

# New SF Fine and Fee Discounts for People with Low Incomes and People Experiencing Homelessness

*Webinar for San Francisco and Bay Area  
Service Providers and Advocates*

February 2, 2021

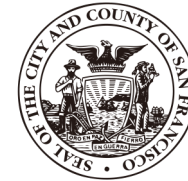


**THE FINANCIAL  
JUSTICE PROJECT**  
S A N F R A N C I S C O

# Icebreaker!







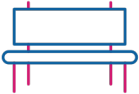










# The Financial Justice Project



A first-in-the-nation effort embedded in government to assess and reform fines, fees, and financial penalties that have a disproportionate adverse impact low-income people and communities of color.

# The Financial Justice Project's Accomplishments to Date with Our Partners

 <p>Launched payment plan &amp; community service options for low-income people who receive parking citations</p>	 <p>Cut towing fines in half for low-income people and created a one-time fine waiver for people experiencing homelessness</p>	 <p>Reduced boot removal fines by 80% for low-income people and created a one-time fine waiver for people experiencing homelessness</p>	 <p>Launched free Muni for people experiencing homelessness</p>	 <p>Created new ability to pay process with the San Francisco Traffic Court to allow low-income people to apply for discounts</p>
 <p>Cleared 88,000 holds on driver's licenses for people who missed a traffic court date</p>	 <p>Allow people struggling with homelessness to resolve quality of life citations by receiving social services instead of fines</p>	 <p>Eliminated water shutoff fees, which originally totaled \$110</p>	 <p>Eliminated criminal justice administrative fees and waived \$33 million in debt owed by 21,000 people</p>	 <p>Eliminated overdue library fines, and waived \$1.5 million in debt stemming from overdue fines</p>
 <p>Made phone calls from SF county jails free and stopped marking up items in the jail store</p>	 <p>Launched San Francisco Museums for All - allows free entry to museums with a public benefits card</p>	 <p>Conducted pilot to eliminate government-owed child support debt for parents, so all their future payments would go to their kids</p>	 <p>Conducted research and authored report which contributed to bail reform in San Francisco and statewide</p>	 <p>With our partners, developed and passed statewide legislative reforms, such as the Families Over Fees Act</p>

# Goals for Today's Webinar

1. Build attendees' knowledge of fine and fee discounts and how to help people apply
2. Answer questions attendees may have about fine and fee discounts
3. Listen to attendees' experiences accessing fine and fee discounts so that we can improve application processes

# San Francisco Fine and Fee Discount Guide

- Summarizes all fine and fee discounts available for low-income people
- On FJP's website (online and in PDF formats in English, Spanish, Chinese, and Filipino):  
<https://sfgov.org/financialjustice/fine-discounts>
- Call 311 for questions or call Financial Justice Project Staff



THE FINANCIAL  
JUSTICE PROJECT  
SAN FRANCISCO

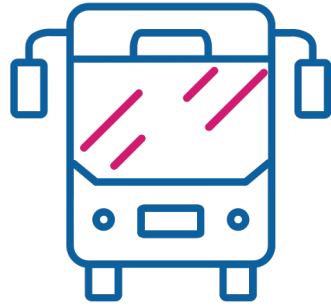


**Can't Afford to  
Pay Your Fine,  
Fee, or Ticket in  
San Francisco?**

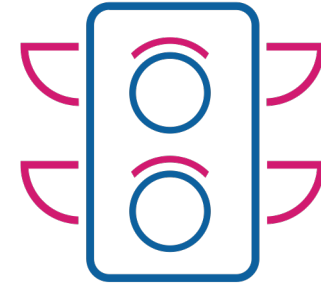
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**San Francisco Fine and Fee  
Discounts for Low-Income People**

