

SAN FRANCISCO TAXICAB COMMISSION

TAXICAB/RAMPED TAXI REGULATIONS

THIS DOCUMENT MUST BE AVAILABLE IN ANY OPERATING TAXICAB/RAMPED TAXI

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1. AUTHORITY- 1077(a) M.P.C.

These Taxicab Regulations are promulgated under Article 16 of the San Francisco Municipal Police Code. The Taxicab Commission or *its* designee may suspend or exempt any or all enforcement of these rules and regulations when implementing special studies and or projects to service needs relating to the Public Convenience and Necessity.

2. RESPONSE TIME GOALS

1. 70% of the time, taxicabs will arrive within 10 minutes of the service call.
2. 80% of the time, taxicabs will arrive within 15 minutes of the service call.
3. 99% of the time, taxicabs will arrive within 30 minutes of the service call.

3. DEFINITIONS

- A. "Medallion Holder" as used in these Taxicab Regulations means any permittee licensed by the City & County of San Francisco to own and operate a taxicab.
- B. "Taxicab Driver" as used in these Taxicab Regulations means any permittee licensed by the City and County of San Francisco to drive a taxicab on behalf of any "Medallion Holder".
- C. "Color Scheme Holder" as used in these Taxicab Regulations means any permittee licensed by the City and County of San Francisco to operate a taxicab company color scheme. The phrase "Color Scheme Holder", "Taxicab Company", "Taxi Company" may be used interchangeably.
- D. "Radio Dispatch Permittee" as used in these Taxicab Regulations means any permittee licensed by the City and County of San Francisco to provide telephone answering and radio dispatch service to any taxicab.
- E. "Model Year" as used in these Taxicab Regulations means the year model designated at the time of manufacture of first assembly as a completed vehicle (e.g. If a vehicle is produced in 1997, but is designated for sale as a 1998 model, then the vehicle is considered a 1998 "Model Year".)
- F. "O. E. M." as used in these Taxicab Regulations means any equipment installed on the vehicle when it was initially produced.
- G. "Employment/Employee" as used in these Taxicab Regulations includes self-employment as an Independent Contractor.
- H. "Full Time Driver" for the purpose of these Regulations, is defined as a driver that must drive for at least four (4) hours during any twenty-four (24) hour period on at least seventy-five percent (75%) of business days during the calendar year.
- I. "Found Property" for the purpose of these regulations is defined as anything found in or about a taxicab, which is either currency or is an item whose characteristics, markings, etc. can be

specifically identified by its owner.

- I. "Ramped Taxi" for the purpose of these regulations is defined as a motor vehicle for hire of a distinctive color or colors operated at rates per mile or upon a waiting-time basis, or both, which is a minivan or similar vehicle specially adapted via ramp access for wheelchair users.

4. MEDALLION HOLDER

A. GENERAL RULES AND REQUIREMENTS

1. **COMPLIANCE WITH LAW REQUIRED.** Every Licensed Medallion Holder shall comply with all applicable provisions of the California Vehicle Code, California Worker's Compensation Laws, the provisions of all ordinances and regulations applicable at the San Francisco International Airport, and all other governmental jurisdictions through which the permit holders traverse.
2. **COOPERATION REQUIRED.** Every Medallion Holder shall at all times, cooperate with the Taxicab Commission or the Commission's designee on all matters relating to regulatory compliance.
3. **COMPLIANCE WITH LOCAL LAW REQUIRED.** Every Medallion Holder shall ensure that their taxicab, color scheme holder, dispatch service and business operations adhere to all requirements set forth in these Regulations, all applicable provisions of the San Francisco Municipal Police Code, Business & Tax Code, Administrative Code, Charter, and the Traffic Code.
4. **COLOR SCHEME AFFILIATION REQUIRED.** Every Medallion Holder shall adopt or affiliate with a distinguishing taxicab color scheme that has been approved by the Taxicab Commission. A signed contract with a color scheme holder does not relieve the medallion holder of their responsibility to comply with these regulations.
5. **INSPECTION REQUIRED.** Whenever a Medallion Holder replaces their taxicab vehicle with a new taxicab vehicle, the new vehicle must be inspected and approved by the Taxicab Commission or its designee, pursuant to Section 5.G of these Rules, prior to use.
6. **RECORD KEEPING REQUIRED.** A Medallion Holders shall keep business records in compliance with the Rules, including generation and submission of waybills to his Color Scheme in compliance with the Municipal Police Code. Failure of the Color Scheme to comply with the regulations shall not excuse a Medallion Holder from the driving requirement, or relieve a Medallion Holder from the burden of proving that he or she has satisfied the requirement.
7. **SHIFT CHANGING AT COLOR SCHEME PREMISES.** Medallion Holders shall ensure that the taxicab operating under the medallion issued to them begins and ends all shifts at their color scheme's place of business, except with the approval of the Taxicab

Commission or its designee.

8. **PERIODS OF UNEMPLOYMENT OF VEHICLE; APPROVAL REQUIRED FOR ALTERNATIVE PARKING.** When the taxicab is not employed, Medallion Holders shall either leave the vehicle at their color scheme's place of business or at an alternative location approved by the Taxi Commission that is off the public street and sidewalk.
9. **WAYBILLS REQUIRED, STORAGE OF WAYBILLS.** Medallion Holders shall ensure that all waybills, reports and found property are turned in at the taxi company premises at the conclusion of each shift. Pursuant to Section 1121(f) of the San Francisco Police Code, Color Scheme Holders ("Color Schemes") shall maintain and retain waybill records for no less than six (6) years to document that driving performed by drivers of taxicabs and ramped taxis affiliated with the Color Schemes have met the specific driving requirements mandated by Section 1121(b).
10. **DRIVING OWN MEDALLION NUMBER TAXICAB VEHICLE.** All Medallion Holders must drive their own medallion number taxicab when complying with the full time driving requirement provisions of Municipal Police Code § 1121(b), except by approval of the Taxi Commission or its designee.
11. **NOTIFICATION OF ABSENCE.** Except for emergencies, every "Post K" Medallion Holder must submit a written notification to the Taxi Commission if he will not be operating his taxicab vehicle for thirty (30) days or more. Notifications must be received within two (2) business days prior to the start of the period and shall include both the reason for the absence and the date of return to active driving. In the case of emergencies, notice may be received two (2) days after.
12. **FALSE STATEMENTS PROHIBITED.** No Medallion Holder shall hinder, delay, or knowingly make false or misleading statements to the Taxicab Commission or their designee on matters relating to regulatory compliance.

B. INSURANCE AND REGISTRATION

1. All required insurance policies or certificates shall include the names of those who appear on the Certificate of Title and Registration pursuant to Rule 4.B.3.
2. In addition to the insurance requirements set forth in the Police Code the following endorsements are required to be filed with the required insurance policy or required certificate of insurance by the Medallion Holder:
Insurance Endorsement City and County of San Francisco
 - a. Additional Insured:
The City and County of San Francisco, the Taxicab Commission and the Airports Commission of the City and County of San Francisco and all of their officers, and employees are additional named insured hereunder.

- b. Severability of Interests (Cross Liability):
The term "the insured" is used severally and not collectively and the insurance afforded under the liability coverages of Bodily Injury and Property Damage applies separately to each insured against whom claim is made or suit is brought, but the inclusion herein of more than one insured shall not operate to increase the limits of the company's liability.
 - c. Cancellation or Limits Reduction Change Notice:
Written notice of cancellation, non-renewal or of any limits reduction change in said policy shall be mailed to the Taxi Commission, 25 Van Ness Avenue Suite 420, San Francisco, California 94102, ten (10) days in advance of the effective date thereof.
 - d. Premises/Auto Operations of Insured:
Above includes activities and operations upon, in and around the San Francisco International Airport and the City and County of San Francisco.
 - e. No Other Insurance Stipulation:
No other insurance effected by the City and County of San Francisco will be called upon by the company to contribute to a loss covered hereunder.
3. The Certificate of Title and the Registration on all vehicles placed into service after April 8, 2008 must only be under the name of the Medallion Holder and/or Color Scheme. The Certificate of Title and the Registration may contain the name of a licensed taxi driver holding a valid lease which complies with Rule 4.C.1, if the name of the Medallion Holder and/or Color Scheme also appear thereto.

