Welcome to Taxi Services New Driver Training

March 2023
WHO ARE WE?

SFMTA Taxi Services
administers and enforces the rules adopted by the San Francisco Municipal Transportation Agency Board of Directors for the San Francisco taxi industry
MISSION STATEMENT

To promote a vibrant taxi industry through intelligent regulation, enforcement and partnership. We champion:

- Public Safety
- Outstanding Customer Service
- Economic and Environmental Sustainability
- Accessibility

WE ARE HERE TO HELP YOU!

SFMTA
SAN FRANCISCO TAXI INDUSTRY

• Taxi drivers are **vital to San Francisco’s hospitality and tourism industry.**
• Taxi drivers are the **first point of contact** with persons entering our beautiful city.
• Taxi drivers should act and be treated like **respected professionals.**
• Taxis are important to the goal of the SFMTA to **reduce congestion and pollution while freeing up curb space in our city.**
• The city’s fleet of licensed cabs exceed clean-air vehicle standards – **drive a cab in one of the greenest taxi fleets in the United States!**
ADVANTAGES OF BEING A TAXI DRIVER

✓ It is a profession made up of experienced drivers
✓ Paid the same day
✓ Mentoring by experienced taxi drivers
✓ Mandatory cameras in each taxi
✓ 2-Way radio for safety
✓ Lease a car for a day/week/month(s)
✓ Taxis may use most red transit-only lanes in the city
✓ Exempt from restricted turns on certain streets
✓ Allowed to pick up people on the streets, street hails!
✓ Stage and pick up from designated taxi stands throughout the city
✓ Authorized to accept tips from your customers
✓ Opportunity to provide Paratransit customer service throughout the city
✓ Special San Francisco International Airport pick-up privileges
✓ Training courses offered by taxi companies
✓ Minimize wear and tear on your own vehicle
NEW DRIVER TRAINING CHECKLIST

STEP 1: REVIEW ON-LINE SAFETY AND TRAINING MATERIALS

- “Vision zero” - taxicab urban driving safety video
- Regulations for new drivers! Transportation code article 1100
- How am I driving
- San Francisco International Airport (SFO) rules
- San Francisco International Airport (SFO) taxi driver training video
- Paratransit service and rules
- Taxes & bicycles, coexist
- Transporting visually impaired people with service animals
- Acknowledging review of on-line safety & training materials when submit the application
NEW DRIVER TRAINING CHECKLIST

STEP 2: REQUIRED FORMS

- DMV printout showing proof of 1 year of driving history in the U.S.
- Completed New Driver Application
- Copies of your submitted Fingerprint and Drug Testing forms

STEP 3: SUBMIT THE REQUIRED FORMS

Between the hours of 9am-12pm and 1pm-5pm,
Monday through Friday
SFMTA Customer Service Window
1 S. Van Ness Avenue, 7th Floor
San Francisco, CA 94103
Tel: 415-701-4400
COMMON TAXI TERMS

- **COLOR SCHEME**, a business that has received a permit from Taxi Services to operate a taxi company in the City of San Francisco.

- **TAXI STANDS**, white curb space in the City of San Francisco that has been designated for taxis only.

- **A-CARD**, both a driver’s permit and the card used to access San Francisco Airport. The A-card authorizes an individual driver to associate with a taxi company and operate one of the taxi company’s taxis in the City of San Francisco and the San Francisco Airport.

- **MEDALLION**, permit that authorizes a taxi to be in service and available to pickup and deliver customers for a fare.

- **SOFT METER**, App-based, time and distance plug and play meter operated on a cell phone Operating System.

- **PARATRANSIT**, the SFMTA program to provide transit services for people unable to independently use public transit because of a disability or disabling health condition.

- **IVR**, Interactive Voice Response (Over the Phone), Paper form used to process paratransit trips paid with a debit card when the ITE is not working. If you can’t get the “In Taxi Equipment” to work, ALWAYS use the IVR!

- **ITE**, In Taxi Equipment Mounted to taxi dashboard used to process fares. The ITE is the preferred method of processing Paratransit fares. No rear seat devices or Square® to process Paratransit fares.

