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MEMORANDUM

Date: October 18, 2011

To: San Francisco Color Schemes

From: Christiane Hayashi, Deputy Director of Taxi Services
Annette Williams, Manager of Accessible Services

Subject: Taxi Pick-up and Drop-offs in Bicycle Lanes

The proliferation of new bicycle lanes throughout San Francisco (SF) has caused some confusion for taxi drivers and led, in some cases, to citations being issued while loading and unloading passengers in these bike lanes. San Francisco Municipal Transportation Agency (SFMTA) has been working across multiple divisions to develop a plan that encourages the use and safety of bike lanes, while also acknowledging the need to provide access to the curb for taxi and paratransit van customers with disabilities.

We are pleased to share this plan with you and we request your help in sharing this important information with your drivers.

1. All SF taxis will be issued a bumper sticker indicating that the vehicle is authorized to be in the bike lane while loading and unloading disabled customers. It is imperative that only authorized SF taxis have this bumper sticker. Unauthorized vehicles using this bumper sticker may be cited and ordered to remove the bumper sticker. Bumper stickers must be removed when vehicles are retired, sold or transferred.
2. Color schemes will be issued bumper stickers based on the number of vehicles on file with SFMTA Taxi Services, including spare taxis. The bumper sticker should be affixed on the far left of the rear bumper. To request additional bumper stickers for new vehicles, please contact Jonathan Cheng at 415.701.4597 or by email at jonathan.cheng@sfmta.com. Prior to your request, please make sure that all new vehicle information is on file with SFMTA Taxi Services.
3. SFMTA Enforcement has issued guidance to the Parking Control Officers (PCOs) instructing them not to cite taxi drivers actively loading or unloading in a bike lane.
4. All companies must ensure that their current drivers receive the enclosed two-page bulletin with instructions on how to use the bike lanes appropriately.
5. A defensive driving training module specific to driving safely around people on bicycles and bike lane policy is now required as part of driver training for new taxi drivers. This training curriculum is under development and will be included in new taxi driver training classes conducted by SFMTA Taxi Services.

6. In addition to the bumper sticker, all SF taxis will be issued a decal to be affixed in the lower right hand corner of the rear window, cautioning passengers to look for people on bicycles when exiting the vehicle.

Attachments (3)

BULLETIN
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.

This bulletin must be posted on your SFMTA bulletin board until June 30, 2012.