

**THIS PRINT COVERS CALENDAR ITEM NO. : 11**

**SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY**

**DIVISION:** Taxis & Accessible Services

**BRIEF DESCRIPTION:**

Requesting that the Board amend Article 1100 of the Transportation Code to implement reform of the ramp taxi medallion system to provide for the operation of ramp taxi medallions returned to the SFMTA pursuant to use agreements, to establish a policy guiding the distribution of ramp taxi medallions, to establish incentives for wheelchair pick-ups, to remove the limit on the number of spare vehicles and to make other changes.

**SUMMARY:**

- Until 2012, wheelchair-accessible taxi (“ramp taxi”) medallions were distributed to drivers on the medallion waiting list who opted for a ramp medallion while they waited to qualify for a regular medallion.
- Ramp taxi medallions were not made transferable in either the Taxi Medallion Sales Pilot Program, or the final Medallion Transfer Program, and they are no longer distributed to individuals on the medallion waiting list.
- The SFMTA would authorize the operation of those medallions by companies or drivers based on demonstrated exceptional wheelchair pick up performance or dispatch response, so long as they maintain a minimum average of paratransit wheelchair pick-ups per ramped taxi vehicle per month.
- The SFMTA would offer a reduced lease rate of \$500 per month to recognize the cost differential for purchasing, maintaining and operating a ramp vehicle. This amount could be waived for any ramp taxi that is driven exclusively by employee operators.
- Companies affiliated with a dispatch service that dispatches at least six ramp medallions would be allowed to operate up to 50 percent of ramp taxi medallions between the hours of 4pm and 4am in non-wheelchair accessible vehicles, so long as 95 percent of ramp orders during those hours are filled within 30 minutes of request.
- The legislation would allow current gas and gates ramp medallions to stay at the existing company until the vehicle reaches the end of its useful life so long as the company has provided satisfactory wheelchair service and meets all other requirements of a ramp taxi use agreement.
- The legislation would provide a credit of up to \$12,500 toward the down payment on a medallion
- The legislation would eliminate the limit on the number of spare vehicles that a color scheme is allowed to maintain.

**ENCLOSURES:**

1. SFMTAB Resolution
2. Transportation Code Article 1100 amendments.

**APPROVALS:**

**DATE**

DIRECTOR \_\_\_\_\_ 12/18/13

SECRETARY \_\_\_\_\_ 12/18/13

**ASSIGNED SFMTAB CALENDAR DATE:** January 7, 2014

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### **PURPOSE**

Requesting that the Board amend Article 1100 of the Transportation Code to implement reform of the ramp taxi medallion system to provide for the operation of ramp taxi medallions returned to the SFMTA pursuant to use agreements, to establish a policy guiding the distribution of ramp taxi medallions, to establish incentives for wheelchair pick-ups, to remove the limit on the number of spare vehicles and to make other changes.

### **GOAL**

Providing accountability for ramp taxi service through appropriate management of permits to operate ramp taxis will further the following Strategic Plan goals:

Goal 2: Make transit, walking, bicycling, taxi, ridesharing, and carsharing the preferred means of travel.

Objective 2.1: Improve customer service and communications.

Objective 2.2: Improve transit performance.

Goal 3: Improve the environment and quality of life in San Francisco.

Objective 3.4: Deliver services efficiently.

Goal 4: Create a workplace that delivers outstanding service.

Objective 4.4: Improve relationships and partnerships with our stakeholders.

### **DESCRIPTION**

The Municipal Railway initiated wheelchair-accessible (“ramp”) taxi service in 1994 as part of its paratransit program with six temporary medallions, and eventually expanded the service to 100 permanent medallions. Ramp taxis have been a great success for the SFMTA’s Paratransit Program because they provide a much cheaper form of subsidized transportation for people who use wheelchairs. The SFMTA saves about \$30 every time a Paratransit Debit Card holder elects to use a taxi instead of paratransit van services. However, the ramp taxi fleet has yet to realize its potential to provide service to passengers who use wheelchairs in San Francisco.

Until 2012, ramp medallions were distributed to drivers not yet at the top of the medallion waiting list for the cost of an application fee. A ramp medallion was held by an individual driver until he or she reached the top of the waiting list and received an offer for a regular medallion. At that time, the ramp medallion would be turned back to the agency and issued to another driver on the waiting list. In order to qualify for a ramp medallion, a taxi driver was required to maintain certification in wheelchair securement by paying for and completing a course every three years, and to have made at least 100 wheelchair pick-ups in the previous year. The benefit of holding a ramp medallion was to receive a monthly lease payment for the medallion and to have greater control over one’s working shifts and greater stature at a company as a medallion holder.

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The possibility of holding a medallion provided an incentive for drivers to become “ramp certified” and pick up customers in wheelchairs so that they would remain qualified to receive a ramp medallion when one became available. Once a person got a ramp medallion, however, there was no effective mechanism to ensure that the vehicle was used to transport customers who use wheelchairs. For a long time a few top performing drivers and companies have been responsible for providing nearly all of the wheelchair service in San Francisco, and most ramp vehicles have not been serving their intended function.

At the end of 2011, fully half of the 100 ramp taxi vehicles were making no wheelchair pick-ups at all. In order to hold the ramp taxi medallion holder responsible for ensuring that the vehicle is used to provide transportation to people who use wheelchairs, SFMTA Accessible Services implemented a program in 2012 to increase the effectiveness of the ramp taxi fleet. The program included both penalties assessed against the medallion holder for failing to ensure that the vehicle picks up at least six wheelchair customers per month, and an incentive payment program for any driver that exceeded the average number of pick-ups in any month. As a result of that program, the number of non-performing ramp vehicles was reduced from over 50 percent to less than 20 percent, and exceptional drivers who received incentive payments were paid approximately \$4.00-\$7.50 per wheelchair pick-up. The total cost to the SFMTA has been approximately \$50,000 per year in incentive payments to drivers and companies. The number of wheelchair pickups increased nearly 20 percent in 2012 as a result of the program; mostly by making completely non-performing ramp taxi medallions meet minimum wheelchair pick-up requirements by assessing penalties and by imposing medallion suspension and revocation for non-compliance.

