



SFMTA

TAXIS AND ACCESSIBLE SERVICES

PROCEDURES AND REQUIREMENTS
FOR CERTIFICATION OF
TAXI DRIVER TRAINING COURSES

FEBRUARY 2014

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FOR CERTIFICATION OF
TAXI DRIVER TRAINING COURSES**

Sec. I. Certification Requirements.

- A. Course Content.
- B. Records.
- C. Course Completion.
- D. Facilities.
- E. Instructor requirements.
- F. Business license.
- G. Personal information.
- H. Contact information.

Sec. II. Certification Procedures.

- A. Initial Certification and Annual Recertification.
- B. SFMTA Review of Course Materials.
- C. Notice of Non-Compliance, Decertification, and Appeal.

Sec. III. Taxi Driver Training Course.

- A. Taxi Driver Training Basic Course
- B. Ramp-Taxi Driver Training Basic Course

SEC. I. CERTIFICATION REQUIREMENTS.

A private entity seeking either initial certification or annual recertification of a Driver Training Course -- see San Francisco Transportation Code Sections 1102 and 1103(c)(1)(D) – must meet the following standards:

A. **Course Content.** Courses must meet defined subject matter criteria as listed under the course description for Taxi Driver Training Courses. This includes but is not limited to minimum standards for Course Length, Curriculum and Testing. See Section 111 for course content requirements.

B. **Records.** Schools must maintain the following records for at least two years and must make them available for inspection by SFMTA Taxi Services during business hours:

1. Each student's original tests and test scores; and
2. Documentation of each student's satisfactory course completion, including a unique identification number for each student, each student's full name, date of course completion, and the signature of the instructor attesting to the student's satisfactory completion of all course requirements; and
3. Daily student sign in sheets; and
4. Documentation of all materials provided to students and required course material.

C. **Course Completion.**

1. A Certificate of Course Completion shall be issued to all Students who successfully complete the course. A Certificate of Course Completion shall remain valid for one year from the date of issue.
2. All students who register for a Driver Training Course must satisfactorily complete all course work within 60 days of registration.

D. **Facilities.** Courses must be provided in facilities that are available for the purpose of providing classroom instruction for the entire annual certification period:

1. Have sanitary and properly maintained male and female or unisex restroom facilities accessible to students with disabilities; and
2. Have available parking and/or are adequately served by public transportation; and
3. Are in compliance with all state and local laws.

E. **Instructor Requirements.** All Instructors shall have a current resume on-file with the SFMTA. All instructors must be able to demonstrate and establish substantial expertise in their assigned subject area. All instructors must be able to demonstrate their teaching abilities to the satisfaction of the SFMTA. All Instructors shall be approved by the SFMTA prior to providing instruction for a SFMTA certified course provider or private entity. Instructors shall be under the direction of a lead-instructor who shall:

1. Have no less than 10-years' experience in the taxi business, which may include experience as a taxi company employee or as a taxi driver; and
2. Attend an annual one-day Instructor Training Workshop presented by the SFMTA or its designee. The purpose of this workshop shall be to provide SFMTA-approved training material, guidance regarding training priorities, and instructor development training, and to provide instruction on any other topic deemed appropriate by the SFMTA.
3. Ramp-Taxi instructors: All instructors teaching a Driver Training Course for Ramp-Taxi's shall hold a current Passenger Service and Safety (PASS) Trainer certification, or a recognized equivalent trainer certification from an alternative passenger assistance training program.

F. **Business License.** An entity offering a certified Driver Training Course shall maintain all business licenses required by state or local law, and shall remain in compliance with all other applicable laws and regulations.

G. **Personal Information.** An entity offering a certified Driver Training Course may not photocopy or retain any Driver's personal or confidential information, including but not limited to copies of a driver's license. Valid identification shall be viewed for course registration and identification purposes, but shall not be retained by the course provider.

H. **Contact Information.** Schools must maintain up-to-date contact information with SFMTA Taxi Services, including at a minimum, a designated contact person, a contact phone number, email address, and postal delivery address.

SEC. II. CERTIFICATION PROCEDURES.

A. **Initial Certification and Annual Recertification.** Driver Training Course providers must be initially certified by the SFMTA and must be recertified annually. Certification and recertification may include SFMTA review of all required course materials, and may involve random classroom monitoring, at the SFMTA's discretion, to ensure that approved materials and course content is being provided by approved instructors. The application for recertification and all attendant materials, including all course materials, must be submitted to SFMTA Taxi Services no later than 30 days prior to the expiration of the current certification. The certifications of providers who were certified during calendar year 2014 will expire on December 31, 2014. Therefore, those providers must apply for recertification by December 1, 2013. Failure to meet that deadline may result in immediate decertification.

