Rider's Guide to San Francisco Paratransit

GUIDE 1

This Guide is available in accessible formats.

Please contact S.F. Paratransit at (415) 351-7000

TTY (415) 351-3942

Esta Información esta disponible en Español

以下資料有中文翻譯

Эта информация доступна на русском языке

Biết thêm chi tuyết bản tiến Việt

(415) 351-7000

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Welcome to San Francisco Paratransit

What is San Francisco Paratransit?

San Francisco Paratransit is a van and taxi program for people unable to independently use public transit because of 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 qualified disabled people. San Francisco Municipal Railway (Muni) has provided paratransit services for more than 25 years Muni contracts with a "Paratransit Broker" to manage the service. The Paratransit Broker contracts with van and taxi companies to provide transportation.

Who is eligible for paratransit services?

To be eligible for paratransit, you must be unable to use Muni's accessible buses, trains, or streetcars some or all of the time, without the aid of another person. Guidelines for eligibility come from the Americans with Disabilities Act (ADA).

You are eligible to use paratransit services if you fall into one of the following categories:

1: You are unable to use the fixed route system.

You are unable to independently board, ride, or disembark from an accessible Muni bus, train, streetcar or BART train some or all of the time.

2: The fixed-route system is not accessible

You are functionally able to independently navigate, board, ride, and disembark from an accessible Muni or BART vehicle, but there are no accessible vehicles on the route providing service to a particular destination. Riders in this category must use accessible Muni or BART routes/vehicles whenever they are available.

3: You are not able to get to or from the system.

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.

How can I find out more about ADA paratransit eligibility?

Paratransit Video

A video, "Community in Motion", is available to you which explains ADA paratransit eligibility, gives information about accessible Muni fixed-route and paratransit services, and explains how to apply for paratransit service if you think you are eligible. **To receive a copy of this video**, please contact San Francisco Paratransit at 351-7000, TTY 351-3942. **You may also view the video via the Internet** at www.sfparatransit.com or on Cable Channel 29. The main public library has the video available, and you may request to see it at many senior centers in San Francisco.

Brochure

For additional information about ADA Paratransit eligibility, you may request a free copy of the "Accessible Transportation in the Bay Area" brochure from the S.F. Paratransit

office (415) 351-7000, TTY 351-3942 or from the Metropolitan Transportation Commission at (510) 464-7700, TTY (510) 464-7769.

What types of paratransit service are provided in San Francisco?

We provide three main types of service:

SF Access

SF Access is a pre-scheduled, ADA-compliant van service providing door-to-door transportation. SF Access is a shared-ride service. You must make reservations from one to seven days before the day of your trip, and service is provided within one hour of your requested pick-up time. For additional information on SF Access, see Rider's Guide 2.

Taxi Services

Paratransit taxi is the general-public, curb-to-curb taxi service. This is not an ADA service, but many riders find that it better meets their transportation needs. Currently, due to budget constraints, taxi service is not available to most new customers. Some exceptions are made for wheelchair users, those needing kidney dialysis, and people over 80 years of age. For additional information on the taxi program, please see Riders Guide, 3.

Group Van Service

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

How do I apply for paratransit?

If you feel you are unable to independently use Muni or BART some or all of the time due to a disability, you may request an application for ADA Paratransit service.

- Phone the San Francisco Paratransit program at 351-7050; or TTY at 351-3942.
- Pick up an application at the Paratransit Office (see page 16)

- Download the application from www.sfparatransit.com.

If you need an application in an accessible format or in a foreign language, or if you need a referral for help in completing your application, please call 351-7050, and let us know.

What happens after I've submitted my application for eligibility?

For an application to be considered complete, you must answer all questions.

Once you have submitted a completed application, we will evaluate the information you have provided. In some cases, no other information will be needed to make an assessment.

In most cases, we will conduct a second-level assessment. This may be a telephone interview with you, professional medical verification, or an in-person interview. The 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 read signs?

If you need transportation to a certification appointment, our staff will assist you with arrangements and provide transportation at no cost to you.

How long does it take to find out if I am eligible?

Your properly completed application will be processed within 21 days. If requested, you must 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 the paratransit system until we make a final decision. You may not be entitled to presumptive eligibility if, through delay or inactions on your part, we are unable to complete the processing of your application. Please call the San Francisco Paratransit office if you have not received notification of your eligibility within 21 days.

If I am determined eligible, will I be able to take all my trips on paratransit?

You may take all your trips on paratransit only if you are determined fully eligible. If you are determined conditionally eligible, you can use paratransit only for certain

trips. Conditional eligibility means that you are able to use Muni for some of your trips but that due to your disability you are not able to use Muni for other trips. Some examples include:

- A person may not be able to get to a particular destination because it requires climbing up a steep hill from the bus stop and a disability prevents him/her from climbing the hill. This person would be eligible for paratransit to that particular destination.
- Some kidney dialysis patients are able to take Muni to their dialysis appointments, but they require paratransit to get home, due to weakness after the treatment.

The simple rule to remember if you are determined conditionally eligible: ***If I am <u>able</u> to take the trip on Muni, then I <u>must</u> take the trip on Muni.***

Once you are determined eligible, we will send you an eligibility letter. Any restrictions for conditional use will be noted in this letter and will be a part of your record. San Francisco paratransit staff can help you determine which trips you are eligible to take on paratransit and which trips you must take on Muni.

If I am certified ADA paratransit eligible, how long will my eligibility last?

Eligibility is generally good for three years. In some cases, eligibility may be based on a temporary condition, such as a broken hip, and therefore limited to a temporary period. After your eligibility expires, you will need to reapply if you feel you are still eligible.

