

STATUS OF MAJOR PROJECTS

- **Medallion Permits:** 9 total permits were issued during the month of December. 5 transferable permits were sold, 2 non-transferable permits were issued to drivers at the top of the waiting list, and 2 non-transferable ramp permits were issued to drivers at the top of the waiting list.
- **Taxi Advisory Council:** There was one TAC meeting in the month of December and it was held on December 12, 2011. At that meeting there was a continued discussion regarding alternative plans to the current medallion sales pilot program.
- **Town Hall Meetings:** Ten hours of Town Hall meetings were held on December 12, and 20. The topics included illegal vehicle enforcement, Taxi Services' state law agenda for this year's legislative session, the appropriate role of a dispatch service as compared to a color scheme, as well as continued consideration of proposals for the future of taxi medallion sales.
- **Illegal Vehicle Enforcement.** During the month of December, Taxi Investigator Eric Richholt (who is currently disadvantaged by not having a partner for field work) issued one citation to a 'bandit' cab for operating without a permit. Taxi Services enforcement staff has initiated meetings with the City Attorney's Office to implement the provisions of Government Code Section 53075.9 and Vehicle Code Section 21100.4(a) that provide procedures for the removal of illegal vehicle advertising and that would authorize mandatory 30 day impoundment of vehicles used illegally as motor vehicles for hire. Taxi Services considers implementing these provisions to be necessary for effective enforcement of illegal vehicle laws, as there are currently few if any consequences for illegally operating a motor vehicle for hire in San Francisco.
- **Field Enforcement:** During the month of December Taxi Services Investigator Eric Richholt conducted daily enforcement against unpermitted vehicles, including issuing 35 white zone citations for illegally parked limousines. Investigator Eric Richholt, who began his career here in April of 2011 and is our primary field investigator, has issued 37 citations to taxicab drivers, 19 to taxicab companies, 13 to Bandit/illegal taxis, and 98 parking citations to limousines. In this 8 month period he has issued 167 citations totaling \$79,140.00. Investigator Scott Leon continued investigations into medallion permit holders who are not fulfilling the full-time driving requirement as well as other regulatory violations. We have issued \$179,298 in fines for non-compliance with the driving requirement, Mr. Leon has issued an additional \$21,000 in citations to drivers and those operating without a permit, as well as approximately \$6,400 in fines to color schemes. We anticipate filing revocation actions against several dozen medallion holders as a result of these investigations. Taxi Services' has also opened investigations into

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alleged illegal medallion brokering activities.

- **Single Operator Permits:** With the assistance of a staff member on temporary part-time loan from FIT, Taxi Services has begun the intensive manual process of establishing the seniority in the industry of 7000 taxi drivers as a first step in the implementation of the single operator permit program, and a step toward eliminating the notorious Waiting List.
- **A-Card Renewal:** On December 31, 2011 taxi driver A-Cards expire for the year. Following the difficult 2010 renewal in which the SFMTA first took over A-Card processing from the Treasurer's Office, and which required all 7,000 drivers to come to the SFMTA in person by December 31, staff recognized the need to immediately reconfigure the A-Card renewal process. As a result, A-card renewal is being accomplished—for the first time—largely by mail on a schedule that rolls throughout the calendar year based on a driver's birthday month. This new procedure has substantially reduced the waiting time and frustration experienced by taxi drivers, and the extreme congestion of the building's lobby that was experienced by all other building occupants during last year's renewal. It has also smoothed the A-Card renewal work flow over 12 months in order to make it more manageable for staff.
- **Ramp Taxi Service Reform.** In anticipation of the Board of Director's adoption of new ramp taxi rules Taxi Services and Accessible Services have worked together to implement the new 'carrot and stick' ramp taxi performance program. It includes Accessible Services' incentive payments for superior wheelchair pick-up performance that can earn a ramp driver between \$75 and \$500 per month, and disciplinary incentives directed at the medallion holder that range from \$150 fines, to temporary suspension of medallion payments to the medallion holder, to revocation for long-term failure of the medallion holder to ensure at least eight wheelchair pick-ups per month. We also intend to include ramp taxi performance as one of the performance measures for taxi companies in order to incentivize all members of the industry to deliver better wheelchair service. We expect that these measures will result in an immediate and radical improvement in taxi service to San Francisco wheelchair users. The legislation adopted by the Board also included deletion of the six-month notice requirement for medallion holders who choose to leave the ramp taxi program after a minimum commitment of three years.
- **SFMTA Board Regulations.** Taxi Services staff has been working with the City Attorney's Office to craft legislation to: 1) Revise the credit card payment policies for taxicabs; 2) finally remove the remaining taxi-related provisions from the Police Code and transfer them with appropriate revisions to the Transportation Code; and 3) establish an advertising policy for San Francisco taxicabs consistent with the First Amendment of the U.S. Constitution and the existing advertising policies of the SFMTA. These regulatory revisions should be on the Board's calendar in February, 2012.
- **Civil Grand Jury.** Taxi Services staff had a lengthy meeting with several members of the Civil Grand Jury who had expressed an interest in taxi issues. It was a very productive meeting, in which Taxi Services staff was able to provide extensive background information to the members of the Civil Grand Jury on the many unique features of our San Francisco taxi industry, and update them on recent developments in the industry, such as medallion reform, and the exciting initiatives of the SFMTA, such as electronic taxi hailing, taxi toplights and electric taxis.

