

Community Service Program



SFMTA.COM

SFMTA's Community Service Program (CSP) provides customers the option to perform community service in San Francisco in lieu of parking ticket and transit citation payment.

Please review the Program Terms and Conditions and complete Part One of this form. After you complete your enrollment at SFMTA, please visit the **JBR Partners Community Service Program Office at *44 Gough Street (at Stevenson Street), Suite 207**. If you fail to arrange your community service with JBR Partners in a timely manner you may not be able to complete the hours required by the due date and your contract will be cancelled and payment will be required. Citations are not eligible for reenrollment and administrative fees will not be refunded.

Directions to JBR Partners Office located at 44 Gough Street, Suite 207 (between Stevenson Street & Colton Street):

- **Walking from the SFMTA:** Head southwest on Market Street. Turn left on Gough.
- **By transit:** The office is served by multiple bus routes and is within distance of the Civic Center Muni/BART stations.

**Once you get to the JBR Office please dial 0207 on the intercom.*

Please do not enter the building without calling and being buzzed in. Do not try to forcibly open the front door.

PART ONE – To be completed by the participant.

First and Last Name: _____ Phone: _____

Address: _____

City, State, ZIP: _____

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

PART TWO – To be completed by SFMTA staff.

☐ Standard Plan

☐ Low Income*

Customer
Initials

Citation(s) Enrolled: _____

Total Citation Amount Enrolled: \$_____ Service Hours Required: _____ Total Enrollment Fee Due*: ☐ \$25 ☐ \$50 ☐ \$75 ☐ \$125

Total Weeks: ☐ 6 ☐ 10 ☐ 12 ☐ 18 Required Completion Date: _____

Maximum number of contracts per year is 2, and a maximum amount of fines and penalties enrolled is \$1,000 per year. *Low income customers are granted one fee waiver each calendar 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 – Participant certification to be signed in front of SFMTA staff.

I have read and understood the terms and conditions of the Community Service Program on the back of this contract.

Signature: _____ Date: _____

STAFF USE – Approval 1: _____

Approval 2: _____

Proof: HSA 170 HSA DB Medi-Cal EBT Lifeline Taxes

Community Service Program Terms & Conditions

The SFMTA, through a program administered by JBR Partners (JBR), allows customers to perform community service in lieu of paying parking and transit violations subject to the following requirements:

- 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.
- Prior to enrollment, any fees related to past citations must be paid. This includes, but is not limited to, compliance fees, returned/dishonored check fees, boot fees and special collection fees.
- Citations enrolled in this program are not eligible for an Administrative Review or Hearing.
- Only the Registered Owner may enroll in the Community Service Program. Exceptions can be made with written authorization from the Registered Owner along with a photocopy of their government issued I.D.
- DMV registration hold will not be removed and Residential Parking Permits will not be issued until the CSP has been completed. A participant may purchase a short-term parking permit for a period of no more than 8 weeks while completing a community service plan.
- 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.
- *Low income customers are granted one fee waiver each calendar year. To prove low income status customers must provide Medi-Cal, EBT, or Lifeline card at time of sign-up. Alternatively, if you receive benefits from the San Francisco Human Services Agency (HSA), you can choose to have SFMTA staff verify your eligibility. **If you do not have one of these, please visit Human Services Agency's office at 170 Otis Street. Be prepared to provide your most recent year's tax return and copies of W2s.**
- 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.

- Participants are required to complete 50% of their service hours with the SFMTA or 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.
- 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.
- If enrolling in a low income plan, income requirements apply to the Registered Owner.

Summary of Administrative Fee And Timeline for Completion Based Upon Amount Owed:

AMOUNT OWED (\$)		ENROLLMENT FEE	TIMELINE
From	To	\$	Weeks
50	150	25	6
151	300	50	10
301	600	75	12
601	1000	125	18

How to Enroll:

1. Sign up for the SFMTA Community Service Program at the SFMTA Customer Service Center at 11 South Van Ness Avenue. NOTE: Enrollment fee is due at time of sign up.
2. Report to the JBR Partners office located at 44 Gough Street, Suite 207, between the hours of 8:30 a.m. and 5:00 p.m.
3. Complete your community service hours and submit the required paperwork to JBR Partners by the completion date. *Hours must be completed in San Francisco.*
4. A partial payment for incomplete community service hours can be made at the SFMTA Customer Service Center before the completion date.

Customers requesting a fee waiver must be at or below the following Household Income limits:

HOUSEHOLD SIZE	1	2	3	4	5	6
ANNUAL INCOME	\$24,280	\$32,920	\$41,560	\$50,200	\$58,840	\$67,480

For more information visit www.sfmta.com/communityservice

311 Free language assistance / 免費語言協助 / Ayuda gratis con el idioma / Бесплатная помощь переводчиков / Trợ giúp Thông dịch Miễn phí / Assistance linguistique gratuite / 無料の言語支援 / 무료 언어 지원 / Libreng tulong para sa wikang Filipino / การช่วยเหลือทางด้านภาษาโดยไม่เสียค่าใช้จ่าย / خط المساعدة المجاني على الرقم