Your Preferences
Which phone number will SF Access call to reach me?
You may designate only one phone number you want us to use for the Trip Reminder and Van Arrival Update calls.

Contact Us
To schedule a new SF Access trip and request Trip Reminder and Van Arrival Update automated telephone calls, please call Reservations at 415-285-6945

Have general questions about the SF Access TripInfo Line?
Call SF Paratransit at 415-351-7052

To request Trip Reminder and/or Van Arrival Update calls for an existing subscription trip, please return the attached request form to:

SF Paratransit
68 12th Street, First Floor
San Francisco, CA 94103-1297
www.sfparatransit.com
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 Van Arrival Updates on the day of service.

1 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.

2 Van 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 pick-up 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.

You can choose what type 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.

How it Works

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 a Van Arrival Update call the day of your trip.

You must designate one phone number you want to use for all calls.

Trip Reminder calls are made the evening before the scheduled trip between the hours of 6:00 pm and 9:00 pm.

Van Arrival Update calls are always made 10 minutes before your promised pick-up time on the day of your trip.

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

For new subscription trips, you can also request to add a Trip Reminder call and/or Van Arrival Update call to your reservation.

Existing Subscription Trips

Fill out this form only to add SF Access Trip Reminders and/or Van Arrival Updates to an existing subscription trip.

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<th>Paratransit ID Number</th>
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<th>Phone number for reminder calls?</th>
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Existing subscription trip(s) to which you want to add the phone feature:

TRIP A

From: ____________________________
To: _____________________________

Days: ___________ Time: __________

Mark one:

☐ Trip Reminder only
☐ Van Arrival Update only
☐ Both Trip Reminders and Van Arrival Updates

TRIP B

From: ____________________________
To: _____________________________

Days: ___________ Time: __________

Mark one:

☐ Trip Reminder only
☐ Van Arrival Update only
☐ Both Trip Reminders and Van Arrival Updates

To add calls to additional existing subscription trips, please include the trip information on a separate piece of paper and submit with this form. This form may be used only for existing subscription trips.