

# Welcome to San Francisco Municipal Transportation Agency Taxi Services New Driver Training

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Version

01/17/2018

# WHO ARE WE?

## SFMTA Tax 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 SFMTA works to promote a vibrant taxi industry through intelligent regulation, enforcement and partnership with the industry. 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**
  - TAXICAB URBAN DRIVING SAFETY, “VISION ZERO”, **VIDEO**
  - TAXI DRIVER REGULATIONS, **TEXT**
  - HOW AM I DRIVING, **TEXT**
  - SAN FRANCISCO INTERNATIONAL AIRPORT, (SFO) REGULATIONS, **TEXT**
  - SAN FRANCISCO INTERNATIONAL AIRPORT TAXI DRIVER TRAINING, (SF0), **VIDEO**
  - PARATRANSIT SERVICE AND RULES, **TEXT**
  - TRANSPORTING VISUALLY IMPAIRED PEOPLE WITH SERVICE ANIMALS,
  - TAXIS & BICYCLES, COEXIST, **TEXT**
  - **CHECK THE BOX ACKNOWLEDGING REVIEW OF ON-LINE SAFETY & TRAINING MATERIALS **LINK****
- **STEP 2: PRINT OUT AND COMPLETE THE FOLLOWING FORMS:**
  - NEW DRIVER APPLICATION
  - FINGERPRINT BACKGROUND FORM, (Original Submitted to Agency Listed on Back of Form)
  - DRUG TESTING FORM, (Original Submitted to Agency Listed on Back of Form)
- **STEP 3: FORM SUBMISSION**
  - BRING THE COMPLETED NEW DRIVER APPLICATION **LINK** AND COPIES OF THE SUBMITTED FINGERPRINT BACKGROUND AND DRUG TESTING FORMS TO:
  - TAXI AND ACCESSIBLE SERVICES DIVISION AT 1 SOUTH VAN NESS 7<sup>TH</sup> FLOOR,  
SAN FRANCISCO, CA 94103, 415-701-4400. 9:00 AM – 12:00 NOON and 1:00 PM – 5:00 PM.

# 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.

# SAFETY

## Taxi Urban Driving Video

CLICK AT BOTTOM OF BOX TO WATCH



# **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?

- 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.

## 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

# 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

[Review the Link](#)

# San Francisco International Airport Rules

## Rules and Regulations for San Francisco International Airport

- 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

# San Francisco International Airport Taxi Driver Training





(415) 351-7052

[www.sfparatransit.com](http://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**



# 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.





# 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



# 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 XXXX

1941 0509 3358 XXXX

One-Time Use Only

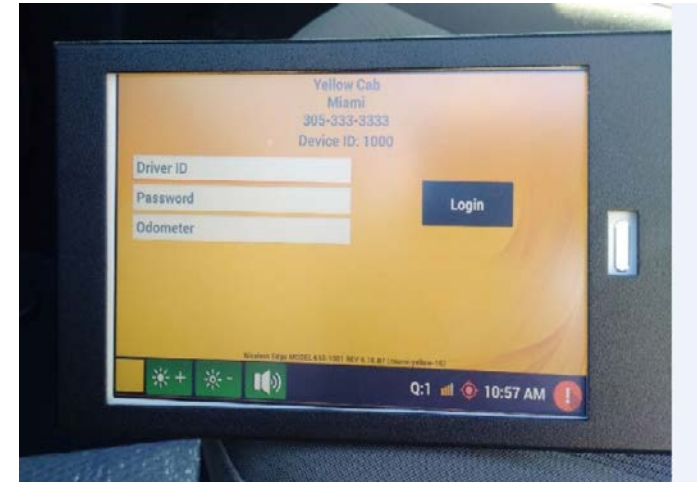
Return to SF Paratransit After Use


\$20 Maximum Value



# 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!



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



# 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 10%
  - Rounds up to next 5 cents
  - **Maximum \$2.00**
- 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 \$45**
- **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



# SF Paratransit Debit Card Error Messages

## Good Card – Bad Trip

- **AMOUNT TOO LARGE – EXCEEDS ALLOWABLE LIMIT**
  - Any fare over \$45, 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  
Apr OUT OF AREA  
Card 0995  
Balance \$75.00+  
OUTSIDE THE PARA  
TRANSIT SERVICE  
AREA





# 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

X-----

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

-----  
SIGNATURE



# 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!**

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:		
<b>Passenger Signature:</b>		
USE BALLPOINT PEN. PRINT LEGIBLY. PRESS FIRMLY. FOR APPROVAL, CALL (877) 738-2943. THIS REPORT MUST BE PROPERLY COMPLETED FOR REIMBURSEMENT.		
		<b>BB001-00003</b>

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 <b>or</b> Missing Pick Up or Drop Off address <u>inside</u> SF	If truly <u>outside</u> SF
<p><b>*To be paid, all four-part IVRs MUST be <u>completely</u> filled out, including <u>customer signature</u>.</b>  <b>If customer is unable to sign, driver to write "UTS" – which will be verified.</b></p>	