C. LEASES

- 1. **LEASING ARRANGEMENTS PROHIBITED.** Every Medallion Holder and Color Scheme Holder shall limit the layers of medallion or permit leases to three (3) layers (i.e. Medallion Holder to Color Scheme Holder to driver). No Taxicab Driver may lease a permit or medallion, either on a per shift basis or for any term of time from anyone other than the Medallion Permit Holder or the Color Scheme Company under which the permit or medallion is operating.
- 2. **WRITTEN COPIES OF LEASES REQUIRED.** Written copies of all leases are to be kept at the Color Scheme Holder's principal place of business for inspection by the Taxicab Commission or their designee.

5. COLOR SCHEME HOLDER

A. GENERAL RULES AND REQUIREMENTS.

- 1. **COMPLIANCE WITH LAW REQUIRED.** Every Color Scheme Holder shall Comply with all applicable provisions of the California Vehicle Code, California Worker's Compensation Laws, the provisions of all ordinances and regulations applicable at the San Francisco International Airport, and all other governmental jurisdictions through which the permit holders traverse.

2. **COOPERATION REQUIRED.** Every Color Scheme Holder and/or its representative shall at all times, cooperate with the Taxicab Commission or its designee on all matters relating to regulatory compliance.
3. **COMPLIANCE WITH LOCAL LAW REQUIRED.** Every Color Scheme Holder shall ensure that its taxicabs, drivers, medallion holders, and business operations adhere to all requirements set forth in these Regulations, all applicable provisions of the San Francisco Municipal Police Code, Business & Tax Code.
4. **DISTRIBUTION OF MATERIAL TO PERMITTEES REQUIRED.** Upon amendment and printing of these Rules by the Taxi Commission, all Color Scheme Holders shall transmit a printed copy of the Rules to each affiliated permittee and obtain a written acknowledgment including signature and printed name of each such permittee that they have read and understand the regulations. From time to time, Color Scheme Holders shall distribute other printed matter to permittees in the manner outlined above in this paragraph, when requested by the Taxicab Commission or its designee.
5. **STORAGE OF WAYBILLS REQUIRED.** Color Schemes shall maintain at minimum the most recent twelve (12) months of waybills in a traditional hard-copy format. Color Schemes may store waybills more than twelve (12) months old in a reasonably secure electronic form and/or on a computer storage diskette, and duplicate copies of the electronic record shall be given to drivers for each year of record.
6. **COPY OF RULES REQUIRED FOR ALL TAXICABS.** Color Scheme Holders shall ensure that every taxicab operating under the Color Scheme contains a copy of these Rules.
7. **GIFTS PROHIBITED.** Color Scheme Holders and their employees shall not accept and or demand gifts/gratuities or anything of value from either drivers or from person(s) acting on their behalf for a preferred vehicle, shift assignment, dispatch call, fare or any other enhancement of employment.
8. **FALSE STATEMENTS PROHIBITED.** No Color Scheme Holder shall hinder, delay, or knowingly make false or misleading statements to the Taxicab Commission or their designee on any matters relating to regulatory compliance.

B. VEHICLE OPERATION STANDARDS.

1. **ADA COMPLIANCE REQUIRED.** All vehicles and operations shall comply with the applicable provisions of the Americans with Disabilities Act. All "Ramped Taxis" shall be equipped with a ramp capable of allowing persons using a wheelchair to enter the vehicle without exiting the wheelchair.

2. **REMOVAL OF REMNANTS OF COLOR SCHEME.** Once a taxicab is no longer employed by a Color Scheme, all taxicab markings, distinguishing color scheme and decals, and any other item associated with a taxicab shall be removed prior to personal use by the vehicle's owner. No taxicab vehicle shall not be available for sale to the public until all such remnants of the color scheme are removed.
3. **SHIFT-CHANGING ON PROPERTY REQUIRED.** Color Scheme Holders shall ensure that every taxicab driver starts and ends each shift at the color scheme's principal place of business.
4. **PERIODS OF UNEMPLOYMENT OF VEHICLE; APPROVAL REQUIRED FOR ALTERNATIVE PARKING.** When a taxicab affiliated with its permit is not employed, a Color Scheme Holder shall ensure that the vehicle either remains at the Color Scheme's place of business or at an alternative location approved by the Taxi Commission that is off the public street and sidewalk. A Color Scheme must be able to gain immediate access to each taxicab vehicle affiliated with its permit. No taxicab vehicle may be left unattended for more than four (4) hours except at the locations listed above.

C. VEHICLE EQUIPMENT REQUIREMENTS

1. TAXIMETER REQUIREMENTS:

- a. The taximeter installed in the taxicab vehicle must have a current and valid seal from the San Francisco City and County Department of Weights and Measures.
- b. Pending a Weights and Measure inspection, a taximeter may temporarily be placed in service when properly sealed, installed, replaced or repaired by an independent California License Repair technician.
 1. If the technician fails to comply with state regulations concerning the taximeter, then the vehicle shall be placed out of service until corrected.
 2. The technician must be listed with the San Francisco City and County Department of Weights and Measures.
 3. The color scheme holder shall immediately make an appointment with the San Francisco City and County Department of Weights and Measures for inspection.
- c. Any taximeter removed from a taxicab vehicle with or without its seals intact and placed in the same or another taxicab vehicle must be certified and resealed by the San Francisco City and County Department of Weights and Measures.
- d. The taximeter shall be mounted no lower than either the lowest portion of the front window frame or the top of the dashboard.
 1. The taximeter shall be mounted in an area that is clearly visible at all times by both front and rear seat passengers.
 2. The taximeter shall not be mounted in such a manner as to obstruct O.E.M. safety equipment.
- e. Any taxicab found to have taximeter seals (paper, wire, etc.) that are broken, removed, destroyed, marred or otherwise tampered with will be immediately

taken out of service until correctly repaired. Any Driver, Medallion Holder, or Color Scheme Holder, operating such taximeter and/or taxicab may be subject to disciplinary action.

- f. All taximeter makes and models must meet the approval of the Taxi Commission or its designee prior to the installation in any taxicab.
- g. Taximeters must meet paratransit requirements.
- h. The Color Scheme Holder shall comply with all other rules and regulations relating to taximeters.

2. **VEHICLE INTERIOR REQUIREMENTS.**

- a. **SEATS.** Seats, upholstery and rugs shall match the vehicle's interior colors and must be kept in good repair. They must not be torn, separated or ripped. Seat springs may not be broken nor may they protrude through the upholstery. Seats shall be firm and comfortable and the tension of the seat springs shall be evenly distributed. Seat covers may not be used to replace upholstery (unless the colors match the vehicle's interior colors and they are sufficiently padded).
- b. **SEAT BELTS.** All taxicab vehicles must have seat belts in all seating positions where passengers may ride in a taxicab vehicle. These seat belts must be in working order, available and observable for use by passengers at all times.
- c. **SIGNAGE REQUIREMENTS.** No signs or other devices shall be displayed or hung inside or outside of a taxicab vehicle except those signs or devices required by law, these regulations, or approved by the Taxicab Commission or its designee.
 - 1. Rate cards must be displayed conspicuously in locations that are easily viewed by any passenger riding in the taxicab vehicle.
 - 2. Every taxicab vehicle must contain a frame, enclosed in glass or three-eighths inch (3/8") thick clear plastic, a "Passenger Information Card" approved by the Taxicab Commission, on which the medallion associated with that taxicab vehicle is clearly set forth and which refers passengers to the City's 311 System for complaints and compliments. This frame shall be located in a place clearly visible by passenger in the back seat of the vehicle. The Card shall also contain the name, address and telephone number of the Color Scheme licensed to operate that taxicab vehicle.
 - 3. Every vehicle shall have a large sign in braille mounted on the right rear door indicating the cab number and the company name so the visually impaired can easily identify both the cab and the driver.
- d. **SECURITY CAMERAS.** All Taxicabs/Ramped Taxicabs shall be equipped with an approved operational security camera meeting specifications and standards, including public notice, developed by the Executive Director of the Taxi Commission.
 - 1. A list of approved camera model/systems and specifications shall be reviewed on an annual basis and shall be maintained at the Taxi Commission Office.