# Focus for Today: New SF Discounts



**The ACCESS Pass:  
Free MUNI for People  
Experiencing Homelessness**



**The MyCitations  
Online Tool**



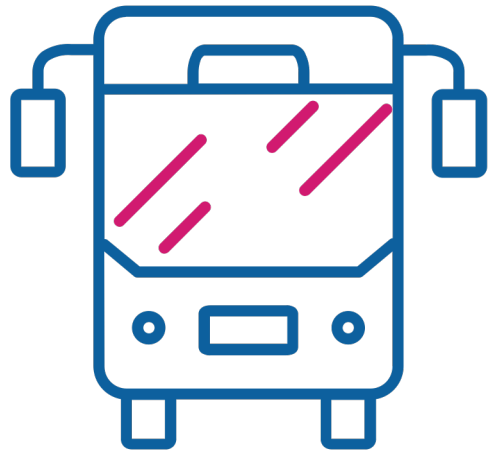
**One-Time Waiver of Tow/Storage Costs  
AND Low-Income Towing Fine Discount**



**One-Time Waiver of Boot Fine  
AND Low-Income Boot Fine  
Discount**

# New SFMTA Discounts for People Experiencing Homelessness

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**The ACCESS Pass:  
Free MUNI**

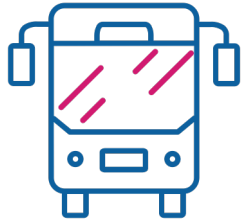


**One-Time Waiver of  
Tow and Storage Costs**



**One-Time Waiver  
of Boot Fine**





**The ACCESS Pass:  
Free MUNI**



**One-Time Waiver  
of Tow and  
Storage Costs**



**One-Time Waiver  
of Boot Fine**

# **New SFMTA Discounts for People Experiencing Homelessness**

## **Eligibility**

- Any person experiencing homelessness who has had an assessment done at an Access Point in the past 6 months is eligible for these three discounts
- People who have not yet met with an Access Point can schedule a phone appointment by calling: (415) 487-3300 x7000

# Are you experiencing homelessness?

You may be eligible for a **FREE Muni pass**



## 1 STEP ONE - Establish Eligibility

You are eligible to receive a free Muni pass if you:

1. Are currently experiencing homelessness in San Francisco.

AND

2. Have contacted one of the City's Access Points in the last six months. Access Points help people experiencing homelessness.

To confirm you have contacted one of the City's Access Points, **call one of the Access Point phone numbers below.**

If you have **NOT** contacted one of the City's Access Points, you may still qualify for a free Muni pass by scheduling a phone appointment with an Access Point.

## 2 STEP TWO - Apply for your Free Muni card

1. Complete and submit the application online:

[www.sfmta.com/fares/access-pass](http://www.sfmta.com/fares/access-pass)

OR

2. Mail or drop off the completed application to: SFMTA - Attn: FREE MUNI ACCESS PASS, 11 South Van Ness Ave, San Francisco, CA 94103

OR

3. Drop off a completed application at one of the SFMTA sales kiosks listed below. All kiosks are open from 8:00 AM - 8:00 PM, seven days a week. Kiosks are closed daily from 11:00 AM-11:30 AM and 5:30 PM - 8:00 PM.

- Bay & Taylor Streets
- Presidio Avenue & Geary Boulevard
- Powell & Market Streets

OR

4. Bring the completed application in person to the SFMTA Customer Service Center: 11 South Van Ness Ave, San Francisco, CA 94103. Open Monday to Friday from 8:00 AM - 5:00 PM.

