

THIS PRINT COVERS CALENDAR ITEM NO.: 11

**SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY**

DIVISION: Streets

BRIEF DESCRIPTION:

Amending Transportation Code, Division II, Article 1100, Section 1124(b)(5) to authorize the Director of Transportation to establish the Taxi Upfront Fare Program as a permanent program and amending Transportation Code, Division II, Article 1100, Section 1120 to modify the timeline for requesting a continuance of an administrative hearing.

SUMMARY:

- On September 7, 2021, the SFMTA Board amended Transportation Code, Division II, Article 1100, Section 1124 to authorize the Director of Transportation to establish a pilot (Pilot) to test the concept of providing taxi customers with a flat-rate fare, based on the Taximeter rate, in advance of their trip through a Taxi E-Hail application (app).
- On April 5, 2022, the SFMTA Board approved the expansion of the Taxi Upfront Fare Pilot (Pilot) to allow Taxi E-Hail applications to dispatch trips that originate with third-party entities, which may offer upfront fares that are not based on Taximeter rates.
- Service under the Pilot began on November 9, 2022.
- On September 19, 2023, the SFMTA Board approved the extension of the Taxi Upfront Fare Pilot to June 30, 2025.
- Staff considers the Pilot a success and has tracked outcomes closely, publishing [quarterly reports](#) and sharing results during [quarterly outreach meetings](#).
- Staff is requesting that the SFMTA Board amend the Transportation Code to authorize the Director of Transportation to establish the Taxi Upfront Fare Program as a permanent program and approve other non-substantive clean up.

ENCLOSURES:

1. SFMTAB Resolution
2. Transportation Code Division II amendment

APPROVALS:

DATE

DIRECTOR Julie Kirschbaum May 15, 2025

SECRETARY  May 15, 2025

ASSIGNED SFMTAB CALENDAR DATE: May 20, 2025

PURPOSE

Amending Transportation Code, Division II, Article 1100, Section 1124(b)(5) to authorize the Director of Transportation to establish the Taxi Upfront Fare Program as a permanent program and amending Transportation Code, Division II, Article 1100, Section 1120 to modify the timeline for requesting a continuance of an administrative hearing.

STRATEGIC PLAN GOALS & TRANSIT FIRST POLICY PRINCIPLES

This action supports the following Strategic Plan Goals:

4. Make streets safer for everyone.
5. Deliver reliable and equitable transportation services.

This action supports the following Transit First Policy Principles:

1. To ensure quality of life and economic health in San Francisco, the primary objective of the transportation system must be the safe and efficient movement of people and goods.
2. Within San Francisco, travel by public transit, by bicycle and on foot must be an attractive alternative to travel by private automobile.
3. Decisions regarding the use of limited public street and sidewalk space shall encourage the use of public rights of way by pedestrians, bicyclists, and public transit, and shall strive to reduce traffic and improve public health and safety.

DESCRIPTION

The Taxis, Access & Mobility Services subdivision within the Streets Division of the San Francisco Municipal Transportation Agency (SFMTA) is responsible for the regulation of the private businesses that make up the San Francisco taxi industry, including qualifying and licensing permit holders, monitoring regulatory compliance, and administering discipline for regulatory violations.

The proposed legislation is part of an ongoing effort to reform and modernize taxicab rules and regulations to ensure a high standard of public safety, consumer protection, and customer service while updating requirements to better allow innovation and competition. The proposed Transportation Code amendments would make the successful Taxi Upfront Fare Pilot permanent, allowing taxi drivers and riders to continue participating in this voluntary program, and would modify the timeline for requesting continuance of an administrative hearing.

BACKGROUND

On September 7, 2021, the SFMTA Board amended Transportation Code, Division II, Article 1100, Section 1124 to authorize the Director of Transportation to establish a pilot project for taxi upfront fares to test the concept of providing taxi customers with a flat rate fare estimate through a Taxi E-Hail application (app). Allowing the taxi industry to provide customers with an upfront fare may eliminate the price uncertainty and “meter anxiety” that some riders experience, enabling the taxi industry to evolve and offer services that align with current trends in the for-hire transportation industry, and allow customers to price shop. The upfront fare offered to taxi customers through the Taxi E-Hail app is based on the estimated Taximeter and is intended to closely match the cost to the customer of a fare based on the Taximeter rate.