2. The manufacturer of each camera system to be used must agree to provide viewing access of the pictures only to a law enforcement agency, including but not limited to, SFPD which will agree to use the pictures for law enforcement purposes only. Each manufacturer must also agree to provide the Taxi Commission or its designee with the system software for annual testing purposes only.
3. Color schemes shall submit to an annual inspection of each vehicle's camera system during the annual inspection cycle. If a vehicle is inspected twice annually, or if 5% of a color scheme's cameras fail inspection during an annual cycle, then cameras for that color scheme shall be inspected twice annually.

e. OTHER INTERIOR REQUIREMENTS. Every taxicab vehicle shall have:

1. A heater and air conditioner in good working order.
2. A speedometer and odometer in good working order.
3. A horn in good working order.
4. Hinges, automatic locks and latches in good mechanical order with doors that are easily operable and close securely from either the outside or inside of the taxicab vehicle.
5. Suspension, steering, brakes, emergency brake and exhaust system in good working order.
6. Shock absorbers and springs in good working order.
7. Structural integrity and the ability to operate with minimum vibration and noise.
8. Windshield wipers shall be operable and the blades in good condition.
9. A holder for a photo identification card, placed on the dashboard, adjacent to the taximeter, in such a position that a passenger has a clear view of the driver's picture identification.
10. A holder for the medallion. The holder shall either be attached to the dashboard or to the left side of the right front support beam, on the interior. The holder shall be placed in such a position that it is clearly visible from the front exterior of the vehicle. The placement of the holder shall not interfere with visibly of the driver or any O.E.M. equipment.

3. VEHICLE EXTERIOR REQUIREMENTS

a. **TIRE REQUIREMENTS.** All taxicab vehicle tires must comply with the requirements set forth in the California Vehicle Code and must be of matching design (i.e. all whitewalls or all black walls).

1. Only O.E.M. size tires shall used on all vehicles, including spare taxicabs.
2. Only the O.E.M. size tires used at the time of the taximeter inspection shall be used on the vehicle.
3. If the taxicab is disabled because of a flat tire and the spare tire is not the

O.E.M. size for normal operation, the taxicab shall remain out of service until corrected.

4. All taxicab vehicles shall have at all times a functional spare tire, a working jack and wrench to replace a flat tire.
5. All taxicab vehicles shall have at all times two (2) flares or two (2) freestanding reflectors to be used in emergency situations or to direct attention to approaching traffic or road hazards.
6. The tires must have matching hubcaps attached, either of original manufacturer design or of a design authorized by the Taxicab Commission or its designee.

b. **WINDOW REQUIREMENTS.**

1. Only matter required by law or approved by the Taxicab Commission in compliance with California Vehicle Code § 26708 may be placed on taxicab vehicle windows. Nothing shall be placed on any portion of the taxicab vehicle in such a manner as to block the driver's vision.
2. All windows and the windshield shall be kept clean and clear, both the outside and inside. No additional tinting or reflective material may be placed on any vehicle window except factory installed tinting. Only safety glass with the lowest factory installed tint may be used.

c. **LIGHTS REQUIREMENTS.**

1. **VEHICLE LIGHTS.** All lights must function as designed, including headlights (high/low beam), parking lights, turn signals, tail and brake lights, inside dome light, dashboard lights, license plate light, emergency warning lights and side lights; and, all lenses of same are to be reasonably intact. All O.E.M. lights must be kept in original working condition and may not be disconnected or disrupted during operation. The rear window brake light shall be unobstructed and in good working condition at all times. Modifications shall be approved by the Taxi Commission or its designee.
2. **TOP LIGHT.** All taxicab vehicles must be equipped with a top light containing a light or lights permanently attached to the roof of the taxicab vehicle which may either have the name of the color scheme printed on it, or the words "taxicab", "taxi", "cab" or "meter rates". Such top light shall be illuminated at all times except when the taxicab vehicle is engaged in the transportation of a passenger and the taximeter is in the recording position. The top light must be lit (on) when the taximeter is in the non-recording position and not lit (off) when the taximeter is in the recording position. All top lights for the same Color Scheme Holder must be of the same color and lettering.

d. **DISTINGUISHING DECALS AND COLOR SCHEME REQUIREMENTS.**

1. All taxicab vehicles shall have the words "San Francisco Taxicab" with letters at least two inches (2") in height, in a color which contrasts with the color of the rest of the taxicab vehicle painted or attached by the use of adhesive letters on both sides of the taxicab vehicle's rear quarter panels and to the trunk directly above the rear bumper.

2. All taxicab vehicles shall be identified by the medallion number associated with that vehicle. The medallion number shall appear in a color which contrasts with the rest of the taxicab vehicle. Such number shall be at least four inches (4") high and positioned directly under the windows on or within six inches (6") of the forward-most portion of both front doors and on the center, lower left or lower right corner of the rear-facing portion of the trunk lid of their taxicab vehicle. Adhesive type numerals may be used in place of painted numerals.
3. All taxicab vehicles shall have the vehicle number painted on the roof, hood or trunk of the vehicle. The numbers shall be a minimum of eighteen inches (18") in length and must fill the entire width of the roof, hood or trunk. If the numbers are displayed on the roof, they shall be mounted and centered directly behind the top light.
4. The exterior of the taxicab vehicle shall be well painted with the original matching colors of the Color Scheme Holder.

e. **OTHER EXTERIOR REQUIREMENTS.**

1. The taxicab vehicle shall have a rear-view mirror and side-view mirrors on both sides of the vehicle.
2. The taxicab bumpers and body moldings must be in good condition and properly attached as the manufacturer had intended.
3. The taxicab vehicle body is to be free of noticeable dents, rust and holes. A taxicab vehicle shall not operate if:
 - (i). there are visible dents which exceed three square feet (3') in any single area of the exterior surface of the taxicab vehicle, provided that the deepest point of depression is three-quarters of an inch (3/4") deep or greater, or
 - (ii). there are visible dents which exceed four square feet (4') of the total exterior surface of the taxicab vehicle, provided that the deepest point of depression is three-quarters of an inch (3/4") deep or greater, or
 - (iii). there are visible dents which exceed six lineal feet (6') of the total exterior surface of the taxicab vehicle, provided that the deepest point of depression is three-quarters of an inch (3/4") deep or greater, or
 - (iv). there is any area of the exterior surface of the taxicab vehicle that contains a hole larger than six square inches (6"), or there is a visible dent which exceeds twelve inches (12") square (144 square inches), provided that the deepest point of depression is more than two inches (2").

D. SPARE VEHICLES.

1. **SPARE DESIGNATION.** Once a vehicle is designated as a spare, it may not be re-introduced to the fleet except by approval of the Commission or its designee. All spare

vehicles must be registered and insured under the color scheme as required by these Rules, the Municipal Police Code, and the laws of the State of California.

2. **SPARE OPERATION.** A spare vehicle may operate with a sedan medallion borrowed from an out-of-service vehicle. A spare vehicle may operate with a ramp medallion as defined in Municipal Police Code § 1148.6 notwithstanding the provisions of this Section.

