

How to Set Up Your Account and Self-Post TEMPORARY TOW-AWAY NO STOPPING signs (Temp Signs)

Entertainment Venue Self-Post Program Resource

Program Website: www.SFMTA.com/VenueSelfPost

Email: VenueSelfPost@SFMTA.com

STEP-BY-STEP PROCESS







Get zone & time approved



Pay



Print signs



Post signs



Take photos



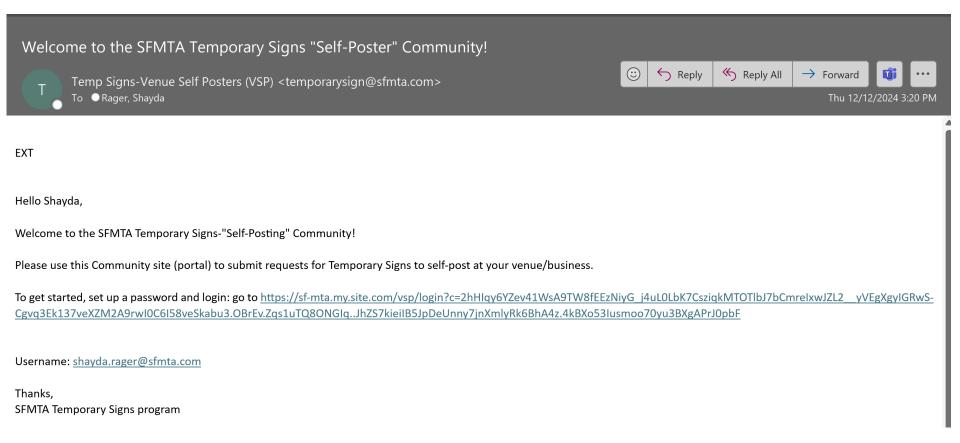
Upload photos



Enforce



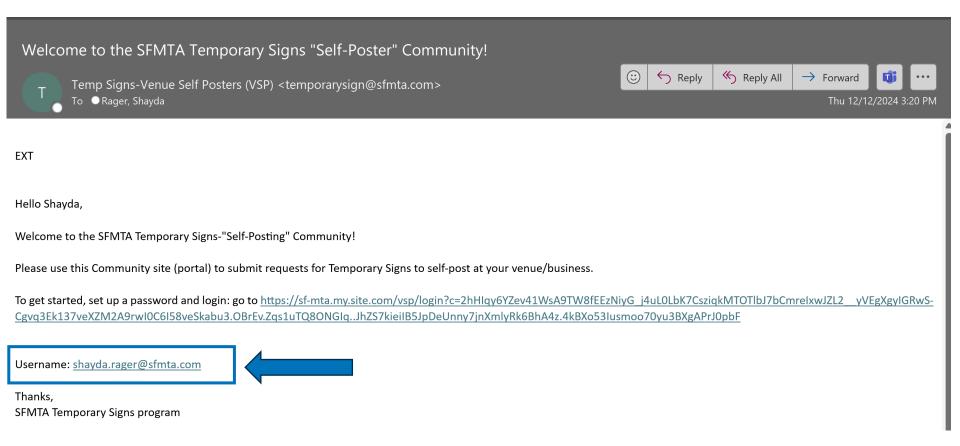
Step 1 – Open "Welcome" e-mail



You will gain access to the portal via an automated e-mail, titled:

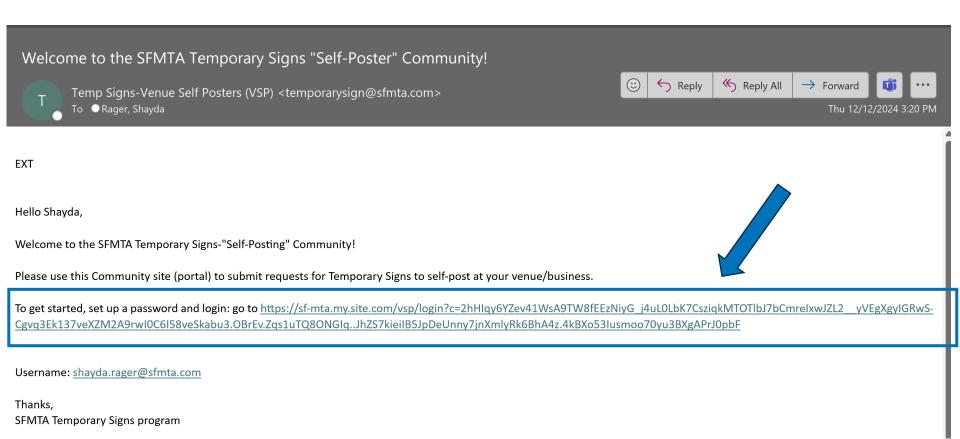
"Welcome to the SFMTA Temporary Signs "Self-Poster" Community!"

