

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. and be at least age 18 at the time of enrollment.
- 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.
- This contract must be successfully completed to receive a DMV abstract for vehicle registration renewal and/or an annual Residential Parking Permit. 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.
- Participants are required to complete 50% of their service hours with the 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.
- 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.

Summary of Administrative Fee, Community Service Hours, and Timeline for Completion Based Upon Amount Owed:

AMOUNT OWED (\$)		FEE	HOURS REQUIRED @ \$13/hour		TIMELINE
From	To	(\$)	From	To	(WEEKS)
50	400	75	4	30	6
401	800	100	31	61	10
801	1,000	150	62	77	14

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.
 - Penalties will be assessed to enrolled citations if timesheets are not submitted to JBR by the completion date.
 - A partial payment for incomplete community service hours can be made at the SFMTA Customer Service Center before the completion date.