

Dear Taxi Industry Members,

During the Shelter in Place Order, the Taxi Customer Service window is closed for in-person transactions, but we want you to know that SFMTA Taxi Services is still conducting business and we are reachable by telephone at 415-701-4400 and/or email at SFTaxi@sfmta.com.

We've been working on a number of efforts to support the taxi industry at this time, including:

- Request SF Federal Credit Union establish a loan deferral plan for taxi medallion holders (click below link)
- Defer taxi driver A-Card renewal fees (click below link)
- Recommend that the MTA Board waive all taxi-related fees for the next two years. This will be heard by the MTA Board as part of the budget approval process.
- Work to increase taxi trips by requesting taxis be utilized for city-sponsored emergency related trips
- Request sanitizing and personal protective equipment for taxi drivers. Unfortunately, cleaning products are scarce, and disinfecting Muni takes priority currently; if extra supply become available, taxis are in line to receive resources.
- Temporarily lower insurance requirements. The Director of Transportation carefully weighed this issue, and after consulting with the City Risk Manager's Office, has approved a temporary decrease in the coverage amount to allow some relief to the industry (click below link)
- Weekly phone meeting with Color Schemes to share information and get updates from company managers
- Send list of resources to the taxi industry outreach list (click below link)
- Send memo to ensure SFPD is aware that taxis are considered essential during the shelter at home order and are able to continue operating (click below link)
- Route industry requests through MTA's Incident Command System and continue to seek additional resources for taxis
- Weekly phone meeting with taxi regulators across the country to share best practices to support taxi industry

Please visit www.sfmta.com/covid-19-developments-updates-taxi-industry for up-to-date information.

Thank you for your service.



Update

1. [SFMTA 200325 Taxi Insurance Memo.pdf](#)
2. [Forbearance of Driver Renewal Fees Memo 3.18.20.pdf](#)
3. [Purchased Medallion Loan Payments 3.20.20.pdf](#)
4. [COVID-19 Crisis Resources March2020 .pdf](#)
5. [Essential Business Memo 3.25.20 FINAL.pdf](#)