

San Francisco Municipal Transportation Agency

Best Practices Studies of Taxi Regulation

Taxi Driver Survey

(**DRAFT**)



Hara 
Associates

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Taxi Driver Survey

*****Draft*****

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San Francisco Municipal Transportation Agency

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Executive Summary

The San Francisco Municipal Transportation Agency (SFMTA) assumed responsibility for regulating San Francisco taxis in 2009 as a result of a ballot initiative. The SFMTA is now undertaking a comprehensive review of its regulatory practice to improve the taxi industry's ability to serve the community and operate sustainably.

This supporting document reports results of a survey of San Francisco taxi drivers. Drivers are the largest stakeholder group in the industry. In addition to being service providers, they are also citizens who depend on the taxi industry for their livelihoods. The survey supplements interviews with industry stakeholders that took place in 2012. Some of the survey questions sought to validate and quantify what had been suggested in these interviews.

A sample of 621 drivers were randomly selected and interviewed from the list of over 7,000 licensed taxi drivers (A-Card holders). Interviews were conducted in English, Spanish, Cantonese, and Mandarin.

A list of terms used by the San Francisco taxi Industry is provided on pages one and two of the report. The terms also provide a brief introduction to the structure of the industry and the relationships between players.

KEY FINDINGS

Aging drivers, active medallion holders

Medallion holding drivers, and those on the waiting list for medallions, continue to be the core of the driver workforce. To meet driving requirements, they drive more shifts than the broader population of drivers that includes many who choose fewer shifts per week, or are unable to get all the shifts they want.

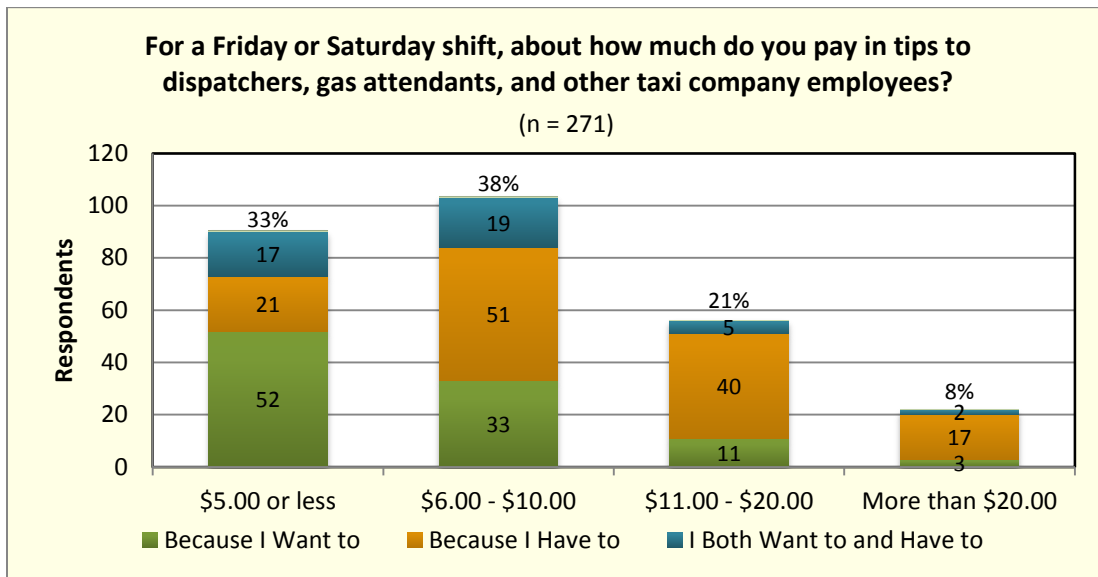
Tippling by drivers widespread, involuntary for many

When the public thinks of tipping, it is about the tips passengers give drivers. There is a second form of tipping in the industry.

Drivers themselves may tip the dispatcher, the gas attendant, and the cashier. The frequency of such tipping and its amount are potential causes for concern. The medallion system puts the non-medallion driver at a disadvantage. To protect non-medallion drivers from exploitation, regulations set a cap on *gate fees* that drivers can be charged per shift for a taxi. At present, the average charge over all time slots in the week cannot exceed \$96.50 per shift (or \$104.00 for hybrid and alternative fuel taxis). Regular tipping bypasses this control and may not be voluntary. *Regulations forbid this activity.*

The practice of paying tips to dispatchers and others is a daily reality for many drivers. 61% of drivers always tip, while only 18% never tip. For many, avoiding tipping is not an option. Of those who tip on a daily basis, more than half (55%) say they do so because they have to.

Tippling is not a small cost for drivers. The tip for a Friday or Saturday night can be significant. Among those who tip, 8% give more than twenty dollars, and 21% between ten and twenty dollars (Figure 4). Unsurprisingly, the proportion of those who tip unwillingly increases the more they are paying. Average tips per shift varies by company, but is common at all of them.



A two-price market for medallions and leases

The cap on gate fees is not currently enforced for medallions leased out for management by third parties. Industry interviews conducted prior to the survey suggested that drivers who drove these medallions were paying higher rates, and that medallions leased out this way were similarly earning higher rates.

Survey responses corroborated statements made during the interviews, although the sub-sample providing data was relatively small. The reported monthly lease price for medallions clustered around two separate ranges, the \$2,000 to \$3,000 dollar range consistent with regulated gate fees, and the \$5,000 to \$6,000 range, consistent with interview reports. Similarly, more than half of shift fees reported by drivers who identified as not being on gas and gate were higher than the regulated rates. In two cases, drivers reported fees of \$130 and \$180 for the less desirable day shifts.

Like excess tipping, the growth of an uncapped market undermines the protection of drivers intended by the price cap on gate fees. Lower income for drivers in turn affects driver retention and the quality of service to customers.

Only 11 respondents provided medallion lease rates, and only 14 respondents provided non-gas and gate shift rates, despite high cooperation by participants. The low sub-sample was because most drivers identified as gas and gate drivers. Since earlier surveys indicate that affiliate leasing is much more prevalent, either the survey question was not effective, or affiliate leasing is now institutionalized to the point where drivers using affiliate medallions are dealing directly with licensed color schemes in obtaining their taxis rather than picking up their taxi from a private agent.

Drivers are of two minds on medallion transfer, but united for fairness and solidarity

A striking feature of driver responses was the high degree of altruism. Drivers who are not on the waiting list for medallions still want the waiting list respected. Half of medallion holders endorse the principle that any transfer price of a medallion should be limited to make it affordable for the purchasing driver.

On medallion issues, the majority of drivers surveyed believed:

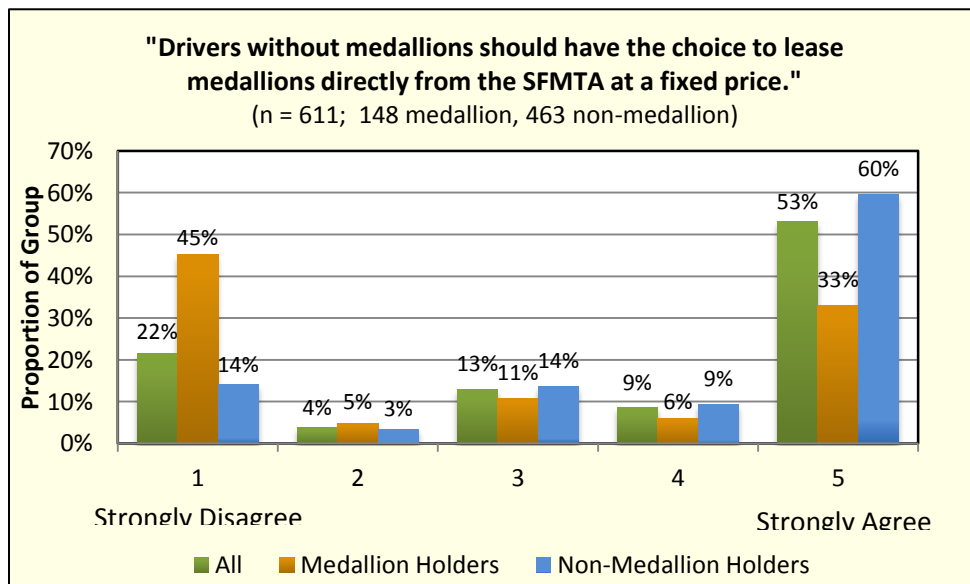
- Retiring drivers should be able to sell their medallion to another driver.** The majority (62%) believe medallions should not be sold for money and should be passed on to other working drivers. However, most drivers (70%) support the major exception that medallion owners should be able to sell their medallion to another driver when they become disabled or want to retire.
- Medallion transfer prices should be limited to make them affordable.** 70% of drivers agreed with this statement, including 61% who strongly agreed. Medallion owners were less supportive, but still 55% agreed, including 49% who strongly agreed (rating their agreement five out five).
- The waiting list should be exhausted, and then transfer should be based on driver seniority.** The vast majority of drivers believe that new medallions should go to drivers on the official waiting list (85% agreed, including 77% who strongly agreed). A lesser majority also supported the alternative of using driver seniority (55% agreed including 45% who strongly agreed). The net interpretation appears to be to exhaust the waiting list and then move to a seniority system where drivers face fewer bureaucratic hurdles to maintaining their position on the list.
- No, to even a small number of medallions distributed to companies for good performance.** Driver opinion was strong in both directions, with 45% strongly disagreeing with the idea, versus 26% strongly agreeing. Only 12% were neutral, with the rest split between milder agreement and disagreement.

Drivers support direct leasing of medallions by SFMTA

At present, non-medallion drivers who wish to operate a taxi must lease a medallion either directly from someone who has one, or indirectly through the gas and gate shift system. An alternative would be for the SFMTA to offer to lease medallions to drivers directly at a fixed price. From a policy perspective, offering a fixed-price alternative helps prevent overcharging drivers for leases and shifts in the affiliate lease market.

Drivers were asked to rate their agreement with the statement *“Drivers without medallions should have the choice to lease medallions directly from the SFMTA at a fixed price.”*

Respondents were strongly split on the question, but with a clear majority in agreement: 62% agreed, including 53% who strongly agreed; 26% disagreed, including 22% who strongly disagreed. Medallion owners ran counter the overall split, with 50% disagreeing and only 39% agreeing.



Support among non-medallion drivers may stem from the greater transparency of direct leasing over the tipping system, and from the ability to negotiate with color schemes on an equal basis when the medallion is acquired independently.

Backseat credit card units are unpopular but prompt payment could change that

Taxi equipment that enables customers to swipe their own credit card and choose a tip has sparked controversy. Passengers and drivers in San Francisco have expressed differing views on the matter.

The surveys of taxi users found that passengers want this capability. A majority of drivers surveyed (53%) do not agree with requiring units that have this capability. A lesser number (35%) agree with the requirement.

Driver support would improve if it can be shown that net customer tipping rises with good implementation (37% of drivers believe that credit card users are poor tippers), and if drivers could count on being paid their credit card charges at the end of their shift, instead of waiting a sometimes lengthy period for company processing. 35% of drivers opposed to backseat units indicated they would be more supportive if there was prompt payment.

Drivers support cameras but not shields

Drivers are very supportive of requiring cameras in taxis, with 91% strongly agreeing. However, nearly two-thirds (63%) of drivers do not think that San Francisco's taxis require shields between passengers and the driver.

Drivers split over driver training regime

A slight majority of drivers feel that taxi drivers receive enough training at present (55% yes, 45% no). There is a division of opinion by experience, with the majority of those with 20 years or more experience feeling that new drivers need more training.

A second question is how training is provided. San Francisco drivers are currently trained in two steps. First, potential drivers attend their choice of privately operated driver schools. These schools offer very different approaches but all, in theory, comply with the basic curriculum set by the regulator. As a second step, they must take a one-day, SFMTA-administered course and test.

Most drivers feel that this system should be changed, but no strong majority supports a single alternative: 38% feel that the taxi companies should shoulder the burden of training new drivers, while 30% feel a centrally managed school with a uniform curriculum is a better alternative. Only 25% of drivers support the status quo.

Issues Named by Drivers

The survey included an open-ended question asking drivers to identify the main thing they would like the SFMTA to do to improve conditions in the industry. Two themes emerged:

- Drivers want better enforcement against limousines and shared-ride services picking up passengers illegally.
- Many drivers expressed unhappiness with SFMTA regulation. Common comments were that the SFMTA's regulations hurt taxi drivers, that they do not listen to drivers enough, or that they are simply looking to make money off the taxi industry as opposed to helping it.

Best Practices Studies of Taxi Regulation Taxi Driver Survey

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This document reports results of a survey of San Francisco taxi drivers. Taxi drivers are the largest stakeholder group in the industry. In addition to being service providers, they are also citizens who depend on the taxi industry for their livelihoods.

A sample of 621 drivers were randomly selected and interviewed from the list of over 7,000 taxi drivers. Interviews were conducted in English, Spanish, Cantonese, and Mandarin.

A wide variety of topics were covered, including industry structure, tipping by drivers, affiliate leases, views on medallion numbers and distribution, driver safety, vehicle equipment, and driver training.

The survey also included an open-ended question asking drivers to identify the main thing they would like the SFMTA to do to improve conditions in the industry.

Key results are reported by topic below. The full text of the survey as well as summary statistics and graphs can be found in the appendices of this report.

Some important terms

Each city has its own terminology to describe the relationships among taxi drivers, taxi vehicles, and companies. Even within a given city, usage may vary. This report uses terms based on common San Francisco usage. An understanding of these terms will help clarify some of the issues of concern to drivers and other stakeholders:

- **A-Card.** This is the taxi driver permit issued by the SFMTA after a driver has completed required training and testing.
- **Medallion.** This is the license to operate a taxi vehicle. The majority of these are "Proposition-K" or "Prop-K" medallions issued after a 1978 ballot initiative that required a medallion be held by an active A-Card holder. Proposition K created a class of owner-drivers who controlled the medallions of the cars they drove. The medallion takes the form of a small metal plate that may be transferred from vehicle to vehicle. It is displayed on a clip mounted on the taxi dashboard. The term medallion is widely used in the industry, most famously, in New York City. There, however, medallions are metal disks attached by a bolt to the hood of the taxi, which limits their transferability from car to car. Medallion holding taxi drivers are a minority of all taxi drivers, since the taxi is required to operate many more hours than a single driver can drive.
- **Spares.** Taxi operators are permitted to have up to 20% more vehicles than medallions. The extra vehicles are termed spares. A taxi is placed into legal operation by transferring a medallion to the spare.

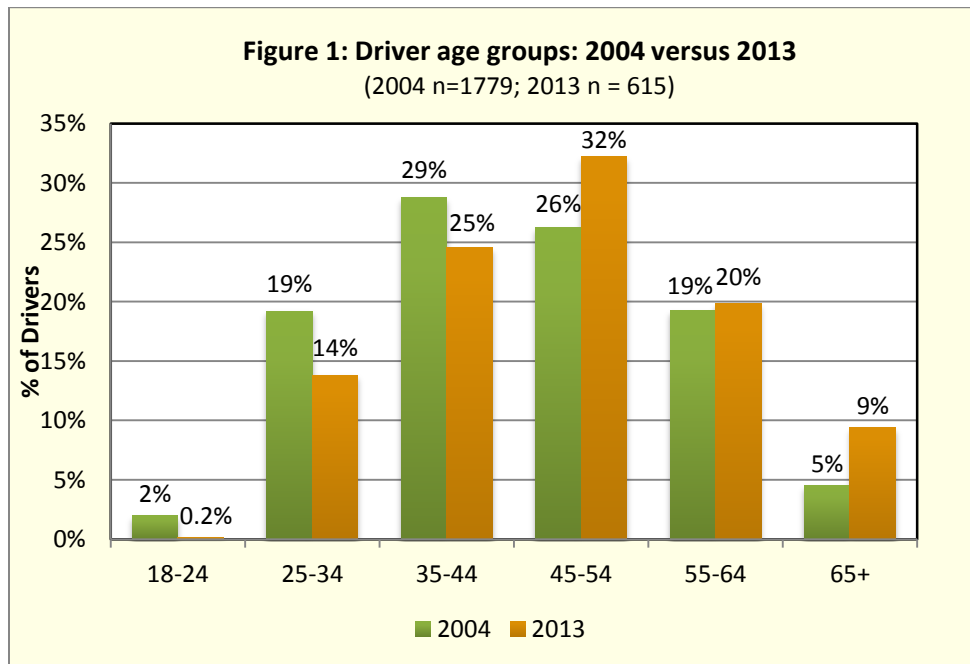
- **Color or Color Scheme.** All San Francisco taxis are required to associate with a color scheme (e.g., Yellow, Bay Cab). SFMTA regulations use the term *color scheme* to describe both the taxi company and the colors it has registered. A color scheme must use a dispatch service, but may contract that requirement out or share it jointly with other companies. A taxi dispatch may maintain the brand identity of the colors when passengers call. In practice, smaller companies sharing a dispatch service may end up answering one another’s calls when customer service requires it.
- **Gas and gate.** This is the arrangement where a driver pays a color scheme a *gate fee* when taking a taxi on a shift basis. The fee includes the taxi, the medallion, insurance, and everything except gas. The driver receives a full tank and refills it at the end of his or her shift. Thus the driver pays gas and gate. Gate fees vary by the desirability of the shift (e.g., Tuesday morning versus Friday night). The average fee over all shifts is regulated by the SFMTA.
- **Affiliate Leases.** Medallion holders do not have to give their medallions to a color to manage. They may choose to manage it themselves, and pay an affiliation fee to a color scheme to receive dispatch services and use the company colors.

1 Who Drives and How Often?

The population of drivers continues to age

The survey sample demonstrates the known phenomenon of an aging taxi driver population. In addition to reflecting the aging of the general population, the continued working status of taxi drivers is driven by their relatively lower incomes and by medallion waiting list requirements. To remain on the waiting list for a highly desirable medallion, drivers must maintain their status as active drivers by completing a minimum number of shifts annually. Similarly, drivers must continue driving to retain their medallion. Among respondents in the Driver Survey, almost half (49%) of those 55 and older are medallion holders, and an additional 14% are on the waitlist.

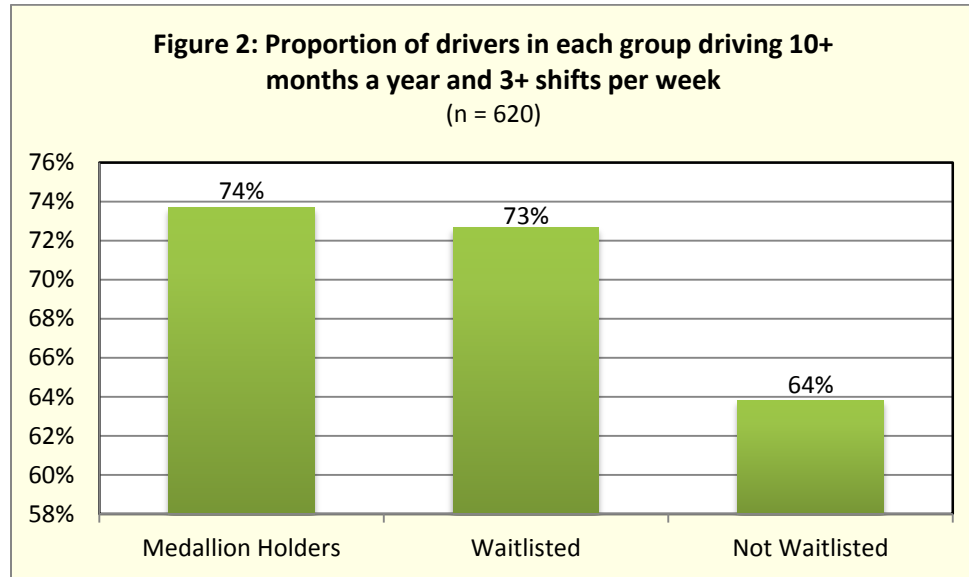
Figure 1 compares the age distribution of drivers in the present survey to one conducted by the City of San Francisco in 2004.¹



¹City and County of San Francisco Office of the Controller. *Taxi Driver Survey – Summary Findings*. April, 2004

Medallion owners and waitlisted drivers work more frequently

Figure 2 shows that for most medallion holders and waitlisted drivers, driving a cab is a significant portion of their livelihood. As Figure 1 shows, both groups are more likely to work at least three shifts a week for at least 10 months a year than non-medallion holding drivers who are not waitlisted.



2 Tipping the Dispatcher

When the public thinks of tipping, it is about the tips passengers give drivers. However, there is a second form of tipping in the industry.

Drivers themselves may tip the dispatcher, the gas attendant, and the cashier. The frequency of such tipping, and its amount, are potential causes for concern. The medallion system puts the non-medallion driver at a disadvantage. To protect non-medallion drivers from exploitation, regulations set a cap on gate fees that drivers can be charged per shift. At present, the average charge over all time slots in the week cannot exceed \$96.50 per shift (or \$104.00 for hybrid and alternative fuel taxis). Regular tipping bypasses this control and may not be voluntary.

The risk of side payments bypassing regulations is inherent in all price-control situations. In the case of rent controls, for instance, one often sees “key money” or other cash payments being used. Again, such payments may be forced on individuals if they wish to obtain whatever is under price restriction.

In the stakeholder interviews that preceded the driver survey, most drivers stated they routinely participate in some form of tipping. Seven dollars per day was mentioned by a few drivers, with the bulk going to the dispatcher. According to some, significantly more money changes hands for the desirable Friday and Saturday night shifts. A few stakeholders reported waiting fruitlessly in the driver holding area to be assigned a taxi, until they learned from colleagues that they should tip. At the same time, some of those who routinely tipped small amounts said they did so voluntarily and that they felt it was normal.

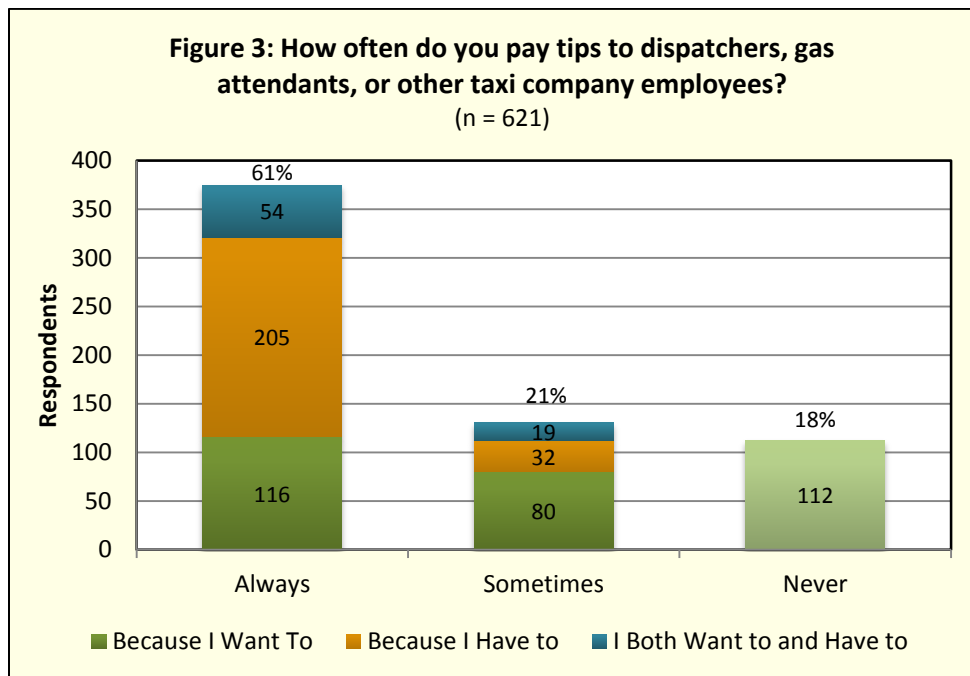
The survey sought to clarify the tipping issue. To what extent is such tipping prevalent? How much is it? To what extent is it voluntary?

We note that such tipping is prohibited by San Francisco’s motor vehicle for hire regulations:

Gifts and Gratuities. *No Permit Holder or agent of a Permit Holder may accept or solicit gifts and/or gratuities or anything of value from any Driver, other than Gate Fees, Lease Fees, payments for goods actually received, or other payments authorized by this Article. A Permit Holder or agent of a Permit Holder shall issue a receipt for any payment received from a Driver.* (San Francisco Transportation Code. Article 1100, Section 1105, Subsection 10)

For many drivers, tipping is an unavoidable and expensive daily reality

The practice of paying tips to dispatchers, cashiers, and fuel attendants is a daily reality for many drivers. As shown in Figure 3, 61% of drivers always tip, while only 18% never tip. For many, avoiding tipping is not an option. Of those who tip on a daily basis, more than half (55%) say they do so because they have to.



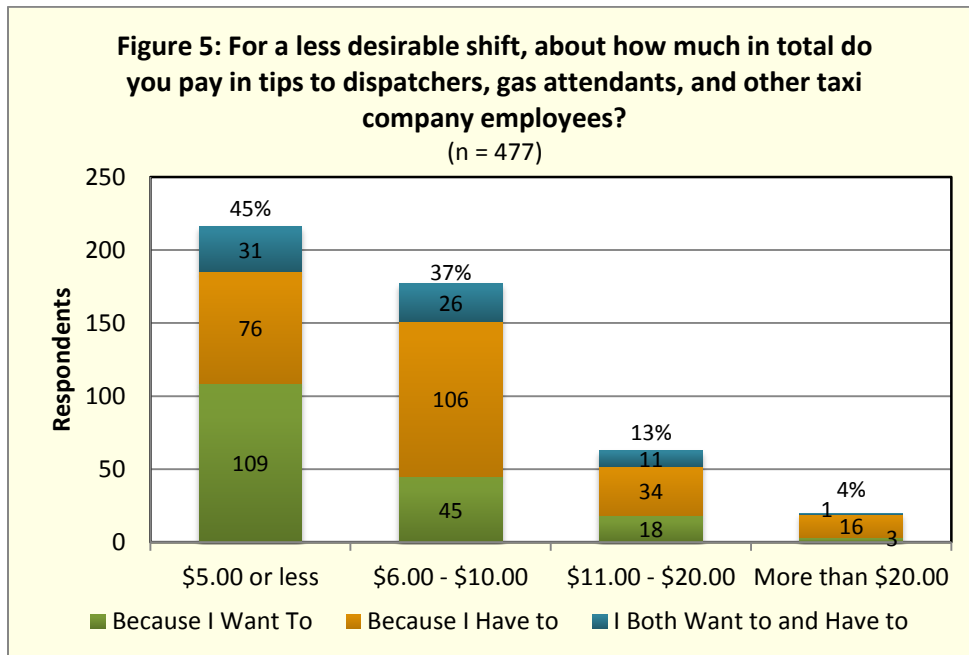
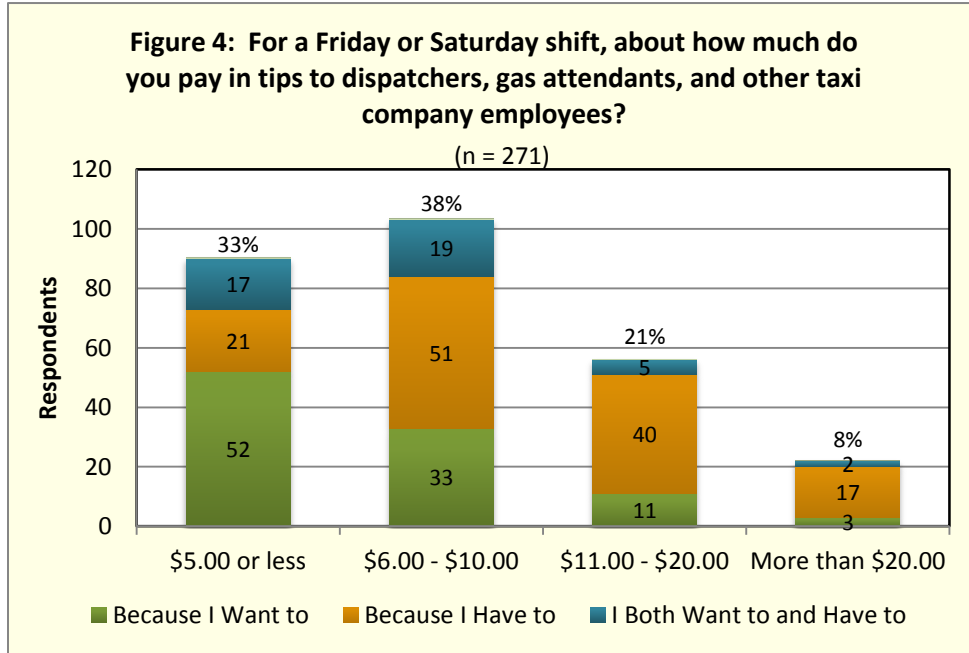
Tipping by drivers is partly dependent on medallion status. Medallion owners often give their medallion to a color scheme to manage, and then go in for their shifts using the same facilities as non-medallion holders. Medallion holders were more likely to say their tipping was voluntary. Of medallion holders who tip either daily or occasionally, 61% say they do so because they want to, compared to only 34% of non-medallion drivers who tip. The medallion holder is in an advantageous position because taxi companies are anxious to retain their business—the number of medallions brought to the company determines how many taxis the company can operate. It is interesting that tipping by drivers is institutionalized to the extent that even a significant proportion of medallion owners feel they must tip.

Tipping is not a small cost for drivers. The tip for a Friday or Saturday night can be significant. Among those who tip, 8% give more than \$20, and 21% between \$10 and \$20 (Figure 4). Unsurprisingly, the proportion of those who tip unwillingly increases the more they are paying.

Among those who tip, the extra cost of a desirable weekend night shift can exceed \$20 for 8% of drivers. Since the average gate fee is supposed to be \$96.50, this is a significant addition and a noticeable chunk

of a driver's net earnings for a shift. More than a fifth of drivers report paying between \$11 and \$20, while 38% pay between \$6 and \$10.

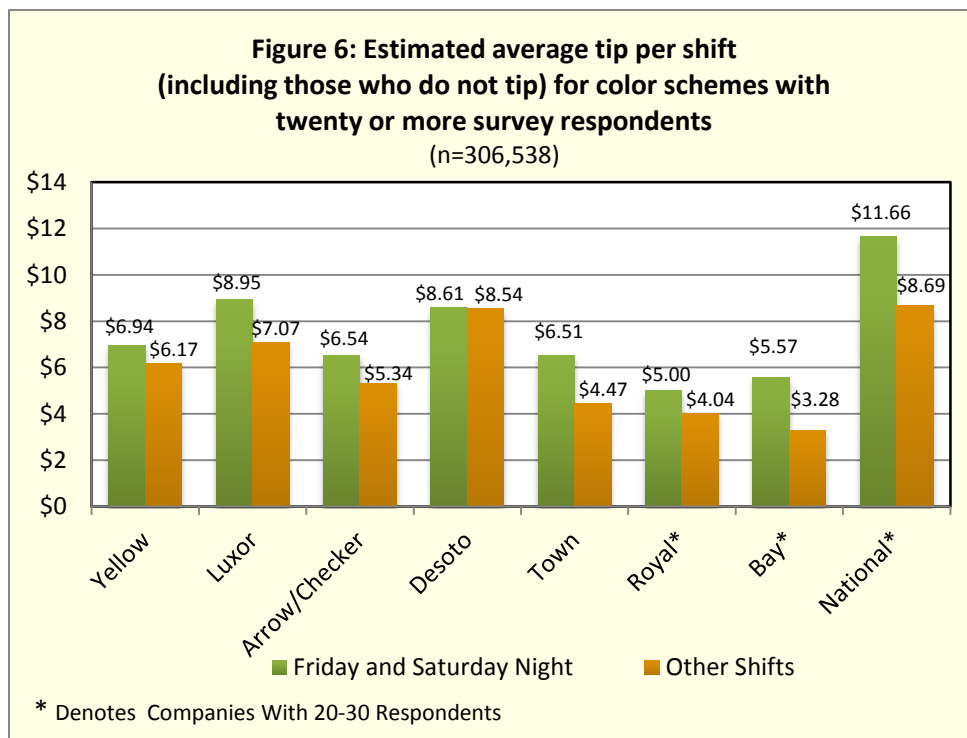
Even for less desirable shifts, tipping is extensive. Figure 5 shows that 4% of drivers who tip are still paying \$20 or more, and a cumulative 54% are tipping \$6 or more.



Some color schemes collect more tips than others

Driver tipping is an issue within the industry. Some companies make a point of trying to eliminate it with varying degrees of success. Figure 6 shows average tipping by shift for all drivers, including those who do not tip. All companies for whom there were more than 30 survey participants are shown. Those

with sample size between 20 and 30 are marked with an asterisk—the smaller sample indicates a less reliable estimate. Royal and National in particular were standouts on either side of the spectrum. 53% of National drivers who drove Friday and Saturday nights reported tipping \$11 or more for a shift, while no Royal drivers did so.



3 Non-Gas and Gate Drivers

The cap on gate fees is not currently enforced for medallions leases managed by third parties. Industry stakeholder interviews conducted prior to the survey suggested that drivers who drove these medallions were paying higher rates, and that medallions leased out this way were similarly earning higher rates.

The survey asked several questions regarding affiliate leasing. The topic is important because an increase in affiliate leasing would suggest a breakdown in the regulatory objective of ensuring fair prices to drivers by setting caps on the gate fees they pay per shift to get a taxi.

Earlier data sources suggest that affiliate leasing is growing. For example, a comparison of a report by the Mayor and Police Commission in 2004², and a Controller's report in 2007³, suggest that that medallions on long term leases to drivers had risen from 4.8% to 7.5% of drivers over those years. The 2007 study also reported that 16% of drivers without medallions were not paying gas and gate. More recently, the 2010 SFMTA Taxi Medallion Sales Pilot Program tracked the disposition of medallions transferred to new drivers. It was found that more than half of the medallions transferred under this program (57%) were put under affiliate leases.⁴ Of those that went under traditional gas and gate,

² City and County of San Francisco Office of the Controller. *Taxi Driver Survey – Summary Findings*. April, 2004

³ The Taxi Drivers' Health Care Working Group. *Taxi Driver Health Care: Policy Recommendations*. March 2007.

⁴ *Medallion Sales Pilot Program Report*. Via MSPP Report03-09-12 to the Taxi Advisory Council established by the SFMTA.

“nearly all were operated so because of the requirement by the lender to do so when taking advantage of the buyer assistance program”.

Affiliate leasing —down or up?

Surprisingly, only 8% of the non-medallion drivers surveyed said they were *not* paying gas and gate. This is significantly lower than the 16% reported in 2007.⁵

Given the high cooperation received from survey participants, the decline in this number means either that:

- the number of affiliate leases has actually declined; or
- drivers are less certain about their affiliate status than was the case in 2007.

