



UPDATES REGARDING SF PARATRANSIT TRANSPORTATION SERVICES

SF Access Van Service

Paratransit service continues to operate as normal so that customers can travel for [essential needs as defined by the Public Health Order](#). If you are a paratransit customer and you need to cancel a previously scheduled SF Access trip, please call 415.285.6945 as soon as possible.

SF Paratransit Taxi

Taxis continue to operate as normal under the Public Health Order. Please continue to call [taxi companies](#) for rides as you normally would.

SF Group Van Service

If your agency program is open and you have already scheduled a trip, SF Group Van service will still be provided. If you are a rider and need to cancel a trip on the same day, please notify the Group Van Office at 415.657.1927 and also notify your agency program provider directly.

Shop A Round

Shop A Round van and taxi services will continue to operate as normal.

Van Gogh

Effective March 17, 2020 Van Gogh reservations and operations will be suspended for the duration of the Public Health Order.

UPDATES REGARDING SF PARATRANSIT CUSTOMER SERVICES AT 68 12TH STREET

Effective Wednesday, March 18, 2020, the SF Paratransit Office will operate with limited capacity during regular business hours (Monday-Friday, 9 am – 4:45 pm), and will do so until the Public Health Order is lifted on April 7, 2020, or as otherwise announced by the City and County of San Francisco. Teller window hours are subject to change, based on the dynamic nature of the situation.

During this time, reduced staffing will be available to accept cash payments for monthly taxi debit card allotments only.

For all other transactions, we encourage riders to use the following:

- Onboard SF Access
 - o Pay cash for your trip (\$2.50 exact change)
- Phone at 415.351.7000
 - o Add taxi value or purchase SF Access coupons with a credit card
 - o Any questions/concerns/complaints/commendations
- Online
 - o Visit <https://sfparatransittaxi.sfmta.com/> to add value to your taxi debit card
 - o Visit www.SFMTA.com/accessibility for most current alerts and information
 - o Email sfparatransit@sfparatransit.com with questions or to submit paperwork
- Mail addressed to SF Paratransit, 68 12th Street, San Francisco, CA 94103
 - o Send us checks, completed applications, other paperwork

At this time, the office will NOT be open to accept paratransit applications, conduct appeals, host rider orientations, or issue ID cards in person until the Public Health Order has been lifted. Please see below for more information on how we can assist you over the phone or online during this time.

Fare Media Sales

Taxi Debit Card Value –

- **Credit Card:** We ask that you utilize our [SF Taxi Online service](#) or call us by phone at 415.351.7000 to add value to your SF Paratransit taxi debit card. You may also mail us a check at 68 12th Street, San Francisco, CA 94103.
- **Cash:** The window will be open at 68 12th Street from 9 am – 4:45 pm Monday through Friday.

SF Access Ride Coupons –

- **Credit Card or Check:** For SF Access tickets, you may also call us by phone with your credit card or you may send us a check, and we will mail your SF Access tickets to you.
- **Cash:** Cash payment is accepted on board SF Access vans.

ADA Paratransit Eligibility Applications and Interviews

We will continue to accept applications for ADA Paratransit during this time of limited office capacity, by mail, fax, and email. Please refrain from coming into our office for an ADA eligibility application. You may call us at **415.351.7000** to request that we mail one to you or you can go online to SFMTA.com/paratransit and download an application that you can print, complete and mail back to us.

Instead of conducting in-person interviews, all second-level eligibility assessments will be conducted through telephone interviews and through professional verifications with medical providers.

If you are already scheduled for an in-person interview, we will contact you. Please do not come to the office. If you have not heard from us, feel free to call **415.351.7000**.

ADA Paratransit Eligibility Appeals

If you have filed an appeal to an eligibility denial and have a hearing scheduled, we will be calling you to reschedule for a hearing date after the Public Health Order is lifted.

Taxi Debit Card Photo ID Appointments – New and Lost Cards

If you ride the paratransit taxi program and need to come in for a photo ID appointment, it will be scheduled for a date/time after the Public Health Order has been lifted. In the interim, you will be provided with a TEMPORARY debit card without a photo.

Report lost or stolen taxi debit cards by phone at 877.738.2941 or online at <https://sfparatransittaxi.sfmta.com/>. New cards will be mailed to your home address.

New Rider Orientations

Until further notice, all SF Paratransit new rider orientation sessions held at our office are postponed. All information that is normally provided at these sessions is available in our Riders' Guides or online at SFMTA.com/paratransit. You may call us at **415.351.7000** if you need further assistance as a new rider .

Filing Formal Complaints

Please refrain from visiting our office to register any formal complaints. You may file a complaint by calling us at **(415) 351-7000** or by emailing sfparatransit@sfparatransit.com.