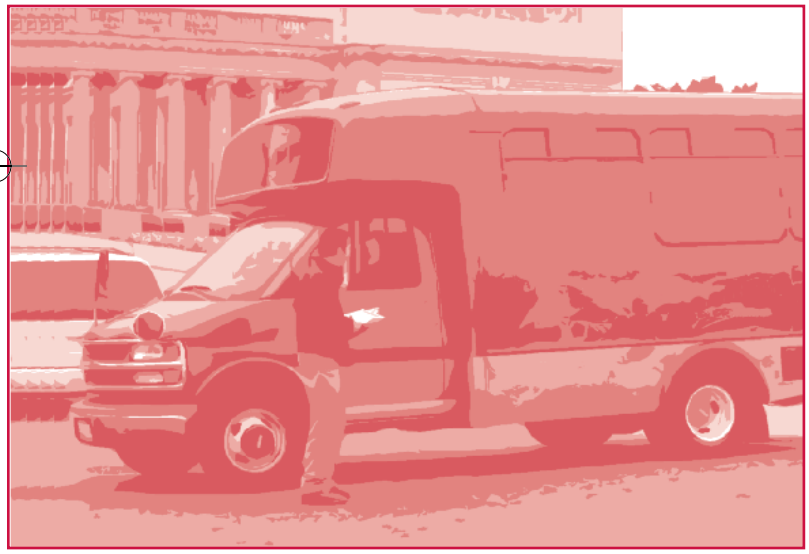
It is your responsibility to notify us if your disability or health-related condition changes. If your condition improves so that it affects your eligibility status, and you do not notify us, we could suspend or revoke your eligibility until you reapply or come in to our offices for re-evaluation. If this occurs, you would be entitled to the appeals process (see below).

If I am denied ADA eligibility, can I appeal?

If you are denied eligibility, we will automatically provide you with an appeals request form. You will need to complete this form within 60 days of the denial, and describe why you believe you are eligible. 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 you are not required to participate. If you attend, you may bring a representative with you to assist in presenting your appeal. The appeals hearing is informal and not a legal proceeding.

An independent panel that has not been involved in your eligibility decision – including a medical professional, a disabled community member and a transit professional –will hear your appeal. The panel is



trained in the appeals hearing process. San Francisco 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.

If necessary, foreign language or American Sign Language interpreters 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.

Do I need an ID card to ride the SF Paratransit Program?

You will be issued a photo identification card after you have been certified eligible. The ID card will include an expiration date and will indicate whether your eligibility is full or conditional. You should carry your ID card with you whenever you use S.F. Paratransit or visit the S.F. Paratransit office. You are required to show this ID card any time you use paratransit taxi services. You may also need to show your ID card or eligibility letter when you travel to other parts of the country to verify you are ADA paratransit eligible.

Is my personal information kept confidential?

Yes. All personal information is kept confidential and only information necessary to provide adequate transportation service

is shared with transportation providers. The San Francisco Paratransit office keeps only the information you provided on your application, in interviews, or through the medical verification. If you appeal, this information is 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.

What hours and in what geographical area are San Francisco paratransit services provided?

Paratransit van and taxi services are provided 24 hours a day, seven days a week, 365 days a year. Service is provided throughout San Francisco, to Treasure Island, and to the northernmost part of Daly City in San Mateo County. If you are not sure if your destination is in the San Francisco Paratransit service area, call the Paratransit staff at 351-7052.

Where is the San Francisco Paratransit office located and what are the office hours?

Location: 68 12th Street, between Market Street and Mission Street. Accessible Muni lines include: the Muni Metro at Van Ness Station served by the J,K,L,M,&N lines, the Historic F line, and nearby accessible bus routes 6, 9, 9L,14, 14L, 47, 49, 71, 71L.

Hours: The office is open Monday through Friday 9:00 am to 4:45 pm

Holidays: The office is closed on the following holidays: New Year's Day, Dr. Martin Luther King Jr. Birthday, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, Friday after Thanksgiving, and Christmas Day.

What types of services are provided at the San Francisco Paratransit office?

At the San Francisco Paratransit office you may:

- Obtain information about San Francisco Paratransit Services

- Obtain ADA paratransit applications
- Submit an application for ADA paratransit certification or recertification;
- Purchase ride tickets for SF Access services
- Purchase monthly SF Paratransit Debit Card allotment
- File a formal complaint or compliment about any aspect of our service
- Obtain a new or replacement photo ID card (appointment needed)
- Update your personal information (address, phone number, etc.)
- Report changes in your disability or health related condition

How do I get information on taking paratransit to neighboring counties?

ADA paratransit service is provided to and from neighboring counties. Please contact those individual programs for reservations, program rules and fares:

- Alameda County (East Bay Paratransit) – (510) 287-5040 or (800) 555-8085
- Marin County (WhistleStop Wheels) – (800) 454-0964
- San Mateo County (Redi-Wheels) – (650) 508-6337 or (650) 508-6241
- Transit and Paratransit Information for all agencies in the Bay Area – 511 (from any area code)

For additional information, visit the San Francisco Paratransit website at: www.sfparatransit.com

What if I leave the Bay Area and need Paratransit?

Once you are ADA-certified to use paratransit, you are also eligible to receive paratransit services in other cities and states. We suggest that prior to your trip you contact the transit agency in the city to which you are traveling. They will give you information about arrangements, fares, operating times, and schedules.

How do I use paratransit if I am a visitor to San Francisco?

ADA-certified persons who are visiting from outside the Muni service area will be served by SF Paratransit. For more information, please call San Francisco Paratransit at (415) 351-7050 in advance of your visit. As an ADA-certified visitor from outside the Bay Area, your 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.