The latter is consistent with affiliate leasing functioning on a more institutionalized basis where the color schemes themselves provide integrated service to affiliates, or where the affiliate agent providing the vehicle to the driver has an operation institutional enough to be mistaken for the color scheme company. If the driver receives a taxi painted the correct colors, and has access to dispatch service from the company whose colors are on the car, it may be difficult for less experienced drivers to tell the difference. Those who do know the difference may also feel that that their arrangement falls under the term gas and gate used in the survey question: *Many drivers obtain their taxi on a shift basis, paying gas and gate to the taxi company whose colors they drive. Do you usually get your taxi this way?*

Given the recent choices made by participants in the medallion transfer program, it seems likely that affiliate leasing is continuing to increase, but is transforming into a more institutionalized arrangement that is more closely identified with licensed color schemes from a driver’s perspective. Increased institutionalization is consistent with growth in affiliation volumes.

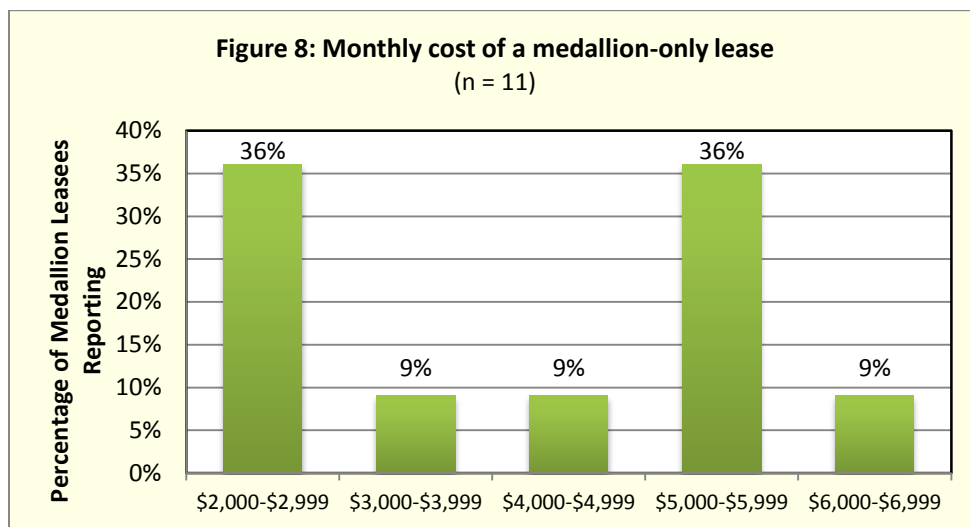
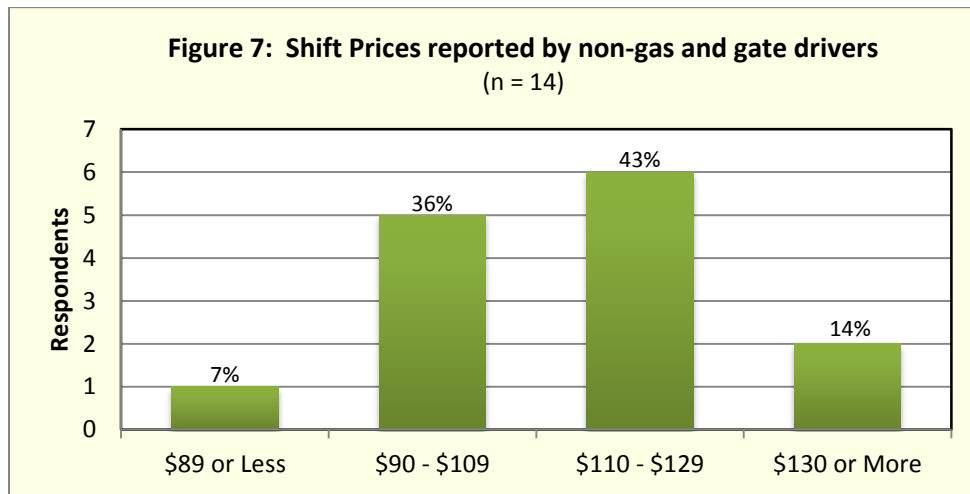
The drivers who did identify as working with affiliates provided significant insights into current practices and charges. Eleven drivers provided the medallion lease rates they paid on a monthly basis, and fourteen drivers volunteered the rates they paid per shift. Although this sub-sample is small, both groups reported higher prices that corroborate statements made in stakeholder interviews.

Shift rates higher for non-gas and gate drivers

If shift rates on affiliate taxis matched the regulated average of \$96.50, we would expect to see some shift payments below the average, and others above, depending on whether the drivers drove on weekend nights or not.

This was not the case. Of the 14 drivers reporting paying shift rates outside the regulated gas and gate system, only one paid less per shift than the regulated average of \$96.50 (Figure 7). That driver paid only \$50 per shift for an average of two shifts per week— a low price that may not have been arm’s length. Of the remainder, 57% reported payments of \$110 per shift or more. While some of these may be explained by premium weekend rates, the sample included two drivers who were paying \$150 and \$180 per shift respectively for *day* shifts.

⁵ There is a slight difference in definition between the two surveys, but not enough to account for the gap between 8% and 16%. The present survey counted drivers in their main relationship, while the 2007 survey counted driving relationships, where a driver who had more than one arrangement was counted once for each arrangement.



Medallion leases—a two-price market

Among the eleven drivers who leased their medallion separately from their vehicle, monthly leases clustered at two distinct price levels (Figure 8). These were between \$2,000 and \$3,000 and between \$5,000 and \$6,000.⁶ This is consistent with the difference between gas and gate medallion leases and third party affiliate medallion leases reported in stakeholder interviews.

Thus, although based on a small sub-sample, the high medallion lease rates and the high shift lease rates on non-gas and gate form a pattern that confirms the situation reported by industry stakeholders during earlier interviews.

4 Medallion Issues

Drivers were asked for their opinion on a number of medallion issues, including, the current system of limiting the number of medallions, and how medallions should be transferred or leased.

4.1 Medallion Limits and Taxi Driver Income

Taxi drivers in any city usually have strong opinions on limiting the number of taxis (i.e., limiting the number of medallions). These views tend to diverge widely, depending on the city and economic

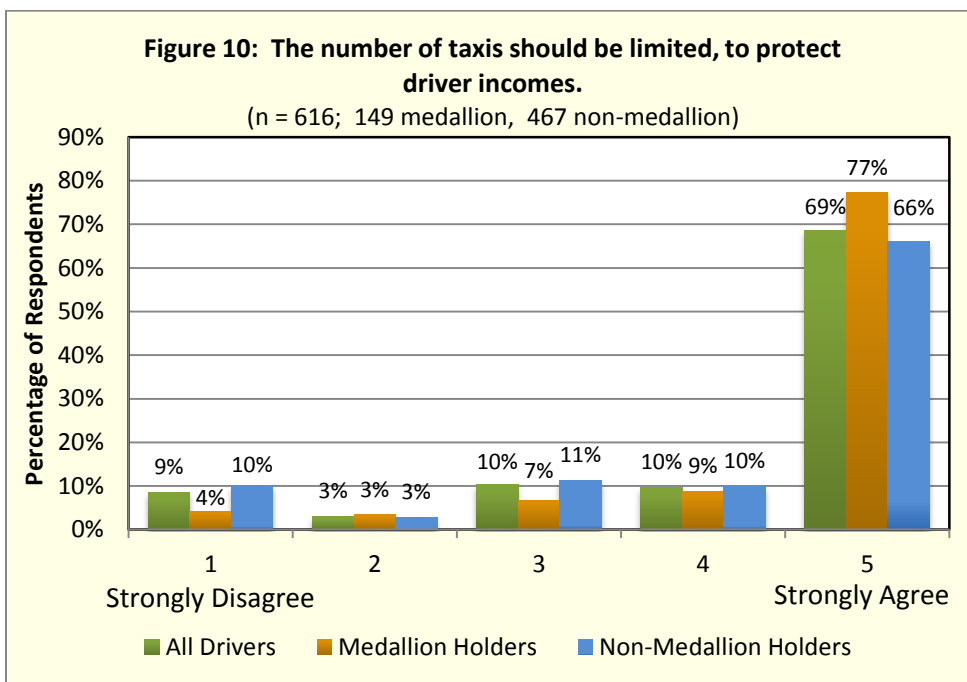
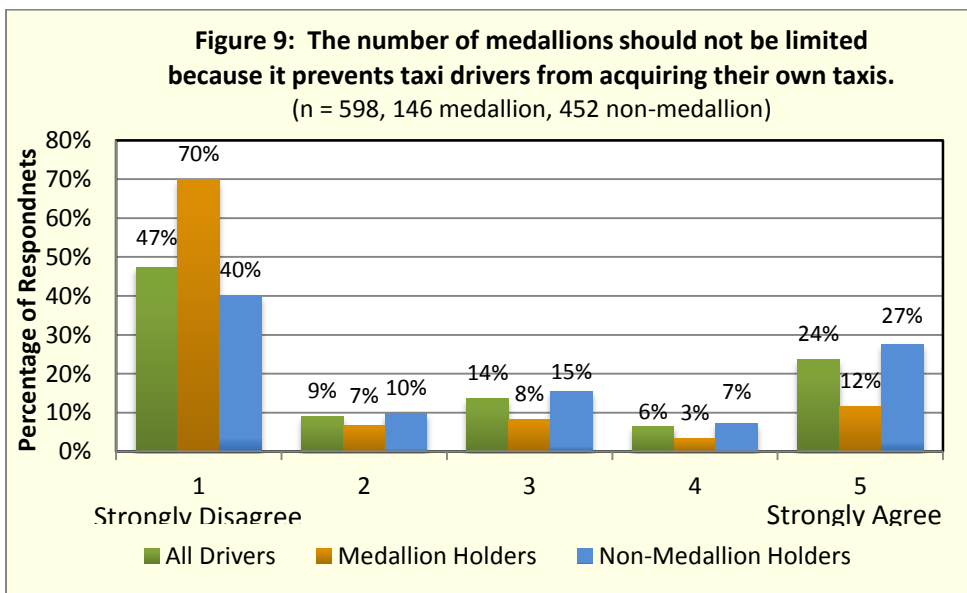
⁶ Includes drivers paying every two months, and drivers paying for medallion only on a shift basis.

conditions. Many drivers are concerned that increasing the number of taxis will reduce their income. This view is often strongest among medallion holding drivers. Alternatively, drivers without medallions may view the medallion system as a barrier to their being able to conduct business, and resent the extra fees they pay to medallion holders or their agents.

Drivers want to keep the number of medallions limited, but some are frustrated

San Francisco drivers were asked their opinion on medallion limits in two different ways. They were asked to rate their agreement with the following statements (italics added), on a scale of one to five where one meant strongly disagree, and five meant strongly agree:

- The number of medallions *should not* be limited because it prevents taxi drivers from acquiring their own taxis.
- The number of taxis *should* be limited to protect driver incomes.



On the first question, nearly half (47%) strongly disagreed (Figure 9). However almost a quarter (24%) held the opposite position, and strongly agreed, suggesting that some drivers do see the medallion system as a barrier to their being able to conduct business. Of those who strongly agreed, most were non-medallion holders. Only 12% of medallion holders strongly agreed with the statement.

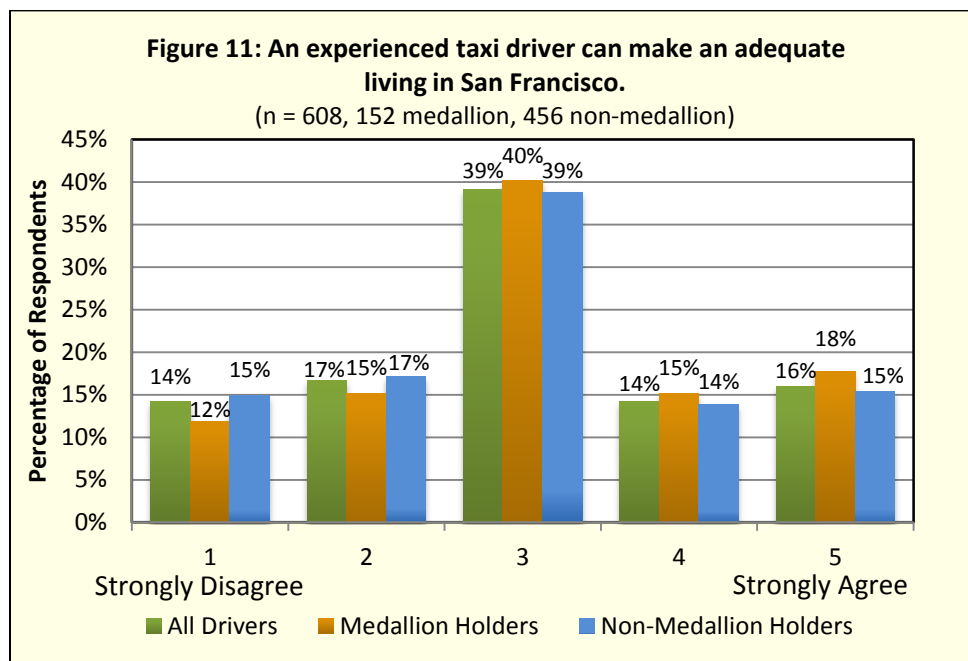
Turning to the second statement, there was a much higher degree of unanimity that the number of taxis should be limited to protect driver incomes. Figure 10 shows that 79% of drivers agreed with this statement, including 69% who strongly agreed. Medallion and non-medallion drivers were both emphatic in their agreement.

The joint interpretation of these answers suggests that drivers strongly support limiting the number of taxis, whether or not they hold medallions, but that a good portion of non-medallion drivers experience the frustration of having to pay shift rent or lease rent to those who hold medallion rights.

Adequacy of driver income

Underlying the medallion question is the adequacy of driver income. In addition to being concerned about drivers, regulators often view adequate driver income as an important factor in customer service quality. With reasonable income opportunities, driver turnover is low and customers experience the better service that comes with experienced drivers who know where they are going and how to treat passengers. Adequacy of driver income is important in considering the impact of increasing taxi numbers, and regulating meter and gate fees.

Drivers were asked whether they agreed with the statement that an experienced driver can make an adequate living in San Francisco. Figure 11 shows a relatively even split, with 30% agreeing, 39% neutral, and 31% disagreeing. Non-medallion driver responses were close to those of medallion owners, with slightly more giving negative responses.



4.2 Distribution, Sale, and Lease of Medallions

Medallion holders are roughly a quarter of all drivers. This is inevitable under the medallion system since the limited number of taxis are driven by more than one driver to cover day and night shifts, seven days a week. There is a waiting list of active drivers for medallions. The system established by Proposition K, required drivers to remain active to retain their medallions, and forbade transfer. The medallion of a driver who retires, dies, or becomes disabled reverts to the regulator, who in turn transfers it to the next working driver on the waiting list.

This system created some long-term issues that have emerged now, many years later. Survey questions explored some of them.

Medallion drivers must keep driving to maintain the benefits of medallion ownership, which means many continue to work rather than retire. Medallion owners are often frustrated because they cannot realize the value of the medallion that has accumulated over the years. Sudden disability or illness may remove this valuable asset without compensation. Meanwhile, the waiting list turns over very slowly. Drivers on the waiting list are largely of the same generation as those with medallions, since the list was established when the medallions were transferred to drivers by Proposition K. These drivers have been waiting a long time, and will not have much working life left to enjoy the benefits of medallion ownership—if they ever receive one. The list itself is so long that it has been closed to avoid giving false hope to the newly listed. As a possible answer to some of these ills, the SFMTA has been experimenting with permitting older or disabled drivers to sell their medallions at an administered price. Waiting list members who opted to purchase under the pilot program paid \$250,000 per medallion, with 80% going to the former medallion holder.

The waitlist isn't perfect, but drivers want it respected.

Drivers were asked to rate their agreement with two questions related to the waiting list:

- *New medallions should go those who are currently on the official waiting list.*
- *Medallions should be awarded by driver seniority, rather than having to go on a waiting list.*

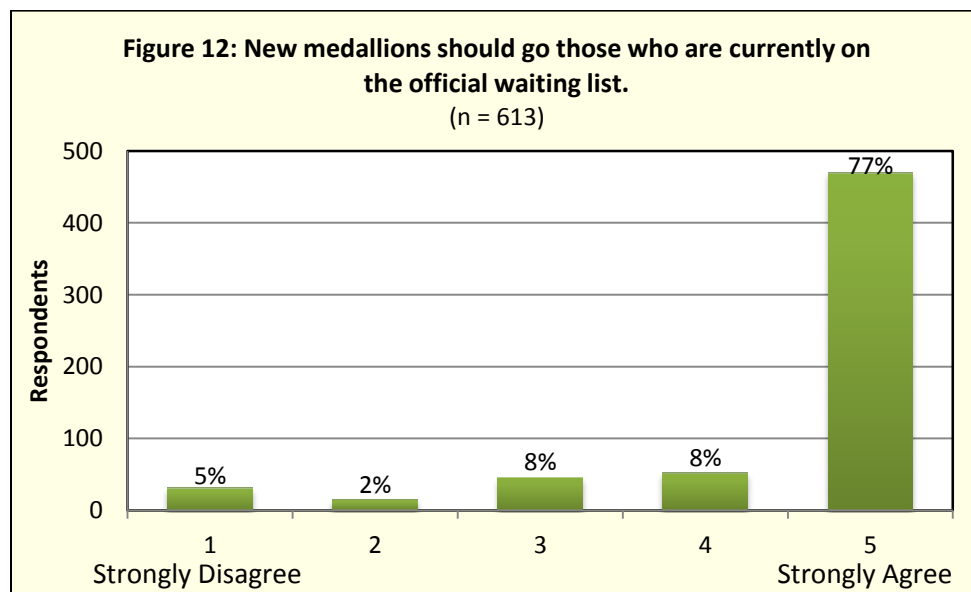
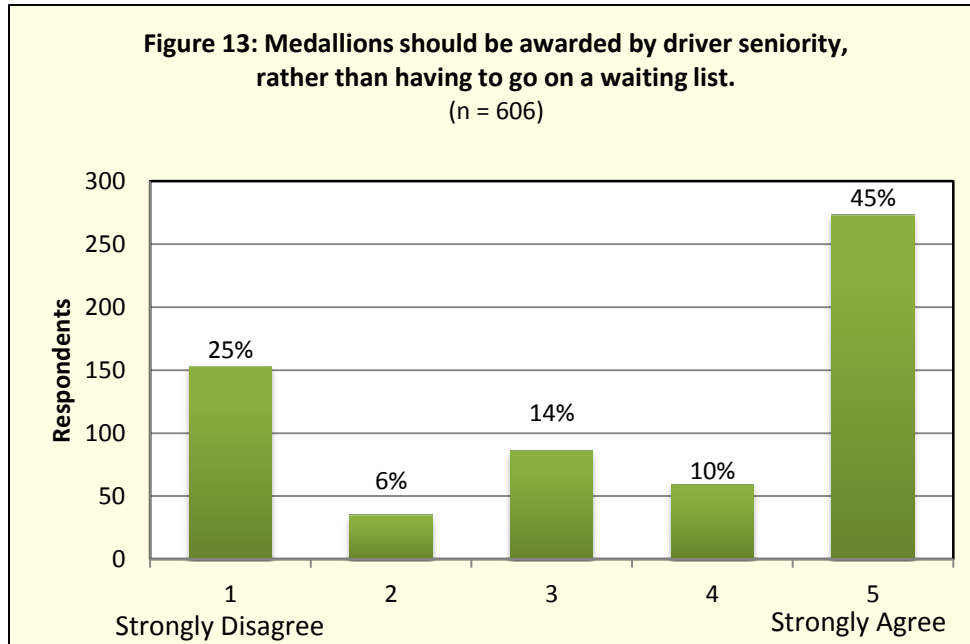


Figure 12 shows that the vast majority of drivers, even those who are not on the waitlist, are strongly against the idea of circumventing it. That being said, a large number of drivers would support a system

based on driver seniority, as shown in Figure 13. This may reflect the desire to avoid bureaucratic barriers that go with the waiting list, such as:

- The list was largely filled as soon as it was started many years ago.
- Some drivers who qualified at the time did not get on the list until much later.
- Current drivers cannot get on the lengthy and now closed list.

The answers to both questions suggest a strong majority of drivers would like to see the current waiting list honored and exhausted, and then move to a seniority-based system.



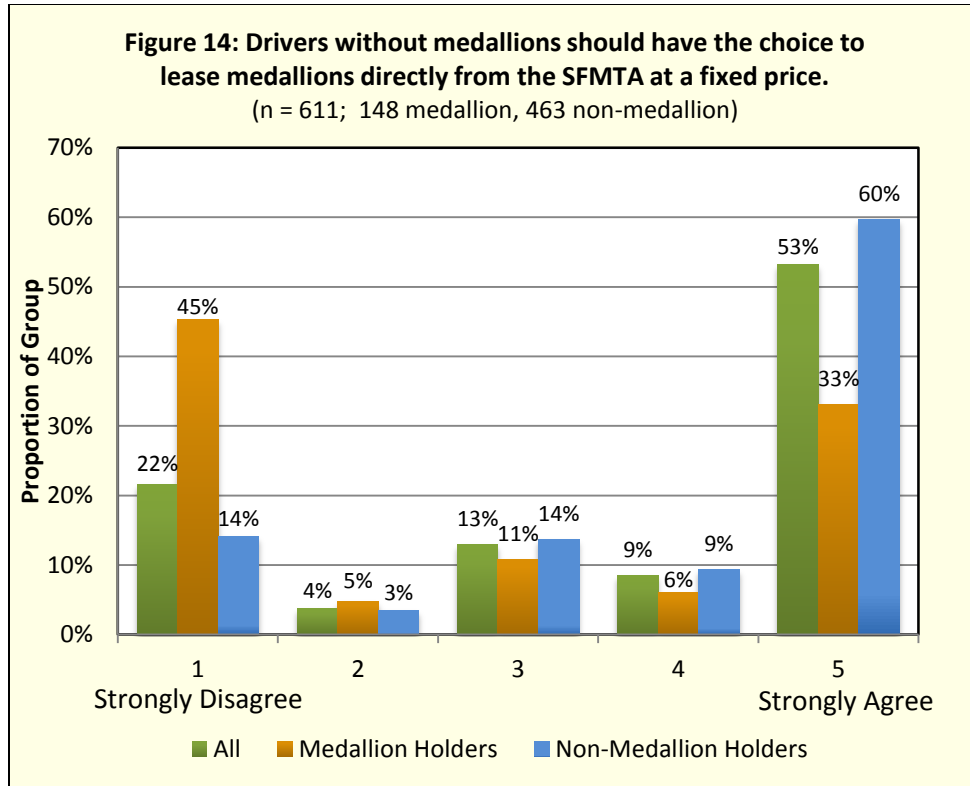
Drivers support direct leasing from the SFMTA

Non-medallion drivers face some frustrations in dealing with the medallion system. In addition to paying fees that go to medallion holders, they also cope with systems that may be complex, favoritism ridden or obscure—such as the forces that result in the excess tipping reported above.

A potential solution is to allow such drivers to lease their medallions directly from the regulator, the SFMTA, at a fixed price. While this still means non-medallion drivers are paying a fee, it may be more transparent, and would free them to deal with color schemes and others as equals. Drivers were asked if they would support such an option for non-medallion drivers.

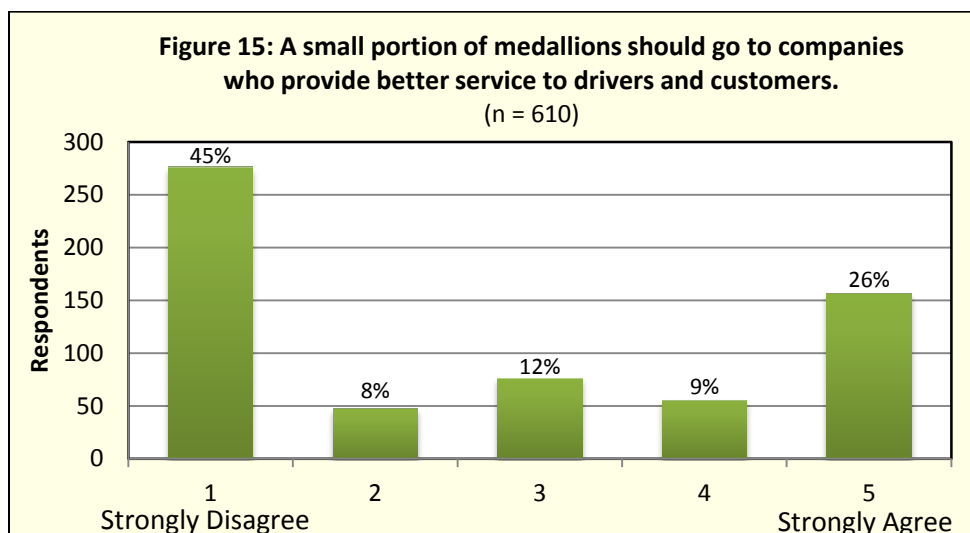
Figure 15 shows strong support for the concept, with a significant minority also strongly opposed. Overall 62% were in favor of direct leasing from the SFMTA at a fixed price, including 53% who strongly agreed (rating agreement five out five). There was not much middle ground in response to this statement, with 22% strongly disagreeing (rating agreement one out five).

Medallion holder opinion was different from the driver population as a whole. Half of medallion holding drivers disagreed, with 45% disagreeing strongly. Nonetheless, opinion was still split, with 33% of medallion owners strongly agreeing.



Driver solidarity and support for fairness

The overall picture is one of a driver population with diverse opinions, but committed to solidarity and fairness within its ranks. Significant numbers of drivers responded to questions in ways that placed fairness over personal interest. Many medallion owners supported direct leasing for non-medallion drivers; and many non-medallion drivers supported respecting the waiting list even though they are not on it.



A majority of drivers oppose company medallions

Recently, the SFMTA issued two hundred three-year leases to color schemes, rather than to drivers on the waiting list. These medallion leases were allocated based on SFMTA’s assessment of good performance in dispatching.

Drivers were asked their opinion on the principle of giving a small number of medallions to companies that provide better service. Figure 15 shows that over half of drivers oppose this idea. 53% disagreed, including 45% who strongly disagreed. Again, there was little middle ground. A third (35%) agreed, including 26% who strongly agreed.

4.3 Medallion Sales

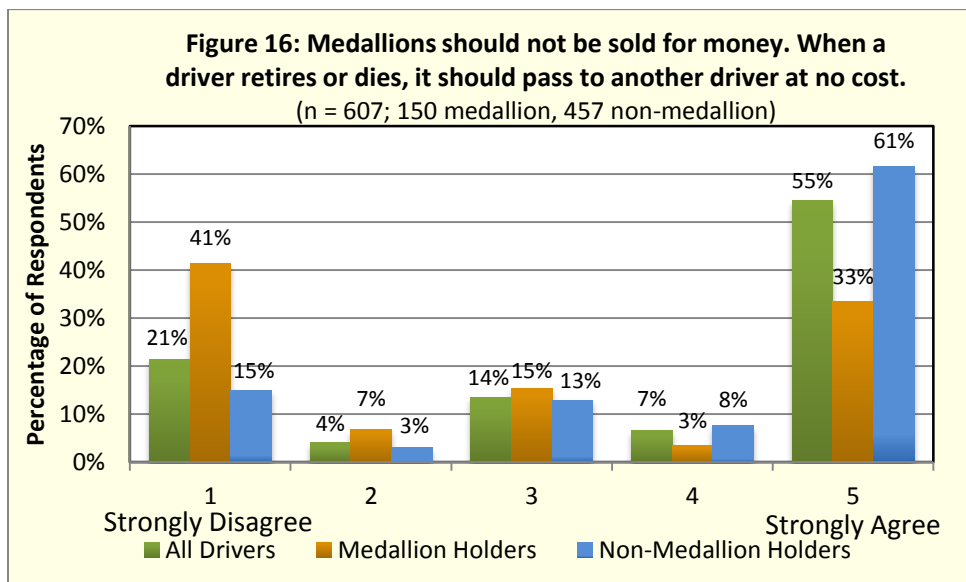
As noted above, the system established by Proposition K in 1978 prevents drivers from selling or transferring their medallion, requiring instead that it be passed to another driver on the waiting list when they ceased driving. This keeps medallions in the hands of working drivers, but is problematic for drivers who wish to retire or are disabled. The SFMTA recently experimented with allowing transfers between drivers at an administered price.

Drivers of two minds on medallion transfer

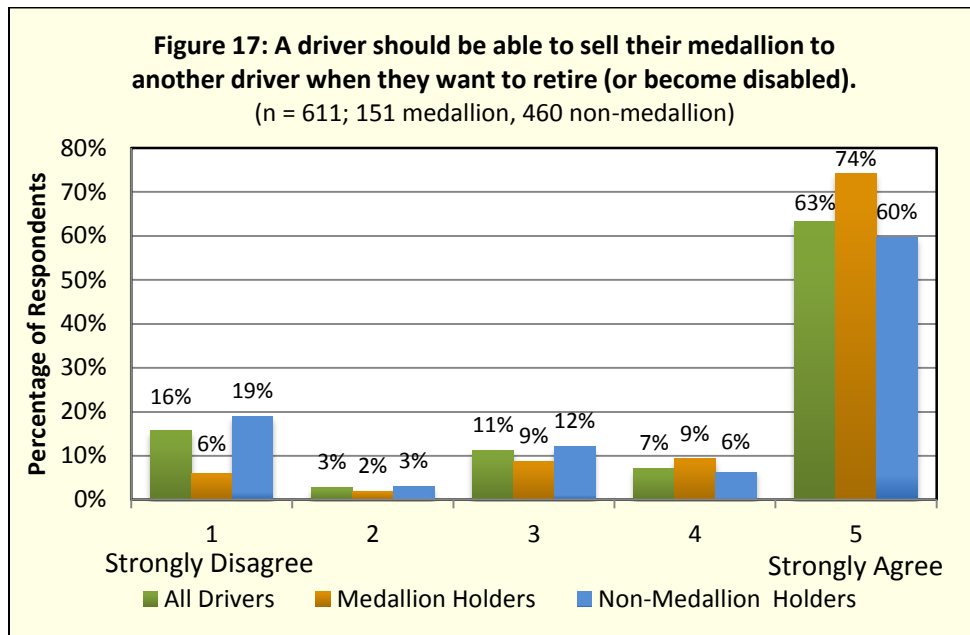
Drivers were surveyed on the original Proposition K requirement of transfer at no cost, and on the alternative of permitting sale. Participants were asked to rate their agreement with two statements:

1. *Medallions should not be sold for money. When a driver retires or dies, it should pass to another driver at no cost.*
2. *A driver should be able to sell their medallion to another driver when they want to retire (or become disabled).*

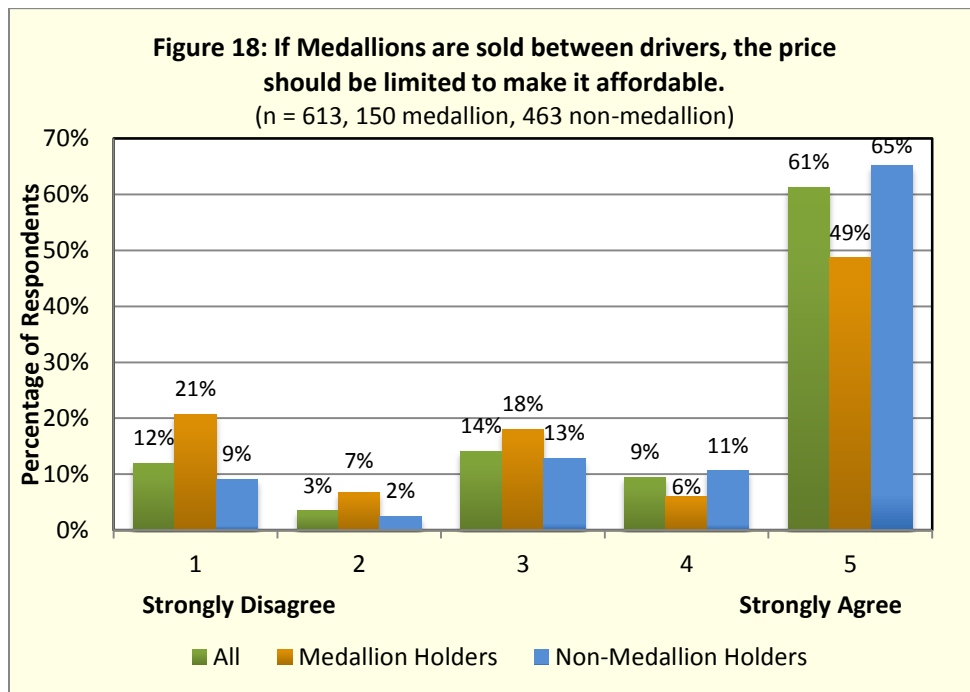
Interestingly, driver support was strong for both statements. Figure 17 shows 62% of drivers agreed that medallions should be passed on at no cost, including 55% who strongly agreed. Only 25% disagreed. However, within these numbers, medallion holders were more strongly represented among those opposed. Opinion within medallion holders was polarized—41% of medallion owners strongly disagreed and 33% strongly agreed. It should be noted that medallion holders (or their estates) potentially would lose money under this principle.



On the second question, 70% of drivers supported allowing retiring drivers to sell their medallions, including 63% who strongly agreed (Figure 17). Here, medallion and non-medallion driver answers were more closely aligned, but differences remained. Only 6% of medallion owners strongly disagreed with the statement, compared to 19% of non-medallion drivers.



Support for both statements suggests drivers are of two minds about the issue. Reflecting this, 63% of individual respondents agreed with both statements.



Drivers want capped medallion prices

If medallion transfers between drivers are allowed in the future, there is the question of whether the transfer should be at market price, as in an auction, or at a lower administered price. A lower administered price improves accessibility for the purchaser at the expense of the medallion holder.

As shown in Figure 18, drivers are strongly in favor of keeping medallions affordable with a capped price. Strikingly, even medallion owners, who have the most to gain in an uncapped market, are strongly in favor of ensuring that medallion ownership remains within the financial means of other drivers.

5 Credit Cards and Backseat Units

The introduction of taxi equipment that enables customers to swipe their own credit card and choose their own tip has sparked controversy. A recent trend, in New York and Boston for example, is to bundle such units with backseat screens that allow passengers to see their route on a GPS driven map. Passengers can also access tourist information and potentially book tickets. Advertising revenue is another feature.

