



San Francisco International Airport

NOTICE

October 16, 2017

TO: San Francisco Taxi Drivers

SUBJECT: Pick-Up Privileges Suspension Procedures

For many years, it has been the Airport's practice to suspend taxi drivers from pick-up privileges when drivers fail to comply with the directives of Airport enforcement personnel. The attached document summarizes the Airport's suspension procedures.

A handwritten signature in blue ink, appearing to read "Eva Cheong", is positioned above the printed name and title.

Eva Cheong
Director, Airport Services

San Francisco International Airport **Taxi Driver Suspension Procedures**

This document memorializes the Airport's long-standing suspension practices and procedures applicable when taxi drivers fail to comply with directives of Airport enforcement personnel, the Airport's Rules and Regulations, and/or San Francisco Municipal Transportation Agency (SFMTA) Rules and Regulations (collectively, "Applicable Rules"). Consistent with these procedures, the duration of a suspension is determined by the driver's history of violations within the preceding six months. Where the severity of any single offense warrants, the Airport Director or his designee may, at his/her discretion, bypass progressive steps and impose a longer period of suspension or revoke pick-up privileges entirely.

Progressive Suspensions

- 1st violation of Applicable Rules will result in an immediate 24-hour suspension from picking up passengers at the Airport. Suspensions are effectuated by deactivating the driver's Smart A-Card. Passenger drop-offs will be permitted during this period. Upon notification of a violation, Airport enforcement personnel or the Airport's Curbside Management contractor will run a report of driver's previous six-month suspension history. In the event a driver has been cited for violation of Applicable Rules within the previous six months, the duration of the suspension shall be increased to either a second or third violation, depending on the violation history.
- 2nd violation of Applicable Rules committed within a six-month period will result in a 48-hour suspension from picking up passengers at the Airport.
- 3rd violation of Applicable Rules committed within a six-month period will result in a minimum 72-hour suspension from picking up passengers at the Airport. Airport enforcement personnel will contact the SFMTA to determine whether the driver has a history of Applicable Rule violations off of Airport property. If the driver's record shows a history of failure to comply with Applicable Rules, the Airport may elect to deactivate the driver's Smart A-Card for a longer period, and/or place the driver on probationary status at the Airport.

Conduct Outside the Suspension Schedule

Drivers who engage in any of the following conduct will have their Smart A-Cards deactivated and their pick-up privileges suspended for a minimum of seven days, even if the driver has no previous history of suspensions:

- Engaging in any physical altercation
- Defacing property
- Charging passengers a fee other than that authorized by Applicable Rules
- Causing an incident on Airport property where serious damage or injuries occur

The Airport may, in its discretion, suspend a driver for longer than seven days and/or place the driver on probationary status at the Airport following a serious offense if additional time is needed to investigate the incident, or if the nature of the offense is such that a longer suspension period and/or probationary status is deemed appropriate.

Request for Reconsideration

Consistent with past practice, drivers who believe that a suspension is not warranted may request reconsideration. Such requests must be made in person to the curbside manager, whose office is located in the Domestic Parking Garage, Core B Tunnel.