PERFORMANCE MEASURES

MISCELLANEOUS

- 311 Complaints:** There were a total of **113** complaints, **2** compliments and **57** lost property inquiries from the 311 system during the month of December for a total of **172** calls made to 311.

311 Complaints	Number
Accident Involving injury	1
Accident Non-Emergency	0
Failure to Comply	8
Fare Refusal	19
Impaired Driver	0
Meter Unavailable	0
No Show	2
Other	24
Overcharging	10
Rude/Discourteous	18
Unsafe Driving	21
Vehicle Condition	0
Violence/Physical Altercation	2
Compliment	2
Lost and Found	57
Unpermitted Cab	8
Total	172

- Non-311 Complaints:** There were a total of **14** non-311 complaints during the month of December.

Non-311 Complaints	Number
Rude/Discourteous	1
Unsafe Driving	8
Muni Drive Cam Incidents	1
Other/ Fare Refusal/ Refuse Credit Card	4
Dispatch Complaint	0
Total	14

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COMPLAINT RESOLUTION

311 Complaints	Number
Closed	565
Non-311 Complaints Closed	14
Lost and Found-Closed	75
Total	654

PERMITS

Permit Action	Number
New Driver Permits Issued	53
Medallions Issued to Applicants	9

Medallion Sales Pilot Program Revenues

Net Medallion Sale Revenue FY 2011-2012:	\$ 4,487,000.00
Driver Fund Revenue from Medallion FY 2011-2012:	\$ 775,000.00

DRIVER TRAINING

Passed	53
Failed	7
Drivers attending for re- training	0
Total Attendees	60

INVESTIGATIONS

Type of Investigation	Number of Investigations
Color Scheme	5
Permit Applicants	0
Medallion Holders	76
Drivers	1

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Complaints	4
Other	1
Regulatory	1
Total	88

Citations/Admonishments
41

HEARINGS

Type of Hearing	Number of Hearings
Operating without a permit	2
Failure to maintain business premises	3
Board of Appeals	1

DIRECTOR OF TRANSPORTATION – Assistance Required

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The most important next step for Taxi Services is to firmly establish its enforcement program and initiate/continue investigations into civil and criminal violations that adversely affect public safety and public service offered by the San Francisco taxi industry.

We very much look forward to a sustained collaboration that has been offered by the DOT with the District Attorney, the SFPD, the City Attorney's Office and the Controller in order to identify illegal behavior and take action to effectively enforce laws and regulations. We expect that this effort will create massive consternation in the industry, as these rules and laws have never been enforced and any effective enforcement is guaranteed to affect many people's and businesses' substantial economic interests in illicit income. The response from the industry can be expected to take many forms, including complaints and accusations against staff and even threats, serious or not, of physical harm such as have been reported already in this industry during times of profound change. Staff needs to know that the agency will take a principled stand with respect to any such response. We welcome all measures to hold ourselves accountable and to establish written procedures and guidelines, and when those requirements of staff are met, we expect that our commitment be rewarded with the full support of the agency at every level in this important enforcement effort.