

Federal Mask Mandate

COVID-19 Response



TO: San Francisco Taxi Drivers, Color Scheme Managers and Medallion Holders

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

A handwritten signature in black ink, appearing to read 'Philip Cranna', written over the printed name.

DATE: February 23, 2021

SUBJECT: Federal Mask Mandate Details

Please be advised that in addition to the existing state and local public health orders a federal mask requirement went into effect on February 1, 2021. Taxi drivers must wear masks when transporting passengers and at all times while on SFO property.

To help stop the spread of COVID-19, [federal law requires wearing a mask](#) when entering a Muni station, purchasing a ticket and while waiting for, boarding, riding or exiting transit, including taxis. Violations can result in denial of boarding and may carry federal penalties.

To comply with this requirement, all San Francisco color schemes and medallion holders must:

1. Install stickers on all taxis in operation. There must be one sticker on the exterior and one on the interior of the taxi visible to passengers. These stickers are available from SFMTA at no cost. Please contact your color scheme manager to request stickers.



2. If you are a driver and encounter a passenger who refuses to wear a mask, please contact your dispatch for instructions.
3. Dispatch Service Permit Holders who receive reports of passengers who refuse to wear a mask must inform SFMTA at SFTaxi@sfmta.com and indicate the date, time and medallion involved.

A properly worn mask:

- Completely covers the nose and mouth of the wearer
- Is secured to the head, including with ties or ear loops
- Fits snugly against the side of the face.

Masks do not include face shields and should be a solid piece of material without slits, exhalation valves, or punctures. Under the federal mandate, face coverings like scarves and bandanas do not meet this requirement.

For more information, including exemptions and exceptions, please visit [the CDC website on the transportation mask requirement](#).

View the [Transportation Security Administration Security Directive](#).