license hold. Have your driver's license number ready. Access step-by-step instructions here: [bit.ly/2EcEAXl](https://bit.ly/2EcEAXl).



## Do you have overdue library fines?

If you owed an overdue fine to the San Francisco Public Library, your debt may have been eliminated. Starting April 2019, the library does not charge or collect overdue fines and it wiped all outstanding debt. If your account was locked because of a previously owed debt, you may now access the library. If you have lost or damaged a library item, you may still be responsible for replacing it. To learn more, visit your nearest San Francisco Public Library location or call (415) 557-4400.



## Do you owe child support?

Many parents with low incomes are required to pay back public assistance through their child support payments. If you owe child support debt, you may be eligible to reduce your public assistance payback deb by enrolling in the COAP – Compromise of Arrears Program. To find more information, please visit [sfgov.org/dcass/delinquent-payments](https://sfgov.org/dcass/delinquent-payments). To learn if you're eligible and to apply for the program, please call San Francisco's COAP coordinator at (415) 356-2871.



## Do you have debt related to probation fees, ankle monitor fees, or other administrative fees from the criminal justice system?

If you were charged administrative fees as part of your conviction, your debt may have been cleared. Debt from San Francisco monthly probation fees, electronic monitoring fees, and other administrative fees has been automatically eliminated. Contact Alliance One at 1-877-541-8420 to get an up-to-date copy of your bill.



## Are you or a loved one in a SF County jail?

As of August 2020, all jail phone and video calls are free of charge and items in the jail commissary store will be less expensive. San Francisco is the first county in the nation to make all phone calls free and stop marking up prices of items in the commissary/jail store.

The following community organizations may help you complete the application forms requested.

### Bay Area Legal Aid

[baylegal.org/get-help](http://baylegal.org/get-help)  
1800 Market Street, 3rd Floor,  
San Francisco, CA 94102  
Phone: 1-800-551-5554

### East Bay Community Law Center

[ebclc.org/need-services](http://ebclc.org/need-services)  
1950 University Avenue, Suite  
200, Berkeley, CA 94704  
Phone: (510) 548-4040  
Drop-in open hours:  
Wednesdays 9:00am-  
12:00pm.

### Legal Services for Children

[lsc-sf.org/how-we-can-help](http://lsc-sf.org/how-we-can-help)  
1254 Market St, 3rd floor,  
San Francisco, CA 94102  
For individuals under the  
age of 21  
Phone: (415) 863-3762  
Drop-in Clinics:  
Wednesdays 4 - 6pm,  
Thursdays 3 - 5pm

### Lawyers' Committee for Civil Rights

[lccr.com/get-help/overview](http://lccr.com/get-help/overview)  
Phone: (415) 543-9444

### About the Financial Justice Project

About the Financial Justice Project  
The Financial Justice Project assesses and reforms fines, fees and financial penalties that disproportionately impact low-income people and people of color. Housed in the Office of the Treasurer, the Financial Justice project has two main goals: First, to listen to community members to identify fine and fee pain points. Second, to identify and implement doable solutions for government and the courts. To learn more, visit: [sfgov.org/financialjustice](http://sfgov.org/financialjustice)

For more information about the Financial Justice Project, or the discounts listed above, please contact the Financial Justice Project at [michelle.k.lau@sfgov.org](mailto:michelle.k.lau@sfgov.org).



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Learn more at  
[sfgov.org/financialjustice](http://sfgov.org/financialjustice)