B. **SFMTA Review of Course Materials.** Course materials submitted for initial certification or recertification shall include, at a minimum, a course outline, and schedule, all student handouts. The course outline, shall provide sufficient detail and content to allow the SFMTA to adequately review the course for content, method of instruction, and amount of instruction time. It must show the schedule for instruction by day and hour; it must break down the course by the type of instruction and Subject matter area. See Form TDT-TCOS-115 as a sample.

C. **Notice of Non-Compliance, Decertification, and Appeal.** If a Driver Training Course provider refuses or fails, during the annual certification period, to meet the requirements set forth herein, the SFMTA may issue a notice of noncompliance, which shall give the provider a 30-day period in which to cure the deficiencies set forth in the notice. During that 30-day period, the SFMTA may perform follow up inspection(s) or require the provider to submit documentation of compliance. If the provider fails to come into compliance within the 30-day period, the SFMTA may notify the provider, in writing, that it is decertified and will be removed from the list of certified Driver Training Course providers. The provider may appeal the decertification decision by submitting a notice of appeal, in writing, to the SFMTA within 20 days of the date of the notice of decertification. A decertified provider is free to reapply for certification at any time.

SEC. III. TAXI DRIVER TRAINING COURSES.

Driver Training courses and instructors must meet all Certification Requirements and Procedures as designated by the SFMTA Taxi Services. Driver Training Courses are listed within this section, and must meet the following standards:

A. **Taxi Driver Training Basic Course** .

This introductory course for San Francisco taxi drivers is mandatory for all Driver Permit (A-Card) applicants. Satisfactory completion of this introductory course is required prior to submitting an application for a Driver Identification Card (A- Card).

1. **Course Length.** Course length must be a minimum of 28 hours. At least 26 hours of the course must consist of instruction, either in a classroom or in the field. All instruction must be provided live, except that up to 6 hours of instruction may be provided by recorded media, e.g., video or interactive website.
2. **Curriculum.** The curriculum must include instruction on each topic listed below for at least the number of hours specified:
 - a. City Geography
 - i. Maps/Routes/Locations 6.0 hours

- b. California Vehicle Code and Traffic Safety
 - i. Defensive Driving 3.0 hours
 - 1) California Driver Handbook, DMV
 - Safe Driving Practices
 - Sharing The Road
 - Important Driving Tips
 - Health and Safety
 - Alcohol/Drugs while Driving
 - 2) Causes and Costs of Accidents
 - 3) Accident Avoidance and Prevention
 - 4) Natural Forces Affecting the Driver
 - 5) Stopping and Following Distances
 - ii. Vehicle and Pedestrian Safety 2.5 hours
 - 1) California Driver Handbook.
 - Seat Belts
 - Traffic Lights and Signs
 - Laws and Rules of the Road
 - Traffic Lanes
 - Turns
 - 2) Pedestrian Safety
 - 3) Sharing the Roadway – Bicyclists, Motorcycles
 - iii. California Vehicle Code – 2.5 hours
 - CVC 21207 Bike Lanes
 - CVC 21209 Bike Lane-Driving Restrictions
 - CVC 21211 Bike Lane-Obstruction (SFMTA Policy)
 - CVC 21702 Limit of Driving Hours
 - CVC 21703 Following to Close – Tailgating
 - CVC 21717 Bike Lanes-Turning
 - CVC 21752 Overtaking or Passing
 - CVC 21756 Passing Standing Streetcars or Bus
 - CVC 21950 Right of Way at Crosswalks
 - CVC 22350 Basic Speed
 - CVC 22352(1) 15MPH, Railway, Intersection, Alley
 - CVC 22352(2) 25MPH, Not posted, Schools, Center
 - CVC 23123 Cell Phone Use
 - CVC 23123.5 Driving While Texting
 - CVC 23152(a)(b) Driving Under the Influence, 0.08% BAC
 - CVC 23229 Open Alcoholic Container-Exception, Taxi
 - CVC 26708 Obstructed View
 - CVC 27315(d)(1) Seatbelt-Taxi Exemptions
 - CVC 27315(d)(4) Seatbelt-Required for Passenger in Front
 - CVC 27315(f) Seatbelt-Required for each Passenger
 - CVC 27315(g) Seatbelt-Exception for Disability
 - CVC 27360(b) Child Safety Seat-Parent Responsible
 - CVC 27360.5 Child Safety Seatbelt-Child under 16 years