### ACCESS POINT PHONE NUMBERS AND LOCATIONS

#### ADULTS CALL:

**Adult Access Point Partnership**  
2111 Jennings Street (at Van Dyke)  
San Francisco, CA 94124  
415-487-3300 x7000

**Adult Access Point Partnership**  
123 10th Street (at Mission)  
San Francisco, CA 94103  
415-487-3300 x7000

**Adult Access Point Partnership**  
1138 Howard St  
San Francisco, CA 94103  
415-487-3300 x7000

#### FAMILIES CALL:

**The Mission Access Point**  
2871 Mission Street  
San Francisco, CA 94110  
415-972-1261

**Bayview Access Point**  
1641 LaSalle Avenue  
San Francisco, CA 94124  
415-430-6320

**Central City Access Point**  
37 Grove Street  
San Francisco, CA 94102  
415-644-0504

#### YOUTH 18-24 CALL:

**Larkin Street Engagement and Community Center**  
134 Golden Gate Ave  
San Francisco, CA 94102  
415-675-0811

**3rd Street Youth Center and Clinic**  
1728 Bancroft Ave  
San Francisco, CA 94124  
510-556-1324

**Homeless Youth Alliance**  
415-318-6384

**LYRIC**  
127 Collingwood Street  
San Francisco, CA 94114  
415-696-4191



Free language assistance / 免費語言協助 / Ayuda gratis con el idioma / Ασπρόπρασινος βοήθεια με την γλώσσα / Trợ giúp không mất phí / Assistance linguistique gratuite / 無料の言語支援 / Library tutoring pairs no waiting list / 免費 101 101 / 101 tutoring pairs no waiting list / 101 101 / 101 tutoring pairs no waiting list / 101 101 / 101 tutoring pairs no waiting list

Flyer on the Access Pass, available in English, Spanish, and Chinese [here](#)

# Are you currently homeless? Was your car towed or booted?

You may be eligible for a one-time waiver of your towing or booting fees. Your storage fees could be waived for up to 15 days.

## 1 STEP ONE

You may be eligible for this one-time discount if you have contacted one of the City's Access Points in the last six months. Access Points help people experiencing homelessness.

To confirm you have contacted one of the City's Access Points, **call one of the Access Point phone numbers on the back of this flyer.**

If you have **NOT** contacted one of the City's Access Points, you can still qualify for the one-time discount by scheduling a short phone meeting.

**The phone numbers for the Access Points are on the back of this flyer.** You can also go to the Access Points in person. The closest Access Point to AutoReturn is: Episcopal Community Services, 123 10th Street (at Mission), San Francisco, CA 94103.

## 2 STEP TWO

**If you think your car is towed**, immediately call City and County of San Francisco Impound at 415.865.8200. Go to AutoReturn (450 7th Street, San Francisco, CA. Cross streets are Harrison and Brannan) to get your car.

**If your car has been booted**, you must go in person to the [SFMTA Customer Service Center](#) (11 South Van Ness Avenue, open M-F from 8 am-5 pm), OR AutoReturn (open 24 hours a day, 7 days a week) to get the boot removed from your vehicle.

AutoReturn will confirm that you have been seen by one of the Access Points below in the last six months. **Please note that it may take up to one business day to verify your eligibility.**

**You must be the registered owner or be on the car's rental contract in order to retrieve your car.** Please bring the following to AutoReturn to retrieve your car:

1. Valid driver's license
2. Keys for the vehicle

AutoReturn can verify ownership for California vehicles. Other ways to verify ownership include:

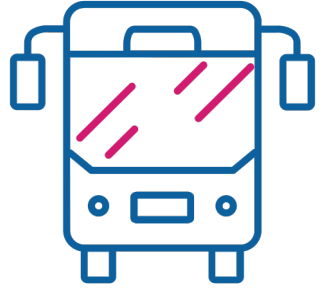
- Valid registration
- Rental agreement, or
- Title

Flyer on Towing/Booting Waivers, available in English, Spanish, Chinese, and Filipino [here](#) and [here](#)

Gary has bounced between couch surfing and living in his car for about 10 months now.

He is looking for work, and sometimes when he takes MUNI to a job interview, he gets a fare evasion ticket because he cannot afford the MUNI fare.

**What would be a good discount to refer him to?**



# The Access Pass: Free Muni for People Experiencing Homelessness

## What is the discount?

- The Access Pass is a **free MUNI pass for people experiencing homelessness.**
- People who successfully enroll in the Access Pass will also have **all prior transit violations citations waived.**

## How do I apply?

1. **Online:**  
[sfmta.com/accesspass](https://sfmta.com/accesspass)
2. **Mail** completed application to SFMTA
3. **Drop completed application** at an SFMTA sales kiosk
4. **In-Person** at SFMTA Customer Service Center

Miqueesha is a native San Franciscan who has been having a hard time paying San Francisco rents.

