

**SF Access Services**

SF Access Reservations and Where's My Ride

1-415-285-6945

SF Paratransit Main Administration

1-415-351-7000

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[www.sfparatransit.com](http://www.sfparatransit.com)

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## **Introduction**

This SF Access Rider’s Guide provides information for riders registered in the SF Access program. Please read this guide along with the Paratransit Rider’s Guide 1. Guide 1 contains more information on paratransit policies and the program in general.

The SF Access program provides door-to-door shared-ride van services for people who are unable to independently use Muni’s accessible buses, trains and streetcars, some or all of the time because of their disability.

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

## **Scheduling a Ride**

You must call and make a reservation for SF 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 the night before you need service. Once your reservation is confirmed, the reservation agent will provide you with a reservation number.

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

- Either your paratransit ID number or your full name
- Your home address
- Pickup 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
- Your desired pickup time or appointment time (if you need to arrive before a certain time)
- Your requested return time, if you are scheduling a round trip
- Drop-off address, including street number, street name, suite number, ZIP code, and telephone number at your destination (for example, your physician’s office telephone number)

Alert the reservation agent if:

- You need to arrive at your destination by a certain time (appointment time)
- You are scheduling a ‘multiple-leg’ trip
- You will be using a wheelchair or other mobility device
- You will be bringing a service animal

- You will be accompanied by an attendant and/or any companion
- You would like to receive a SF Access TripInfo call (see SF Access TripInfo section on page 7 for more information)
- There is 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 agent may need to ask you to change your requested pickup time in order to accommodate your ride request. The ADA allows us to negotiate a revised pickup time with you that may be up to one hour before or after your requested pickup time. However, if you give us a fixed appointment time, we will only negotiate up to one hour before the necessary pickup 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.

### **Phone Number to Call**

For SF Access Reservations and Where’s My Ride inquiries, please call:

**1-415-285-6945**

If you are experiencing a life threatening emergency, always dial 9-1-1. SF 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 least fifteen minutes before the appointment time for unexpected delays. This allows the agent to determine an appropriate pickup time 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 approximately the same amount of time as a trip on a regular Muni bus, including getting to and from the bus, and time for transfers. SF Access services are not designed to follow a direct route between your pickup and drop-off locations.

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

### **Fares**

SF Access service costs a certified rider \$2.50 per one-way trip. All riders are required to pay the driver either in cash (exact change only) or with a single ride ticket. The single ride paper tickets cost \$2.50 each and may be purchased from the SF Paratransit office in unlimited quantity. These ride tickets do not expire. When purchasing SF Access ride tickets by mail, please allow the postal service

sufficient time to deliver the tickets. SF Paratransit is not responsible for the loss or delay of materials sent through the mail. Individuals who wish to purchase single ride tickets using their smartphones may do so using the MuniMobile app. To download the app, search MuniMobile on iTunes or GooglePlay and choose the SF Access category when purchasing tickets. Only SF Access tickets will be accepted on Paratransit. All SF Access fares must be paid upon boarding and are subject to change.

### **Attendants**

An attendant is someone who provides 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. When you are booking your reservation, please specify whether your attendant will be traveling with you. 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.

### **Companions**

As a certified rider, you may arrange at the time you book your trip to bring one (1) companion or guest with you on each ride for \$2.50 per ride, per companion. Fares for companions may also be paid using ride tickets available from the SF Paratransit office or through the MuniMobile app. More than one fare-paying companion may be added to your trip only on a same-day, space-available basis. Please check with a reservation agent on the day of service to determine whether these arrangements can be made.

### **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 on SF Access.

If you will be traveling with a child under the age of 8 who is less than 4 feet 9 inches in height, you must provide the child’s safety seat and you must properly secure the child in it in accordance with California law. Any child seat used on SF Paratransit must meet the state of California standards for a child of that size and age. The driver will provide assistance if necessary.

## **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 incur an excessive number of verified no-shows or trip cancellations, your service may be suspended.