- c. SF Taxi Rules and Regulations
 - i. Transportation Code Article 1100 2.0 hours
 - ii. SFO Rules and Regulations 0.5 hours
 - iii. ADA, Disability Awareness and Sensitivity 3.0 hours
 - 1) Americans with Disabilities Act
 - 2) Service Animals
 - 3) Paratransit Debit Card Requirements
 - 4) Assistive Devices (Hands-On)
 - 5) Wheelchair and Occupant Securement (Hands-On)

- d. Taxi Business Operations
 - i. Customer Service 3.0 hours
 - 1) Driver Appearance and Attitude
 - 2) Sexual Harassment
 - 3) Professionalism
 - 4) Credit Cards and Paratransit Cards
 - ii. Driver Health and Safety 1.5 hours
 - 1) Fitness and Nutrition
 - 2) Substance Abuse
 - 3) Risk Taking and Risk Perception.
 - 4) Driver Physiology
 - 5) Driver Psychology
 - 6) Distracted Driving
 - iii. Crime Prevention 2.0 hours
 - 1) Driver Awareness
 - 2) Safety Practices
 - 3) Law Enforcement Relations and Communication

3. **Testing.** 2.0 hours

The course must include an adequate amount of testing, but in no event less than two hours of testing, to ensure that the students have mastered each subject included in the approved course requirements. Testing requirements, including testing schedule and minimum passing score(s), shall be clearly stated at the start of the course.

4. **Attendance.**

All students are expected to attend every session of each course for which they are registered. Daily attendance logs shall be maintained to the class roster.

B. Ramp-Taxi Driver Training Basic Course

This course is required for all San Francisco RampTaxi Drivers. Satisfactory completion of this course is required for initial RampTaxi endorsement of any Driver Identification Card (A-Card) and for vehicle operation as a RampTaxi Driver.

1. **Course Length.** Course length must be a minimum of 4 hours. At least 3.5 hours of the course must consist of instruction, either in a classroom or in the field. All instruction must be provided live, except that up to 1.0 hours of instruction may be provided by recorded media, e.g., video or interactive website.

2. **Curriculum.** The curriculum must include instruction on each topic listed below for at least the number of hours specified:
 - a. Americans with Disabilities Act, Sensitivity and Awareness 0.5 hours
 - i. ADA Requirements
 - ii. Guide-Dogs/Signal-Dogs/Service Animals
 - iii. Visual and hearing impairments
 - iv. Recognizing and accommodating signs of disabilities and aging
 - v. Passenger communications

 - b. SF Paratransit Program 0.5 hours
 - i. Service Area
 - ii. Debit card Processing Trips
 - 1) ITE-In Taxi Equipment
 - 2) IVR-Interactive Voice Response
 - 3) Common error messages
 - iii. Fraud
 - iv. Disable Customers without Debit cards

 - c. Vehicle Operation and Equipment 0.5 hours
 - i. Vehicle features
 - ii. Lift Operation
 - iii. Vehicle operation

 - d. Wheelchair and Occupant Securement 1.5 hours
 - i. Mobility Aids (canes, crutches, walkers, rollators, etc.)
 - ii. Mobility Devices (manual wheelchairs, power wheelchairs, scooters, etc.)
 - iii. Assistive Devices (Hands-On)
 - iv. Wheelchair and Occupant Securement (Hands-On)

 - e. Transportation Code Article 1100 0.5 hours
 - i. TC 1105(a)(12) Participation in Paratransit Program
 - ii. TC 1105(a)(18) Operation by Driver Permit Holders
 - iii. TC 1110(a)(2) Ramp Driver training requirement
 - iv. TC 1108 (e)(1) Driver shall not refuse – Paratransit
 - v. TC 1108(e)(3) Front Seat-Disabled Passengers
 - vi. TC 1108(e)(4) Service Animal – Other animals
 - vii. TC 1108(e)(6) Assist Passenger – Elderly or Disabled
 - viii. TC 1108(e)(15) Ramp Taxi Service

- ix. TC 1108(e)(35) Shall accept valid Paratransit Debit Card
- x. TC 1108(e)(36) Shall use manual back-up Paratransit forms
- xi. TC 1108(e)(37) Paratransit Debit Card – tips

3. **Testing.** 0.5 hours
The course must include an adequate amount of testing, but in no event less than 30-minutes of testing, to ensure that the students have mastered each subject included in the approved course requirements. Testing shall include a hands-on component for Wheelchair and Occupant Securement. Testing requirements, including testing schedule and minimum passing score(s), shall be clearly stated at the start of the course.
4. **Attendance.**
All students are expected to attend every session of each course for which they are registered. Daily attendance logs will be kept to the class roster.

These procedures and requirements may be amended at any time by the Director of Transportation.