This Guide is available in accessible formats.

Please contact S.F. Paratransit at
(415) 351-7000
TTY (415) 351-3942

Esta Información está disponible en Español
以下資料有中文翻譯
Эта информация доступна на русском языке

Table of Contents

3 Introduction
4 Scheduling a Ride
7 Where to Call
7 Travel Time
9 Fares
10 Companions
10 Attendants
11 Trip Cancellations
13 Same-Day Trip Requests & Changes
13 Pick-up and Drop-off Procedures

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 Van 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 on San Francisco Paratransit

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 on 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
- 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 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 pickup 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 for SF Access Reservations and Where’s My Ride Inquiries**

415-285-6945

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 least fifteen minutes before the appointment time for unexpected delays. This allows the agent to determine an appropriate pick-up 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 time for transfers. SF Access services are not designed to follow a direct route between your pick-up 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 $2.25 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 $2.25 each and may be purchased from the San Francisco Paratransit office in whatever quantity needed. These ride tickets do not expire. When purchasing SF Access ride tickets by mail, please allow sufficient time to receive the tickets. SF 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 $2.25 per ride, per companion. Fares for companions may also be paid using ride tickets available from the San Francisco Paratransit office. 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.

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. 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.”

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 cancellations” 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”: from 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.

- 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 pick-up 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 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 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 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 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 the “Where’s My Ride” phone number (415-285-6945) 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 at 415-351-7052 to file a complaint.
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 SF Access services.

Thank you, and enjoy your ride.