

Welcome to Taxi Services New Driver Training



March 2023

WHO ARE WE?

SFMTA Taxi Services

administers and enforces the rules adopted by the

San Francisco Municipal Transportation Agency Board of Directors

for the San Francisco taxi industry



MISSION STATEMENT

To promote a vibrant taxi industry through intelligent regulation, enforcement and partnership. We champion:

- Public Safety
- Outstanding Customer Service
- Economic and Environmental Sustainability
- Accessibility

WE ARE HERE TO HELP YOU!



SAN FRANCISCO TAXI INDUSTRY

- Taxi drivers are **vital to San Francisco's hospitality and tourism industry.**
- Taxi drivers are the **first point of contact** with persons entering our beautiful city.
- Taxi drivers should act and be treated like **respected professionals.**
- Taxis are important to the goal of the SFMTA to **reduce congestion and pollution while freeing up curb space in our city.**
- The city's fleet of licensed cabs exceed clean-air vehicle standards – **drive a cab in one of the greenest taxi fleets in the United States!**



ADVANTAGES OF BEING A TAXI DRIVER

- ✓ It is a profession made up of experienced drivers
- ✓ Paid the same day
- ✓ Mentoring by experienced taxi drivers
- ✓ Mandatory cameras in each taxi
- ✓ 2-Way radio for safety
- ✓ Lease a car for a day/week/month(s)
- ✓ Taxis may use most red transit-only lanes in the city
- ✓ Exempt from restricted turns on certain streets
- ✓ Allowed to pick up people on the streets, street hails!
- ✓ Stage and pick up from designated taxi stands throughout the city
- ✓ Authorized to accept tips from your customers
- ✓ Opportunity to provide Paratransit customer service throughout the city
- ✓ Special San Francisco International Airport pick-up privileges
- ✓ Training courses offered by taxi companies
- ✓ Minimize wear and tear on your own vehicle

NEW DRIVER TRAINING CHECKLIST

STEP 1: REVIEW ON-LINE SAFETY AND TRAINING MATERIALS

- “Vision zero” - taxicab urban driving safety video
- Regulations for new drivers! Transportation code article 1100
- How am I driving
- San Francisco International Airport (SFO) rules
- San Francisco International Airport (SFO) taxi driver training video
- Paratransit service and rules
- Taxis & bicycles, coexist
- Transporting visually impaired people with service animals
- **Acknowledging review of on-line safety & training materials when submit the application**

NEW DRIVER TRAINING CHECKLIST

STEP 2: REQUIRED FORMS

- DMV printout showing proof of **1 year of driving history** in the U.S.
- Completed **New Driver Application**
- Copies of your submitted **Fingerprint** and **Drug Testing forms**