It is best to call before your trip; for those who have not planned ahead and arrive on a weekend, Mobility Plus Transportation (415) 285-6945 will provide weekend paratransit service. On Monday (or next business day), you must contact San Francisco Paratransit to register for visitor services.

S.F. Paratransit does not serve any Bay Area airports. Redi Wheels paratransit serves the San Francisco Airport, and East Bay Paratransit serves the Oakland Airport.

How can I provide input and feedback about the SF paratransit service?

Complaints and Compliments

We encourage you to let the San Francisco Paratransit office know when you receive exceptional service and when your service is poor. If you wish to file a formal complaint or compliment about any aspect of our services, you may do so by writing us at: **68 12th Street, 1st Floor**
San Francisco, CA 94103

Pre-paid postage complaint / compliment cards are available in the lobby of the San Francisco Paratransit office.

You may call us directly with your complaint or compliment by dialing 351-7052. TTY 351-3942.
You may also file a formal complaint or compliment via our website, www.sfparatransit.com, or by e-mail at sfparatransit@veoliatransportation.com

When you call or write, please provide as much detail as possible. Information about your trip such as date, time, cab company name, or cab number is helpful. If you are commenting about SF Access, include time of pick up, vehicle number, etc. The more information you include, the better we can research your complaint.
We will follow-up on your complaint and respond to you, usually within 14 days. Anonymous compliments and complaints also are welcome.

Paratransit Coordinating Council

The Paratransit Coordinating Council (PCC) is an advisory body for riders, service providers, social service agency representatives and others to provide input into the paratransit program. The Executive Committee of the PCC meets regularly to discuss and provide input to the SFMTA on Paratransit Services. To become involved, call Muni Accessible Services at 701-4485, TTY 701-4730.

Rider Surveys

We may also occasionally contact you as part of a random survey to ask you about the service you receive. This contact will occur only by telephone or US mail. You will never be asked for personal information, and you should not offer any personal information you do not wish to share. Survey participation is completely voluntary. If you answer our surveys, your name will never be used in any information we make public. The information we gather from you about our service is used to help us design new services or improve existing services. The San Francisco Paratransit program will never attempt to sell you any products or services.

Paratransit Rules and Policies At A Glance

Below are some general rules for
San Francisco Paratransit. For specific information and policies about the SF Access and Taxi/Ramped Taxi programs, please read Guide 2 and Guide 3.

Ride Time

A trip on paratransit takes roughly the same amount of time as a trip on a Muni bus, including time for 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 paratransit might also take up to 50 minutes.

On Time Window

On SF Access, the van is considered on time if it arrives from five minutes before to 15 minutes after your promised time. For example, if you have a reservation for 10:00, the van would be considered on time if it showed up anytime between 9:55 and 10:15. That 20-minute period is known as the "on time window."

A taxi is considered on time if it arrives for pick-up within 30 minutes of the time you placed the order.

Cancellations and No shows

You should cancel a ride as soon as you know you do not need the ride. You will be considered a "no-show" if you:

- Call to cancel your ride less than two hours before the promised pick-up time
- Reserve a ride but fail to meet the vehicle upon its arrival
- Are not ready to board the vehicle within five minutes of its arrival time (when it has arrived within the on-time window)

You may be suspended from riding privileges if you *no-show* for trips more than three times within a three-month period and it is determined that each no-show could have been prevented.

Subscription Trips

You may schedule subscription service if you travel to and from the same place on the same day(s) of the week, at least once weekly, and you plan on doing so for at least one month. Once subscription service is scheduled, you only need call when you wish to cancel the trip for a particular day(s). New requests for subscription service may not be available at all times due to lack of space. We do not provide subscription service for trips to certain agencies, because these are already served by subscription group van service.

Subscription service for SF Access service is not available on the paratransit office holidays listed on page 15. If you have a subscription trip and still want make the trip on one of these holidays, you will need to call between one and seven days in advance to make a reservation.

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 to our vehicle via a four-point tie-down system or a similar device. We may refuse to transport you if you will not allow your wheelchair to be properly secured prior to transport.

Mobility Devices & Wheelchairs

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

All wheelchair accessible vehicles are 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", with a gross weight of up to 600 pounds including the passenger. Mobility devices that exceed these standards may not be transportable.

If you need a 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 provided by the driver.

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 of any type 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.

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 or your attendant or companion must carry any additional packages. For the safety of all riders, you may not transport explosives, acids, flammable liquids or other hazardous or illegal materials.

Transporting Children

Children ages five and over 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).

If you will be traveling with a child under the age of six who weighs less than 60 pounds, you must provide the child's safety seat and you must properly secure the child in it. The driver will provide assistance if necessary.

Transporting Animals

You may travel with a service animal such as a guide dog or canine companion. You should tell the reservations agent when you request a ride that you will be traveling with a service animal.

A service animal is an animal trained to assist with specific duties or functions that the rider cannot perform because of a disability. A service animal must be under the constant control of its owner or handler.

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

Responsibilities

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

Rider's Responsibilities:

- Carefully read all Rider's Guide materials.
- Make ride reservations at least one day in advance, except for taxis. For taxis, make reservations no less than 30 minutes before you need the ride, allowing reasonable travel time to get to an appointment.
- Be at the designated pick-up location on time, and provide entry for the vehicle if you live in a gated community or have special access requirements.
- If the vehicle has not arrived by the end of the on-time window or, in the case of taxi, if the driver has not shown up 20-30

minutes after your request, call your service provider.