While the incentive and penalty system was successful in improving ramp performance in 2012, the implementation of the Taxi Medallion Transfer Program beginning in August, 2012 dismantled the incentive structure for taxi drivers who aspired to become ramp medallion holders when it eliminated the opportunity to earn a ramp medallion by maintaining “ramp certification” and picking up customers in wheelchairs. Nor did the Medallion Transfer Program legislation address the future distribution of non-transferable ramp taxi medallions. As a result, between January and September 2013, the number of taxi trips by wheelchair users holding Paratransit Debit Cards declined by more than 50 percent. Some of this steep decline is attributable to a reduction in paratransit fraud (false claims of wheelchair pickups made for the purpose of claiming reimbursement of paratransit funds) due to enforcement efforts.

Some of it is due to the fact that 25 percent or more of the wheelchair-accessible taxi fleet is no longer being operated for lack of taxi drivers, who now have the option of driving “Transportation Network Company” (TNC) vehicles licensed by the California Public Utilities Commission without having to pay the costs of gate fees or fuel for wheelchair-accessible taxi vehicles. However, it is apparent that the decline can also be largely attributed to having eliminated the incentive for drivers to earn a ramp medallion, as there is no longer any reason for most drivers to pay for and complete ramp certification training, to drive a more expensive wheelchair-accessible ramp van as compared to a hybrid sedan, or to take the additional time required to pick up customers who use wheelchairs.

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Ramp taxi vehicles are the least popular type of vehicle for both companies and for drivers. All ramp taxis are gasoline-powered vehicles because there is not currently an alternative fuel vehicle model that is wheelchair-accessible and feasible for use in San Francisco. For a driver, a ramp vehicle represents an additional \$40-\$50 per shift in fuel costs, is harder to drive, and is more susceptible to mechanical breakdowns. For a company, a ramp taxi is more expensive to purchase and requires much more maintenance than a non-accessible vehicle because of the weight of the after-market ramp equipment. And under current circumstances, including the high cost of gasoline, the competitive pressure from thousands of TNC vehicles, and the opportunity to drive as a TNC vehicle without paying a taxi company for the use of a vehicle, most companies that operate ramp taxis are reporting that they cannot find drivers willing to pay to drive wheelchair-accessible taxis. For example, Luxor, which is one of four companies that provides most of the wheelchair service in San Francisco, reports that its ramp taxi fleet was idle 30 percent of the time during the month of August 2013 for lack of drivers. This represents a substantial economic loss to the company for maintaining wheelchair-accessible vehicles. For the SFMTA, it means that a highly specialized fleet of vehicles intended to serve an important public purpose that is mandated by federal law is seriously under-utilized.

When the Board adopted the Taxi Medallion Transfer Program, it authorized the SFMTA to offer 200 half-priced medallions to qualified applicants at the top of the medallion waiting list. All 100 of ramp medallion holders were within 200 places from the top of the waiting list at that time, and accordingly, all current ramp medallion holders have been or will be offered a half-price 'sedan' or 'regular' medallion by the beginning of 2014. To date, 79 of the 100 ramp taxi medallions have already been turned back to the SFMTA by the individual medallion holder. When that happens, the Transportation Code authorizes the taxi company (color scheme) to continue to operate the ramp medallion by paying the SFMTA \$1,500 per month, which was intended to be a discounted rate as compared to what the companies had been paying to the individual medallion holder. However, even at that reduced rate, 20 of the 79 ramp medallions that have been returned to the SFMTA are not being operated at all because the companies with which they were affiliated were unwilling to continue to operate them at a loss.

All of these circumstances have led staff to make the recommendations to create new incentives for drivers and companies to participate in the ramp taxi program, and to improve taxi service for people who use wheelchairs.

Driver Incentives

As an incentive to drivers, the proposed legislation provides for the opportunity to accumulate a credit of up to \$12,500 toward the down payment on a medallion for picking up at least 240 wheelchair customers per year. For each month a ramp taxi driver provides at least 10 paratransit wheelchair trips, he or she will earn a credit at a rate of \$10 per paratransit wheelchair trip. The maximum allowable credit per year is \$4,167, and can accumulate over time to a total maximum credit of \$12,500 towards a down payment on a taxi medallion. If a driver has fewer than 10 paratransit wheelchair trips in a month, he/she will not be eligible for a credit for that month. These credits will not expire so long as the driver maintains an active A-Card.

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Other driver incentives being implemented include a flat \$10 payment to the driver for each wheelchair pick-up of a Paratransit Debit Card holder. This payment would replace the current incentive payments made only to drivers who make more than the average number of wheelchair trips. This payment would be more than covered by new revenues derived from leasing the ramp medallions pursuant to use agreements, as described below. This incentive does not require an amendment to the Transportation Code.

Additionally, staff will be working with the San Francisco International Airport to explore the possibility of giving a driver a credit for a “short” (the right to get into the front of the line at the airport) for any wheelchair customer picked up from hard-to-serve areas outside of the downtown core. This idea was borrowed from the cities of New York and Chicago, which have had success with similar programs that provide a valuable incentive to the driver without cost to the public. Paratransit Debit Card data shows that there has been an average of 146 wheelchair pick-ups per month over the seven-month period between May and December 2013 from these outer areas. This incentive, if implemented, also does not require an amendment to the Transportation Code.

The limitation of these incentives is that not all wheelchair users pay for their taxi fare with a Paratransit Debit Card, and drivers would not receive an incentive payment or medallion purchase credit for customers who use other forms of payment. We estimate that approximately 20 percent of wheelchair trips in taxis are not paid for using a Paratransit Debit Card. Staff is continuing to explore mechanisms to document these non-paratransit debit card trips so that they can be credited to drivers and companies.

Ramp Taxi Operation by Companies and Drivers

The proposed legislation provides that any ramp taxi medallion returned to the SFMTA would be offered to taxi companies or drivers pursuant to a use agreement. The agreement would provide for a nominal monthly payment of \$500 per month. This lease rate is approximately \$1,500 less than what companies have been paying to individual ramp taxi medallion holders and is intended to make the comparatively expensive operation of a ramp taxi profitable for the company, and to allow companies to offer reduced gate fees or other incentives to ramp taxi drivers.