After SFMTA Board approval in September 2021 and during the development of Pilot program rules, taxi industry stakeholders requested that the SFMTA allow Taxi E-Hail app providers to dispatch trips that originate with third-party entities (i.e., entities that do not operate under permits issued by the SFMTA), which may offer upfront fares that are not based on Taximeter rates. This requested expansion of the Pilot program required an amendment to the Transportation Code, which was approved by the SFMTA Board on April 5, 2022.

The Taxi Upfront Fare Pilot (Pilot) application process launched on August 5, 2022, and service under the Pilot began on November 9, 2022. Data collection for reporting purposes began December 1, 2022.

On September 19, 2023, the SFMTA Board approved the extension of the Taxi Upfront Fare Pilot to June 30, 2025, to allow more time for the service to operate and for staff to analyze and measure outcomes.

The Pilot allows two types of trips:

1. **Taxi Pilot Trips** have the following characteristics:
 - Originate with a customer requesting a ride through a Taxi E-Hail App
 - Driver is dispatched by a Taxi E-Hail App
 - Ride is provided by a permitted San Francisco taxi driver in a permitted San Francisco taxi vehicle
 - Upfront fare is based on the estimated Taximeter amount
2. **Third-Party Pilot Trips** have the following characteristics:
 - Originate with a customer requesting a ride through a third-party entity (Third-Party Provider)
 - Ride is transferred to a Taxi E-Hail App
 - Driver is dispatched by a Taxi E-Hail App
 - Ride is provided by a permitted San Francisco taxi driver in a permitted San Francisco taxi vehicle
 - Upfront fare is **not** required to be based on the estimated Taximeter amount

Three Taxi E-Hail apps participate in the Pilot program and are approved to provide Third-Party Pilot Trips: Flywheel, Arro, and Curb, representing the majority of taxi medallions in San Francisco. Flywheel first started providing Pilot trips at the program's inception in November 2022. Curb began providing trips in August 2024. Arro had a longer ramp-up period and began providing trips in November 2024. Participation is optional for taxi drivers, who may opt out of accepting Taxi Pilot Trips and Third-Party Trips without penalty.

Allowing taxis to service trips that originate with third parties and permitting additional price flexibility for such trips was designed to increase the number of taxi trips and allow taxis to be more competitive in the for-hire transportation marketplace. Crucially, trips are only transferred from third-party entities to taxis, allowing those taxi drivers that opt in to serve customers of third-party services. Trips are never transferred from taxis to third parties. This allows the taxi industry to provide service to customers who use the Third-Party app of their choice, if the Third-Party provider integrates with an approved Taxi E-Hail apps. This allows more rides to be referred to local taxis.

Uber is currently the only approved third-party provider. An example of a Third-Party Pilot Trip is as follows:

An UberX customer requests a trip through the Uber app in San Francisco. If a participating taxi is the closest vehicle to that customer, the customer is notified that a taxi will be dispatched to service their trip. The customer has the option of cancelling the trip or requesting a different driver. If the trip is provided, the customer pays the UberX rate for that trip.

Taxi drivers have the option to opt out of providing Third-Party Trips with no penalty. They may opt out for all Third-Party Trips, they may opt out of servicing those trips for a day or shift, and they have the choice to decline or accept on a trip-by-trip basis. Prior to deciding whether to accept a trip, drivers are informed of the pick-up location, drop-off location, and the amount they will earn for servicing the trip. The taxi driver can then make an informed choice about servicing the trip.

Pilot Goals: Desired Outcomes

The SFMTA established six main goals for the Pilot:

1. Improve taxi customer service by:
 - Offering upfront fare estimates and bookings through Taxi E-Hail Apps
 - Relieving meter anxiety for customers by providing price certainty for taxi trips
 - Allowing customers to price shop for similar on-demand services
2. Increase total taxi trips by at least 10%
3. Maintain a consistent level of service for traditional taxi trips, including Paratransit taxi trips
4. Increase taxi driver fare revenue, and increase participating taxi driver fare revenue by at least 10%

5. Increase the number of permitted taxi drivers offering service to the public
6. Ensure that Taxi Pilot Trip fares are within 10% of Taximeter rate

Pilot Metrics: Measuring Success

The SFMTA requires Pilot participants to submit various types of data, including Taxi Pilot Trips and Third-Party Pilot Trips, driver fare information, and other relevant datasets to help measure the success of the Pilot in meeting the stated goals. Staff have used the data to identify potential areas for improvement, assess participant compliance, and update program criteria and processes.

