



SFMTA

Taxi Outreach Meeting

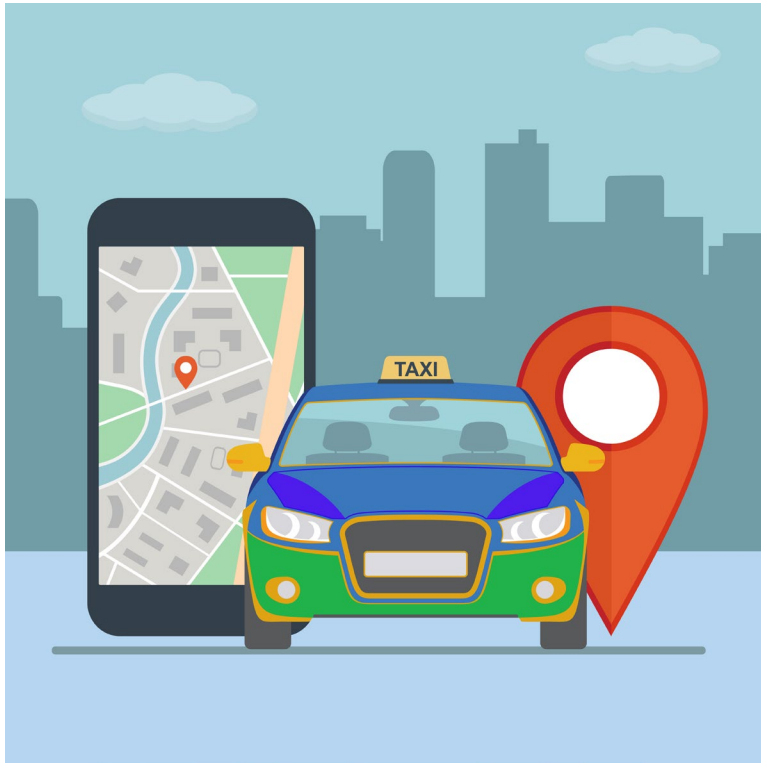
November 30, 2022



Agenda

1. Taxi Upfront Fare Pilot
2. Taxi Appeals Process - Board of Appeals
3. Ramp Taxi Inspections
4. Taxi Industry Updates
 - Meter Rate Increase
 - Paratransit Tip Increase
 - Taxi Shield Requirement

Taxi Upfront Fare Pilot



Background

- ❖ Launched on November 9
- ❖ Includes both upfront pricing for **Taxi Pilot Trips** and **Third-Party Pilot Trips**
- ❖ More than 3,500 **Taxi Pilot Trips** have occurred since Pilot launch
- ❖ Pilot will run for one year
- ❖ SFMTA can issue interim guidance and rule changes as needed

Taxi Upfront Fare Pilot

Approved Providers

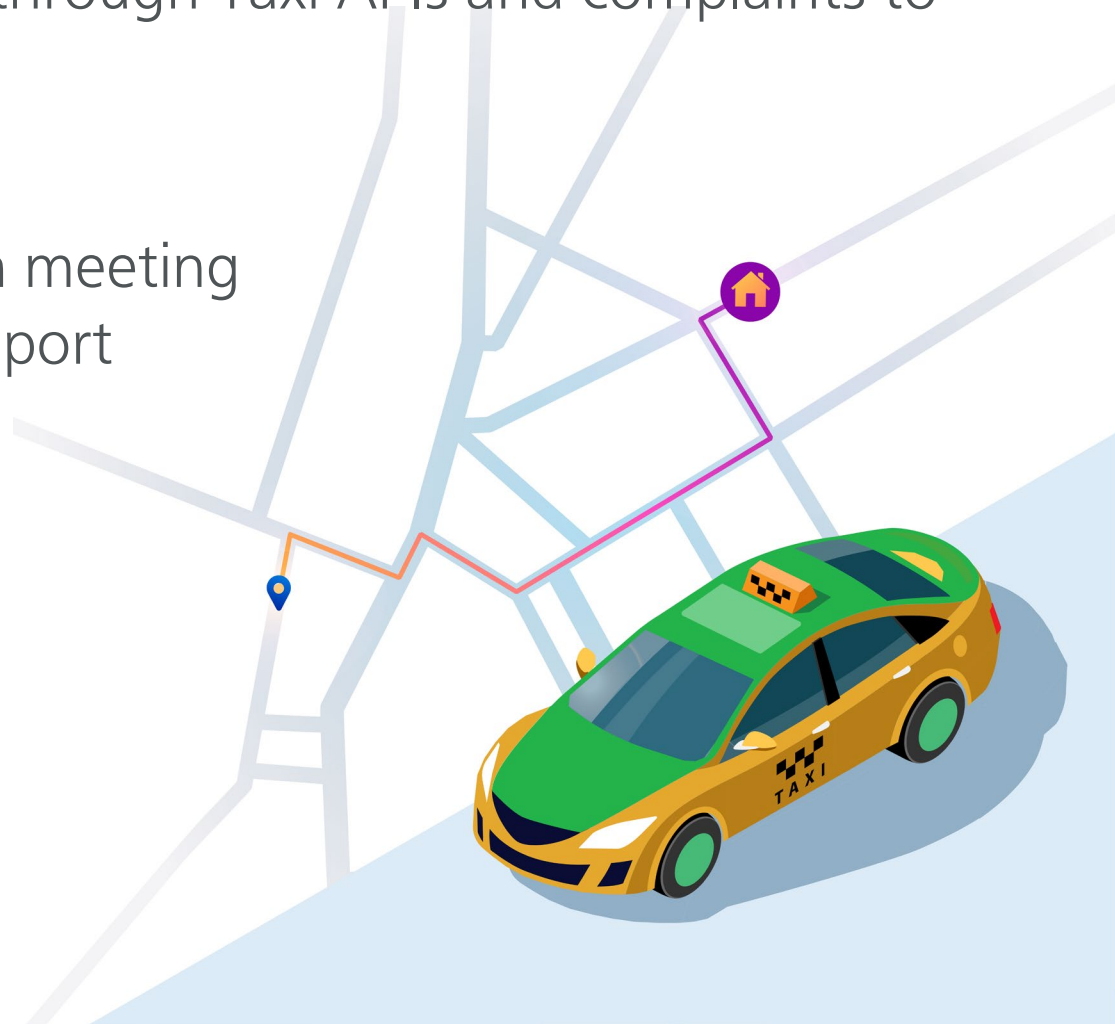
- ❖ **Arro** / CMT (SF Taxi Dispatch): **Taxi Pilot Trips** only
- ❖ **Flywheel**: both **Taxi Pilot Trips** and **Third-Party Pilot Trips**
- ❖ **YoTaxi** (Yellow SF): tentative for both **Taxi Pilot Trips** and **Third-Party Pilot Trips**