In order to reduce unnecessary wear and tear on the mechanically vulnerable ramp taxi vehicles, the proposed legislation would allow a company to operate the ramp taxi medallion in a non-accessible vehicle during evening hours when wheelchair service demand is low. This privilege would be limited to companies that are affiliated with a dispatch service that dispatches at least six ramp taxis, and would be eliminated if at any time during those hours the company does not service 95 percent of requests for wheelchair service within 30 minutes of the request, as measured by substantiated complaints of untimely service during those hours as compared to actual demand.

The proposed legislation also authorizes the SFMTA to offer a ramp taxi medallion lease directly to any driver who has an exceptional record of wheelchair service. Analysis of wheelchair pick-ups shows that 63 drivers are responsible for about 75 percent of all wheelchair service in San Francisco. Of those drivers, about half already have a medallion; the other half are non-medallion holding drivers who provide exceptional levels of service to customers in wheelchairs. In order to reward this high level of service, the legislation gives the SFMTA the discretion to offer ramp taxi medallion use agreements to these exceptional individual drivers.

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Both drivers and companies who elect to operate a ramp medallion would be required to maintain a high level of wheelchair pick-ups in order to keep the right to hold a use agreement. Under the incentive program of 2012, ramp medallion holders were held accountable for providing a minimum of six wheelchair pick-ups per month to avoid disciplinary consequences. The proposed legislation would allow the Director of Transportation to set a minimum wheelchair pick up requirement for ramp medallions to maintain the right to operate the permit. Staff has reviewed the data on numbers of wheelchair pickups from the Paratransit Debit Card system in order to determine what an appropriate minimum pick up requirement would be. Staff recommends that the requirement be set at around twelve wheelchair pick-ups per medallion per month to ensure that the expensive, specialized and high-maintenance ramp taxi vehicles are fully utilized for their intended purpose.

As of December 13, 2013, 21 ramp taxi medallions remained in the hands of individual medallion holders. All individual ramp medallion holders either have been or soon will be offered a half-price 'sedan' or regular medallion, and most have already taken advantage of that opportunity. At \$125,000, the half-price 'sedan' or regular medallions do not require any down payment. A few ramp medallion holders who have already acquired a half-price medallion immediately re-transferred the 'sedan' or regular medallion and realized \$75,000 in equity after paying all transfer fees.

Ramp Medallion Use Agreements

Under the recommended program, ramp medallions surrendered to SFMTA will be distributed to companies, and possibly to some drivers, based upon demonstrated exceptional wheelchair pick up performance, as determined by the SFMTA based on review of Paratransit Debit Card data. Companies without wheelchair pick up history could also apply for ramp permits based on exceptional overall dispatch performance, as determined by the SFMTA based on review of electronic trip data and other documentation of service performance. The terms of the use agreement will specify driver qualification requirements for the operation of a ramp taxi.

Under limited circumstances, a company or driver who would not otherwise qualify to operate a ramp medallion pursuant to a new use agreement may be allowed to continue to operate a ramp medallion pursuant to a written lease that was in existence prior to October 1, 2013, for use with a vehicle that was purchased prior to October 1, 2013, for the duration of the useful life of the vehicle. This 'grandfather' provision is intended to be fair to any driver or company who leased a ramp medallion and acquired a wheelchair-accessible vehicle in good faith, so that their investment in a wheelchair-accessible vehicle will not be lost so long as the vehicle otherwise qualifies to operate as a taxi and meets all applicable service standards.

Failure to meet the minimum wheelchair pick-up requirement may result in reassignment of the ramp taxi medallion.

Under this ramp taxi medallion reform program, companies affiliated with a dispatch service that operates at least six ramp medallions would be allowed to operate up to 50 percent of ramp vehicle medallions between the hours of 4pm and 4am in non-ramp vehicles, so long as 95 percent of wheelchair service orders during those hours are filled within 30 minutes of request. Failure to meet this service standard would result in the loss of this privilege for all color schemes affiliated with that dispatch service. Service levels will be measured by the number of substantiated complaints received during these hours as compared to the demand for ramp taxi service.

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With this ramp taxi medallion reform program, the eventual elimination of the individual ramp medallion holder will ensure that these mission-critical medallions remain affiliated with the few companies that have demonstrated service quality, instead of moving between companies based on the personal choices of the medallion holder without regard to the need for customer service.

In this context, it is worth noting that during FY2011-2012, two taxi companies representing 45 (or 45 percent of) wheelchair-accessible vehicles provided nearly 75 percent of all wheelchair service in San Francisco, while three companies representing four ramp medallions had zero wheelchair pick-ups among them during the same 12-month period. The remaining 38 ramp medallions that were in operation at the time that data was captured were scattered between nine color schemes, and among them completed only two to three wheelchair pick-ups per month per medallion, on average, over the year.

### Spare Vehicles

The proposed legislation will also remove the limit on the number of spare vehicles that a company can maintain. This change will grant operational flexibility to color schemes, and will allow for more efficient operation of ramp taxi medallions during periods of low wheelchair service demand.

### Other non-substantive changes.

The proposed legislation amends Article 1100 to eliminate references to “Ramp Medallion Holders” as this ramp taxi medallion reform program will gradually eliminate individual ramp medallion holders and transition to a direct use agreement between the SFMTA and high performing taxi companies and drivers.

Outdated references to electric vehicle taxi medallions were deleted following the dissolution of “A Better Place,” the firm with which the SFMTA was working to apply federal grant funds for the acquisition of battery-switch electric taxi vehicles.

The City Attorney has reviewed this report.

## **ALTERNATIVES CONSIDERED**

The proposed Ramp Medallion Reform Program was discussed at Taxi Town Hall meetings in May, June, July, September, October and November of 2013 and at taxi company meetings between July and November of 2013 as it was being developed. It has also been presented to the Paratransit Coordinating Council in multiple meetings since November of 2013. The Taxi Town Hall meetings were well attended by ramp medallion holders and other members of the taxi industry. Staff also reviewed a substantial number of written comments that were submitted on the subject in anticipation of this Board meeting, and have had one-on-one conversations with many ramp medallion holders between July and December of 2013 in order to develop these recommendations.

The staffs of Taxis and Accessible Services and the Paratransit Broker have also discussed alternatives, with the principal objective of improving wheelchair-accessible taxi service to customers in an efficient and cost-effective manner.