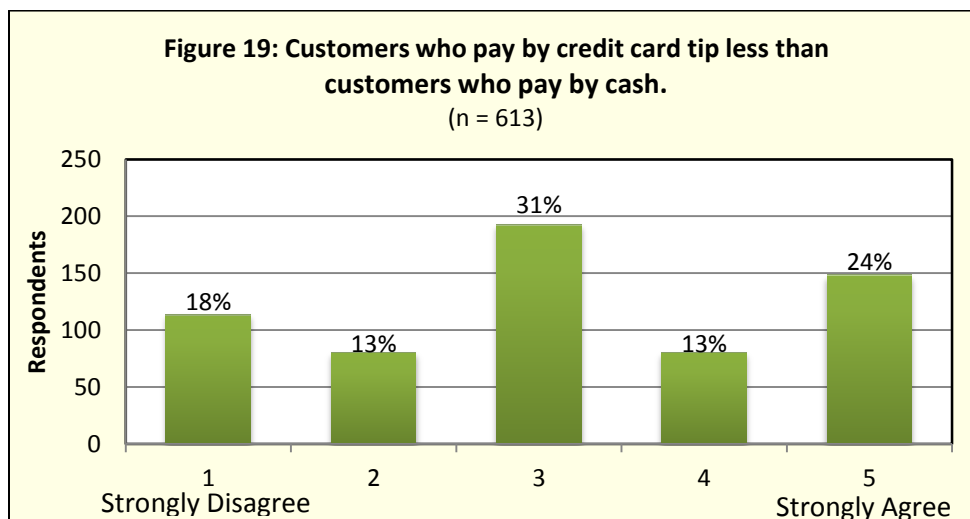
Passengers and drivers in San Francisco expressed differing views on the matter. Our surveys of taxi users found that passengers want this capability. San Francisco drivers, on the other hand, have been concerned about backseat units that are already present in San Francisco. The units are financed by credit card transaction fees that the driver pays. These fees support the cost of the equipment, and are higher than the internet credit card services that drivers may have through their smartphones.

issue was explored in the driver survey.

Drivers are split on credit card user tipping

A concern of some drivers is that credit card users may tip less than those who pay cash. This is particularly relevant because the experience of other jurisdictions has been that tip revenue actually rises if the unit and menu screens are implemented effectively.

Figure 19 shows driver impressions of tipping behavior by credit card users. It is evident, that there is no strong consensus on the topic. New drivers were more likely to believe that credit card users were poor tippers, while more experienced drivers, on average, did not see them as tipping differently from cash customers.



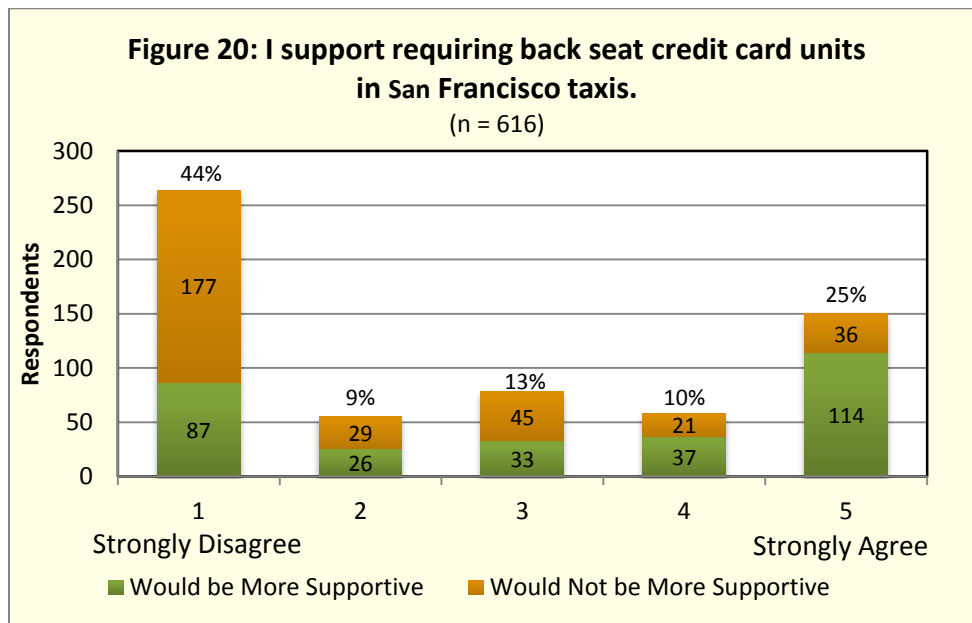
Backseat units are unpopular but prompter payment could change that

In addition to the credit card payment fee, another concern is prompt payment. With cash payments, shift drivers know what they have made at the end of the day and have that income immediately available. Cash payment for credit card receipts depends on company administration, arrangements

with the credit card companies, and the technical capacity of the charging system to clear charges online while the passenger is the car.

Drivers were first asked whether they supported making backseat credit card units mandatory. Then they were asked whether they would become more supportive of such a requirement, if they received payment for credit card charges at the end of each shift. A large portion of drivers (53%) is opposed to requiring backseat credit card units, but a significant portion of this opposition (35%) would be more inclined to support them if they received their payments daily.

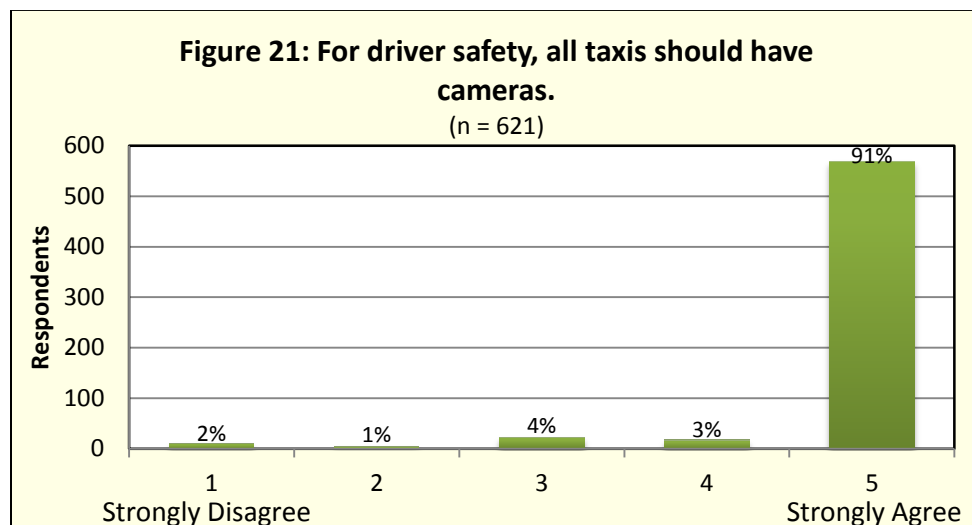
Figure 21 illustrates driver positions. For example, 265 respondents strongly disagreed with requiring back seat credit card units, but 87 of those would be more supportive if they received the income at the end of their shifts.



6 Driver Safety and Training

Drivers support cameras but not shields

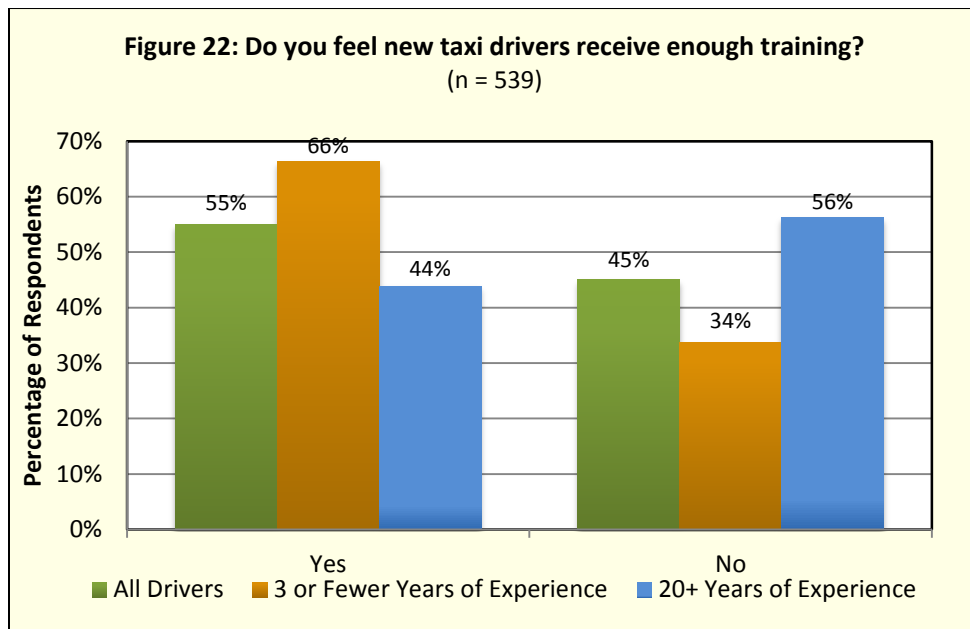
Drivers are very supportive of requiring cameras in taxis, with 91% strongly agreeing that all taxis should have cameras to insure driver safety (Figure 21).



Conversely, nearly two-thirds (63%) of drivers do not think that San Francisco’s taxis require shields between passengers and the driver, with 51% strongly disagreeing with their use.

Mixed views on driver training

As shown in figure 23, drivers are split as to whether or not new drivers receive enough training. Drivers with less than three years of experience are more likely to believe they are sufficiently trained, with 66% in agreement. Meanwhile, only 46% of drivers with 20 or more years of experience believe that new drivers receive adequate training.



Alternatives to the current training regime

San Francisco drivers are currently trained in two steps. In the first step, they attend their choice of privately operated schools. These schools offer very different approaches but all, in theory, comply with the basic curriculum set by the regulator. In the second step, they must take a one-day, SFMTA-administered course and test.

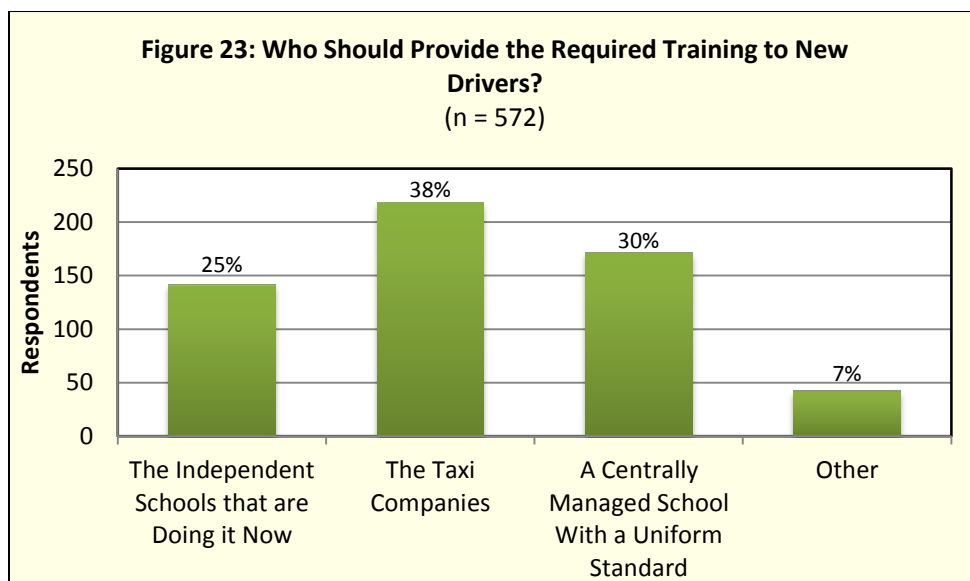


Figure 23 shows most drivers feel that this system should be changed, but there is not a strong majority for a single alternative. 38% of drivers feel that the taxi companies should shoulder the burden of training new drivers, while 30% feel a centrally managed school would be a better alternative. Only 25% of drivers selected the status quo independent schools as their first choice. Amongst those who felt that current training was inadequate, having a centrally managed school received the most support (40%).

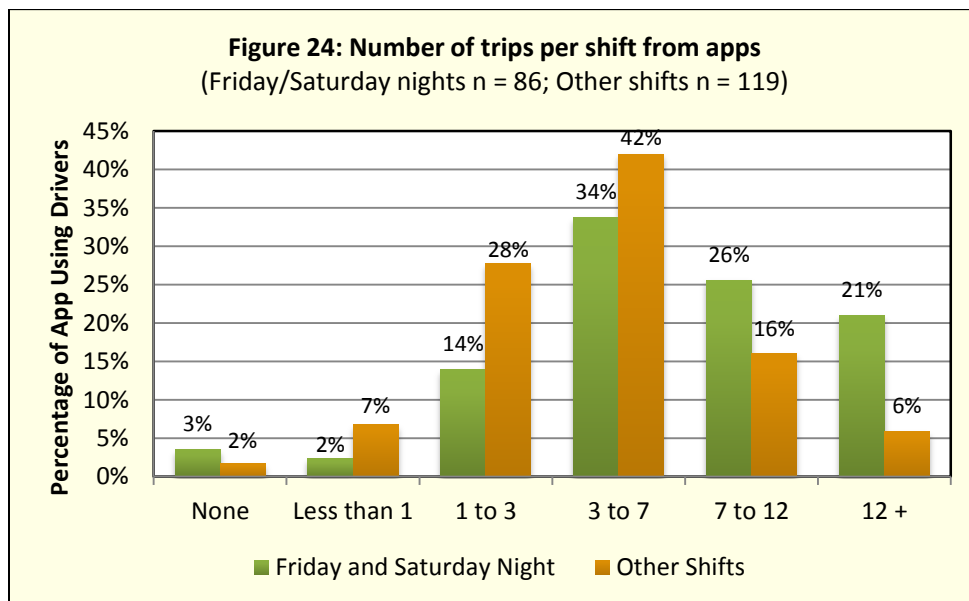
7 Use of Taxi Apps

Smartphone apps offer new methods for customers to request taxis. Examples include Cabulous (now marketed as Flywheel) and Taxi Magic. More recently, Über began offering users the ability to request a taxi using its apps. Some of these apps operate with taxi dispatch systems on an integrated basis, while others link passengers directly to the driver's own smartphone. The apps commonly allow the passenger to post a deposit or a tip in advance to guarantee their good intentions. This is a valuable asset in the San Francisco market where no-shows by both customers and drivers are a widely reported problem.

To understand the growing use of apps, drivers were asked the current importance of apps to their business.

More than one third (36%) of drivers reported using taxi apps to get fares. Within this group, Cabulous (Flywheel) was used by 54% of drivers, followed by Taxi Magic at 28% and Über Taxi at 26%. A few drivers mentioned InstantCab and Taxi Mojo.

For 36% of drivers who use them, apps are a major source of work. Figure 25 shows the average number of trips app using drivers receive per shift. Most drivers receive at least three trips per shift from apps, allowing them to add significantly to their income.



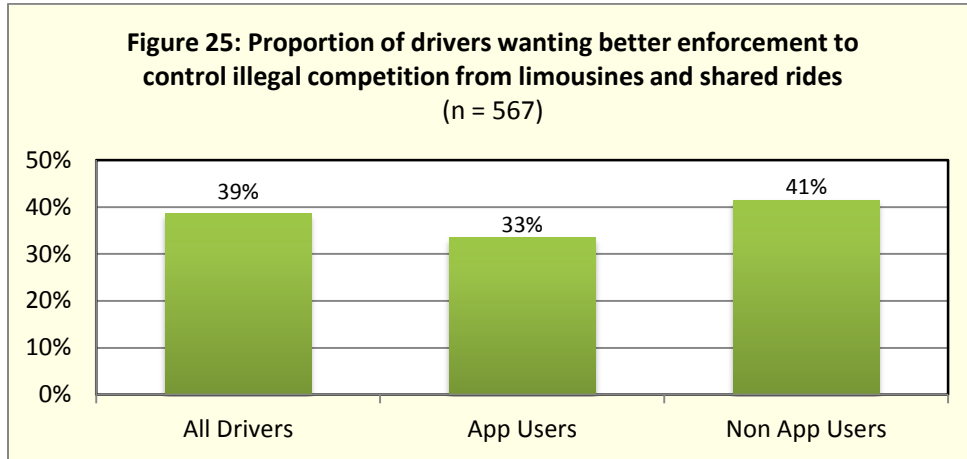
8 Issues Named by Drivers

The survey also included an open-ended question asking drivers to identify the main thing they would like the SFMTA to do to improve conditions in the industry. Responses were grouped into themes that are discussed below.

Drivers want better enforcement to control limousines and shared ride services

The most common response heard from drivers was their dissatisfaction with the SFMTA’s regulatory and enforcement activities in relation to limousines (e.g., independents and Über), shared ride services (e.g., Lyft, SideCar), illegal taxis, and out-of-town taxis. Terminology was often similar to that used in New York, where a black car is a limousine, and a gypsy or bandit cab is either an illegal cab or a limo doing street pickups.

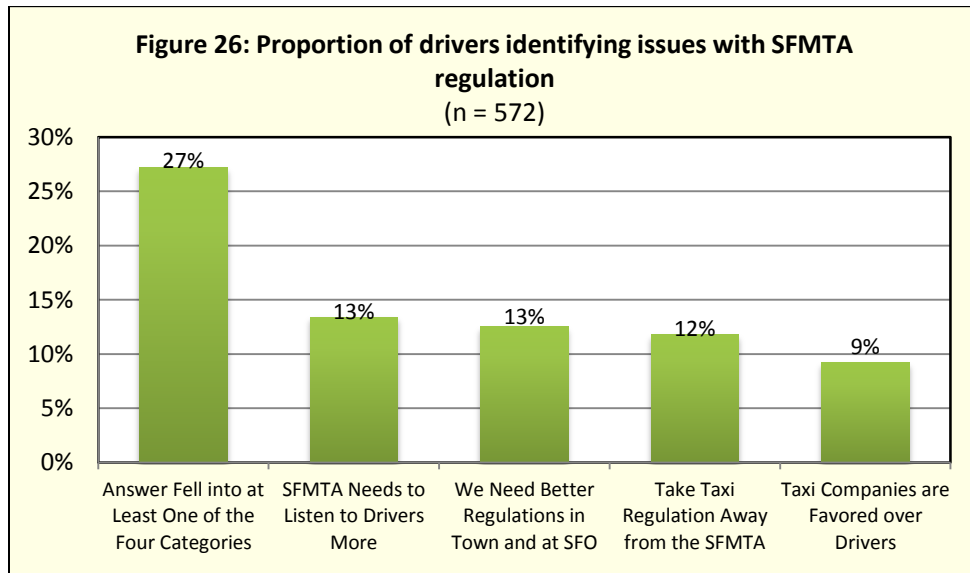
Drivers feel that their livelihoods are at risk and that the SFMTA is doing little to protect them. In all, 39% of drivers identified this as a critical issue. As Figure 25 shows, familiarity with technology did not lead to greater comfort. App using drivers were not much less likely to volunteer this as a critical issue.



Drivers unhappy with SFMTA regulation

The second major theme in comments was dissatisfaction with other aspects of the SFMTA regulatory regime. Figure 27 summarizes common complaints related to SFMTA administration. Many drivers commented that the SFMTA’s regulations hurt taxi drivers, that they do not listen to drivers enough, or that they are simply looking to make money off the taxi industry as opposed to helping it.

Only 2% of drivers stated that they had no problem with the status quo. Text of individual comments is included in the Appendices.



Appendix A

Taxi Driver Survey Script

TAXI DRIVER SURVEY
Version 23
SFMTA – 2012

(Instructions to interviewers/programmers are in italics in smaller font.)

Hello, this is _____ calling on behalf of the City of San Francisco. We are conducting an important survey of taxi drivers. San Francisco's approach to regulating taxis is under review. We are interested in the views of taxi drivers on several questions. Have you driven a San Francisco taxi in the last 12 months?

- 1 Yes
- 2 No (thank and discontinue)
- 3 Don't know (thank and discontinue)

Interviewer notes: We are conducting this survey on behalf of San Francisco Municipal Transportation Agency. If necessary, explain:

- *The survey should take between 8 - 10 minutes to administer.*
- *No selling is involved.*
- *Responses will be treated in confidence.*

About the driver

These first questions will help us understand what type of taxi driver you represent.

1. About how many years have you held an "A Card" (allowing you to drive a San Francisco taxi)?

1. Less than a year
2. 1 – 3 years
3. 4 – 10 years
4. 11 – 20 years
5. More than 20 years
6. Don't know

2. How many months did you (actively) drive a taxi last year (2012)?

1. All year
2. 10 or 11 months
3. 4 to 9 months
4. 3 months or less
5. Don't know

3. In months when you drive a taxi, how many shifts do you drive on average? (Read list)
1. 5 or more shifts per week
 2. Three or four
 3. Two or less
 4. Don't know

4. Do you typically drive day shift or night shift?
1. Day
 2. Night
 3. Both day and night (do not read)
 4. Don't know, no response.

5. For which taxi company color do you typically drive? (*May check more than one if answer volunteered*)
- | | |
|---|-----------------------------------|
| <input type="checkbox"/> Yellow | <input type="checkbox"/> Bay |
| <input type="checkbox"/> Luxor | <input type="checkbox"/> National |
| <input type="checkbox"/> Arrow/Checker | <input type="checkbox"/> Fog City |
| <input type="checkbox"/> Desoto | <input type="checkbox"/> Veteran |
| <input type="checkbox"/> Town | <input type="checkbox"/> Metro |
| <input type="checkbox"/> Royal | <input type="checkbox"/> Green |
| <input type="checkbox"/> Other (enter name _____) | |

(Note: If not a San Francisco taxi company, thank and terminate interview)

6. Are you a taxi medallion holder?
- | | | |
|---|------------|-----------|
| 1 | Yes | (go to 7) |
| 2 | No | (go to 8) |
| 3 | Don't know | (go to 8) |

7. (*For medallion Holders*)

- a. What kind of Medallion do you have? (Read List)
1. Regular
 2. Ramp (Wheel Chair Accessible)
 3. Single-Operator/Peak Time Medallion
 4. Don't know (Do not read)

(Go to 10)

8. (*For Non-Medallion Drivers*)

Are you on the waiting list for a medallion?

- | | |
|---|------------|
| 1 | Yes |
| 2 | No |
| 3 | Don't know |

9.

a. Many drivers obtain their taxi on a shift basis, paying gas and gate to the taxi company whose colors they drive. Do you usually get your taxi this way?

1. Yes, (go to 10)
2. No
3. Don't Know
4. No response. (go to 10)

b. Do you get your taxi and medallion together, or provide your own taxi and get the medallion separately?

1. Taxi and medallion together
2. Medallion separately (go to 9e)
3. Other _____
4. Don't know, no response.

c. From whom do you get the taxi? (Read list)

1. The taxi company whose colors you drive,
2. The medallion holder.
3. Another driver on the car who is not the medallion holder.
4. Someone who is NOT the taxi company, medallion holder, or another driver on the car.
5. Other _____.
6. Don't know, no response.

d. Do you pay for the taxi

1. By shift
2. By Week
3. By Month
4. Annually
5. Other (_____)

(go to 9g)

e. From whom do you get the medallion?

1. The taxi company whose colors you drive,
2. The medallion holder.
3. Another driver on the car who is not the medallion holder.
4. Someone who is NOT the taxi company, medallion holder, or another driver on the car.
5. Other _____.
6. Don't know, no response.

f. Do you pay for the medallion by?

1. By shift
2. By Week
3. By Month
4. Annually
5. Other (_____)

g. Approximately how much do you pay, not including tips to dispatcher and others? *(For the time unit in the above) Range is permitted, especially for shifts*

1. Single Response (_____)
2. Range - (from _____ to _____)
3. No response

Substantive Questions

10. Now I will read you some statements regarding taxis in San Francisco. Please tell me whether you agree or disagree with each using a 5 point scale, where 5 means Strongly Agree and 1 means Strongly disagree.

	<i>Strongly Agree</i>				<i>Strongly Disagree</i>	
	5	4	3	2	1	NA/DK
a. An experienced taxi driver can make an adequate living in San Francisco. <i>(if necessary) FOLLOW UP: That is, that a San Francisco taxi driver can earn adequate income to afford to live in this area. If needed, explain that 'this area' includes the Bay Area as a whole.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Customers who pay by credit card tip less than customers who pay by cash.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. I prefer to handle the credit card myself rather than the customer using a back-seat credit card unit.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. I support requiring back seat credit card units in San Francisco taxis.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. I would be more supportive of back-seat credit card units if I received payment for credit charges at the end of each shift.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. For driver safety, all taxis should have cameras.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. For driver safety, all taxis should have a shield between the back seat and the front seat.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. The next statements are about taxi medallions. Again, please tell me whether you agree or disagree with each using a 5 point scale, where 5 means Strongly Agree and 1 means Strongly disagree. *(If asked – these questions apply to post-Proposition K medallions unless otherwise stated)*

	<i>Strongly Agree</i>				<i>Strongly Disagree</i>	
	5	4	3	2	1	NA/DK
a. The number of medallions should not be limited because it prevents taxi drivers from acquiring their own taxis.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. The number of taxis should be limited to protect driver incomes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Medallions should not be sold for money. When a driver retires or dies, it should pass to another driver at no cost.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. A driver should be able to sell their medallion to another driver when they want to retire (or become disabled).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. If medallions are sold between drivers, the price should be limited to make it affordable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Drivers without medallions should have the choice to lease medallions directly from the SFMTA at a fixed price.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. New medallions should go those who are currently on the official waiting list.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Medallions should be awarded by driver seniority, rather than having to go on a waiting list.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. A small portion of medallions should go to companies who provide better service to drivers and customers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The next questions are about tips that drivers sometimes pay.

12. How often do you pay tips to dispatchers, gas attendants or other taxi company employees?

1. Always
2. Sometimes
3. Never (skip to 16)

13. Do you generally pay such tips because you want to, or feel you have to?

1. Want to.
2. Have to.
3. Mixed Options – want to and have to (*don't read*)
4. Refused / Don't know (*don't read*)

14. For a Friday or Saturday night shift, about how much in total do you pay in tips to dispatchers, gas attendants, and other taxi company employees?

(skip if only day shift selected in Q4)

1. \$5.00 or less
2. \$6.00 - \$10.00
3. \$11.00 - \$20.00
4. More than \$20.00
5. Don't Know/No Response

15. For a less desirable shift, about how much in total do you pay in tips to dispatchers, gas attendants, and other taxi company employees?

(if only day shift selected in Q4, do not show "For a less desirable shift")

1. \$5.00 or less
2. \$6.00 - \$10.00
3. \$11.00 to \$20.00
4. More than \$20.00
5. Don't Know/No Response

The next questions are about other taxi issues.

16. Do you use smart-phone apps such as Cabulous or Taximagic to get more passengers?

1. Yes
2. No
3. Don't know

(if yes) 16a. Which ones? (Read list if necessary)

- Cabulous (or Flywheel - recent name change)
- Taximagic
- Uber Taxi
- Other _____
- Don't know, No Response (Do not read)

17. For a typical day shift, approximately how many trips do you get from apps?

(Fractions are acceptable)

(skip if only night shift selected in Q4)

- a. _____ (Enter number)
- b. Don't work day shifts
- c. Don't know, no response

18. For a typical Friday or Saturday night approximately how many trips do you get from apps?

(Fractions are acceptable)

(skip if only day shift selected in Q4)

- a. _____ (Enter number)
- b. Don't work on Friday or Saturday nights
- c. Don't know, no response

19. For credit card payment, do you use a smart-phone app yourself, such as Square?

- 1. Yes
- 2. No
- 3. Don't know, no response.

20. Do you feel that new taxi drivers receive enough training?

- 1. Yes
- 2. No
- 3. Don't know

21. Who should provide the required training to new drivers? (Read list)

- 1. The independent schools that are doing it now
- 2. The taxi companies
- 3. A centrally managed school with a uniform standard
- 4. Other _____ (do not read)
- 5. Don't know, no response (do not read)

22. The San Francisco Municipal Transportation Agency regulates San Francisco taxis. Briefly, please tell me the one main thing that the SFMTA could do to improve taxis.

Don't know, No response

Demographics

These final few questions are for classification purposes only

D1. Gender (by observation)

- 1 Male
- 2 Female
- 3 Uncertain

D2. May I ask your approximate age? Are you...(read list if necessary) _____

- | | | | |
|---|---------|---|-----------------------|
| 1 | 18 – 24 | 5 | 55 – 64 |
| 2 | 25 – 34 | 6 | 65 and older |
| 3 | 35 – 44 | 7 | Refused (Do not read) |
| 4 | 45 – 54 | | |

D3. What ethnic group do you consider yourself a member of? (If hesitates, ask) Are you white, African American, Hispanic/Latino, Asian or some other ethnic or racial background? (Multiples OK)

- 1 White
- 2 African American
- 3 Hispanic / Latino
- 4 Asian / Pacific Islander
- 5 Other (specify) _____
- 6 Refused

Thank you very much, those are all of the questions that I have.

Comments:

INTERVIEWER NOTE: Prompt for comments ONLY if comments mentioned during the interview

Pick up from Sample Sheet:

- Phone Number: _____
- Sample ID: _____
- First Name: _____

Appendix B

**Taxi Driver Survey
Summary Results by Question**

Appendix B Summary Results by Question

San Francisco taxi drivers were surveyed by telephone to obtain their views and experience on issues affecting the taxi industry. A sample of 621 drivers were randomly selected and interviewed from the list of over 7,000 taxi drivers. Interviews were conducted in English, Spanish, Cantonese, and Mandarin. Interviewers attempted to call drivers up to 3 times. This included leaving brief messages about the survey and indicating that the interviewer would call them back at another time.

At the 95% confidence level, results on the survey as a whole have a margin of error of 3.76%. This is higher for sub-groups.

Results are reported in two forms.

- **Appendix B: Illustrative Bar Charts.** A bar chart is provided for each question showing responses by the sample as a whole.
- **Appendix C: Detailed Tables.** Tables are provided with detail by geographic zone, by taxi use, by number of vehicles in the household, by use of bicycles and public transit, and by age group.

Treatment of non-responses. Please note that in most cases, percentages in the Bar Charts report results *excluding* non-responses. The detailed tables identify non-response and “don’t know” counts separately.

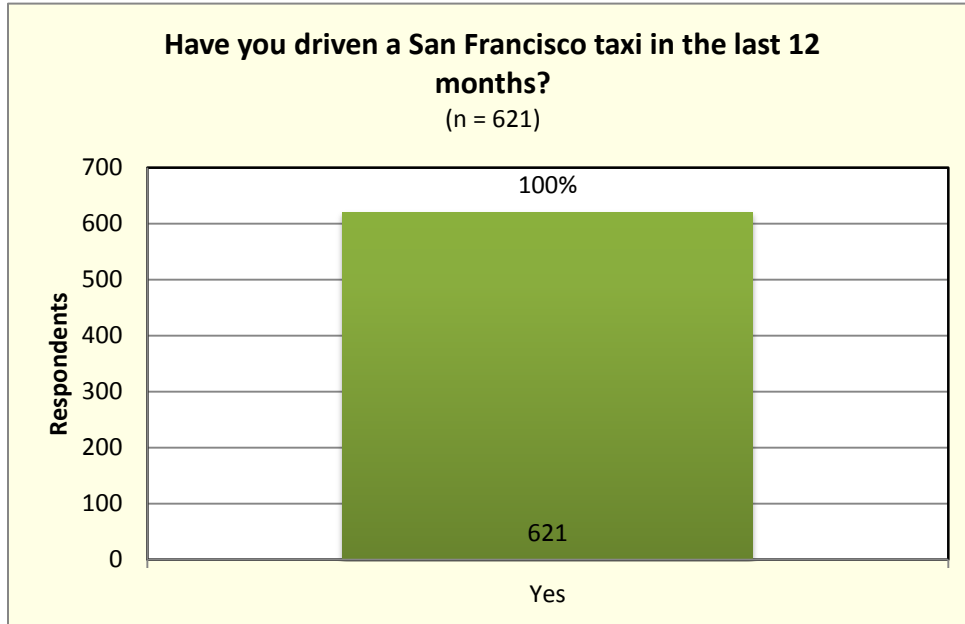
Rounding. Numbers may not add to totals due to rounding.

Results by Question

Raw results for each question are provided below. The bar charts show the percentage of respondents for each option.

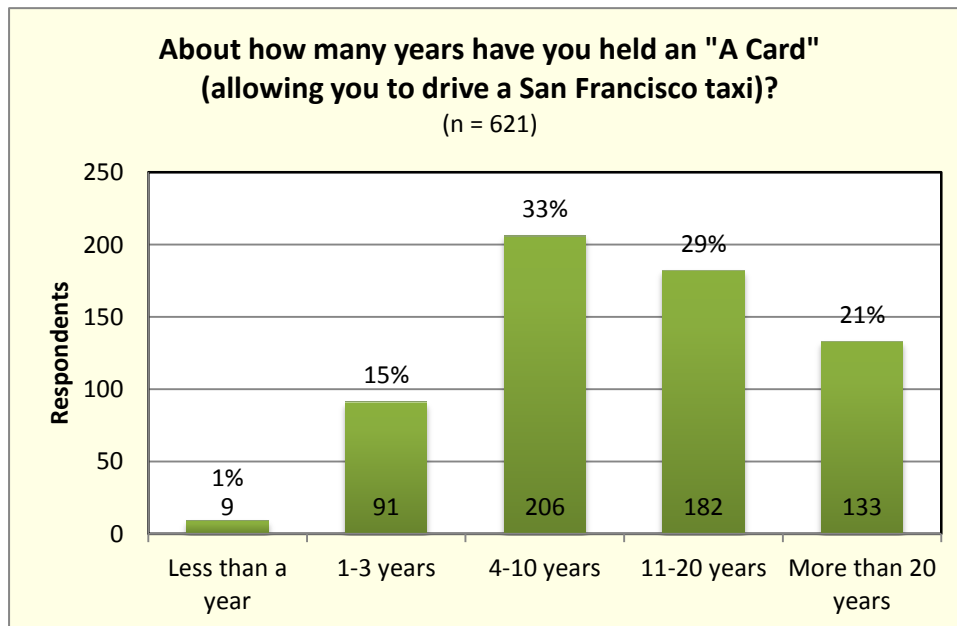
Introduction. Have you driven a San Francisco taxi in the last 12 months?

- Yes
- No



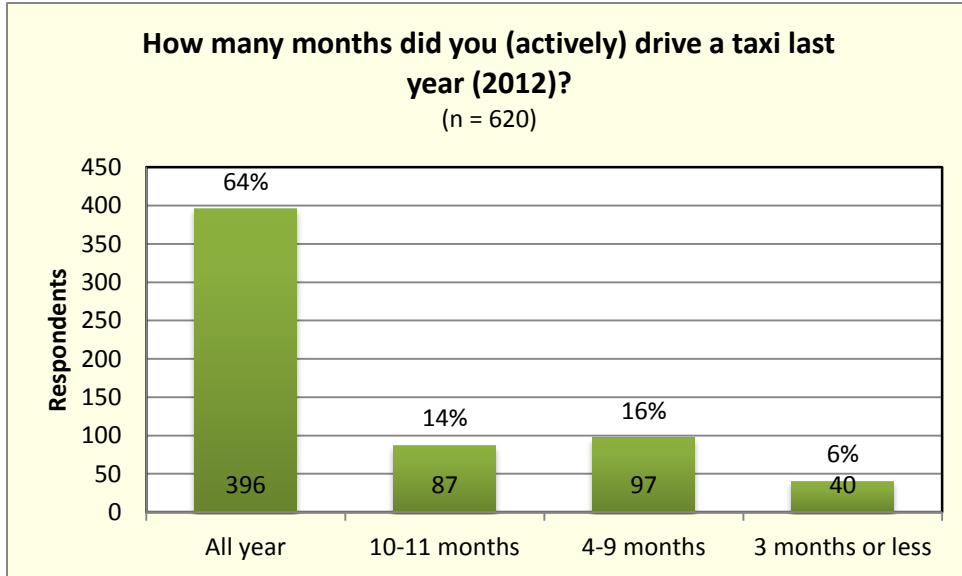
1. About how many years have you held an "A Card" (allowing you to drive a San Francisco taxi).