Taxi Upfront Fare Pilot

Data collection

- ❖ Staff are tracking data through Taxi APIs and complaints to track pilot metrics
- ❖ Next quarterly outreach meeting there will be more to report



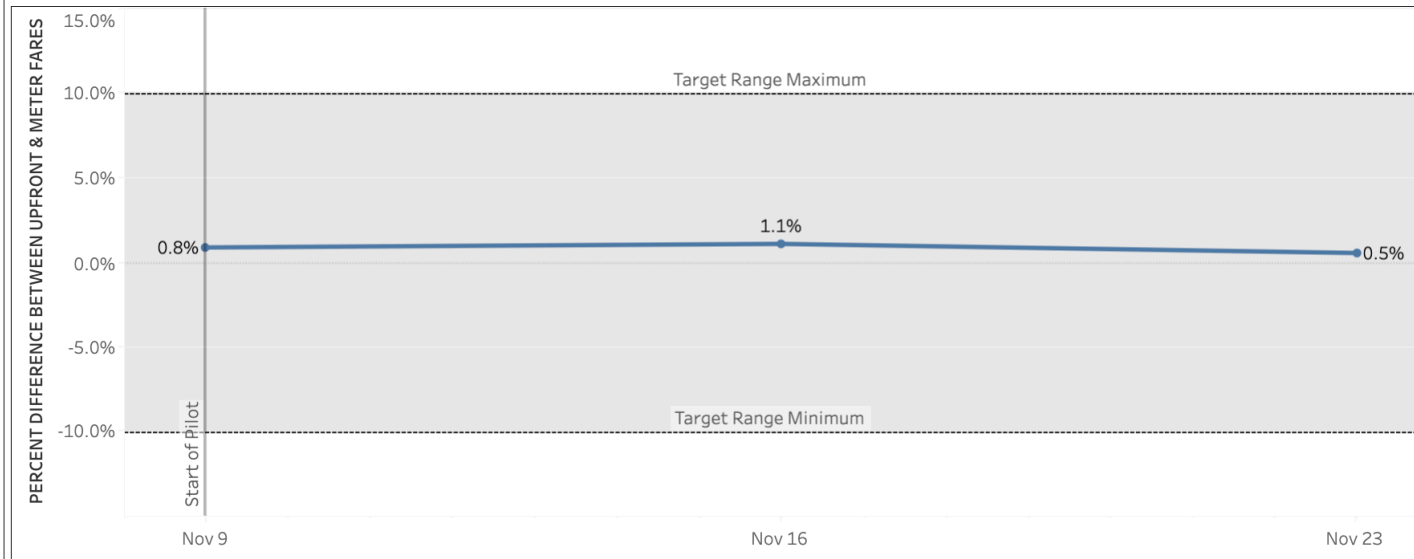
Taxi Upfront Fare Pilot

Current Difference Between Upfront and Meter Fares

0.5%

	Upfront Fare Trips (count)	Upfront Fare (avg)	Meter Fare (avg)	Difference (pct)
November 9, 2022	1,466	\$11.98	\$11.88	0.8%
November 16, 2022	1,255	\$13.43	\$13.29	1.1%
November 23, 2022	872	\$13.76	\$13.69	0.5%

This metric represents the percent difference between the average upfront fare and the average (estimated) meter fare per trip during the most recent week of the Upfront Fare Pilot Program. The program rules state that upfront fares should be within 10% of meter fares on average.



