



FACTS FOR SF TAXI DRIVERS ABOUT TRIPS & INCENTIVES FOR

SF Paratransit Debit Card Rides

- SF Paratransit Taxi Debit Cards are only valid for use by the individual whose name and photo appear on the card. Caregivers, spouses, relatives, or others acting on the rider's behalf may not use the rider's card unless the rider is present.
- Drivers must **never** make personal stops during a rider's trip. This is strictly prohibited under all circumstances.
- NEVER charge multiple short trips to a rider's card especially to pay for rides going outside the service area. ONE complete trip will be ONE swiped transaction.
- Charging for time sitting and waiting for a rider who is outside of your vehicle, or waiting for their caregiver who is outside the vehicle is prohibited.
- Charges for only a flag drop is not allowed. The meter must uptick, at a minimum, once to \$4.80 before any charge can be eligible for payment by SF Paratransit.
- A driver may not run the meter while securing a wheelchair. Time spent on securement is already accounted for through ramp taxi incentives.
- Drivers should be familiar with error messages they can get from their in-taxi equipment (ITE) related to paratransit debit card transactions. Please obtain a list of your ITE error messages from your cab company so you are able to determine the cause of failed swiped transactions and know when to perform an Interactive Voice Response (IVR) transaction instead. Each driver should be trained by their taxi company on when and how to properly process an IVR transaction.
- Drivers are responsible for confirming that they have IVR forms at the start of their shift. IVR forms are available at your taxi company.
- If you pick up a paratransit rider who cannot transfer out of their wheelchair and their Paratransit card lists them as Ambulatory (Amb), you may suggest they contact the Paratransit office to update their record.

For any questions regarding the rules of the SF Paratransit program for taxi drivers, please contact the **SF Paratransit Taxi Team** at 415-351-7066 & 415-351-7014.