- Less than a year
- 1-3 years
- 4-10 years
- 11-20 years
- More than 20 years



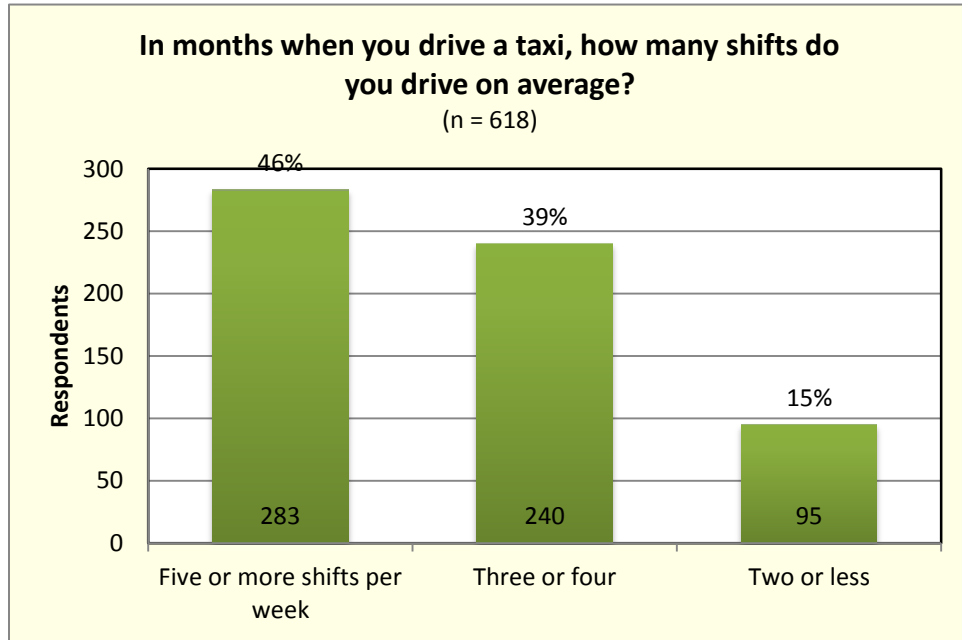
2. How many months did you (actively) drive a taxi last year (2012)?

- All year
- 10-11 months
- 4-9 months
- 3 months or less



3. In months when you drive a taxi, how many shifts do you drive on average?

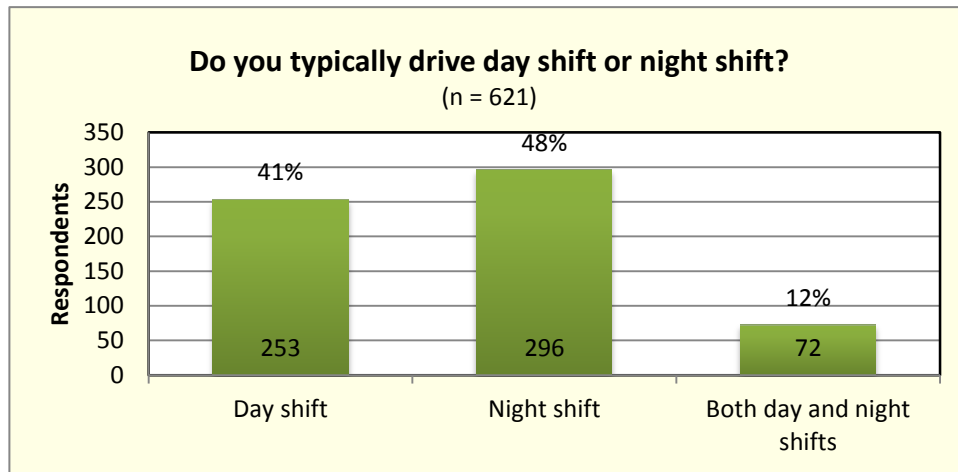
- Five or more shifts per week
- Three or four
- Two or less



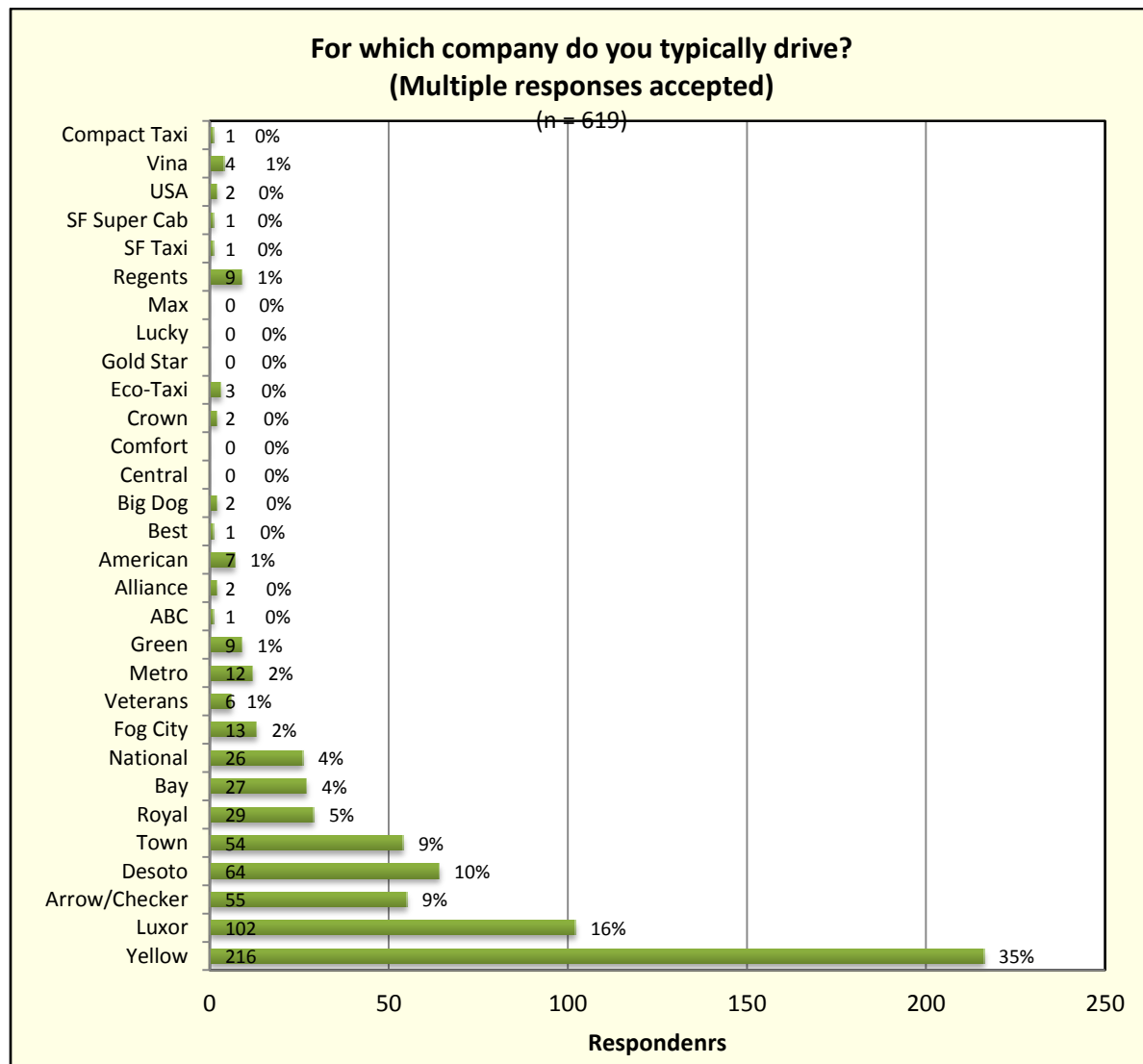
B-4 Driver Survey—Summary Results by Question

4. Do you typically drive day shift or night shift?

- Day shift
- Night shift
- Both day and night shifts

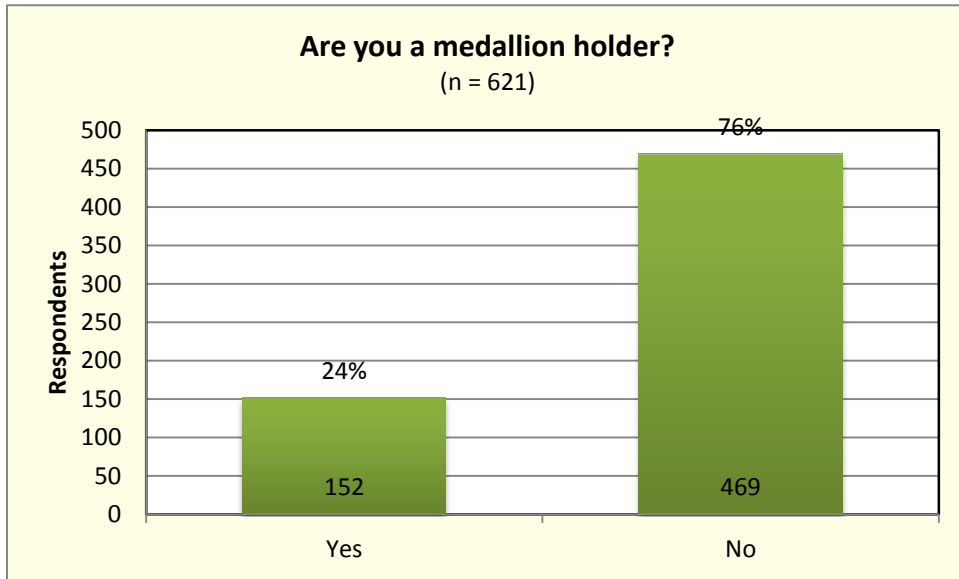


5. For which taxi company do you typically drive?



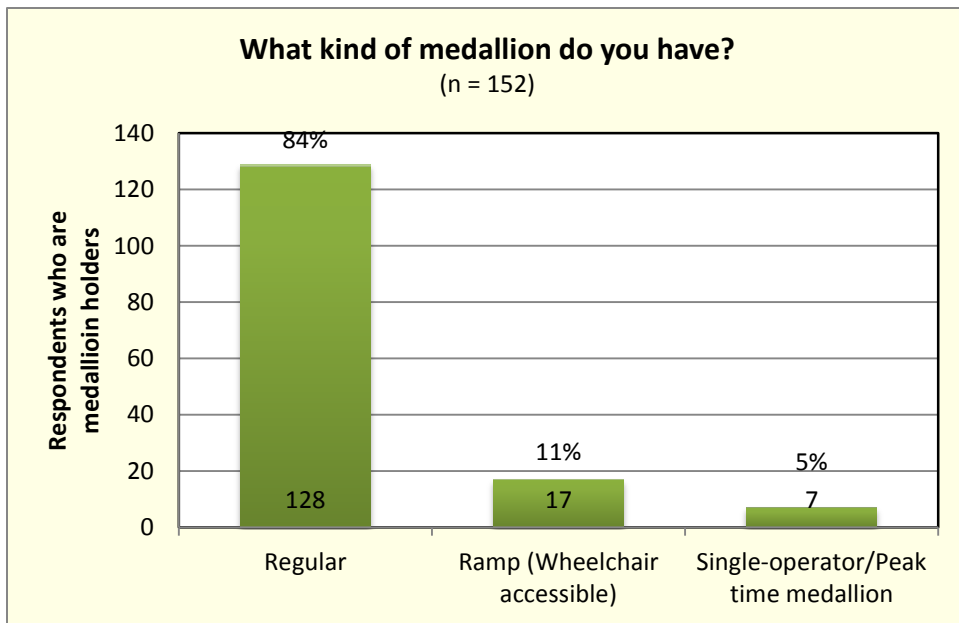
6. Are you a medallion holder?

- Yes
- No



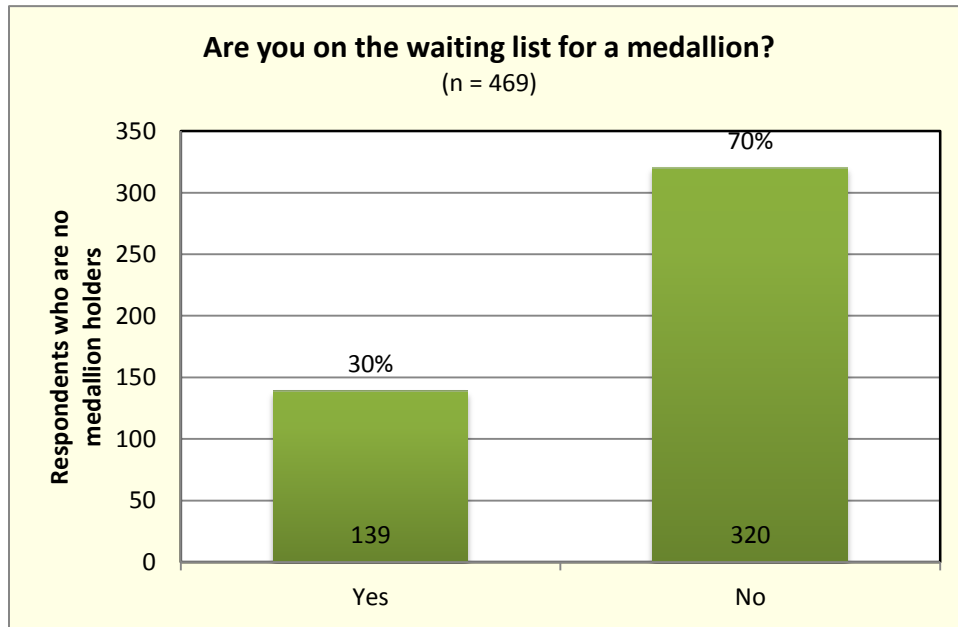
7. What kind of medallion do you have?

- Regular
- Ramp (Wheelchair accessible)
- Single-operator/Peak time medallion



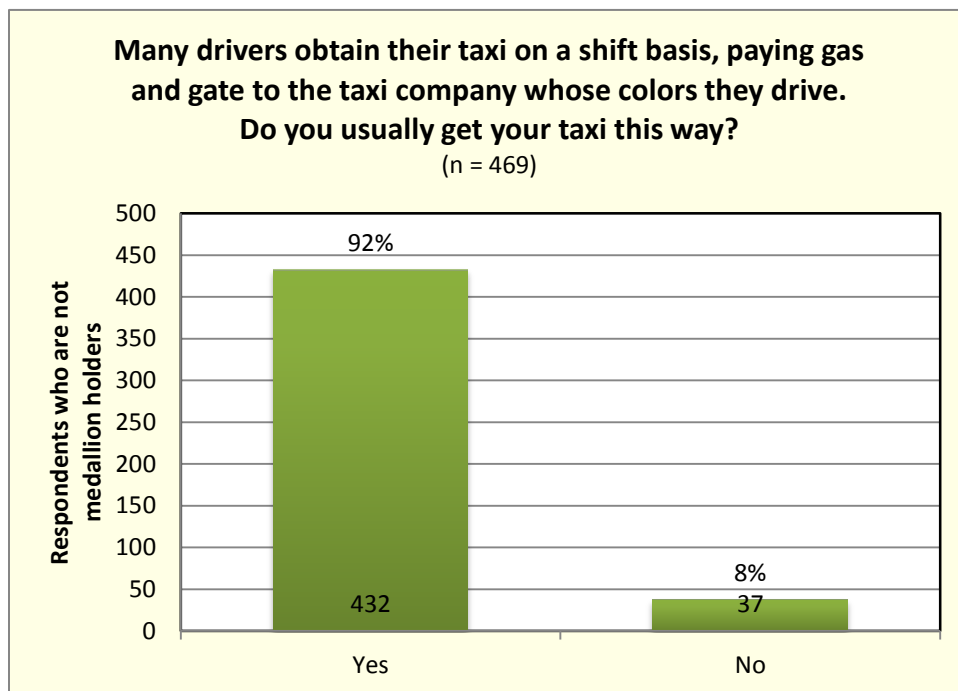
8. Are you on the waiting list for a medallion?

- Yes
- No



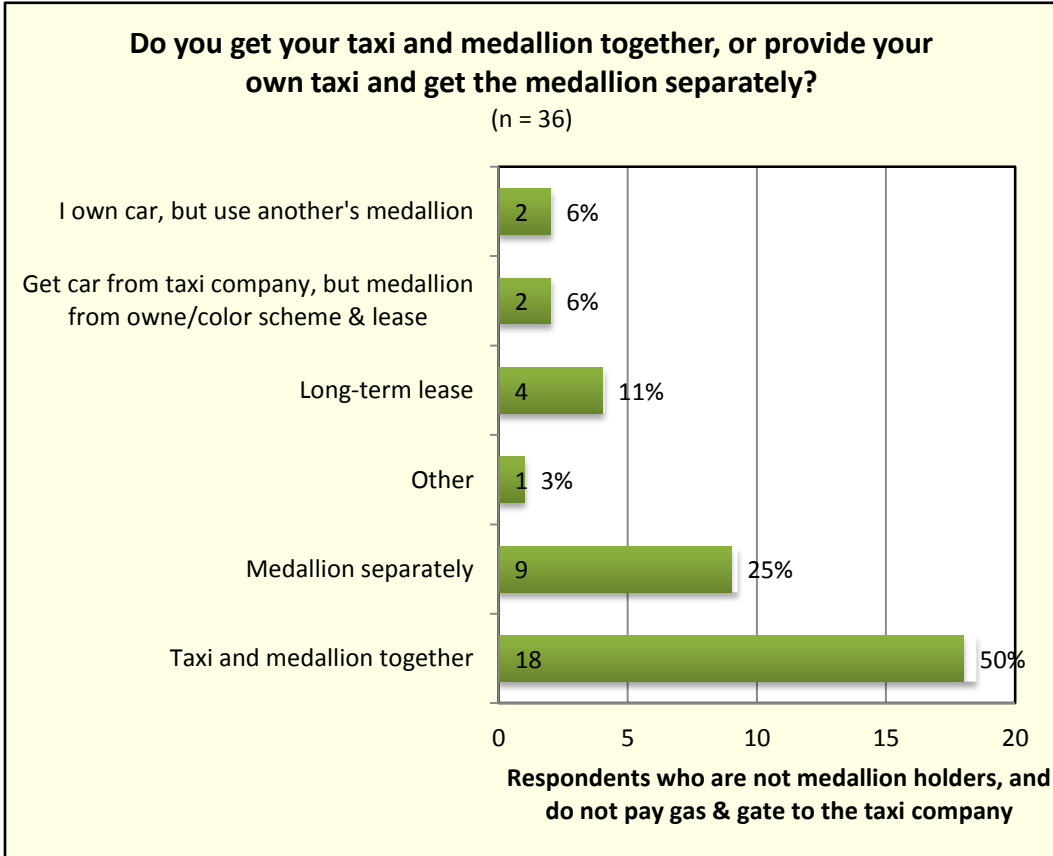
9A. Many drivers obtain their taxi on a shift basis, paying gas and gate to the taxi company whose colors they drive. Do you usually get your taxi this way?

- Yes
- No



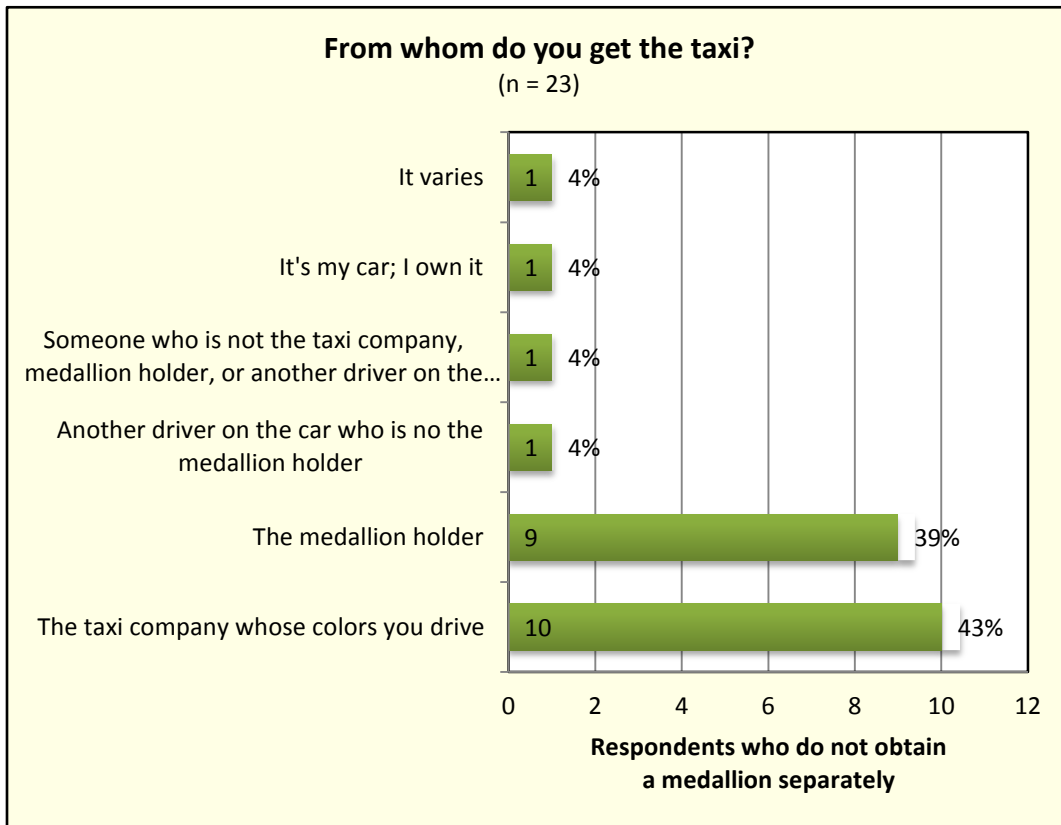
9B. Do you get your taxi and medallion together, or provide your own taxi and get the medallion separately?

- Taxi and medallion together
- Medallion separately
- Other
- Long-term lease
- Get car from taxi company, but medallion from owner/color scheme & lease
- I own car, but use another's medallion



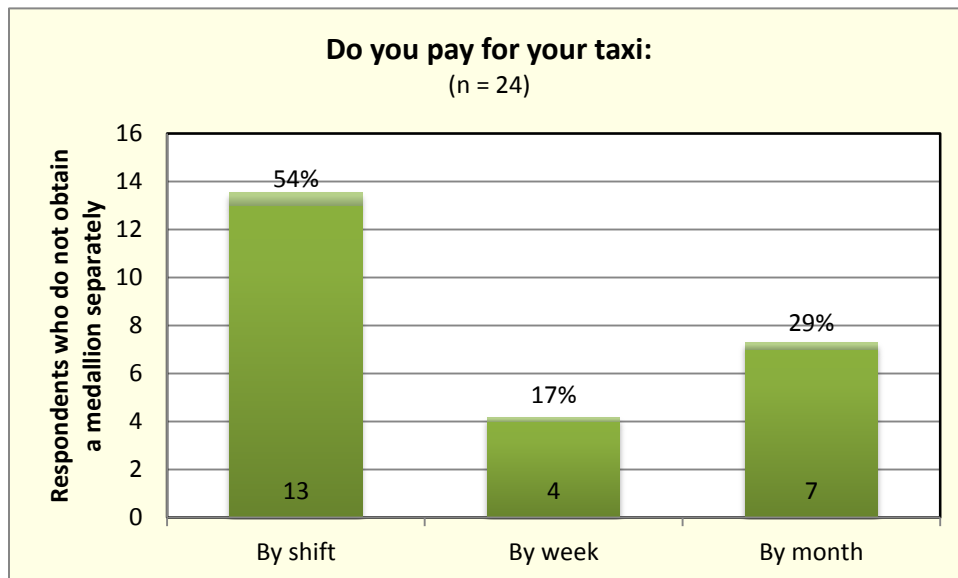
9C. From whom do you get the taxi

- The taxi company whose colors you drive
- The medallion holder
- Another driver on the car who is not the medallion holder
- Someone who is not the taxi company, medallion holder, or another driver on the car
- It's my car; I own it
- It varies



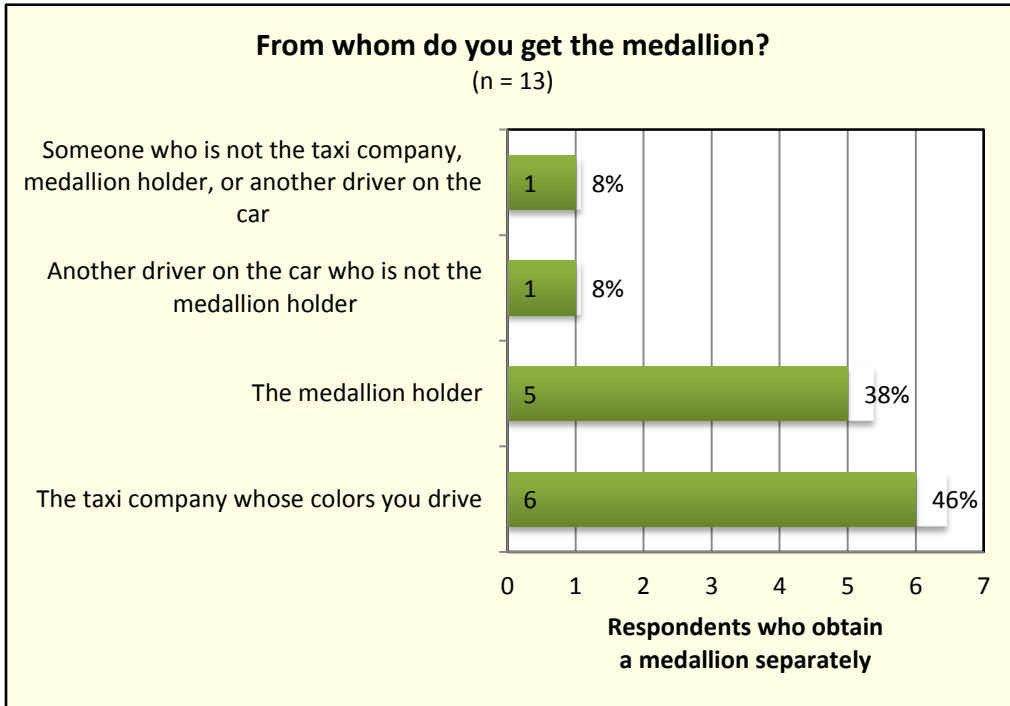
9D. Do you pay for your taxi:

- By shift
- By week
- By month
- Annually



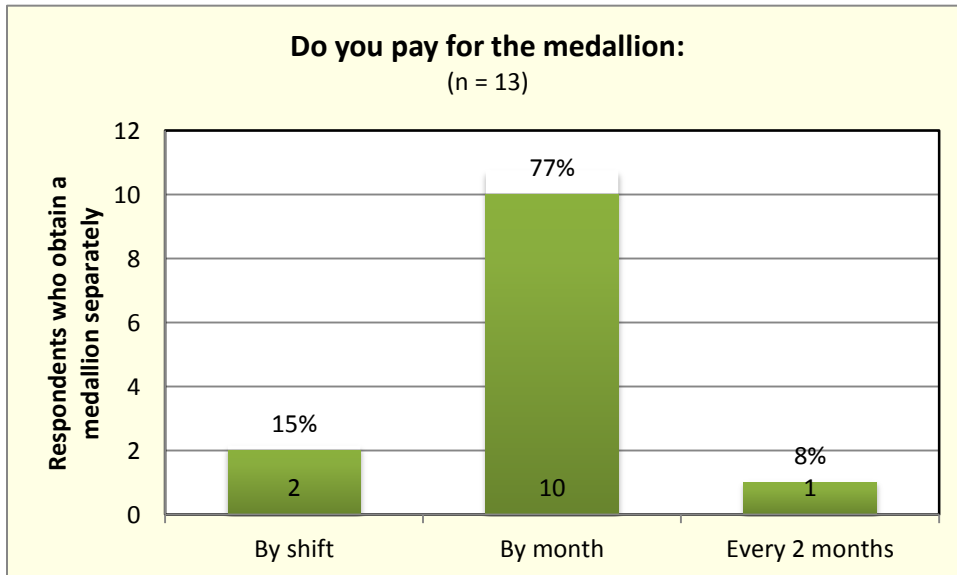
9E. From whom do you get the medallion?

- The taxi company whose colors you drive
- The medallion holder
- Another driver on the car who is not the medallion holder
- Someone who is not the taxi company, medallion holder, or another driver on the car

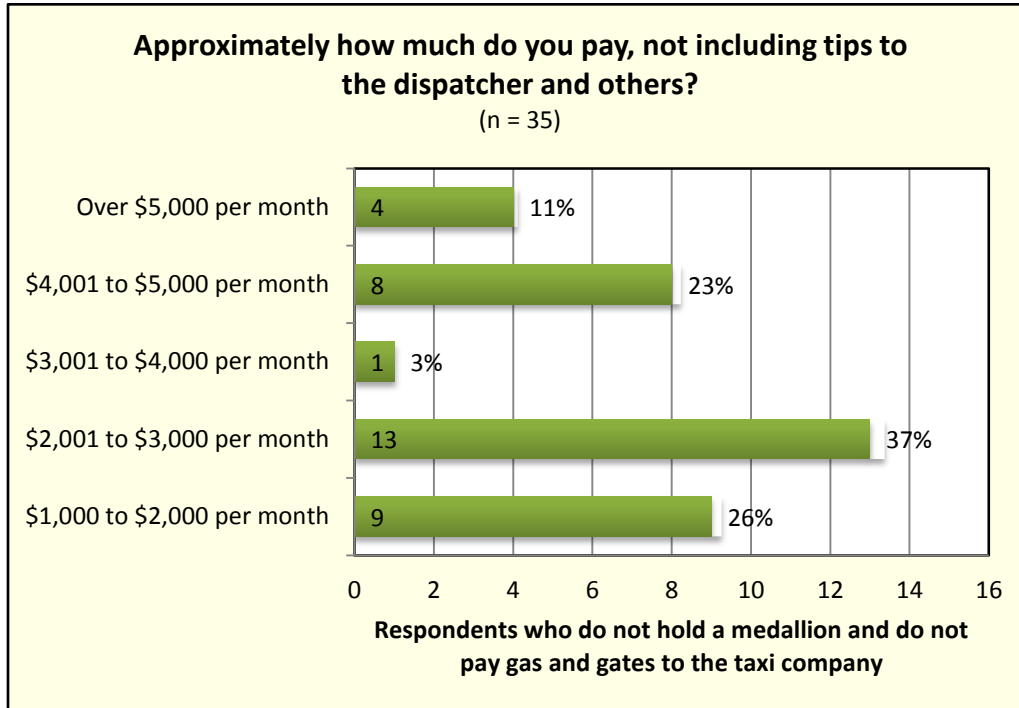


9F. Do you pay for the medallion:

- By shift
- By week
- By month
- Annually
- Every 2 months
- Pay gas & gate

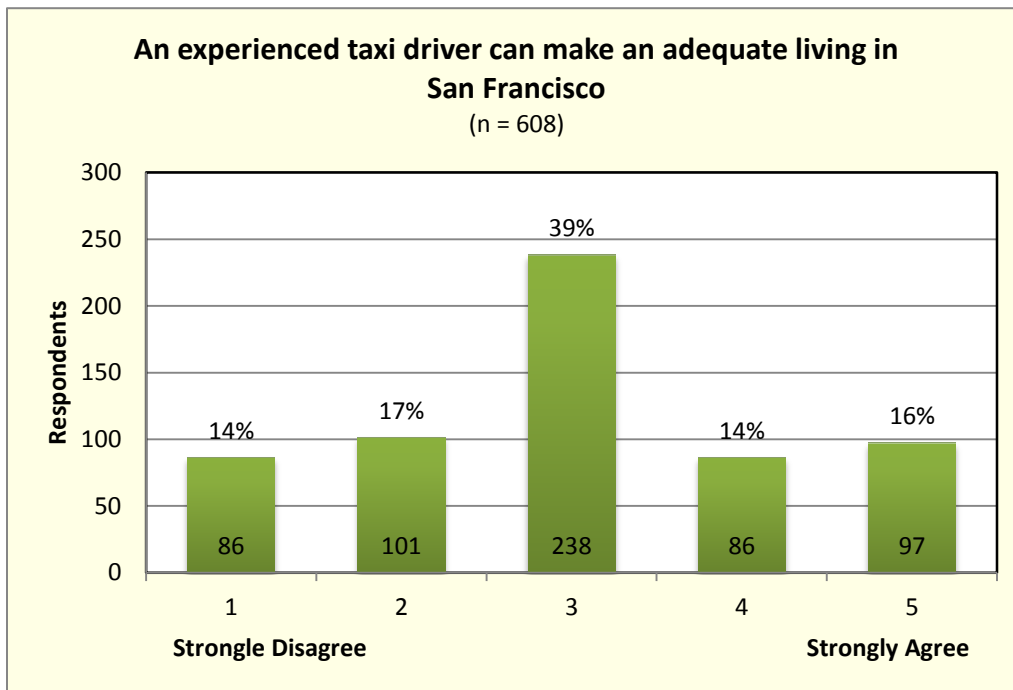


9G. Approximately, how much do you pay, not including tips to the dispatcher and other?