# SF Paratransit Manual IVR Receipt

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

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**



# 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



# SF Paratransit Additional IVR Information

- When complete, have the SF Paratransit Passenger sign
- Distribute the completed/signed copies as indicated on the side.
- *Have a nice day !*

		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:		
<b>Passenger Signature:</b>		 <b>BB001-00003</b>
<small>USE BALLPOINT PEN. PRINT LEGIBLY. PRESS FIRMLY. FOR APPROVAL, CALL (877) 738-2943. THIS REPORT MUST BE PROPERLY COMPLETED FOR REIMBURSEMENT.</small>		
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

## 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





Review Each Link

## 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...



Review Each Link

# 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!**



# 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.



# 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)



# Bicycle Safety

## Passenger Loading: Protected Bike Lanes

### Guidance on Bicycle Lane Usage by SF Taxi Drivers

In an effort to support cycling as a safe and viable mode of transportation within the City, the SFMTA has developed a network of bike lanes. Since some disabled taxi customers need direct access to the curb, taxis vehicles may use a bike lane to load or unload disabled passengers **ONLY** if there are no other safe options.

#### When you can use a Bike Lane:

**It is important that you only use bike lanes for pick-ups or drop-offs upon customer request and only if there are no other safe locations nearby.**

#### Non-Separated Bike Lanes:

While taxi drivers may enter a non-separated bike lane **with caution** to drop off **all customers** (disabled and non-disabled), drivers are strongly encouraged to look for other safe locations to stop (such as an open curb space, taxi stand, or side street), **using bike lanes as an absolutely last resort**. Non-separated bike lanes are identified by a painted white stripe and word or symbol markings (see photos below).



Bike Lane Adjacent to Curb



Bike Lane Adjacent to Parked Cars

#### Separated Bike Lanes:

Separated bike lanes have delineator posts and may be painted green.

You may **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.

These separated bike lanes are also used by bicyclists who may be seniors, children, and people with disabilities, so drivers are strongly urged to use as a last resort.



### How to Safely Enter a Separated Bike Lane:

When entering a separated bike lane, please use extreme caution to avoid bicyclists.

**Enter at the beginning of the block and exit at the end of the block.**

Do not enter or exit mid-block. Enter slowly (under five mph) and use your turn signal. Remember, you are only authorized to be in a **separated** bike lane when loading or unloading elderly or disabled customers who require direct curb access; you may not stay there. You are not authorized to be in the bike lane for any other reason.

Some separated bike lanes are too narrow to accommodate any vehicle. The following portions of the Market Street **separated** bike lanes are **too narrow** for taxis to **enter-do not attempt to drive in any of these separated bike lanes**:

- North side of Market Street between Gough and Haight streets and Octavia Boulevard – there is a short segment of safe-hit posts that are 7' from the curb;
- South side of Market Street between Gough and Brady streets– safe-hit posts are 8' from the curb;
- South side of Market Street between Brady and 12th streets– safe-hit posts are 8' from the curb; and,
- South side of Market Street between 12th Street and South Van Ness Avenue– safe-hit posts are 8' from the curb.





# Bicycle Safety

## IMPORTANT POINTS,

- That bike rider might be your next fare
  - Ride and drive predictably
- Same rights, same rules “EXPOUND ON THIS”
  - 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? and What service does it perform for you?*
- You CANNOT ask any of the following questions:  
*Is that a service animal, and 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

- TAXICAB URBAN DRIVING SAFETY, VISION ZERO-**VIDEO**
- TRANSPORTATION CODE ARTICLE 1100-**INFORMATION**
  - **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 TAXI DRIVER TRAINING, (SFO), **VIDEO**
- SAN FRANCISCO INTERNATIONAL AIRPORT, (SFO) REGULATIONS-**INFORMATION**
- PARATRANSIT-**INFORMATION**
- TRANSPORTING VISUALLY IMPAIRED PEOPLE AND SERVICE ANIMALS-**INFORMATION**

CHECK THE BOX [ ] **I certify and acknowledge that I reviewed the above listed materials.**

# Download, Print, and Sign SUBMISSION OF REQUIRED FORMS

## 1) NEW DRIVER APPLICATION

PUBLIC PASSENGER VEHICLE DRIVER PERMIT APPLICATION						
SFMTA Tax Division						
<input type="checkbox"/> NEW APPLICATION <input type="checkbox"/> RENEWAL						
<b>PRINT LEGIBLY</b>						
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
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? <input type="checkbox"/> Yes <input type="checkbox"/> 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? <input type="checkbox"/> Yes <input type="checkbox"/> 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? <input type="checkbox"/> Yes <input type="checkbox"/> No						
How did you hear about us? _____						
<b>Please initial after each statement below:</b>						
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 <a href="http://www.sfgov.org">www.sfgov.org</a> . 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.						
Signature of Applicant					Executed at San Francisco, California on	
					Date	
Received by: _____						
Updated October 24, 2017						