- Call to cancel an unneeded ride as soon as possible to avoid a "no-show."
- Except for taxis, pay the correct fare in cash or with a ride ticket. Remember, drivers cannot make change.
- Wear seat belts at all times during transport.
- Avoid distracting the driver or annoying other passengers with inappropriate behavior.
- Maintain wheelchairs or other mobility aids in safe operating condition according to manufacturer's specifications.
- Expect "shared-ride" service. Others may be picked up after you, and/or dropped off before you reach your destination (except in taxi program).
- Maintain acceptable standards of personal hygiene; please refrain from using scented products.
- 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, cassette tape players, compact disc players or other sound-generating equipment may be played aloud aboard the vehicle.
- Provide feedback to San Francisco Paratransit when your service is unsatisfactory by calling 351-7052.
- When conducting business with the San Francisco Paratransit office, be prepared by having all necessary identification and funds, and be considerate of others.

Driver Responsibilities: What you can expect from the drivers. Drivers must:

- Adhere to the same standards of common courtesy and personal hygiene as those required of riders.
- Treat riders with courtesy.
- Be in proper uniform (except taxi drivers who don't have uniform requirements).
- Visibly display a proper ID badge.
- For safety reasons, maintain "line-of-sight" of vehicle at all times.
- Keep to the assigned service schedule for the convenience of all riders.
- Provide reasonable assistance to riders entering or leaving the vehicle.
- Assist riders or wheelchairs up or down no more than two exterior stairs,

except if passenger is enrolled in the "stair-assist" program.

- When requested, and if safe to do so, assist passengers to and from the main door of their origin and destination.
- Driver may not use personal cell phones, radios, "Walkman™," or play loud music while on duty.

"Assistance" includes, but is not limited, to:

- Offering ambulatory passengers a steadying arm or other appropriate assistance when walking or using stairs.
- Helping persons in wheelchairs maneuver onto standard ramps and to and from the main door of their origin and destination.
- Carrying no more than two grocery bags or similarly sized packages, not to exceed a total of 25 pounds.

Drivers Are *Not* Permitted to:

- Enter the residence of a rider.
- Perform any personal care assistance for any rider, such as assisting with dressing.
- Lift or carry a passenger.
- Assist a rider or wheelchair up or down any interior steps or more than two exterior steps, except if passenger is enrolled in the Stair-Assist program, and then only subject to that program's rules.

- Wait for a passenger to make a stop to conduct business, such as at an ATM/Cash machine, pharmacy, or video store.
- Escort a passenger beyond the ground floor lobby of a public building or beyond the front door of a private residence.
- Accept tips or any other gratuities, except for taxi drivers who may receive cash tips. (Taxi drivers cannot be tipped with taxi scrip.)
- Perform errands for riders such as picking up prescriptions or groceries.

Suspension of Service

San Francisco 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:

1. 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 taxi scrip.
2. Incurs an excessive amount of verified "no-shows" (usually more than three in a three-month

period) or an excessive number of trip cancellations.

3. Engages in abusive or disruptive behavior (for example, threatening drivers, staff or other riders with physical harm), or engages in illegal behavior while on board our vehicles (sale/purchase of illegal drugs, crime of any nature, etc.).
4. Engages in any behavior having a racist or sexual connotation with the driver or other riders.
5. Illegally sells, transfers, or misuses the SF Paratransit Debit Card.

Our disciplinary process progresses from warnings to suspension, depending on the behavior. A rider may be warned first by a telephone call from a San Francisco Paratransit staff member. If the behavior or action continues, the rider will receive a written warning with an explanation of the violation. Finally, if the behavior continues unchanged, San Francisco Paratransit will notify the rider of a pending suspension. Suspensions can be immediate when the behavior is illegal or potentially compromises the safety of our driver, other riders or our equipment.

A rider is allowed to appeal the suspension or proposed suspension. A proposed suspension will be implemented only after the appeals panel upholds the suspension.

A rider being suspended will be provided with a full written explanation of this process. This full description will also be provided to any rider upon request.

Helping Wheels

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

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

Because Helping Wheels is funded by individual donations, help is available only when funds remain on hand.

For more information about the Helping Wheels Fund, please call the San Francisco Paratransit office at (415) 351-7070.

Paratransit Plus

Paratransit Plus is a limited program, designed for persons who have applied for eligibility to the San Francisco Paratransit program and were deemed ineligible but have difficulty using Muni bus and light rail services. For more information call 415-351-7000.

More Information

This is the first of a three-guide set to provide you information about the S.F. Paratransit Program.

Guide 1 – General Information
Guide 2 – SF Access
Guide 3 – Taxi & Ramp Taxi Services

If you need additional information on paratransit policies, you may request the "Rules of Operation Reference Manual" by contacting the S.F. Paratransit office at (415) 351-7000, TTY 351-3046.

The information presented in these Guides is subject to change.

Benefits of Using Muni's Fixed Route System and BART

Since many paratransit riders use Muni and BART for many of their trips, we are providing some limited information on San Francisco's comprehensive system of accessible fixed-route bus, light rail and commuter rail services.

Muni's services have many benefits including:

- **More than 80 bus, light rail, historic streetcar routes** throughout the City and County of San Francisco, with stops within two blocks of most addresses – including service to Treasure Island and Daly City. Muni provides connections with other Bay Area transit systems including BART, Caltrain, AC Transit, SamTrans and Golden Gate Transit.
- **Wheelchair-accessible buses, light rail vehicles and historic streetcars.** Accessible buses currently serve all bus lines and feature wheelchair

lifts, kneelers, automated stop announcements, and other features to make riding easier for seniors and disabled passengers.

- **Light rail accessibility** at the four downtown, underground stations shared with BART as well as at five additional Muni-only underground stations and at many designated "at grade" stations. The historic F-line is fully accessible along The Embarcadero and at designated stops on Market Street between The Embarcadero and Castro Street.

For more information on Muni Accessible Services call (415) 701-4485 or TTY 701-4730 or 311.