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**FUNDING IMPACT**

The proposed legislation could result in less revenue from medallion sales to drivers to the extent that ramp taxi drivers qualify for a \$12,500 discount on the down payment for a purchased medallion. Presently there is an average of 27 drivers per month that would meet the 10 paratransit wheelchair pick-up threshold. If that figure holds steady, and if all of those drivers intend to purchase medallions, the cost to the program would be \$337,500 over at least a three-year period.

The potential incremental financial impact of the revised ramp taxi incentive program is approximately \$150,000.

**OTHER APPROVALS RECEIVED OR STILL REQUIRED**

None.

**RECOMMENDATION**

That the Board amend Article 1100 of the Transportation Code to implement reform of the ramp taxi medallion system to provide for the operation of ramp taxi medallions returned to the SFMTA pursuant to use agreements, to establish a policy guiding the distribution of ramp taxi medallions, to establish incentives for wheelchair pick-ups, to remove the limit on the number of spare vehicles and to make other changes.



SAN FRANCISCO  
MUNICIPAL TRANSPORTATION AGENCY  
BOARD OF DIRECTORS

RESOLUTION No. \_\_\_\_\_

WHEREAS, Ramp taxi medallions were not made transferable in either the Taxi Medallion Sales Pilot Program adopted by the Board of Directors in February, 2010, or the final Medallion Transfer Program adopted by the Board at its meeting of August 21, 2012; and,

WHEREAS, The SFMTA desires to authorize the operation of ramp taxi medallions through use agreements entered into with companies or drivers that qualify based upon demonstrated exceptional wheelchair pick up performance or dispatch response; and

WHEREAS, SFMTA will offer a reduced lease rate of \$500 per month per ramp taxi medallion, to recognize the approximate cost differential for purchasing, maintaining and operating a ramp vehicle, which could be waived for any ramp taxi that is driven exclusively by employee operators; and,

WHEREAS, Companies affiliated with a dispatch service that dispatches at least six ramp medallions would be allowed to operate up to 50 percent of ramp taxi medallions between the hours of 4pm and 4am in non-wheelchair accessible vehicles, with the goal of providing 95 percent of requested wheelchair service within 30 minutes of the request; and

WHEREAS, The Director of Transportation is authorized to establish standards for exceptional wheelchair pick-up and dispatch performance for taxi drivers and companies to qualify for and to maintain a use agreement for the operation of a ramp taxi medallion; and

WHEREAS, That the Director of Transportation is authorized to establish standards for satisfactory service to passengers who use wheelchairs for companies wishing to continue to operate a ramp taxi medallion pursuant to an existing medallion lease; and

WHEREAS, That the Director of Transportation is authorized to establish standards for excessive substantiated complaints regarding timely service during the hours of 4am and 4pm for companies wishing to operate ramp taxi medallions in non-wheelchair accessible vehicles during those hours; and

WHEREAS, The SFMTA would provide a credit of up to \$12,500 toward the down payment on a medallion that can be earned over three years by any driver who makes at least 240 wheelchair pick-ups for each of three years; now, therefore, be it

RESOLVED, That the San Francisco Municipal Transportation Agency Board of Directors amend Transportation Code, Division II, Article 1100 to implement reform of the ramp taxi medallion system to provide for the operation of ramp taxi medallions returned to the SFMTA pursuant to use agreements, to establish a policy guiding the distribution of ramp taxi medallions, to establish incentives for wheelchair pick-ups, to remove the limit on the number of spare vehicles and to make other changes.

I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of January 7, 2014.

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Secretary to the Board of Directors  
San Francisco Municipal Transportation Agency

[Ramp Taxi Program]

**Resolution amending Division II of the Transportation Code to authorize the Director of Transportation to execute use agreements with drivers and color schemes for the operation of returned ramp taxi medallions, to require the Director of Transportation to set minimum qualifications applicable to drivers and color schemes entering into and maintaining such agreements, to authorize the Director of Transportation to award a monetary credit toward the purchase of a medallion to those ramp taxi drivers who make a requisite number of wheelchair pickups annually, and to eliminate limitations on the number of spare ramp taxi vehicles that a color scheme may maintain.**

NOTE: Additions are single-underline Times New Roman;  
deletions are ~~strike through Times New Roman~~.

The Municipal Transportation Agency Board of Directors of the City and County of San Francisco enacts the following regulations:

Section 1. Article 1100 of Division II of the Transportation Code is hereby amended by amending Section 1102, to read as follows:

**SEC. 1102. DEFINITIONS.**

\* \* \* \*

"Use Agreement" shall mean an agreement between the SFMTA and a Color Scheme Permit Holder or a Driver granting the Color Scheme or Driver a designated Medallion for a specified period of time in accordance with the conditions stated in the agreement and in exchange for a monthly fee payable to the SFMTA.

\* \* \* \*

"Waiting List" shall mean a list of individual applicants for ~~Taxi or Ramp~~ Taxi Medallions for whom such Medallions are not yet available, maintained in the order of

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receipt of complete applications from qualified applicants received prior to December 16, 2009.

Section 2. Article 1100 of Division II of the Transportation Code is hereby amended by amending Section 1103, to read as follows:

**SEC. 1103. PERMIT APPLICATIONS AND RENEWAL.**

(a) Application Forms. Application for any permit issued or Use Agreement entered into pursuant to this Article shall be made to the SFMTA on a form provided by the SFMTA. The applicant shall provide such information and documents as the SFMTA requires, which may include a physical examination, a practical examination and/or background check of the applicant. ~~All applications for permits shall be accompanied by the relevant and any applicable Application Fee; provided, however, that an applicant for an Electric Vehicle Taxi Medallion that was approved prior to December 6, 2011 shall not be required to pay an Application Fee. The SFMTA shall record the date and time that a complete application, including the Application Fee, is received.~~

\* \* \* \*

(d) Additional Requirements Applicable to ~~Taxi and Ramp Taxi~~ Medallion Applications.

(1) Waiting List. In the absence of any other preference specified in this Article, individual applicants for a Medallion, other than a Ramp Taxi Medallion or Single Operator Part-time Taxi Medallion, shall be processed and considered by the SFMTA in the order of receipt of the Waiting List application, and then in order of A-Card Seniority. The SFMTA shall maintain a Waiting List of Medallion applications arranged in chronological order by the date that each complete Medallion application, including the Application Fee, was received from a qualified applicant. Each individual

applicant for a ~~Taxi or Ramp Taxi~~ Medallion shall have held a valid Driver Permit for a minimum of two consecutive years prior to applying for a Medallion.

