



SFMTA

Are you currently homeless? Was your car towed or booted?

**You may be eligible for for a one-time waiver of your towing or booting fees.
Your storage fees could be waived for up to 15 days.**

FINANCIAL JUSTICE PROJECT

ACCOMPLISHMENTS TO DATE



Launched **payment plan & community service** options for low-income people who receive **parking citations**



Cut towing fees in half for low-income people



Reduced boot removal fees by 80% for low-income people



Created new ability to pay process with the San Francisco Traffic Court to allow low-income people to apply for discounts



Cleared 88,000 holds on driver's licenses for people who missed a traffic court date



Allow people struggling with homelessness to **resolve quality of life citations** by receiving social services instead of fine



Eliminated water shutoff fees, which originally totaled \$110



Eliminated criminal justice administrative fees and waived \$33 million in debt owed by 21,000 people



Eliminated overdue library fines, and waived \$1.5 million in debt stemming from overdue fines



Announced SF would make **phone calls from county jail free**; stop marking up items in jail store



Launched **San Francisco Museums for All** - allows free entry to museums with a public benefits card



Conducted pilot to **eliminate government-owed child support debt for 32 parents**, so all their future payments would go to their kids.



Authored report calling for **reform to money bail system in San Francisco and statewide**



Developed and advanced statewide legislative reforms

The new SFMTA budget...



Expands access to Free Muni
to people experiencing
homelessness. **STARTS OCT 1.**



Creates a new fee waiver for people who are booted or towed and experiencing homelessness. Through the new discount, the tow fee will be \$0 for people experiencing homelessness for the first tow or boot.



Creates a deeper discount on booting and tow fees for low-income people. For low-income people, the tow fee is reduced to \$100 (the current low-income tow fee is \$238; the standard fee is \$537). The reform also reduces the boot fee to \$75, normally over \$500.



Allows up to 15 days of storage to individuals who qualify for these discounts. Storage fees are currently \$52 per day.

Am I eligible?

1 STEP ONE

You may be eligible for this one-time discount if you have contacted one of the City's Access Points in the last six months. Access Points help people experiencing homelessness.

To confirm you have contacted one of the City's Access Points, **call one of the Access Point phone numbers on the back of this flyer.**

If you have **NOT** contacted one of the City's Access Points, you can still qualify for the one-time discount by scheduling a short phone meeting.

The phone numbers for the Access Points are on the back of this flyer. You can also go to the Access Points in person. The closest Access Point to AutoReturn is: Episcopal Community Services, 123 10th Street (at Mission), San Francisco, CA 94103.

How do I apply?

2 STEP TWO

If you think your car is towed, immediately call City and County of San Francisco Impound at 415.865.8200. Go to AutoReturn (450 7th Street, San Francisco, CA. Cross streets are Harrison and Brannan) to get your car.

If your car has been booted, you must go in person to AutoReturn OR the [SFMTA Customer Service Center](#) (11 South Van Ness Avenue, near Market Street) to get the boot removed from your vehicle.

AutoReturn will confirm that you have been seen by one of the Access Points below in the last six months.

Please note that it may take up to one business day to verify your eligibility.

You must be the registered owner or be on the car's rental contract in order to retrieve your car. Please bring the following to AutoReturn to retrieve your car:

1. Valid driver's license
2. Keys for the vehicle

AutoReturn can verify ownership for California vehicles.

Other ways to verify ownership include:

- Valid registration
- Rental agreement
- Title, or

Here is our outreach flyer. Let us know if you'd like copies. Multiple languages available.



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ACCESS POINT PHONE NUMBERS AND LOCATIONS

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If you have **NOT** contacted one of the City's Access Points, you can still qualify for the one-time discount by scheduling a short phone meeting with a caseworker.

SINGLE ADULTS CALL:

Adult Access Point Partnership 2111 Jennings Street (at Van Dyke) San Francisco, CA 94124 415-487-3300 x7000	Adult Access Point Partnership 123 10th Street (at Mission) San Francisco, CA 94103 415-487-3300 x7000	Adult Access Point Partnership 1138 Howard St San Francisco, CA 94103
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FAMILIES CALL:

The Mission Access Point 2871 Mission Street San Francisco, CA 94110 415-972-1281	Bayview Access Point 1641 LaSalle Avenue San Francisco, CA 94124 415-430-6320
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YOUTH UNDER 24 CALL:

Larkin Street Engagement and Community Center 134 Golden Gate Ave San Francisco, CA 94102 415-673-0911	3rd Street Youth Center and Clinic 1728 Bancroft Ave San Francisco, CA 94124 510-936-1324	LYRIC 127 Collingwood Street San Francisco, CA 94114 415-696-4191
Homeless Youth Alliance 415-318-6384		



DISCUSSION

- What questions do people have?
- How can we get the word out about this discount?
- Any other suggestions for us?
- Please email Shawn.Young@sfgov.org if you would like flyers. Please indicate # in English, Spanish, Chinese, or Filipino.
- Also send an email to Shawn.Young@sfgov.org if you'd like to be added to the Financial Justice Project e-newsletter.
- Please call 311 with any questions.
- You can also contact SFMTA Emmett.Nelson@SFMTA.com or Financial Justice Project: Shawn.Young@sfgov.org;