3. **SPARE TIME RESTRICTIONS.** Spare vehicles shall only be used to replace temporarily disabled medallion vehicles. Color schemes shall notify the Commission or its designee if an individual vehicle will be disabled for more than seventy-two hours. During any time a spare vehicle is operating, the regular vehicle it is replacing shall be available for inspection by the Commission or its designee

4. **SPARE NUMBERS, ISSUANCE.** Each Color Scheme shall be issued a series of "spare numbers" at the ratio of one (1) spare number for every five (5) vehicles operating at that Color Scheme.

5. **SPARE VEHICLES, STORAGE.** All spare vehicles shall be kept on the Color Scheme Holder's designated business property when not in actual use with a medallion.

6. **SPARE VEHICLES, VIOLATION.** Any Color Scheme Holder that violates this Section shall be deemed to be operating a vehicle without a permit in violation of MPC § 1078.

E. DRIVER SAFETY EQUIPMENT REQUIREMENTS.

1. **SAFETY SHIELDS.** All Color Scheme Holders must comply with MPC § 1147.2 by providing safety shields as required by MPC § 1147.2 with the following minimum specifications: All installed shields must form a complete barrier between the driver and the rear passengers of the vehicle, excepting a space of no more than two inches (2") at the bottom and one inch (1") at the top and sides of the shield. The upper portion of the shields must be of clear poly carbonate, or equivalent material, with the quarter panel directly behind the driver a minimum of three-quarters of an inch (3/4") thick and a minimum three-eighths inch (3/8") for the remaining portion. (Note: entire shields comprised of laminated poly- carbonate with a minimum three-eighths inch (3/8") thickness may be used) The lower portion must be of a minimum ten (10) gauge steel or material of equal strength if an alternative material is used for critical areas and fourteen 14 gauge for non-critical areas. The shields must have a retractable portion controlled only by the driver and "fare exchange tray". (needs subsection)--*this section is exempted as per the Board of Supervisors until further notification.*
2. **RADIO ACCESS.** All Color Scheme shall affiliate with a permitted dispatch service and shall provide two-way radios with direct voice access in an emergency in every taxicab vehicle.

F. VEHICLE SANITARY REQUIREMENTS

1. **CLEAN TAXICAB VEHICLE.** No Color Scheme Holder shall allow the operation of a taxicab vehicle which interior is not kept clean, orderly and kept free of offensive odors.
2. **FACILITIES FOR VEHICLE WASHING.** Every Color Scheme Holder placing in service any taxicab vehicle in the City and County of San Francisco shall provide facilities to ensure the thorough washing of the taxicab vehicle. Whenever required in writing by the Department of Public Health of the City and County of San Francisco, every Color Scheme Holder shall be responsible for the full disinfecting of each taxicab vehicle so operated under their color scheme causing said taxicab to be sprayed with an efficient disinfectant.

G. INSPECTIONS

1. **INSPECTIONS REQUIRED, PASSING INSPECTIONS.** There shall be inspections of all taxicab vehicles by the Commission or its designee. Inspections shall be done every six months for spare vehicles and every twelve months for regular vehicles at a date and time designed by the Commission or its designee, and at any other time deemed necessary. If the Commission or its designee determines that the vehicle has passed inspection, an SFIA decal and transponder shall be affixed to the vehicle, authorizing the vehicle to be operated for the time period specified on the decal.

2. **DOCUMENTS REQUIRED.** At the time of scheduled inspection of a taxicab vehicle, the Color Scheme Holder must submit the following:

- a. Valid and current State of California vehicle registration card which complies with Rule 4.B.3.
- b. Proof of insurance meeting the requirements of the Municipal Police Code, the Vehicle Code, and the laws of the State of California concerning public passenger vehicles.
- c. Valid and current Brake Certificate issued by an official inspection station certified by the State of California within sixty (60) days prior to inspection.
- d. A Vehicle Introduction Form signed by the Taxi Commission or its designee

3. **MILEAGE.** Any vehicle that has reached 200,000 miles, including a London Taxi or other purpose-built vehicle, must pass inspection every six months to be operated as a taxicab. No vehicle may be operated as a taxicab after the vehicle has reached 350,000 miles except for London Taxis and other purpose-built vehicles placed into service before January 24, 2006, which have no cap.

4. **AGE.** Beginning July 1, 2008, no vehicle may serve as a San Francisco taxicab if it is older than eight (8) model years. Beginning January 1, 2010, no vehicle which is older than seven (7) model years may serve as a taxicab, including London Taxis and other purpose-built vehicles. Beginning January 1, 2011, no vehicle which is older than six (6) model years may serve as a taxicab, including London Taxis and other purpose-built vehicles. Beginning January 1, 2012, no vehicle which is older than five (5) model years may serve as a taxicab, including London Taxis and other purpose-built vehicles.

5. **NEW VEHICLES.** If a new vehicle is purchased for use as a taxicab vehicle, the taxicab operator may furnish a written certificate of compliance issued by the automobile dealership in lieu of the required documents above, provided that the certificate is dated within sixty (60) days of the annual inspection. The automobile dealership must be certified by the State of California as an official inspection station.

6. **USED VEHICLES.** Starting mileage may not be more than 60,000 miles when a vehicle is placed into service. No vehicle which has been designated as "Salvage" by the California Department of Motor Vehicles may be placed into service as a taxicab unless the vehicle has been inspected and approved by the Commission or its designee pursuant to the Salvage Vehicle Program.

7. **ORDERED INSPECTIONS.** A Color Scheme Holder shall make any vehicle available for inspection when ordered by the Commission or its designee. If a Color Scheme Holder fails to make a vehicle available for inspection or if the Commission or its designee determines that a vehicle is not in compliance with these Regulations, the Commission or its designee may order the vehicle to be removed from service until it passes inspection.

8. **FAILING INSPECTIONS.** If, on inspection, the Commission or its designee determines that a vehicle does not meet the requirements described in these Rules and Regulations or in the Municipal Police Code, the vehicle may fail inspection and may be ordered out of service until the condition(s) are corrected. A failed vehicle must be re-inspected and approved by the Commission or its designee before being returned to service and must pass another inspection in six months from the date of return to service. If a vehicle does not return to service within thirty (30) days it shall be permanently out of service, except by permission of the Commission or its designee and proof of repair. The decision to pass or fail a vehicle shall be at the sole discretion of the Commission or its designee.

9. **PERIODIC INSPECTIONS.** The Commission or its designee shall conduct periodic inspections of the vehicles for compliance with these Regulations.

H. MAINTAINING A BUSINESS PREMISE

1. **PLACE OF BUSINESS.** A Color Scheme Holder shall maintain a San Francisco address in a properly zoned neighborhood as its place of business. This place of business must be staffed on Monday through Friday from 9:00 A.M. to 5:00 P.M., excepting legal holidays. Every Color Scheme Holder must have an operational fax machine and provide the number of that machine to the Taxi Commission. Every Color Scheme Holder shall give written notice to the Taxi Commission, at least ten (10) days prior to changing the location of their place of business.

2. RECORDKEEPING REQUIREMENTS.

a. **VEHICLE LIST.** The Color Scheme Holder shall post a current list of all taxicab vehicles affiliated with its color scheme. The list shall include, but not limited to, the taxicab vehicle number, the motor vehicle license number, the vehicle identification number, the year and

make of the vehicle, and the operating status of each vehicle. A copy of the list shall be available for inspection by any city employee engaged in the performance of duty.