- **SFO**, San Francisco International Airport.
IMPORTANT
REGULATIONS FOR NEW DRIVERS!
Transportation Code Article 1100

• **SEC. 1105.** GENERAL PERMIT CONDITIONS
• **SEC. 1108.** CONDITIONS APPLICABLE TO DRIVER PERMITS
• **SEC. 1118.** REVOCATION, SUSPENSION, AND ADMINISTRATIVE FINES
• **SEC. 1121.** SUMMARY SUSPENSION OF PERMIT FOR HEALTH OR SAFETY REASONS
• **SEC. 1124.** TAXI FARES AND FEES; GATE FEES

Note: Review each chapter highlighted above from Article 1100
How Am I Driving?

SPEED LIMITS:
- Most California freeways: **65 MPH**
- City streets unless otherwise posted: **25 MPH**
- School zones when children are present: **25 MPH**
- An uncontrolled intersection: **15 MPH**
- When a trolley or bus is stopped to load and unload passengers: **10 MPH**
- What do you do if the road is wet? **Reduce speed**

- RESPECT PEDESTRIANS IN CROSSWALKS!
- DO NOT cross over double-double yellow lines
- DRIVE DEFENSIVELY- not aggressively
How Am I Driving?

• Statistics prove that **taxi drivers are better drivers** than the public, **PLEASE** continue to maintain those excellent standards.

• Accidents that are your fault and moving violations add points to your driving record and **can get you taken off the driver roster at your company**.

• **Do not leave an unoccupied taxicab** in a taxi zone during busy passenger loading times.

• **Do not refuse passengers.** You must pick up any person who represents themselves “in a clean, coherent, safe and orderly manner” going to a San Francisco destination or San Francisco International Airport or Oakland International Airport.

• **Do not leave a taxi vehicle parked on a public street** for more than 4 hours.

• You **may use some red transit lanes** whether or not you have passengers.

• Once dispatched to a call from customer, you **CANNOT accept any other fares** while enroute to the fare.
Customer Service and Public Safety
How We Receive Complaints and Compliments

• **311 operators** are available 24-hours a day, 7 days a week, 365 days a year

• Every San Francisco taxi **must have a 311 sticker** in the rear of the vehicle

• Operators take **complaints, compliments, lost & found** claims and any other taxi related issues

• **311 can also be used by taxi drivers** and you do not have to provide your identity
San Francisco International Airport Rules

• If you pick up a “short” fare and get back to the airport within 2 hours, you are allowed to jump most of the queue and quickly pick up a new fare.

• The posted speed limit on the lower level of SFO is 20 MPH.

• Taxi Drivers **MAY NOT** pick up passengers on the Departure level of the airport.

• Taxi Drivers **MAY NOT** leave their vehicle unattended, except in one of the four designated staging lots.

• Taxi Drivers **MAY NOT** charge a fee for dropping off passengers at SFO.
San Francisco International Airport Rules

• All taxi drivers operating at the airport must have a A-CARD

• If you have an issue with your SMART A-CARD, call (650) 821-2704

• Failure to comply with the Airport Rules and Regulations, could result in a disciplinary action

• Taxi drivers MAY NOT pick up passengers from the Rental Car Center at SFO

• Taxi drivers MUST OBEY requests of the Ground Transportation Compliance officers at SFO
SAN FRANCISCO INTERNATIONAL AIRPORT (SFO)
TAXI DRIVER TRAINING
Click to watch video
What is SF Paratransit?

• Service provided under the Americans with Disabilities Act (ADA) for people whose disabilities prevent them from using regular transit.
• All Color Schemes (Taxi Companies) are required to participate in the SF Paratransit Program must execute a contract with Paratransit Broker and must abide by the rules and regulations of the program.
• Drivers must have Ramp certificate to operate ramp-taxi vehicles.
• Fares are paid using the San Francisco Paratransit Debit Card.
  • Payment for rides works very similar to a credit card

All San Francisco Taxi Cabs are required to participate!
Ramp Taxi
SF Paratransit is not just Ramp Taxi Service. Most SF Paratransit trips are provided to ambulatory frail elders!