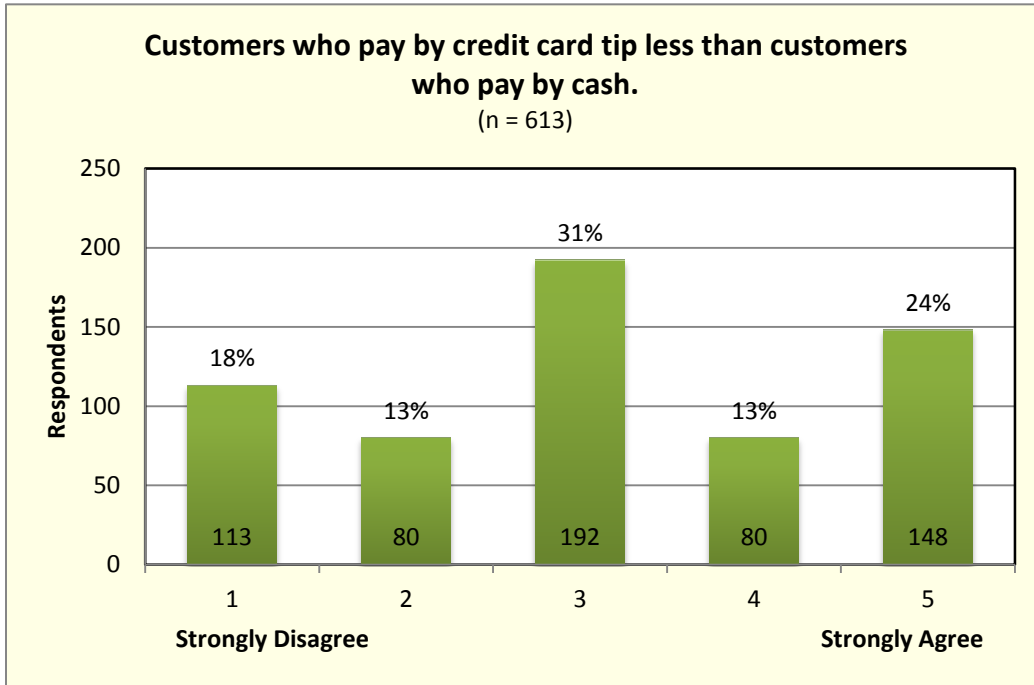


10A. An experienced taxi driver can make an adequate living in San Francisco.

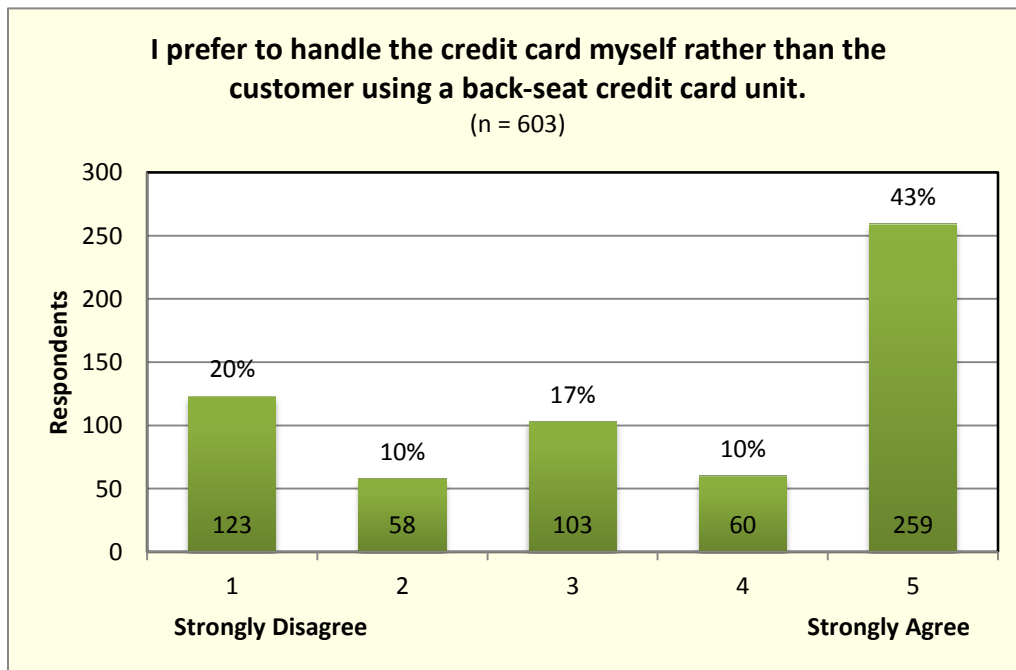
Strongly Disagree *Strongly Agree*
1 2 3 4 5



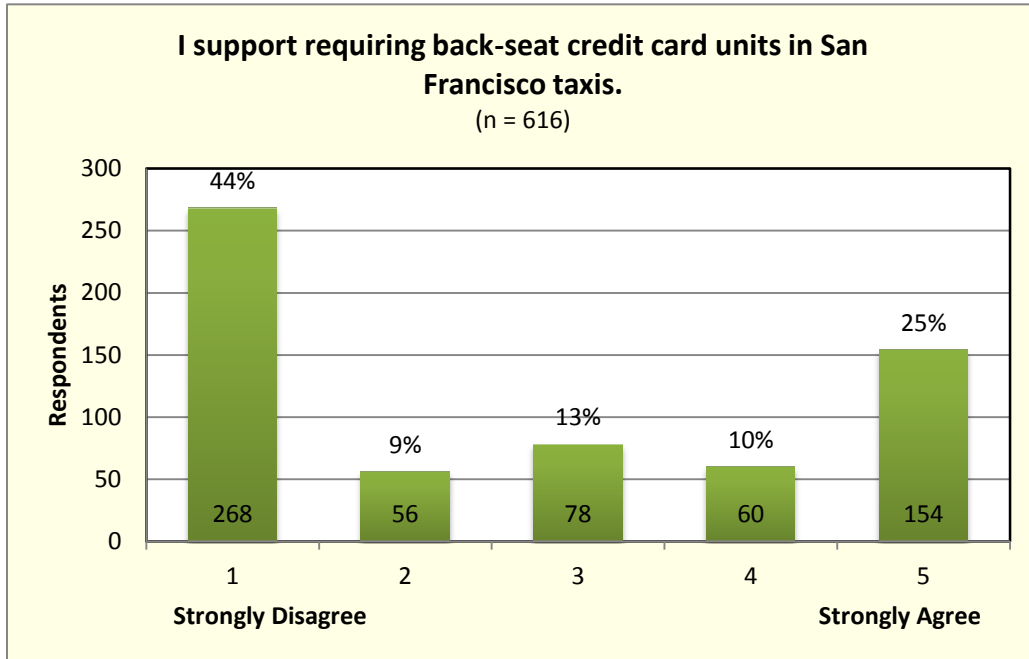
10B. Customers who pay by credit card tip less than customers who pay by cash.



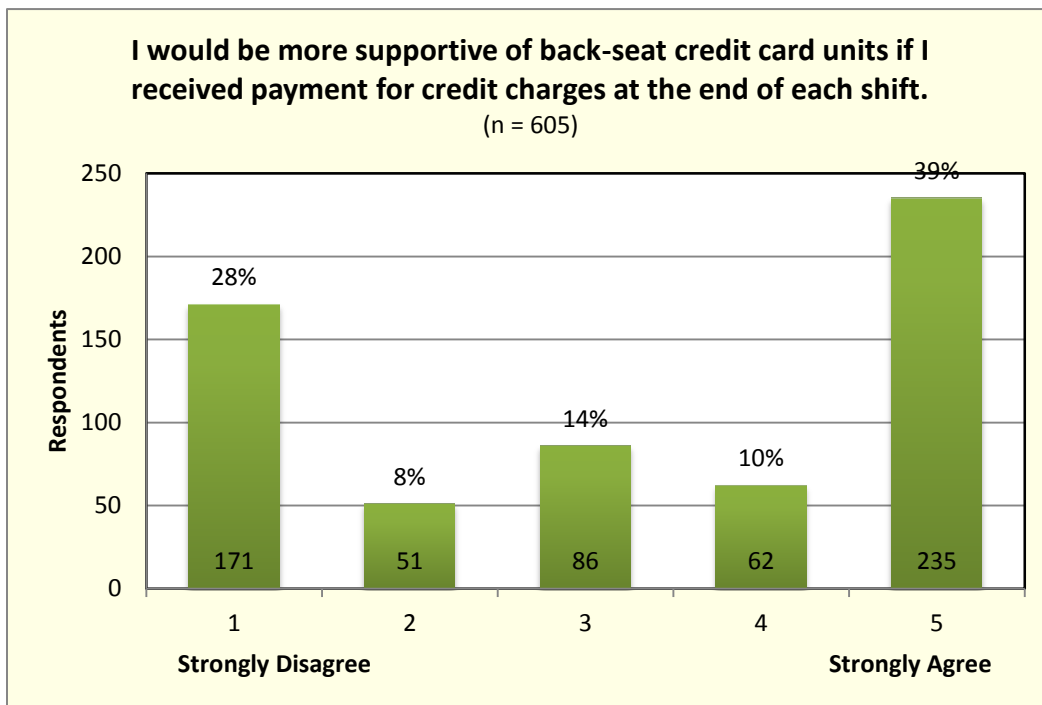
10C. I prefer to handle the credit card myself rather than the customer using a back-seat credit card unit.



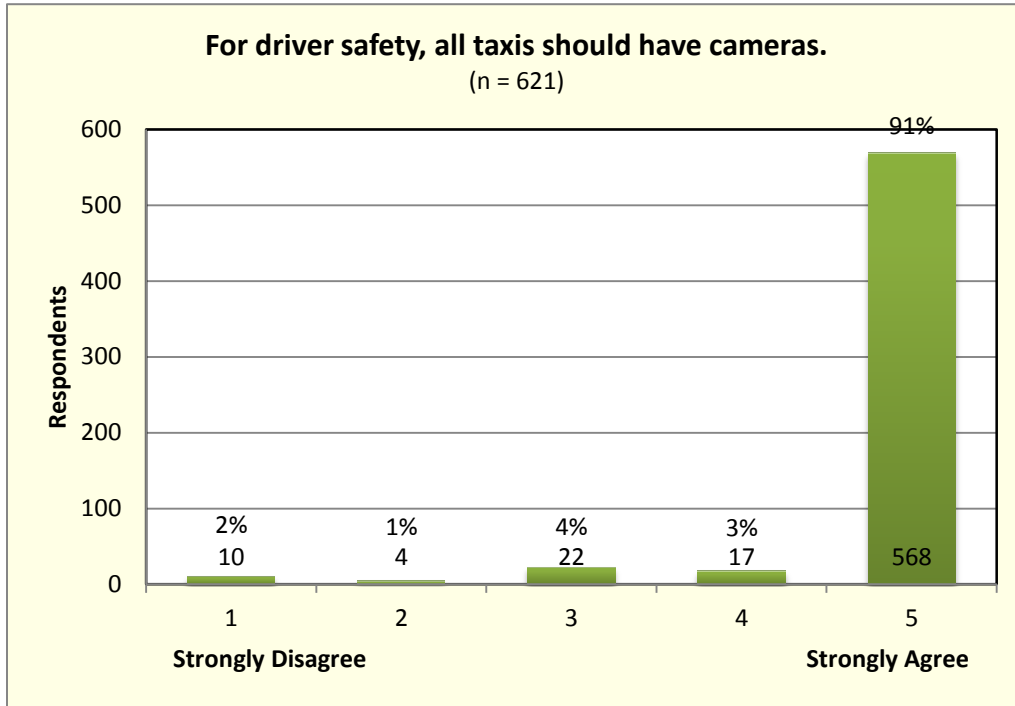
10D. I support requiring back-seat credit card units in San Francisco taxis.



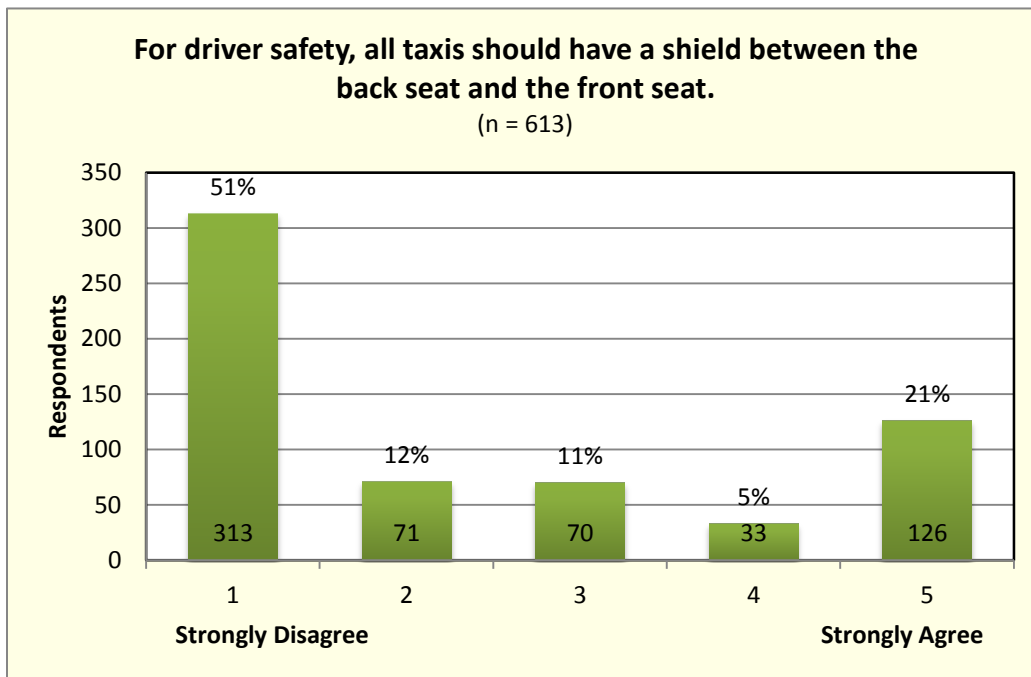
10E. I would be more supportive of back-seat credit card units if I received payment for credit charges at the end of each shift.



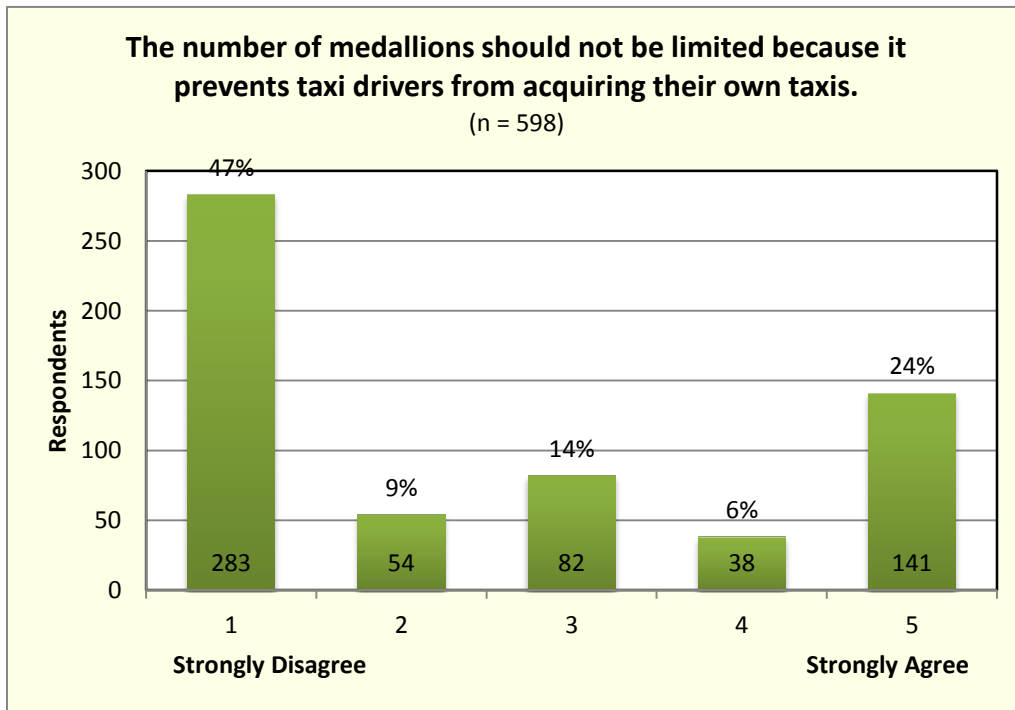
10F. For driver safety, all taxis should have cameras.



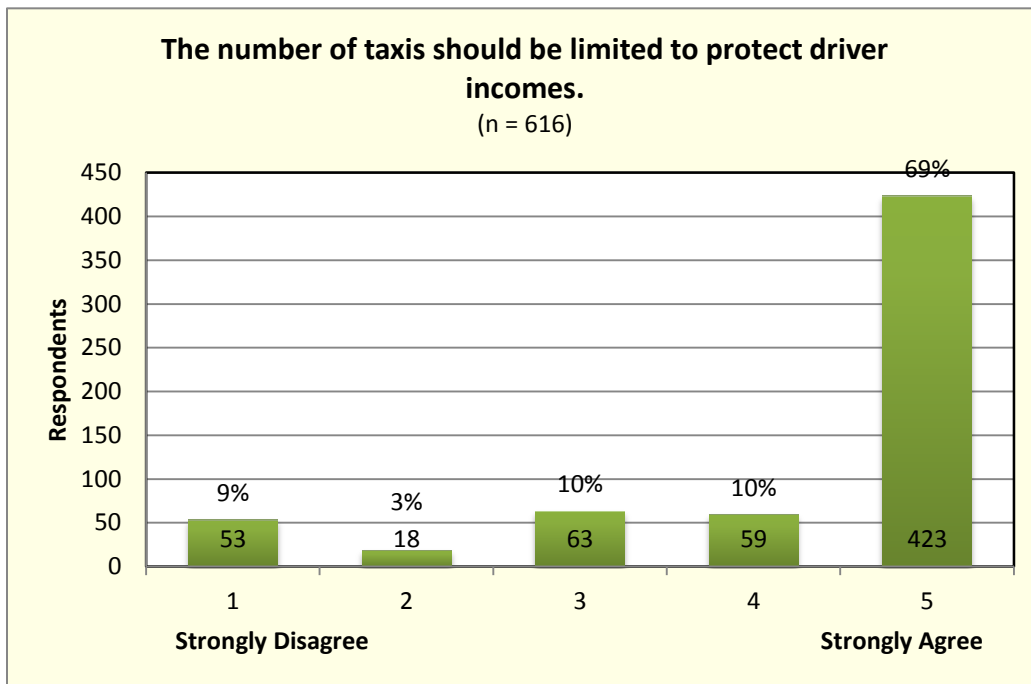
10G. For driver safety, all taxis should have a shield between the back seat and the front seat.



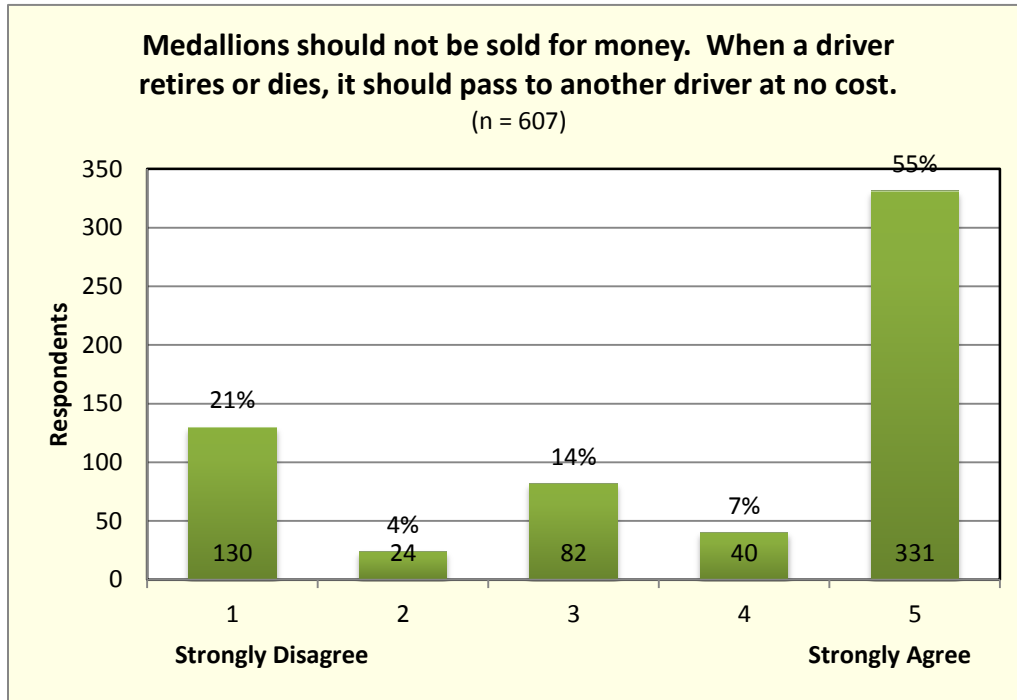
11A. The number of medallions should not be limited because it prevents taxi drivers from acquiring their own taxis.



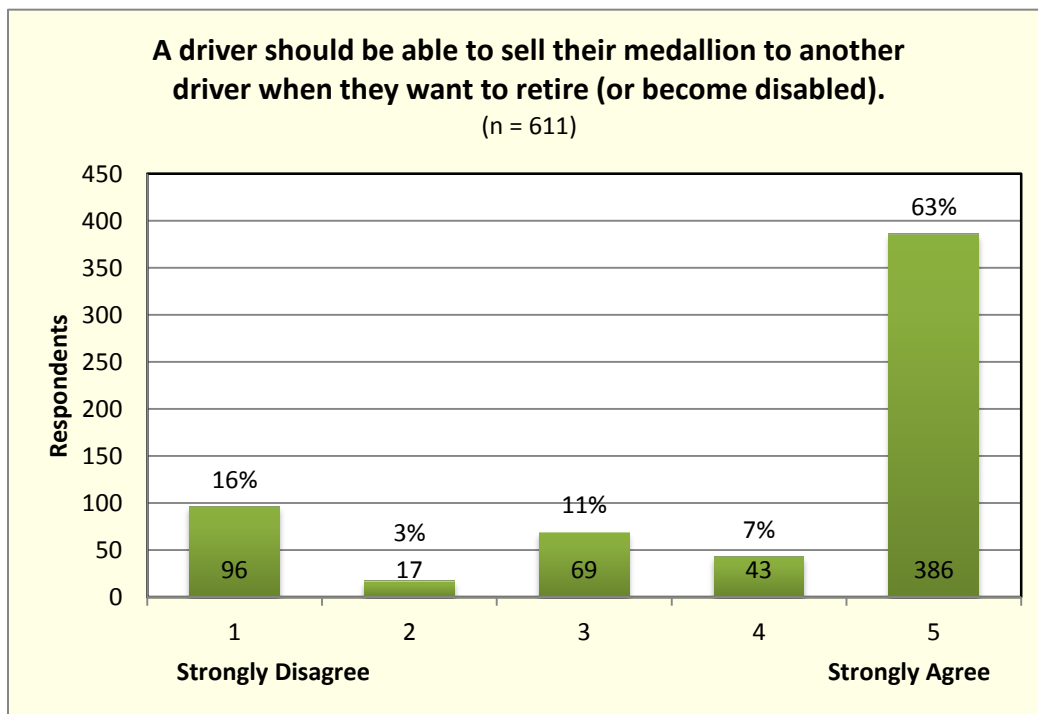
11B. The number of taxis should be limited to protect driver incomes.



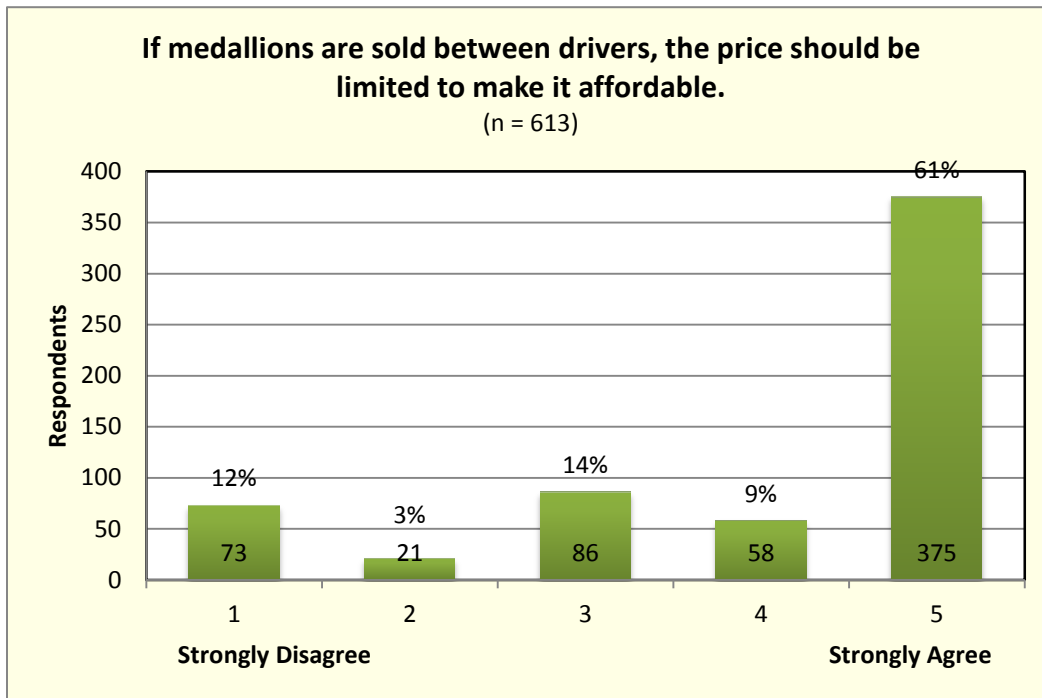
11C. Medallions should not be sold for money. When a driver retires or dies, it should pass to another driver at no cost.



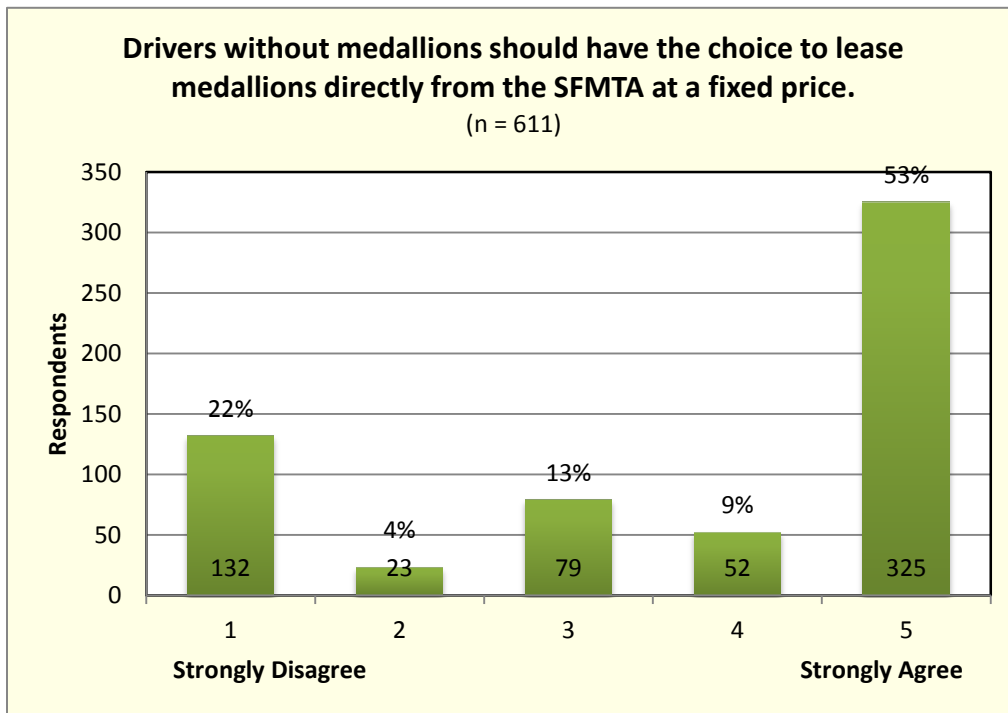
11D. A driver should be able to sell their medallion to another driver when they want to retire (or become disabled).



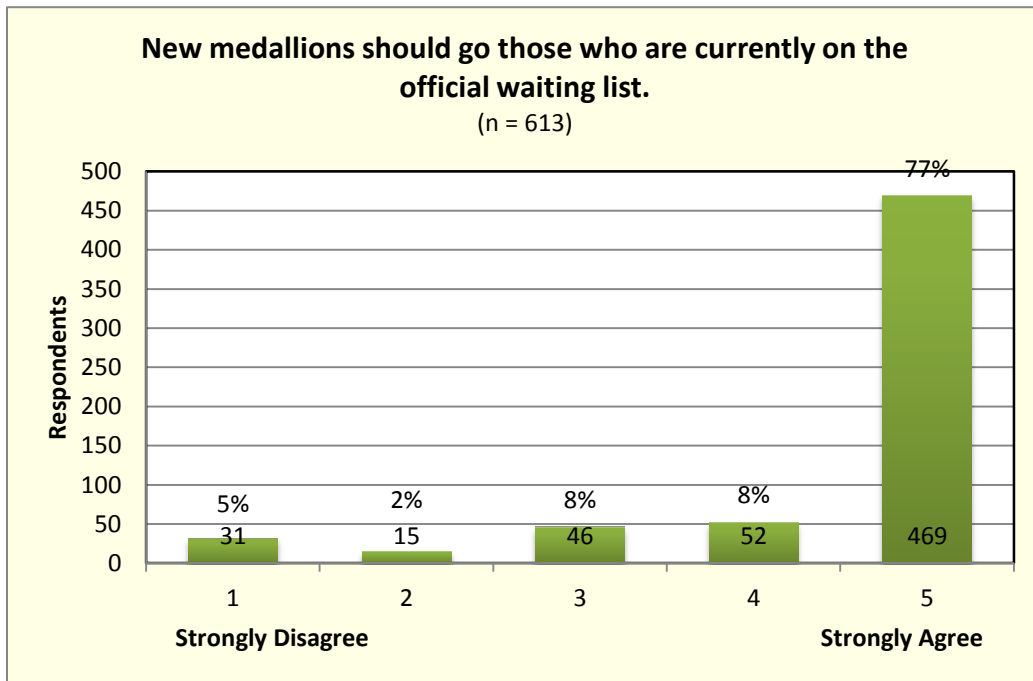
11E. If medallions are sold between drivers, the price should be limited to make it affordable.



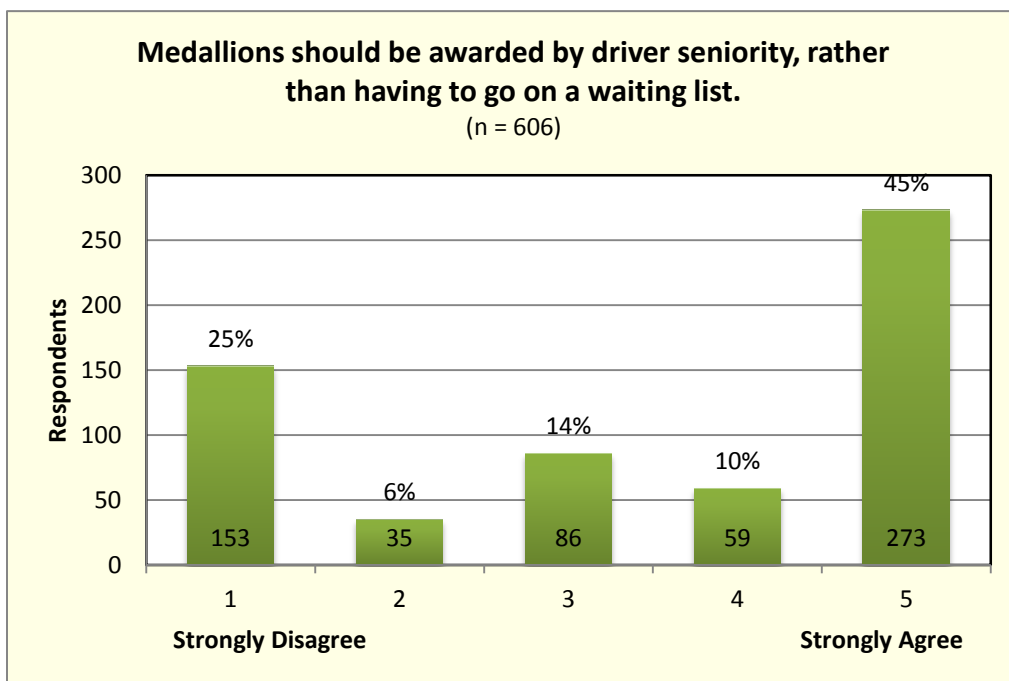
11F. Drivers without medallions should have the choice to lease medallions directly from the SFMTA at a fixed price.



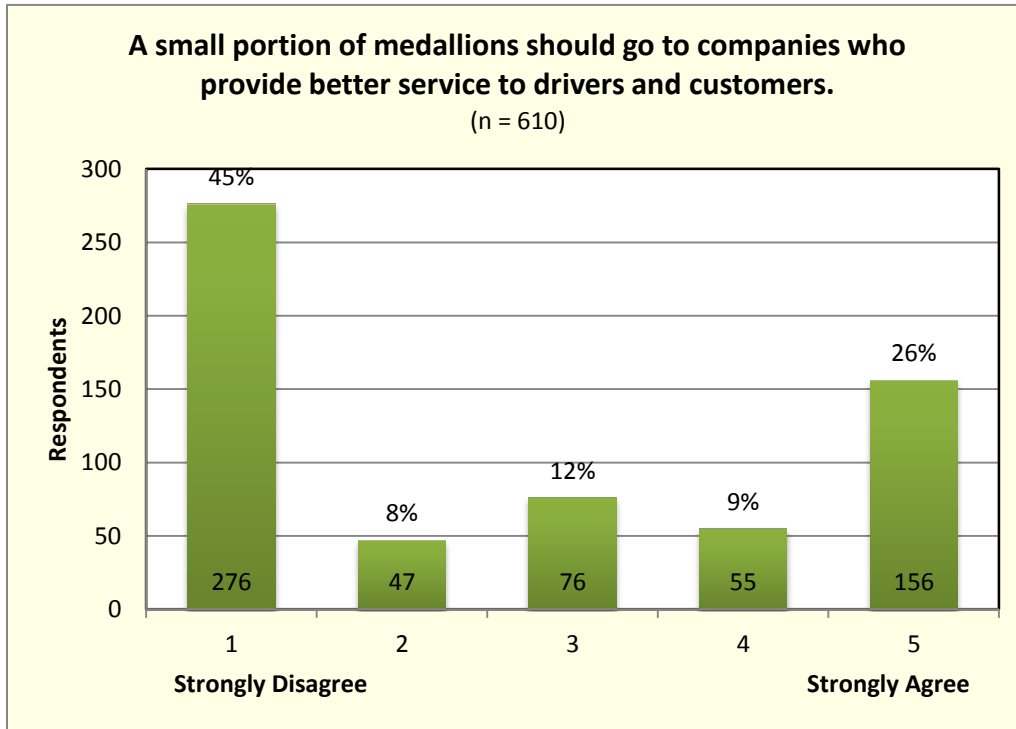
11G. New medallions should go those who are currently on the official waiting list.



11H. Medallions should be awarded by driver seniority, rather than having to go on a waiting list.



