SF Paratransit

SFMTA

TO: E-Hail Application Providers

FROM: Philip Cranna, Enforcement and Legal Affairs Manager
Taxis, Access & Mobility Services

DATE: October 4, 2021

SUBJECT: Updated rescreening Checklist for Evaluation of Taxi E-Hail App Integration with San Francisco Paratransit Program

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The San Francisco Municipal Transportation Agency (SFMTA) E-Hail application provider criteria require that applications "must integrate with the SF Paratransit Debit Card System at no cost to the SF Paratransit Program in the manner prescribed by the SF Paratransit Broker." The purpose of this memo is to provide guidance as to how to integrate with the SF Paratransit Debit Card System, satisfying the requirement.

To determine if your taxi E-Hail app is able to integrate into San Francisco Paratransit Program (SF Paratransit Program) and should be considered for approval, please complete the checklist on page 2.

This checklist will allow the City's Paratransit Broker to screen your taxi E-Hail app for integration into the SF Paratransit Program. This process is only one phase of the SFMTA's E-Hail app approval process conducted by SFMTA's Taxis, Access & Mobility Services (TAMS) Division. The SF Paratransit Program does not approve E-Hail apps but assists the SFMTA with evaluating such apps for working efficacy and integration into the SFMTA's Paratransit program so it can be reliably and effectively used by the program's riders.

After completing this prescreen checklist, your firm will be required to demonstrate each required feature. You may contact _us.sfcontractadmin@transdev.com_ with any questions. The City's Paratransit Broker will contact you to schedule the demonstration after your prescreen is evaluated.

Your E-Hail app will fail the evaluation if it does not meet all of the checklist evaluation criteria. The City's Paratransit Broker will inform you and the SFMTA in writing whether your E-Hail app has met the SF Paratransit criteria. If your E-Hail app does not meet the criteria, the Paratransit Broker will provide specific reasons for the failure.

Please note: As previously explained, the Paratransit Broker's review and evaluation doesn't automatically mean approval, as integration with Paratransit is only one requirement. Final approval of the E-Hail app will be determined by the Director of Transportation. Please contact Forest Barnes at _Forest.Barnes@SFMTA.com_ with any questions regarding all other SFMTA requirements for approval.

SF Paratransit   **68 12th Street, Suite 100**   **San Francisco, CA 94103**   **Fax: 415.351.3134**   **SFMTA.com/Paratransit**

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Checklist for E-Hail App Integration with SF Paratransit Program:

Evaluation Criteria:	Note:	Response:
1. Riders can specify a wheelchair-accessible vehicle when hailing a taxi via the app.	*The app must maintain an accurate inventory of wheelchair-accessible vehicles. The app must be available to all SFMTA-issued ramp taxi medallions, without regard to their color scheme affiliation or the make/model of their in-taxi equipment.*	☐
2. Riders can register an account using their 16-digit paratransit debit card in lieu of a credit or bank card if the app requires a card on file.	*The app must not require the paratransit rider to register a credit or bank card.*	☐
3. At the end of the ride, the app <u>does not</u> charge the rider's paratransit debit card. Instead, the app allows the paratransit rider to pay by handing their card to the driver to manually swipe at the ITE.	*This checklist item only applies if the app requires a credit or bank card on file, and the rider has chosen to input their paratransit debit card in lieu or a credit or bank card. At this time SF Paratransit does not permit in-app payment via the paratransit debit card (subject to change).*	☐
4. A 3rd-party has conducted an audit of the app and prepared a written report validating that the app meets the minimum standards for accessibility for people with disabilities, as defined in <u>WCAG 2.0 technical specifications</u>, levels A and AA.	*You must email a copy of the written report to us.sfcontractadmin@transdev.com along with your completed checklist.*	☐
5. The app maintains a log of each Ramp Taxi drivers' time spent logged in the app.	*For the purpose of counting toward certain Ramp Taxi incentives, your firm must provide a monthly report to SF Paratransit (via email to us.sfcontractadmin@transdev.com) containing the following data (at a minimum):* ▪ *Timestamp for each login and logout event* ▪ *time spent logged in* ▪ *driver name* ▪ *driver ID* ▪ *vehicle or medallion number*	☐