• Currently about 40 ramp taxi vehicles (among 100 ramp taxi medallions) equipped to provide taxi service to wheelchair users

• All ramp taxi drivers must have a A-card and a ramp taxi driver certificate

• If interested, talk to your color scheme.
SF Paratransit Service Area

**DOES Include:**
Daly City Bart, parts of Westlake, Cow Palace, Treasure Island

**DOES NOT Include:**
Colma Cemeteries, Serramonte, Tanforan, Seton Medical Center, Kaiser SSF or SFO

©2010 Google Maps
SF Paratransit Debit Cards

- NO FEES FOR SF PARATRANSIT TRANSACTIONS!
- You should be paid by your color scheme promptly and in full.
- Most color schemes deduct Paratransit fares from the gate fee, if receipt is signed.
Two Ways to Pay for a SF Paratransit Trip

- **ITE** = In Taxi Equipment
  - Mounted to taxi Dashboard
  - Preferred method of processing Paratransit fares
  - No rear seat devices or Square®
- **IVR** = Interactive Voice Response (Over Phone)
  - Paper form
  - If you can’t get the ITE to work, ALWAYS try the IVR!
How to Pay for SF Paratransit Trips & Tipping

After the trip, a SF Paratransit passenger will give driver the debit card

- Paratransit transactions must be performed by the driver through the dash-mounted ITE in the front of the vehicle.
  - Rear Seat devices may NOT be used.
- Drivers may ask the patron if they would like to add a tip to the fare.
  - You may not process a tip without permission.
  - **Tipping is NOT automatic or required.** (TC 1108(e)(16)(37))
- **There is no CREDIT button** – the sale is final once SALE is pressed, and whether or not you turn in the receipt.
More About Tipping with SF Paratransit

- You MUST have the SF Paratransit Passenger permission
  - Computer-generated at 15%
  - Rounds up to next 5 cents
  - Maximum $4.00

- SF Paratransit Passenger *may* give you additional cash
  - For excellent customer service
  - If they have the means
Some SF Paratransit Trips Are **NOT** Allowed

Help us help YOU by reminding SF Paratransit Passengers

- **Wait-trips** - Trips where the passenger asks you to make multiple stops, for example: the bank, the post office, and the drugstore.

- **Round-Trips** - Trips that begin & end at the same location

- **Fares over $55**

- **Flag Drops only**
  (with no distance)

- **Extras** - (parking fees or bridge tolls)
SF Paratransit
Debit Card Error Messages
Good Card – Bad Swipe

- **DECLINED: ERROR USE IVR**
  Means the ITE communication failed. The card may still be good. Use IVR.

- **CARD NOT VALID**
  Means the ITE did not recognize the card. It may or may not be a valid SF Paratransit Debit Card. Re-swipe.

- **DUPLICATE TRANSACTION**
  Means that sale has already been processed. You have been paid.

If you get any of these messages, try again using your ITE, or use the IVR.

**DO NOT ASK FOR CASH!**
SF Paratransit
Debit Card Error Messages
Good Card – Bad Trip

- **AMOUNT TOO LARGE – EXCEEDS ALLOWABLE LIMIT**
  - Any fare over $55, NOT including tip.
  - If Wait or Round Trip, collect cash.

- **NOT VALID TRIP**
  - Usually shows up as a flag drop with no distance

- **OUT OF AREA**
  - When card is used outside the service area (San Francisco)

- If you think the fare was declined in error, always use the IVR form.
SF Paratransit
Debit Card Error Messages

Bad Card

- **INACTIVE CARD**
  - Usually means that the card has not been activated, or has been replaced by a newer card.

- **INSUF FUNDS**
  - COLLECT Alternate Method of payment for balance due, or
  - Use IVR for balance due.