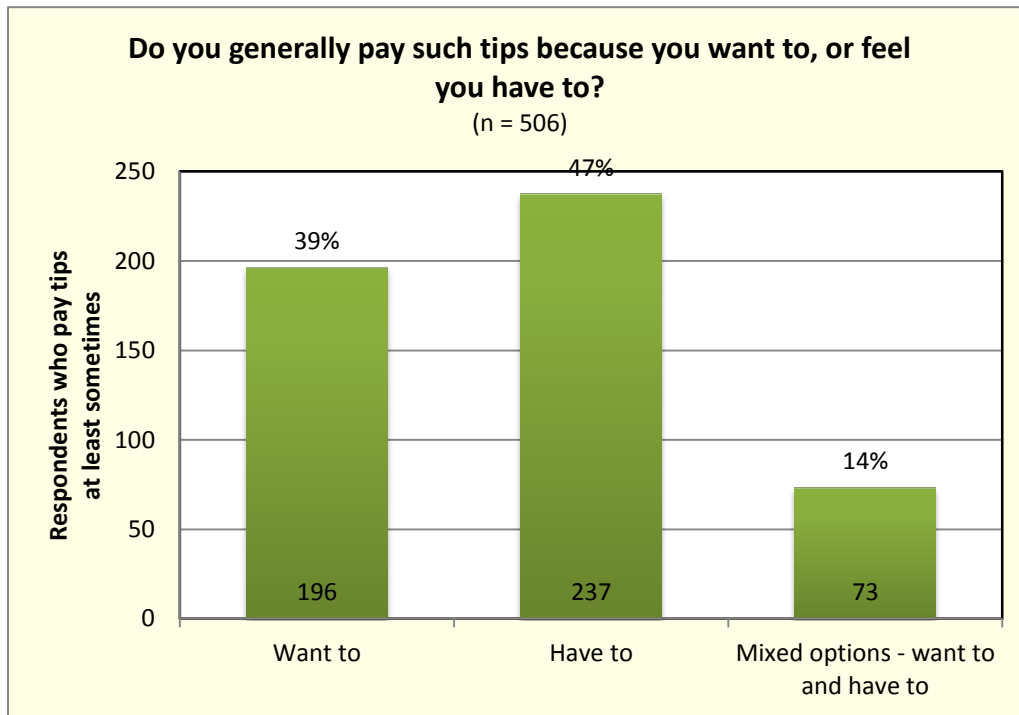
11. A small portion of medallions should go to companies who provide better service to drivers and customers.



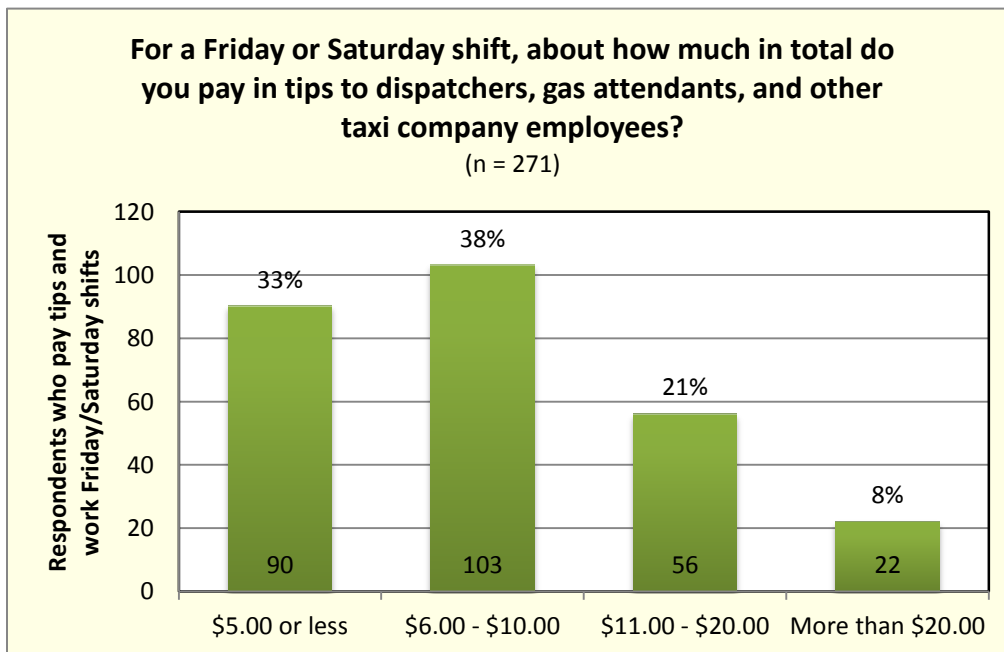
12. How often do you pay tips to dispatchers, gas attendants or other taxi company employees?



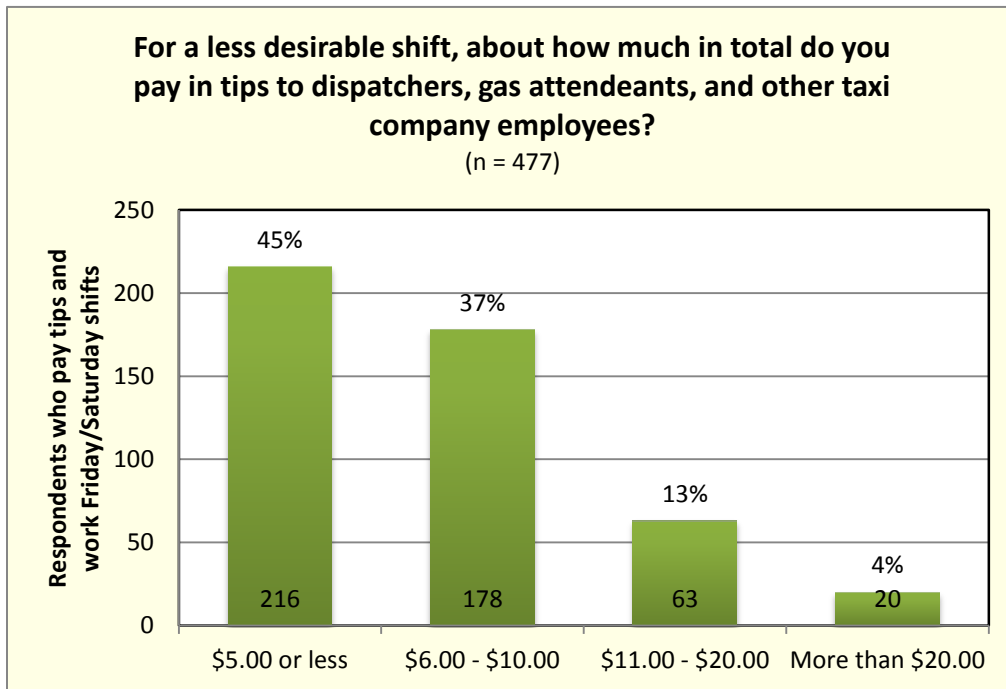
13. Do you generally pay such tips because you want to, or feel you have to?



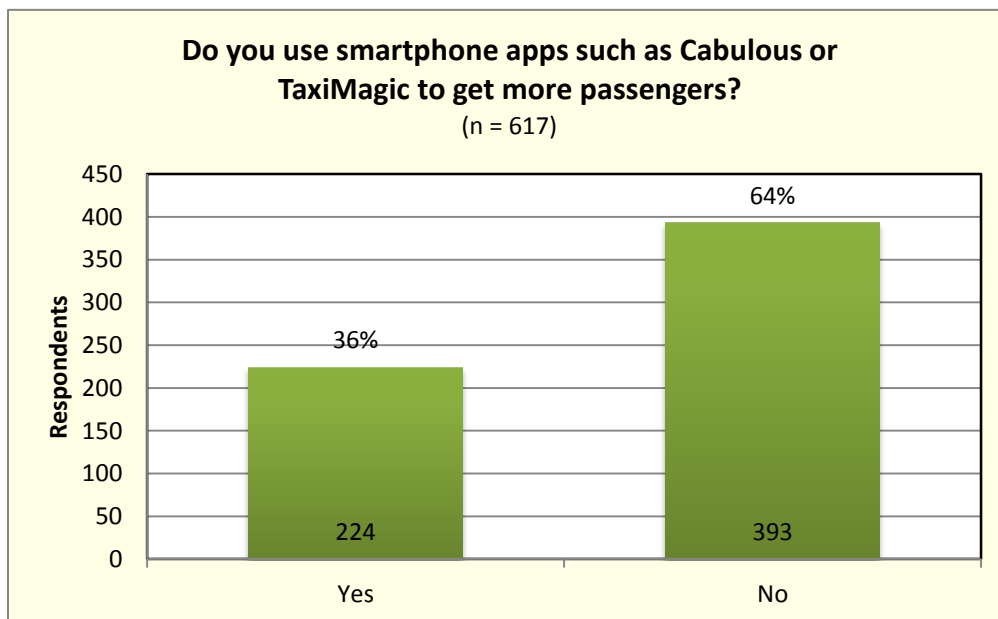
14. For a Friday or Saturday shift, about how much in total do you pay in tips to dispatchers, gas attendants, and other taxi company employees?



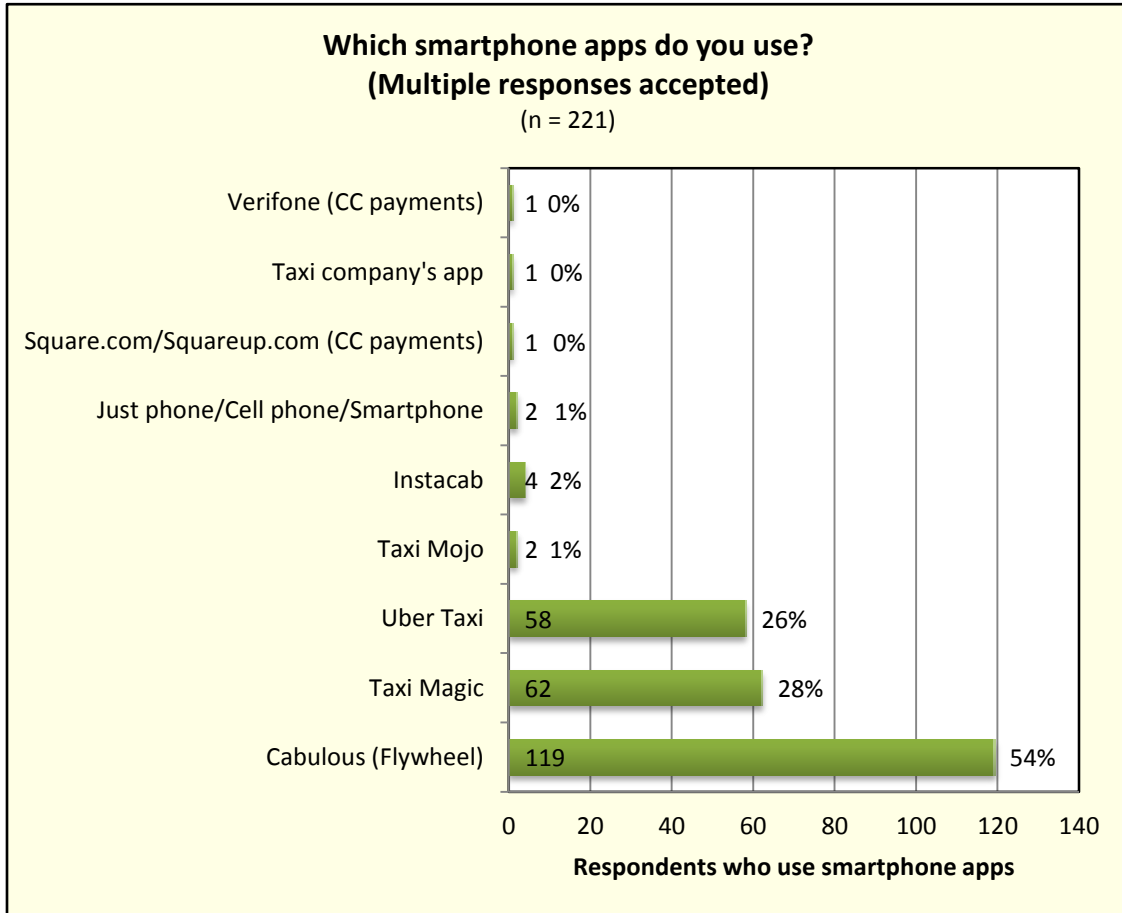
15. For a less desirable shift, about how much in total do you pay in tips to dispatchers, gas attendants, and other taxi company employees?



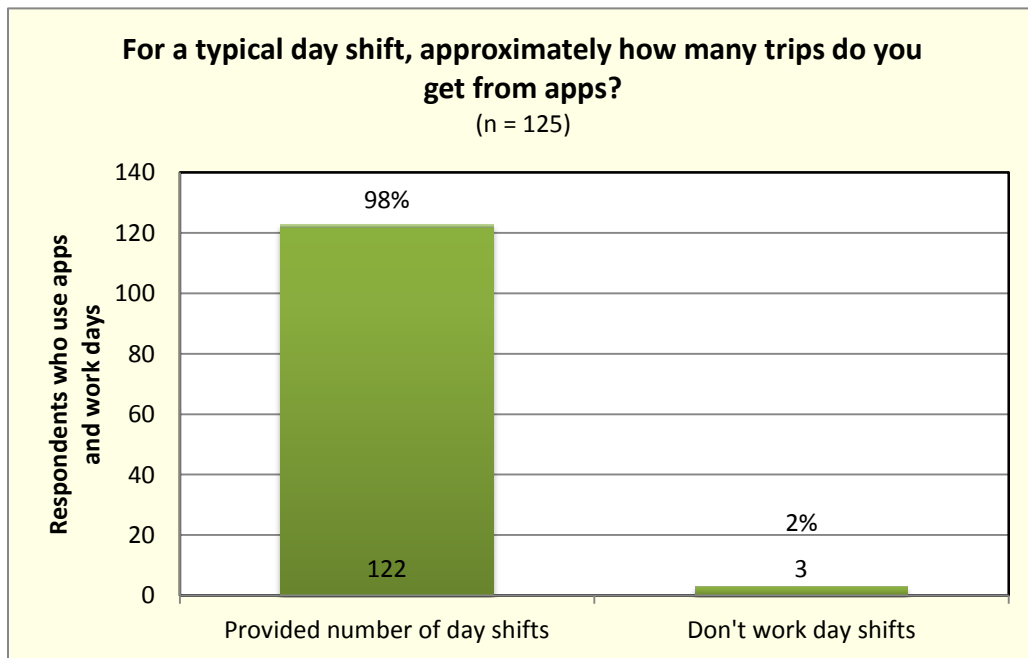
16. Do you use smartphone apps such as Cabulous or TaxiMagic to get more passengers?



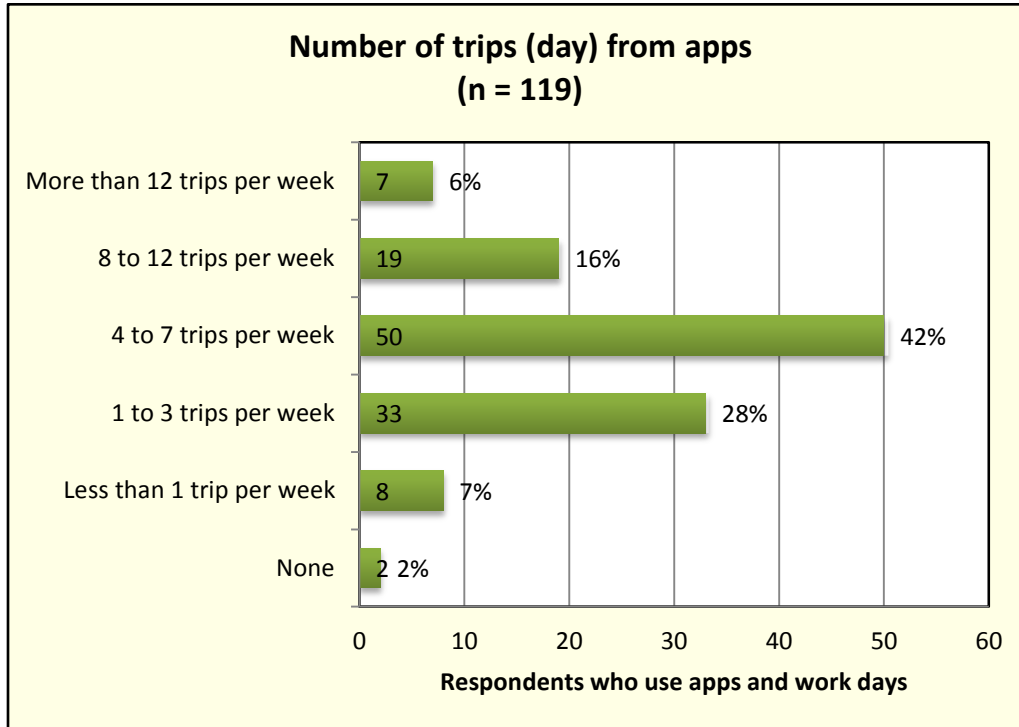
16A. Which smartphone apps do you use? (Multiple responses accepted)



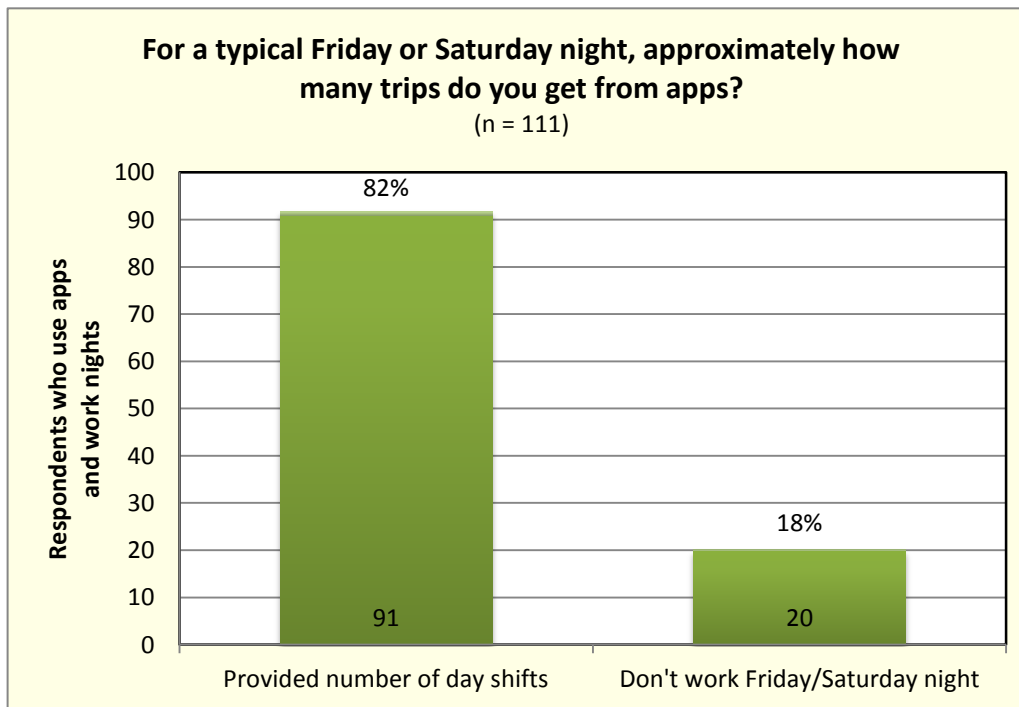
17. For a typical day shift, approximately how many trips do you get from apps?



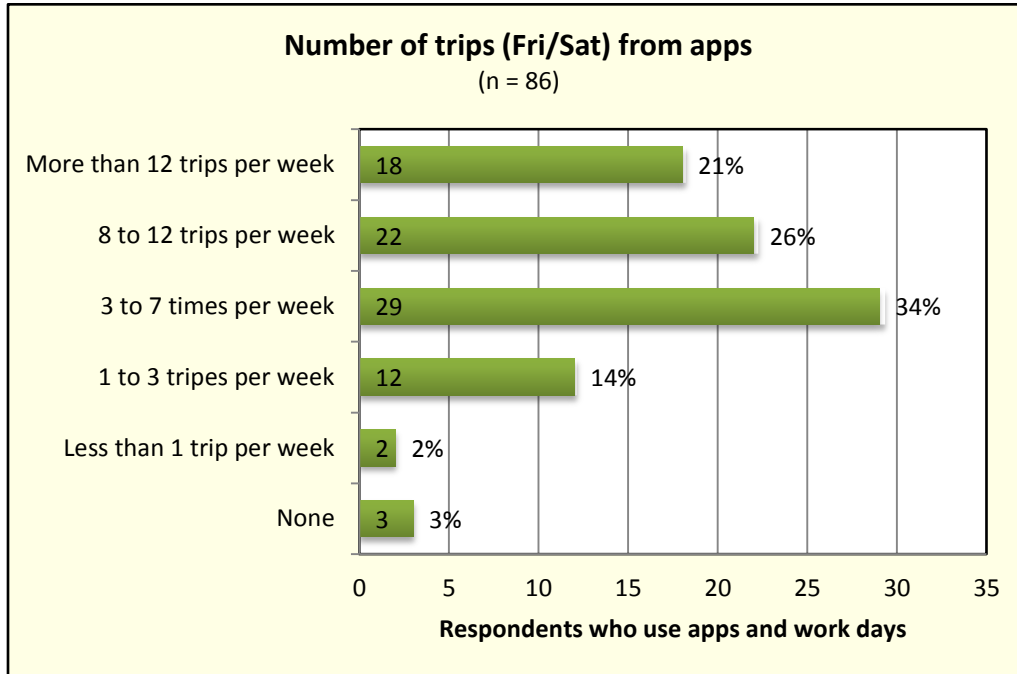
17A. Number of trips (day) from apps.



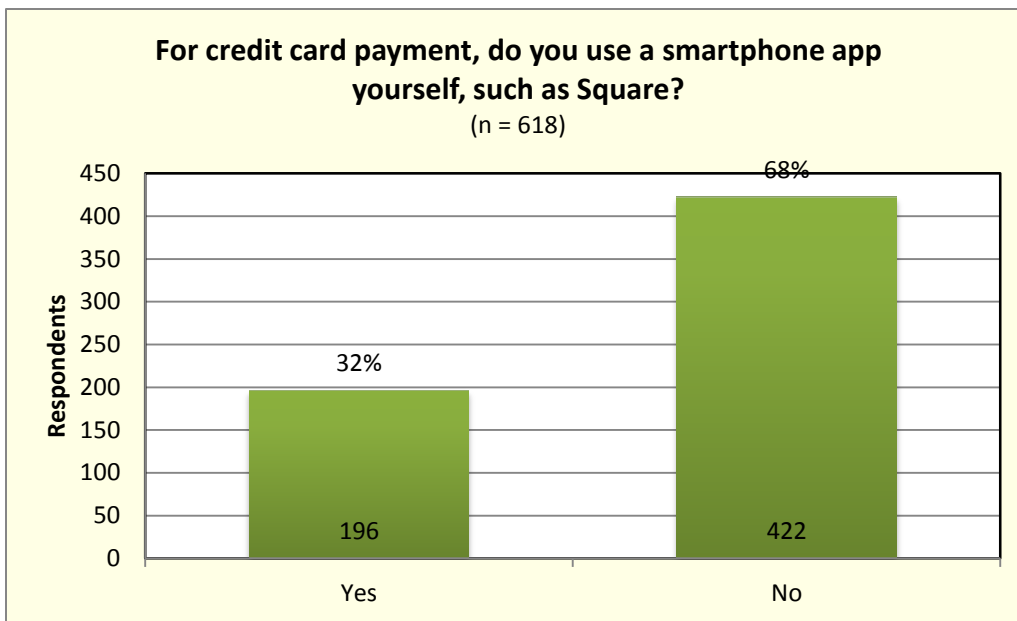
18. For a typical Friday or Saturday night, approximately how many trips do you get from apps?



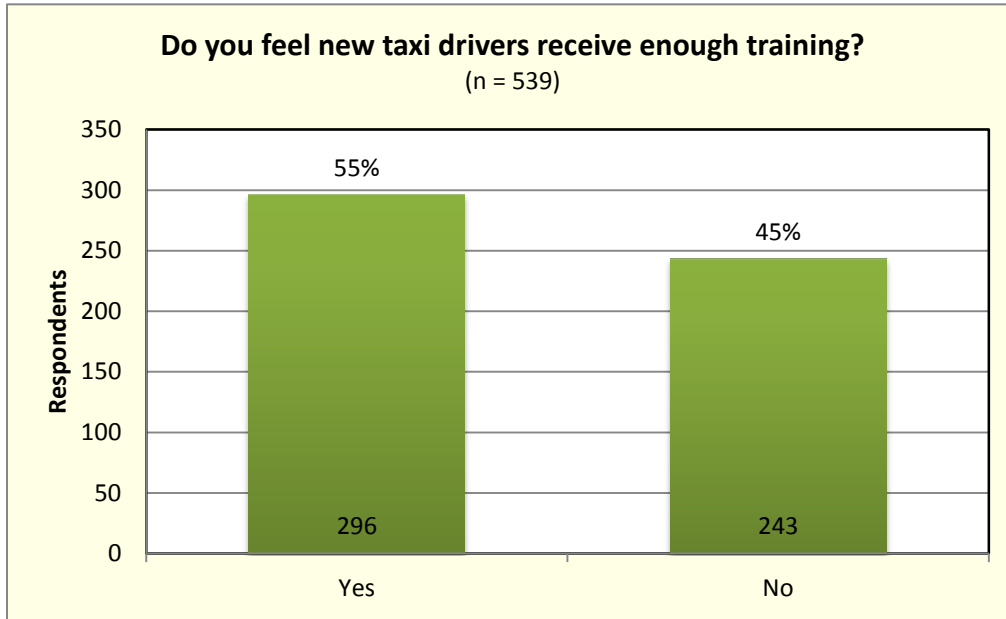
18A. Number of trips (Fri/Sat) from apps.



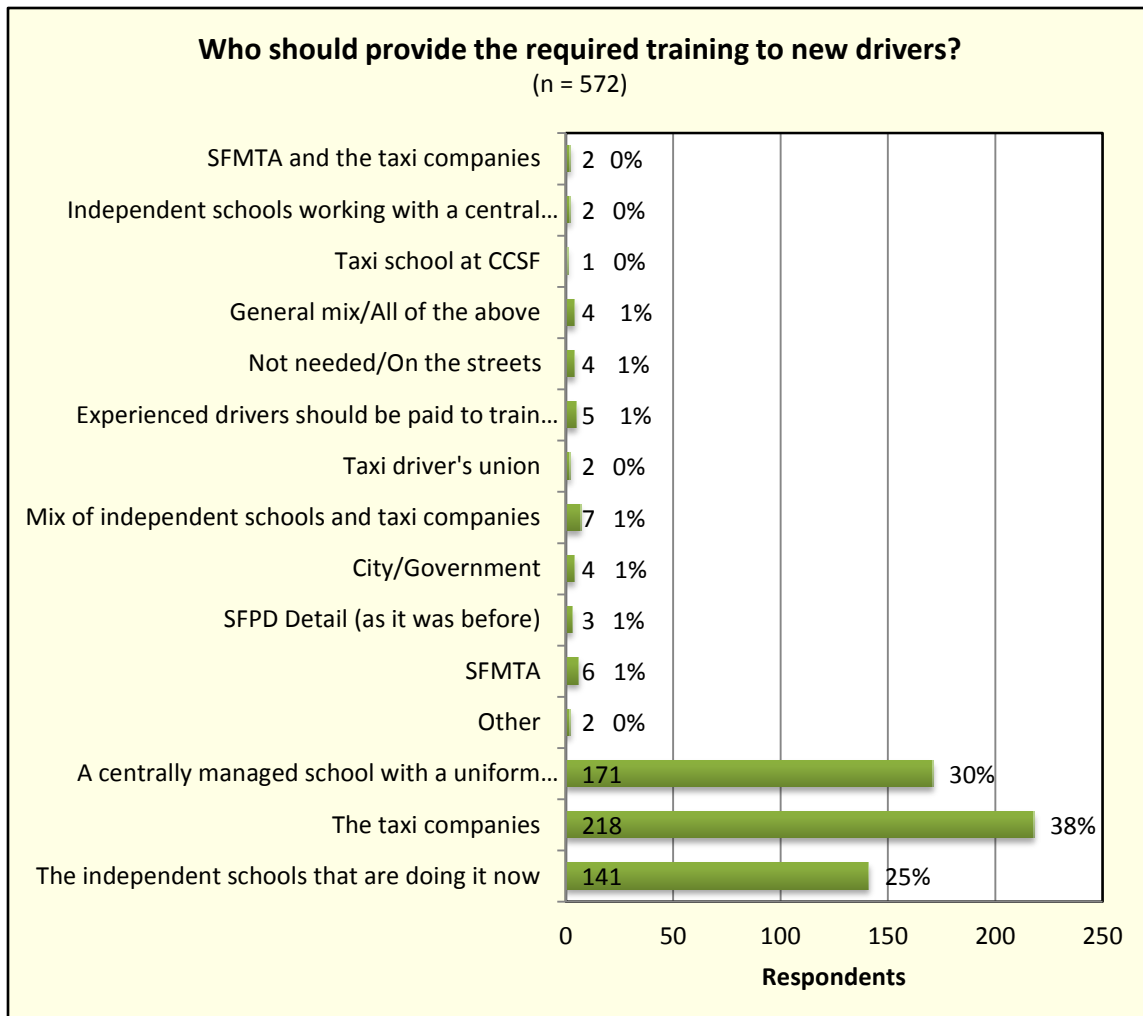
19. For credit card payment, do you use a smartphone app yourself, such as Square?



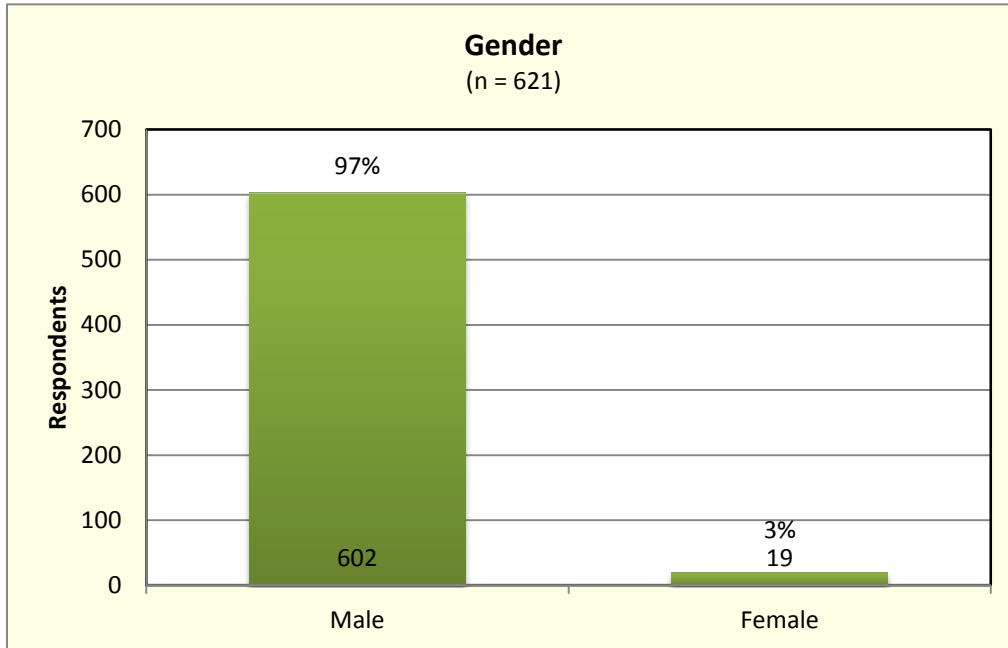
20. Do you feel new taxi drivers receive enough training?



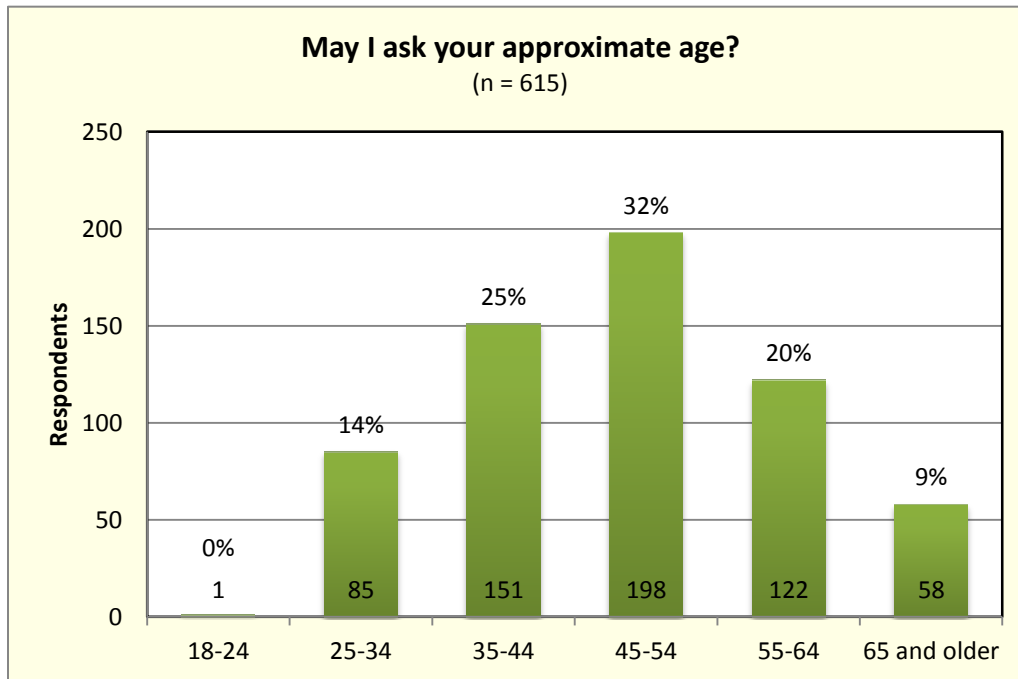
21. Who should provide the required training to new drivers?