The Pilot metrics are tracked to help staff measure success in meeting the Pilot goals, and are as follows:

- 1) Improve customer service
 - a. Total number of Pilot trips
 - b. Number of complaints
 - c. Geographic density of Pilot trips
- 2) Increase taxi trips
 - a. Total taxi trips
- 3) Maintain a consistent level of service for traditional taxi trips, including Paratransit taxi trips
 - a. Taxi trips by hail type
 - b. Relative proportion of paratransit taxi trips to all taxi trips
- 4) Increase taxi driver fare revenue
 - a. Participating driver fare revenue
- 5) Increase the number of taxi drivers
 - a. Number of taxi drivers in service
 - b. Number of new taxi drivers
 - c. Number of drivers participating in the Pilot
- 6) Ensure that Taxi Pilot Trip fares closely match the Taximeter rates
 - a. Taxi Pilot trip fares in comparison to Taximeter rate

Pilot Results: A Successful Program

The Pilot ramped up during the course of the term and has met nearly every stated goal, as shown in Table 1 below. The SFMTA conducted quarterly meetings with the taxi industry to share Pilot metrics and data and issued [quarterly reports](#). During the Pilot extension period, Yellow Cab and Curb app became eligible to join the Pilot, expanding participation in the Pilot. The data shown in Table 1 below includes the period from the start of the Pilot (December 2022) through the third quarter of the second year of the Pilot (August 2024).

Table 1: Goal Summary

Goal	Outcome
Improve taxi customer service	Over 390,000 Pilot Trips provided
Increase total taxi trips by at least 10%	Not met. See below for more context.
Maintain a consistent level of service for traditional taxi trips, including Paratransit taxi trips	Level of service consistent for traditional taxi trips, including Paratransit taxi
Increase participating taxi driver fare revenue by at least 10%	Participating driver revenue increased by 25% on average for drivers who provide both types of Pilot trips
Increase the number of permitted taxi drivers	300 new taxi drivers over the Pilot term
Ensure that Taxi Pilot Trip fares are within 10% of Taximeter rate	Taxi Pilot Trip fares have remained within 10% of the Taximeter rate

The only goal not met by the Pilot was to increase total taxi trips by at least 10%. While this is disappointing, it is perhaps unsurprising given the larger economic context. Tourism has not fully recovered to pre-pandemic levels in San Francisco, San Francisco Airport passenger levels have not fully recovered, and the downtown revival is still in progress. Given the success of the Pilot in bringing more trips into the taxi industry, it's clear without the Pilot, the decline in overall taxi trips would have been steeper.

A more detailed analysis shows the following:

Trips

- A total of 390,000 Pilot trips were provided from the start of the Pilot in December 2022 through August 2024, increasing over 638% from the first quarter of the Pilot.
 - Taxi Pilot Trips comprise 15% of the total Pilot trips provided
 - Third-Party Trips comprise 85% of the total Pilot trips provided
 - Pilot Trips make up 10% of total taxi trips
- Approximately 700 unique drivers have participated in the Pilot

Revenue

- Drivers who provide both Taxi Pilot and Third-Party Pilot Trips earn on average 25% more in quarterly fare revenue than drivers who do not participate in the Pilot.
 - Drivers who provide Third-Party Pilot Trips gross an average of \$1,800 per month from those trips alone.
- During the Pilot, the average upfront fare for Taxi Pilot Trips (\$12.06) was 4.2% below the estimated average Taximeter fare (\$12.59), which is calculated by the SFMTA. This indicates that the Taxi Pilot Trip fares are within the allowable 10% range.

Public Served

- An analysis of the geographic density of Third-Party Pilot Trips indicates that these trips are helping to extend the density of taxi pick-ups to outer neighborhoods in San Francisco that have historically been underserved.
- The relative proportion of paratransit taxi trips to all taxi trips before and during the Pilot term has remained fairly consistent, and there has not been an increase in paratransit taxi complaints attributed to the Pilot, meaning the Pilot has not negatively affected paratransit taxi service. Paratransit taxi services are same-day general-public curb-to-curb taxi service provided to ADA-eligible riders.

Throughout the Pilot, data quality issues required staff investigation and resolution in order to properly analyze the data. The SFMTA relies on the taxi industry to provide data, which is then reviewed and validated by staff. The SFMTA has noted instances of missing or misreported data, which staff have worked with the taxi industry to correct. While data processing for the most recent quarters of the Pilot is ongoing (including data reflecting Curb and Arro's recent Pilot participation), staff remain confident that the 20-months' worth of data analyzed and discussed in this report are reliable and continue to reflect the Pilot's outcomes. In the future, the SFMTA intends to replace our existing custom Taxi data standard with the international industry standard [Mobility Data Specification \(MDS\)](#), which staff expect will improve data quality and reduce staff time for validation.

