

Article 1100

SEC. 1107. CONDITIONS APPLICABLE TO DISPATCH SERVICE PERMITS

(c) **Dispatch Service Operational Requirements.** A Dispatch Service must:

(1) Maintain and update an emergency plan that conforms to SFMTA requirements for Drivers and Dispatch Service employees to follow in emergencies, and file an updated emergency plan annually at the time of permit renewal.

(2) Answer all calls by human, mechanical or other device within six rings 365 days per year, 24 hours per day. At least one person shall be available to respond to calls at all times.

(3) Assign each dispatcher, operator and/or call taker employed by the Dispatch Service a unique individual identifier.

(4) Require all dispatchers, operators and/or call takers, to answer a call with the name of the Dispatch Service, and, upon request of the caller, to identify themselves with either their unique individual identifier or their legal name.

(5) If two or more Color Schemes share the same Dispatch Service, the Dispatch Service may not dispatch a vehicle from a Color Scheme other than the one requested by the caller to respond to the call until the Dispatch Service operator first advises the customer of the Color Scheme of the vehicle that will respond to the call.

(6) Comply with all applicable state laws and regulations concerning Workers' Compensation.

(7) Must affiliate with an e-hail application provider that meets criteria established by the Director of Transportation.

Dispatch Services must affiliate with an e-hail application provider that meets the following criteria:

DRAFT E-Hail App Criteria:

1. Have at least 75% of the SF Taxi Medallion fleet on its system (3 months)
2. Have a documented grievance procedure for drivers (3 months)
3. Must have a driver rating feature (3 months)
4. Must report all trips to SFMTA in the required format (6 months)
5. Integrate with the SF Paratransit Debit Card System (6 months)