Step 1 – Open "Welcome..." e-mail



Your username will be your e-mail address.

Step 2 – Setup a password



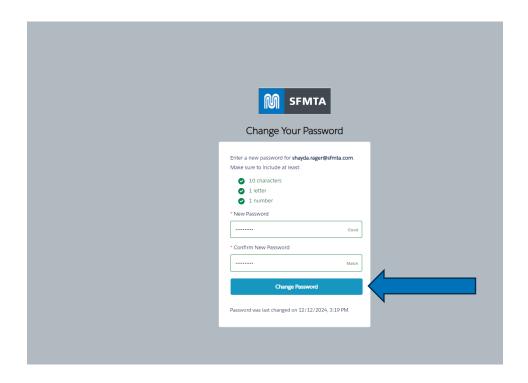
Click on the link in the e-mail to access the community portal and setup a password.

Step 2 – Setup a password



Your password needs to be at least 10 characters, have at least 1 letter, and at least 1 number.

Step 2 – Setup a password



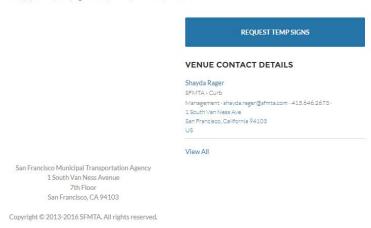
If your password meets the minimum requirements then all three criteria will show a green check mark. Click "Change Password" when you are ready.

Step 3 – Fill out Temporary Sign request form



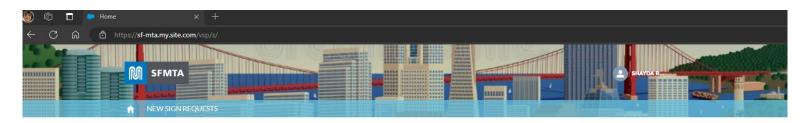
SFMTA TEMPORARY SIGNS PROGRAM

A place where you can apply for temporary signs to self-post at your venue / place of business



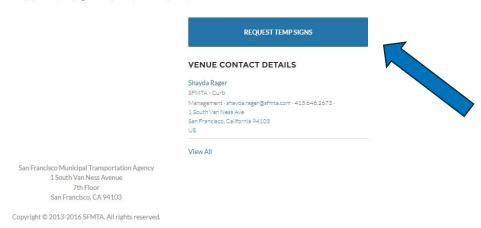
You now have logged into your account. Please be sure to confirm your contact details found under the "Request Temp Signs" link.

Step 3 – Fill out Temp Sign request form



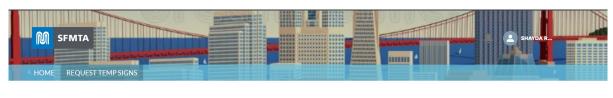
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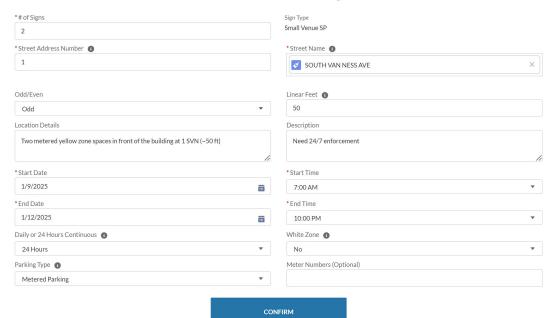


To submit a new request for a temp sign you must click on the "Request Temp Signs" button

Step 3 – Fill out Temp Sign request form

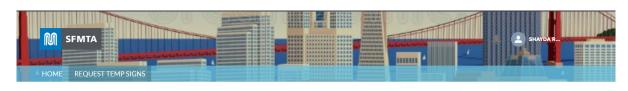


TEMPORARY SIGN REQUEST

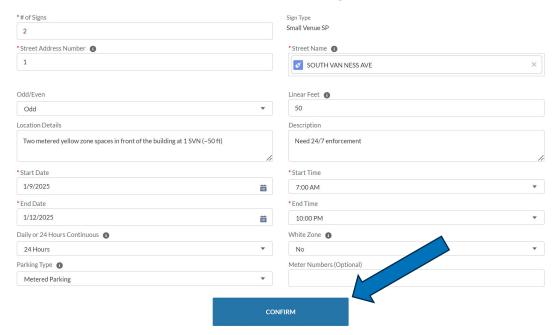


Complete each section of the form making sure to include only **one block face** per request; failure to do so could lead to unnecessary processing delays and/or additional processing fees.