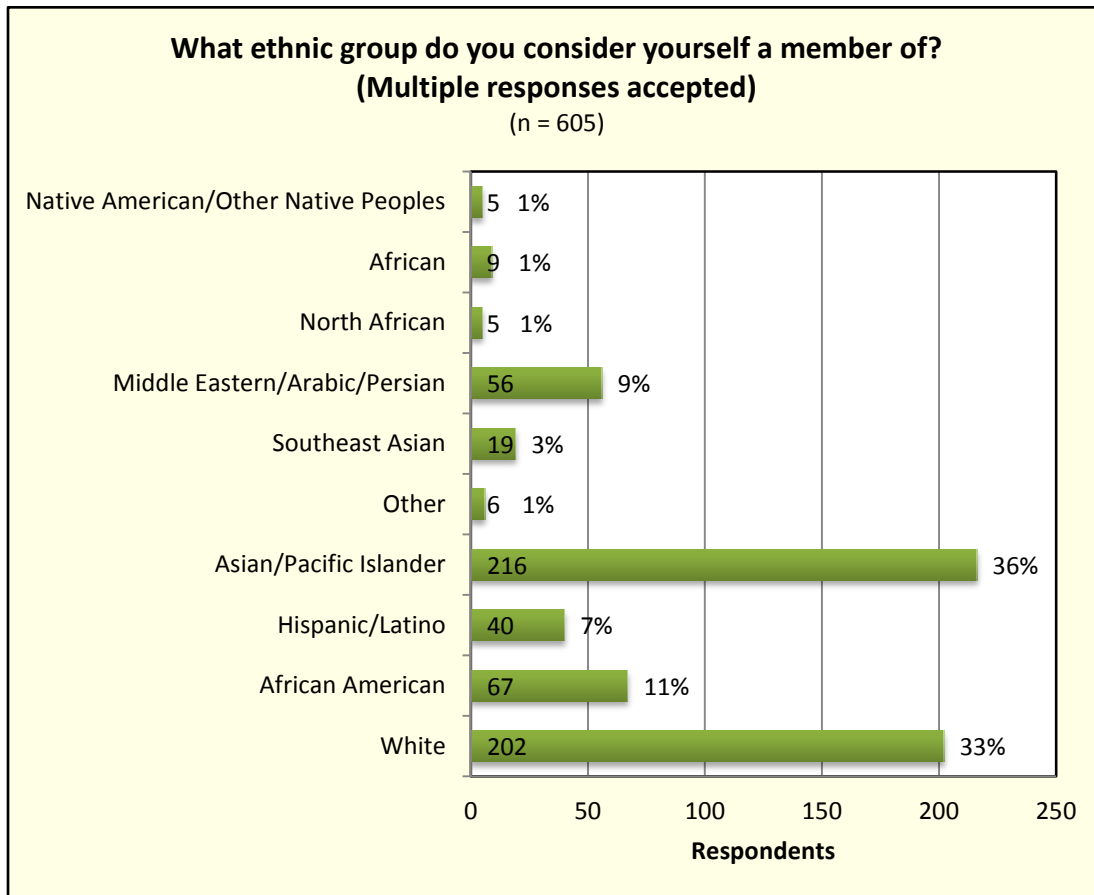
D1. Gender



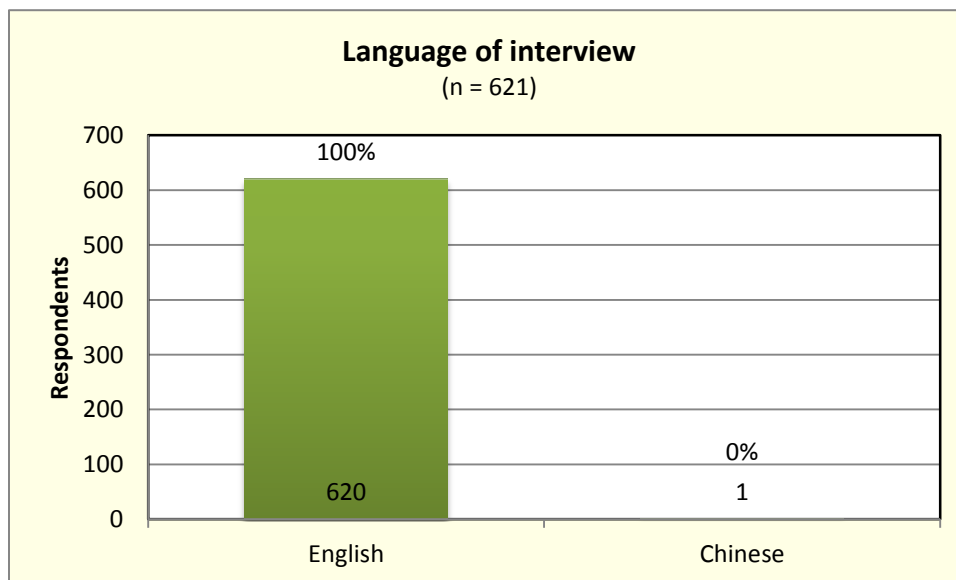
D2. May I ask your approximate age?



D3. What ethnic group do you consider yourself a member of? (Multiple responses accepted)



LANG. Language of interview.



Appendix C

**Taxi Driver Survey
Detailed Results
(Including non-responses)**

Appendix C Detailed Results

San Francisco taxi drivers were surveyed by telephone to obtain their views and experience on issues affecting the taxi industry. A sample of 621 drivers were randomly selected and interviewed from the list of over 7,000 licensed taxi drivers. Interviews were conducted in English, Spanish, Cantonese, and Mandarin. Interviewers attempted to call drivers up to 3 times. This included leaving brief messages about the survey and indicating that the interviewer would call them back at another time.

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Rounding. Numbers may not add to totals due to rounding.

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Table 2 Page 2.....Q2. HOW MANY MONTHS DID YOU (ACTIVELY) DRIVE A TAXI LAST YEAR (2012)?

Table 3 Page 3.....Q3. IN MONTHS WHEN YOU DRIVE A TAXI, HOW MANY SHIFTS DO YOU DRIVE ON AVERAGE?

Table 3 Page 4.....[filtered to include ONLY those who drove at least 10 months in 2012] Q3. IN MONTHS WHEN YOU DRIVE A TAXI, HOW MANY SHIFTS DO YOU DRIVE ON AVERAGE?

Table 4 Page 5.....Q4. DO YOU TYPICALLY DRIVE DAY SHIFT OR NIGHT SHIFT?

Table 5 Page 6.....Q5. FOR WHICH TAXI COMPANY COLOR DO YOU TYPICALLY DRIVE? (MULTIPLE RESPONSES ACCEPTED)

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Table 7 Page 9.....Q7. WHAT KIND OF MEDALLION DO YOU HAVE?

Table 8 Page 10.....Q8. ARE YOU ON THE WAITING LIST FOR A MEDALLION?

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Table 10 Page 12.....Q9B. DO YOU GET YOUR TAXI AND MEDALLION TOGETHER, OR PROVIDE YOUR OWN TAXI AND GET THE MEDALLION SEPARATELY?

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Table 12 Page 14.....Q9D. DO YOU PAY FOR YOUR TAXI . . .

Table 13 Page 15.....Q9E. FROM WHOM DO YOU GET THE MEDALLION?

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Table 15 Page 18.....[DRIVERS - WEEKLY] 9G. APPROXIMATELY HOW MUCH DO YOU PAY, NOT INCLUDING TIPS TO THE DISPATCHER AND OTHERS (FOR THE TIME UNIT IN THE LAST QUESTION)?

Table 15 Page 19.....[DRIVERS - MONTHLY] 9G. APPROXIMATELY HOW MUCH DO YOU PAY, NOT INCLUDING TIPS TO THE DISPATCHER AND OTHERS (FOR THE TIME UNIT IN THE LAST QUESTION)?

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Table 28 Page 32.....Q11F. DRIVERS WITHOUT MEDALLIONS SHOULD HAVE THE CHOICE TO LEASE MEDALLIONS DIRECTLY FROM THE SFMTA AT A FIXED PRICE.

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Table 34 Page 38.....Q14. FOR A FRIDAY OR SATURDAY NIGHT SHIFT, ABOUT HOW MUCH IN TOTAL DO YOU PAY IN TIPS TO DISPATCHERS, GAS ATTENDANTS, AND OTHER TAXI COMPANY EMPLOYEES?

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Table 40 Page 44.....Q18. FOR A TYPICAL FRIDAY OR SATURDAY NIGHT, APPROXIMATELY HOW MANY TRIPS DO YOU GET FROM APPS? (FRACTIONS ACCEPTABLE)

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Table 42 Page 46.....Q19. FOR CREDIT CARD PAYMENT, DO YOU USE A SMART-PHONE APP YOURSELF, SUCH AS SQUARE?

Table 43 Page 47.....Q20. DO YOU FEEL NEW TAXI DRIVERS RECEIVE ENOUGH TRAINING?

Table 44 Page 48.....Q21. WHO SHOULD PROVIDE THE REQUIRED TRAINING TO NEW DRIVERS?

Table 45 Page 50.....D1. GENDER

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Table 47 Page 52.....D3. WHAT ETHNIC GROUP DO YOU CONSIDER YOURSELF A MEMBER OF? (MULTIPLE RESPONSES ACCEPTED)

Table 48 Page 53.....Q22. THE SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY REGULATES SAN FRANCISCO TAXIS. BRIEFLY, PLEASE TELL ME THE ONE MAIN THING THAT THE SFMTA COULD DO TO IMPROVE TAXIS.

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q1. ABOUT HOW MANY YEARS HAVE YOU HELD AN "A CARD" (ALLOWING YOU TO DRIVE A SAN FRANCISCO TAXI)?

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	621 100.0	100 100.0	206 100.0	315 100.0	483 100.0	137 100.0	283 100.0	240 100.0	95 100.0	253 100.0	296 100.0	72 100.0	152 100.0	139 100.0	330 100.0	432 100.0	37 100.0
LESS THAN ONE YEAR	9 1.4	9 9.0	-	-	3 0.6	6 4.4	3 1.1	4 1.7	2 2.1	8 3.2	1 0.3	-	-	1 0.7	8 2.4	7 1.6	2 5.4
1 TO 3 YEARS	91 14.7	91 91.0	-	-	58 12.0	33 24.1	33 11.7	41 17.1	16 16.8	55 21.7	27 9.1	9 12.5	-	8 5.8	83 25.2	83 19.2	8 21.6
4 TO 10 YEARS	206 33.2	-	206 100.0	-	158 32.7	47 34.3	103 36.4	70 29.2	32 33.7	89 35.2	95 32.1	22 30.6	3 2.0	47 33.8	156 47.3	187 43.3	16 43.2
11 TO 20 YEARS	182 29.3	-	-	182 57.8	149 30.8	33 24.1	90 31.8	70 29.2	22 23.2	57 22.5	104 35.1	21 29.2	57 37.5	66 47.5	59 17.9	116 26.9	9 24.3
MORE THAN 20 YEARS	133 21.4	-	-	133 42.2	115 23.8	18 13.1	54 19.1	55 22.9	23 24.2	44 17.4	69 23.3	20 27.8	92 60.5	17 12.2	24 7.3	39 9.0	2 5.4

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q2. HOW MANY MONTHS DID YOU (ACTIVELY) DRIVE A TAXI LAST YEAR (2012)?

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	620	100	205	315	483	137	282	240	95	252	296	72	152	139	329	431	37
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
ALL YEAR	396	47	130	219	396	-	198	144	52	159	192	45	109	87	200	261	26
	63.9	47.0	63.4	69.5	82.0	-	70.2	60.0	54.7	63.1	64.9	62.5	71.7	62.6	60.8	60.6	70.3
10 TO 11 MONTHS	87	14	28	45	87	-	44	37	6	36	40	11	25	20	42	59	3
	14.0	14.0	13.7	14.3	18.0	-	15.6	15.4	6.3	14.3	13.5	15.3	16.4	14.4	12.8	13.7	8.1
4 TO 9 MONTHS	97	28	33	36	-	97	34	43	20	39	48	10	14	21	62	77	6
	15.6	28.0	16.1	11.4	-	70.8	12.1	17.9	21.1	15.5	16.2	13.9	9.2	15.1	18.8	17.9	16.2
3 MONTHS OR LESS	40	11	14	15	-	40	6	16	17	18	16	6	4	11	25	34	2
	6.5	11.0	6.8	4.8	-	29.2	2.1	6.7	17.9	7.1	5.4	8.3	2.6	7.9	7.6	7.9	5.4
DON'T KNOW	1	-	1	-	-	-	1	-	-	1	-	-	-	-	1	1	-

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q3. IN MONTHS WHEN YOU DRIVE A TAXI, HOW MANY SHIFTS DO YOU DRIVE ON AVERAGE?

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	618	99	205	314	481	136	283	240	95	251	296	71	151	139	328	430	37
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 OR MORE SHIFTS PER WEEK	283	36	103	144	242	40	283	-	-	121	133	29	63	82	138	197	23
	45.8	36.4	50.2	45.9	50.3	29.4	100.0			48.2	44.9	40.8	41.7	59.0	42.1	45.8	62.2
3 OR 4 SHIFTS PER WEEK	240	45	70	125	181	59	-	240	-	85	121	34	63	42	135	167	10
	38.8	45.5	34.1	39.8	37.6	43.4		100.0		33.9	40.9	47.9	41.7	30.2	41.2	38.8	27.0
2 SHIFTS PER WEEK OR LESS	95	18	32	45	58	37	-	-	95	45	42	8	25	15	55	66	4
	15.4	18.2	15.6	14.3	12.1	27.2			100.0	17.9	14.2	11.3	16.6	10.8	16.8	15.3	10.8
DON'T KNOW	3	1	1	1	2	1	-	-	-	2	-	1	1	-	2	2	-

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

[filtered to include ONLY those who drove at least 10 months in 2012] Q3. IN MONTHS WHEN YOU DRIVE A TAXI, HOW MANY SHIFTS DO YOU DRIVE ON AVERAGE?

	HOW LONG DRIVING A CAB				#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS				
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS WHO DROVE AT LEAST 10 MOS.	481	60	158	263	481	-	242	181	58	194	232	55	133	107	241	319	29
	100.0	100.0	100.0	100.0	100.0		100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
5 OR MORE SHIFTS PER WEEK	242	22	90	130	242	-	242	-	-	105	112	25	61	72	109	162	19
	50.3	36.7	57.0	49.4	50.3		100.0			54.1	48.3	45.5	45.9	67.3	45.2	50.8	65.5
3 OR 4 SHIFTS PER WEEK	181	31	49	101	181	-	-	181	-	62	92	27	51	29	101	121	9
	37.6	51.7	31.0	38.4	37.6			100.0		32.0	39.7	49.1	38.3	27.1	41.9	37.9	31.0
2 SHIFTS PER WEEK OR LESS	58	7	19	32	58	-	-	-	58	27	28	3	21	6	31	36	1
	12.1	11.7	12.0	12.2	12.1				100.0	13.9	12.1	5.5	15.8	5.6	12.9	11.3	3.4
DON'T KNOW	2	1	-	1	2	-	-	-	-	1	-	1	1	-	1	1	-

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q4. DO YOU TYPICALLY DRIVE DAY SHIFT OR NIGHT SHIFT?

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	621	100	206	315	483	137	283	240	95	253	296	72	152	139	330	432	37
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
DAY SHIFT	253	63	89	101	195	57	121	85	45	253	-	-	41	55	157	197	15
	40.7	63.0	43.2	32.1	40.4	41.6	42.8	35.4	47.4	100.0			27.0	39.6	47.6	45.6	40.5
NIGHT SHIFT	296	28	95	173	232	64	133	121	42	-	296	-	88	65	143	192	16
	47.7	28.0	46.1	54.9	48.0	46.7	47.0	50.4	44.2		100.0		57.9	46.8	43.3	44.4	43.2
BOTH DAY AND NIGHT SHIFTS	72	9	22	41	56	16	29	34	8	-	-	72	23	19	30	43	6
	11.6	9.0	10.7	13.0	11.6	11.7	10.2	14.2	8.4			100.0	15.1	13.7	9.1	10.0	16.2

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q5. FOR WHICH TAXI COMPANY COLOR DO YOU TYPICALLY DRIVE? (MULTIPLE RESPONSES ACCEPTED)

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	619 100.0	100 100.0	206 100.0	313 100.0	482 100.0	136 100.0	283 100.0	238 100.0	95 100.0	252 100.0	295 100.0	72 100.0	151 100.0	138 100.0	330 100.0	431 100.0	37 100.0
YELLOW	216 34.9	35 35.0	81 39.3	100 31.9	174 36.1	42 30.9	118 41.7	69 29.0	29 30.5	99 39.3	97 32.9	20 27.8	52 34.4	42 30.4	122 37.0	152 35.3	12 32.4
LUXOR	102 16.5	12 12.0	37 18.0	53 16.9	80 16.6	21 15.4	38 13.4	45 18.9	19 20.0	37 14.7	52 17.6	13 18.1	24 15.9	22 15.9	56 17.0	70 16.2	8 21.6
DESOTO	64 10.3	16 16.0	19 9.2	29 9.3	52 10.8	12 8.8	22 7.8	29 12.2	12 12.6	29 11.5	31 10.5	4 5.6	13 8.6	14 10.1	37 11.2	49 11.4	2 5.4
ARROW/CHECKER	55 8.9	7 7.0	13 6.3	35 11.2	39 8.1	16 11.8	25 8.8	21 8.8	9 9.5	25 9.9	23 7.8	7 9.7	9 6.0	16 11.6	30 9.1	39 9.0	7 18.9
TOWN	54 8.7	7 7.0	19 9.2	28 8.9	42 8.7	12 8.8	23 8.1	21 8.8	10 10.5	20 7.9	24 8.1	10 13.9	15 9.9	11 8.0	28 8.5	37 8.6	2 5.4
ROYAL	29 4.7	5 5.0	6 2.9	18 5.8	18 3.7	11 8.1	11 3.9	11 4.6	6 6.3	8 3.2	15 5.1	6 8.3	8 5.3	9 6.5	12 3.6	20 4.6	1 2.7
BAY	27 4.4	5 5.0	11 5.3	11 3.5	24 5.0	3 2.2	16 5.7	8 3.4	3 3.2	10 4.0	12 4.1	5 6.9	7 4.6	8 5.8	12 3.6	18 4.2	2 5.4
NATIONAL	26 4.2	7 7.0	9 4.4	10 3.2	20 4.1	6 4.4	13 4.6	10 4.2	2 2.1	9 3.6	15 5.1	2 2.8	6 4.0	4 2.9	16 4.8	18 4.2	2 5.4
FOG CITY	13 2.1	4 4.0	6 2.9	3 1.0	7 1.5	6 4.4	6 2.1	6 2.5	1 1.1	8 3.2	4 1.4	1 1.4	2 1.3	6 4.3	5 1.5	9 2.1	2 5.4
METRO	12 1.9	3 3.0	3 1.5	6 1.9	9 1.9	3 2.2	2 0.7	6 2.5	4 4.2	3 1.2	9 3.1	-	4 2.6	2 1.4	6 1.8	8 1.9	-
GREEN	9 1.5	2 2.0	3 1.5	4 1.3	7 1.5	2 1.5	3 1.1	5 2.1	1 1.1	4 1.6	3 1.0	2 2.8	-	2 1.4	7 2.1	9 2.1	-
REGENTS	9 1.5	1 1.0	-	8 2.6	8 1.7	1 0.7	4 1.4	4 1.7	1 1.1	2 0.8	6 2.0	1 1.4	4 2.6	3 2.2	2 0.6	5 1.2	-
AMERICAN	7 1.1	1 1.0	4 1.9	2 0.6	4 0.8	3 2.2	4 1.4	3 1.3	-	2 0.8	5 1.7	-	1 0.7	3 2.2	3 0.9	6 1.4	-
VETERANS	6 1.0	2 2.0	1 0.5	3 1.0	4 0.8	2 1.5	2 0.7	4 1.7	-	1 0.4	4 1.4	1 1.4	-	1 0.7	5 1.5	6 1.4	-

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q5. FOR WHICH TAXI COMPANY COLOR DO YOU TYPICALLY DRIVE? (MULTIPLE RESPONSES ACCEPTED)

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
VINA	4 0.6	1 1.0	1 0.5	2 0.6	3 0.6	1 0.7	2 0.7	1 0.4	1 1.1	-	4 1.4	-	1 0.7	1 0.7	2 0.6	3 0.7	-
ECO-TAXI	3 0.5	1 1.0	1 0.5	1 0.3	2 0.4	1 0.7	1 0.4	1 0.4	1 1.1	1 0.4	1 0.3	1 1.4	1 0.7	1 0.7	1 0.3	2 0.5	-
ALLIANCE	2 0.3	-	-	2 0.6	2 0.4	-	1 0.4	1 0.4	-	1 0.4	-	1 1.4	1 0.7	1 0.7	-	1 0.2	-
BIG DOG	2 0.3	-	-	2 0.6	2 0.4	-	-	1 0.4	1 1.1	-	2 0.7	-	1 0.7	1 0.7	-	1 0.2	-
CROWN	2 0.3	-	1 0.5	1 0.3	1 0.2	1 0.7	1 0.4	-	1 1.1	1 0.4	-	1 1.4	1 0.7	-	1 0.3	1 0.2	-
USA	2 0.3	-	-	2 0.6	1 0.2	1 0.7	-	2 0.8	-	1 0.4	1 0.3	-	1 0.7	-	1 0.3	1 0.2	-
ABC	1 0.2	-	-	1 0.3	1 0.2	-	1 0.4	-	-	-	-	1 1.4	1 0.7	-	-	-	-
BEST	1 0.2	-	1 0.5	-	-	1 0.7	1 0.4	-	-	-	1 0.3	-	-	-	1 0.3	1 0.2	-
SF TAXI	1 0.2	1 1.0	-	-	1 0.2	-	-	1 0.4	-	-	-	1 1.4	-	-	1 0.3	-	1
SF SUPER CAB	1 0.2	-	-	1 0.3	1 0.2	-	-	1 0.4	-	-	-	1 1.4	1 0.7	-	-	-	-
'COMPACT TAXI'	1 0.2	-	1 0.5	-	1 0.2	-	-	1 0.4	-	-	-	1 1.4	-	1 0.7	-	1 0.2	-
REFUSED TO PROVIDE	2	-	-	2	1	1	-	2	-	1	1	-	1	1	-	1	-

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q6. ARE YOU A TAXI MEDALLION HOLDER?

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	621 100.0	100 100.0	206 100.0	315 100.0	483 100.0	137 100.0	283 100.0	240 100.0	95 100.0	253 100.0	296 100.0	72 100.0	152 100.0	139 100.0	330 100.0	432 100.0	37 100.0
YES	152 24.5	-	3 1.5	149 47.3	134 27.7	18 13.1	63 22.3	63 26.3	25 26.3	41 16.2	88 29.7	23 31.9	152 100.0	-	-	-	-
NO	469 75.5	100 100.0	203 98.5	166 52.7	349 72.3	119 86.9	220 77.7	177 73.8	70 73.7	212 83.8	208 70.3	49 68.1	-	139 100.0	330 100.0	432 100.0	37 100.0

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q7. WHAT KIND OF MEDALLION DO YOU HAVE?

	TOTAL	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS				
		<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - HOLD A MEDALLION	152 100.0	-	3 100.0	149 100.0	134 100.0	18 100.0	63 100.0	63 100.0	25 100.0	41 100.0	88 100.0	23 100.0	152 100.0	-	-	-	-
REGULAR	128 84.2	-	3 100.0	125 83.9	112 83.6	16 88.9	50 79.4	55 87.3	22 88.0	30 73.2	80 90.9	18 78.3	128 84.2	-	-	-	-
RAMP (WHEELCHAIR ACCESSIBLE)	17 11.2	-	-	17 11.4	16 11.9	1 5.6	9 14.3	7 11.1	1 4.0	8 19.5	5 5.7	4 17.4	17 11.2	-	-	-	-
SINGLE-OPERATOR/PEAK TIME MEDALLION	7 4.6	-	-	7 4.7	6 4.5	1 5.6	4 6.3	1 1.6	2 8.0	3 7.3	3 3.4	1 4.3	7 4.6	-	-	-	-

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q8. ARE YOU ON THE WAITING LIST FOR A MEDALLION?

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - DO NOT HOLD A MEDALLION	469 100.0	100 100.0	203 100.0	166 100.0	349 100.0	119 100.0	220 100.0	177 100.0	70 100.0	212 100.0	208 100.0	49 100.0	-	139 100.0	330 100.0	432 100.0	37 100.0
YES	139 29.6	9 9.0	47 23.2	83 50.0	107 30.7	32 26.9	82 37.3	42 23.7	15 21.4	55 25.9	65 31.3	19 38.8	-	139 100.0	-	126 29.2	13 35.1
NO	320 68.2	89 89.0	151 74.4	80 48.2	236 67.6	83 69.7	135 61.4	131 74.0	52 74.3	153 72.2	138 66.3	29 59.2	-	-	320 97.0	297 68.8	23 62.2
DON'T KNOW	10 2.1	2 2.0	5 2.5	3 1.8	6 1.7	4 3.4	3 1.4	4 2.3	3 4.3	4 1.9	5 2.4	1 2.0	-	-	10 3.0	9 2.1	1 2.7

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q9A. MANY DRIVERS OBTAIN THEIR TAXI ON A SHIFT BASIS, PAYING GAS AND GATES TO THE TAXI COMPANY WHOSE COLORS THEY DRIVE. DO YOU USUALLY GET YOUR TAXI THIS WAY?

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - DO NOT HAVE A MEDALLION	469 100.0	100 100.0	203 100.0	166 100.0	349 100.0	119 100.0	220 100.0	177 100.0	70 100.0	212 100.0	208 100.0	49 100.0	-	139 100.0	330 100.0	432 100.0	37 100.0
YES	432 92.1	90 90.0	187 92.1	155 93.4	320 91.7	111 93.3	197 89.5	167 94.4	66 94.3	197 92.9	192 92.3	43 87.8	-	126 90.6	306 92.7	432 100.0	-
NO	37 7.9	10 10.0	16 7.9	11 6.6	29 8.3	8 6.7	23 10.5	10 5.6	4 5.7	15 7.1	16 7.7	6 12.2	-	13 9.4	24 7.3	-	37 100.0

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q9B. DO YOU GET YOUR TAXI AND MEDALLION TOGETHER, OR PROVIDE YOUR OWN TAXI AND GET THE MEDALLION SEPARATELY?

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - NON-MEDALLION, NON G&G DRIVER	36 100.0	9 100.0	16 100.0	11 100.0	29 100.0	7 100.0	23 100.0	9 100.0	4 100.0	14 100.0	16 100.0	6 100.0	-	12 100.0	24 100.0	-	36 100.0
TAXI AND MEDALLION TOGETHER	18 50.0	6 66.7	8 50.0	4 36.4	11 37.9	7 100.0	10 43.5	4 44.4	4 100.0	10 71.4	5 31.3	3 50.0	-	6 50.0	12 50.0	-	18 50.0
MEDALLION SEPARATELY	9 25.0	2 22.2	2 12.5	5 45.5	9 31.0	-	7 30.4	2 22.2	-	3 21.4	5 31.3	1 16.7	-	5 41.7	4 16.7	-	9 25.0
LONG-TERM LEASE	4 11.1	-	4 25.0	-	4 13.8	-	2 8.7	2 22.2	-	-	2 12.5	2 33.3	-	1 8.3	3 12.5	-	4 11.1
GET CAR FROM TAXI COMPANY, BUT MEDALLION FROM OWNER (COLOR SCHEME & LEASE)	2 5.6	1 11.1	1 6.3	-	2 6.9	-	1 4.3	1 11.1	-	1 7.1	1 6.3	-	-	-	2 8.3	-	2 5.6
I OWN THE CAR, BUT USE ANOTHER'S MEDALLION	2 5.6	-	1 6.3	1 9.1	2 6.9	-	2 8.7	-	-	-	2 12.5	-	-	-	2 8.3	-	2 5.6
OTHER	1 2.8	-	-	1 9.1	1 3.4	-	1 4.3	-	-	-	1 6.3	-	-	-	1 4.2	-	1 2.8
DON'T KNOW/NO RESPONSE	1	1	-	-	-	1	-	1	-	1	-	-	-	1	-	-	1

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q9C. FROM WHOM DO YOU GET THE TAXI?

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - DO NOT OBTAIN MEDALLION SEPARATELY	23 100.0	7 100.0	12 100.0	4 100.0	15 100.0	8 100.0	12 100.0	7 100.0	4 100.0	11 100.0	7 100.0	5 100.0	-	8 100.0	15 100.0	-	23 100.0
THE TAXI COMPANY WHOSE COLORS YOU DRIVE	10 43.5	2 28.6	7 58.3	1 25.0	8 53.3	2 25.0	6 50.0	4 57.1	-	2 18.2	4 57.1	4 80.0	-	4 50.0	6 40.0	-	10 43.5
THE MEDALLION HOLDER	9 39.1	4 57.1	2 16.7	3 75.0	5 33.3	4 50.0	4 33.3	2 28.6	3 75.0	6 54.5	3 42.9	-	-	3 37.5	6 40.0	-	9 39.1
ANOTHER DRIVER ON THE CAR WHO IS NOT THE MEDALLION HOLDER	1 4.3	1 14.3	-	-	-	1 12.5	1 8.3	-	-	1 9.1	-	-	-	-	1 6.7	-	1 4.3
SOMEONE WHO IS NOT THE TAXI COMPANY, MEDALLION HOLDER, OR ANOTHER DRIVER ON THE CAR.	1 4.3	-	1 8.3	-	1 6.7	-	1 8.3	-	-	1 9.1	-	-	-	-	1 6.7	-	1 4.3
IT'S MY CAR - I OWN IT	1 4.3	-	1 8.3	-	1 6.7	-	-	1 14.3	-	-	-	1 20.0	-	-	1 6.7	-	1 4.3
IT VARIES	1 4.3	-	1 8.3	-	-	1 12.5	-	-	1 25.0	1 9.1	-	-	-	1 12.5	-	-	1 4.3
DON'T KNOW, NO RESPONSE	1	-	-	1	1	-	1	-	-	-	1	-	-	-	1	-	1

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q9D. DO YOU PAY FOR YOUR TAXI . . .

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - DO NOT OBTAIN MEDALLION SEPARATELY	24 100.0	7 100.0	12 100.0	5 100.0	16 100.0	8 100.0	13 100.0	7 100.0	4 100.0	11 100.0	8 100.0	5 100.0	-	8 100.0	16 100.0	-	24 100.0
BY SHIFT	13 54.2	6 85.7	4 33.3	3 60.0	7 43.8	6 75.0	5 38.5	4 57.1	4 100.0	8 72.7	3 37.5	2 40.0	-	5 62.5	8 50.0	-	13 54.2
BY MONTH	7 29.2	-	5 41.7	2 40.0	6 37.5	1 12.5	5 38.5	2 28.6	-	1 9.1	4 50.0	2 40.0	-	2 25.0	5 31.3	-	7 29.2
BY WEEK	4 16.7	1 14.3	3 25.0	-	3 18.8	1 12.5	3 23.1	1 14.3	-	2 18.2	1 12.5	1 20.0	-	1 12.5	3 18.8	-	4 16.7

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q9E. FROM WHOM DO YOU GET THE MEDALLION?

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - OBTAIN MEDALLION SEPARATELY	13 100.0	3 100.0	4 100.0	6 100.0	13 100.0	-	10 100.0	3 100.0	-	4 100.0	8 100.0	1 100.0	-	5 100.0	8 100.0	-	13 100.0
THE TAXI COMPANY WHOSE COLORS YOU DRIVE	6 46.2	1 33.3	2 50.0	3 50.0	6 46.2	-	5 50.0	1 33.3	-	3 75.0	3 37.5	-	-	3 60.0	3 37.5	-	6 46.2
THE MEDALLION HOLDER	5 38.5	2 66.7	1 25.0	2 33.3	5 38.5	-	3 30.0	2 66.7	-	1 25.0	3 37.5	1 100.0	-	1 20.0	4 50.0	-	5 38.5
ANOTHER DRIVER ON THE CAR WHO IS NOT THE MEDALLION HOLDER	1 7.7	-	-	1 16.7	1 7.7	-	1 10.0	-	-	-	1 12.5	-	-	-	1 12.5	-	1 7.7
SOMEONE WHO IS NOT THE TAXI COMPANY, MEDALLION HOLDER, OR ANOTHER DRIVER ON THE CAR.	1 7.7	-	1 25.0	-	1 7.7	-	1 10.0	-	-	-	1 12.5	-	-	1 20.0	-	-	1 7.7

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q9F. DO YOU PAY FOR THE MEDALLION . . .

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - OBTAIN MEDALLION SEPARATELY	13 100.0	3 100.0	4 100.0	6 100.0	13 100.0	-	10 100.0	3 100.0	-	4 100.0	8 100.0	1 100.0	-	5 100.0	8 100.0	-	13 100.0
BY MONTH	10 76.9	-	4 100.0	6 100.0	10 76.9	-	9 90.0	1 33.3	-	3 75.0	7 87.5	-	-	5 100.0	5 62.5	-	10 76.9
BY SHIFT	2 15.4	2 66.7	-	-	2 15.4	-	1 10.0	1 33.3	-	1 25.0	-	1 100.0	-	-	2 25.0	-	2 15.4
EVERY 2 MONTHS	1 7.7	1 33.3	-	-	1 7.7	-	-	1 33.3	-	-	1 12.5	-	-	-	1 12.5	-	1 7.7

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

[DRIVERS - BY SHIFT] 9G. APPROXIMATELY HOW MUCH DO YOU PAY, NOT INCLUDING TIPS TO THE DISPATCHER AND OTHERS (FOR THE TIME UNIT IN THE LAST QUESTION)?

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - NON-MEDALLION, NON-GAS&GATE DRIVER - PAYS BY SHIFT	14 100.0	7 100.0	4 100.0	3 100.0	8 100.0	6 100.0	6 100.0	4 100.0	4 100.0	8 100.0	3 100.0	3 100.0	-	5 100.0	9 100.0	-	14 100.0
UNDER \$89	1 7.1	-	-	1 33.3	1 12.5	-	-	-	1 25.0	1 12.5	-	-	-	-	1 11.1	-	1 7.1
\$89 TO \$109	5 35.7	4 57.1	-	1 33.3	3 37.5	2 33.3	2 33.3	3 75.0	-	2 25.0	1 33.3	2 66.7	-	2 40.0	3 33.3	-	5 35.7
OVER \$110 TO \$129	6 42.9	1 14.3	4 100.0	1 33.3	4 50.0	2 33.3	4 66.7	1 25.0	1 25.0	3 37.5	2 66.7	1 33.3	-	3 60.0	3 33.3	-	6 42.9
OVER \$129	2 14.3	2 28.6	-	-	-	2 33.3	-	-	2 50.0	2 25.0	-	-	-	-	2 22.2	-	2 14.3
MEDIAN PAID PER SHIFT	114.0	100.0	117.5	100.0	107.5	116.5	115.0	98.0	131.5	114.0	115.0	100.0	-	113.0	115.0	-	114.0
AVERAGE PAID PER SHIFT	112.1	119.4	117.0	88.3	102.0	125.5	111.7	101.5	123.3	114.8	111.7	105.3	-	107.6	114.6	-	112.1
NO ANSWER	1	1	-	-	1	-	-	1	-	1	-	-	-	-	1	-	1

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

[DRIVERS - WEEKLY] 9G. APPROXIMATELY HOW MUCH DO YOU PAY, NOT INCLUDING TIPS TO THE DISPATCHER AND OTHERS (FOR THE TIME UNIT IN THE LAST QUESTION)?