- **Discounted fares for seniors and persons with disabilities**. Seniors (aged 65 and over) with valid ID and disabled persons with a valid Regional Transit Connection (RTC) Discount ID Card or other qualifying documentation are eligible for discounted fares and monthly passes/stickers. For more information on how to apply for and use an RTC card, please call the Muni RTC office located at 2630 Geary Boulevard (between Presidio and Masonic Avenues) at (415) 923-6070. TTY 701-4730 or 311.

BART provides accessible commuter rail service to locations in San Francisco, Alameda, Contra Costa and San Mateo counties. Amenities include "close-in" accessible parking, station TDD payphones, station elevators and escalators, and discount senior and disabled fares through the Regional Transit Connection Program.

Muni Travel Training

San Francisco Paratransit provides free fixed route travel training for anyone who has applied for para-transit services or is conditionally eligible under the Americans with Disabilities Act (ADA) and wants to learn how to use the Muni fixed-route system. For more information please call (415) 351-7063.

For more information on Bay Area transit services, call 511 – the toll-free Bay Area travel information number.

By dialing "511" (no area code needed), you can find out 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 can also be accessed by calling 511.

Quick Reference Numbers

(All telephone numbers in the 415 area code)

San Francisco Paratransit

Main Administration	351-7000
Administrative Fax	351-3134
TTY	351-3942
Taxi Accounts, Lift Van/ ADA Access Tickets	351-7051
Certification/Eligibility	351-7050
Fax	351-3135
Customer Service & Formal Complaints	351-7052

Helping Wheels Program

Message Center 351-7070

Office Address:
68 12th Street, 1st Floor
San Francisco, CA 94103

Website: www.sfparatransit.com

Our E-mail address:
sfparatransit@veoliatransportation.com

San Francisco Municipal Transportation Agency

Accessible Services Office	701-4485
TTY	701-4730
Fax Number	701-4728
Bus & Metro Info	311
Regional Discount ID Office	923-6070
Complaints/Compliments	311

Muni Accessible Services Mailing Address:
San Francisco Municipal Transportation Agency
Muni Accessible Services
1 South Van Ness, 7th Floor
San Francisco, CA 94103
www.sfmta.com

Transportation Services

SF Access

Mobility Plus Transportation & "Where's My Ride?" 285-6945

Taxi Information Hotline

Current List of Names and Phone Numbers of ALL Participating Taxi Companies 351-7090

To report fraud or misuse of taxi scrip payment, call toll-free 1-877-477-2747

(Anonymous tips can be reported.)

FOR LIFE THREATENING EMERGENCIES, ALWAYS DIAL 9-1-1!!

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68 12th Street, First Floor
San Francisco, CA 94103

December 2009

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Lift-Van & ADA Access Services

GUIDE 2

sf paratransit

access to independence

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This Guide is available in accessible formats.

Please contact S.F. Paratransit at (415) 351-7000

TTY (415) 351-3942

Esta Información esta disponible en Español

以下資料有中文翻譯

Эта информация доступна на русском языке

Biết thêm chi tuyết bản tiến Việt

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Lift-Van & ADA Access Services

This Lift Van and ADA Access Rider's Guide provides information for riders registered in either the ADA Lift Van or the ADA Access Programs. Please read this guide along with the Paratransit Riders Guide 1. Guide 1 contains more information on paratransit policies and the program in general.

The ADA Lift Van program provides door-to-door shared-ride van services for people in wheelchairs. The ADA Access program provides these same services for persons who are ambulatory. These services are available to persons who are unable, because of their disability, to use Muni's accessible bus, train, and streetcars some or all of the time.

These services are designed to meet the paratransit requirements of the Americans with Disabilities Act (ADA) of 1990.

Scheduling a Ride on San Francisco Paratransit

You must call and make a reservation for either ADA Lift Van or ADA Access services 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 am and 6 pm. Remember, you must call by 6 pm on the night before you need service.

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

- Either your paratransit ID number or your full name
- Your home address
- Pick-up 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 at your origin
- Your desired pick-up or appointment time
- Your requested return time, if you are scheduling a round trip
- Where you want to go: street number, street name, suite number, zip code, and phone number at your destination (for example, your physician's office telephone number). Alert the reservation agent if you are scheduling a "multiple-leg" trip
- If you will be using a wheelchair or other mobility device
- If you will be bringing a service animal
- If you will be accompanied by an attendant and/or any companion
- If you will be traveling with a child under the age of six who weighs less than 60 pounds. If so, you must provide the child's safety seat so that you may properly secure the child in it. The driver will provide assistance if necessary
- 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

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agent may need to ask you to change your requested pick-up time in order to accommodate your ride request. The ADA allows us to negotiate a revised pick-up time with you that may be up to one hour before or after your requested pick up time. (However, if you give us a fixed appointment time, we will only negotiate up to one hour before the necessary pick-up time.) You must make all schedule changes with the reservation agent. Please do not ask the driver to change your return trip, place, or time.

Where to Call

All telephone numbers are in the 415 area code.

ADA Lift Van provider:

TransMetro Express

Lift Van Reservations
& "Where's My Ride?" **285-6945**

ADA Access provider:

TransMetro Express

ADA Access Reservations
& "Where's My Ride?" **285-6945**

IN AN EMERGENCY...
If you are experiencing a life-threatening emergency, always dial 9-1-1. San Francisco Paratransit does not provide service for life-threatening emergencies.

Travel Time

If you are traveling to an appointment, tell the reservation agent what time you must arrive at your destination, allowing at

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least fifteen minutes before the appointment time for unexpected delays. This allows an appropriate pick-up time to be computed for you. Please remember that all service is "shared-ride," meaning others may be riding in the vehicle with you. Please anticipate stops for other passengers to get on and off.