The SFMTA remains committed to supporting the taxi industry through innovative new programs and services. In addition to the Pilot, the SFMTA established the Essential Trip Card program, a subsidized taxi service for older adults and people with disabilities, which has seen over 400,000 trips and \$5.2 million expended since its inception in the early days of the Covid-19 pandemic. Furthermore, the SFMTA waived all taxi-related fees from FY20 – FY24 (an estimated \$11 million in savings for taxi industry), increased taxi meter rates by about 18% in November 2022 that increased driver revenue, expanded taxi stands to help both customers and drivers, and continue to allow taxis to use most transit-only red lanes. SFMTA staff values the ongoing feedback from the taxi industry and other key stakeholders and will continue to explore new opportunities to support a thriving taxi industry in San Francisco.

Proposed Transportation Code Revisions

Article 1100

Section 1120. ADMINISTRATIVE HEARINGS.

Staff is recommending a non-substantive amendment to Section 1120 to correct a discrepancy in the deadline for Taxi Permit Holders to request a continuance of an administrative hearing. Currently, Section 1120(b)(2) allows a hearing respondent to request continuance of a scheduled hearing by submitting a written request to the Hearing Officer at least five business days prior to the scheduled hearing. But Section 1120(j) allows respondents to request one continuance of the administrative hearing by giving no less than 72 hours prior notice to the SFMTA.

Amending the deadline to 72 hours prior to a hearing in Section 1120(b)(2) aligns the code sections and gives Permit Holders clarity on when a request for a continuance may be made.

Section 1124. TAXI FARES AND FEES; GATE FEES.

Staff is recommending that the SFMTA Board amend Section 1124 to authorize the Director of Transportation to make the Taxi Upfront Fare Pilot a permanent program. For taxi upfront fare trips under the permanent program, fares for trips that originate from an approved Taxi E-Hail application must continue to be within 10% of the Taximeter rate. Staff heard from members of the taxi industry and the SFMTA Citizens' Advisory Council that continuing this requirement was important in a permanent program to maintain the expected consistency of taxi fares. Trips that originate from third-party participants may continue to offer upfront fares that are not based on Taximeter rates.

STAKEHOLDER ENGAGEMENT

Stakeholder engagement has played a crucial role in the Taxi Upfront Fare Pilot. As part of SFMTA's ongoing commitment to transparency, staff hold [quarterly Taxi Outreach meetings](#), [share data](#) and [updates on the Pilot's status](#), and solicit [feedback](#) regarding the Pilot. Some of the key Pilot rules were developed in response to taxi industry feedback, such as the requirement that drivers may opt out of providing Pilot trips without any penalty. In response to industry feedback, staff has also worked to more specifically attribute outcomes to the Pilot and acknowledge external contextual factors that pertain to specific metrics, such as the Taximeter rate in relation to an overall increase in taxi driver fare revenue.

Staff also shared updates with the SFMTA [Citizens' Advisory Council \(CAC\)](#) throughout the Pilot term, as well as the Paratransit Coordinating Council (PCC).

Staff conducted additional stakeholder engagement in advance of bringing the program before the Board to request the Pilot be made permanent. Staff attended meetings of the CAC and Taxi Workers Alliance (TWA) and incorporated feedback in the final policy proposal. In particular, staff are following the CAC's recommendation (CAC Motion 250306.01) that upfront taxi fares for trips that originate from an approved Taxi E-Hail application remain within 10% of the taximeter rate. Staff also received feedback from TWA supporting the permanent program, with the requested within 10% threshold be within 5% instead. Staff determined 10% is set appropriately, as a tighter threshold would be too narrow, and that it is challenging for an algorithm to accurately predict real world conditions within a tight threshold. Maintaining the current requirement also allows upfront fares to rise within 10% above the taximeter rate, potentially allowing drivers to earn a higher income.

Finally, staff has heard feedback from some taxi drivers who raised concerns about the Pilot at first (and particularly concerned about the Third-Party Trips) and have since come to support it. Because the program is and would continue to be voluntary, drivers who wish to participate may do so, and drivers who do not can continue serving their customers in the same manner as before.

Customers can still request a taxi through the traditional street hail, by going to a [taxi stand](#), or [phone/web dispatch](#) under the existing [taximeter rates](#).

