

Ramp Taxi Requirements



To: Ramp Taxi Medallion Holders, Color Schemes, and Drivers Interested in Operating Ramp Taxi Medallions *JTB*

Through: Jeffrey Tumlin, Director of Transportation *PC*

From: Kate Toran, Director of Taxis, Access & Mobility Services^{for}

Date: October 1, 2024

Subject: Ramp Taxi Requirements

Pursuant to Section 1110(d)(1) of the San Francisco Transportation Code, this memorandum establishes the requirements for Taxi Drivers and Color Schemes to enter into and maintain a Ramp Taxi Medallion Use Agreement, effective as of **January 1, 2025**. It also establishes the minimum monthly wheelchair pick-up requirement pursuant to Transportation Code §1110(a)(3) for Ramp Taxi Medallion Holders and Permit Holders with a Ramp Taxi Medallion Use Agreement.

Eligibility Standards to Enter into a Ramp Taxi Medallion Use Agreement

- a. Individual Taxi Drivers who would like to enter into a Ramp Taxi Medallion Use Agreement must meet the following eligibility standards:
 1. During the six months preceding the request to enter into a Ramp Taxi Use Agreement, Taxi Driver applicant must have provided at least:
 - 60 Paratransit wheelchair trips; OR
 - 120 Paratransit trips including a minimum of 30 Paratransit wheelchair trips.
 2. Prior to initiating a request to enter into a Ramp Taxi Use Agreement, Taxi Driver applicant shall be able to demonstrate at least three consecutive years of Full-Time Driving equivalent experience operating a taxi in San Francisco, as defined in Section 1102 of the San Francisco Transportation Code.
 3. In the twelve (12) months preceding a Taxi Driver's request to enter into a Ramp Taxi Use Agreement, a Taxi Driver applicant shall not be the recipient of any Notice of Violation issued by SFMTA nor shall the Taxi Driver applicant be the subject of any substantiated complaints through either SFMTA, SF Paratransit, SF311, or San Francisco International Airport (SFO). In the event an individual taxi applicant is either the subject of a substantiated customer complaint or the recipient of a Notice of

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Violation within the twelve (12) months preceding the Taxi Driver's application for a Ramp Taxi Use Agreement, then the application will be held until the complaints or violations identified in the Notice of Violation have been investigated and resolved.

4. Taxi Driver applicant shall operate a wheelchair-accessible vehicle (acquired through purchase, loan, lease, or other arrangement) that has been approved for use by the SFMTA.
 5. Taxi Driver applicant shall have a valid Ramp Taxi Training Certificate on file with the San Francisco Paratransit office.
 6. Taxi Driver applicant shall agree to operate Ramp Taxi at all times subject to the regulations of the Transportation Code, the individual Use Agreement (sample attached as Appendix A), and the requirements of the San Francisco Paratransit Program.
 7. Taxi Driver applicant must be recommended for approval after an interview conducted by the SFMTA's Paratransit Coordinating Council.
- b. For Color Schemes that would like to enter into a Ramp Taxi Medallion Use Agreement must meet the following eligibility standards:
1. In the six months preceding a request to enter into a Ramp Taxi Medallion Use Agreement, Color Scheme applicants must have provided at least:
 - 90 total Paratransit wheelchair trips per Ramp Medallion; OR
 - 180 Paratransit trips per Taxi Medallion (including ramp and non-ramp).
 2. The Color Scheme must have been permitted for at least the past three consecutive years preceding the request to enter into a Ramp Taxi Use Agreement.
 3. Taxi Color Scheme shall not be the recipient of any Notice of Violation issued by SFMTA nor shall the Taxi Color Scheme applicant be the subject of any substantiated complaints through either SFMTA, SF Paratransit, SF311, or San Francisco International Airport (SFO). In the event an individual taxi applicant is either the subject of a substantiated customer complaint or the recipient of a Notice of Violation within the twelve (12) months preceding the Taxi Color Scheme's application for a Ramp Taxi Use Agreement, then the application will be held until the complaints or violations identified in the Notice of Violation have been investigated and resolved.
 4. The Color Scheme shall ensure that each Ramp Taxi Driver who will drive the Ramp Taxi vehicle has a valid Ramp Taxi training certificate on file with the San Francisco Paratransit office.
 5. The Color Scheme shall ensure that each vehicle operating pursuant to the Ramp Taxi Medallion Use Agreement is a

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- wheelchair-accessible vehicle that has been approved for use by the SFMTA. A ramp medallion shall not be issued until a ramp vehicle is initially approved for use.
6. The Color Scheme shall agree to operate the Ramp Taxi Medallion, at all times, pursuant to the regulations of the Transportation Code, the color scheme Ramp Taxi Medallion Use Agreement (sample attached as Appendix B), and the requirements of the San Francisco Paratransit Program.

Standards to Maintain a Ramp Taxi Medallion and Ramp Taxi Medallion Use Agreement

Pursuant to Transportation Code § 1110(a)(3), every Ramp Taxi Medallion Holder and Permit Holder with a Ramp Taxi Medallion Use Agreement shall:

1. Grant priority to requests for service from passengers who use a wheelchair.
2. Ensure that any person who is allowed to drive the Ramp Taxi holds a valid Driver Permit and satisfies any Ramp Taxi Driver training requirement. SFMTA reserves the right to audit all Ramp Taxi Drivers and may require additional training if needed.
3. Ensure that the Ramp Taxi completes at least **ten (10) Paratransit wheelchair trips per month**. If the Ramp Taxi Medallion Holder or Permit Holder with a Ramp Taxi Medallion Use Agreement fails to meet this wheelchair pick-up requirement three consecutive months, or three times within a six-month period or fails to comply with any condition of the Ramp Taxi Medallion Use Agreement, the SFMTA may revoke the Ramp Taxi Medallion, in the case of a Ramp Taxi Medallion Holder, or terminate the Ramp Taxi Medallion Use Agreement.
4. Operate the Ramp Taxi Medallion at all times pursuant to the regulations of Article 1100 of the San Francisco Transportation Code, the provisions of the Ramp Taxi Medallion Use Agreement and the requirements of the San Francisco Paratransit Program.

Excessive Number of Substantiated Complaints

The number of “substantiated complaints” that constitutes “excessive” in the context of a request to operate affiliated Ramp Taxi Medallions in non-accessible Taxi vehicles during the hours of 10:00 p.m. to 7:00 a.m. pursuant to Transportation Code §1110(d)(2) is defined as two substantiated complaints, on average, per medallion, during any three-month period.

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Event of Default

Pursuant to the Ramp Taxi Medallion Use Agreement, upon an event of default, the SFMTA shall have the right to exercise its legal and equitable remedies, including, without limitation, the right to terminate the Agreement immediately.

NEXT STEPS

If you are interested in entering into a Ramp Taxi Use Agreement, please contact SFMTA Taxi Services at 415-646-4400 or SFTaxi@sfmta.com