A trip on paratransit takes roughly the same amount of time as a trip on a regular Muni bus, including time for transfers. ADA Paratransit services are not designed to follow a direct route between your pick up and drop off locations.

If you need medication, we suggest you carry it with you in case your trip is delayed.

Fares

Lift-Van Service

Lift Van service costs a certified rider $1.65 per one-way trip. Cash fares must be paid with exact change. Single ride tickets may be purchased from the San Francisco Paratransit office in any quantity for $1.65 each. These ride tickets do not expire. If Lift-Van customers wish to take advantage of a free Muni Fast Pass good for unlimited rides on the Muni bus and/or Metro system, a rider must purchase at least $10 worth of Ride coupons that month from the San Francisco Paratransit office. After doing so, the rider can request a monthly sticker to be affixed to their Regional Transit Discount Card. This Card may be obtained by contacting the Muni Discount ID office for an application at (415) 923-6070 or at the Muni Discount ID Office at 2630 Geary Boulevard, Monday-Wednesday, 10:30 am – 4:00 pm. Please allow sufficient time when purchasing ride tickets by mail especially if you are

requesting a free Muni Fast Pass sticker. You may also arrange with S.F. Paratransit to pay ahead of time for your monthly allotment of ride tickets and the Muni Fast Pass sticker.

ADA Access

For ADA Access, certified riders must pay $1.65 per one-way trip. All riders are required to pay the driver either in cash (exact change please) or with a single ride ticket that costs $1.65 each and may be purchased from the San Francisco Paratransit office in whatever quantity you need. These ride tickets do not expire.

Lift Van and ADA Access fares must be paid upon boarding and are subject to change.

Companions

As a certified rider, you may arrange to bring one (1) companion or guest with you on each ride for the following fare:

Lift Van	$1.65 per ride, per companion
ADA Access	$1.65 per ride, per companion

Fares for companions may also be paid using single ride tickets available from the San Francisco Paratransit office. You may add additional fare-paying companions to your trip only on a same-day, space available basis. There is no guarantee that additional companions accommodated on the going trip can be accommodated on the return trip. Please check with your provider on the day of service whether these arrangements can be made.

Attendants

An attendant is someone who can provide assistance you need in order to complete the requested trip or at your destination. Typically, an attendant provides specialized assistance that the driver is unable to provide or assists the rider with activities of daily living at the destination. If you have been certified as needing an attendant, the attendant may ride with you at no additional charge.

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The attendant can ride in addition to any companion you may be taking. Both attendants and companions must start and end their travel at the same address as the certified rider.

Trip Cancellations

Always cancel a scheduled trip as soon as you know you will not need that 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 accumulate more than three verified no-shows in any three-month period, your service may be suspended.

See Rider's Guide 1 for information on "no-shows" and "suspensions."

Excessive Ride Cancellations

Please do not schedule a ride simply to reserve space on a vehicle for possible use, and then cancel the ride. Excessive cancellations could result in a warning, and, if you continue, could result in suspension of services.

"Excessive cancellation" is determined when a rider establishes a pattern of recurring or frequent cancellations over a period of time. Riders will be warned prior to any suspension of service.

Same Day Trip Requests & Changes

You are required to request a ride at least the day before you wish to travel. However, a limited number of "same-day" trips may be accommodated each day to help meet unexpected needs, such as unanticipated medical appointments. Such requests are not guaranteed. They will be prioritized according to trip purpose and the provider's ability to accommodate the request. Priority will be

given to medically necessary trips, including trips for repairing mobility aids.

If you call on the day of service to change your pick-up or drop-off time or address, that change is considered a "same-day" request and will be subject to these rules.

Pick-up and Drop-off Procedures

When you call to reserve a ride, the reservation agent will give you a "promised" pick-up time or will call you back with a promised pick-up time. You should be ready to board the vehicle within the "pick-up window": five minutes before the promised pick-up time to 15 minutes after the promised pick-up time.

- The driver will always try to arrive within the 20-minute pick-up 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. A ride that is more than one hour late from the promised time is considered a "missed" trip, and the service provider may be penalized.
- To avoid a no-show, you must acknowledge the driver's arrival and board the vehicle within five minutes. A driver will not leave once you acknowledge and begin the boarding process, even if it takes you more than five minutes.
- If the driver does not see you upon arriving at the designated pick-up 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 window and cannot locate you within five minutes of arriving, the driver may be directed to go on to the next scheduled pick-up.

- 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 provider will make an effort to 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 paratransit ID card, 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 the manifest sheet.
- Drivers must stay within "line-of-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.
- The driver who arrives within the pick-up window or later will always wait a full five minutes. If the driver arrives before the pick-up window, the driver will wait until the promised pick-up time before listing you as a no-show and moving on to the next pick-up.

- 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 your provider's "Where's My Ride" phone number to report a late pick-up and obtain further assistance.
- If your ride is more than 30 minutes late, we encourage you to call the San Francisco Paratransit office to file a complaint.

Other Information

Guide 1, General Paratransit Information, provides valuable information about subscription service, transporting packages, mobility equipment, life support equipment and Rider/Driver responsibilities. Please read Guides 1 and 2 carefully before using either our Lift Van or ADA Access services.

Thank you, and enjoy your ride.

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68 12th Street
San Francisco, CA 94103-1297

July 2006

Taxi & Ramp Taxi Services

GUIDE 3

sf paratransit

access to independence

This Guide is available in accessible formats.

Please contact SF Paratransit at
(415) 351-7000
TTY (415) 351-3942
www.sfparatransit.com

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(415) 351-7000

To be sure the taxi company you are calling participates in the San Francisco Paratransit program, please call our
Taxi Hotline (415) 351-7090.