(A) Every applicant for a ~~Taxi or Ramp~~ Taxi Medallion must continuously maintain a valid Driver Permit in order to maintain his or her position on the Waiting List.

(B) The SFMTA may periodically require applicants to execute written statements to reaffirm their desire to keep their applications ~~are~~ active.

(C) As of December 16, 2009, the SFMTA shall no longer accept applications for the Waiting List. When there are no more qualified applicants on the Waiting List, the SFMTA shall offer Medallions, other than Ramp Taxi Medallions, to Driver Permit Holders who meet all other requirements of this Article in order of A-Card Seniority.

\* \* \* \*

Section 3. Article 1100 of Division II of the Transportation Code is hereby amended by amending Section 1104, to read as follows:

**SEC. 1104. ELIGIBILITY.**

\* \* \* \*

~~(d) Eligibility for a Ramp Medallion. The SFMTA shall not issue a Ramp Taxi Medallion to an applicant unless the applicant provides written documentation of the following requirements:~~

~~(1) The applicant has been a Full Time Driver of a Ramp Taxi during the 12 months immediately preceding the applicant's submittal of completed application materials pursuant to Section 1104(c)(2).~~

~~(2) The applicant has completed at least 156 wheelchair pickups in the City as a Ramp Taxi Driver during the 12 months immediately preceding the permit hearing. At least~~

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~~100 of the required 156 wheelchair pickups must be customers of the Paratransit Program as established by reports of usage of San Francisco paratransit debit cards.~~

~~(3) — The applicant has satisfactorily completed training for operation of a Ramp Taxi in compliance with SFMTA requirements.~~

~~(4) — The applicant has been interviewed through a process approved by the Paratransit Coordinating Council.~~

~~(5) — SFMTA certification of satisfactory aptitude and attitude necessary for a Ramp Taxi Medallion Holder.~~

~~(6) — The applicant is affiliated with a Color Scheme in compliance with, and agrees to operate said permit at all times subject to, the regulations of the SFMTA's Paratransit Program.~~

(de) Eligibility for a Single Operator Part-time Taxi Medallion. The applicant must receive a passing score on a test administered by the SFMTA in accordance with Section 1103(e).

Section 4. Article 1100 of Division II of the Transportation Code is hereby amended by amending Section 1105, to read as follows:

**SEC. 1105. GENERAL PERMIT CONDITIONS.**

**(a) Conditions Applicable to All Permits.**

(1) Permits Required. No person, business, firm, partnership, association or corporation shall drive, or operate or cause to be operated any Motor Vehicle For Hire within the City, nor shall any person, business, firm, partnership, association or corporation operate any Dispatch Service or Color Scheme, without a permit issued by the SFMTA authorizing such driving or operation in accordance with this Article.

(2) Permits Held By Businesses; Taxi Medallions Held by Individuals.

(A) Any permit issued to a business pursuant to this Article shall be registered in the name of and with contact information for at least one natural person who complies with all permit requirements except those that by their nature can have no application to a natural person.

(B) With the exception of the Medallions issued under the authority of SFMTA Board of Directors Resolution No. 12-115, adopted on September 4, 2012, and Ramp Taxi Medallions operated pursuant to Use Agreements, no No-Taxi or Ramp-Taxi Medallion shall be issued except to a natural person and in no case to any business, firm, partnership, association or corporation, ~~and no~~ No Medallion shall be issued to, or in the name of, more than one person.

(3) Permits a Privilege. Permits granted pursuant to this Article constitute a privilege and are not the property of the Permit Holder.

(4) Permits Not Transferable. Except as expressly provided in this Article or in permit conditions, no permit issued pursuant to this Article shall be transferable or assignable, either expressly or by operation of law.

(5) Duration of Permits.

(A) Unless earlier revoked or suspended, all permits shall expire one year following their issuance or renewal, or on another date as specified by the SFMTA.

(B) As a condition of renewal, a Permit Holder must pay the applicable Renewal Fee, meet the eligibility requirements required for new applicants listed in Section 1104, and may be required to sign a statement under penalty of perjury affirming eligibility for the permit; ~~provided, however, that any holder of an Electric Vehicle Taxi Medallion that was approved prior to December 6,~~

~~2011 may renew the permit for use in a battery switch vehicle without paying a Renewal Fee.~~

(6) Compliance with Laws and Regulations. Every Permit Holder shall comply with, and shall ensure that their affiliated vehicles, employees, Permit Holders, lessees, Dispatch Service and Color Scheme shall comply with the provisions of this Article, the San Francisco Charter and Municipal Code, the California Vehicle Code, California Worker's Compensation laws, the Americans with Disabilities Act, and all regulations adopted by the Oakland and San Francisco International Airports, San Francisco Department of Public Health, and any other governmental jurisdictions through which the Permit Holders traverse.

(7) Cooperation with Lawful Orders. Every Permit Holder shall cooperate with and obey any lawful request or order of a Parking Control Officer, peace officer or the Director, including, but not limited to, providing upon request the Permit Holder's name, the permit number, official identification, and any documents required by this Article to be in the Permit Holder's possession. All Permit Holders shall respond to routine SFMTA or Police Department inquiries within 24 hours, and shall immediately respond to any SFMTA or Police Department emergency request.

(8) Cooperation with Regulatory Agencies; False Statements. Every Permit Holder shall at all times, fully cooperate with a Parking Control Officer, Peace Officer or the Director, or his or her designee, on all matters relating to regulatory compliance at all times, including but not limited to timely compliance with requests for the inspection of records. Permit Holders shall not hinder, delay the production of, or withhold information or records, or knowingly make false or misleading statements to a peace officer or to the SFMTA or withhold information on any matter relating to



regulatory compliance. No Permit Holder shall make any false claim or false request for payment or approval to the SFMTA, its contractors or employees.

(9) Continuous Operation Requirement; Temporary Suspension; Revocation.

(A) With the exception of ~~Non-Standard Vehicle Permit Holders and Single Operator Part-time Medallion holders and~~ Medallion Holders who obtained their Medallion prior to June 6, 1978, all Permit Holders shall operate or arrange for the operation of their permit on each day of the year, or other dates or times during which the permit conditions require operation of the permit. ~~Non-Standard Vehicle Permit operation shall be in accordance with the times and dates of required operation specified in the permit.~~

(B) Permit Holders may temporarily suspend permit operations only with the prior written approval of the SFMTA. SFMTA approval is not required in the case of bona fide emergencies, natural disasters or other similar major events beyond the control of the Permit Holder.