# Download and Print REQUIRED FORMS CONTINUED:

## 2) LIVESCAN FORM

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

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

ORI: A0808  
Code assigned by DOJ

Type of Application:  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 criminal history information Mail Code (not 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) M  
 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 #: \_\_\_\_\_ State 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 Collected/Ref

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 = (01/01/2000)  
 Place of Birth= City and State of Birth (e.g., 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
<b>SAN FRANCISCO – BW2</b> A UPS Store & Live Scan Center 601 Van Ness Avenue #E, Opera Plaza San Francisco, CA 94102 415-775-8044 <a href="mailto:info@applicantivescanelocations.com">info@applicantivescanelocations.com</a>	Monday to Friday 8 am to 6:30 pm Saturday 10 am to 5 pm * Mobile Services Available	Cash
<b>SAN FRANCISCO</b> A UPS Store & Live Scan Center 77 Van Ness Ave San Francisco, CA 94103 415-225-7052 <a href="mailto:info@applicantivescanlocations.com">info@applicantivescanlocations.com</a>	Monday to Friday 8 am 7 pm Saturday 10 am to 5 pm	Cash Credit Card
<b>DALY CITY – DR2</b> A UPS Store & Live Scan Center 6748 Mission Street Daly City, CA 94014 650-777-7892 <a href="mailto:info@applicantivescanlocations.com">info@applicantivescanlocations.com</a>	Monday to Friday 8 am to 6:30 pm Saturday 9 am to 4 pm	Cash Credit Card
<b>SAN FRANCISCO – RX1</b> A5 Pack and Mail 237 Keamy (at Sutter) Street San Francisco, CA 94108 415-593-0300 <a href="mailto:livescansanfrancisco@gmail.com">livescansanfrancisco@gmail.com</a>	Monday to Friday 9 am to 6 pm . Saturday 11 am to 3 pm * Mobile or on location services Available <a href="mailto:sanfranciscoivescan@gmail.com">sanfranciscoivescan@gmail.com</a>	Cash Billing Accounts Cashier's Check Checks Credit Cards Money Order

# Download and Print REQUIRED FORMS CONTINUED:

## 3) DRUG TESTING FORM

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



**SEMTA 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: SEMTA 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 Teng  
 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): \_\_\_\_\_








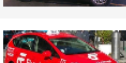
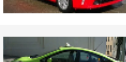
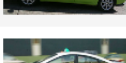
**Drug & Alcohol Testing Collection Sites**  
City & County of San Francisco














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

# SAN FRANCISCO TAXI COMPANIES

## Taxi Directory

Share this: [Facebook](#) [Twitter](#) [Email](#)

COMPANY	PHOTO	DISPATCH	MAIN NUMBER	ACCESSIBLE CARS
ABC Taxicab		415-970-9999	415-401-8900	0
Alliance Cab		415-684-4444	415-934-1757	3
American Taxicab		415-682-9988	415-614-2000	0
Citywide Taxi		415-920-0700	415-643-9500	4
Comfort Cab		415-870-2388	415-696-1411	4
Crown Cab		415-920-0700	415-920-1900	0
Eco-Taxi		415-970-9999	415-550-7055	2
Flywheel Taxi		415-970-1300	415-970-1300	12
Fog City Cab		415-682-9988	415-742-4525	0
Green Cab		415-626-4733	415-552-5881	0

Lucky Cab		415-681-9988	415-487-1004	0
Luxor Cab		415-282-4141	415-282-1224	10
Max Cab		415-682-9988	415-429-2929	0
Metro Cab		415-920-0700	415-648-4444	0
National Cab		415-648-4444	415-648-4444	0
Regents Cab Company		415-682-9988	415-487-1004	0
San Francisco Super Cab		415-682-9988	415-681-6688	0
San Francisco Taxicab		415-870-2388	415-535-8755	0
Town Taxi		415-970-9999	415-970-9999	0
USA Cab		415-648-4444	415-757-0094	0
Veterans Cab		415-648-4444	415-684-4444	1
Vina Cab		415-970-9999	415-890-6626	1
Yellow Cab Co.		415-333-3333	415 282-3737	1

# SFMTA TAXI DIVISION

## CONTACT INFORMATION

- Phone: (415) 701-4400, ext:0
  - Fax: (415) 701-5437
  - Email: [sftaxi@sfmta.com](mailto:sftaxi@sfmta.com)
  - Website: [www.sfmta.com/taxi](http://www.sfmta.com/taxi)
- Address: 1 South Van Ness Ave, 7<sup>th</sup> Floor  
San Francisco, CA 94103  
Hours: Monday - Friday  
(9:00 AM-12:00 PM) and (1:00 PM-5:00 PM)



# 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 !***