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Introduction

This San Francisco Paratransit Taxi Riders' Guide will be helpful if you are registered to use the SF Paratransit Taxi program. Please read this along with Guide 1, the General Information Riders' Guide, which will provide you with more information about SF Paratransit services and programs.

Please note that the SF Paratransit Taxi program is not an "Americans

with Disabilities Act" (ADA) paratransit service, because in some cases it does not meet the minimum requirements. However, it is similar to ADA paratransit service and it may satisfy the transportation needs of many ADA-certified riders. Some individuals may prefer the convenience of same day taxi services to the pre-scheduled ADA paratransit van service (SF Access).For more information about the SF Access van service see our Riders' Guide 2.

SF Paratransit Service Area

Paratransit taxi services are provided 24 hours a day, 7 days a week, 365 days a year. Service is provided throughout San Francisco, to Treasure Island,

and to the northern most part of Daly City in San Mateo County. The Daly City Boundary encompasses a ¾ mile zone from any San Francisco MUNI route.

The service area does not include the San Francisco International Airport. For trips to destinations outside of the service area, you must use other regional paratransit services, which are described in Guide 1.

If you are not sure if your destination is in the SF Paratransit service area, please call SF Paratransit at (415) 351-7052.

Getting Taxi Services

Typically, newly eligible paratransit riders are first certified into the SF Access van program. We may offer you participation in the SF Paratransit Taxi program after you have used the SF Access system for a period of time. Some paratransit riders may be immediately offered enrollment in the taxi program; these include individuals needing dialysis, riders 80 years of age or older, or wheelchair users needing ramped taxi services. Please note that individuals must first be determined ADA-eligible for paratransit before they can be offered paratransit taxi services.

Selecting a Taxi Company to Call

Once you are registered in the SF Paratransit Taxi program, you may call any cab company in the program. 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 Debit Card. See SF Paratransit Debit Card section on page 18 for further information.

Sometimes a cab company may fall out of compliance with program rules and temporarily not be able to participate in the SF Paratransit program. To be sure that the cab company you select is participating in the SF Paratransit Taxi program, please call our Taxi Hotline at 351-7090.

When to Call for a Taxi

Call the 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. Even though taxi rides are direct, you need to allow enough time for the driver to get through traffic. For ramp taxi service, since there are fewer vehicles available, we recommend that you call one hour in advance of your preferred pick up time.

A taxi is considered on time if it arrives within 30 minutes from the time that you placed your request. To report repeatedly late service or any other problems with taxi service, please call the Paratransit office at (415) 351-7052 or 311. This will help us improve our service.

When you request a taxi, listen carefully to the questions the dispatcher asks. The more detail you give, the better service the cab company is able to give you. If you use a wheelchair (or are riding with someone using a wheelchair), please be sure to immediately tell the taxi company dispatcher that you need a ramp taxi.

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. Please keep this in mind when requesting sedan or ramp taxi service, and allow extra time. If you have a specific appointment and you do not want to risk delays, you may wish to use our SF Access van service. Please refer to the SF Access Guide 2 for more information.

After 20 minutes, if your taxi has not arrived, call back to check on its status. If you decide it is taking too long to arrive, please be sure to call and cancel your request before calling another cab company. Failure to call will waste resources and could lead to taxi dispatchers identifying you as someone who requests cabs and doesn't cancel. This could lead to poor taxi service for you in the future.

Hailing a Taxi

If you are in a "well-cruised" part of town, you may choose to hail a taxi on the street. However, be sure that the taxicab you are hailing participates in the SF Paratransit program. If you are not sure, ask the driver before boarding. If you are transported and find out at your destination that the taxicab is non-participating, you will have to pay the fare in cash or another acceptable form of payment such as credit card. We cannot reimburse you for that fare. Please inform the SF Paratransit office if you think that you were incorrectly told that a cab company is not participating in the SF Paratransit Program.

Taking and Paying for a Taxi Ride

When you get in the Taxi: Present your SF Paratransit Debit Card to the driver before the start of the trip and tell him/her 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 Debit Card and pay the additional cost of your trip with either cash or a credit card (if accepted). If you don't have any value in your account, you must pay

for your entire trip with another form of payment.

If you have more than $75 in your account, the balance check swipe at the beginning of the trip will indicate $75+. This is to protect your privacy. If you want to check the full balance of your SF Paratransit Debit Card account, call toll free 877-SFTAXI-1 (877-738-2941), see Balance Check on page 26 for additional information.

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 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 Debit Card (subject to change). 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 10% of the ride, up to a maximum of $2, and deduct it from your SF Paratransit Debit Card account balance along with the fare amount. 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 Debit Card account after the trip you just completed. For your privacy, $75+ will show on your receipt if you balance is greater than $75.

No Wait Trips Allowed

You may not ask the taxi driver to wait for you with the meter running on any paratransit ride. For instance, if you are picking up a prescription at the pharmacy, you must have the driver stop the meter when he/she drops you off and pay that fare. The driver, at his or her discretion may choose to wait for you, with the meter off, but a new trip must start once you re-enter the vehicle.

Attendants & Companions

An attendant and at least one companion may accompany you. The San Francisco Transportation Code allows you to ride with the maximum number that can be safely secured and transported (usually four adults). No extra fares will be required for the additional passengers.

An attendant or companion must start and end their ride with you. Only the ADA-certified rider may possess and use the SF Paratransit Debit Card. An attendant or companion cannot under any circumstances use your SF Paratransit Debit Card.

Traveling with Children

If you will be traveling with a child under age six who

weighs less than 60 pounds, you must provide a child's safety seat so that you may properly secure the child in it. The driver will provide assistance if necessary.