STEP 3: SUBMIT THE REQUIRED FORMS

Between the hours of 9am-12pm and 1pm-5pm,

Monday through Friday

SFMTA Customer Service Window

1 S. Van Ness Avenue, 7th Floor

San Francisco, CA 94103

Tel: 415-701-4400

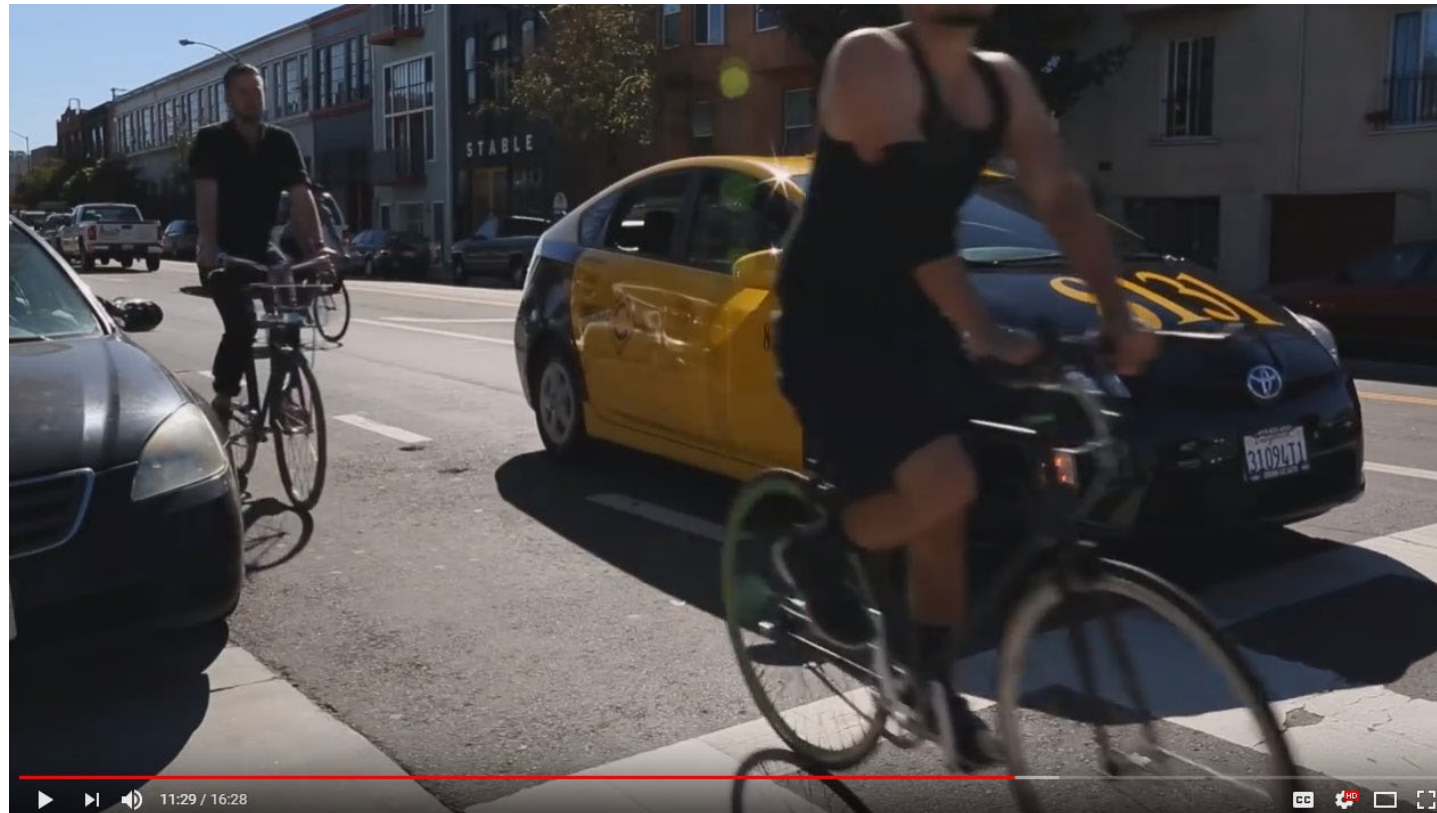
COMMON TAXI TERMS

- **COLOR SCHEME**, a business that has received a permit from Taxi Services to operate a taxi company in the City of San Francisco.
- **TAXI STANDS**, white curb space in the City of San Francisco that has been designated for taxis only.
- **A-CARD**, both a driver's permit and the card used to access San Francisco Airport. The A-card authorizes an individual driver to associate with a taxi company and operate one of the taxi company's taxis in the City of San Francisco and the San Francisco Airport.
- **MEDALLION**, permit that authorizes a taxi to be in service and available to pickup and deliver customers for a fare.
- **SOFT METER**, App-based, time and distance plug and play meter operated on a cell phone Operating System.
- **PARATRANSIT**, the SFMTA program to provide transit services for people unable to independently use public transit because of a disability or disabling health condition.
- **IVR**, Interactive Voice Response (Over the Phone), Paper form used to process paratransit trips paid with a debit card when the ITE is not working, If you can't get the "In Taxi Equipment" to work, ALWAYS use the IVR!
- **ITE**, In Taxi Equipment Mounted to taxi dashboard used to process fares. The ITE is the preferred method of processing Paratransit fares, No rear seat devices or Square® to process Paratransit fares.
- **SFO**, San Francisco International Airport.

VISION ZERO

TAXICAB URBAN DRIVING SAFETY

Click to watch video



IMPORTANT

REGULATIONS FOR NEW DRIVERS!

Transportation Code Article 1100

- **SEC. 1105. GENERAL PERMIT CONDITIONS**
- **SEC. 1108. CONDITIONS APPLICABLE TO DRIVER PERMITS**
- **SEC. 1118. REVOCATION, SUSPENSION, AND ADMINISTRATIVE FINES**
- **SEC. 1121. SUMMARY SUSPENSION OF PERMIT FOR HEALTH OR SAFETY REASONS**
- **SEC. 1124. TAXI FARES AND FEES; GATE FEES**

Note: Review each chapter highlighted above from Article 1100

How Am I Driving?

SPEED LIMITS:

- Most California freeways: **65 MPH**
- City streets unless otherwise posted: **25 MPH**
- School zones when children are present: **25 MPH**
- An uncontrolled intersection: **15 MPH**
- When a trolley or bus is stopped to load and unload passengers: **10 MPH**
- What do you do if the road is wet? **Reduce speed**
- **RESPECT PEDESTRIANS IN CROSSWALKS!**
- **DO NOT** cross over double-double yellow lines
- **DRIVE DEFENSIVELY**- not aggressively

How Am I Driving?

- Statistics prove that **taxi drivers are better drivers** than the public, **PLEASE** continue to maintain those excellent standards
- Accidents that are your fault and moving violations add points to your driving record and **can get you taken off the driver roster at your company**
- **Do not leave an unoccupied taxicab** in a taxi zone during busy passenger loading times
- **Do not refuse passengers.** You must pick up any person who represents themselves “in a clean, coherent, safe and orderly manner” going to a San Francisco destination or San Francisco International Airport or Oakland International Airport.
- **Do not leave a taxi vehicle parked on a public street** for more than 4 hours
- You **may use some red transit lanes** whether or not you have passengers
- Once dispatched to a call from customer, you **CANNOT accept any other fares** while enroute to the fare.



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Customer Service and Public Safety

How We Receive Complaints and Compliments

- **311 operators** are available 24-hours a day, 7 days a week, 365 days a year
- Every San Francisco taxi **must have a 311 sticker** in the rear of the vehicle
- Operators take **complaints, compliments, lost & found** claims and any other taxi related issues
- **311 can also be used by taxi drivers** and you do not have to provide your identity

San Francisco International Airport Rules

- If you pick up a “short” fare and get back to the airport within 2 hours, you are allowed to jump most of the queue and quickly pick up a new fare.
- The posted speed limit on the lower level of SFO is 20 MPH.
- Taxi Drivers **MAY NOT** pick up passengers on the Departure level of the airport.
- Taxi Drivers **MAY NOT** leave their vehicle unattended, except in one of the four designated staging lots.
- Taxi Drivers **MAY NOT** charge a fee for dropping off passengers at SFO.



San Francisco International Airport Rules

- All taxi drivers operating at the airport must have a A-CARD
- If you have an issue with your SMART A-CARD, call **(650) 821-2704**
- Failure to comply with the Airport Rules and Regulations, could result in a disciplinary action
- Taxi drivers **MAY NOT** pick up passengers from the Rental Car Center at SFO
- Taxi drivers **MUST OBEY** requests of the Ground Transportation Compliance officers at SFO



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SAN FRANCISCO INTERNATIONAL AIRPORT (SFO) TAXI DRIVER TRAINING

[Click to watch video](#)





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PARATRANSIT SERVICE AND RULES

(415) 351-7052

www.sfparatransit.com

SF PARATRANSIT PROGRAM

What is SF Paratransit?

- Service provided under the Americans with Disabilities Act (ADA) for people whose disabilities prevent them from using regular transit.
- All Color Schemes (Taxi Companies) are required to participate in the SF Paratransit Program must execute a contract with Paratransit Broker and must abide by the rules and regulations of the program.
- Drivers must have Ramp certificate to operate ramp-taxi vehicles.
- Fares are paid using the San Francisco Paratransit Debit Card.
 - Payment for rides works very similar to a credit card

All San Francisco Taxi Cabs are required to participate!



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Ramp Taxi

SF Paratransit is not just Ramp Taxi Service. Most SF Paratransit trips are provided to ambulatory frail elders!

- Currently about 40 ramp taxi vehicles (among 100 ramp taxi medallions) equipped to provide taxi service to wheelchair users
- All ramp taxi drivers must have a A-card and a **ramp taxi driver certificate**
- If interested, talk to your color scheme.