Taxi Upfront Fare Pilot

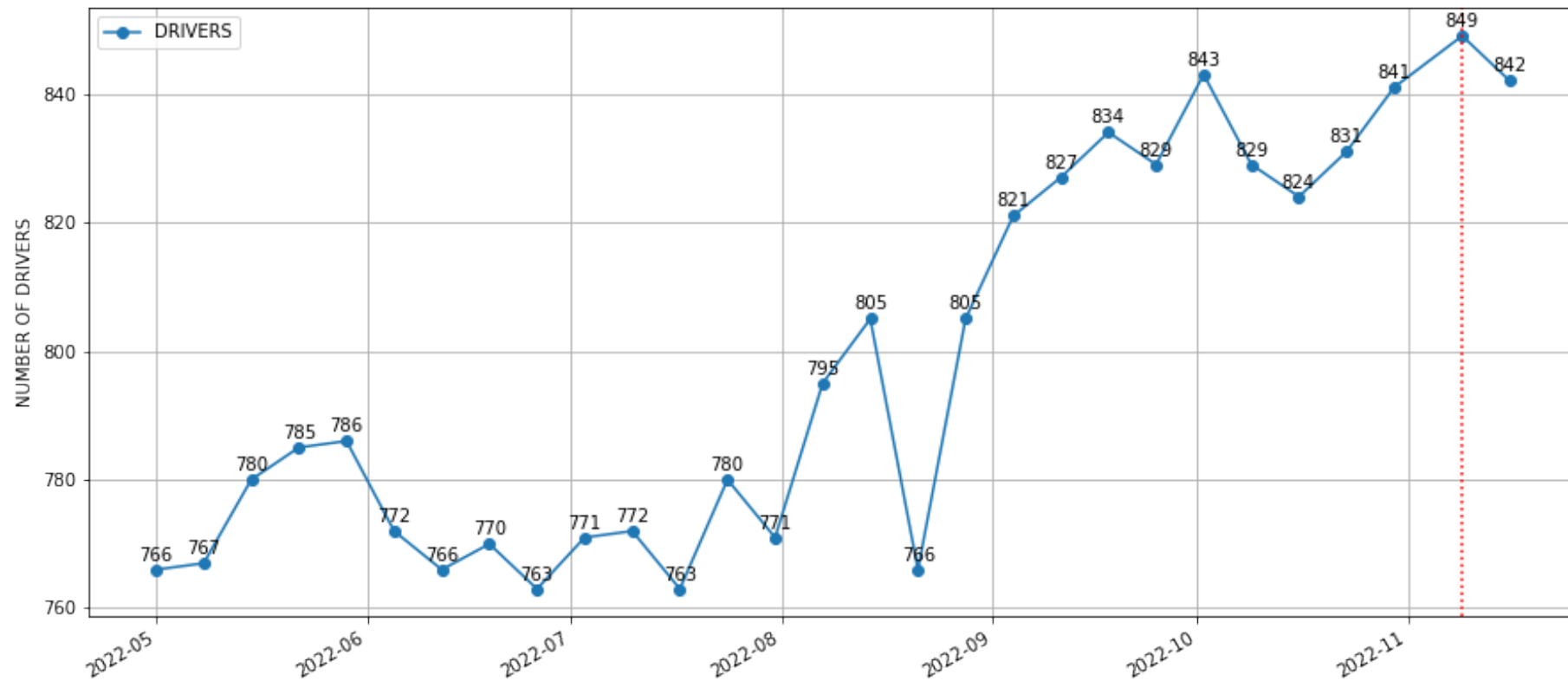
New Taxi Drivers

Year	# of new A-Cards issued
2020	23
2021	22
2022 (YTD)	118

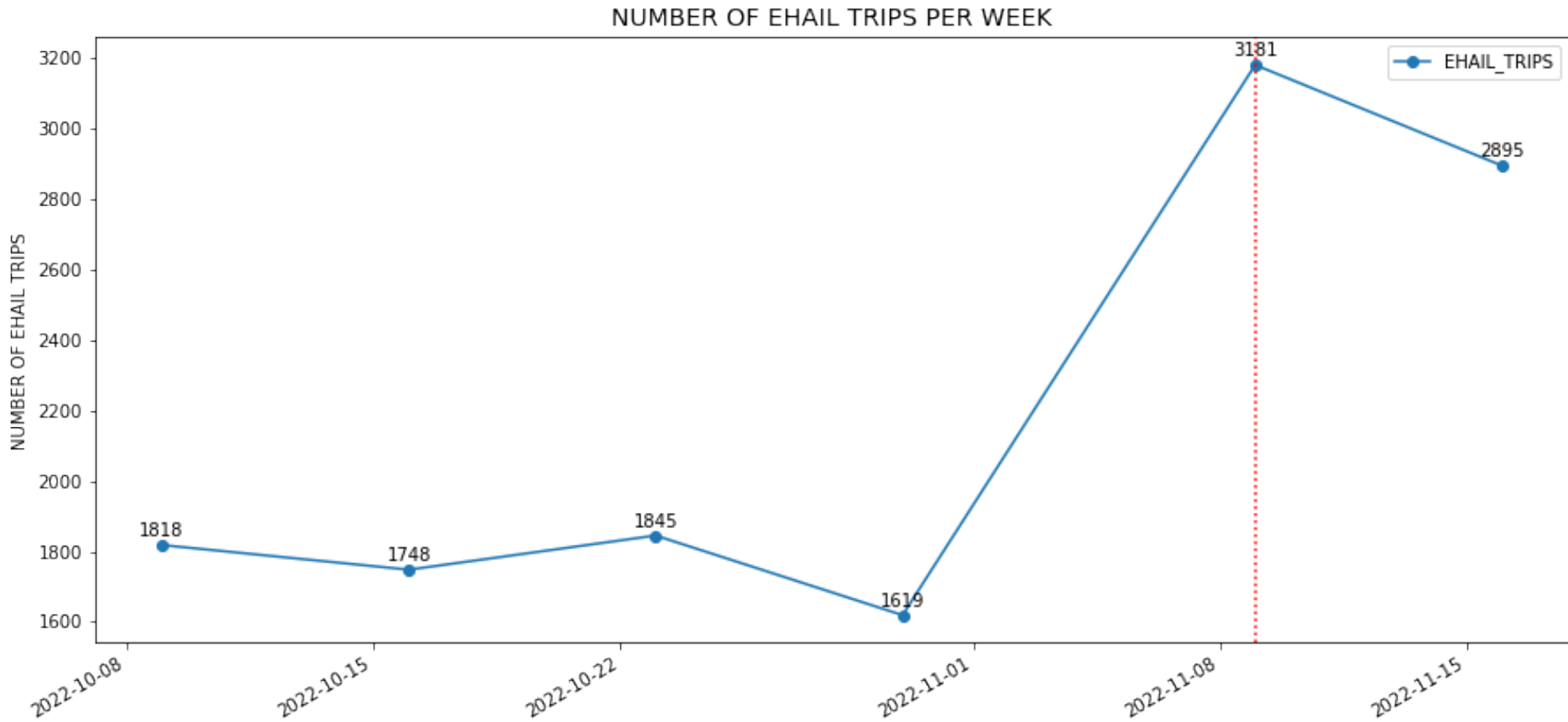


Taxi Upfront Fare Pilot

NUMBER OF ACTIVE DRIVERS PER WEEK



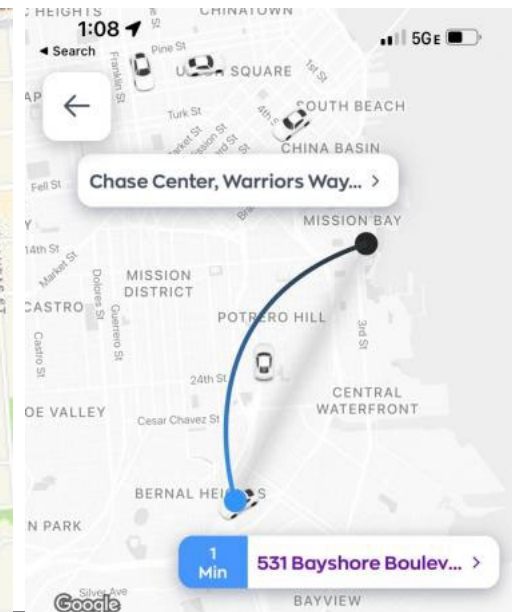
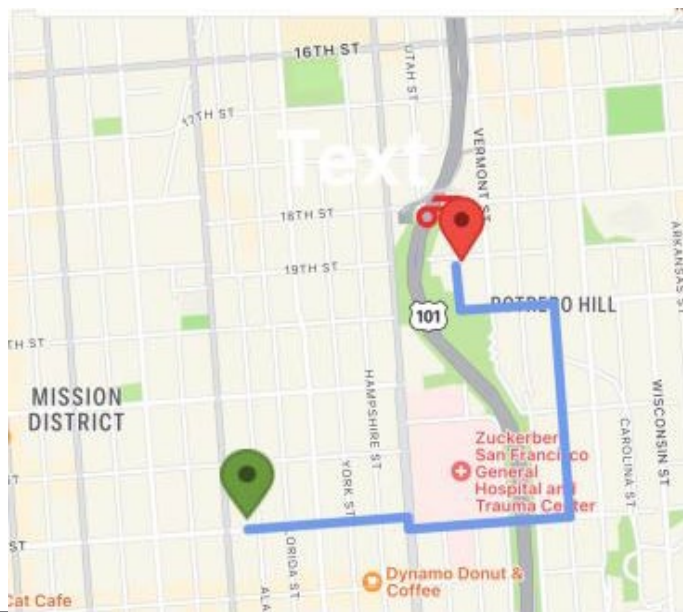
Taxi Upfront Fare Pilot



Taxi Upfront Fare Pilot

Other Metrics

- ❖ Complaints
- ❖ Taxi Driver Income
- ❖ Airport Drop-offs
- ❖ Trips analysis by TAMS Data Team



Taxi Upfront Fare Pilot

Feedback

- ❖ Arro/CMT and Flywheel
- ❖ Taxi Drivers: share your upfront pricing experience with the SFMTA



Public Comments – Call in

If you would like to make a comment, please unmute yourself or call the USA number at **415.915.0757**.