- **OUT OF AREA (SF)**
- **TRIP CLOSED**
  - Another card already swiped

- **These are the ONLY reasons you may ever ask a patron for cash or credit card**
SF Paratransit Manual IVR Receipt

- You MUST carry **IVR forms** in your cab. (TC 1108(e)(36))

- Get blank IVRs from your Dispatch or Cashier

- Use IVRs whenever **ITE**:
  - Can’t get a signal
  - Not installed (report to your Mgmt!)
  - See next slide for:
    - “ITE ERROR MESSAGES”

- **Fill out the IVR form completely** including SF Paratransit passenger’s **signature**!
SF Paratransit
IN TAXI EQUIPMENT, (ITE), Error Messages

<table>
<thead>
<tr>
<th>Fill out IVR*</th>
<th>Collect Alternate Type of Payment</th>
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<tr>
<td>&quot;DECLINED: ERROR USE IVR&quot;</td>
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<td>&quot;CARD NOT VALID&quot;</td>
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<td>&quot;NOT VALID TRIP&quot;</td>
<td>&quot;AMOUNT TOO LARGE – EXCEEDS ALLOWABLE LIMIT&quot;</td>
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<tr>
<td>&quot;OUT OF AREA&quot; – if incorrect</td>
<td>If truly outside SF</td>
</tr>
<tr>
<td>Incorrect or Missing Pick Up or Drop Off address inside SF</td>
<td>If truly outside SF</td>
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</table>

*To be paid, all four-part IVRs MUST be completely filled out, including customer signature. If customer is unable to sign, driver to write “UTS” – which will be verified.*
SF Paratransit - Manual IVR Receipt

1234 5678 9012 3456

Include:
1. Write SF Paratransit Card Number
2. Explanation Code
3. Cab Co. (Fleet ID or name of Color Scheme)
4. Passenger Signature (IMPORTANT)
5. Approval Code, Call (877) 738-2943
SF Paratransit
Fill Out IVR & Get Approval
VERY ($) IMPORTANT TO YOU !!

• Fill out IVR while SF Paratransit Passenger is still in cab so you can:
  • Verify SF Paratransit debit card is ACTIVE & has FUNDS to pay
  • SF Paratransit Passenger can sign & get copy OR you can ask for another card or cash!
• Call 877-738-2943 OR your Help Desk
• Listen carefully and follow the prompts…
• Know your Fleet #, Vehicle #, Driver # & metered amount
• Answer the “Is Tip Authorized” question: Y or N
• Write the provided Authorization # on the IVR
SF Paratransit Additional IVR Information

- When complete, have the SF Paratransit Passenger sign
- Distribute the completed/signed copies as indicated on the side.
SF Paratransit

FRAUD: DON’T DO IT!

• We review ALL transactions, and we WILL catch anyone trying to commit fraud.

• If caught committing or abetting fraud, you will not be re-trained.

  You may be prosecuted!

• In addition, if you see any SF Paratransit Passengers committing fraud with the Paratransit card, please give us a call, (415) 351-7052. They will be removed from the program and may be prosecuted.

• DON’T ever take a photo of a SF Paratransit Debit card
Bicycle Safety
TAXIS & BICYCLES COEXIST

www.sfmta.com
Bicycle Safety

BICYCLES, TAXIS AND THE LAW

• **CVC 21200**: “A person riding a bicycle … has all the rights and is subject to all the provisions applicable to the driver of a vehicle…”

• **CVC 21202**: (a) Any person operating a bicycle upon a roadway at a speed less than the normal speed of traffic moving in the same direction at that time shall ride as close as practicable to the right-hand curb or edge of the roadway…
Bicycle Safety
MAKING TURNS

- **CVC 22100**: (a) Right Turns. “Both the approach for a right-hand turn and a right-hand turn shall be made as close as practicable to the right-hand curb or edge of the roadway…”

- **CVC 21717**: “Whenever it is necessary for the driver of a motor vehicle to cross a bicycle lane that is adjacent to his lane of travel to make a turn, the driver shall drive the motor vehicle into the bicycle lane prior to making the turn and shall make the turn pursuant to Section 22100”
Bicycle Safety
BIKES & TURNING

- In California, a bike lane is the right-most lane
- Dashed lines mean that you may merge into the lane
- Signal - merge when safe – make the turn

TURN FROM THE CURB!
Bicycle Safety
BIKE LANES

STANDARD

DESIGNATED

PROTECTED
Bicycle Safety
BICYCLES

Top three causes of bike and car collisions:

• Unsafe Turning Without Signaling:
• Opening a Vehicle Door:
• Unsafe Speed:
Bicycle Safety

PASSENGER LOADING

- **CVC 22517**: No person shall open the door of a vehicle on the side available to moving traffic unless it is reasonably safe to do so and can be done without interfering with the movement of such traffic, nor shall any person leave a door open upon the side of a vehicle available to moving traffic for a period of time longer than necessary to load or unload passengers.