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SF Paratransit Service Area

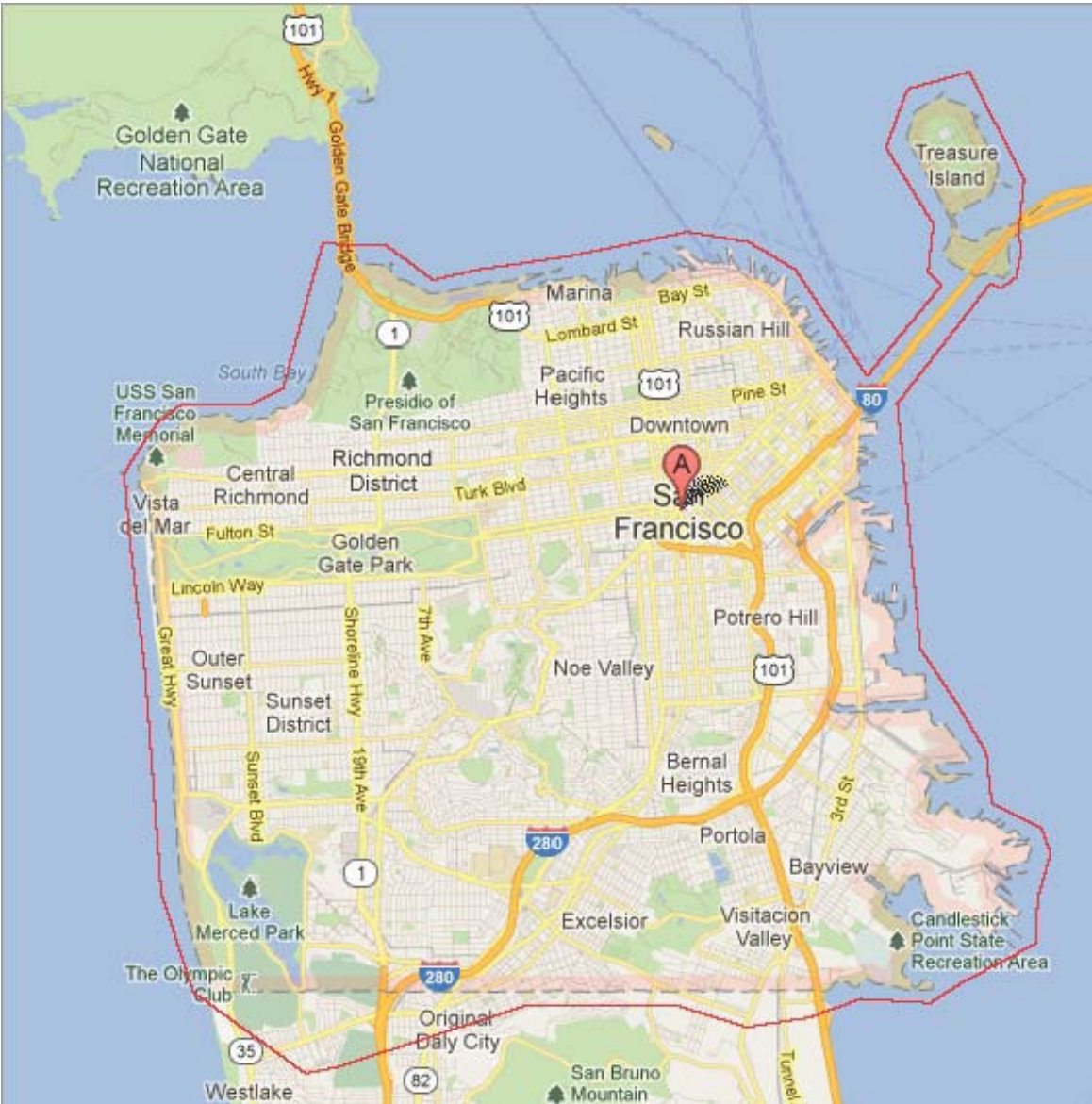
DOES Include:

Daly City Bart, parts of Westlake, Cow Palace, Treasure Island

DOES NOT Include:

Colma Cemeteries, Serramonte, Tanforan, Seton Medical Center, Kaiser SSF or SFO

©2010 Google Maps





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SF Paratransit Debit Cards



San Francisco Paratransit



Identification of Eligibility for ADA Paratransit Service

Name Jill Smith

ID 150622

Eligibility Full

Travel with PCA? Y

1011

0168

7816

1864

Expires: 12/31/2013

- **NO FEES** FOR SF PARATRANSIT TRANSACTIONS!
- You should be paid by your color scheme promptly and in full.
- Most color schemes deduct Paratransit fares from the gate fee, if receipt is signed.




Shopping Taxi

Name Jill Smith
ID 150622
Eligibility Full
Travel with PCA? Y

1011 0168 7816 1864




San Francisco Paratransit

"Paratransit Plus"
Not Valid for ADA Paratransit



Name Jill Smith
ID 150622

1011 0168 7816 1864

Expires: 12/31/2013



San Francisco Paratransit

Group Agency Debit Card
\$20 Maximum Value

Agency San Francisco Paratransit
ID # 155157

Return To SF Paratransit After Use

1941 3333 3333 3333



San Francisco Paratransit

One-Time Use Only

Group Agency Debit Card

Agency San Francisco Paratransit
ID # 155157

Return to SF Paratransit After Use

1941 0509 3358 XXXX

\$20 Maximum Value

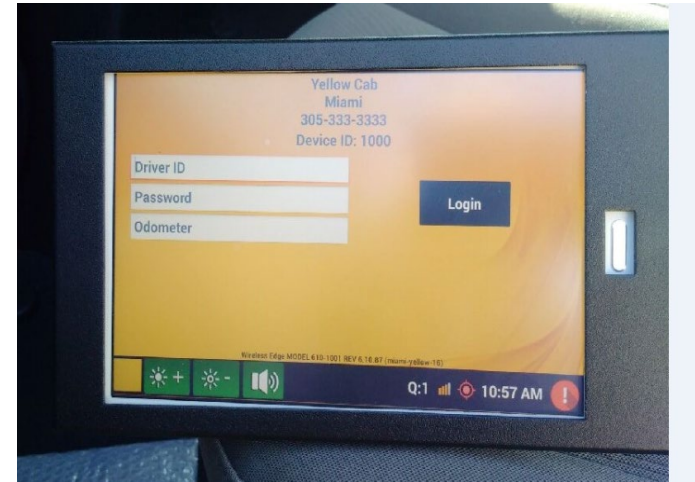





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Two Ways to Pay for a SF Paratransit Trip

- **ITE = In Taxi Equipment**
 - Mounted to taxi Dashboard
 - Preferred method of processing Paratransit fares
 - No rear seat devices or Square®
- **IVR = Interactive Voice Response** (Over Phone)
 - Paper form
 - If you can't get the ITE to work, ALWAYS try the IVR!