Step 4 – Submit Temp Sign Request Form

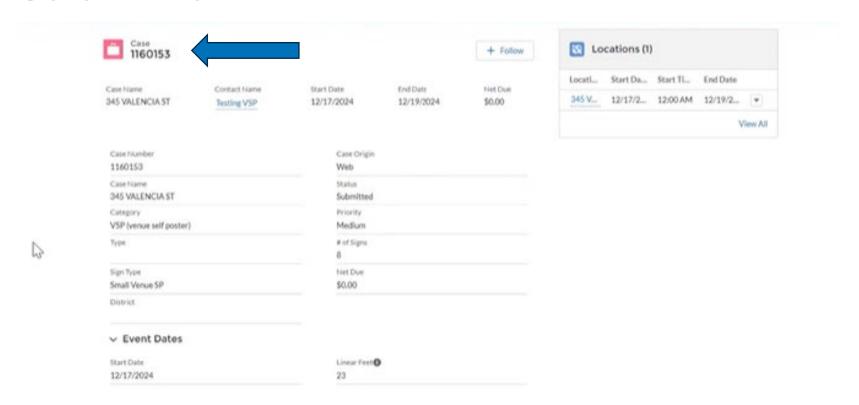


TEMPORARY SIGN REQUEST



When you are ready to submit hit "Confirm"

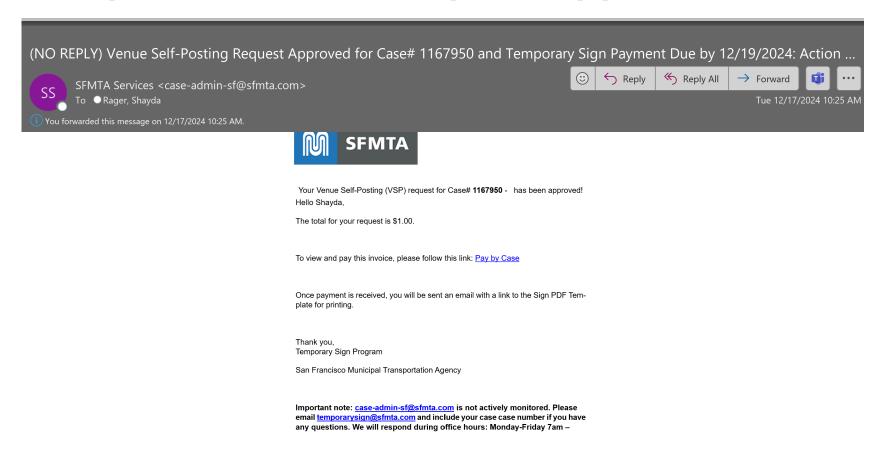
Step 5 – Note the Case ID after submittal



Once you hit "Confirm" you will see a summary of your temp sign request information. **You will NOT get a confirmation e-mail.** Please note the Case ID in case you need to reach out to city staff for questions/concerns related to your request.

Please allow 5 business days for staff to review your application before reaching out.

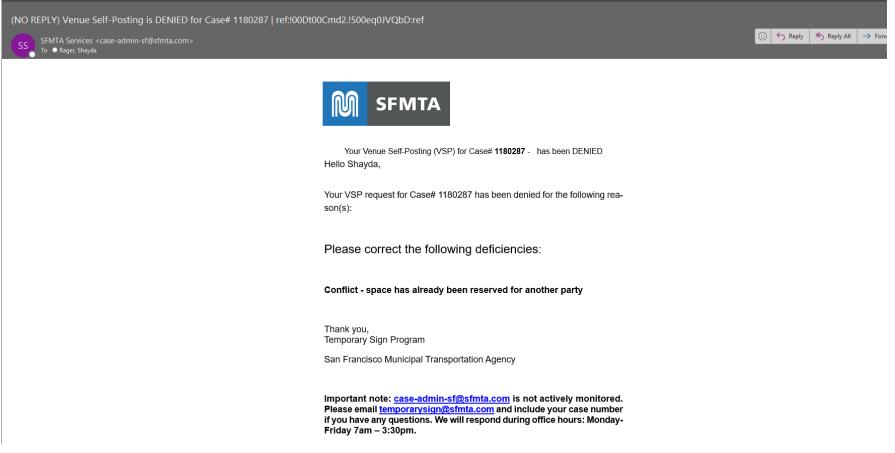
Step 6A – Receive request approved email



If your request is *approved*, you will receive an e-mail with the subject line:

(NO REPLY) Venue Self-Posting Request Approved for Case# XXXXXXX and Temporary Sign Payment Due by [within 2 days after approval]