  *This is the 3rd leading cause of bicycle-related crash in San Francisco. You are responsible for passengers.*

- **CVC 21755.** (a) The driver of a vehicle may overtake and pass another vehicle upon the right only under conditions permitting that movement in safety.
Bicycle Safety
PASSENGER LOADING

- Use the bike lane only as a last resort
- Look for open curb space, taxi stand or side streets
- If you must stop mid-block, pull all the way to parked cars or curb
- Signal, check mirrors, enter bike lane when clear
- Pull far enough over to prevent someone biking from riding curbside
- Passengers should always use curbside door
- Remember: you are liable and responsible for your passenger(s)
- Don’t park - just loading or unloading of passenger(s)
Bicycle Safety
Passenger Loading: Non-Separated Bike Lanes

- May enter a non-separated bike lane with caution to drop off all customers (disabled and non-disabled)
- Using bike lanes as an absolutely last resort.
Bicycle Safety
Passenger Loading: Separated Bike Lanes

- **Only drop off** in a separated bike lane if you have **disabled or elderly customers who require direct access to the curb**

- You may **only pick up** in a separated bike lane if the dispatcher tells you that **the customer is disabled and must be picked up at a location that is next to a separated bike lane.**
Bicycle Safety
How to Safely Enter a Separated Bike Lane

- Enter at the beginning of the block and exit at the end of the block.
- Enter slowly (under five mph) and use your turn signal.
- Do not attempt to drive in any of those narrow separated bike lanes in Market Street.
Bicycle Safety

IMPORTANT POINTS!

- That bike rider might be your next fare
- Ride and drive predictably
- Same rights, same rules
- Turn from the curb
- Look before opening doors
Transporting Visually-Impaired People and Service Animals

- You must accommodate service animals

- According to the American's with Disabilities Act you may ask your passenger the following two questions to find out if the animal accompanying him or her is really a service animal?
  - Is your animal a service animal?
  - What service does it perform for you?

- You CANNOT ask any of the following questions:
  - If that is a service animal, may I see your animal’s certificate card?
  - What is the nature of your disability, and how does your service animal compensate for your disability?
  - What is the nature of your disability, and may I see a document to verify your disability?
NEW DRIVER ACKNOWLEDGMENT

- “Vision zero” - taxicab urban driving safety video
- Transportation code article 1100
  - Sec. 1105. General permit conditions
  - Sec. 1108. Conditions applicable to driver permits
  - Sec. 1118. Revocation, suspension, and administrative fines
  - Sec. 1121. Summary suspension of permit for health or safety reasons
  - Sec. 1124. Taxi fares and fees; gate fees

- San Francisco International Airport (SFO) rules
- San Francisco International Airport (SFO) taxi driver training video
- Paratransit service and rules
- Transporting visually impaired people and service animals
Download Print and Sign

SUBMISSION OF REQUIRED FORMS

1) NEW DRIVER APPLICATION

Click to download New Taxi Driver Application Process and form
2) LIVESCAN FORM
Click to download form - MTA Live Scan Request for New Driver Form

- VISIT ONE OF THE LOCATION ON THE BACK OF THE FORM TO HAVE YOUR FINGER PRINTS OBTAINED
3) DRUG TESTING FORM
Click to download form - Drug Testing Form

- VISIT ONE OF THE LABS ON THE BACK OF THE FORM TO UNDERGO THE DRUG TESTING REQUIREMENT
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<th>Ramp Taxis</th>
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Scan QR Code to Taxi and Ramp Taxi Online Directory
SFMTA TAXI DIVISION
1 South Van Ness Ave, 7th Floor
San Francisco, CA 94103
Hours: Monday - Friday
(9:00 AM-12:00 PM) and (1:00 PM-5:00 PM)

• Phone: (415) 701-4400, ext:0
• Fax: (415) 701-5437
• Email: sftaxi@sfmta.com
• Website: www.sfmta.com/taxi
Thank you!

We appreciate your service to the paratransit community & everyone else
YOU are an ambassador of San Francisco

We wish you Safety and Success!