

# Venue Self Post - Pilot

## Frequently Asked Questions

Updated February 14, 2025



Q: Is the link to venue self-post portal pilot the same as the one found on

<https://www.sfmta.com/permits/temporary-signage?>

A: The link to the venue self-post portal is **not** the same as the one found at the top of the Temporary Sign webpage, but it can be accessed by going to [www.sfmta.com/selfpostpilot](http://www.sfmta.com/selfpostpilot)

Q: Who do I contact if I'm having issues accessing my account on the self-post portal?

A: Please send an email to [SelfPostPilot@sfmta.com](mailto:SelfPostPilot@sfmta.com)

Q: Who do I contact if I forgot my password on the self-post portal?

A: Please send an email to [SelfPostPilot@sfmta.com](mailto:SelfPostPilot@sfmta.com)

Q: The event is more than one day. Do I submit separate requests?

A: If the event days are (a) sequential, (b) the hours are the same AND (c) the curb location is the same, you can submit one request for all days. Otherwise, you need to submit separate requests.

Q: Can we print our own signs?

A: Yes, you are required to print and post your own Tow-Away No Stopping (TANS) signs. The SFMTA will not post the signs as part of the Venue Self-Post Pilot. Upon approval of your permit, you will be emailed a link to download PDF versions of your TANS signs.

Q: What paper does the SFMTA use? Is there a specific paper you recommend that won't fall apart in the elements the way that normal paper does?

A: We currently use a tear/water-proof type paper, XEROX NeverTear, Nekoosa Coated for laser printing. However, you do not need to use this paper. You may use any type of 11"x 17" paper if the signs are maintained for the duration of the event and display the information clearly. You can also print with sturdier paper at the [Permit Center](#).

Q: What printer does the SFMTA use?

A: We use a XEROX V180 printer. However, we encourage you to explore other options as you do not need to use this printer.

Q: Can a vendor print my signs for me?

A: Yes. Please search for a vendor that is capable of printing color on 11"x17" paper or sign material. You can also get these printed for \$7/sign at the 2nd floor of the Permit Center (49 South Van Ness, 94103)

Q: My permit has been approved and I have posted my signs. Can I exercise my tow-away rights?

A: No. Your tow-away rights are not activated until you take and upload photos of the posted signs (at least 3 days before your event) and you receive email confirmation from the SFMTA that includes "Tow Activation Approval." If you do not receive Tow Activation approval, your TANS zone is not enforceable.

Q: How do I exercise my tow-away rights?

A: Once tow-away rights have been activated, you may call the SFMTA at 415-695-7200 (phone number is also located at the bottom of your tow-away sign) to tow a car in your TANS zone. Please contact [TowZoneRequest@sfmta.com](mailto:TowZoneRequest@sfmta.com) if you experience issues. Staff will work to fix the issue within 24 hours.

# Venue Self Post - Pilot

## Frequently Asked Questions

Updated February 14, 2025



Q: How much do venues save by participating in the self-post pilot?

A: We are currently estimating venues can save around 30%, but it could be more or less, depending on the length of the curb reserved, printing costs, and time spent on posting signage.

Q: What is the total timeline from request to approval?

A: Given that this is a new pilot program, we are asking venues to allocate two weeks from the date the curb needs to be enforced to account for the approvals and possible revisions.

Q: What if we have a last-minute emergency?

A: Please contact [SelfPostPilot@sfmta.com](mailto:SelfPostPilot@sfmta.com), while we cannot guarantee immediate assistance, we will do our best to reply expeditiously.

Q: If there is a conflict, do we still reach out to Temp Sign staff, or will it be a different person?

A: Since this is a Venue Self-Post Pilot program, we will be expecting venues to be more independent in resolving signage conflicts. Part of the application review process will be to crosscheck with other reservations to ensure that a curb is not "double-booked." We recommend posting signs as soon as you have obtained the PDF of your sign as part of the application approval process and should your signs be torn down or vandalized, we recommend reposting signage swiftly. Sometimes there will be unanticipated conflicts among TANS signs or curb obstructions. Try working with the contact listed on the conflicting sign, look for an alternate approved location to post your sign, or apply for a new location. If you need more assistance, contact [SelfPostPilot@sfmta.com](mailto:SelfPostPilot@sfmta.com).