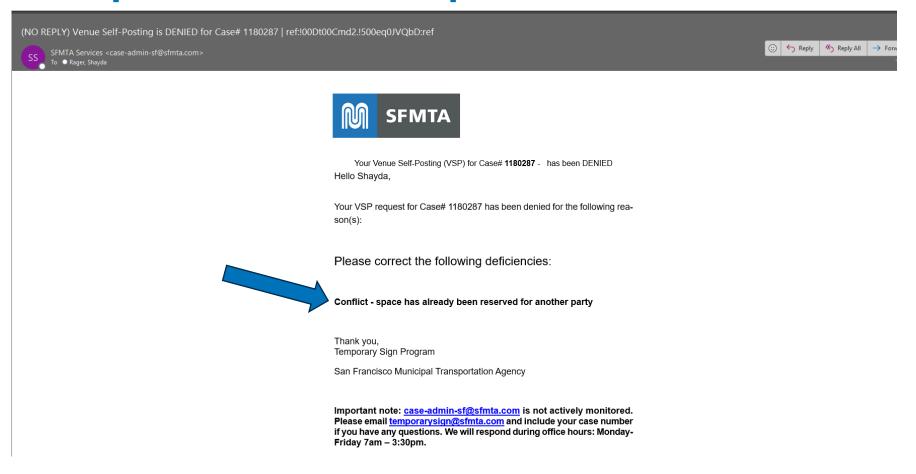
Step 6B – Receive request denied email



If your request is **denied**, you will receive an e-mail with the subject line:

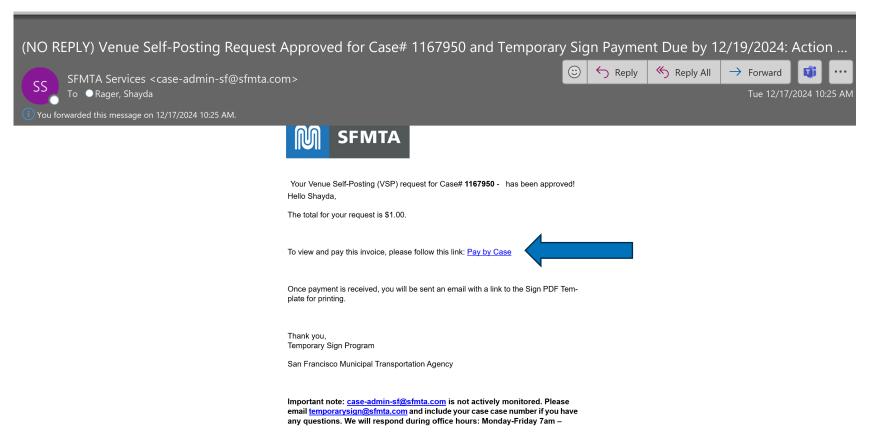
(NO REPLY) Venue Self-Posting is DENIED for Case# XXXXXXX

Step 6B - Receive request denied email



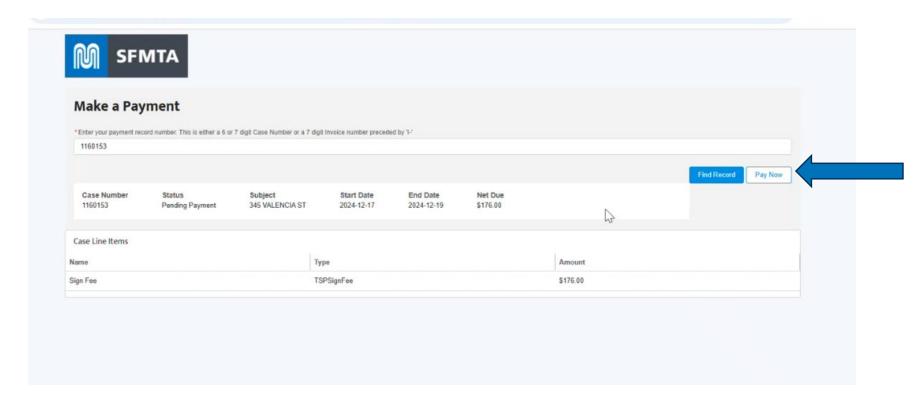
The reason for denial will be included in the body of the e-mail.

Step 7 – Pay for your Temp Sign(s)



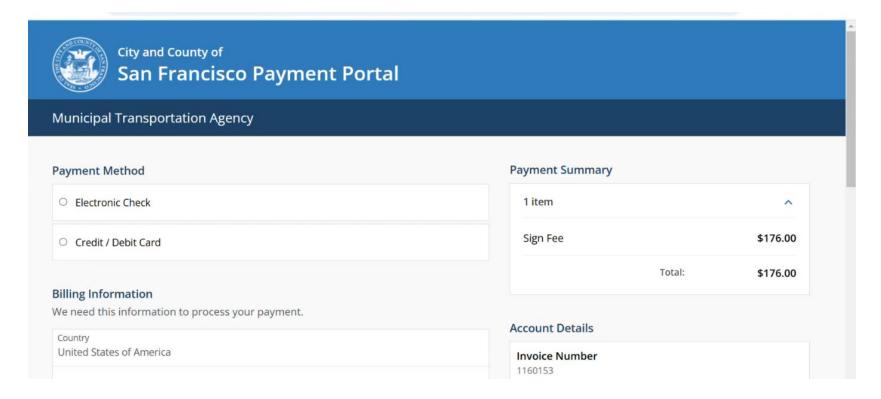
To submit payment for your temp sign request, click on the "Pay by Case" link found in the body of the "Venue Self-Posting Request Approved..." e-mail.

