

Taxi Driver Onboarding

Updated SFMTA-approved course for new Drivers



To: San Francisco Taxi Drivers, Medallion Holders and Color Schemes
From: Philip Cranna, Enforcement and Legal Affairs Manager
Date: June 3, 2026
Subject: Updated New Driver Onboarding Process

A handwritten signature in black ink, appearing to read 'Philip Cranna', written over the subject line of the email.

All applicants for Driver Permits must comply with San Francisco Transportation Code, Division II, Article 1100, Section 1103(c), which requires them to:

- Provide their fingerprints; and
- Take and pass a written examination; and
- Demonstrate that they have successfully completed an SFMTA-approved course for new Drivers; and
- Be available to have a photo taken at SFMTA; and
- Submit to a drug test as required by the Taxi Driver Drug and Alcohol Testing Policy.
- As required by the Taxi Driver Drug and Alcohol Testing Policy, sign a written consent to allow the SFMTA to obtain information regarding the applicant's drug and alcohol testing history for the previous two years; and
- As required by the Taxi Driver Drug and Alcohol Testing Policy, disclose whether applicant has, within the prior two years, ever failed a pre-employment drug or alcohol test that resulted in the applicant not getting hired.

Pursuant to Section 1103(c)(2), Applicants must:

- Be clean in dress and person;
- Be free of any disease, condition, infirmity, or addiction that might render the applicant unable to safely operate a motor vehicle or that otherwise poses a risk to public health and safety;
- Have a current California driver's license;
- Have the physical capacity to operate a motor vehicle for at least four hours per day;
- Have no prior convictions of a crime that would, in the judgment of the SFMTA, present a risk to public safety if the permit is granted, including but not limited to convictions involving sexual assault, the use of a vehicle in the commission of a felony, fraud, violence against a person, reckless disregard for public safety, two or more recent convictions of drug-related offenses, or two or more recent convictions of driving under the influence, whether or not such convictions occurred while driving a Motor Vehicle for Hire. The SFMTA may, in its discretion, issue a permit notwithstanding prior convictions if, following review of an individual case, it determines that the applicant or Permit Holder does not pose a current risk to public safety;
- Have attained the age of 21;
- Speak; read and write the English language;
- Receive a negative test result on the pre-issuance drug test under the Taxi Driver Drug and Alcohol Testing Policy.
- Have not, within the past two years, failed a pre-employment drug or alcohol test that resulted in the applicant not getting hired.

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- Have not, within the preceding twelve months, been denied a Driver permit for failure to comply with the Taxi Driver Drug and Alcohol Testing Policy or failed a pre-employment drug or alcohol test that resulted in the applicant not getting hired

Currently, the SFMTA-approved course for new Drivers is an online course that Applicants may complete remotely.

Based upon feedback from Taxi industry members at outreach meetings and SFMTA enforcement staff, **the SFMTA-approved course will be changed to an in-person course. Commencing June 8, 2026**, all new Driver applicants will need to attend an in-person course with an exam administered at the end of the course. Upon successful completion of the course and the written examination, Applicants will receive their Driver Permit. Applications received prior to June 8, 2026 will be issued under the current online system.

Prior to attending the in-person course, Applicant eligibility pursuant to Section 1103(c) must be confirmed. Upon confirmation, TAMS will contact the Applicant to invite them to the next scheduled in-person course for new Drivers. The SFMTA-approved course for new Drivers will be held on Friday mornings, subject to demand.