- b. **DRIVER'S ROSTER.** A current driver's roster shall be maintained by each Color Scheme Holder. The roster shall contain, at minimum, the following information: Driver's name, home address, home telephone number, P-44 permit number and California driver license number, of all permitted Drivers who are currently affiliated in any capacity with that Color Scheme. A copy of said roster shall be available for inspection by any city employee engaged in the performance of duty. The roster is to be made available twenty-four (24) hours a day and updated on a weekly basis.
- c. **DRIVER'S SCHEDULE.** Every Color Scheme Holder shall post a daily roster to include, but not limited to, the shift assignment, driver's name, vehicle number and/or medallion number, and the hours worked for that shift. This roster shall be updated on a daily basis and shall be made available for inspection by any city employee engaged in the performance of duty. All original rosters shall be retained at the color scheme's place of business for a period no less than six (6) years to document that driving performed by drivers of taxicabs and ramped taxis affiliated with the Color Schemes have met the specific driving requirements mandated by MPC § 1121(b). Color Schemes shall maintain at minimum the most recent twelve (12) months of rosters in a traditional hard-copy format. Color Schemes may store rosters more than twelve (12) months old in a reasonably secure electronic form and/or on a computer storage diskette.
- d. **POSTING REQUIREMENTS.**
 - i. **OFFICIAL NOTICES.** Every Color Scheme Holder must prominently post any "Crime Information Bulletins" and other official notices as required by the Taxi Commission or its designee.
 - ii. **WORKER'S COMPENSATION CERTIFICATE.** Every Color Scheme Holder must have a copy of a current Certificate of Worker's Compensation Insurance prominently displayed at the place of business so that it is visible to drivers.
 - iii. **GATE FEES.** Every Color Scheme Holder must post the amounts charged for gate fees in a prominent and public location. This posting must include the amount charged for each and all available shifts over the seven days of the week.
- e. **DRIVER MEDICAL EXAMINATIONS.** Every Color Scheme Holder shall ensure that all employed drivers have submitted and passed a medical examination before operating a taxicab. Medical examination application forms will be provided by the Taxi Commission.
 - 1. Copies of medical examination certificates shall be retained at the business premise and shall be available for inspection by the Taxi Commission or their designee during business hours.
 - 2. A list of all drivers with valid certificates shall be forwarded to the Taxi Commission on a bi-annual basis.

- f. **RECEIPTS REQUIRED.** Every Color Scheme Holder shall provide receipts as follows:
- (i) Copies of waybills shall be provided to any driver who requests a copy of a waybill for a shift he has worked.
 - (ii) Receipt of payments for gas, gates, leases or others fees shall be provided to any driver who requests such receipts.

- g. **WEEKLY SUBMISSION REQUIRED.** On the first business day of each week, all Color Scheme Holders shall fax, to the Taxi Commission, the names of all Drivers and Post-K Medallion Holders who have failed to turn in waybills during the previous week.

3. **ADVERTISING TO PUBLIC REQUIRED.** Every Color Scheme Holder shall: subscribe to a telephone service and cause to be published in the San Francisco Telephone Directory, the name of the company under which its taxicab services are provided, and the telephone number to which requests for service and inquiries about lost property may be addressed. The published telephone number shall not be used to operate other businesses or services. If a change occurs in the name of the company or telephone number under which taxicab service is provided the Color Scheme Holder shall, without unnecessary delay, make the necessary notification and request to change the listing in the Classified Section of the San Francisco Telephone Directory. During those times when the current listing in the Classified Section of the San Francisco Telephone Directory is incorrect or when a new listing cannot be made until the next printed copy of the San Francisco Telephone Directory is published and circulated, the taxicab operator shall maintain a current listing, including the name of the company and telephone number, with the San Francisco Directory Assistance Operator.

4. **RESPONSE TO PUBLIC, COMMISSION, AND LAW ENFORCEMENT REQUIRED.** Every Color Scheme Holder shall:

- a. Employ a person, service or device having the capability of receiving inquiries about lost property on a twenty-four (24) hour basis.
- b. Respond to routine law enforcement inquiries within twenty-four (24) hours.
- c. Respond to any law enforcement emergency request within two (2) hours.
- d. Employ a person or service having the capability of receiving requests for service and dispatching those requests in a timely fashion.
- e. Ensure that all Medallion Holders affiliated within a Color Scheme utilize the same dispatch service.

5. **FOUND PROPERTY.**

1. Every Color Scheme Holder shall cause property found in any of their taxicabs to be returned to its rightful owner in a timely fashion. If the owner cannot be found, the property shall be held for safekeeping for a period of not less than 120 days. A receipt

shall be issued for each item turned in.

2. If the property is currency, is of the value of one hundred dollars (\$100) or more, is either a serialized item or an electronic device or contains owners identification information, the Color Scheme Holder or the designee, shall within thirty (30) days, transfer the property to the Taxi Detail, make a Police Report, and obtain both Police Incident Report Number and a receipt of the items processed.
3. Every Color Scheme Holder shall maintain a log book which records the date, time taxicab, driver incident report number, (if applicable), description and disposition of the property at the principal place of business. The log book shall be retained for a minimum period of one year.
4. On the first business day of each week, all Color Scheme Holders shall fax, to the Taxi Detail and the Taxi Commission, a copy of all entries made in the property log for the previous week. Those color schemes, having no entries for that week will fax a notice advising the Taxi Detail and the Taxi Commission that no property was turned in.
5. Every Color Scheme Holder shall be personally liable for any loss of properties suffered by passengers making use of their taxicab services caused by the intentional misconduct or negligence of the taxicab driver and/or color scheme. Failure to safeguard found properties may subject the color scheme holder to revocation proceedings.
6. Every Color Scheme Holder shall advise passengers, claiming to have lost property of value in a taxicab, to make a lost property police report if their property has not been found.

J. USE OF CONTROLLED SUBSTANCE/ALCOHOL

1. No Color Scheme Holder, manager, owner or employer having actual knowledge that a driver has used and is currently under the influence of a controlled substance shall permit the driver to operate or continue to operate a taxicab.
2. No Color Scheme Holder, manager, owner or employer having actual knowledge that a driver has used alcohol within four (4) hours of operating a taxicab shall permit a driver to operate a taxicab.
3. No Color Scheme Holder, manager, owner or employer having actual knowledge that a driver has a blood alcohol content of 0.02 percent or greater shall permit the driver to operate a taxicab.
4. No Color Scheme Holder, manager, owner or employer having actual knowledge that a driver who tested positive for alcohol or a controlled substance shall not permit the driver to operate a taxicab until such time as the driver has tested negative.

K. LEASE/PAYMENT OF FEES

1. Every Color Scheme Holder shall limit the layers of medallion or permit leases to three (3) layers (i.e. Medallion Holder to Color Scheme Holder to Driver). No Color Scheme Holder may lease a permit, either on a per shift basis or for any term of time, from anyone other than the Medallion Holder or the Driver under which the permit or medallion is operating.

2. Keep copies of all lease agreements between medallion permit holder, color scheme permit holder, and all drivers on file for inspection by the Taxi Commission or their designee. All such agreements must be in writing and copies shall be provided to all parties involved.

6. DRIVER'S REQUIREMENTS

A. GENERAL PROVISIONS

1. **COMPLIANCE WITH LAW REQUIRED.** Every Licensed Medallion Holder shall comply with all applicable provisions of the California Vehicle Code, California Worker's Compensation Laws, the provisions of all ordinances and regulations applicable at the San Francisco International Airport, and all other governmental jurisdictions through which the permit holders traverse.
3. **COOPERATION REQUIRED.** Every Medallion Holder shall at all times, cooperate with the Taxicab Commission or the Commission's designee on all matters relating to regulatory compliance, including, but not limited to, giving upon request, their name, Taxicab Driver's badge number, exhibiting their identification card, waybill and other documents required to be in their possession.
3. **COMPLIANCE WITH LOCAL LAW REQUIRED.** Every Medallion Holder shall ensure that their taxicab, color scheme holder, dispatch service and business operations adhere to all requirements set forth in these Regulations, all applicable provisions of the San Francisco Municipal Police Code, Business & Tax Code, Administrative Code, Charter, and the Traffic Code.
4. **FALSE STATEMENTS PROHIBITED.** A Taxicab Driver shall not hinder, delay or knowingly make false or misleading statements to the Taxicab Commission or their designee on any matters relating to regulatory compliance.
5. **RESPONSE TO LAW ENFORCEMENT AND TAXI COMMISSION REQUIRED.** Every Taxicab Driver shall:
 - a. Respond to Police Department inquiries within twenty-four (24) hours for non-emergency requests.
 - b. Respond to any Police Department emergency request within two (2) hours, if the driver is working the current shift.
6. **RECORDKEEPING REQUIREMENTS.**
 - a. **ADDRESS CHANGE.** Every Taxicab Driver shall give written notice to the Taxi Commission within ten (10) days of any change of residence address. A post office box address is not permitted.
 - b. **EMPLOYMENT CHANGE.** Taxicab Drivers shall notify, in writing, the Taxi

Commission within two (2) business days of a change of taxicab driver employment.