Date:		Approval Code:	Cab Co:
Trip Start Time:		Trip End Time:	Cab No:
Trip Origin:		Trip Destination:	Driver Name:
Passenger ID No:		Passenger Name:	Driver ID No:
Passenger Signature:		Passenger Signature:	Metered Fare:
USE BALLPOINT PEN. PRINT LEGIBLY. PRESS FIRMLY. FOR APPROVAL, CALL (877) 738-2943. THIS REPORT MUST BE PROPERLY COMPLETED FOR REIMBURSEMENT.		Tip 10% (Not to Exceed \$2): <input type="checkbox"/> Yes / <input type="checkbox"/> No	
		Explanation Code: <i>(see reverse; if "other", please explain below)</i>	
			
		BB001-00003	

SFPT COPY



How to Pay for SF Paratransit Trips & Tipping

After the trip, a SF Paratransit passenger will give driver the debit card

- Paratransit transactions must be performed by the driver through the dash-mounted ITE in the front of the vehicle.
 - Rear Seat devices may NOT be used.
- Drivers may ask the patron if they would like to add a tip to the fare.
 - You may not process a tip without permission.
 - **Tipping is NOT automatic or required.** (TC 1108(e)(16)(37))
- **There is no CREDIT button** – the sale is final once SALE is pressed, and whether or not you turn in the receipt



More About Tipping with SF Paratransit

- You **MUST** have the SF Paratransit Passenger permission
 - Computer-generated at 15%
 - Rounds up to next 5 cents
 - **Maximum \$4.00**
- SF Paratransit Passenger *may* give you additional cash
 - For excellent customer service
 - If they have the means



Some SF Paratransit Trips Are **NOT** Allowed

Help us help YOU by reminding SF Paratransit Passengers

- **Wait-trips** - Trips where the passenger asks you to make multiple stops, for example: the bank, the post office, and the drugstore.
- **Round-Trips** - Trips that begin & end at the same location
- **Fares over \$55**
- **Flag Drops only**
(with no distance)
- **Extras** - (parking fees or bridge tolls)





SF Paratransit Debit Card Error Messages Good Card – Bad Swipe

- DECLINED: ERROR USE IVR**

Means the ITE *communication failed*. The card may still be good. Use IVR.

- CARD NOT VALID**

Means the ITE did not *recognize* the card. It may or may not be a valid SF Paratransit Debit Card. Re-swipe.

- DUPLICATE TRANSACTION**

Means that sale has already been processed. You have been paid.

If you get any of these messages, try again using your ITE, or use the **IVR**

DO NOT ASK FOR CASH!

RIDE RECEIPT

DATE: 07/09/2010
TIME: 12:21
TRIP ID: 274055
FLEET: 0002
CAR: 9036
DRIVER: 116266
TRANSACTION: 001
*****6651
AUTH: N AVAIL
FARE(\$): 12.55
EXTRA(\$): 0.00
SUBTTL(\$): 12.55
TIP(\$): 0.00

SALE(\$): 0.00

DECLINED: ERROR-
USE IVR

SIGNATURE

THANK YOU

CUSTOMER'S COPY

RIDE RECEIPT

DATE: 01/19/2011
TIME: 15:36
TRIP ID: 586286
FLEET: 0002
CAR: 1041
DRIVER: 696093
TRANSACTION: 001
*****2646
AUTH: N AVAIL
FARE(\$): 20.65
EXTRA(\$): 0.00
SUBTTL(\$): 20.65
TIP(\$): 0.00

SALE(\$): 0.00

DECLINED: ERROR-
USE IVR

SIGNATURE

THANK YOU

CUSTOMER'S COPY





SFMTA

SF Paratransit Debit Card Error Messages Good Card – Bad Trip

- **AMOUNT TOO LARGE – EXCEEDS ALLOWABLE LIMIT**
 - Any fare over \$55, NOT including tip.
 - If Wait or Round Trip, collect cash.
- **NOT VALID TRIP**
 - Usually shows up as a flag drop with no distance
- **OUT OF AREA**
 - When card is used outside the service area (San Francisco)
- If you think the fare was declined in error, always use the IVR form.

Yellow Cab Coop
SF ParaTransit
Ride Receipt
04/18/11 10:39
Cab 1-0814
Trx 461195
Sale \$13.00
Tip \$0.00
Total \$0.00
APP OUT OF AREA
Card 0995
Balance \$75.00+
OUTSIDE THE PARA
TRANSIT SERVICE
AREA
X





SF Paratransit Debit Card Error Messages Bad Card

- **INACTIVE CARD**
 - Usually means that the card has not been activated, or has been replaced by a newer card.
- **INSUF FUNDS**
 - COLLECT Alternate Method of payment for balance due, or
 - Use IVR for balance due.
- **OUT OF AREA (SF)**
- **TRIP CLOSED**
 - Another card already swiped
- **These are the ONLY reasons you may ever ask a patron for cash or credit card**

Yellow Cab Coop
 SF ParaTransit
 Ride Receipt
 07/08/11 13:55
 Cab 1-2751
 Trx 498913
 Sale \$17.05
 Tip \$0.00
 Total \$0.00
 - Apr INACTIVE CAR -
 D
 Card XXXX
 Balance \$0.00

RIDE RECEIPT
 - DESOTO CAB -
 CAB # 0343
 D-ID # K****896
 TRIP # 40961
 DATE 02/14/12
 FLEET ID: 3
 TRAN ID: 1
 PASSENGERS: 1
 START END MILES
 17:00 17:17 3.9.
 FARE: \$ 17.80
 TIP: \$ 1.80
 TOTAL: \$ 19.60
 BALANCE \$0.00
 CARD #: 0624
 DECLINE:
 SALE: 19.60
 MESSAGE:
 INSUF FUNDS COLL
 ECT \$17.80 NO FU
 NDS FOR TIP

X-----

SIGNATURE






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SF Paratransit Manual IVR Receipt