You will need to enter the Participant Code **676 811 157#**

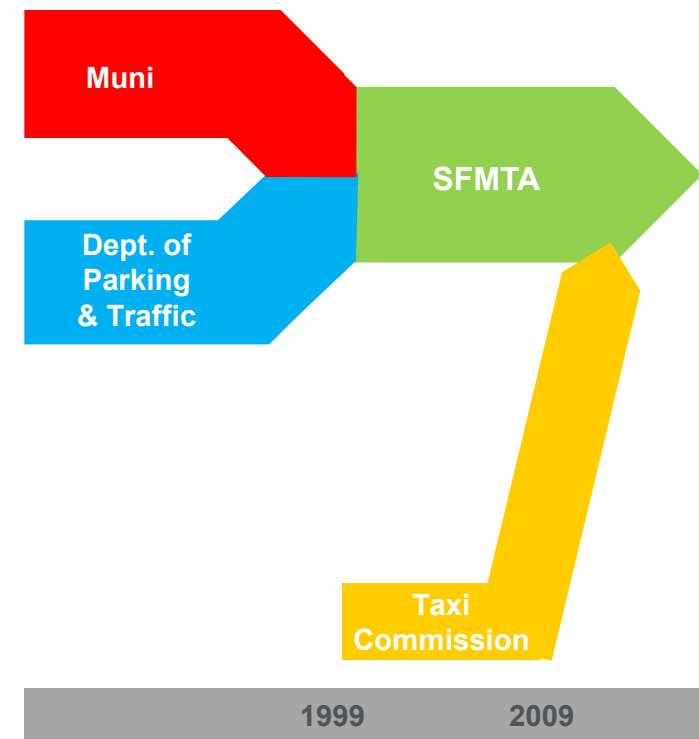
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<https://www.sfmta.com/reports/taxi-outreach-meeting-11302022-documents>

Board of Appeals History

- ❖ Until 2007, the Board of Appeals had jurisdiction under the City Charter to hear appeals of taxi permitting decisions
- ❖ Proposition A passed in 2007 and authorized the Board of Supervisors to transfer exclusive regulatory authority of taxis to the SFMTA
- ❖ The Board of Supervisors adopted Ordinance No. 308-08, abolishing the Taxi Commission in 2008
- ❖ Taxis joined the SFMTA in 2009, operating under the regulatory framework established by the SFMTA Board: Article 1100 of the Transportation Code
- ❖ Article 1100 sets standards for taxi permit issuance and provides a structured hearing process for permit holders & applicants



Board of Appeals History, continued

- ❖ In 2013, the SFMTA and the Board of Appeals negotiated a Memorandum of Understanding (MOU) intended to memorialize the SFMTA's consent to the Board of Appeals' exercise of jurisdiction over appeals from taxi permit decisions issued by the SFMTA's Hearing Section.
- ❖ The **MOU was never executed**, instead the SFMTA and Board of Appeals developed an **informal arrangement** that allowed the Board of Appeals to continue hearing appeals of taxi permit decisions
- ❖ The Board of Appeals website states: *"S.F. Charter Article VIII A grants SFMTA exclusive authority over matters within its jurisdiction. Therefore, appeals of SFMTA decisions may be heard by the Board only with the consent of SFMTA and upon acceptance of the appeal by the Board."*

Hearing Statistics

- ❖ The number of hearings in any given time period depends on enforcement activity
- ❖ The Taxi Enforcement team began a concerted enforcement effort over the past few years to ensure permit holders are in compliance with Transportation Code requirements
- ❖ 316 notices of non-renewal sent to non-compliant medallion holders in 2020
- ❖ 49 appeals filed to the Hearing Section
 - 32 default decisions due to permit holder's failure to appear
 - 17 hearings heard: 13 decisions upheld SFMTA's action and 4 decisions overturned SFMTA action
 - 8 appeals were subsequently filed before the Board of Appeals: SFMTA prevailed twice, did not prevail five times and 1 appeal was settled prior to the hearing

Permit Harmonization: Appeals Process

- ❖ In 2019, SFMTA staff began a Permit Harmonization process to align the various permit processes
- ❖ Staff identified the need for a consistent regulatory framework that streamlines SFMTA's permit programs, including application and appeals processes
- ❖ Appeals for taxi permit decisions have been misaligned with all other SFMTA appeals because of the duplicative, two-step process:
 1. SFMTA Hearing
 2. Board of Appeals Hearing

Taxi Appeals Process

- ❖ The Director of Transportation requested guidance from the City Attorney's Office about SFMTA's authority to discontinue allowing taxi permit decisions to be heard by the Board of Appeals
- ❖ In accordance with the City Attorney's guidance and to align the taxi appeals process with other appeals at SFMTA, the Director of Transportation discontinued the informal practice of allowing taxi new permit decisions to be appealed to the Board of Appeals in September 2022, while allowing for the completion of pending appeals
- ❖ SFMTA conferred with the Board of Appeals Executive Director prior to discontinuing new taxi appeals to be heard by the Board of Appeals

Taxi Appeals Process

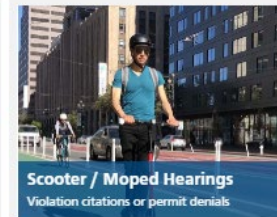
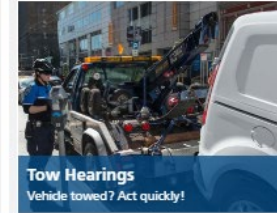
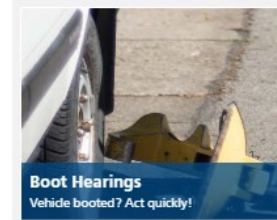
- ❖ There is no affirmative right for taxi permit decisions to be heard by the Board of Appeals although there are a few references to the Board of Appeals in the Transportation Code
- ❖ Amendments to the Transportation Code to remove references to the Board of Appeals have been considered by the SFMTA Board but not yet approved
- ❖ Staff anticipates bringing the item back to the SFMTA Board for consideration at an upcoming meeting and will let the taxi industry know when it has been agendaized
- ❖ There are no upcoming taxi appeals
- ❖ Taxi permit decisions remain appealable to the Hearing Section

Administrative Hearing Section

The Administrative Hearing Section is an **independent, neutral body, that is separated** from the rest of the SFMTA by an **ethical wall**.

