

# Taxi & Ramp Taxi Services

## GUIDE 3



*access to independence*

**This Guide is available in  
accessible formats.**

**Please contact S.F. Paratransit at  
(415) 351-7000**

**TTY (415) 351-3942**

**Esta Información esta disponible en Español**

以下資料有中文翻譯

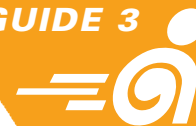
Эта информация доступна на русском языке

Biết thêm chi tiết bằng tiếng Việt

To be sure the taxi company you are  
calling participates in the  
San Francisco Paratransit program,  
please call our  
**Taxi Hotline (415) 351-7090.**

- 4** Introduction
- 5** Getting Taxi Services
- 6** Selecting a Taxi Company to Call
- 7** When To Call The Taxi
- 11** Hailing a Taxi
- 11** The Taxi Ride
- 14** Paying for the Taxi Ride
- 15** Filling out the Trip Report
- 16** Photo ID
- 16** Attendants & Companions
- 17** Traveling with Children
- 18** Monthly Taxi Scrip Allotment/  
Requesting Additional Scrip
- 21** Other Information
- 22** Taxi Phone Numbers

**GUIDE 3**



**Taxi & Ramp  
Taxi Services**



## Introduction

This San Francisco Paratransit Taxi Rider's Guide will be helpful if you are registered to use either the Taxi or Ramp Taxi Program. Please read this along with Guide 1, the General Information Riders Guide, which will provide you with more information about paratransit services and programs.

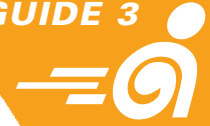
4

The taxi component of the San Francisco Paratransit program is not an "Americans with Disabilities Act" (ADA) service, because in some cases it does not meet the minimum requirements. However, it is similar to ADA paratransit service and it may satisfy the transportation needs of many of our ADA-certified riders. Also, some individuals may prefer the convenience of taxi services to ADA paratransit services (Lift Van and ADA Access Vehicles). For more information about ADA services see our Riders Guide 2.

## Getting Taxi Services

If you are a new paratransit rider, you must first be

GUIDE 3



Taxi & Ramp Taxi Services

5

certified for either the ADA Access or the Lift-Van program. If you are ADA Access certified, we may offer you participation in the taxi program after you have used the ADA Access system for a period of time. Some people may be entered immediately into the taxi program; these include individuals needing dialysis, riders 80 years of age or older, or wheelchair users needing ramp taxi services.

### Selecting a Taxi Company to Call

Once you are registered in the paratransit taxi program, you may call any taxi company that is in the program. To be sure that the cab company you select is participating in the San Francisco Paratransit program, please call

6

our Taxi Hotline at (415) 351-7090.

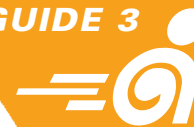
### When To Call The Taxi

Call the taxi company at least 30 minutes before you need the ride. If you are traveling to a set appointment, be sure to allow ample time to get there. Even though taxi rides are direct, you need to allow enough time for the driver to get through traffic. Since there are a limited number of ramp taxis, we recommend that you call one hour in advance to ensure that a taxi will be available.

During holidays, eves of holidays, or on days of rain or bad weather, please allow

7

GUIDE 3



Taxi &amp; Ramp Taxi Services



extra time. If you have a specific appointment time and you do not want to risk delays, you may wish to use our ADA Access service (if you are ambulatory) or ADA Lift Van program (if you use a wheelchair). Please refer to the ADA Access/ Lift Van Riders Guide for more information.

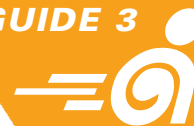
A taxi is considered on time if it arrives within 30 minutes of the time that you made your request. To report repeatedly late service or any other problems with taxi service, please call the Paratransit office at (415) 351-7052. This will help us improve our service to you.

8

When you request a taxi, listen carefully to the questions the taxi company dispatcher asks. The more detail you give, the better service the taxi company will be able to give you. If you use a wheelchair (or are riding with someone using a wheelchair), please be sure to immediately tell the taxi company dispatcher that you need a ramp taxi.

Always be aware of days of the week or times of the year when it becomes more difficult to get a taxi, including ramp taxi service. On Friday afternoons, evenings, and on holidays, or at any time when the weather is bad, you may find it more difficult to

GUIDE 3



Taxi & Ramp Taxi Services

9

get taxi service. Please keep this in mind when requesting regular or ramp taxi service.

After 20 minutes, if your taxi has not arrived, call back to check on its status. If you decide it is taking too long to arrive, please be sure to call

and cancel your request before calling another taxi company. Failure to call will waste resources and could lead to taxi dispatchers identifying you as someone who requests cabs and

doesn't cancel. This could lead to poor taxi service for you in the future.

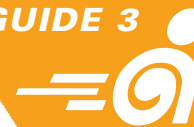


## Hailing a Taxi

If you are in a “well-cruised” part of town, you may choose to hail a taxi on the street. However, be sure that the taxicab you are hailing participates in our paratransit program. If you are not sure, ask the driver before boarding. If you are transported and find out at your destination that the taxicab is non-participating, you will have to pay the fare in cash. We cannot reimburse you for that fare.

## The Taxi Ride

You may not ask the cab driver to wait for you on any paratransit ride. For instance, if you are picking up a prescription at the pharmacy, you must



have the driver drop you off, and you must call another taxi when you are finished conducting your business.