- You MUST carry **IVR forms** in your cab. (TC 1108(e)(36))
- **Get blank IVRs from your Dispatch or Cashier**
- Use IVRs whenever **ITE**:
 - Can't get a signal
 - Not installed (report to your Mgmt!)
 - See next slide for:
 - "ITE ERROR MESSAGES"
- **Fill out the IVR form completely including SF Paratransit passenger's signature!**

Date:		Approval Code:	Cab Co:
Trip Start Time:		Trip End Time:	Cab No:
Trip Origin:		Trip Destination:	Driver Name:
Passenger ID No:		Passenger Name:	Driver ID No:
Passenger Signature:		Metered Fare:	
USE BALLPOINT PEN. PRINT LEGIBLY. PRESS FIRMLY. FOR APPROVAL, CALL (877) 738-2943. THIS REPORT MUST BE PROPERLY COMPLETED FOR REIMBURSEMENT.		Tip 10% (Not to Exceed \$2): <input type="checkbox"/> Yes / <input type="checkbox"/> No	
		Explanation Code: <i>(see reverse; if "other", please explain below)</i>	
			
		BB001-00003	

Select one of the following Codes to explain why it is necessary to use a manual receipt.

- C01: No Communication
- C02: Damaged Card
- C03: ITE Malfunction
- C04: Card not Valid
- C05: Other (please explain) _____

SFPT COPY





SF Paratransit IN TAXI EQUIPMENT, (ITE), Error Messages

Fill out IVR*:	Collect Alternate Type of Payment:
"DECLINED: ERROR USE IVR"	"INACTIVE CARD"
"CARD NOT VALID"	"INSUF FUNDS"
	"AMOUNT TOO LARGE – EXCEEDS ALLOWABLE LIMIT"
"NOT VALID TRIP"	
"OUT OF AREA" – if <u>incorrect</u>	If truly <u>outside</u> SF
Incorrect or Missing Pick Up or Drop Off address <u>inside</u> SF	If truly <u>outside</u> SF


***To be paid, all four-part IVRs MUST be completely filled out, including customer signature.
If customer is unable to sign, driver to write "UTS" – which will be verified.**





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SF Paratransit - Manual IVR Receipt

1234 5678 9012 3456		Cab Co:	
		Cab No:	
Date:	Approval Code:	Driver Name:	
Trip Start Time:	Trip End Time:	Driver ID No:	
Trip Origin:		Metered Fare:	
Trip Destination:		Tip 10% (Not to Exceed \$2): <input type="checkbox"/> Yes / <input type="checkbox"/> No	
Passenger ID No:		Explanation Code: <i>(see reverse; if "other", please explain below)</i>	
Passenger Name:			
Passenger Signature:			
USE BALLPOINT PEN. PRINT LEGIBLY. PRESS FIRMLY. FOR APPROVAL CALL (877) 738-2943. THIS REPORT MUST BE PROPERLY COMPLETED FOR REIMBURSEMENT.		BB001-00003	

SFPT COPY

- Select one of the following Codes to explain v
- C01: No Communication
 - C02: Damaged Card
 - C03: ITE Malfunction
 - C04: Card not Valid
 - C05: Other (please explain)

- Include:
1. Write SF Paratransit Card Number
 2. Explanation Code
 3. Cab Co. (*Fleet ID or name of Color Scheme*)
 4. Passenger Signature (**IMPORTANT**)
 5. Approval Code, Call **(877) 738-2943**





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SF Paratransit Fill Out IVR & Get Approval *VERY (\$) IMPORTANT TO YOU !!*

- Fill out IVR while SF Paratransit Passenger is still in cab so you can:
 - Verify SF Paratransit debit card is ACTIVE & has FUNDS to pay
 - SF Paratransit Passenger can sign & get copy **OR** you can ask for another card or cash!
- Call 877-738-2943 OR your Help Desk
- Listen carefully and **follow the prompts...**
- Know your Fleet #, Vehicle #, Driver # & metered amount
- Answer the “Is Tip Authorized” question: **Y or N**
- Write the provided Authorization # on the IVR






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SF Paratransit Additional IVR Information

- When complete, have the SF Paratransit Passenger sign
- Distribute the completed/signed copies as indicated on the side.

		Cab Co:
		Cab No:
		Driver Name:
Date:	Approval Code:	Driver ID No:
Trip Start Time:	Trip End Time:	Metered Fare:
Trip Origin:	Tip 10% (Not to Exceed \$2): <input type="checkbox"/> Yes / <input type="checkbox"/> No	
Trip Destination:	Explanation Code: <i>(see reverse; if "other", please explain below)</i>	
Passenger ID No:		
Passenger Name:		
Passenger Signature:		BB001-00003



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Select one of the following Codes to explain why it is necessary to use a manual receipt.

C01: No Communication
 C02: Damaged Card
 C03: ITE Malfunction
 C04: Card not Valid
 C05: Other (please explain) _____





SFMTA

SF Paratransit

FRAUD: **DON'T DO IT!**

- We review ALL transactions, and we WILL catch anyone trying to commit fraud.
- If caught committing or abetting fraud, you will **not** be re-trained.

You may be prosecuted!

- In addition, if you see any SF Paratransit Passengers committing fraud with the Paratransit card, please give us a call, (415) 351-7052. They will be removed from the program and may be prosecuted.
- DON'T ever take a photo of a SF Paratransit Debit card



Bicycle Safety

TAXIS & BICYCLES

COEXIST





Bicycle Safety

BICYCLES, TAXIS AND THE LAW

- **CVC 21200**: “ A person riding a bicycle ... has all the rights and is subject to all the provisions applicable to the driver of a vehicle...”
- **CVC 21202**: (a) Any person operating a bicycle upon a roadway at a speed less than the normal speed of traffic moving in the same direction at that time **shall ride as close as practicable to the right-hand curb** or edge of the roadway...



Bicycle Safety

MAKING TURNS

- **CVC 22100**: (a) Right Turns. “Both the approach for a right-hand turn and a right-hand turn shall be made **as close as practicable to the right-hand curb or edge of the roadway...**”
- **CVC 21717**. “Whenever it is necessary for the driver of a motor vehicle to cross a bicycle lane that is adjacent to his lane of travel to make a turn, **the driver shall drive the motor vehicle into the bicycle lane prior to making the turn** and shall make the turn pursuant to Section 22100”



Bicycle Safety

BIKES & TURNING

- In California, a bike lane is the right-most lane
- Dashed lines mean that you may merge into the lane
- Signal - merge when safe – make the turn

TURN FROM THE CURB!