- c. **CURRENT INFORMATION REQUIRED.** Every Taxicab Driver shall ensure that all employment information is current and given to Color Scheme Holder prior to their employment.
 - d. **VEHICLES OUT OF SERVICE.** If the vehicle is temporarily placed out of service because of a mechanical failure, the driver shall make a notation on the waybill listing the time out of service and the time returned to service.
 - e. **WAYBILLS REQUIRED.** Every Taxicab Driver shall use the waybill format as prescribed by the Taxi Commission or the Commission's designee. The waybills shall be completed in indelible ink, and shall include the driver's signature at the commencement of the shift as well as the P-44 Permit number and total number of hours worked. This waybill is to be filed at the Color Scheme Holder's principal place of business at the conclusion of each shift.
7. **MEDICAL EXAMINATION REQUIRED.** Every Taxicab Driver, on a bi-annual basis, must submit to and pass a medical examination. The Taxi Detail's Medical Examination Report must be completed by an examining physician and a copy of the report shall be filed with the Color Scheme Holder. The original report shall be retained by the driver.
8. **CERTAIN LEASES PROHIBITED.** No Taxicab Driver may lease a permit or medallion, either on a per shift basis or for any term of time from anyone other than the Medallion Holder or the Color Scheme Holder under which the permit or medallion is operating.

B. REQUIRED FORMS AND NOTICES. Every Taxicab Driver shall have possession of the following forms or perform the following notices as required while operating a taxicab vehicle:

1. **MAPS REQUIRED.** Each Taxicab Driver shall be equipped with a San Francisco and San Mateo County street guide or map with a complete index of all the streets.
2. **311 REFERRAL.** Each Taxicab Driver shall notify passengers, if requested, that passengers may contact 311 to file complaints or compliments.
3. **RULE BOOKS.** Every Taxicab Driver, while operating a taxicab vehicle shall have within their possession, a copy of these Taxi Commission Rules. The Rules must be shown to a passenger or police officer upon request.
4. **TRIP RECEIPTS.** Every Taxicab Driver shall ensure that their cab is equipped with a supply of receipts, preprinted with the taxicab company's name that they are currently driving. Each receipt shall have, at a minimum, the following information: driver's badge number, vehicle number, medallion number and/or vehicle number, and amount of fare, in legible writing.
5. **DRIVER IDENTIFICATION.** Every Taxicab Driver, while operating a taxicab vehicle shall have in their possession the following forms of identification:
 - a. a city-issued P-44 identification card
 - b. an identification card issued by the Color Scheme Holder employing that driver.

The card shall be laminated and shall contain a photograph of the driver's face unobstructed by accessories (hat, sunglasses, etc.). The photograph of the driver shall be a minimum of one and one-half inches in width by two inches in length (1 2" W x 2" L). The card must also contain the driver's badge number, the Color Scheme of the vehicle. The card shall be three inch by five inch (3" x 5") and shall be displayed conspicuously at all times in a manner that is easily readable by any passenger in the taxicab vehicle. The colors on the picture identification card shall match the color scheme holder's color(s). The colors shall be aligned horizontal along the length of the identification card.

C. DUTIES AND RESPONSIBILITIES DURING SHIFT.

1. **SAFETY CHECKS.** The Taxicab Driver is required to perform a safety check on any taxicab prior to placing it in operation. The driver shall ensure that all working equipment on the vehicle is functional, including but not limited to all O.E.M. equipment and ramped taxicab lift equipment requirements.
 - a. If any equipment is found to present a hazard or safety issue, then the vehicle shall be put out of service until it is repaired.
 - b. If during the course of the work shift, any equipment becomes a safety or hazard issue, then the vehicle is to be place out of service immediately.

2. **CLEAN TAXICAB REQUIRED.**
 - a. No Taxicab Driver shall drive, or permit to be driven, a taxicab vehicle which interior is not kept clean, orderly and free of offensive odors.
 - b. Every Taxicab Driver driving, or causing to be driven, any taxicab vehicle in the City and County of San Francisco shall ensure the thorough washing of the taxicab vehicle operated or driven by them at least once a week or sooner, if needed and shall also carefully sweep and clean the taxicab vehicle and trunk compartment at the beginning of each shift of operation.
 - c. The taxicab vehicle trunk and/or baggage area shall be kept clean, free of items or materials that possibly could damage or stain passenger's baggage, and free of any container containing flammable liquids.
 - d. The taxicab vehicle dashboard and rear shelf shall not have any loose items of any sort lying about.

3. **SHIFTCHANGING ON BUSINESS PROPERTY REQUIRED.** Every Taxicab Driver is to start and end the shift at the color scheme's principal place of business and make the change of shift to another taxicab operator at the Color Scheme's principal place of business on the private property of the Color Scheme Holder.

4. **RADIO DISPATCH REQUIREMENTS.**
 - a. **TWO-WAY RADIO CHECK.** Taxicab Driver(s) shall perform a "two-way

radio check" at the commencement of each shift to determine if the two-way radio is in proper working order. If the two-way radio is not in working order that taxicab vehicle shall be placed out of service until such time the two-way radio is functioning properly.

b. **RADIO ON AT ALL TIMES.** The two-way radio must be kept in working order and kept on at all times while employed as a Taxicab Driver.

c. **RADIO DISPATCH SERVICE REQUIRED.** Every Taxicab Driver must accept a radio dispatch assignment.

(ii). If available from their dispatch service, taxicab drivers must handle an average minimum of one (1) radio call an hour during each shift.

(ii) Taxicab Drivers must advise their dispatch service if they are unable to handle an accepted call within ten (10) minutes of the time when they acknowledged the call.

(iii) Every Ramped Taxicab Driver, once dispatched to a "disabled person" call shall not accept any other fare while en route to that dispatched call.

d. **LISTENING TO OTHER DISPATCH PROHIBITED.** The Taxicab Driver, while actively employed shall only monitor or listen to the dispatch service subscribed to by the Color Scheme Holder.

e. **PROHIBITION ON ACCEPTING OTHER FARES.** All Ramped Taxicab Drivers, upon receiving a dispatched call for a ramped taxicab shall not accept any other fare while en route to that dispatched call.

f. **THREE PICKUP RULE.** If available from their Dispatch Service, every Ramped Taxicab Driver shall handle an average of three (3) wheelchair service calls per shift.

5. **UNATTENDED VEHICLES PROHIBITED.** No Taxicab Driver shall leave a vehicle unattended on a public street for more than four (4) hours.

6. **VISUAL CHECK OF INTERIOR REQUIRED.** Every Taxicab Driver shall make a visual check of the interior of the taxicab vehicle at the conclusion of each trip to determine if any property has been left behind. If any of the passenger's property was loaded in the trunk, the driver shall check the trunk area at the end of the trip to ensure that no property was left behind. .

6. **REPORTING OF BROKEN TAXIMETERS REQUIRED.** Any taxicab found to have taximeter seals (paper, wire, etc.) that are broken, removed, destroyed, marred or otherwise tampered with will be immediately taken out of service until correctly repaired. Any Taxicab Driver or Color Scheme Holder operating such taximeter and/or taxicab may be subject to disciplinary action.