(C) Upon written request the SFMTA may grant permission to suspend a permit for good cause shown for a period not to exceed 90 days in a 12 month period. The SFMTA may, in its sole and absolute discretion, allow another Permit Holder to operate the permit during the period of temporary suspension if the other Permit Holder is qualified and such operation would be in the public interest. This subparagraph (C) does not suspend the application of the Full-Time Driving requirement.

(D) If a permit is not operated for a period of 15 calendar days in violation of applicable permit conditions, the SFMTA shall notify the Permit Holder that the permit will be revoked if operation of the permit is not resumed

within five calendar days of the notice. If permit operation is not resumed within five days of the notice, as determined by the Permit Holder's substantial compliance with all permit conditions, then SFMTA may immediately revoke the permit.

(E) This subsection (9) does not require any Permit Holder to drive continuously.

(10) Gifts and Gratuities. No Permit Holder or agent of a Permit Holder may accept or solicit gifts and/or gratuities or anything of value from any Driver, other than Gate Fees, Lease Fees, payments for goods actually received, or other payments authorized by this Article. A Permit Holder or agent of a Permit Holder shall issue a receipt for any payment received from a Driver.

(11) Participation in Paratransit Program. Each Color Scheme, Dispatch Service, Medallion Holder and Driver must participate in and shall at all times operate subject to and in compliance with the regulations of the SFMTA's Paratransit Program.

(12) Shift Change at Color Scheme Required for Gas and Gates Vehicles; Unattended Vehicles. All Permit Holders shall ensure that taxi vehicles operated pursuant to a Gas and Gates Medallion that they operate begin and end all shifts at the Color Scheme's place of business, except with the prior written approval of the SFMTA. When a vehicle is not being operated for hire, the Permit Holder shall either leave the vehicle at the Color Scheme's place of business or make a written request for SFMTA approval of an alternative location that is off the public street and sidewalk. No Taxi vehicle may be left unattended on a public street for more than four hours.

(13) Current Address Required; Emergency Contact Notification. All Permit Holders shall keep contact information current with the SFMTA. All Medallion Holders and Drivers shall keep contact information current with their Color Schemes.

Every natural person who holds a permit from the SFMTA pursuant to this Article shall give written notice to the SFMTA within ten days of any change of residence address, and shall accept mail at the address provided to the SFMTA. Color Scheme and Dispatch Service changes of address are subject to the prior written approval of the SFMTA. No Permit Holder may use a post office box as a current address.

(14) Service of Process. All Permit Holders agree to accept service of process, official notices, and correspondence ("service of process") from the SFMTA as a condition of retaining a permit. Color Schemes must accept service of process from the SFMTA on behalf of any Permit Holder affiliated with that Color Scheme.

(15) Payments Due. No permit shall be issued or renewed until the applicant has paid all fines, fees, taxes, liens, judgments or other debts owing to the City.

(16) Response Time Goals. All Permit Holders shall make best efforts to comply with Response Time Goals at all times.

(17) Operation by Driver Permit Holders. No Permit Holder shall knowingly allow the use of a Taxi or Ramp Taxi vehicle as a motor vehicle for hire by any person who does not hold a Driver Permit and California driver's license.

(18) Retaliation. No Permit Holder shall retaliate against another individual or entity for the exercise of any right provided by this Article.

\* \* \* \*

Section 5. Article 1100 of Division II of the Transportation Code is hereby amended by amending Section 1106, to read as follows:

**SEC. 1106. CONDITIONS APPLICABLE TO COLOR SCHEME PERMITS.**

\* \* \* \*

(j) Participation in Paratransit Program. All Color Schemes must qualify ~~qualifying~~ for the Paratransit Program and must execute a contract with the Paratransit Broker defining the rights and obligations of the parties. Thereafter, each such Color Scheme shall operate at all times subject to the rules and regulations of the Paratransit Program, including any rules requiring the Color Scheme to maintain insurance in excess of the insurance requirements of this Article. Every contract entered into between a ~~participating~~ Color Scheme and a Driver or Medallion Holder affiliated with that Color Scheme shall require the Driver to operate at all times subject to the rules and regulations of the Paratransit Program.

\* \* \* \*

(l) Spare Vehicles.

(1) A spare vehicle may operate with a Medallion ~~borrowed~~ from a Taxi or Ramp Taxi. ~~Spare vehicles shall only be used~~ when necessary to replace temporarily disabled Taxi or Ramp Taxi vehicles. During any time a spare vehicle is operating, the vehicle ~~Taxi or Ramp Taxi~~ it is replacing shall be available for inspection by the SFMTA.

(2) During any time a spare vehicle is in operation as a Motor Vehicle For Hire, the Taxi or Ramp Taxi it is replacing shall be available for inspection by the SFMTA.

~~(3) Color Schemes with which one or more Ramp Taxis are affiliated shall maintain at least one Ramp Taxi spare vehicle for every three spare non-Ramp Taxi vehicles. If three or fewer Ramp Taxi Medallions are affiliated with a Color Scheme, only one Ramp Taxi Medallion may be used in a spare Taxi vehicle at any time. For each additional three Ramp Taxi Medallions, or any fraction thereof, affiliated with a Color Scheme, an additional Ramp Taxi Medallion may be used in a spare Taxi.~~

(34) Each Color Scheme shall be issued a unique series of "spare numbers" ~~at the ratio of one spare number for every five~~ for spare vehicles operating at that Color Scheme.

(45) All spare vehicles shall be kept at the Color Scheme's place of business or other location approved by SFMTA when not in actual use with a Medallion.

(56) Once a vehicle is designated as a spare, it may not be re-introduced to the fleet except by approval of the SFMTA. All spare vehicles must be owned by the Color Scheme and shall be registered and insured as required by all applicable law.

(67) Color Schemes may not operate or allow another entity or individual to drive or operate a spare vehicle unless such vehicle is using a Medallion which is not in use in any other vehicle. Any Color Scheme found to be violating this Section shall be deemed to be operating a vehicle without a permit. Each day of unauthorized operation under this Section shall be a separate offense.

