



How to Enroll:

1. Complete Part One and Part Three of this application.
2. Mail this application, along with a check for your enrollment fee, to SMTA Customer Service Center at 11 South Van Ness Avenue, San Francisco, CA 94103.
 - Enrollment fees are listed on the back of this form. The amount due is based on the total dollar amount due (including late penalties) on the citations you are enrolling.
 - Low-income individuals' qualify for one fee waiver per calendar year. If applying as a low-income individual you must include a Low-Income Verification Form. Form is available online at www.sfmta.com/lowincome.
3. Call JBR Partners, 415-829-7073 or 415-655-9891, for details on where and how to do your community service hours. You must complete this step within 14 days, or your plan will be cancelled.
4. Complete your community service hours and submit the required paperwork to JBR Partners by the completion date.
5. If applicable, remit payment for incomplete community service hours to SFMTA Customer Service Center before the completion date.

PART ONE – To be completed by the participant.

First and last Name: _____ Phone: _____

Address: _____

Email Address: _____ Date of Birth: _____

City, State, ZIP: _____

Driver License State & Number: _____ Vehicle License Plate State & Number: _____

PART TWO – To be completed by SFMTA staff. Standard Plan Low Income*

Citation(s) Enrolled: _____

Total Citation Amount Enrolled: \$ _____ Service Hours Required: _____ Total Enrollment Fee Due: \$29 \$58 \$84

Total Weeks: 10 14 18 Required Completion Date: _____

The maximum number of contracts per year is 2, and the maximum amount of fines and penalties enrolled is \$1,000 per year. The completion date is the date that your community service hours must be completed, and all forms returned to the JBR Partners Community Service Program office.

Plan Number: _____ Clerk Initials: _____

PART THREE

I have read and understood the terms and conditions of the Community Service Program on the back of this contract. SFMTA and JBR's (the 3rd party that runs the program) rules and conditions listed on page 2 & 3.

Signature: _____ Date: _____



SFMTA Rules and Conditions

- Participant must present a valid government issued I.D.
- Citations are not eligible for enrollment if the cited vehicle is currently booted, towed, or previously paid with a disputed credit card charge.
- Citations enrolled in this program are not eligible for Administrative Review or Hearing.
- Citations associated with cancelled plans may not be re-enrolled in subsequent community service or payment plans. Enrollment fees are nonrefundable.
- Only the Registered Owner may enroll in the Community Service Program, unless written authorization from the Registered Owner along with a photocopy of their government issued I.D. is submitted.
- DMV registration hold will not be removed until service hours are completed.
- A maximum of 2 contracts and a combined total of \$1,000 of fines/penalties may be enrolled in this program within a calendar year per person and/or vehicle(s). Participants must complete all outstanding contracts prior to enrolling into a second contract.
- Fifty-percent of service hours must be completed with San Francisco Department of Public Works This work may include manual labor in inclement weather. A waiver may be issued for this requirement to any participant with a disability and/or physical limitations.
- If participants are unable to complete their community service hours in the time period required, the balance owed shall be paid directly to the SFMTA by the due date on the contract.
- No contract extensions or revisions will be granted.
- Services performed without enrolling at SFMTA will not be counted and community service will not be applied to citations where payment has already been made.
- Rental vehicles are not eligible to participate in the SFMTA Community Service Program.
- Citations that have not been closed with payment or community service hours will be assessed late fees and may be reported to the DMV or the Franchise Tax Board tax refund/intercept program.
- Citations paid at the DMV, Franchise Tax Board, or to the SFMTA while also enrolled in the Community Service Program will not be refunded.
- The review for any citation in Administrative Review or the Hearings stage will be cancelled at time of enrollment.
- If you've already received a notice of FTB intercept your funds may still be intercepted.
- Low income customers:
 - Late penalties are removed at time of sign up
 - Receive one fee waiver each calendar year. For application and eligibility requirements visit www.sfmta.com/lowincome or call 311. Income eligibility applies to registered owner only.
 - Late penalties are reinstated if the plan is not completed by the assigned completion date.

Administrative Fees and Timeline for Completion:

AMOUNT OWED (\$)		ENROLLMENT FEE	TIMELINE
From	To	\$	Weeks
\$50	\$300	\$29	10
\$301	\$600	\$58	14
\$601	\$1,000	\$84	18

Updated 5.29.2026

SFMTA.com

For more information visit SFMTA.com/communityservice



JBR Partners Rules and Conditions

1. I agree to perform and complete my community service hours in San Francisco at a non-profit site approved by SFMTA Community Service Program.
2. I am not an employee or affiliated with the community service/ non-profit site in any way, nor do I have any relationship with the individuals/organization that will be approving the community service credit.
3. I agree to perform community service on a schedule to be arranged with my program site supervisor and not to exceed eight (8) hours a day.
4. I will not consume alcohol or use drugs before or during service hours.
5. I agree to inform JBR immediately and request a reassignment if I find I cannot perform the community service selected due to a medical condition or physical limitation.
6. I understand that, if they are available, a minimum of fifty percent of community service hours must be performed with San Francisco Public Works, unless a waiver has been granted due to health reasons. Any hours performed at third parties above the fifty-percent requirement will not be counted towards service credit.
7. A change in community service site/sites must be approved by a JBR representative. Without approval, any hours completed may not be accepted.
8. I understand that because I am not an employee of the SFMTA Community Service Program or of the community service site, I will not be covered by insurance for any injury/injuries received on this assignment. I understand I have no right to claim compensation for any accident and/or injury from SFMTA Community Service Program service site I am assigned to, or any of their officers, agents, or employees. I waive all claims against the SFMTA Community Service Program, JBR Partners, Inc., its officers and employees for any injury, loss or damages that may result in my participation within the program.