SF Paratransit Debit Card

The SF Paratransit Debit Card is a uniquely encoded debit card that includes your photo, eligibility expiration date, paratransit 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 your SF Paratransit ID card. When you first receive your SF Paratransit Debit Card, you must activate the card by calling the toll free number provided

with your new card and following the instructional prompts. Before you use the card you must add value to it (see Purchasing Date and Adding Value on page 21). Make sure to sign your card on the back. 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 Debit Card can only be used when you are in the taxi for valid SF Paratransit trips. It is illegal to allow anyone to use your card. This action could lead to suspension of your riding privileges, and you may be subject to criminal prosecution. The San Francisco Police Department helps monitor for fraud.

Monthly Allotment/ Requesting Additional Value

When you are first enrolled in the SF Paratransit Taxi program, you will receive a standard monthly allotment. At that time, you may request a higher monthly allotment by filling out a brief form documenting your typical monthly trips. SF Paratransit staff will review your request and approve an increase based on eligible paratransit trips.

People who are conditionally eligible are expected to only use paratransit services for trips they cannot take on Muni or BART. Monthly SF Paratransit Debit Card limits will be strictly enforced.

To request additional value for a specific month due to an unanticipated increase in transportation needs, you must complete a special form. You may get this form at the San Francisco Paratransit office or online at www.sfparatransit.com. In addition to requesting additional taxi value for more taxi trips, you may also use the SF Access van program for eligible paratransit trips.

Purchase Date and Adding Value

To use your SF Paratransit Debit Card, you must add value to it, by mailing a check or money order to the SF Paratransit office (preferred) or by going into the office to pay.

Your monthly purchase date will be established on the date of your first purchase.

If you add value to your Paratransit debit card ten or

more days after your designated purchase date, we will assign you a new purchase date. For example if your purchase date was the 5th of the month and you don't purchase until the 18th, your new purchase date will be the 18th of the month.

You may check your purchase date by calling toll free 877-SFTAXI-1 (877-738-2941) and following the prompts.

To add value to your card by mail, make your check or money order payable to SF Paratransit. Be sure to write your SF Paratransit Debit Card

or Paratransit ID number on your check. You will receive $30 in taxi service for every $5 you pay (subject to change).

We encourage you to add value to your SF Paratransit Debit Card by mail, but if you choose to go to the SF Paratransit office, you must present your SF Paratransit Debit Card (which is also your SF Paratransit photo ID) to our staff. If someone else goes into the office to pay for you, they will also be required to present your SF Paratransit Debit Card as well as their own government-issued identification.

Pre-Purchasing and Storing Value

With the SF Paratransit Debit Card, you may purchase

value before your assigned purchase date, which will be stored in your reserve account until your purchase date. You may pre-pay up to 12 months in advance. Then, each month on your purchase date, the value of your monthly allotment will automatically become available on your SF Paratransit Debit Card. If you pre-pay and use all of your monthly allotment before your purchase date, the value that is stored will not be transferred from the account to your SF Paratransit Debit Card until your next purchase date.

Unused Value

If you have three months worth of unused SF Paratransit 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-paid, stored value). For example, if you purchase amount is $90, and you purchase your full SF Paratransit Debit Card monthly allotment for three months but do not use any of the value ($270), we will not be able to add value to your SF Paratransit Debit Card until you use at least one month's worth of value ($90). Any payments made when your card value is at its maximum will be held in your reserve account.

Any evidence we obtain which points to the possible misuse or abuse of the SF Paratransit Taxi program may result in your suspension from the program.

Balance Check

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

1. Call the toll free automated voice response system at 877-SFTAXI-1 (877-738-2941) and follow prompts.

2. Ask any San Francisco taxi driver to swipe your card at any time to give you your balance. Remember, if you have more than $75 worth of value on your card, for privacy reasons the receipt will say $75+.
3. Call the SF Paratransit office at 415-351-7052 and ask a customer service representative to check your balance.
4. Log onto www.sfparatransit.com, the SF Paratransit website, and check the balance on the account (once this feature is available).

Other Information

The General Information Paratransit Riders' Guide 1 contains valuable information about topics such as transporting packages, mobility equipment, life support equipment and Rider/Driver responsibilities. Please carefully read and understand all sections of Riders' Guide 1 and this Riders' Guide before using SF Paratransit Taxi services. Also, please refer to Guide 2 for information about the SF Access Service.

Thank you, and enjoy your ride.

Participating Taxi Companies as of 2010

(Taxi dispatch services listed alphabetically. All in the 415 area code)

Company	Telephone
*American Taxicab	614-2000
*Arrow Cab	648-3181
*Bay Cab	
*San Francisco Taxi	
*B & W Checker Cab	285-3800
*Alliance Cab	
Comfort Cab	
*Fog City Cab	
Six 2 Six Cab	
Vina Cab	
Citywide Dispatch	920-0700
Big Dog City Cab	
Crown Cab	
Green Cab	
Metro Cab	
*Royal Cab	
SF Super Cab	
USA Cab	

Company	Telephone
* DeSoto Cab	970-1300
* Luxor Cab	282-4141
National Cab	648-4444
Veterans Cab	
* Regents Cab	487-1004
Central Cab	
Lucky Cab	
* Town Taxi	401-8900
ABC Taxicab	
* Best Cab	
Executive Cab	
Gold Star Cab	
Max Cab	
* Yellow Cab Co-Op	333-3333

Participating Taxi Companies in Northern San Mateo County

* Serra Cab	(650) 991-3881

* Denotes taxi companies that operate ramp taxis. As of November 2010, the city has 100 ramped taxi permits.

December 2010

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68 12th Street
San Francisco, CA 94103-1297

December 2010