



# Low-Income Discount Eligibility Form Tow Only

Use this form to establish income eligibility for tow discounts.

Applicant for low income discounts must be a household gross income at or below the following limits:

Household Size*	1	2	3	4	5	6	7
Annual Income	\$31,300	\$42,300	\$53,300	\$64,300	\$75,300	\$86,300	\$97,300

\*Add \$11,000 per household member above eight

## **Customer Information**

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ Apartment: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Vehicle License Plate (if applicable) \_\_\_\_\_ Phone Number \_\_\_\_\_

**Step 1 –** Attach a copy of a government issued photo ID

**Step 2 –**

- Option 1 –** Attach a copy of one of the following:
  - Medi-Cal or California Electronic Benefit Transfer (EBT) card
  - SFMTA Lifeline card (for parking or citation related discounts only)
    - Temporary Lifeline card not accepted
  - If you are experiencing homelessness and have visited a Coordinated Entry Point in the past 6 months
    - SFMTA or AutoReturn will verify
  - Women, Infants & Children (WIC) Supplemental Nutrition Program
- Option 2 –** Complete the authorization form on the following page to allow the SFMTA to verify receipt of income eligible service from the San Francisco Department of Human Services.
- Option 3 –** If you do not receive public benefits: Please refer to page 3 for further instructions.

**Step 3 –**

Towed Vehicles – Take completed form to City and County of San Francisco Impound, 450 7th Street (AutoReturn)

Payment Plan, Community Service, Lifeline Pass, Hearing Deposit Waiver, and Booted – Take completed form to SFMTA Customer Service Center, 11 South Van Ness Avenue, M-F from 8:00-5:00.

*For towed vehicles outside of business hours, take this form to Impound (AutoReturn)*

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**HSA Income Verification Database**

I give permission to HSA to share limited income information with SFMTA and its towing contractor, AutoReturn, to help determine whether I may qualify for a fee waiver. My information shall be shared only as needed for those purposes. I understand that this database can only show my name, my address, and whether my household income falls within certain percentages of federal poverty guidelines based on information I have previously provided to HSA.

Last 4 Digits of Social Security Number: \_\_\_\_\_ Birthdate: \_\_\_\_\_

Signature of HSA Client: \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_

SFMTA STAFF USE: Approval 1 \_\_\_\_\_ Approval 2: \_\_\_\_\_

Proof:  HSA DB  Medi-Cal  EBT  Lifeline  HSH Letter.  WIC  
Program:  CSP  PP  Lifeline  Waiver.

Updated 4.23.25



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## Instructions for Individuals

### Not Currently Receiving Public Benefits

If you are applying for a tow discount and do not currently have one of the approved proofs of income or are not receiving any public benefits, please read instructions below carefully:

Please take the following steps to receive the discount/benefit:

1. Collect your tax documents from the most recent year
  - a. This includes the 1040 and W-2 forms or 1099/Schedule C forms
2. Bring these forms to the SFMTA Customer Service Center at 11 South Van Ness Avenue

SFMTA staff will not be able to assist you unless you have your tax documents.

If you do not have any proof of income because you are a student or unemployed, SFMTA staff will not be able to help you.

Please note the following documents are not accepted as proof of income:

- Bank statement or bank account information
- W2s without 1040 forms
- Veteran benefits card
- Tax returns that are not recent
  - e.g. if you're applying for discount in year 2022, we need 2021 tax returns
- State Disability Insurance (SDI)
- Social Security Administration documents and related benefits including, Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI)

Please sign below to acknowledge that you have read the instructions above

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date