Step 7 – Pay for your Temp Sign(s)



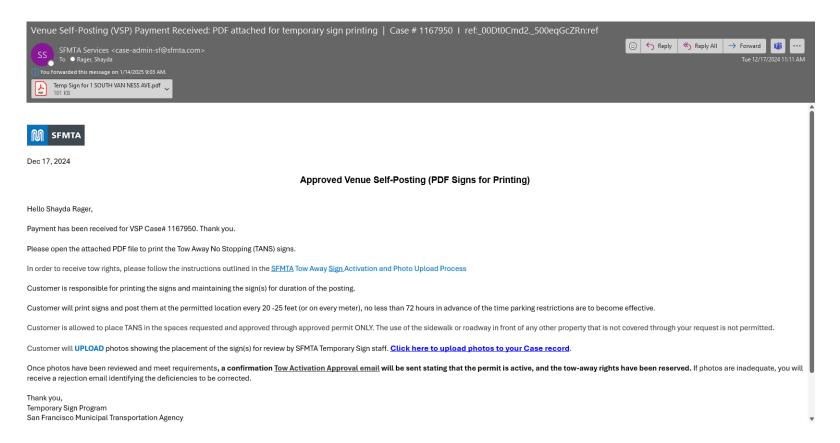
Click on the "Pay Now" button to pay for your request and access the San Francisco
Payment Portal

Step 7 – Pay for your Temp Sign(s)



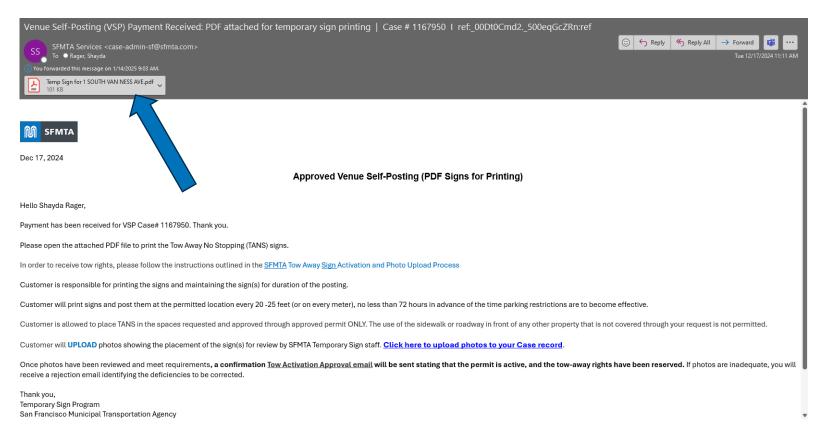
Submit your payment information. You can pay for your request via electronic check or by card (credit or debit)

Step 8 – Check email for payment received confirmation



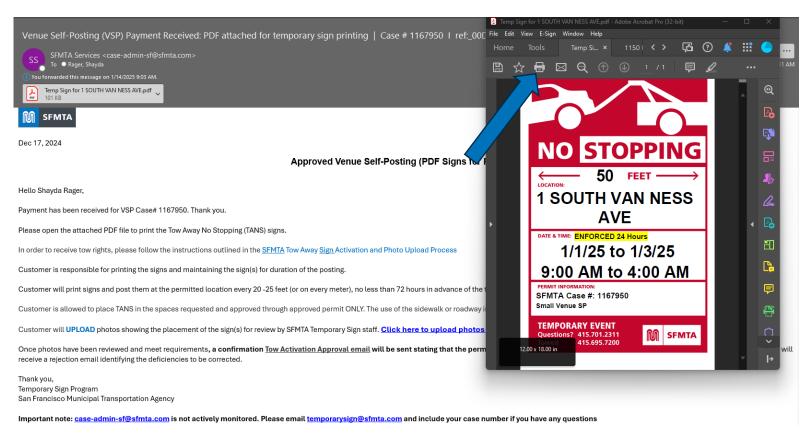
Once the payment has been received you will receive an email with the subject line: Venue Self-Posting (VSP) Payment Received: PDF attached for temporary sign printing

Step 9 – Print signs



Your custom temporary tow-away no stopping sign will also be attached as PDF in the "Payment Received" email. Click on the attachment to access your temp sign.

