



**MEMORANDUM**

**DATE:** July 17, 2015

**TO:** Color Schemes and Drivers Interested in Operating Ramp Taxi Medallions

**FROM:** Edward D. Reiskin  
Director of Transportation 

**SUBJECT:** Standards for Obtaining and Maintaining a Ramp Taxi Medallion Use Agreement

This memorandum establishes the: 1) minimum monthly wheelchair pick-up requirement for maintaining a Ramp Taxi Medallion Use Agreement (Transp. Code § 1110(a)(3); 2) eligibility requirements for a Ramp Taxi Medallion Use Agreement, including “exceptional performance” in response to requests for wheelchair pick-ups, “otherwise exceptional dispatch performance,” and “a record of satisfactory service to passengers who use wheelchairs” (Transp. Code § 1110(d)(1)(A) and (B)); 3) number of “substantiated complaints” that is “excessive” in the context of a request to operate affiliated Ramp Taxi Medallions in non-accessible Taxi vehicles during the hours of 4:00 p.m. to 4:00 a.m. daily (Transp. Code § 1110(d)(2)); and 4) other eligibility requirements for entering into a Ramp Taxi Medallion Use Agreement (Transp. Code § 1110(d)(4)). The relevant portions of Transportation Code Section 1110 provide as follows<sup>1</sup>:

**RELEVANT TRANSPORTATION CODE SECTIONS**

**SEC. 1110. CONDITIONS APPLICABLE TO RAMP TAXI MEDALLIONS.**

In addition to the conditions specified in Section 1105, the following conditions are applicable to Ramp Taxi Medallion Holders:

**(a) Serving Passengers Who Use Wheelchairs.**

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(3) Every holder of a Use Agreement for a Ramp Taxi Medallion must ensure that the Ramp Taxi meets a minimum wheelchair pick-up requirement per month, which shall be set by the Director of Transportation and established by reports of usage of San Francisco Paratransit Debit Cards. If the holder of a Use Agreement for a Ramp Taxi Medallion fails to meet the wheelchair pick-up requirement three times within a six-month period, or fails to comply with any condition of the Use Agreement, the SFMTA may terminate the Use Agreement and reassign the Ramp Taxi Medallion. The application of this paragraph is in addition to any penalties that may be assessed

<sup>1</sup> All capitalized terms in this memorandum have the meanings ascribed to them in the Transportation Code, except as otherwise specified, and all section references are to sections of the Transportation Code, except as otherwise specified.

against the Ramp Taxi Medallion Holder or the holder of a Use Agreement for violations of this Article or the rules and regulations of the Paratransit Program.

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**(d) Use Agreements for Ramp Taxi Medallions.**

(1) The SFMTA shall authorize the operation of a Ramp Taxi Medallion that is returned to the SFMTA for any reason by executing a Use Agreement with either a Color Scheme Permit Holder or a Driver, at the discretion of the SFMTA.

(A) With the exception of the circumstances described in Subsection (d)(1)(B), below, only those Color Scheme Permit Holders or Drivers that have demonstrated exceptional performance responding to requests for service by passengers who use wheelchairs, or those Color Schemes that do not have wheelchair pick-up history but have demonstrated otherwise exceptional dispatch performance, in accordance with criteria to be determined by the Director of Transportation, shall be eligible for such Use Agreements for Ramp Taxi Medallions.

(B) If a Gas and Gates Ramp Taxi Medallion is returned to the SFMTA for any reason, the SFMTA shall allow the Color Scheme with which the Ramp Taxi Medallion is affiliated to operate the Ramp Taxi Medallion as a Gas and Gates Medallion for the remaining life of the Ramp Taxi vehicle if the SFMTA determines, in accordance with criteria to be determined by the Director of Transportation, that the Color Scheme has a record of satisfactory service to passengers who use wheelchairs. If the SFMTA determines that the Color Scheme with which the Gas and Gates Ramp Taxi Medallion is affiliated has not provided satisfactory service to passengers who use wheelchairs, or upon expiration of the Ramp Taxi vehicle's useful life, the SFMTA may allow another Color Scheme or a Driver that meets the exceptional performance standard for wheelchair pick-ups to operate the Ramp Taxi Medallion.