See Rider’s Guide 1 for more 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’ are determined when a rider establishes a pattern of recurring or frequent cancellations over a period of time. Excessive cancellations will result in a warning and, if you continue, could result in suspension of services. 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 medically necessary trips, including trips for repairing mobility aids. Such requests are not guaranteed. They will be prioritized according to trip purpose and the provider’s ability to accommodate the request. If you call on the day of service to change your pickup or drop-off time or address, that change is considered a ‘same-day’ request and will be subject to these rules. In addition, taxi services are available for the same-day trip needs of those with a valid SF Paratransit taxi debit card.

## **Pickup and Drop-off Procedures**

- When you call to reserve a ride, the reservation agent will give you a ‘promised’ pickup time or will call you back with a promised pickup time. You should be ready to board the vehicle within the 20-minute ‘pickup window’: from five (5) minutes before the promised pickup time to fifteen (15) minutes after the promised pickup time.
- The driver will always try to arrive within the 20-minute pickup 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.
- To avoid a no-show, you must acknowledge the driver’s arrival and begin the boarding process within five (5) minutes of the driver’s arrival. A driver will not leave once you acknowledge and begin the boarding process, even if it takes you more than five (5) minutes, so long as the boarding process has begun within these five (5) minutes. In the event that the driver arrives early,

you do not have to begin boarding until five (5) minutes before your promised pickup time.

- If the driver does not see you upon arriving at the designated pickup 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 pickup window and cannot locate you within five (5) minutes of arriving, the driver may be directed to go on to the next scheduled pickup.
- 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 reservation agent will make an effort to have a driver 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 identification, 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 driver’s form.
- Drivers must stay within 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 pickup window or later will always wait a full five (5) minutes. If the driver arrives before the pickup window, the driver will wait until the promised pickup time before listing you as a no-show and moving on to the next pickup.
- 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 the ‘Where’s My Ride’ phone number (1-415-285-6945) to report a late pickup and obtain further assistance.
- If your ride is more than 30 minutes late, we encourage you to also call the SF Paratransit office at 1-415-351-7052 to file a complaint.

## **SF Access TripInfo Line**

SF Paratransit has introduced the SF Access TripInfo Line to provide automated telephone Trip Reminders the day before your scheduled trip and Imminent Arrival Updates on the day of service.

### **Trip Reminders the Day Before**

*Would you like us to remind you of your scheduled trip?*

The SF Access TripInfo Line can call you the evening before your trip to remind you of your scheduled ride.

### **Imminent Arrival Updates the Day of Service**

*Wondering if your van will be on time?*

The SF Access TripInfo Line can call you 10 minutes before your promised pickup time to let you know if the van is on time or running late. In the event of a delay, we want you to be aware of it and we'll give you a new expected van arrival time.

### **How it Works**

You can choose what types of calls you would like to receive for all your SF Access trips, whether you're making a one-time trip or you have a subscription trip.

When you call to make your SF Access trip reservation, we will ask if you would like to receive a Trip Reminder call the evening before your trip and an Imminent Arrival Update call the day of your trip.

- If you request a "Trip Reminder" call, expect your reminder call the day before your scheduled ride between 6:00 pm and 9:00 pm. The call will be made to the home phone you provided us when you registered with us unless you designate we call a different number.
- "Imminent Arrival Update" calls are made 10 minutes before your promised pickup time on the day of your trip. This call is made to the phone number you designate. If you do not designate a number, we will call the home phone you provided.

If you are not available to pick up the phone, the SF Access TripInfo Line will leave a message on your voice mail system or answering machine.

All SF Access TripInfo calls will play twice, so if you missed some information on the first message, stay on the phone line and the message will repeat.

To make changes to TripInfo information for existing or new subscription trips, please call Reservations at 1-415-285-6945.

**Contact Us**

To schedule a new SF Access trip and request TripInfo calls, please call Reservations at 1-415-285-6945. If you have general questions about the SF Access TripInfo Line, please call SF Paratransit at 1-415-351-7052.

**Other Information**

Guide 1, *Rider’s Guide to San Francisco Paratransit*, 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 SF Access services.

**Thank you, and enjoy your ride.**

This Guide is available in accessible formats.

Esta información esta disponible en español.

此信息以中文提供.

Эту информацию вы можете получить на русском языке.

1-415-351-7000

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