D. RULES OF CONDUCT

1. **ABUSIVE LANGUAGE PROHIBITED.** No Taxicab Driver shall speak in an obscene, boisterous, loud, threatening or abusive manner while in the course of their employment as a Taxicab Driver.

2. **ABUSE PROHIBITED.** No Taxicab Driver shall threaten, harass or abuse any other person while in the course of their employment of a Taxicab Driver.

3. **PHYSICAL FORCE PROHIBITED.** No Taxicab Driver shall attempt to use any physical force against any person except in self-defense or in defense of another.
4. **CLEANLINESS REQUIRED.** Drivers shall be clean in dress and person.
5. **GRATUITIES.**
 - g. Drivers shall only receive a tip/gratuity when expressly issued by the payee. Drivers may not demand, imply, suggest, assume or otherwise receive any additional charges unless permitted under City Charter or the Taxi Commission Rules and Regulations.
 - h. Taxicab Drivers or person(s) on their behalf shall not offer any gift, gratuity or any thing of value in order to receive any preferred vehicle, assignment, dispatch call, shift, fare or any other employment enhancement.
6. **CELLULAR PHONE USE.** Drivers shall comply with California Vehicle Code § XXXXX. Drivers shall not conduct continuous discussion on a cellular phone while passengers are in the taxicab. This rule shall not apply to a driver using a cellular phone for emergency purposes, including but not limited to an emergency call to dispatch, a law enforcement agency, health care provider, or other emergency service agency or entity.

E. PASSENGER SERVICE

1. **CONDUCT WITH PASSENGERS IN VEHICLE.**
 - a. No Taxicab Driver may smoke, drink, or eat while a passenger(s) is in the taxicab vehicle.
 - b. Drivers shall comply with any passenger request to turn down, turn off or change the channel of any audio/video device, (AM, FM, radio tape player etc.).
 - c. A Taxicab Driver shall comply with all the reasonable requests of any passenger.
2. **SERVICE/FARE REFUSALS.**
 - a. No Taxicab Driver shall refuse, or direct or permit the refusal, of prospective passengers in any area or district of the City and County of San Francisco for transportation to any place in said City and County, or to the San Francisco International Airport, or to the Oakland International Airport, at rates authorized by law, if said prospective passenger presents themselves for transportation in a clean, sober, and orderly manner and for a lawful purpose and the driver has sufficient time before the end of their shift.
 - b. A Taxicab Driver shall, if requested, reasonably assist a handicapped, disabled or elderly person to get into and out of the taxicab vehicle if within the physical capacity of the driver. If unable to assist the passenger, or feels that their personal safety is at risk, the driver shall notify their dispatch and request a driver or other appropriate service capable of handling the request. The driver shall record the request and results on the waybill. The Taxicab Driver shall remain

with the passenger until assistance from another driver or appropriate service has arrived.

- c. A Taxicab Driver shall not refuse to transport a passenger's luggage, wheelchair, crutches or other property that can be transported within the confines of the vehicle's trunk and/or passenger areas.
- d. A Taxicab Driver shall not refuse to transport any orderly and /or contained animal including, but not limited to, guide or service dogs.
- e. Upon request of a passenger, the Taxicab Driver shall load or unload luggage, into or out of the taxicab vehicle's interior or trunk compartment if within the physical capacity of the driver. If the driver is unable to assist the passenger, or feels that their personal safety is at risk, the driver shall notify their dispatch service and request a driver or other appropriate service capable of handling the request. The driver shall record the request and results on the waybill. The Taxicab Driver shall remain until another driver or appropriate service has arrived to assist the fare.

3. **PROVISION OF CHANGE.** Every Taxicab Driver shall be able to provide change for, or arrange to provide change for, at no additional expense to the passenger, a minimum of twenty dollars (\$20.00).

4. **ACTIVATION OF METER, CHARGES.**

- a. **BAGGAGE DELAY.** Every Taxicab Driver shall inform passenger(s) of their intention to activate the meter when said passenger(s) has an excessive amount of baggage, luggage, packages and/or equipment that needs to be loaded in the vehicle's trunk which would delay said Taxicab Driver from departing immediately to the stated destination.
- b. **15 MILES OUTSIDE CITY LIMITS.** Drivers shall, at the beginning of a trip, inform passenger(s) whose announced destination is or may be more than fifteen (15) miles, as recorded on the taxicab vehicle odometer, from the city limits of San Francisco that the fare to be charged will be 150% of the amount registered on the taximeter.
- c. **15 MILES FROM AIRPORT.** Drivers shall, at the beginning of a trip, inform passengers(s) whose announced destination is or may be more than fifteen (15) miles, as recorded on the taxicab vehicle odometer, from San Francisco International Airport, provided that the trip does not pass through San Francisco, that the fare to be charged will be 150% of amount registered on the taximeter.
- d. **BRIDGE TOLLS.** Drivers shall, at the beginning of a trip, inform passenger(s) whose announced destination requires the crossing of a toll bridge, the amount of the toll charged and that the toll charge is to be paid by the passenger(s) regardless of the direction in which the toll is collected.

F. FOUND PROPERTY.

- 1. Prior to the end of the shift, drivers shall make every reasonable attempt to return property, found in their taxicab, to the rightful owner.

2. Every driver shall turn any unclaimed or unreturned property to the Color Scheme Holder's place of business at the conclusion of their shift for safekeeping and obtain a receipt for the item regardless of value.
3. Drivers shall record on their waybill the description of found property, whom they have notified concerning it, and what was done with it. Drivers shall return any property to the owner if possible.
4. Drivers shall be personally liable for any loss of properties suffered by passenger(s) making use of their taxicab services caused by intentional misconduct or negligence of the Taxicab Driver.

G. USE OF CONTROLLED SUBSTANCES/ALCOHOL

1. No Taxicab Driver shall consume or be under the influence of any alcohol or other intoxicating substance while acting in the capacity of a taxicab driver. No Taxicab Driver shall drive a taxicab vehicle while their driving ability is impaired by any prescribed or non-prescription drug.
2. No Taxicab Driver shall operate a taxicab within four (4) hours after consuming alcohol.
3. No driver shall begin a shift to operate a taxicab or continue to operate a taxicab while having a blood alcohol content of 0.02 percent or greater.
4. No driver shall operate a taxicab or continue to operate a taxicab while using any controlled substance, except when it is pursuant to the instruction of a licensed medical practitioner, who advised the driver that the substance will not adversely affect the driver's ability to operate a taxicab.

7. TRAINING

A. DRIVER'S TRAINING

1. In accordance with Municipal Police Code § 1147.1, Educational Entities may offer a "Driver Training Course" for new Taxicab Drivers after applying for and receiving approval from the Taxi Commission. All approved entities must follow the below listed course requirements:
 - a. Course length must be a minimum of 28 hours.
 - b. Course subjects must include:
 - i. City Geography - minimum 8 hours
 - ii. Crime Prevention - minimum 4 hours
 - iii. Vehicle & Pedestrian Safety - minimum 4 hours
 - iv. Taxi Rules and Laws - minimum 1 hour

- v. California Vehicle Code - minimum 1 hour
 - vi. Passenger Relations - minimum 8 hours
(includes procedures for transporting persons covered by the American with Disabilities Act).
2. The minimums listed above are minimums for each required subject. Each minimum may be increased as necessary to reach the 28 hour total course length. Other subjects may be taught in conjunction with the course, however, time devoted to those subjects will not count as part of the 28 hours. The length of the course may be increased by the Taxi Commission or their designee.
 3. New Taxicab Drivers may attend any approved course, regardless of which taxicab color scheme they will be driving under.
 4. The Taxi Commission or its designee shall conduct periodic inspections of all approved "Driver Training Course" providers to insure that appropriate course outlines are being followed and appropriate training methods are being used. The inspection shall be conducted to determine if the "Driver Training Course" adheres to the standards of MPC § 1147.1.
 5. All permitted course providers shall maintain a record of each driver, to include, but not limited to, their names, driver's number and test scores. The record shall be maintained for a period of two (2) years. All records shall be available for inspection by the Taxi Commission or their designee.
 6. Each course shall issue a certificate of completion upon achieving a passing score. Each certificate shall include, but not limited to, a permanent sequential number, the driver's name, date of completion, and the signature of the instructor.
 7. The certificate of completion is only valid for one (1) year from the date of issue.
 8. No person shall operate as the driver of a Ramped Taxicab unless they have completed all training required by SFMTA or its designee.

