
Mayor's Disability Council



SAN FRANCISCO
MAYOR'S DISABILITY COUNCIL

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RESOLUTION # 2015 – 03

**MAYOR'S DISABILITY COUNCIL RESOLUTION SUPPORTING
LOCAL CONTROL OF RULES AND REGULATIONS REGARDING
TRANSPORTATION NETWORK COMPANIES (TNC'S)**

WHEREAS, The San Francisco Municipal Transportation Authority (SFMTA) and the City and County of San Francisco (CCSF) have a plan for safe, effective and affordable transportation for all residents, including persons with disabilities; and

Whereas taxi service has historically been a lifeline to people with disabilities who live in neighborhoods that are not well served by fixed route transit, and a reliable and convenient alternative to paratransit; and

Whereas the SFMTA's oversight of the taxi industry was developed in collaboration with the disability community starting in 1981, before the enactment of the Americans' with Disabilities Act, and includes the provision for ramp van accessible vehicles, disability sensitivity training, and accountability for drivers who may discriminate against people with disabilities.

Whereas Transportation Network Companies (TNC's) are a new mode of transportation that resembles taxi service because it is a fee for service operation; and

WHEREAS, the California Public Utilities Commission (CPUC) claimed jurisdiction over the TNC's, bypassing systems of local control that had a proven track record of rules and regulations for non-discrimination against people with disabilities;

Whereas the CPUC has failed to adopt its own effective and enforceable standards to ensure that TNC's in San Francisco and the State of California provide accessible vehicles as part of their fleet and overall transportation program;

Whereas the impact of this largely under-regulated industry has been to compete with taxi companies for riders, which has resulted in underutilized fleet of fully accessible ramp taxis and fully trained drivers; and

WHEREAS, TNC's present themselves as a mobile phone application, not a transportation provider, so people who cannot afford or access this technology do not have this option for this mode of transportation; and

WHEREAS, drivers working with TNC's have only minimal mandatory education and training regarding interacting with people with disabilities and the extra customer service they may require; and

WHEREAS, drivers are able to "rate" customers indiscriminately, and thereby other drivers can refuse service to them, which may disproportionately impact people with disabilities who may have mobility challenges and therefore are not able to board/de-board as quickly as non-disabled customers; and

WHEREAS, there exists little or no feedback mechanism for customer complaints or concerns, except to “rate the driver,” nor are there standard rates of usage for TNC’s, nor are they required to accept taxi vouchers; and

WHEREAS, San Francisco is a city which is proud of its “eco-friendly” and green status;

NOW, THEREFORE, BE IT RESOLVED that the City and County of San Francisco recommit itself to providing a convenient, affordable and accessible transportation system for all of its citizens;

That the San Francisco Municipal Transportation Agency have the same oversight and control over the TNC's that they have over taxis; and

That TNC's be required to provide fully accessible vehicles for persons with disabilities, by leasing or purchasing them from the existing fleet of ramp taxis and by employing drivers who are comprehensively trained to use them and that a certain number of accessible vehicles be available at all times; and

That a system for ordering from the TNC's be established for persons who do not have smart phones or similar technology, yet have the same transportation needs as everyone else; and

As people with disabilities use all forms of transportation, all drivers contracting with TNC's be required some form of training for interaction with persons with disabilities and the customer services they may require; and

That there are mechanisms in place for customer complaints that are considered when evaluating driver performance issues;

That insurance requirements, training periods, vouchers as payment and liability be determined by rules that the City and County control in order to better regulate TNC's;

In line with the City's efforts to be green, incentives be given for the use of smaller hybrid and electric vehicles.

