




TO: San Francisco Ramp Taxi Drivers

FROM: Philip Cranna, Enforcement and Legal Affairs Manager
SFMTA Taxis and Accessible Services Division

DATE: February 24, 2022 

SUBJECT: Updated Standards for Ramp Taxi Access to San Francisco International Airport

Due to the recent rollout of TaxiVQ app, the Ramp Taxi Incentive Program is being amended to reflect the changed circumstances. TaxiVQ includes a “virtual queue” where drivers request to pick up at SFO without having to physically be at the airport

Starting March 1, 2022, the Ramp Taxi Incentive Program is being amended to include changes **highlighted** below. These changes are until further notice. SFMTA will continue to evaluate the incentive program and reserves the right to update the program at any time.

- **SFO App Bypass**: Ramp taxi drivers that have completed **30** wheelchair trips **per month**, of which **at least 10** must be completed in the outlying area of San Francisco or after hours. Of those 30 trips, **at least 20** must be provided to SF Paratransit wheelchair users. Of the 30 wheelchair trips, drivers must serve 8 unique paratransit riders in the month.
- The SFO App Bypass will give drivers unlimited access for the month. The SFO App Bypass will allow eligible drivers to immediately enter SFO, at all times, without having to wait in the “virtual queue.” Note that participants in this program are not eligible for tracked short trip privileges upon picking up at SFO.
- **Regular Access**: Ramp drivers that do not meet the threshold for the App Bypass will still be allowed access to SFO in the “virtual queue” every day of the month. These drivers will have the same access to the “virtual queue” as P Medallions.

Existing Ramp Taxi Incentives and Program Requirements That Remain in Effect

- **\$10 per paratransit trip incentive**: for every wheelchair trip provided in a ramp taxi to a paratransit customer, driver receives a \$10 incentive.



- **\$10 per public trip incentive:** for every wheelchair trip provided in a ramp taxi to a general public customer, driver receives a \$10 incentive.
- **\$15 per trip incentive for trips after 8:00pm and before 6:00am:** for every wheelchair trip provided in a ramp taxi to a paratransit or general public customer during the hours of 8:00pm to 6:00am, driver receives a \$15 incentive (\$10 for IVR transactions).
- **\$15 per trip for wheelchair trips which originate in outlying areas (see map on page 3):** for every wheelchair trip provided in a ramp taxi to a paratransit or general public customer in the outlying areas of San Francisco, as identified on the map on page 3, driver receives a \$15 incentive per trip (\$10 for IVR transactions).
- To be eligible for the ramp incentive program, all ramp drivers must be logged onto an SFMTA-approved e-hailing app (currently Flywheel only) for at least 80 hours per month. Eligibility for credentials will be based on trips provided two months prior (i.e. credentials distributed in October will be based on trips provided in August).

Only one incentive type may be collected per trip. In order to receive credit for general public wheelchair trips, ramp taxi drivers must submit the [online trip record](#) within two hours of trip completion. The general public and Paratransit wheelchair trips are subject to regular video audits. Any general public wheelchair trips that cannot be verified through video will not be counted. Paratransit manual receipts (IVR) submissions for wheelchair trips will automatically default to the \$10 incentive regardless of the location or time of pick-up.

Airport staff will receive notification prior to the beginning of each month, with the names of ramp drivers who have earned the App Bypass for that month. **Any fraud or misrepresentations will result in the offending driver losing access to the airport incentive program for a minimum of 12-months and may be subject to other SFMTA administrative action.**

If you have any questions about the new ramp taxi incentives or requirements for the SFO App Bypass, please call 415.701.4400