8. DISPATCH

A. General Rules and Requirements

1. **COMPLIANCE WITH LAW REQUIRED.** Every Dispatch Permit Holder shall comply with all applicable provisions of the California Vehicle Code, California Worker's Compensation Laws, the provisions of all ordinances and regulations applicable at the San Francisco International Airport, and all other governmental jurisdictions.
2. **COOPERATION REQUIRED.** Every Dispatch Permit Holder shall at all times, cooperate with the Taxicab Commission or the Commission's designee on all matters

relating to regulatory compliance.

3. **COMPLIANCE WITH LOCAL LAW REQUIRED.** Every Dispatch Permit Holder shall ensure that their taxicab, color scheme holder, dispatch service and business operations adhere to all requirements set forth in these Regulations, all applicable provisions of the San Francisco Municipal Police Code, Business & Tax Code, Administrative Code, Charter, and the Traffic Code.
4. **TRAINING REQUIRED.** The Dispatch Permit Holder is responsible for the training of employees in all laws, rules and regulations pertaining to the taxi industry. The Permit Holder shall ensure that all new dispatchers attend and complete both the industry's taxicab training schools and the Taxicab Detail's training class prior to employment. Copies of certificates of completion must be filed at the Dispatch Service's place of business.
5. **EMPLOYEES REQUIRED.** Each dispatch service must employ a minimum of one operator/call taker on duty for each seventy-five (75) cabs in operation.
6. **24-HOUR OPERATION REQUIRED.** The Dispatch Permittee shall ensure that the Dispatch Service is operational twenty-four (24) hours a day.
7. **ADVERTISING TO PUBLIC REQUIRED.** All Dispatch Services must advertise in the Yellow Page Classified, giving their twenty-four (24) hour number and listing and which color schemes they dispatch for.
8. **SERVICE REQUIREMENTS.**
 - a. All calls must be dispatched in accordance with Section II, RESPONSE TIME GOALS.
 - b. All Dispatch Permit Holders with affiliated Ramped Taxis shall provide an average response of twenty (20) minutes for ramp service calls.
 - c. All Dispatch Services shall ensure that every service request for a ramped taxicab is dispatched in a timely manner.
 - i. The dispatcher must call back within twenty (20) minutes with the cab number assigned to handle the call or to advise that no cab was dispatched.
 - ii. If the call cannot be dispatched to a ramped taxicab under their service, the dispatcher/operator shall call other ramped taxicab dispatch services to handle the request and provide the customer with the company name and vehicle number of the responding ramped taxicab.
 - iii. If there are no ramped taxicabs available, the dispatcher shall record both the customer's name and phone number as well as the names of the other dispatch services contacted.
8. **BI-ANNUAL REPORT REQUIRED.** All Dispatch Services must provide the Taxi Commission with a biannual report that includes, but not limited to, the number of calls for service received, the number of taxicabs dispatched to calls, the number of non-response complaints and the number of cabs that serviced to the requested calls.
9. **UNIFORMITY IN COLOR SCHEME REQUIRED.** No Dispatch Permit Holder shall

accept a Color Scheme for service unless the Color Scheme places all taxicab vehicles associated with that Color Scheme with the same Dispatch Permit Holder.

10. **NOTICE OF CHANGE REQUIRED.** All Dispatch Permit Holders shall notify the Taxi Commission within twenty-four (24) hours of either the addition or deletion of a Color Scheme Holder to or from its service.
11. **DRIVER'S ROSTERS FROM COLOR SCHEMES REQUIRED.** All Dispatch Services must obtain a current driver roster from all Color Scheme Holders that use their service. This roster must be available twenty-four (24) hours a day to any city employee engaged in performance of duty.
12. **STANDARD EMERGENCY PLAN REQUIRED.** All Radio Dispatch Permit Holders shall develop a Standard Emergency Plan for drivers and dispatchers to follow in emergencies. New Dispatch Permit Holders shall file such a plan upon application for their permit.
13. **GRATUITIES PROHIBITED.** Radio Dispatch Permit Holders and their employees shall not accept gifts/gratuities or any thing of value from either drivers or person(s) acting on their behalf for a preferred vehicle, shift assignment, dispatch call, or fare.
14. **DISPATCH RECORDS REQUIRED.** All Dispatch Services shall record in a format approved by the Taxi Commission or their designee, all requests for taxicab vehicle service, noting thereon the date and time of request for service, the address to which dispatched and the number of taxicab vehicle dispatched. Said records shall be made available for inspection by any city employee engaged in the performance of duty for a period of ninety (90) days from the date of entry.
15. **WORKING RADIOS REQUIRED.** Every Dispatch Service shall simultaneously be able to both broadcast transmissions and to receive transmissions from every taxicab operating under their service.
16. **FALSE STATEMENTS PROHIBITED.** No Dispatch Permit Holder shall hinder, delay or knowingly make false or misleading statements to the Taxicab Commission or their designee on any matters relating to regulatory compliance.

B. CUSTOMER SERVICE

1. All calls shall be answered by human or mechanical/device within six (6) rings.
2. If the caller has requested a call back and the call has not been dispatched within twenty (20) minutes of the request the service shall call back the person(s) and advise them of such.
3. Upon request, all Dispatch Services shall provide callers with an approximate arrival time of the taxicab requested.

4. Each particular dispatcher, operator and/or call taker shall be assigned his own unique identifier.
 - a. The dispatcher, operator and/or call taker shall either identify himself with their true name or identifier upon answering a call.
 - b. The dispatcher, operator and/or call taker shall give his identifier or true name and the shift he are working if requested by a caller.
5. If two or more Color Scheme Holders share the same radio dispatch service, and if a Color Scheme other than that requested by a customer is to be dispatched to the customer's location, the operator of the Dispatch Service shall advise the customer of the identity of that fact prior to the dispatch of the taxicab vehicle.

9. PENALTIES

A. **DISCIPLINARY ACTION.** Every Medallion Holder, Color Scheme Holder, Driver Permittee, Dispatch Service Holder or any other Permit Holder, who violates or causes to be violated, any of the above regulations may be subject to disciplinary action. Such disciplinary action may be:

1. The issuance of a fine, admonition, retraining, reprimand, suspension, or revocation of the permit by the Taxicab Commission for violation of these Taxicab Regulations, or
2. Revocation by the Taxicab Commission of Taxicab Permits issued under MPC § 1090.
3. Removal of taxicab vehicles operating under a particular driver, medallion holder, color scheme, or dispatch permit holder from service until the permit and/or vehicle operating under that permit is brought into compliance.

B. **POSSIBLE CITATION OR ARREST.** Any person(s) or company who violates or causes to be violated relevant statutes of law may also be cited or arrested.

10. SEVERABILITY

If any section, subsection, subdivision, paragraph, sentence, clause or phrase of these Taxicab Regulations or any part thereof, is for any reason held to be invalid or ineffective, such decision shall not affect the validity or effectiveness of the remaining portions of these Taxicab Regulations or any part thereof. The Taxi Commission hereby declares that the Commission would have adopted and promulgated each section, subsection, subdivision, paragraph, sentence, clause or phrase thereof irrespective of the fact that any one or more sections, subsections, subdivisions, paragraphs, sentences, clauses or phrases be declared invalid or ineffective.