She usually sleeps at relatives and friends houses but lately has been sleeping in her car near her construction job.

She has five unpaid tickets and when she returns to her car after work one day it has been towed.

**What would be a good discount to refer her to?**



# One-Time Waiver of Tow and Storage Costs for People Experiencing Homelessness

## What is the discount?

A one-time waiver of towing fees and up to 15 days of storage fees received in San Francisco, saving over \$1,000!

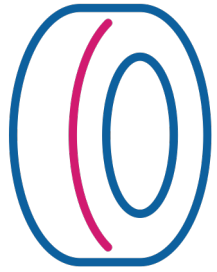
## Application Steps

1. **Meet with one of the City's Access Points, or speak to them by phone**
2. **Bring a valid driver's license and proof of ownership to AutoReturn (450 7<sup>th</sup> Street, open 24/7) to retrieve your car**

Ron lives in his car and works at a carwash in the Mission.

He moves around quite a bit to avoid tickets, but he has gotten five tickets and his car has been booted.

**What would be a good discount to refer him to?**



# One-Time Waiver of Boot Fine for People Experiencing Homelessness

## What is the discount?

A one-time waiver of car booting fines incurred in San Francisco, which are \$505 for the general population.

## Application Steps

1. **Meet with one of the City's Access Points, or speak to them by phone**
2. **Bring a valid driver's license and proof of ownership to SFMTA Customer Service Center** (11 South Van Ness, open M-F from 8 AM – 5 PM) OR **AutoReturn** (450 7<sup>th</sup> Street, open 24/7) to have the boot removed from your vehicle



# New SFMTA Discounts for People with Low Incomes

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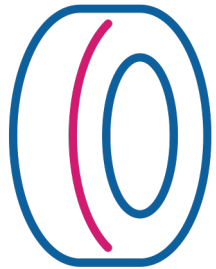
**Low-Income Towing  
Discount**



**Low-Income Boot  
Fine Discount**



## Low-Income Towing Discount



## Low-Income Boot Fine Discount

# New SFMTA Discounts for People with Low Incomes

## Eligibility

- Anyone with MediCal, CalFresh, WIC, or SFMTA Lifeline Pass
- Anyone who has applied for or received unemployment benefits from EDD
- Anyone with an annual income less than 200% FPL, shown below:

Household Size	1	2	3	4
Annual Income	\$25,520	\$34,480	\$43,440	\$52,400

Rene is a senior citizen living on a fixed income, she gets by on her social security check.

Her car got towed when she was visiting a museum. After she paid the tow fine, she could not pay her rent and was facing an eviction.

Tow costs in San Francisco are the highest in the country. It is \$537 plus \$52 a day for storage fees. More than 10% of cars that are towed are never retrieved.

**What would be a good discount to refer her to?**



## Low-Income Towing Discount

### What is the discount?

A significant discount on the tow fine, storage, flatbed, and other fees: a reduction from \$537 to \$100.

### Application

**Go to AutoReturn** (450 7<sup>th</sup> Street, open 24/7) to retrieve your car and be prepared to:

- Prove eligibility for discount by completing SFMTA's [Income Verification Form](#), AND
- Prove ownership of your vehicle

Jon works at a restaurant in the Mission as a dishwasher.

He works late and the buses do not run after a certain hour, so he drives. He has racked up a lot of tickets that he cannot pay.

He goes to his car after work one night and there is a boot on it.

**What would be a good discount to refer him to?**



## Low-Income Boot Fine Discount

### What is the discount?

A significant discount on boot removal fines received in San Francisco: a reduction from \$505 to \$100.