SFMTA

Bicycle Safety

BIKE LANES



STANDARD



DESIGNATED



PROTECTED



Bicycle Safety

BICYCLES

Top three causes of bike and car collisions:

- Unsafe Turning Without Signaling:
- Opening a Vehicle Door:
- Unsafe Speed:



Bicycle Safety

PASSENGER LOADING

- **CVC 22517**: No person shall open the door of a vehicle on the side available to moving traffic unless it is reasonably safe to do so and can be done without interfering with the movement of such traffic, nor shall any person leave a door open upon the side of a vehicle available to moving traffic for a period of time longer than necessary to load or unload passengers.

This is the 3rd leading cause of bicycle-related crash in San Francisco.

***You** are responsible for passengers.*

- **CVC 21755**. (a) The driver of a vehicle may overtake and pass another vehicle upon the right only under conditions permitting that movement in safety.





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Bicycle Safety

PASSENGER LOADING

- Use the bike lane only as a last resort
- Look for open curb space, taxi stand or side streets
- If you must stop mid-block, pull all the way to parked cars or curb
- Signal, check mirrors, enter bike lane when clear
- Pull far enough over to prevent someone biking from riding curbside
- Passengers should always use curbside door
- Remember: you are liable and responsible for your passenger(s)
- Don't park - just loading or unloading of passenger(s)





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Bicycle Safety

Passenger Loading: Non-Separated Bike Lanes



- May enter a non-separated bike lane **with caution** to drop off **all customers** (disabled and non-disabled)
- **Using bike lanes as an absolutely last resort.**





SFMTA

Bicycle Safety

Passenger Loading: Separated Bike Lanes



- Only drop off in a separated bike lane if you have disabled or elderly customers who require direct access to the curb
- You may only pick up in a separated bike lane if the dispatcher tells you that the customer is disabled and must be picked up at a location that is next to a separated bike lane.

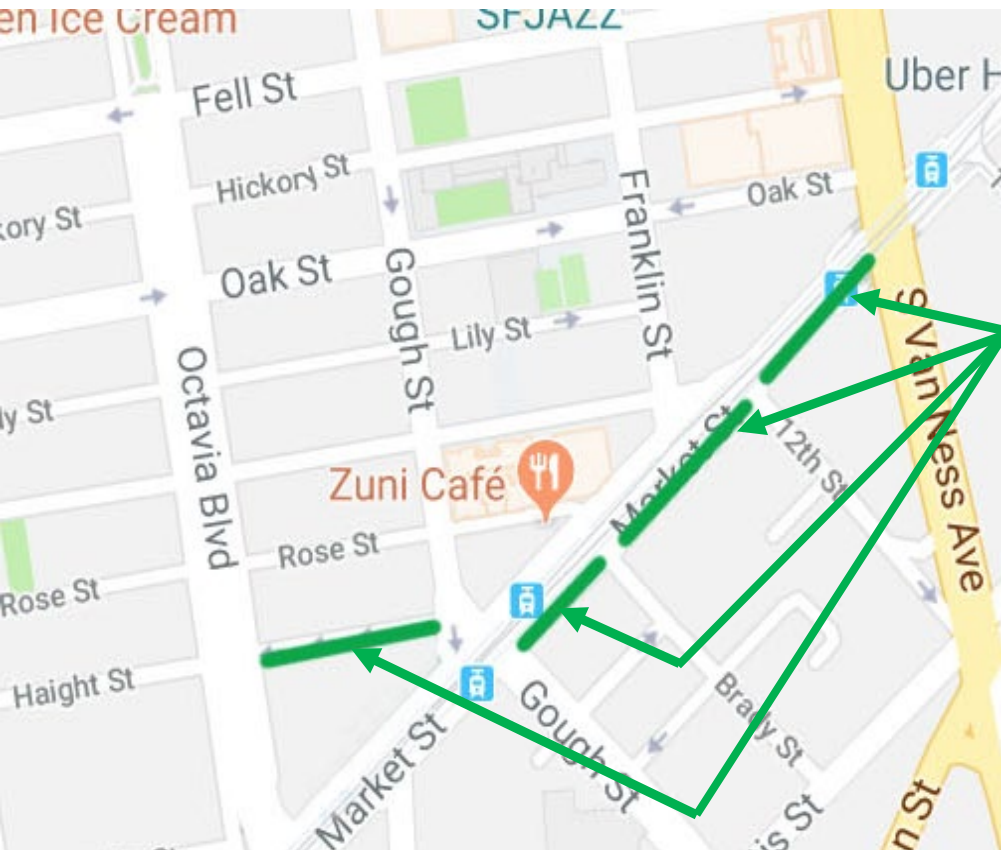




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Bicycle Safety

How to Safely Enter a Separated Bike Lane



- Enter at the beginning of the block and exit at the end of the block.
- Enter slowly (under five mph) and use your turn signal.
- Do not attempt to drive in any of those narrow separated bike lanes in Market Street





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Bicycle Safety

IMPORTANT POINTS!

- That bike rider might be your next fare
- Ride and drive predictably
- Same rights, same rules
- Turn from the curb
- Look before opening doors





Transporting Visually-Impaired People and Service Animals

- **You must accommodate service animals**
- According to the American's with Disabilities Act you may ask your passenger the following two questions to find out if the animal accompanying him or her is really a service animal?
 - ✓ *Is your animal a service animal?*
 - ✓ *What service does it perform for you?*
- You **CANNOT** ask any of the following questions:
 - ✗ *If that is a service animal, may I see your animal's certificate card?*
 - ✗ *What is the nature of your disability, and how does your service animal compensate for your disability?*
 - ✗ *What is the nature of your disability, and may I see a document to verify your disability?*



NEW DRIVER ACKNOWLEDGMENT

- ☛ “Vision zero” - taxicab urban driving safety video
- ☛ Transportation code article 1100
 - Sec. 1105. General permit conditions
 - Sec. 1108. Conditions applicable to driver permits
 - Sec. 1118. Revocation, suspension, and administrative fines
 - Sec. 1121. Summary suspension of permit for health or safety reasons
 - Sec. 1124. Taxi fares and fees; gate fees
- ☛ San Francisco International Airport (SFO) rules
- ☛ San Francisco International Airport (SFO) taxi driver training video
- ☛ Paratransit service and rules
- ☛ Transporting visually impaired people and service animals



