

SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY
BOARD OF DIRECTORS

RESOLUTION No. 250520-048

WHEREAS, The San Francisco Municipal Transportation Agency (SFMTA) would like to reform and modernize taxicab rules and regulations to ensure a high standard of public safety and customer service while updating requirements to better allow innovation and competition; and,

WHEREAS, On September 7, 2021, the SFMTA Board of Directors approved an Upfront Fare Pilot Program (Pilot) to test upfront fare concept which would provide customers a set fare in advance of a trip based on estimated meter rate; and,

WHEREAS, On April 5, 2022, the SFMTA Board of Directors amended the Transportation Code, Division II, Article 1100, Section 1124(b)(5) to expand the Taxi Upfront Fare Pilot Program to allow Taxi E-Hail applications to dispatch trips that originate with third-party entities, which may offer upfront fares that are not based on Taximeter rates and extend the implementation date of the Pilot by 90 days; and,

WHEREAS, Service under the Pilot launched on November 9, 2022, and the term was valid for one year; and,

WHEREAS, On September 19, 2023, the SFMTA Board of Directors extended the term of the Pilot through June 30, 2025 to allow more time for the service to operate and for staff to analyze and measure outcomes; and,

WHEREAS, The Pilot has demonstrated success in meeting program goals such as increasing driver revenue, increasing the number of taxi drivers, and improving customer service, without negative effects on traditional taxi trips, including Paratransit taxi trips; and,

WHEREAS, The SFMTA would like to allow the successful Pilot transition into an ongoing program by authorizing the Director of Transportation to establish a permanent Taxi Upfront Fare Program; and,

WHEREAS, Correcting a discrepancy in the deadline for Taxi Permit Holders to request a continuance of an administrative hearing aligns the code sections and gives Permit Holders clarity on when a request for a continuance may be made; and,

WHEREAS, The California Environmental Quality Act (CEQA) applies to “projects” that have the potential for resulting in either a direct physical change in the environment, or a reasonably foreseeable indirect change in the environment; and,

WHEREAS, On April 23, 2025, the SFMTA, under authority delegated by the Planning Department, determined that the amendment to Transportation Code, Division II, Article 1100, Section 1124(b)(5) to authorize the Director of Transportation to establish the Taxi Upfront Fare Program as a permanent program is not a “project” under the California Environmental Quality Act (CEQA) pursuant Title 14 of the California Code of Regulations Sections 15060(c) and 15378(b); and,

WHEREAS, A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors, and is incorporated herein by reference; and be it further

RESOLVED, That the San Francisco Municipal Transportation Agency Board of Directors amend Section 1120(b)(2) to authorize the Director of Transportation to correct a discrepancy in the deadline for Taxi Permit Holders to request a continuance of an administrative hearing and amend Transportation Code, Division II, Article 1100, Section 1124(b)(5) to authorize the Director of Transportation to implement a permanent Taxi Upfront Fare Program.

I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of May 20, 2025.



Secretary to the Board of Directors
San Francisco Municipal Transportation Agency

[Transportation Code – Regulation of Motor Vehicles for Hire]

Resolution amending Division II of the Transportation Code to modify the timeline for requesting a continuance of an administrative hearing and to direct the Director of Transportation to establish an Upfront Fare Program.

NOTE: **Additions** are in *single-underline italics Times New Roman font*.
Deletions are in *strike-through italics Times New Roman font*.
Board amendment additions are in double-underlined Arial font.
Board amendment deletions are in ~~strikethrough Arial font~~.
Asterisks (* * * *) indicate the omission of unchanged Code subsections or parts of tables.

The Municipal Transportation Agency Board of Directors of the City and County of San Francisco enacts the following regulations:

Section 1. Article 1100 of Division II of the Transportation Code is hereby amended by revising Sections 1120 and 1124, to read as follows:

SEC. 1120. ADMINISTRATIVE HEARINGS.

* * * *

(b) **Procedures for Review of Citations, Notices of Revocation, Notices of Nonrenewal, Notices of Summary Suspension, or Notices of Administrative Probation.**

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(2) **Scheduling an Administrative Hearing.** The administrative hearing shall be scheduled no sooner than 30 calendar days after SFMTA serves Respondent with Notice of Nonrenewal, Notice of Inactive Status, Notice of Summary Suspension or Citation, unless the parties agree to a different schedule. Respondent may request a continuance of the hearing by submitting a written request to the Hearing Officer at least ~~five business days~~ 72

hours prior to the scheduled hearing. The Hearing Officer must grant or deny the request for continuance within three business days or prior to the commencement of the hearing, whichever is sooner, and must deliver the final decision on the request for continuance to the Respondent by personal delivery, electronic mail, or first-class U.S. Mail. No continuance of the administrative hearing may exceed 60 days. If there is a pending criminal proceeding against the Respondent, the Hearing Officer may continue the hearing pending final resolution of the criminal case; provided, that, such continuance of the hearing shall not affect a summary suspension under Section 1121.

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SEC. 1124. TAXI FARES AND FEES; GATE FEES.

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(b) Taxi Fares.

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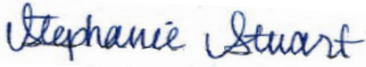
(5) **Establishment of Upfront Fare ~~Pilot~~ Program.** By no later than July 1, 2025~~August 5, 2022~~, the Director of Transportation shall create an Upfront Fare ~~Pilot~~ Program (~~“Pilot Program”~~) intended to allow Taxis to provide test the concept of providing customers with a flat rate fare estimate through an E-Hail application. ~~The Pilot Program shall expire on July 1, 2025. Trips may originate from an approved E-Hail application or from a third-party application.~~ Under the Pilot Upfront Fare Program, the customer may be offered ~~will have the option of choosing~~ the advance, upfront fare, ~~or paying for the trip based on the meter amount. The upfront fare estimate will be~~ calculated using an algorithm based on trip distance and time. The upfront fare estimate for trips originating from an approved E-Hail application must be within 10% of the Taximeter rate.

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Section 2. Effective Date. This resolution shall become effective 31 days after enactment. Enactment occurs when the San Francisco Municipal Transportation Agency Board of Directors approves this resolution.

Section 3. Scope of Resolution. In enacting this resolution, the San Francisco Municipal Transportation Agency Board of Directors intends to amend only those words, phrases, paragraphs, subsections, sections, articles, numbers, letters, punctuation marks, charts, diagrams, or any other constituent parts of the Transportation Code that are explicitly shown in this resolution as additions or deletions in accordance with the "Note" that appears under the official title of the resolution.

APPROVED AS TO FORM:
DAVID CHIU, City Attorney

By: 

STEPHANIE STUART
Deputy City Attorney

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Secretary to the Board of Directors
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