



February 2010

Attention SF Access Riders:

In an effort to FURTHER improve on time reliability in the SF Access program, we recently installed a new scheduling software system. This new system more accurately schedules trips. We are all working to get accustomed to the new software and fine tune it to best meet the needs of San Francisco Paratransit customers and providers.

You will notice some changes in how we take reservations and schedule your SF Access trips.

When you call to make a reservation, you need to provide either an appointment time (when you want to be at your destination) or your desired pick up time.

Efficient scheduling may require some flexibility on your part. For example, if you ask us to pick you up at 8:30AM, we must first check the rest of the scheduled rides for that time period so we can determine which route is best to schedule your trip. If the time you request is unavailable due to prior trips scheduled at that time, we will offer an alternate time which will be a maximum of one hour before or one hour after your requested time, as allowed by the Americans with Disabilities Act. If your ride request is based on an appointment time and the most suitable time is not available, we will offer an alternate time up to one hour before the most suitable pick up time to arrive at your appointment. This is permitted by our program rules. (See SF Paratransit *Riders' Guide* Volume 2, pages 5 & 6.)

If you decline the alternate time we offer you and you ask us to "start over" with a new pick up time the entire scheduling process starts over. For example if you now request a 9:00 a.m. pick up time instead of 8:30 a.m.

originally requested your new scheduled pick up time could be as early as 8:00 or as late as 10:00 a.m. Doing this also prolongs the reservations time.

Our goal with the new software system is to provide our drivers and customers more realistic schedules which are more optimally distributed. We are making these changes so we may better serve all riders and improve on time reliability. You may continue to call up to 7 days in advance to make reservations.

We appreciate your cooperation and patience during this transition.

For SF Access Reservations and SF Access “Where’s My Ride” assistance, please call (415) 285-6945.

For SF Paratransit Passenger Relations, please call (415) 351-7052.

Эту информацию вы можете получить на русском языке. Пожалуйста, позвоните по телефону (415) 351-7000 ext.201, ext. 247, или ext.242 .Спасибо.

Esta información esta disponible en español. Para mas información, favor de llamar al (415) 351-7000 ext. 244.

Quý khách cần biết thêm chi tiết bản tiến việt. Xin gọi số (415) 351-7000, bấm 245

以上有中文資料提供. 請致電 (415) 351-7000 按 246 分機索取.