(2) Any Color Scheme that operates more than one Ramp Taxi Medallion pursuant to a Use Agreement with the SFMTA, and that is affiliated with a Dispatch Service that dispatches at least six Ramp Taxi Medallions, may operate up to 50 percent of its affiliated Ramp Medallions in a non-accessible Taxi vehicle during the hours of 4:00 p.m. to 4:00 a.m. daily.

(A) This privilege shall not apply to any quarter if during the previous quarter the SFMTA received an excessive number of substantiated complaints on average, per medallion per month, regarding any request for wheelchair service during those hours that was not fulfilled within 30 minutes of request.

(B) For Dispatch Services that are affiliated with multiple Color Schemes, the receipt of an excessive number of substantiated complaints on average, per medallion per month, regarding any request for wheelchair service during those hours that was not fulfilled within 30 minutes of request shall result in termination of the privilege for all Color Schemes affiliated with that Dispatch Service.

(3) The Director of Transportation shall set the criteria for meeting the minimum monthly wheelchair pick-up requirements for maintaining a Ramp Taxi Medallion Use Agreement, shall set the criteria for meeting the "exceptional performance" and "satisfactory service" eligibility requirements for a Ramp Taxi Medallion Use Agreement referenced in subsection (d)(1)(A) and (B), above, and shall set the criteria for "an excessive number of substantiated complaints" referenced in subsection (d)(2) with reference to actual wheelchair service demand with the goal of providing 95 percent of requested wheelchair service within 30 minutes of the request.

(4) In addition to minimum pick-up and eligibility requirements, the Director of Transportation may establish other eligibility conditions for entering into a Use Agreement. The Director of

Transportation may also establish other conditions for maintaining a Use Agreement, which shall be stated in the agreement, and the Director of Transportation may terminate any Use Agreement for failure to adhere to such conditions. The Director of Transportation may amend the minimum pickup requirements and other conditions of a Use Agreement for a Ramped Taxi Medallion in response to changed circumstances, such as changes in the level of demand for wheelchair service, by issuing a written finding listing the factors supporting the changed criteria; provided however that any change in such criteria shall not take effect for at least 90 days following written notice to the holder of Use Agreements for Ramp Taxi Medallions.

## **RAMP TAXI SERVICE STANDARDS**

### **I. MINIMUM MONTHLY RAMP TAXI WHEELCHAIR PICK-UP REQUIREMENT**

In accordance with subsection (a)(3), above, a Color Scheme holder of a Ramp Taxi Medallion Use Agreement must ensure that each Ramp Taxi provides at minimum ten paratransit wheelchair pick-ups on average, per Ramp Taxi Medallion, per month. Individual Drivers that hold a Ramp Taxi Medallion Use Agreement must provide at minimum ten paratransit wheelchair pick-ups per month. If the holder of a Ramp Taxi Medallion Use Agreement fails to meet the wheelchair pick-up requirement three times within any six-month period, or fails to comply with any condition of the Use Agreement, the SFMTA may terminate the Use Agreement and reassign the Ramp Taxi Medallion. Paratransit wheelchair pick-ups will be monitored monthly through reports of usage generated by the San Francisco Paratransit Debit Card system.