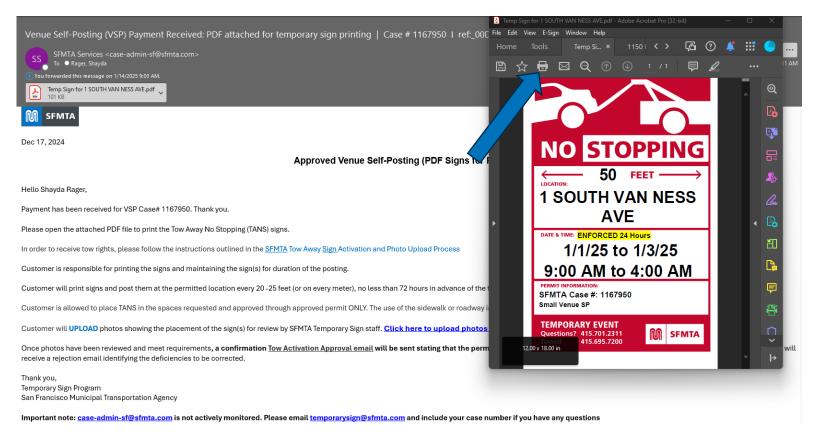
Step 9 – Print signs



Print signs in-house or at the <u>Permit Center</u> (~\$7/sign; 49 S Van Ness, 94103) in color on 11"x17" paper or sign material in portrait orientation (not landscape)

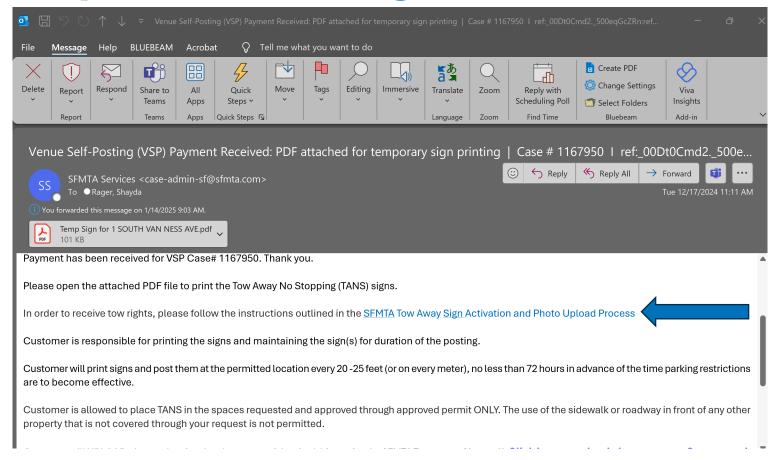
More info about the Permit Center can be found at www.SFMTA.com/VenueSelfPost

Step 9 – Print signs



If you anticipate a lot of tear downs, please **print more signs than needed** in-house or at the permit center to avoid inconvenient printing issues or having to return to the Permit Center

Step 10 – Post signs



Click on the link titled, "SFMTA Tow Away Sign Activation and Photo Upload Process" found in the "Payment Received" email for directions on how to post your signs properly.

Step 10 – Post signs

Print and Post Temp Signs (at least 72 hours before your event):

Once payment is received, you'll receive an email with a link to download the Temp Signs as PDF documents, instructions on how to post signs, and a link to submit photos after posting signs

- Print the signs in color on 11"x17" paper or sign material, in portrait orientation (not landscape).
 - You can also get these printed for \$7/sign at the 2nd floor of the Permit Center (49 South Van Ness, 94103)
 - b. Use the guidelines below to <u>post the signs at each reserved metered post or every 20-25 feet</u> in the permitted area at least three days before the event.
 - c. You may need materials like stanchions and zip ties.

How to Post Your Signs:

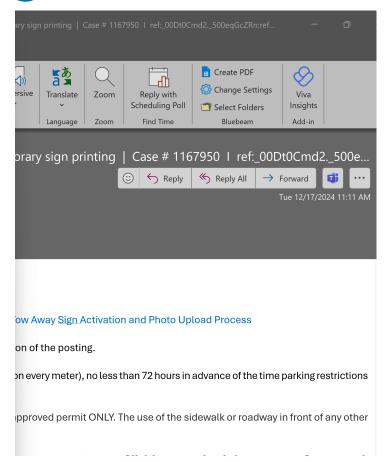
If there ARE single space meters

- · Affix a sign to each parking meter post using string or zip ties
- · Do NOT use wire or tape
- Do NOT cover the meter head
- Do NOT cover placards
- Do NOT block the keyhole access on the back of the meters
- Do NOT block any regulation signage attached to the meter pole

If there are NOT single space meters

- Affix signs to portable fixtures (like a stanchions or A-frame sign holders), sign poles, or light poles every 20-25 feet using string or zip ties
- Do NOT use wire or tape
- Do NOT post on a pay station, traffic signal pole, or tree.