You may take a paratransit taxi ride anywhere in the city of San Francisco, including Treasure

Island, and to the northernmost part of Daly City in San Mateo County. This does not include the San Francisco International Airport. For trips to destinations outside of the service area, you must use other regional paratransit services. These

12

are described in Guide 1. If you are not sure if your destination is in the San Francisco Paratransit service area, please call San Francisco Paratransit at (415) 351-7052.

Though tipping is customary when using taxi services, you may not tip your taxi driver using paratransit scrip. You should carry cash if you wish to tip your driver. Do not let a driver pressure you to tip with taxi scrip.

It is illegal to sell taxi scrip to any person, including your driver, or to allow anyone to use your scrip. These actions may lead to suspension of your riding privileges, and you may be subject to criminal

13

GUIDE 3



Taxi & Ramp Taxi Services

prosecution. The San Francisco Police Department helps us monitor for fraud.

## Paying for the Taxi Ride

To pay for your ride with taxi scrip, simply tear out the amount that is on

the meter from the scrip booklet. Each scrip book has a face value of \$30. As a certified paratransit

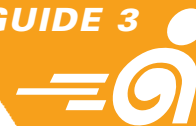
rider, you have paid for that scrip by paying a portion of the face value, \$4



per book. Cost of scrip is subject to change.

## Filling out the Trip Report

When using scrip, you should legibly print the date of the trip, cab number, driver's identification number, your origin address, destination address, amount of the fare, number of passengers riding, and your signature. You should try to fill out as much information as you can before getting into the taxi. If you are unable to write, the driver can fill the form out for you. If you cannot sign for yourself, have the driver fill out the signature line as "UTS" for "unable to sign." Never let a driver sign your name for you.



## Photo ID

Every time you take a paratransit taxi trip, you must be prepared to show the driver your paratransit photo ID card when you enter the cab. This assures your driver that you are eligible to use taxi scrip. If you do not present the card, the driver will record that for the San Francisco Paratransit office. Using taxi scrip without your ID can jeopardize your continued use of the taxi program.

## Attendants & Companions

Attendants and at least one companion may accompany you. The San Francisco taxi ordinance allows you to ride with the maximum number that can be safely secured and transported (usually four adults).

16

No extra fares will be required for the additional passengers.

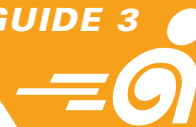
Attendants or companions must start and end their rides with you. Only the certified rider may possess and use paratransit taxi scrip and the paratransit ID. An attendant or companion cannot under any circumstances use your taxi scrip.

## Traveling with Children

If you will be traveling with a child under age six who weighs less than 60 pounds, you must provide a child's safety seat so that you may properly secure the child in it. The driver will provide assistance if necessary.

17

GUIDE 3



Taxi &amp; Ramp Taxi Services



## Monthly Taxi Scrip Allotment/Requesting Additional Scrip

When you are first enrolled, we will ask you how often you plan to use the taxi service. This helps us determine the amount of taxi scrip you will be allotted

per month. People who are conditionally eligible are expected to only use taxis for trips they cannot take on Muni or BART. Scrip limits will be strictly enforced. If you need more than your monthly allotment, you should use the ADA Access program which allows unlimited trips.

To determine your monthly allocation—or to request additional scrip—you must complete specific forms. You may get these forms at the San Francisco Paratransit office or online at [www.sfparatransit.com](http://www.sfparatransit.com).

Once a monthly allotment is determined, you will be assigned a monthly purchase date. You may not purchase scrip before that purchase date, but you may apply for additional scrip if needed for a particular month. If you request additional taxi scrip each month for six consecutive months, we may increase your monthly allotment permanently.

If you purchase scrip ten or more days after your



designated purchase date, we will assign you a new purchase date. That new purchase date will be the same day of the month as your most recently purchased scrip.

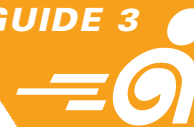
Any evidence we obtain which indicates possible misuse or abuse of the San Francisco Paratransit taxi program may result in expulsion from the program.



## Other Information

The General Information Paratransit Riders' Guide 1 contains valuable information about topics such as transporting packages, mobility equipment, life support equipment and Rider/Driver responsibilities. Please carefully read and understand all sections of this Guide and Riders' Guide 1 before using Taxi services. Also, please refer to Guide 2 for information about the ADA Access/Lift Van service.

**Thank you, and enjoy your ride.**



## Participating Taxi Companies as of 11/04

<b>Company</b> (All in the 415 area code)	<b>Telephone</b>
*De Soto	970-1300
*Luxor	282-4141
*Regents Cab	487-1004
National Cab	648-4444
United Cab	
*Yellow Cab Co-op	333-3333
*American Cab	614-2000
Speck Cab	552-1300
Town Taxi	401-8900
B & W Checker	285-3800
*Bay Cab	
Delta Cab	
KSJ	
49'er Cab	
Fog City Cab	
Alliance Cab	

<b>Company</b> (All in the 415 area code)	<b>Telephone</b>
City Wide Dispatch	920- 0700
Big Dog City Cab	
S. F. Taxi	
Metro Cab	
*Royal Cab	
U S A Cab	
Crown Cab	
Executive Taxi	
Worldwide Cab	
Bayshore Cab	

Participating Taxi Companies in  
Northern San Mateo County

*Daly City Cab	(650) 992-8865
*Serra Cab	(650) 991-3881

*\*Denotes taxi companies that operate Ramp Taxis. As of December 2004, the city had 75 ramped taxi permits.*



*access to independence*

68 12th Street  
San Francisco, CA 94103-1297

July 2006