### **II. SATISFACTORY SERVICE**

In accordance with subsection (d)(1)(B), above, the record of satisfactory service criteria for a Color Scheme seeking a Use Agreement for an affiliated Gas and Gates Ramp Taxi Medallion that has been returned to the SFMTA is as follows: six paratransit wheelchair pick-ups, on average, per Ramp Taxi Medallion, per month over the 12 months preceding the issuance of the Use Agreement. In the alternative, the SFMTA may issue a Ramp Taxi Use Agreement to a Color Scheme that can demonstrate that it has provided at least three wheelchair pick-ups, on average, per Ramp Taxi Medallion, per month over the 12 months preceding the issuance of the Use Agreement. But in this case, the Color Scheme may not operate a Medallion issued under such circumstances in a non-accessible vehicle during specified hours in accordance with subsection (d)(2), above, and the Ramp Taxi Use Agreement(s) issued may be of shorter duration than the standard Use Agreement issued to Color Schemes that meet the more rigorous standard.

### **III. EXCEPTIONAL PERFORMANCE**

In accordance with subsection (d)(1)(A), above, the “exceptional performance” criteria for a Color Scheme with experience operating a Ramp Taxi Medallion(s) is as follows: 12 paratransit

wheelchair pick-ups on average, per Ramp Taxi Medallion, per month over the 12 months preceding the issuance of the Use Agreement. The “exceptional performance” criteria for a Driver with experience driving a Ramp Taxi Medallion is as follows: six paratransit wheelchair pick-ups on average, per month over the 12 months preceding the issuance of the Use Agreement. In the alternative, a Driver with experience driving a Ramp Taxi Medallion may also qualify to receive a Ramp Taxi Medallion Use Agreement if he or she has made 10 paratransit pick-ups (including wheelchair and non-wheelchair pick-ups) on average, per month over the 12 months preceding the issuance of the Use Agreement, and has received no more than two substantiated customer service-related complaints over the six months preceding the issuance of the Use Agreement.

#### **IV. EXCEPTIONAL DISPATCH PERFORMANCE**

In accordance with subsection (d)(1)(A), above, the “otherwise exceptional dispatch performance” criteria for a Color Scheme that lacks experience operating a Ramp Taxi Medallion(s), but seeks a Ramp Taxi Medallion Use Agreement, is as follows: an average of at least 15 completed Paratransit trips per medallion, per month over the 12 months preceding the issuance of the Use Agreement. The “otherwise exceptional dispatch performance” criteria for a Driver who lacks experience operating or driving a Ramp Taxi Medallion, but seeks a Ramp Taxi Medallion Use Agreement, is as follows: an average of at least ten completed Paratransit trips (including wheelchair and non-wheelchair trips), per month over the 12 months preceding the issuance of the Use Agreement, and has received no more than two substantiated customer service-related complaints over the six months preceding the issuance of the Use Agreement.

#### **V. EXCESSIVE NUMBER OF SUBSTANTIATED COMPLAINTS**

In accordance with Subsection (d)(2)(A) and (B), above, "an excessive number of substantiated complaints" regarding requests that were not fulfilled within 30 minutes of the request is as follows: two substantiated complaints, on average, per medallion, during any three-month period.

### **ADDITIONAL ELIGIBILITY REQUIREMENTS**

#### **VI. ADDITIONAL ELIGIBILITY CONDITIONS FOR COLOR SCHEMES ENTERING INTO RAMP TAXI MEDALLION USE AGREEMENTS**

- (1) The Color Scheme ensures that each Ramp Taxi Driver who will drive the Ramp Taxi vehicle has a valid Ramp Taxi training certificate on file with the San Francisco Paratransit office.
- (2) The Color Scheme applicant is in compliance with, and agrees to operate the Ramp Taxi Medallion at all times subject to, the regulations of the San Francisco Paratransit Program.

**VII. ADDITIONAL ELIGIBILITY REQUIREMENTS FOR DRIVERS ENTERING INTO RAMP TAXI MEDALLION USE AGREEMENTS**

- (1) The Driver applicant operates (through loan, lease or other arrangement) a wheelchair-accessible vehicle.
- (2) The Driver applicant has a valid Ramp Taxi training certificate.
- (3) The Driver applicant agrees to operate Ramp Taxi at all times subject to the regulations of the San Francisco Paratransit Program
- (4) The Driver applicant has been recommended for approval after an interview conducted by the SFMTA's Paratransit Coordinating Council.