ALTERNATIVES CONSIDERED

The SFMTA staff considered allowing the Pilot to sunset, but that would end the benefits of the Pilot, including additional driver income, providing more information for taxi customers that help ease meter anxiety, and allow customers to compare prices in advance of accepting a trip. Staff considered removing the requirement that upfront taxi trip fares for trips that originate from an approved Taxi E-Hail application be within 10% of the taximeter rate but based on feedback from the taxi industry and the SFMTA Citizens' Advisory Council recommendation (CAC Motion 250306.01) and a desire to maintain the long-established meter fare structure this was not pursued. The Taxi Workers Alliance requested that upfront taxi trip fares for trips that originate from an approved Taxi E-Hail application be within 5% of the taximeter rate. The SFMTA did consider this request but decided that requiring taxi E-Hail algorithm to predict the actual meter rate within a 5% threshold was too constrictive, particularly given real world conditions such as traffic, and wanted to allow taxi drivers to earn up to 10% more.

FUNDING IMPACT

The proposed Transportation Code amendments will not have an impact on SFMTA revenue. Program implementation costs are minimal and are consistent with the existing operating budget.

ENVIRONMENTAL REVIEW

On April 23, 2025, the SFMTA, under authority delegated by the Planning Department, determined that the amendment to Transportation Code, Division II, Article 1100, Section 1124(b)(5) to authorize the Director of Transportation to establish the Taxi Upfront Fare Program as a permanent program is not a "project" under the California Environmental Quality Act (CEQA) pursuant to Title 14 of the California Code of Regulations Sections 15060(c) and 15378(b).

A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors and is incorporated herein by reference.

OTHER APPROVALS RECEIVED OR STILL REQUIRED

The City Attorney has reviewed this report.

No other approvals are required.

RECOMMENDATION

Amending Transportation Code, Division II, Article 1100, Section 1124(b)(5) to authorize the Director of Transportation to establish the Taxi Upfront Fare Program as a permanent program and amending Transportation Code, Division II, Article 1100, Section 1120 to modify the timeline for requesting a continuance of an administrative hearing.

SAN FRANCISCO
MUNICIPAL TRANSPORTATION AGENCY
BOARD OF DIRECTORS

RESOLUTION No.

WHEREAS, The San Francisco Municipal Transportation Agency (SFMTA) would like to reform and modernize taxicab rules and regulations to ensure a high standard of public safety and customer service while updating requirements to better allow innovation and competition; and,

WHEREAS, On September 7, 2021, the SFMTA Board of Directors approved an Upfront Fare Pilot Program (Pilot) to test upfront fare concept which would provide customers a set fare in advance of a trip based on estimated meter rate; and,

WHEREAS, On April 5, 2022, the SFMTA Board of Directors amended the Transportation Code, Division II, Article 1100, Section 1124(b)(5) to expand the Taxi Upfront Fare Pilot Program to allow Taxi E-Hail applications to dispatch trips that originate with third-party entities, which may offer upfront fares that are not based on Taximeter rates and extend the implementation date of the Pilot by 90 days; and,

WHEREAS, Service under the Pilot launched on November 9, 2022, and the term was valid for one year; and,

WHEREAS, On September 19, 2023, the SFMTA Board of Directors extended the term of the Pilot through June 30, 2025 to allow more time for the service to operate and for staff to analyze and measure outcomes; and,

WHEREAS, The Pilot has demonstrated success in meeting program goals such as increasing driver revenue, increasing the number of taxi drivers, and improving customer service, without negative effects on traditional taxi trips, including Paratransit taxi trips; and,

WHEREAS, The SFMTA would like to allow the successful Pilot transition into an ongoing program by authorizing the Director of Transportation to establish a permanent Taxi Upfront Fare Program; and,

WHEREAS, Correcting a discrepancy in the deadline for Taxi Permit Holders to request a continuance of an administrative hearing aligns the code sections and gives Permit Holders clarity on when a request for a continuance may be made; and,

WHEREAS, The California Environmental Quality Act (CEQA) applies to “projects” that have the potential for resulting in either a direct physical change in the environment, or a reasonably foreseeable indirect change in the environment; and,

WHEREAS, On April 23, 2025, the SFMTA, under authority delegated by the Planning Department, determined that the amendment to Transportation Code, Division II, Article 1100, Section 1124(b)(5) to authorize the Director of Transportation to establish the Taxi Upfront Fare Program as a permanent program is not a “project” under the California Environmental Quality Act (CEQA) pursuant Title 14 of the California Code of Regulations Sections 15060(c) and 15378(b); and,

WHEREAS, A copy of the CEQA determination is on file with the Secretary to the SFMTA Board of Directors, and is incorporated herein by reference; and be it further

RESOLVED, That the San Francisco Municipal Transportation Agency Board of Directors amend Section 1120(b)(2) to authorize the Director of Transportation to correct a discrepancy in the deadline for Taxi Permit Holders to request a continuance of an administrative hearing and amend Transportation Code, Division II, Article 1100, Section 1124(b)(5) to authorize the Director of Transportation to implement a permanent Taxi Upfront Fare Program.

