San Francisco Paratransit Taxi Debit Card

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

You may not use your SF Paratransit debit card to pay the fare for any of the following types of taxi trips. You must pay the fare with either cash or a credit card. As with any other taxi trip, the driver has the right to file a police report if you refuse or cannot pay for your fare.

EXAMPLES OF MISUSE THAT MAY RESULT IN DISCIPLINARY 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 each receipt printed after you take and pay for a taxi ride. If you have more than $75 worth of value on your card, for privacy reasons, the printed receipt will show $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 you take the ride, or at any time, to obtain your card balance. Remember, if you have more than$75 worth of value on your card, for privacy reasons, the printed receipt will show$75+.

4. Call the SF Paratransit office at **415-351-7052, Monday through Friday(except holidays) between 8:30 am and 4:30 pm** and ask a customer service representative to get you your card balance.

Inactive Card

After you receive a new or replacement debit card in the mail, you must activate it BEFORE using it to pay for your next SF Paratransit taxi ride. You can activate your new card by calling our office at (415) 351-7051, (Monday – Friday exclusive of holidays, 8:30am - 4:30pm) OR by calling **(877) 738-2941** any time. This ensures that you have access to use your card. Once you activate a new card, any old card is automatically deactivated – and must **immediately** be destroyed to avoid its use.

Round or Wait Trips

Round trips (from origin back to the same origin without being dropped off) and wait trips (where you stop and ask driver to wait for you to conduct business before proceeding or when you make multiple stops without paying for the trip) are prohibited. 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 a trip, 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 incurring a wait or round trip fare.

Excessive Fare or Amount Too Large

SF Paratransit has calculated that the maximum amount of a valid one-way taxi fare within the SF Paratransit service area, under normal circumstances, will not exceed $45.00. Therefore, trips over $45.00 are never automatically approved and may 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 Service Area

Trips that start and/or end outside of the San Francisco Paratransit (Muni) service area are not permitted. Examples include, San Francisco International Airport, any place east of Treasure Island, South San Francisco, Seton Hospital or any city outside of San Francisco. Payment for trips originating or terminating outside of the SFPT service area will automatically be declined and you will be responsible for payment of the taxi fare directly to the driver.

Fraud

Your SF Paratransit taxi debit card may only be used 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.

More information is available in our Rider's Guide 3, or on our website at SFMTA.com/Paratransit, or by calling us at (415) 351-7000.