Hearing Officers are required by law to be independent, objective, fair and impartial.

The Hearing Section works collaboratively to mete out justice as even-handedly as courteously as possible while following the provisions of the law, and does **so without input or interference from Agency management**



Administrative Hearing Section

Hearings conducted on protested matters:

Streets

- ❖ Parking Citations
- ❖ Towed Vehicles
- ❖ Immobilized vehicles (Booted)
- ❖ Safe Paths of Travel (SPOT) citations
- ❖ Facilitation of Engineering Public Hearings for proposed parking and traffic changes

Transit

- ❖ Muni Accessibility Reviews
- ❖ Transit Violation Citations

TAMS

- ❖ Appeals of Scooter Permit Application
- ❖ Administrative citations issued to Scooter, E-bike and Commuter Shuttle companies
- ❖ Taxi Issues:
 - Permit revocation/suspension
 - Application denials
 - Administrative citations issued to Taxi permit holders and unpermitted drivers

Administrative Hearing Section

How does the SFMTA ensure the **independence** of the Hearing Officers when conducting hearings?

- ❖ There is an “ethical wall” between *decisions/actions* of the SFMTA and *appeals*.
- ❖ The *ethical wall* includes:
 - **Separate City Attorney advice** – City Attorney’s Office has 2 different sets of counsel who advise the SFMTA and the Hearing Officers (including ethical screen within the CAO’s office for due process matters)
 - **No interference** by the Director of Transportation
 - The **Manager of Administrative Hearings** reports to the Chief Financial Officer (CFO).
 - The **CFO is a part of a separate division - Finance and Technology**, and not a part of Streets, TAMS, Transit, Safety, HR

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Ramp Taxi Inspections

Clarify Ramp Taxi Requirements

- ❖ All passenger seats, including those in the rear row, must have a shoulder belt/harness
- ❖ Vehicle modifications will be examined
 - Modifications must be done by an Adaptive Vehicle Modifier in the NHTSA database
 - Vehicle will fail if technicians believe it will compromise safety
 - Ramp Drivers must properly secure a wheelchair in their vehicle



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Taxi Industry Updates – Meter Rate Increase

Taxi Service	Fare Amount
First one-fifth mile of flag rate (Flag Drop)	\$4.15
Each additional one-fifth mile	\$0.65
Each minute of waiting or traffic time delay	\$0.65
SFO pick-up fee (100% customer pass through)	\$5.50
Bridge Tolls	Paid by passenger
Out-of-Town trips (greater than 15 miles beyond SF)	150% of fare

Taxi Industry Updates – Meter Rate Increase

New Rate Cards

- ❖ Pickup new rate cards from Color Scheme or from SFMTA Taxi Front Window



SFMTA

San Francisco Taxicab Rates of Fare

Drivers must accept major credit cards as payment of taxi fare

First 1/5 th mile or flag rate.....	\$4.15*
Each additional 1/5 th mile or fraction thereof.....	\$0.65*
Each minute of waiting or traffic time delay.....	\$0.65*
Pick-up fee at San Francisco International Airport	\$5.50**

There is NO DROP-OFF FEE at San Francisco International Airport

OUT-OF-TOWN TRIPS (Scan the QR code for the map)



For out-of-town trips exceeding 15 miles beyond city limits, the fare will be 150% of the meter rate



For trips exceeding 15 miles from San Francisco International Airport and NOT terminating within the city limits of San Francisco, the fare will be 150% of the metered rate

No Luggage Surcharge - Passenger pays bridge toll

- Drivers may collect fare in advance for trips out of San Francisco except to San Francisco International and Oakland International Airports
- Drivers may collect a cleaning fee up to \$150 from a passenger who renders the taxi temporarily unfit for passengers
- In any case of fare dispute between the Driver and passenger(s), the Driver shall call the Police or, with the consent of the passenger, convey the passenger(s) to the nearest police station, where the officer in charge shall immediately decide the case
- Fare receipt available upon request
- A Driver is entitled to charge an additional amount not to exceed \$1 for each piece of luggage that cannot be conveyed in the passenger compartment of the vehicle or in the vehicle's trunk with the trunk lid closed
- A driver may charge a flat rate of up to \$20 per person where two or more passengers are taking a trip whose origin or destination are different, and who are sharing the taxi for a portion of their combined trips instead of charging the metered rate. The flat rate may only be used with the advance consent of all affected passengers

Cab No. _____ Color Scheme _____

Director of Transportation

San Francisco Transportation Code, Division II, Article 1100, Section 1124

* Approved by SFMTA Board: Oct 18, 2022. Rates Effective as of Nov 17, 2022.