SFMTA

Download Print and Sign SUBMISSION OF REQUIRED FORMS

1) NEW DRIVER APPLICATION

[Click to download New Taxi Driver Application Process and form](#)

PUBLIC PASSENGER VEHICLE DRIVER PERMIT APPLICATION
SFMTA Taxi Division

NEW APPLICATION RENEWAL

PRINT LEGIBLY

Applicant's Name (First, Middle, Last)		Residence Phone ()	
		Cell Phone ()	
Residence Address (Street Address, City, State, Zip)			
Mailing Address (if different than residence)		Are you a Medallion Holder? <input type="checkbox"/> Yes: # <input type="checkbox"/> No	
Driver's License Number / Exp Year	Date of Birth	Place of Birth	Social Security Number

EMAIL (PRINT LEGIBLY):

Any other name(s) used	Race (Optional)	Sex	Height	Weight	Eye Color	Hair Color
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List residences for last five years (List most recent first, attach additional pages if needed)

From Date	To Date	Residence Address (Street Address, City, State, Zip)

List employment for last five years (List most recent first, attach additional pages if needed)

From Date	To Date	Company Name	Address (Street Address, City, State, Zip)	Type of Work

Have you ever been convicted of, or plead guilty or No Contest to any crime? Yes No If yes, provide the information required below.
(Attach additional pages if needed) Failure to provide full information relative to prior convictions, guilty pleas or not contest pleas may be considered cause to deny the permit.

Offense	Date	Place of Arrest	Disposition

Has your A-Card (Public Passenger Vehicle Driver Permit) ever been revoked? Yes No If yes, explain for what cause?

In the past two years, have you failed a drug or alcohol test that resulted in you being denied a job or terminated from a job? Yes No

How did you hear about us? _____

Please initial after each statement below:

I attest that I am free of any disease, condition, infirmity, or addiction that would render me unable to safely operate a motor vehicle. _____

I attest that I am able to operate a motor vehicle for at least four hours per day. _____

I, _____, understand that there may be sections of the Transportation Code and San Francisco municipal Code that are applicable to my business and/or permit. There are copies of the Transportation Code and San Francisco Municipal Code available at City Hall, The Public Library, Legal bookstores and on-line at www.sfgov.org. If a Letter of Intent is required, I acknowledge that the Letter of Intent is part of the application, and I declare under penalty of perjury that the foregoing is true and correct. I understand that any false or incomplete information provided by me, relative to this application, may be considered cause to either deny the requested permit or revoke the permit that is granted.

Per Section 1103, I understand that by signing this document, I allow the SFMTA to obtain information regarding my drug and alcohol testing history for the previous two years.

Executed at San Francisco, California on _____

Signature of Applicant _____ Date _____

OFFICE USE ONLY

Received by: _____
Updated October 24, 2017

Download Print REQUIRED FORMS *CONTINUED:*

2) LIVESCAN FORM

[Click to down load form - MTA Live Scan Request for New Driver Form](#)

- VISIT ONE OF THE LOCATION ON THE BACK OF THE FORM TO HAVE YOUR FINGER PRINTS OBTAINED

REQUEST FOR LIVE SCAN SERVICE
Applicant Submission for Public Schools or Joint Powers Agencies

ORI: A0808
Code assigned to DOJ

Type of Application: (check one) Employment License, Certification or Permit:

Job Title or Type of License, Certification or Permit: P-44 Taxicab Driver- NON SWORN LEGAL PERSONNEL

Agency Address Set contributing Agency:
DEPT. of PUBLIC TRANSPORTATION – MTA, TAXIS
Agency authorized to receive online history information Mail Code (non-digit code assigned to DOJ)

1 SO VAN NESS AVE., 7TH FLOOR PHILIP CRANNA
Street Contact Name (Mandatory for all school submissions)

SAN FRANCISCO, CA 94103 415.701.5434
City State Zip Code Contact Telephone No.

SECTION 2

Name of Applicant: _____
(Please print) Last First (State) MI

AKA'S: _____ Driver License # _____
Date of Birth SEX: Male Female Misc. No.

HT: _____ WT: _____ Tel. Number(s): _____

EYE Color: _____ HAIR Color: _____ Home Address: _____
Place of Birth: _____
Social Security #: _____ Street or PO Box City, State and Zip Code

Your Number: _____
DOJ No. (Agency identifying No.)

If resubmission, list Original ATI No. N/A Level of Service DOJ FBI

Live Scan Transaction Completed By: _____ Date _____
Name of Operator

Transmitting Agency ATI No. Amount Considerable

Applicant e-mail address _____

PLEASE COMPLETE SECTION 2 ONLY

PLEASE NOTE:
AKA= Also Known as, other surnames (Excluding Nicknames)
Date of Birth = Month/Date/Year = (01/01/2009)
Place of Birth= City and State of Birth OR City and County of Birth (Please spell out No abbreviations)
Drivers License - Please indicate State of validation
HT= Height WT= WEIGHT

REQUEST FOR LIVE SCAN SERVICE
Applicant Submission for Public Schools or Joint Powers Agencies

Live Scan Locations:

Location	Hours	Acceptable Forms of Payment
SAN FRANCISCO – BW2 A UPS Store & Live Scan Center 601 Van Ness Avenue #E, Opera Plaza San Francisco, CA 94102 415-775-6644 info@applicantlivescanlocations.com	Monday to Friday 8 am to 6:30 pm Saturday 10 am to 5 pm * Mobile Services Available	Cash
SAN FRANCISCO A UPS Store & Live Scan Center 77 Van Ness Ave San Francisco, CA 94103 415-225-7052 info@applicantlivescanlocations.com	Monday to Friday 8 am 7 pm Saturday 10 am to 5 pm	Cash Credit Card
DALY CITY – DR2 A UPS Store & Live Scan Center 6748 Mission Street Daly City, CA 94014 650-777-7892 info@applicantlivescanlocations.com	Monday to Friday 8 am to 6:30 pm Saturday 9 am to 4 pm	Cash Credit Card
SAN FRANCISCO – RX1 A5 Pack and Mail 237 Keamy (at Sutter) Street San Francisco, CA 94108 415-593-0300 livescansanfrancisco@gmail.com	Monday to Friday 9 am to 6 pm . Saturday 11 am to 3 pm * Mobile or on location services Available sanfranciscoilivescan@gmail.com	Cash Billing Accounts Cashier's Check Checks Credit Cards Money Order




SFMTA

Download Print REQUIRED FORMS *CONTINUED:*

3) DRUG TESTING FORM [Click to download form - Drug Testing Form](#)

- VISIT ONE OF THE LABS ON THE BACK OF THE FORM TO UNDERGO THE DRUG TESTING REQUIREMENT


SFMTA TAXI DONOR INFORMATION FORM
For Urine Drug Screening and Breath Alcohol Testing

This form should be completed by the designated manager and donor prior to the donor's specimen collection and/or breath alcohol test appointment. The donor should provide this form to the collection site at the time that the service is performed. (Any questions – contact Energetix Corp. 516-505-0362).

