



SF Paratransit

Date: April 16, 2020

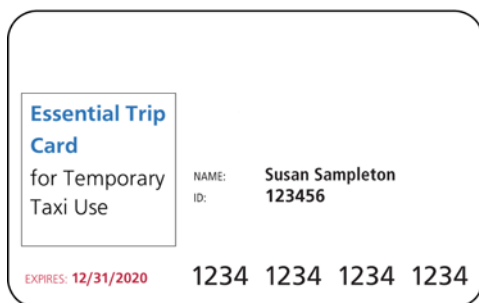
To: Paratransit Taxi Service Providers

From: Kent Hinton, Director of Operations

Subject: SFMTA Essential Trip Card

With this service bulletin, I call to your attention the SFMTA's Essential Trip Card (ETC) program. This is a temporary program that is intended to allow persons with disabilities or who are age 65 or older who are not otherwise eligible or certified for SF Paratransit services and were impacted by the implementation of the Muni Core Service Plan, to use the SF Paratransit program's taxi service in the customary way that paratransit riders now use taxis and pay the metered fare with a taxi debit card issued to them. Persons who register with the SF Paratransit program's office will receive their ETC debit card and be eligible to use this service.

Because the program is temporary and due to its quick launch, we are not able to obtain a photograph of the rider for printing on the debit card. Below is a sample of the appearance of this card.



- This **temporary Essential Trip Card** is valid and can be swiped for fare payment just like all of our SF Paratransit debit cards.
- All SF Paratransit taxi debit card business rules are applicable, including use of the card being limited to the person whose name appears on the card. **However,**



SFMTA Essential Trip Card

with this card, a signature is NOT required of the patron at the point of payment. A driver may place the code "ETC" on the signature line in lieu of the patron's signature. This is to minimize unnecessary physical contact.

- As usual, please ensure all drivers have an adequate supply of IVR forms in the event of an ITE failure. Be sure drivers call the IVR system and obtain an approval number.
- The program is active effective immediately, **and will be in effect until further notice by the SFMTA.**
- Please be sure all your taxi drivers and dispatchers are aware of this program.
- If there is a problem processing a fare payment, including an "inactive" card, please call our quality service at (415) 351-7052 for assistance.

SF Paratransit is posting updates for its riders regarding all SF Paratransit services including taxi and SF Access on the official website, sfmta.com/paratransit. We recommend that all drivers, employees, managers and taxi company principals check our website often for the latest information.

C: Marc Soto
SFMTA Accessible Services
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