**NEXT STEPS**

If you are interested in entering into a Ramp Taxi Medallion Use Agreement, please call Paige Standfield, SFMTA Manager of Taxi Permits, at 415.701.4400.

## SFMTA RAMP TAXI USE AGREEMENT STANDARDS

Who	What	Standard
Color Scheme seeking a Use Agreement for an affiliated Gas and Gates Ramp Taxi Medallion that has been returned to the SFMTA	To enter into a Ramp Taxi Medallion Use Agreement	<p style="text-align: center;"><b>Satisfactory Service:</b></p> <p style="text-align: center;">Provided <b>six</b> paratransit wheelchair pick-ups, on average, per Ramp Taxi Medallion, per month over the past 12 months</p> <p style="text-align: center;">OR</p> <p>At least <b>three</b> paratransit wheelchair pick-ups, on average, per Ramp Taxi Medallion, per month over the past 12 months. If so, the Color Scheme may not operate a Medallion issued under such circumstances in a non-accessible vehicle from 4:00pm – 4:00am and the Ramp Taxi Use Agreement(s) issued may be of shorter duration than the standard Use Agreement issued to Color Schemes that meet the more rigorous standard.</p>
Color Scheme with experience operating Ramp Taxi Medallion(s)	To enter into a Ramp Taxi Medallion Use Agreement	<p style="text-align: center;"><b>Exceptional Performance:</b></p> <p style="text-align: center;"><b>12</b> paratransit wheelchair pick-ups on average, per Ramp Taxi Medallion, per month over the 12 months preceding the issuance of the Use Agreement.</p>
Color Scheme that lacks experience operating a Ramp Taxi Medallion or Medallions, but seeks a Ramp Taxi Medallion Use Agreement	To enter into a Ramp Taxi Medallion Use Agreement	<p style="text-align: center;"><b>Exceptional Dispatch Performance:</b></p> <p>An average of at least <b>15</b> completed Paratransit trips (non-ramp) per medallion, per month over the 12 months preceding the issuance of the Use Agreement.</p>
Color Scheme operating Ramp Taxi Medallions under a Use Agreement	To maintain a Ramp Taxi Medallion Use Agreement	<p style="text-align: center;"><b>Minimum Monthly Ramp Taxi Wheelchair Pick-Up Requirement:</b></p> <p>Each Ramp Taxi must provide at minimum <b>ten</b> paratransit wheelchair pick-ups on average, per Ramp Taxi Medallion, per month.</p>

## SFMTA RAMP TAXI USE AGREEMENT STANDARDS

Who	What	Standard
Ramp Taxi Driver	To enter into a Ramp Taxi Medallion Use Agreement	<p><b>Exceptional Performance:</b></p> <p><b>6</b> paratransit wheelchair pick-ups on average, per month over the past 12 months</p> <p style="text-align: center;">OR</p> <p><b>10</b> paratransit (including ramp and non-ramp trips) pick-ups on average, per month over the past 12 months, and has received no more than two substantiated customer service-related complaints over the past six months.</p>
Taxi Driver who lacks experience driving a Ramp Taxi Medallion, but seeks a Ramp Taxi Medallion Use Agreement	To enter into a Ramp Taxi Medallion Use Agreement	<p><b>Exceptional Dispatch Performance:</b></p> <p>An average of at least <b>10</b> completed Paratransit trips (including ramp and non-ramp trips), per month over the 12 months preceding the issuance of the Use Agreement, and has received no more than two substantiated customer service-related complaints over the past six months.</p>
Driver operating a Ramp Taxi Medallion under a Use Agreement	To maintain a Ramp Taxi Medallion Use Agreement	<p><b>Minimum Monthly Ramp Taxi Wheelchair Pick-Up Requirement:</b></p> <p>At minimum <b>ten</b> paratransit wheelchair pick-ups per month.</p>