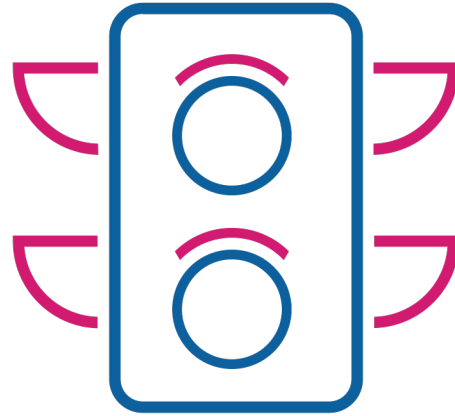
### Application

Go to the **SFMTA Customer Service Center** (11 South Van Ness, open M-F from 8 AM to 5 PM) and **be prepared to:**

- Prove eligibility for discount by completing SFMTA's [Income Verification Form](#), AND
- Prove ownership of your vehicle

# The MyCitations Online Tool

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**Apply online to request a significant discount (Up to 80% or more) on Traffic Court fines and fees based on your ability to pay**

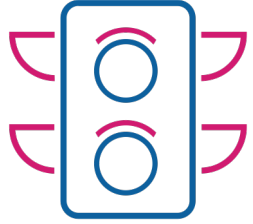
Ronnell gets a jaywalking ticket downtown that he cannot afford to pay. He misses the payment deadline and a \$300 civil assessment is added on to his citation.

Richard does not come to a complete stop at a stop sign. The ticket is hundreds of dollars. A \$300 civil assessment is added to it. He cannot afford to pay it.

Wayne is struggling with homelessness and gets a \$200 citation for sleeping on a park bench. He forgets about the citation, which has a \$300 civil assessment added to it. About a year later he is applying for a job at Starbucks, and the record of the ticket prevents him from getting the job.

**Where should we direct all three of them to?**





# The MyCitations Online Tool



## What is the discount?

An online tool that allows you to apply for a significant discount (80% or more) on Traffic Court tickets received in San Francisco, based on ability to pay.



## Who is eligible?

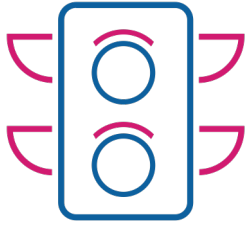
These include moving violations and “quality of life” citations.



## How do I apply?

You can access the tool at:

<https://mycitations.courts.ca.gov/>



# The MyCitations Online Tool



What is the discount?



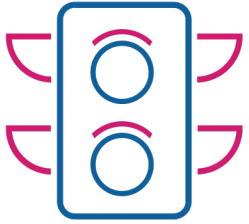
Who is eligible?



How do I apply?

## Eligibility

- **Receive public benefits such as:** Medi-Cal, CalFresh, CalWORKs, Tribal TANF, SSI, General Assistance, County Adult Assistance Program, In Home Supportive Services, or Cash Assistance Program for Immigrants, OR
- **Income is less than 250% of the Federal Poverty Level** (about \$31,900 for a single person), OR
- **Have a financial hardship** that you can explain in your application



# The MyCitations Online Tool



What is the discount?



Who is eligible?



How do I apply?

## Application

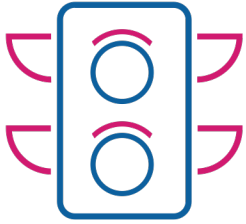
**Apply online** using the Court's MyCitations Tool:  
<https://mycitations.courts.ca.gov/>

You will need:

- a) Date of birth
- b) Phone number
- c) Proof that you receive public benefits (e.g., EBT card, MediCal card, WIC Card, SSI checks etc.) with any private information, such as SSN, crossed out
- d) Case number or ticket number

Demonstration video available here:

[https://www.youtube.com/watch?v=q0z0GYTwmU&ab\\_channel=CaliforniaCourtsSelfHelp](https://www.youtube.com/watch?v=q0z0GYTwmU&ab_channel=CaliforniaCourtsSelfHelp)



# The MyCitations Online Tool

Verizon 9:42 AM mycitations.courts.ca.gov

CALIFORNIA COURTS  
THE JUDICIAL BRANCH OF CALIFORNIA

## Request a Fine Reduction

This online system is an optional way to request a fine reduction for your traffic ticket in cases of financial need.

