

San Francisco Paratransit Debit Card

REFERENCE LIST OF PROHIBITED DEBIT CARD USES AND HOW TO AVOID THEM !

If you do not have enough funds or attempt to use your SF Paratransit debit card to pay for any of the other prohibited uses below, you must pay the fare balance with either cash or a credit card (if accepted). Just like any other credit or debit card, the driver has the right to file a police report if you refuse or cannot pay for your fare.

MISUSES THAT WILL RESULT IN PROGRESSIVE ACTION FOR EACH OCCURRENCE:

Insufficient Funds

It is your responsibility to ensure there are enough funds on your debit card to pay for your taxi trip before taking the ride. There are several ways to check your balance:

1. See your balance near the bottom of your latest taxi receipt. If you have more than \$75 worth of value on your card, for privacy reasons it will say \$75+.
2. Call the toll free automated voice response system at **877-SFTAXI-1 (877-738-2941)** and follow prompts.
3. Ask any San Francisco taxi driver to swipe your card before your ride, or 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+.
4. Call the SF Paratransit office at **415-351-7052** and ask a customer service representative to check your balance. (Monday – Friday, 8:30am – 4:30pm)

Inactive Card

If you receive a new or replacement debit card in the mail, as per the instructions provided with the card, you must activate it BEFORE using it to pay for cab rides. You can activate your new card by calling our office at (415) 351-7051, (Monday - Friday, 8:30am - 4:30pm) OR by calling **(877) 738-2941** any time. This ensures that only you have access to your funds. Once you activate a new card, any old card is automatically deactivated – and must **immediately** be destroyed to avoid re-using it.

Round or Wait Trips

You may not ask the taxi driver to wait for you with the meter running on any paratransit ride. You must pay the fare for each one-way trip, or segment of trips, upon arrival to avoid a wait or round trip. For instance, if you are going to pick up a prescription at the pharmacy, you must pay that fare upon arrival. The driver, at his or her discretion, may

wait – with the meter OFF – but you must start a new trip when you re-enter the vehicle and commence your next trip, again, to avoid a wait or round trip fare.

Amount too large (Excessive Fare)

SF Paratransit has calculated that the maximum amount of a valid one-way taxi fare within the SF Paratransit service area will not exceed \$45.00, under normal circumstances. Therefore, trips over \$45.00 are not approved and will not be paid. If you take a legitimate trip, using your SF Paratransit debit card, and the fare exceeds \$45.00, please have your cab driver fill out a manual transaction form and have the driver contact the SF Paratransit office.

Out of Area

Trips that start and/or end outside of the San Francisco Paratransit Service area are not permitted. Examples include San Francisco Airport, any place east of Treasure Island, South San Francisco, Seton Hospital and any city outside of San Francisco.

IMMEDIATE SUSPENSION / CRIMINAL PROSECUTION VIOLATIONS - THE FOLLOWING VIOLATION WILL INCUR AN IMMEDIATE SUSPENSION OF YOUR RIDING PRIVILEGES AND POSSIBLE CRIMINAL PROSECUTION:

Fraud - Allowing someone else to use your card

Your SF Paratransit Debit Card can only be used by you when you are in the taxi for valid SF Paratransit trips. It is a gross violation of our program rules to allow anyone else to use your card.

Эту информацию вы можете получить на русском языке. Пожалуйста, позвоните по телефону (415) 351-7000 ext. 206 .Спасибо.

Esta información esta disponible en español. Para mas información, favor de llamar al (415) 351-7000 ext. 204.

以上有中文資料提供. 請致電 (415) 351-7000 按 205 分機索取

Email: SFParatransit@SFParatransit.com

Website: <http://www.sfparatransit.com/>

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