I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of May 20, 2025.

Secretary to the Board of Directors
San Francisco Municipal Transportation Agency

[Transportation Code – Regulation of Motor Vehicles for Hire]

Resolution amending Division II of the Transportation Code to modify the timeline for requesting a continuance of an administrative hearing and to direct the Director of Transportation to establish an Upfront Fare Program.

NOTE: **Additions** are in *single-underline italics Times New Roman font*.
Deletions are in *strike-through italics Times New Roman font*.
Board amendment additions are in double-underlined Arial font.
Board amendment deletions are in ~~strikethrough Arial font~~.
Asterisks (* * * *) indicate the omission of unchanged Code subsections or parts of tables.

The Municipal Transportation Agency Board of Directors of the City and County of San Francisco enacts the following regulations:

Section 1. Article 1100 of Division II of the Transportation Code is hereby amended by revising Sections 1120 and 1124, to read as follows:

SEC. 1120. ADMINISTRATIVE HEARINGS.

* * * *

(b) **Procedures for Review of Citations, Notices of Revocation, Notices of Nonrenewal, Notices of Summary Suspension, or Notices of Administrative Probation.**

* * * *

(2) **Scheduling an Administrative Hearing.** The administrative hearing shall be scheduled no sooner than 30 calendar days after SFMTA serves Respondent with Notice of Nonrenewal, Notice of Inactive Status, Notice of Summary Suspension or Citation, unless the parties agree to a different schedule. Respondent may request a continuance of the hearing by submitting a written request to the Hearing Officer at least ~~five business days~~ 72

hours prior to the scheduled hearing. The Hearing Officer must grant or deny the request for continuance within three business days or prior to the commencement of the hearing, whichever is sooner, and must deliver the final decision on the request for continuance to the Respondent by personal delivery, electronic mail, or first-class U.S. Mail. No continuance of the administrative hearing may exceed 60 days. If there is a pending criminal proceeding against the Respondent, the Hearing Officer may continue the hearing pending final resolution of the criminal case; provided, that, such continuance of the hearing shall not affect a summary suspension under Section 1121.

* * * *

SEC. 1124. TAXI FARES AND FEES; GATE FEES.

* * * *

(b) Taxi Fares.

* * * *

(5) **Establishment of Upfront Fare ~~Pilot~~ Program.** By no later than July 1, 2025~~August 5, 2022~~, the Director of Transportation shall create an Upfront Fare ~~Pilot~~ Program ~~(“Pilot Program”) intended to allow Taxis to provide test the concept of providing~~ customers with a flat rate fare estimate through an E-Hail application. ~~The Pilot Program shall expire on July 1, 2025. Trips may originate from an approved E-Hail application or from a third-party application.~~ Under the ~~Pilot~~Upfront Fare Program, the customer ~~may be offered~~ will have the option of choosing the advance, upfront fare, ~~or paying for the trip based on the meter amount. The upfront fare estimate will be~~ calculated using an algorithm based on trip distance and time. The upfront fare estimate for trips originating from an approved E-Hail application must be within 10% of the Taximeter rate.

* * * *

Section 2. Effective Date. This resolution shall become effective 31 days after enactment. Enactment occurs when the San Francisco Municipal Transportation Agency Board of Directors approves this resolution.

Section 3. Scope of Resolution. In enacting this resolution, the San Francisco Municipal Transportation Agency Board of Directors intends to amend only those words, phrases, paragraphs, subsections, sections, articles, numbers, letters, punctuation marks, charts, diagrams, or any other constituent parts of the Transportation Code that are explicitly shown in this resolution as additions or deletions in accordance with the "Note" that appears under the official title of the resolution.

APPROVED AS TO FORM:
DAVID CHIU, City Attorney

By: _____
STEPHANIE STUART
Deputy City Attorney

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I certify that the foregoing resolution was adopted by the San Francisco Municipal Transportation Agency Board of Directors at its meeting of May 20, 2025.

Secretary to the Board of Directors
San Francisco Municipal Transportation Agency