(7) All spare vehicles shall be equipped with functional In-Taxi Equipment.

\* \* \* \*

Section 6. Article 1100 of Division II of the Transportation Code is hereby amended by amending Section 1109, to read as follows:

**SEC. 1109. CONDITIONS APPLICABLE TO TAXI AND RAMP TAXI MEDALLIONS.**

\* \* \* \*

(c) Full-Time Driving Requirement.

(1) Every Medallion Holder who is a natural person and who acquired his or her Medallion after June 6, 1978 shall be a Full-Time Driver.

(2) Exception for Certain Permits. Notwithstanding any contrary provision in this Article, the requirements set forth in this Subsection 1109(c) shall not apply to any person holding a Medallion issued on or before June 6, 1978.

(3) Declaration Required. No permit to operate a ~~Taxi or Ramp Taxi~~ shall be granted to a natural person unless the Medallion Holder shall declare under penalty of perjury that he or she will actively and personally continue to engage in Full-Time Driving.

~~(4) Qualifying Vehicle. All Medallion Holders must drive the vehicle Taxi or Ramp Taxi associated with their Medallion when complying with Subsection 1109(c) unless that vehicle is unavailable.~~

(5) Medallion Holders Responsible for Documenting Compliance. A Medallion Holder has the responsibility to maintain his or her own business records, including, until April 30, 2013, or earlier pursuant to notice from the SFMTA that the Color Scheme for which he or she drives is affiliated with a Dispatch Service that has implemented a system for generating Electronic Trip Data, paper waybills. Paper waybills, Electronic Trip Data, or other corroborating documentary evidence completed in compliance with all requirements may be used to demonstrate compliance with the Full-Time Driving requirement. Failure of a Color Scheme to maintain business records, including paper waybills or Electronic Trip Data, as required by this Article shall not excuse a Medallion Holder from proving that he or she has satisfied this Subsection 1109(c) or any other requirement.

(6) Partial Years. During the year that a Medallion is first issued or any year in which operation of the Medallion was temporarily suspended with the approval of the SFMTA in accordance with Section 1105(a)(9) ~~1105(9)~~<sup>1</sup>, the number of driving hours required to meet the Full-Time Driving Requirement shall be reduced by the same

proportion as the ratio of the Permit Holder's excused driving hours to the hours remaining in the calendar year.

(7) Exception for Color Scheme Key Personnel.

(A) Alternative Driving Requirement. Medallion Holders who are designated as "Key Personnel" by a Color Scheme may satisfy the Full-Time Driving requirement by driving 120 hours per year and performing 1,500 hours of work per year as Key Personnel for the Color Scheme.

(B) Written Designation of Key Personnel. Each Color Scheme seeking to designate one or more of its employees for a calendar year pursuant to this Subsection 1109(c)(7) must file a written designation by December 1st of the preceding year. A Permit Holder may not be designated as Key Personnel by more than one Color Scheme during a calendar year. The SFMTA will only recognize as Key Personnel only those Medallion Holders named in a completed designation form filed by the Color Scheme as of December 1st.

(C) Number of Key Personnel Designated at a Color Scheme. Each Color Scheme will be entitled to designate Key Personnel in accordance with the number of Medallions affiliated with that Color Scheme. The number of Medallions affiliated with a particular Color Scheme for a calendar year shall be determined as of December 1st of the previous year, based on the records of the SFMTA. Only individuals already holding a Medallion by December 1 of that year may be considered for Key Personnel designation. The number of designated Key Personnel at a Color Scheme may not be increased or decreased during the subsequent calendar year even if the number of Medallions affiliated with that Color Scheme changes during the year.

A Color Scheme with 1 to 10 Medallions may not designate anyone as Key Personnel.

A Color Scheme with 11 to 20 Medallions may designate one person.

A Color Scheme with 21 to 40 Medallions may designate two people.

A Color Scheme with 41 to 60 Medallions may designate three people.

A Color Scheme with 61 to 80 Medallions may designate four people.

A Color Scheme with 81 to 100 Medallions may designate five people.

A Color Scheme with 101 to 150 Medallions may designate six people.

A Color Scheme with 151 to 200 Medallions may designate seven people.

A Color Scheme with 201 to 300 Medallions may designate eight people.

A Color Scheme with 301 to 400 Medallions may designate nine people.

A Color Scheme with over 400 Medallions may designate nine people, plus one additional person for every 100 Medallions over 400.

(D) Statement of Work by Key Personnel. No later than February 1st of each year, each Color Scheme that has designated one or more employees as Key Personnel must submit a written Statement of Work on a form provided by SFMTA, demonstrating the number of hours during the previous calendar year that each of its designated Key Personnel worked on tasks related to the business of the Color Scheme, including but not limited to, office duties, dispatching, cashiering, or performing management duties. The Statement of Work shall be signed under penalty of perjury by both the Color Scheme and the Medallion Holder designated as Key Personnel. The Color Scheme shall be responsible for submitting proof of employment with the Statement of Work, which shall consist of state or federal tax forms filed with the appropriate regulatory agency. A Medallion Holder and/or Color Scheme that submit a falsely



sworn Statement of Work shall be subject to automatic revocation of his or her Permit.

(E) Partial Completion of Requirements. If a Medallion Holder performs at least 750 hours of work as designated Key Personnel for the a Color Scheme during the year but less than 1,500 hours, the Permit Holder shall be entitled to partial credit against the Full-Time Driving requirement on a pro rata basis. The credit shall correspond to the percentage of 1,500 hours that the designated Permit Holder worked for the company in such capacity. If a Permit Holder does not perform at least 750 hours of work as designated personnel for the Color Scheme during the year, the Permit Holder shall not be entitled to any credit against the Full-Time Driving requirement.

(F) ~~Ramped Taxi Permit Holders Ineligible. Ramped Taxi Permit Holders are not eligible to be designated as Key Personnel.~~

\* \* \* \*

Section 7. Article 1100 of Division II of the Transportation Code is hereby amended by amending Section 1110, to read as follows:

**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.

(1) ~~Ramp Taxi Medallion Holders~~ Every holder of a Use Agreement for a Ramp Taxi Medallion shall grant priority to requests for service from passengers who use wheelchairs, and may not accept, or direct any Driver to accept any other service request while en route to a dispatched call from a person who uses a wheelchair. In the

absence of a request for service to a passenger who uses a wheelchair, a Ramp Taxi may transport any person.