** Rate Effective as of July 1, 2021.

Updated: 10.26.2022



SFMTA

Public comment call 415.915.0757 participant code 676 811 157#

Taxi Outreach Meeting

Taxi Industry Updates – Meter Rate Increase

❖ Estimated Taxi Fare Card from SF and SFO

TRIPS SOUTH		
Destination City	From SF	From SFO
Agnew	237*	162*
Atherton	159*	68/96**
Bay Meadows	115*	53*
Belmont	85	43
Boulder Creek	347*	280*
Burlingame	65	25
Campbell	264*	206*
Carmel	598*	530*
Cupertino	227*	180*
Foster City	82	41
Great America	227*	158*
Half Moon Bay	101/149**	75
Hillsborough	69	25
La Honda	225*	179*
Los Gatos	266*	223*
Menlo Park	177*	69/99**
Millbrae	86*	20*
Milpitas	229*	175*
Moffett Field	218*	133*
Montara	107*	101*
Monterey	583*	530*
Mountain View	212*	155*
Pacifica	53	51
Palo Alto	184*	112*
Portola Valley	183*	126*

TRIPS EAST		
Destination City	From SF	From SFO
Alameda	49	110
Albany	49	91
Antioch	227*	282*
Benicia	184*	248*
Berkeley	49	90
Brentwood	296*	360*
Castro Valley	134*	147*
Concord	152*	218*
Crockett	159*	218*
Dublin	173*	187*
El Cerrito	56	97
El Sobrante	115*	179*
Fairfield	252*	301*
Fremont	213*	112/164**
Hayward	93/137**	86/124**
Lafayette	76/112**	117/170**
Livermore	232*	277*
Mare Island	188*	262*
Martinez	176*	238*
Modesto	466*	466*
Moraga	75	115
Newark	191*	137*
Oakland	44	86
Oakland Airport	103*	156*
Orinda	61	101

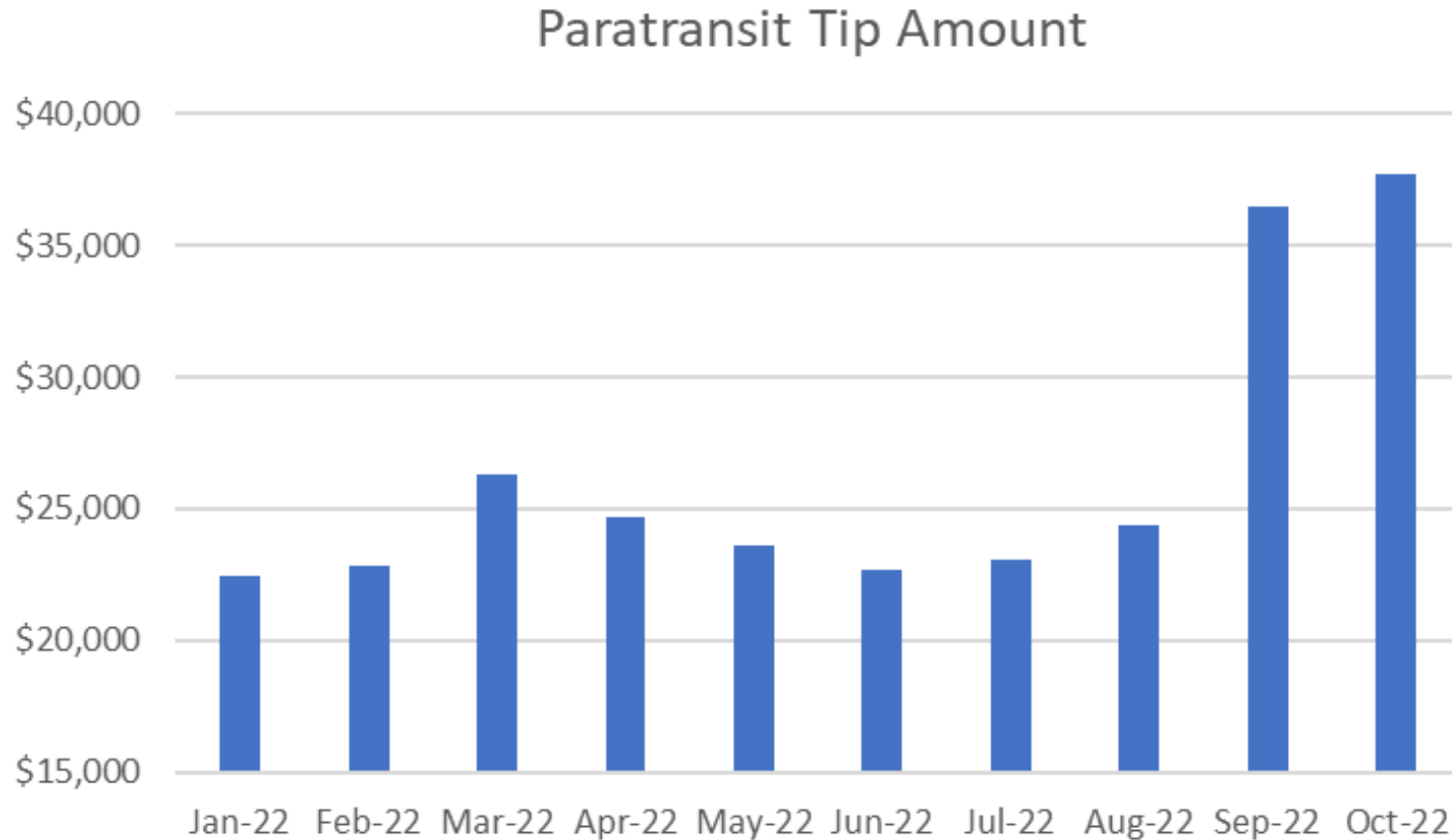
TRIPS NORTH		
Destination City	From SF	From SFO
Belvedere	60	105
Bolinas	149*	216*
Calistoga	374*	472*
Corte Madera	53	100
Cotati	247*	306*
Fairfax	72	120
Greenbrae	85*	151*
Guerneville	359*	447*
Ignacio	137*	204*
Kentfield	94*	161*
Larkspur	56	103
Marin City	57*	124*
Mill Valley	51	98
Muir Woods	86*	155*
Napa	259*	302*
Novato	144*	213*
Petaluma	198*	262*
Point Reyes	296*	350*
Rio Nido	344*	465*
Rohnert Park	247*	311*
Ross	63	113
San Anselmo	103*	165*
San Quentin	101*	160*
San Rafael	64/94**	113/165**
Santa Rosa	276*	340*

