

NOTICE

March 17, 2025

TO: San Francisco Taxi Drivers
SUBJECT: **Improperly Charging an SFO Dropoff Fee**

SFO reminds all taxi drivers that the SFO pickup fee feature on the meter is only for recovering direct fees charged to the driver by SFO. SFO only charges a pick-up fee, and does not currently charge taxis a drop-off fee. SFO and SFMTA have collected data showing that many taxi drivers are overcharging customers by applying a drop-off fee when dropping off customers at SFO. Taxi drivers who have been found to be charging a drop-off fee will shortly be receiving a letter regarding their violation(s) and results of our investigation. Moving forward, any instance of charging a drop-off fee at SFO will result in an immediate seven-day suspension for each identified instance and a one-year probation. We appreciate the industry's cooperation in keeping taxis a competitive mode for SFO customers.

Please contact the curbside management office at 650-821-2700 with any questions.

A handwritten signature in black ink, appearing to read "Seth Morgan".

Seth Morgan
Senior Transportation Planner
SFO Landside Operations