(2) ~~A Ramp Taxi Medallion Holder~~ Every holder of a Use Agreement for a Ramp Taxi Medallion must ensure that any person who is allowed to drive the Ramp Taxi holds a valid Driver Permit and satisfies ~~the~~ any Ramp Taxi Driver training requirement set forth in the Use Agreement of Section 1104(d)(3).

(3) ~~Every Ramp Taxi Medallion Holder~~ every holder of a Use Agreement for a Ramp Taxi Medallion, and every Color Scheme that operates a Ramp Taxi Medallion pursuant to a use agreement with the SFMTA, must ensure that the ~~operation of the Ramp Taxi~~ meets a minimum wheelchair pick-up requirement per month, which shall be set by the Director of Transportation and makes at least eight wheelchair pick-ups per month, at least six of which must be customers of the Paratransit Program as established by reports of usage of San Francisco Paratransit Debit Cards. If a Ramp Taxi Medallion Holder fails to meet this requirement three times within a six-month period, the Ramp Taxi Medallion shall be suspended for a period of 90 days, and the Lease payment from the Color Scheme shall be paid into the Drivers Fund during the term of the suspension. If the holder of a Use Agreement for a Ramp Taxi Medallion a Color Scheme that operates a Ramp Taxi Medallion pursuant to a use agreement with the SFMTA fails to meet the wheelchair pick-up requirement three times within a six-month period, or fails to comply with any condition material term of the Use Agreement Ramp Taxi medallion use agreement, the SFMTA may terminate the Use Agreement and reassign the Ramp Taxi Medallion to another Color Scheme. The application of this paragraph is in addition to any penalties that may be assessed 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.

\* \* \* \*

(c) Time Limits on Use of Ramp Taxi Medallion in Spare Vehicle Taxi. A Ramp Taxi Medallion may be used in a spare vehicle Taxi only for the period of time required for repair of the primary vehicle, not to exceed 30 consecutive days ~~for the lesser of the time that it would take to repair the Ramp Taxi or 30 consecutive days~~. Upon a showing of good cause, the SFMTA may extend the time limit beyond 30 days in increments of no greater than 15 consecutive days. In no event shall the total time in which a Ramp Taxi Medallion is used in a spare vehicle Taxi exceed 90 days within a 12 month period. The authorization to use the Ramp Taxi Medallion in a spare vehicle Taxi shall expire by operation of law on the day that the applicable time limit has been reached, or upon completion of repair or replacement of the Ramp Taxi, whichever occurs first.

~~(d) — 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, but only if the SFMTA determines, in its sole and absolute discretion, 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 vehicle is affiliated has not provided satisfactory service to passengers who use wheelchairs, if the returned Ramp Taxi was not operated as a Gas and Gates Medallion, or upon expiration of the Ramp Taxi vehicle's useful life, the SFMTA may allow a Color Scheme of its choosing to operate the Ramp Taxi Medallion upon a determination that the Color Scheme has a record of exemplary service to passengers who use wheelchairs. A Color Scheme may operate a Ramp Taxi Medallion only pursuant to a use agreement with the SFMTA that requires the Color Scheme to make a monthly payment of \$1500 to the SFMTA. The SFMTA shall deposit \$100 of any such monthly payment into the Driver Fund.~~

~~(d) — 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, but only if the SFMTA determines, in its sole and absolute discretion, 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 vehicle is affiliated has not provided satisfactory service to passengers who use wheelchairs, if the returned Ramp Taxi was not operated as a Gas and Gates Medallion, or upon expiration of the Ramp Taxi vehicle's useful life, the SFMTA may allow a Color Scheme of its choosing to operate the Ramp Taxi Medallion upon a determination that the Color Scheme has a record of exemplary service to passengers who use wheelchairs. A Color Scheme may operate a Ramp Taxi Medallion only pursuant to a use agreement with the SFMTA that requires the Color Scheme to make a monthly payment of \$1500 to the SFMTA. The SFMTA shall deposit \$100 of any such monthly payment into the Driver Fund.~~

(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.

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(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 (e)(1)(A) and (B), above, and shall set the criteria for “an excessive number of substantiated complaints” referenced in subsection (e)(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 s of Use Agreements for Ramp Taxi Medallions.

(5) The SFMTA shall audit compliance with minimum wheelchair pick-up requirements and other Use Agreement conditions quarterly.

(6) The monthly fee to the SFMTA under a Use Agreement for operation of a Ramp Taxi Medallion shall be \$500 per month. The SFMTA may waive this fee for any Ramp Taxi that is driven exclusively by Drivers who are employees of the Color Scheme.

(e) Medallion Down Payment Credit Incentive. For each year that a Driver provides

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an annual average of 240 wheelchair pickups that are documented through the Paratransit Program, or by other method of documentation approved by the SFMTA, the SFMTA shall offer the Driver a discount of ten dollars per wheelchair pick-up, up to a maximum of \$4,167 per year on the Driver's down payment for a Medallion, for a total maximum credit toward a down payment of \$12,500. If a Driver is not able to drive due to medical reasons, he or she may have 90 additional days in any year, or no more than 270 days over three years, to meet the annual wheelchair service requirement. Documentation of the medical condition must be provided to SFMTA to be eligible for the 90-day make-up period. The discount shall not expire as long as the Driver maintains an active A-Card.

Section 8. Effective Date. This ordinance shall become effective 31 days after enactment. Enactment occurs when the San Francisco Municipal Transportation Agency Board of Directors approves this ordinance.

Section 9. Scope of Ordinance. In enacting this ordinance, the San Francisco Municipal Transportation Agency Board of Directors intends to amend only those words, phrases, paragraphs, subsections, sections, articles, numbers, letters, punctuation marks, charts, diagrams, or any other constituent parts of the Transportation Code that are explicitly shown in this ordinance as additions or deletions in accordance with the "Note" that appears under the official title of the ordinance.

APPROVED AS TO FORM:  
DENNIS J. HERRERA, City Attorney

By: \_\_\_\_\_  
Mariam Morley  
Deputy City Attorney

I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of January 7, 2014.

\_\_\_\_\_

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Secretary to the Board of Directors  
San Francisco Municipal Transportation Agency