Taxi Industry Updates – Paratransit Tip Increase

- ❖ On September 1, 2022, the Paratransit taxi tipping policy increased from 10% to 15% of the meter fare, with a maximum tip of \$4.
- ❖ New tipping policy applies to all Paratransit taxi programs, including ADA, Essential Trip Card (ETC), Shop-a-Round, and CHOICE taxi programs

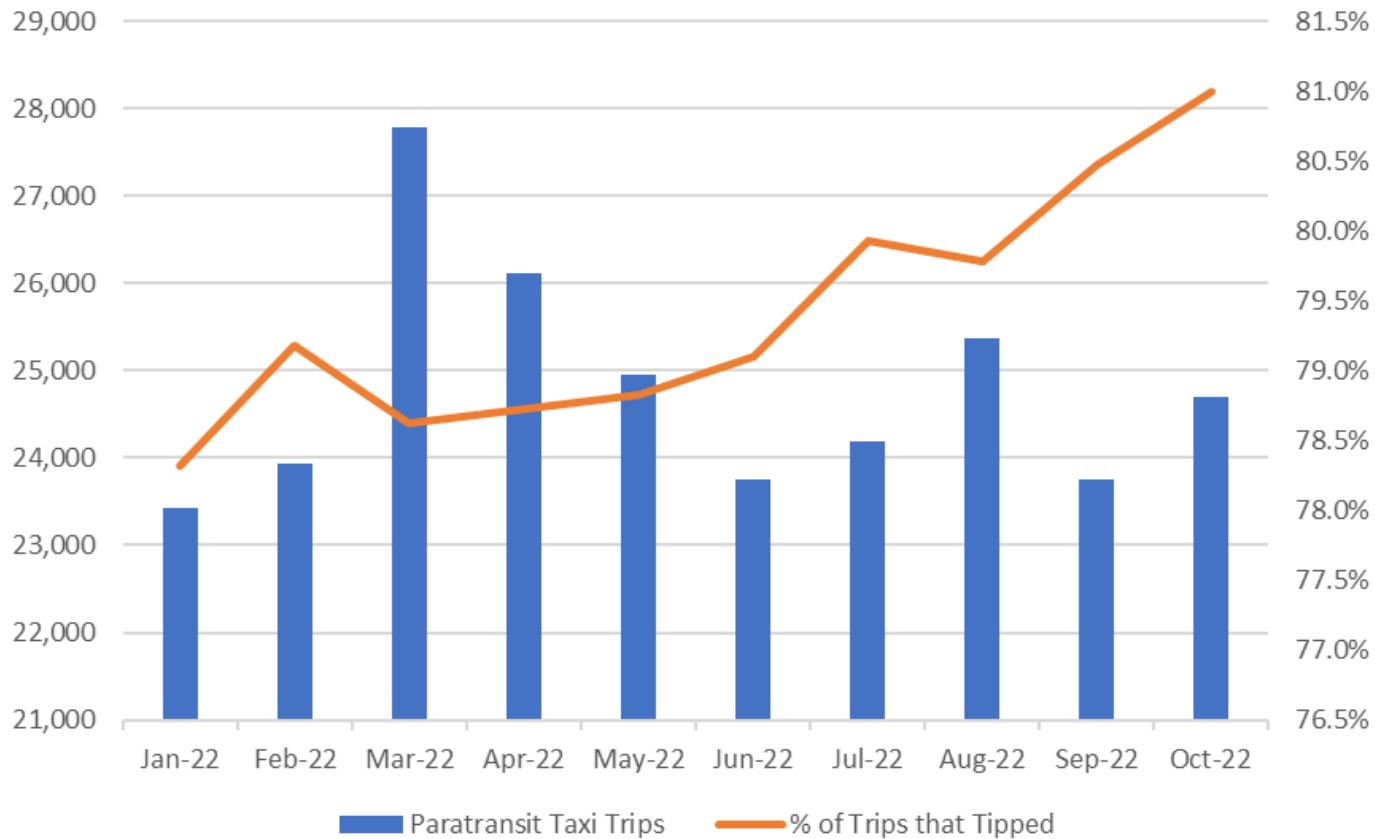


Taxi Industry Updates – Paratransit Tip Increase



Significant increase (~56%) in the tip amount for Paratransit taxi trips following changes to the tipping policy

Taxi Industry Updates – Paratransit Tip Increase



Total number of Paratransit taxi trips as well as the percentage of riders who tip for their trip has remained consistent

Taxi Industry Updates – Taxi Shield Requirement

Requirement Still in Effect

- ❖ California COVID-19 State of Emergency will end on February 28, 2023
 - Timeline gives health care system flexibility to handle any potential surge that may occur in January and February
 - Gives local partners the time needed to prepare for phaseout
 - Shield requirement will likely phase out on February 28, 2023
 - Once phase out announced, shields will be optional but encouraged



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Quarterly Meetings

- ❖ February 2023
- ❖ May 2023
- ❖ August 2023
- ❖ November 2023