Use this tool to:

- Request a reduction in your traffic fine
- Request a payment plan
- Request Community Service
- Request more time to pay your ticket

Do not use this tool:

- If you wish to contest the ticket, contact your court instead.
- If you have a correction, please refer to your courtesy notice or bring proof to clerk's office for dismissal or reduction of those charges.

Verizon 9:43 AM mycitations.courts.ca.gov

CALIFORNIA COURTS  
THE JUDICIAL BRANCH OF CALIFORNIA

<BACK

## Look Up Your Citation

What California county did you get the citation in?

Shasta

What's the citation number?

MY0112234

☐ I don't have my citation number

Verizon 9:43 AM mycitations.courts.ca.gov

CALIFORNIA COURTS  
THE JUDICIAL BRANCH OF CALIFORNIA

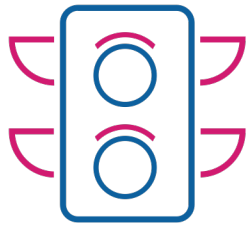
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☐ image  

☐ I don't have proof available



## The MyCitations Online Tool

*Flyer on the MyCitations tool, available in English, Spanish, Chinese, and Filipino [here](#)*

## Can't afford to pay your Traffic Court ticket in San Francisco?



Superior Court of California  
County of San Francisco

If you have a financial hardship or receive public benefits, you may ask the San Francisco Traffic Court for:

- A reduced fine,
- A payment plan, and/or
- Community service

To request a discount, go to:

[mycitations.courts.ca.gov](http://mycitations.courts.ca.gov)  
or scan the QR code below.

To complete the request, you will need:

- 1 Your citation number or driver's license number. If your case does not contain a driver's license or citation number, please call the clerk (415) 551-8540.
- 2 Your monthly take home pay.
- 3 Proof of your monthly income or proof of public benefits, such as an EBT card, Medi-Cal card, statement of benefits from HSA or copy of pay stub. If you don't have these available, you can still apply.



# San Francisco Fine and Fee Discounts

## *Discounts for People with Income Below 200% FPL or who Receive Public Benefits Assistance*



**Low-Income Water and Sewer Bill Discount**



**Low-Income Payment Plan AND Community Service Plan**



**Lifeline MUNI Pass/Reduced MUNI Fares**



**Low-Income Towing Discount**



**Low-Income Boot Fine Discount**

## *Discounts for People who are Experiencing Homelessness*



**Fine Waiver and Dismissal for QOL Citations**



**Low-Income Payment Plan AND Community Service Plan**



**The ACCESS Pass: Free MUNI**



**One-Time Waiver of Tow and Storage Costs**



**One-Time Waiver of Boot Fine**

## *Miscellaneous Discounts for People with Low-Income or who are Uninsured*



**Low-Income Traffic Court Ticket or Fine Discount**



**Community Service Program for BART Fare Evasion Tickets**



**Low-Income Child-Support Arrears Relief**



**SFFD Emergency Medical Services Fee Waiver**

# Questions for you!

# Reach out with any other questions or suggestions!

Check out our **website**: <https://sfgov.org/financialjustice/>

Follow us on **Twitter**: <https://twitter.com/fairfinesfees>

Subscribe to our **newsletter** [here!](#)

## **Contact Information:**

[shawn.young@sfgov.org](mailto:shawn.young@sfgov.org)

[anne.stuhldreher@sfgov.org](mailto:anne.stuhldreher@sfgov.org)

[michelle.k.lau@sfgov.org](mailto:michelle.k.lau@sfgov.org)

**Please let us know if you would like us to present to any community groups you work with about our fine and fee discounts!**