Scroll down the Entertainment Venue Self-Post Program Guidelines until you reach "Print and Post the Signs (at least 72 hours before your event)" and make sure to post your Temp Signs exactly as directed at the approved location

Step 10 – Post signs

How to Post Your Signs:

If there ARE single space meters

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- Do NOT cover the meter head
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If there are NOT single space meters

- Affix signs to portable fixtures (like a stanchions or A-frame sign holders), sign poles, or light poles every 20-25 feet using string or zip ties
- · Do NOT use wire or tape
- Do NOT post on a pay station, traffic signal pole, or tree.





Use the guidelines above to post the signs at each reserved metered post or every 20-25 feet in the permitted area at least three days before the event. Please note that signs should only be posted on portable fixtures, meters, sign or light poles using string or zip ties. Please do not post signs using wire or tape.

Step 11 – Take photos of your posted signs

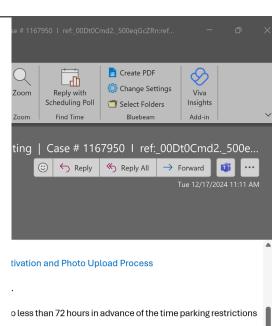
Take and Upload Photos of the Posted Signs to Obtain Tow-Away Rights Confirmation (at least 72 hours before your event):

- 1. Take photos of your signs, including:
 - a. Close-up photo of each sign to confirm correct permit information.



b. Overall photo of the parking area showing all signs to confirm location and spacing.



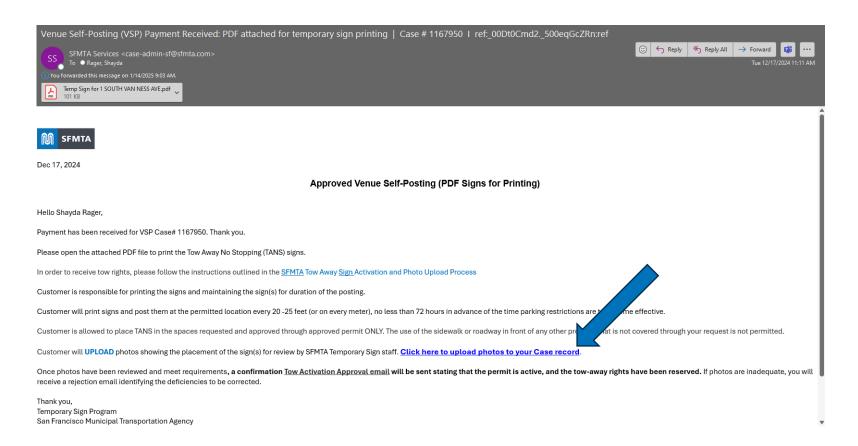


NLY. The use of the sidewalk or roadway in front of any other

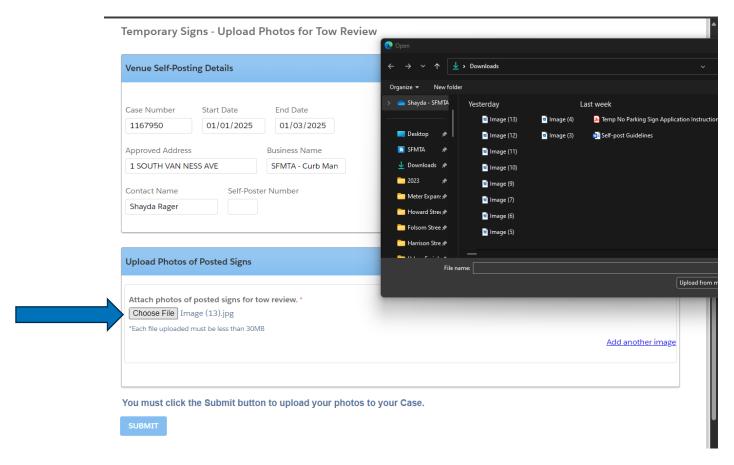
nstaff. Click here to upload photos to your Case record.

mail will be sent stating that the permit is active, and the

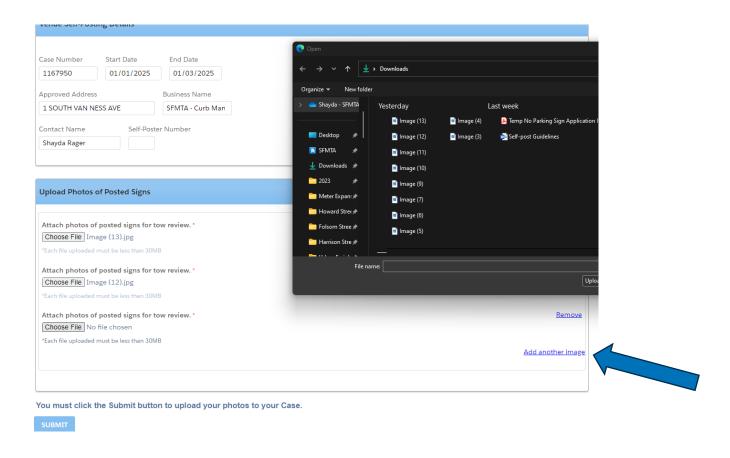
Scroll down the guidelines until you reach "Take and Upload Photos of the Posted Signs (at least 72 hours before your event)" Give yourself ample time to take and upload the photos prior to your event and make sure to take photos of your Temp Signs exactly as directed. Take at least one close-up photo of each sign and one overall photo.



