

STATUS OF MAJOR PROJECTS

- **Medallion Permits:** 11 total permits were issued during the month of January. 6 transferable permits were sold, 2 non-transferable permits were issued to drivers at the top of the waiting list, and 3 non-transferable ramp permits were issued to drivers at the top of the waiting list.
- **Taxi Advisory Council:** TAC meetings were held on January 9, and January 30, 2012. At those meetings there was a continued discussion regarding alternative plans to the current medallion sales pilot program.
- **Illegal Vehicle Enforcement.** During the month of January, taxi investigators issued five citations to 'bandit' cabs for operating without a permit, as well as one limousine acting illegally as a taxi.
- **Field Enforcement:** During the month of January Taxi Investigator Eric Richholt conducted daily field enforcement, including issuing 35 white zone citations for illegally parked limousines. As part of the day-to-day field enforcement, five citations against color schemes were issued. The SFPD also sent 16 administrative citations to taxicab A-Card permit holders who had been cited by the Police Department for operating limousines illegally like taxicabs.
- **Electric Fast Charging Stations:** Initial installation of fast charging facilities is delayed by the lack of standardized specifications in the industry. Taxi Services met with the Department of Environment regarding the technology and changes on the horizon, as well as potential locations for the stations. Another larger meeting is scheduled for January 30, which will include staff from SFO, the Department of Environment, and the Bay Area Air Quality Management District. This collaborative meeting is expected to generate some positive ideas regarding location of the fast charging stations, as well as potential partnerships that can strengthen the effectiveness of this project.
- **A-Card Renewal:** A-Card Renewal has continued at a steady pace. So far over 5,000 renewals have been processed. The grace period for renewal officially ends on January 31, 2012, but Taxi Services expects approximately 1,000 more renewal requests to trickle in throughout February.
- **Clean Fleet:** Staff has been working with Planning and the Department of the Environment to calculate the carbon savings that have resulted from the 2006 Clean Taxi ordinance, through which all but 15% of the fleet has converted to an alternative fuel vehicle (hybrid or compressed natural gas), in anticipation of a press event on February 8.
- **Security Cameras:** Staff is working actively with the Taxi & Paratransit Association of California and the Cities of Los Angeles and San Diego to seek amendment of the California Vehicle Code provision that regulates security cameras in taxicabs.

PERFORMANCE MEASURES

MISCELLANEOUS

- 311 Complaints:** There were a total of **122** complaints, **1** compliment and **117** lost property inquiries from the 311 system during the month of January for a total of **240** calls made to 311.

311 Complaints	Number
Accident Involving injury	0
Accident Non-Emergency	1
Failure to Comply	10
Fare Refusal	27
Impaired Driver	0
Meter Unavailable	2
No Show	0
Other	22
Overcharging	13
Rude/Discourteous	16
Unsafe Driving	24
Vehicle Condition	1
Violence/Physical Altercation	1
Compliment	1
Lost and Found	117
Unpermitted Cab	5
Total	240

- Non-311 Complaints:** There were a total of **15** non-311 complaints during the month of January.

Non-311 Complaints	Number
Rude/Discourteous	0
Unsafe Driving	4
Muni Drive Cam Incidents	0
Other/ Fare Refusal/ Refuse Credit Card	11
Total	15

COMPLAINT RESOLUTION

311 Complaints	Number
Closed	28

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Non-311 Complaints Closed	15
Lost and Found-Closed	50
Total	93

PERMITS

Permit Action	Number
New Driver Permits Issued	41
Medallions Issued to Applicants	11

Medallion Sales Pilot Program Revenues

Net Medallion Sale Revenue FY 2011-2012:	\$ 5,112,000.00
Driver Fund Revenue from Medallion FY 2011-2012:	\$ 850,000.00

DRIVER TRAINING

Passed	41
Failed	11
Drivers attending for re-training	5
Total Attendees	57

INVESTIGATIONS

Type of Investigation	Number of Investigations
Color Scheme	0
Permit Applicants	15
Medallion Holders	3
Drivers	0
Complaints	0
Other	0
Regulatory	0
Total	18

Citations/Admonishments
73

HEARINGS

Type of Hearing	Number of Hearings
Operating without a permit	3
Failure to maintain business premises	1
Color Scheme Violations Against Drivers	1
Drivers Contesting Citation	2
Board of Appeals	0

DIRECTOR OF TRANSPORTATION – Assistance Required

Taxi Services continues to operate in a context of innovation and change. It has led to some very exciting developments of which we are very proud, but having to constantly invent and adapt is more resource intensive than having a routine.

For example we are in the midst of ongoing regulatory reform which we have been unable to conclude for lack of resources. Currently the Deputy Director is the only resource available for all analytical work, outreach, legislative matters and complex drafting that is required for regulatory reform. We hope that the best practices consultant will provide the human resources necessary to finally complete review of all of the regulations that need attention, but in the long term this team could use some additional analytical support.

We are also just beginning to get resources into the field, which has been extremely productive. In nine months, a single investigator has issued over \$130,000 worth of citations-more than enough to cover both his salary and overhead. However, our field enforcement efforts and investigations are hampered by having too few investigators. It makes it difficult for investigators to go out in pairs as our field procedures require, so management has had to step in to cover some night shifts. Medallion qualification is slowing down and major investigations have to wait for resources.

We have requested additional positions in the next budget cycle, including Taxi Investigators and an analyst. Further Taxi Investigator hiring is on hold waiting for the Department of Human Resources to re-open the eligible list. Any assistance that could be provided to expedite that process would be helpful.

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