COMPANY INFORMATION:

Work-site Address: SFMTA Taxi Services Employee/Donor: _____
 Street: 1 So Van Ness Ave. 7th Floor CDL #: _____
 City: San Francisco Signature /date: _____
 State: CA Zip: 94103
 Primary Contact: Name: Cindy Tong
 Phone: 415-701-5430 FAX: 415-701-5437

COLLECTION SITE INFORMATION:

Name: _____ TEST(S) REQUESTED:
 Drug Screen (5 Panel Split)
 Breath Alcohol
 NON-DOT
 Direct Observation Test - Mandatory for all Return to Duty and Follow Up Tests

Street: _____
 City: _____
 State: _____ ZIP: _____

REASON FOR TEST(S), check one:
 Taxi Cert Renewal/New Hire Post Accident Reasonable Suspicion Return to Duty Follow up

NOTIFICATION
 Time of notification by Supervisor: _____
 Time of arrival at collection site (clinic or on-site): _____
 Time of return to work: _____
 Supervisor signature / date (return this form to your DER): _____

**Drug & Alcohol Testing Collection Sites
City & County of San Francisco**

<p>❖ Concentra Medical Center 2 Connecticut Suite #1 San Francisco, CA 94107 (415) 621-5055 Hours: M-F: 7am - 6pm Sat: 9am - 3pm Walk-in</p>	<p>➤ Concentra Medical Center 26 California Street San Francisco, CA 94104 (415) 781-7077 Hours: M-F: 7am - 6pm Sat: 9am - 3pm Walk-in</p>
<p>❖ San Francisco Int'l Airport Medical Group International Terminal Main Hall Boarding Area, A side San Francisco, CA 94128 (650) 821-5600 Hours: M-F: 7am - 7pm Sat: 9am - 4pm Walk-in</p>	<p>➤ California Pacific Med Center Castro & Duboce Suite 160A South Tower San Francisco, CA 94114 (415) 600-6600 Hours: M-F: 8:30am - 1:30pm Walk-in, appointments recommended</p>
<p>❖ No Drugs Inc. 9 Silliman Street #6 San Francisco, CA 94135 (800) 490-DRUG(3784) Hours: M-F: 8am - 5pm Sat: by appointment Walk-in</p>	



SFMTA

SAN FRANCISCO TAXI COMPANIES



ABC Taxicab | Call 415.970.1300

Main: 415.401.8900 | Ramp Taxis: 0 | San Francisco Centralized



Fog City Cab | Call 415.970.1300

Main: 415.682.9988 | Ramp Taxis: 0 | San Francisco Centralized



San Francisco Super Cab | Call 415.970.1300

Main: 415.681.6688 | Ramp Taxis: 0 | San Francisco Centralized



Alliance Cab | Call 415.970.1300

Main: 415.934.1757 | Ramp Taxis: 0 | San Francisco Centralized



Green Cab | Call 415.333.3333

Main: 415.552.5881 | Ramp Taxis: 0 | Yellow Cab

[Green Cab website](#)



San Francisco Taxicab | Call 415.870.2388

Main: 415.535.8755 | Ramp Taxis: 1 | San Francisco Taxi



American Taxicab | Call 415.333.3333

Main: 415.614.2000 | Ramp Taxis: 0 | Yellow Dispatch



Lucky Cab | Call 415.681.6688

Main: 415.681.6688 | Ramp Taxis: 0 | San Francisco Neighborhood



USA Cab | Call 415.970.1300

Main: 415.757.0094 | Ramp Taxis: 0 | San Francisco Centralized



Comfort Cab | Call 415.870.2388

Main: 415.696.1411 | Ramp Taxis: 0 | San Francisco Taxi

[Comfort Cab website](#)



Max Cab | Call 415.970.1300

Main: 415.429.2929 | Ramp Taxis: 0 | San Francisco Centralized



Veterans Cab | Call 415.970.1300

Main: 415.684.4444 | Ramp Taxis: 0 | San Francisco Centralized



Crown Cab | Call 415.333.3333

Main: 415.920.1900 | Ramp Taxis: 0 | Yellow Cab



Metro Cab | Call 415.33.3333

Main: 415.552.5881 | Ramp Taxis: 0 | Yellow Cab



Yellow Cab of San Francisco | Call 415.333.3333

Main: 415.282.3737 | Ramp Taxis: 28 | Yellow Cab

[Yellow Cab of San Francisco website](#)



Eco-Taxi | Call 415.970.1300

Main: 415.550.7055 | Ramp Taxis: 2 | San Francisco Centralized



National Cab | Call 415.970.1300

Main: 415.648.4444 | Ramp Taxis: 0 | San Francisco Centralized



Flywheel Taxi | Call 415.970.1300

Main: 415.970.1300 | Ramp Taxis: 15 | San Francisco Centralized

[Flywheel Taxi website](#)



Regents Cab | Call 415.970.1300

Main: 415.487.1004 | Ramp Taxis: 0 | San Francisco Centralized



[Scan QR Code to Taxi and Ramp Taxi Online Directory](#)



SFMTA TAXI DIVISION

1 South Van Ness Ave, 7th Floor
San Francisco, CA 94103

Hours: Monday - Friday

(9:00 AM-12:00 PM) and (1:00 PM-5:00 PM)

- Phone: (415) 701-4400, ext:0
- Fax: (415) 701-5437
- Email: sftaxi@sfmta.com
- Website: www.sfmta.com/taxi

Thank you !

We appreciate your service to the paratransit community & everyone else
YOU are an ambassador of San Francisco

We wish you Safety and Success !

