



For Staff
Use

LIFELINE PASS APPLICATION

The Lifeline Pass is a Muni-only monthly pass for qualified San Francisco residents on a limited income. The pass is offered at a 50% discount off the standard adult monthly pass price.

STEP 1 - CUSTOMER INFORMATION

First Name	Last Name	Birthdate	
Address	Apartment	City	ZIP

STEP 2 – INCOME VERIFICATION (either Option 1 or Option 2)

All San Francisco residents with a gross annual income (before taxes) at or below the levels indicated below are eligible to receive the Lifeline pass (add \$8,640 for each additional household member above six).

Household Size	1	2	3	4	5
Annual Income	\$24,280	\$32,920	\$41,560	\$50,200	\$58,840

OPTION 1 – S.F. Residents currently receiving Medi-Cal or EBT benefits

Bring a proof of residence card (listed below under “required documentation”) and a current benefit card (shown below) to the SFMTA Customer Service Center at 11 South Van Ness Avenue (at Market Street) to receive a Lifeline ID card and to purchase your discounted monthly sticker for Muni service.

Medi-Cal / State Benefit Card

SNAP or EBT



OPTION 2 – S.F. Residents not receiving one of the above benefits

STEP 1 – Bring this application and required documentation for both residency and income to the Human Services Agency (HSA) located at 170 Otis Street (at McCoppin Street) for income and residency certification.

STEP 2 – Bring certified application to the SFMTA Customer Service Center at 11 South Van Ness Avenue (at Market Street) to receive a Lifeline ID card and to purchase your discounted monthly sticker for Muni service.

REQUIRED DOCUMENTATION (One or more documents must reflect local address/SF residency)

Government Issued Identification:

- | | |
|---|---|
| <input type="checkbox"/> State Issued Driver's License/ID | <input type="checkbox"/> San Francisco City ID Card |
| <input type="checkbox"/> Matricula Consular ID Card | <input type="checkbox"/> Passport |
| And most recent utility bill, bank statement, or government issued letter | And most recent utility bill, bank statement, or government issued letter |

Proof of Income Eligibility:

- | | |
|---|---|
| <input type="checkbox"/> Most Recent Year's Tax Return, Signed, with all Attachments (including all attachments and W2's) | <input type="checkbox"/> Section 8 Award Letter |
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Map of 170 Otis Street (Human Services Office)