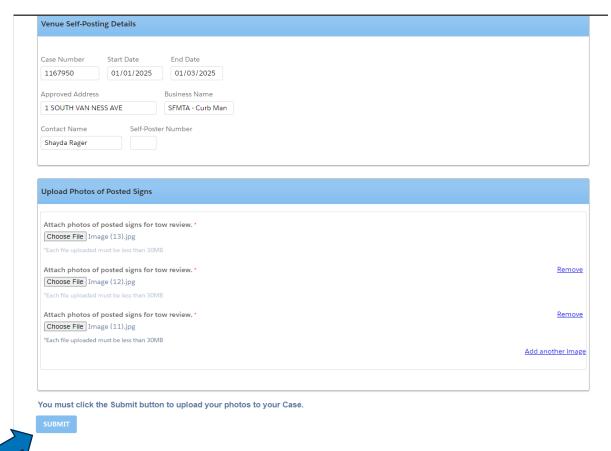
Upload the photos of your posting by clicking on the "Click Here to upload photos to your Case record" link found in the "Payment Received" email.



Click on the "Choose File" button to navigate to the folder where you saved your upload photo

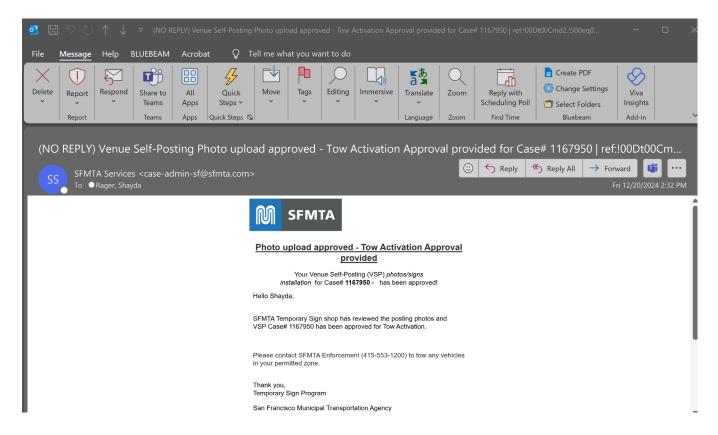


To submit more than one photo click on "Add another image"



Click on the 'Submit' button to upload your photos to your case.

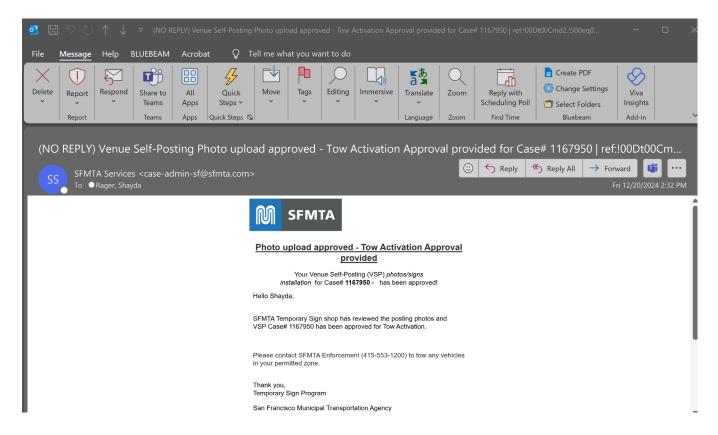
Step 13 – Photos Approved!



If your request is **approved**, you will receive an e-mail with the subject line:

(NO REPLY) Venue Self-Posting Photo upload approved – Tow Activation Approval Provided for Case# XXXXXXX

Step 13 – Photos Approved!



Approved photos are saved and sent to the Tow Desk.

This email enables you to enforce your zone during the time the temporary tow away not stopping sign is in effect!

You're all set!

Still Need Help?

- Go to <u>SFMTA.com/VenueSelfPost</u> for relevant links, documents, FAQs. Check back frequently for updates!
- Contact <u>VenueSelfPost@SFMTA.com</u> if you have general program questions or an issue reserving or posting your signs.
- If enforcement or towing is needed, call SFMTA enforcement at **415-553-1200**.
- Contact <u>TowZoneRequest@sfmta.com</u> if you have an issue exercising your tow-away rights.