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - NON-MEDALLION, NON-GAS&GATE DRIVER PAYING BY THE WEEK	4 100.0	1 100.0	3 100.0	-	3 100.0	1 100.0	3 100.0	1 100.0	-	2 100.0	1 100.0	1 100.0	-	1 100.0	3 100.0	-	4 100.0
\$101 TO \$300	1 25.0	-	1 33.3	-	1 33.3	-	1 33.3	-	-	-	-	1 100.0	-	-	1 33.3	-	1 25.0
\$401 TO \$500	2 50.0	-	2 66.7	-	2 66.7	-	1 33.3	1 100.0	-	1 50.0	1 100.0	-	-	1 100.0	1 33.3	-	2 50.0
OVER \$500	1 25.0	1 100.0	-	-	-	1 100.0	1 33.3	-	-	1 50.0	-	-	-	-	1 33.3	-	1 25.0
AVERAGE PAID PER WEEK	410.0	550.0	363.3	-	363.3	550.0	380.0	500.0	-	495.0	500.0	150.0	-	500.0	380.0	-	410.0
MEDIAN PAID PER WEEK	470.0	550.0	440.0	-	440.0	550.0	440.0	500.0	-	495.0	500.0	150.0	-	500.0	440.0	-	470.0

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

[DRIVERS - MONTHLY] 9G. APPROXIMATELY HOW MUCH DO YOU PAY, NOT INCLUDING TIPS TO THE DISPATCHER AND OTHERS (FOR THE TIME UNIT IN THE LAST QUESTION)?

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - NON-MEDALLION, NON-GAS&GATE DRIVER - PAYS MONTHLY	16 100.0	-	8 100.0	8 100.0	15 100.0	1 100.0	13 100.0	3 100.0	-	4 100.0	10 100.0	2 100.0	-	7 100.0	9 100.0	-	16 100.0
UNDER \$2000	1 6.3	-	-	1 12.5	1 6.7	-	1 7.7	-	-	-	1 10.0	-	-	-	1 11.1	-	1 6.3
\$2,000 TO \$2,999 PER MONTH	3 18.8	-	2 25.0	1 12.5	3 20.0	-	3 23.1	-	-	2 50.0	1 10.0	-	-	3 42.9	-	-	3 18.8
\$4,000 TO \$4,999	5 31.3	-	4 50.0	1 12.5	5 33.3	-	3 23.1	2 66.7	-	-	3 30.0	2 100.0	-	2 28.6	3 33.3	-	5 31.3
\$5,000 TO \$5,999	7 43.8	-	2 25.0	5 62.5	6 40.0	1 100.0	6 46.2	1 33.3	-	2 50.0	5 50.0	-	-	2 28.6	5 55.6	-	7 43.8
AVERAGE PAID PER MONTH	4206.3	-	4150.0	4262.5	4126.7	5400.0	4061.5	4833.3	-	3700.0	4300.0	4750.0	-	3842.9	4488.9	-	4206.3
MEDIAN PAID PER MONTH	4750.0	-	4750.0	5100.0	4750.0	5400.0	4750.0	4750.0	-	3750.0	4875.0	4750.0	-	4750.0	5000.0	-	4750.0
NO ANSWER	1	-	1	-	1	-	1	-	-	-	1	-	-	-	1	-	1

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q10A. AN EXPERIENCED TAXI DRIVER CAN MAKE AN ADEQUATE LIVING IN SAN FRANCISCO.

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	608	98	202	308	471	136	275	235	95	252	290	66	152	134	322	420	36
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) STRONGLY AGREE	97	15	31	51	69	28	45	29	22	41	45	11	27	21	49	66	4
	16.0	15.3	15.3	16.6	14.6	20.6	16.4	12.3	23.2	16.3	15.5	16.7	17.8	15.7	15.2	15.7	11.1
(4)	86	19	25	42	72	14	36	39	11	36	46	4	23	16	47	60	3
	14.1	19.4	12.4	13.6	15.3	10.3	13.1	16.6	11.6	14.3	15.9	6.1	15.1	11.9	14.6	14.3	8.3
(3)	238	43	77	118	183	55	97	101	38	104	108	26	61	46	131	163	14
	39.1	43.9	38.1	38.3	38.9	40.4	35.3	43.0	40.0	41.3	37.2	39.4	40.1	34.3	40.7	38.8	38.9
(2)	101	9	41	51	75	26	53	34	14	35	46	20	23	29	49	67	11
	16.6	9.2	20.3	16.6	15.9	19.1	19.3	14.5	14.7	13.9	15.9	30.3	15.1	21.6	15.2	16.0	30.6
(1) STRONGLY DISAGREE	86	12	28	46	72	13	44	32	10	36	45	5	18	22	46	64	4
	14.1	12.2	13.9	14.9	15.3	9.6	16.0	13.6	10.5	14.3	15.5	7.6	11.8	16.4	14.3	15.2	11.1
NA/DON'T KNOW	13	2	4	7	12	1	8	5	-	1	6	6	-	5	8	12	1
MEAN	3.01	3.16	2.95	3.00	2.98	3.13	2.95	3.00	3.22	3.04	3.00	2.94	3.12	2.89	3.01	2.99	2.78
STANDARD DEVIATION	1.23	1.17	1.22	1.25	1.23	1.22	1.27	1.16	1.26	1.23	1.25	1.16	1.22	1.27	1.22	1.24	1.12
STANDARD ERROR	0.05	0.12	0.09	0.07	0.06	0.10	0.08	0.08	0.13	0.08	0.07	0.14	0.10	0.11	0.07	0.06	0.19

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q10B. CUSTOMERS WHO PAY BY CREDIT CARD TIP LESS THAN CUSTOMERS WHO PAY BY CASH.

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	613 100.0	100 100.0	203 100.0	310 100.0	478 100.0	134 100.0	281 100.0	236 100.0	93 100.0	251 100.0	291 100.0	71 100.0	150 100.0	138 100.0	325 100.0	427 100.0	36 100.0
(5) STRONGLY AGREE	148 24.1	35 35.0	50 24.6	63 20.3	106 22.2	42 31.3	78 27.8	46 19.5	22 23.7	62 24.7	75 25.8	11 15.5	28 18.7	32 23.2	88 27.1	110 25.8	10 27.8
(4)	80 13.1	13 13.0	25 12.3	42 13.5	61 12.8	19 14.2	33 11.7	33 14.0	14 15.1	28 11.2	37 12.7	15 21.1	19 12.7	20 14.5	41 12.6	54 12.6	7 19.4
(3)	192 31.3	27 27.0	69 34.0	96 31.0	154 32.2	37 27.6	84 29.9	80 33.9	28 30.1	79 31.5	93 32.0	20 28.2	48 32.0	44 31.9	100 30.8	136 31.9	8 22.2
(2)	80 13.1	12 12.0	27 13.3	41 13.2	60 12.6	20 14.9	31 11.0	38 16.1	11 11.8	32 12.7	40 13.7	8 11.3	21 14.0	15 10.9	44 13.5	55 12.9	4 11.1
(1) STRONGLY DISAGREE	113 18.4	13 13.0	32 15.8	68 21.9	97 20.3	16 11.9	55 19.6	39 16.5	18 19.4	50 19.9	46 15.8	17 23.9	34 22.7	27 19.6	52 16.0	72 16.9	7 19.4
NA/DON'T KNOW	8	-	3	5	5	3	2	4	2	2	5	1	2	1	5	5	1
MEAN	3.11	3.45	3.17	2.97	3.04	3.38	3.17	3.04	3.12	3.08	3.19	2.93	2.91	3.11	3.21	3.18	3.25
STANDARD DEVIATION	1.40	1.41	1.36	1.40	1.40	1.38	1.45	1.32	1.41	1.42	1.38	1.39	1.39	1.40	1.39	1.39	1.48
STANDARD ERROR	0.06	0.14	0.10	0.08	0.06	0.12	0.09	0.09	0.15	0.09	0.08	0.16	0.11	0.12	0.08	0.07	0.25

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q10C. I PREFER TO HANDLE THE CREDIT CARD MYSELF RATHER THAN THE CUSTOMER USING A BACK-SEAT CREDIT CARD UNIT.

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	603	94	202	307	469	133	275	232	93	243	291	69	149	134	320	419	35
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) STRONGLY AGREE	259	33	89	137	209	50	127	96	33	93	127	39	70	61	128	169	20
	43.0	35.1	44.1	44.6	44.6	37.6	46.2	41.4	35.5	38.3	43.6	56.5	47.0	45.5	40.0	40.3	57.1
(4)	60	8	24	28	43	17	23	23	14	25	28	7	16	10	34	40	4
	10.0	8.5	11.9	9.1	9.2	12.8	8.4	9.9	15.1	10.3	9.6	10.1	10.7	7.5	10.6	9.5	11.4
(3)	103	20	27	56	85	18	49	41	13	43	50	10	23	25	55	76	4
	17.1	21.3	13.4	18.2	18.1	13.5	17.8	17.7	14.0	17.7	17.2	14.5	15.4	18.7	17.2	18.1	11.4
(2)	58	12	18	28	37	21	25	22	11	31	23	4	15	10	33	41	2
	9.6	12.8	8.9	9.1	7.9	15.8	9.1	9.5	11.8	12.8	7.9	5.8	10.1	7.5	10.3	9.8	5.7
(1) STRONGLY DISAGREE	123	21	44	58	95	27	51	50	22	51	63	9	25	28	70	93	5
	20.4	22.3	21.8	18.9	20.3	20.3	18.5	21.6	23.7	21.0	21.6	13.0	16.8	20.9	21.9	22.2	14.3
NA/DON'T KNOW	18	6	4	8	14	4	8	8	2	10	5	3	3	5	10	13	2
MEAN	3.45	3.21	3.48	3.51	3.50	3.32	3.55	3.40	3.27	3.32	3.46	3.91	3.61	3.49	3.37	3.36	3.91
STANDARD DEVIATION	1.59	1.58	1.62	1.57	1.59	1.59	1.57	1.60	1.61	1.58	1.61	1.46	1.55	1.61	1.60	1.60	1.50
STANDARD ERROR	0.06	0.16	0.11	0.09	0.07	0.14	0.09	0.11	0.17	0.10	0.09	0.18	0.13	0.14	0.09	0.08	0.25

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q10D. I SUPPORT REQUIRING BACK SEAT CREDIT CARD UNITS IN SAN FRANCISCO TAXIS.

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	616	100	205	311	481	134	281	239	93	251	295	70	152	134	330	428	36
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) STRONGLY AGREE	154	41	47	66	114	40	68	60	25	84	56	14	29	36	89	120	5
	25.0	41.0	22.9	21.2	23.7	29.9	24.2	25.1	26.9	33.5	19.0	20.0	19.1	26.9	27.0	28.0	13.9
(4)	60	9	21	30	41	19	32	21	7	27	24	9	14	14	32	42	4
	9.7	9.0	10.2	9.6	8.5	14.2	11.4	8.8	7.5	10.8	8.1	12.9	9.2	10.4	9.7	9.8	11.1
(3)	78	14	17	47	64	14	32	33	12	29	43	6	19	16	43	55	4
	12.7	14.0	8.3	15.1	13.3	10.4	11.4	13.8	12.9	11.6	14.6	8.6	12.5	11.9	13.0	12.9	11.1
(2)	56	10	21	25	43	13	23	21	12	23	28	5	15	10	31	37	4
	9.1	10.0	10.2	8.0	8.9	9.7	8.2	8.8	12.9	9.2	9.5	7.1	9.9	7.5	9.4	8.6	11.1
(1) STRONGLY DISAGREE	268	26	99	143	219	48	126	104	37	88	144	36	75	58	135	174	19
	43.5	26.0	48.3	46.0	45.5	35.8	44.8	43.5	39.8	35.1	48.8	51.4	49.3	43.3	40.9	40.7	52.8
NA/DON'T KNOW	5	-	1	4	2	3	2	1	2	2	1	2	-	5	-	4	1
MEAN	2.64	3.29	2.49	2.52	2.56	2.93	2.62	2.63	2.69	2.98	2.39	2.43	2.39	2.70	2.72	2.76	2.22
STANDARD DEVIATION	1.67	1.68	1.68	1.63	1.66	1.70	1.68	1.67	1.67	1.72	1.59	1.66	1.60	1.71	1.68	1.70	1.53
STANDARD ERROR	0.07	0.17	0.12	0.09	0.08	0.15	0.10	0.11	0.17	0.11	0.09	0.20	0.13	0.15	0.09	0.08	0.26

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q10E. I WOULD BE MORE SUPPORTIVE OF BACK-SEAT CREDIT CARD UNITS IF I RECEIVED PAYMENT FOR CREDIT CHARGES AT THE END OF EACH SHIFT.

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	605	97	203	305	472	132	276	236	90	244	292	69	149	132	324	420	36
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) STRONGLY AGREE	235	44	75	116	164	71	98	93	41	105	107	23	51	51	133	173	11
	38.8	45.4	36.9	38.0	34.7	53.8	35.5	39.4	45.6	43.0	36.6	33.3	34.2	38.6	41.0	41.2	30.6
(4)	62	15	19	28	48	14	35	18	9	25	27	10	13	10	39	46	3
	10.2	15.5	9.4	9.2	10.2	10.6	12.7	7.6	10.0	10.2	9.2	14.5	8.7	7.6	12.0	11.0	8.3
(3)	86	11	27	48	74	12	37	37	12	39	40	7	21	16	49	60	5
	14.2	11.3	13.3	15.7	15.7	9.1	13.4	15.7	13.3	16.0	13.7	10.1	14.1	12.1	15.1	14.3	13.9
(2)	51	6	18	27	39	12	23	22	6	17	30	4	18	9	24	33	-
	8.4	6.2	8.9	8.9	8.3	9.1	8.3	9.3	6.7	7.0	10.3	5.8	12.1	6.8	7.4	7.9	-
(1) STRONGLY DISAGREE	171	21	64	86	147	23	83	66	22	58	88	25	46	46	79	108	17
	28.3	21.6	31.5	28.2	31.1	17.4	30.1	28.0	24.4	23.8	30.1	36.2	30.9	34.8	24.4	25.7	47.2
NA/DON'T KNOW	16	3	3	10	11	5	7	4	5	9	4	3	3	7	6	12	1
MEAN	3.23	3.57	3.11	3.20	3.09	3.74	3.15	3.21	3.46	3.42	3.12	3.03	3.03	3.08	3.38	3.34	2.75
STANDARD DEVIATION	1.68	1.61	1.71	1.67	1.68	1.59	1.68	1.68	1.67	1.64	1.69	1.74	1.68	1.76	1.64	1.66	1.79
STANDARD ERROR	0.07	0.16	0.12	0.10	0.08	0.14	0.10	0.11	0.18	0.10	0.10	0.21	0.14	0.15	0.09	0.08	0.30

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q10F. FOR DRIVER SAFETY, ALL TAXIS SHOULD HAVE CAMERAS.

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	621	100	206	315	483	137	283	240	95	253	296	72	152	139	330	432	37
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) STRONGLY AGREE	568	92	194	282	441	126	267	215	83	232	276	60	138	126	304	397	33
	91.5	92.0	94.2	89.5	91.3	92.0	94.3	89.6	87.4	91.7	93.2	83.3	90.8	90.6	92.1	91.9	89.2
(4)	17	1	3	13	13	4	4	10	3	8	4	5	3	5	9	13	1
	2.7	1.0	1.5	4.1	2.7	2.9	1.4	4.2	3.2	3.2	1.4	6.9	2.0	3.6	2.7	3.0	2.7
(3)	22	4	6	12	19	3	7	12	3	9	9	4	5	5	12	16	1
	3.5	4.0	2.9	3.8	3.9	2.2	2.5	5.0	3.2	3.6	3.0	5.6	3.3	3.6	3.6	3.7	2.7
(2)	4	1	-	3	2	2	1	1	2	2	1	1	2	1	1	1	1
	0.6	1.0		1.0	0.4	1.5	0.4	0.4	2.1	0.8	0.3	1.4	1.3	0.7	0.3	0.2	2.7
(1) STRONGLY DISAGREE	10	2	3	5	8	2	4	2	4	2	6	2	4	2	4	5	1
	1.6	2.0	1.5	1.6	1.7	1.5	1.4	0.8	4.2	0.8	2.0	2.8	2.6	1.4	1.2	1.2	2.7
MEAN	4.82	4.80	4.87	4.79	4.82	4.82	4.87	4.81	4.67	4.84	4.83	4.67	4.77	4.81	4.84	4.84	4.73
STANDARD DEVIATION	0.67	0.74	0.59	0.70	0.67	0.67	0.60	0.62	0.96	0.59	0.68	0.87	0.80	0.67	0.61	0.60	0.87
STANDARD ERROR	0.03	0.07	0.04	0.04	0.03	0.06	0.04	0.04	0.10	0.04	0.04	0.10	0.06	0.06	0.03	0.03	0.14

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q10G. FOR DRIVER SAFETY, ALL TAXIS SHOULD HAVE A SHIELD BETWEEN THE BACK SEAT AND THE FRONT SEAT.

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	613	98	203	312	476	136	276	239	95	248	294	71	149	138	326	427	37
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) STRONGLY AGREE	126	36	57	33	81	45	68	33	23	60	52	14	11	32	83	103	12
	20.6	36.7	28.1	10.6	17.0	33.1	24.6	13.8	24.2	24.2	17.7	19.7	7.4	23.2	25.5	24.1	32.4
(4)	33	6	11	16	21	12	14	13	6	13	13	7	6	11	16	24	3
	5.4	6.1	5.4	5.1	4.4	8.8	5.1	5.4	6.3	5.2	4.4	9.9	4.0	8.0	4.9	5.6	8.1
(3)	70	18	25	27	57	13	28	27	14	32	31	7	12	16	42	56	2
	11.4	18.4	12.3	8.7	12.0	9.6	10.1	11.3	14.7	12.9	10.5	9.9	8.1	11.6	12.9	13.1	5.4
(2)	71	8	29	34	52	19	26	37	8	20	41	10	15	21	35	52	4
	11.6	8.2	14.3	10.9	10.9	14.0	9.4	15.5	8.4	8.1	13.9	14.1	10.1	15.2	10.7	12.2	10.8
(1) STRONGLY DISAGREE	313	30	81	202	265	47	140	129	44	123	157	33	105	58	150	192	16
	51.1	30.6	39.9	64.7	55.7	34.6	50.7	54.0	46.3	49.6	53.4	46.5	70.5	42.0	46.0	45.0	43.2
NA/DON'T KNOW	8	2	3	3	7	1	7	1	-	5	2	1	3	1	4	5	-
MEAN	2.33	3.10	2.67	1.86	2.16	2.92	2.43	2.10	2.54	2.46	2.19	2.42	1.68	2.55	2.53	2.52	2.76
STANDARD DEVIATION	1.61	1.69	1.68	1.37	1.54	1.72	1.69	1.45	1.67	1.68	1.54	1.61	1.23	1.63	1.67	1.65	1.80
STANDARD ERROR	0.06	0.17	0.12	0.08	0.07	0.15	0.10	0.09	0.17	0.11	0.09	0.19	0.10	0.14	0.09	0.08	0.30

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q11A. THE NUMBER OF MEDALLIONS SHOULD NOT BE LIMITED BECAUSE IT PREVENTS TAXI DRIVERS FROM ACQUIRING THEIR OWN TAXIS.

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	598	95	199	304	467	130	274	231	91	242	290	66	146	135	317	417	35
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) STRONGLY AGREE	141	30	50	61	100	41	79	42	19	58	64	19	17	41	83	115	9
	23.6	31.6	25.1	20.1	21.4	31.5	28.8	18.2	20.9	24.0	22.1	28.8	11.6	30.4	26.2	27.6	25.7
(4)	38	4	13	21	30	8	22	9	7	17	19	2	5	11	22	32	1
	6.4	4.2	6.5	6.9	6.4	6.2	8.0	3.9	7.7	7.0	6.6	3.0	3.4	8.1	6.9	7.7	2.9
(3)	82	22	26	34	66	16	33	39	9	31	40	11	12	16	54	62	8
	13.7	23.2	13.1	11.2	14.1	12.3	12.0	16.9	9.9	12.8	13.8	16.7	8.2	11.9	17.0	14.9	22.9
(2)	54	6	26	22	39	15	27	15	12	26	22	6	10	11	33	43	1
	9.0	6.3	13.1	7.2	8.4	11.5	9.9	6.5	13.2	10.7	7.6	9.1	6.8	8.1	10.4	10.3	2.9
(1) STRONGLY DISAGREE	283	33	84	166	232	50	113	126	44	110	145	28	102	56	125	165	16
	47.3	34.7	42.2	54.6	49.7	38.5	41.2	54.5	48.4	45.5	50.0	42.4	69.9	41.5	39.4	39.6	45.7
NA/DON'T KNOW	23	5	7	11	16	7	9	9	4	11	6	6	6	4	13	15	2
MEAN	2.41	2.77	2.50	2.23	2.34	2.66	2.65	2.16	2.29	2.42	2.38	2.44	1.73	2.70	2.59	2.64	2.46
STANDARD DEVIATION	1.69	1.75	1.69	1.66	1.66	1.79	1.75	1.60	1.66	1.70	1.67	1.79	1.41	1.77	1.70	1.72	1.74
STANDARD ERROR	0.07	0.17	0.12	0.09	0.08	0.15	0.10	0.10	0.17	0.11	0.10	0.21	0.11	0.15	0.09	0.08	0.29

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q11B. THE NUMBER OF TAXIS SHOULD BE LIMITED TO PROTECT DRIVER INCOMES

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	616	100	206	310	479	136	281	239	94	251	294	71	149	139	328	432	35
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) STRONGLY AGREE	423	59	140	224	332	90	193	173	55	166	207	50	115	91	217	281	27
	68.7	59.0	68.0	72.3	69.3	66.2	68.7	72.4	58.5	66.1	70.4	70.4	77.2	65.5	66.2	65.0	77.1
(4)	59	14	20	25	44	15	27	18	14	29	24	6	13	13	33	44	2
	9.6	14.0	9.7	8.1	9.2	11.0	9.6	7.5	14.9	11.6	8.2	8.5	8.7	9.4	10.1	10.2	5.7
(3)	63	14	19	30	52	11	28	28	7	28	28	7	10	12	41	51	2
	10.2	14.0	9.2	9.7	10.9	8.1	10.0	11.7	7.4	11.2	9.5	9.9	6.7	8.6	12.5	11.8	5.7
(2)	18	3	7	8	13	5	8	4	6	10	7	1	5	4	9	13	-
	2.9	3.0	3.4	2.6	2.7	3.7	2.8	1.7	6.4	4.0	2.4	1.4	3.4	2.9	2.7	3.0	-
(1) STRONGLY DISAGREE	53	10	20	23	38	15	25	16	12	18	28	7	6	19	28	43	4
	8.6	10.0	9.7	7.4	7.9	11.0	8.9	6.7	12.8	7.2	9.5	9.9	4.0	13.7	8.5	10.0	11.4
NA/DON'T KNOW	5	-	-	5	4	1	2	1	1	2	2	1	3	-	2	-	2
MEAN	4.27	4.09	4.23	4.35	4.29	4.18	4.26	4.37	4.00	4.25	4.28	4.28	4.52	4.10	4.23	4.17	4.37
STANDARD DEVIATION	1.27	1.33	1.32	1.21	1.24	1.37	1.28	1.17	1.44	1.23	1.30	1.30	1.04	1.45	1.27	1.33	1.33
STANDARD ERROR	0.05	0.13	0.09	0.07	0.06	0.12	0.08	0.08	0.15	0.08	0.08	0.15	0.08	0.12	0.07	0.06	0.22

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q11C. MEDALLIONS SHOULD NOT BE SOLD FOR MONEY. WHEN A DRIVER RETIRES OR DIES, IT SHOULD PASS TO ANOTHER DRIVER AT NO COST.

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	607	97	201	309	472	134	277	233	94	243	292	72	150	135	322	421	36
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) STRONGLY AGREE	331	61	113	157	253	78	148	139	42	145	149	37	50	88	193	260	21
	54.5	62.9	56.2	50.8	53.6	58.2	53.4	59.7	44.7	59.7	51.0	51.4	33.3	65.2	59.9	61.8	58.3
(4)	40	8	17	15	25	15	20	11	9	18	18	4	5	6	29	33	2
	6.6	8.2	8.5	4.9	5.3	11.2	7.2	4.7	9.6	7.4	6.2	5.6	3.3	4.4	9.0	7.8	5.6
(3)	82	11	33	38	66	16	36	34	12	28	46	8	23	16	43	57	2
	13.5	11.3	16.4	12.3	14.0	11.9	13.0	14.6	12.8	11.5	15.8	11.1	15.3	11.9	13.4	13.5	5.6
(2)	24	4	5	15	18	6	10	9	5	8	12	4	10	3	11	12	2
	4.0	4.1	2.5	4.9	3.8	4.5	3.6	3.9	5.3	3.3	4.1	5.6	6.7	2.2	3.4	2.9	5.6
(1) STRONGLY DISAGREE	130	13	33	84	110	19	63	40	26	44	67	19	62	22	46	59	9
	21.4	13.4	16.4	27.2	23.3	14.2	22.7	17.2	27.7	18.1	22.9	26.4	41.3	16.3	14.3	14.0	25.0
NA/DON'T KNOW	14	3	5	6	11	3	6	7	1	10	4	-	2	4	8	11	1
MEAN	3.69	4.03	3.86	3.47	3.62	3.95	3.65	3.86	3.38	3.87	3.58	3.50	2.81	4.00	3.97	4.00	3.67
STANDARD DEVIATION	1.64	1.46	1.51	1.73	1.67	1.47	1.66	1.56	1.71	1.57	1.65	1.74	1.75	1.53	1.47	1.46	1.76
STANDARD ERROR	0.07	0.15	0.11	0.10	0.08	0.13	0.10	0.10	0.18	0.10	0.10	0.20	0.14	0.13	0.08	0.07	0.29

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q11D. A DRIVER SHOULD BE ABLE TO SELL THEIR MEDALLION TO ANOTHER DRIVER WHEN THEY WANT TO RETIRE (OR BECOME DISABLED).

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	611 100.0	98 100.0	203 100.0	310 100.0	475 100.0	135 100.0	280 100.0	234 100.0	94 100.0	249 100.0	293 100.0	69 100.0	151 100.0	137 100.0	323 100.0	424 100.0	36 100.0
(5) STRONGLY AGREE	386 63.2	62 63.3	117 57.6	207 66.8	307 64.6	78 57.8	183 65.4	143 61.1	57 60.6	157 63.1	179 61.1	50 72.5	112 74.2	81 59.1	193 59.8	252 59.4	22 61.1
(4)	43 7.0	7 7.1	15 7.4	21 6.8	29 6.1	14 10.4	21 7.5	16 6.8	6 6.4	16 6.4	23 7.8	4 5.8	14 9.3	4 2.9	25 7.7	29 6.8	-
(3)	69 11.3	10 10.2	27 13.3	32 10.3	53 11.2	16 11.9	26 9.3	35 15.0	8 8.5	23 9.2	41 14.0	5 7.2	13 8.6	19 13.9	37 11.5	54 12.7	2 5.6
(2)	17 2.8	2 2.0	6 3.0	9 2.9	12 2.5	5 3.7	7 2.5	7 3.0	3 3.2	8 3.2	8 2.7	1 1.4	3 2.0	3 2.2	11 3.4	13 3.1	1 2.8
(1) STRONGLY DISAGREE	96 15.7	17 17.3	38 18.7	41 13.2	74 15.6	22 16.3	43 15.4	33 14.1	20 21.3	45 18.1	42 14.3	9 13.0	9 6.0	30 21.9	57 17.6	76 17.9	11 30.6
NA/DON'T KNOW	10	2	3	5	8	2	3	6	1	4	3	3	1	2	7	8	1
MEAN	3.99	3.97	3.82	4.11	4.02	3.90	4.05	3.98	3.82	3.93	3.99	4.23	4.44	3.75	3.89	3.87	3.58
STANDARD DEVIATION	1.51	1.55	1.58	1.44	1.51	1.52	1.49	1.47	1.65	1.58	1.47	1.42	1.12	1.66	1.56	1.56	1.86
STANDARD ERROR	0.06	0.16	0.11	0.08	0.07	0.13	0.09	0.10	0.17	0.10	0.09	0.17	0.09	0.14	0.09	0.08	0.31

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q11E. IF MEDALLIONS ARE SOLD BETWEEN DRIVERS, THE PRICE SHOULD BE LIMITED TO MAKE IT AFFORDABLE.

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	613 100.0	100 100.0	204 100.0	309 100.0	475 100.0	137 100.0	281 100.0	236 100.0	94 100.0	251 100.0	292 100.0	70 100.0	150 100.0	138 100.0	325 100.0	426 100.0	37 100.0
(5) STRONGLY AGREE	375 61.2	66 66.0	130 63.7	179 57.9	285 60.0	89 65.0	179 63.7	146 61.9	48 51.1	161 64.1	173 59.2	41 58.6	73 48.7	100 72.5	202 62.2	271 63.6	31 83.8
(4)	58 9.5	12 12.0	20 9.8	26 8.4	43 9.1	15 10.9	30 10.7	19 8.1	9 9.6	26 10.4	27 9.2	5 7.1	9 6.0	11 8.0	38 11.7	47 11.0	2 5.4
(3)	86 14.0	13 13.0	29 14.2	44 14.2	64 13.5	22 16.1	36 12.8	32 13.6	18 19.1	41 16.3	36 12.3	9 12.9	27 18.0	13 9.4	46 14.2	57 13.4	2 5.4
(2)	21 3.4	2 2.0	6 2.9	13 4.2	18 3.8	3 2.2	7 2.5	9 3.8	5 5.3	8 3.2	11 3.8	2 2.9	10 6.7	2 1.4	9 2.8	11 2.6	-
(1) STRONGLY DISAGREE	73 11.9	7 7.0	19 9.3	47 15.2	65 13.7	8 5.8	29 10.3	30 12.7	14 14.9	15 6.0	45 15.4	13 18.6	31 20.7	12 8.7	30 9.2	40 9.4	2 5.4
NA/DON'T KNOW	8	-	2	6	8	-	2	4	1	2	4	2	2	1	5	6	-
MEAN	4.05	4.28	4.16	3.90	3.98	4.27	4.15	4.03	3.77	4.24	3.93	3.84	3.55	4.34	4.15	4.17	4.62
STANDARD DEVIATION	1.40	1.20	1.31	1.50	1.46	1.17	1.33	1.43	1.49	1.19	1.50	1.58	1.62	1.25	1.30	1.30	1.01
STANDARD ERROR	0.06	0.12	0.09	0.09	0.07	0.10	0.08	0.09	0.15	0.08	0.09	0.19	0.13	0.11	0.07	0.06	0.17

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q11F. DRIVERS WITHOUT MEDALLIONS SHOULD HAVE THE CHOICE TO LEASE MEDALLIONS DIRECTLY FROM THE SFMTA AT A FIXED PRICE.

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	611 100.0	100 100.0	202 100.0	309 100.0	474 100.0	136 100.0	282 100.0	232 100.0	95 100.0	248 100.0	294 100.0	69 100.0	148 100.0	138 100.0	325 100.0	426 100.0	37 100.0
(5) STRONGLY AGREE	325 53.2	58 58.0	129 63.9	138 44.7	246 51.9	79 58.1	177 62.8	103 44.4	43 45.3	140 56.5	146 49.7	39 56.5	49 33.1	85 61.6	191 58.8	247 58.0	29 78.4
(4)	52 8.5	13 13.0	20 9.9	19 6.1	34 7.2	18 13.2	19 6.7	26 11.2	7 7.4	25 10.1	24 8.2	3 4.3	9 6.1	7 5.1	36 11.1	42 9.9	1 2.7
(3)	79 12.9	13 13.0	23 11.4	43 13.9	65 13.7	14 10.3	31 11.0	32 13.8	16 16.8	35 14.1	39 13.3	5 7.2	16 10.8	20 14.5	43 13.2	60 14.1	3 8.1
(2)	23 3.8	2 2.0	5 2.5	16 5.2	18 3.8	5 3.7	9 3.2	8 3.4	6 6.3	7 2.8	16 5.4	-	7 4.7	5 3.6	11 3.4	16 3.8	-
(1) STRONGLY DISAGREE	132 21.6	14 14.0	25 12.4	93 30.1	111 23.4	20 14.7	46 16.3	63 27.2	23 24.2	41 16.5	69 23.5	22 31.9	67 45.3	21 15.2	44 13.5	61 14.3	4 10.8
NA/DON'T KNOW	10	-	4	6	9	1	1	8	-	5	2	3	4	1	5	6	-
MEAN	3.68	3.99	4.10	3.30	3.60	3.96	3.96	3.42	3.43	3.87	3.55	3.54	2.77	3.94	3.98	3.93	4.38
STANDARD DEVIATION	1.63	1.44	1.40	1.74	1.66	1.47	1.53	1.69	1.66	1.52	1.66	1.83	1.79	1.51	1.44	1.47	1.32
STANDARD ERROR	0.07	0.14	0.10	0.10	0.08	0.13	0.09	0.11	0.17	0.10	0.10	0.22	0.15	0.13	0.08	0.07	0.22

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q11G. NEW MEDALLIONS SHOULD GO TO THOSE WHO ARE CURRENTLY ON THE OFFICIAL WAITING LIST.

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	613	99	202	312	476	136	280	235	95	249	294	70	150	138	325	427	36
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) STRONGLY AGREE	469	71	152	246	364	104	215	185	66	187	226	56	118	125	226	321	30
	76.5	71.7	75.2	78.8	76.5	76.5	76.8	78.7	69.5	75.1	76.9	80.0	78.7	90.6	69.5	75.2	83.3
(4)	52	11	16	25	38	14	25	15	12	23	23	6	13	8	31	39	-
	8.5	11.1	7.9	8.0	8.0	10.3	8.9	6.4	12.6	9.2	7.8	8.6	8.7	5.8	9.5	9.1	-
(3)	46	11	13	22	37	9	17	17	12	25	18	3	11	2	33	33	2
	7.5	11.1	6.4	7.1	7.8	6.6	6.1	7.2	12.6	10.0	6.1	4.3	7.3	1.4	10.2	7.7	5.6
(2)	15	3	6	6	11	4	6	9	-	5	10	-	1	1	13	12	2
	2.4	3.0	3.0	1.9	2.3	2.9	2.1	3.8	-	2.0	3.4	-	0.7	0.7	4.0	2.8	5.6
(1) STRONGLY DISAGREE	31	3	15	13	26	5	17	9	5	9	17	5	7	2	22	22	2
	5.1	3.0	7.4	4.2	5.5	3.7	6.1	3.8	5.3	3.6	5.8	7.1	4.7	1.4	6.8	5.2	5.6
NA/DON'T KNOW	8	1	4	3	7	1	3	5	-	4	2	2	2	1	5	5	1
MEAN	4.49	4.45	4.41	4.55	4.48	4.53	4.48	4.52	4.41	4.50	4.47	4.54	4.56	4.83	4.31	4.46	4.50
STANDARD DEVIATION	1.07	1.01	1.20	1.00	1.10	1.00	1.11	1.04	1.07	1.00	1.13	1.10	1.00	0.62	1.21	1.09	1.18
STANDARD ERROR	0.04	0.10	0.08	0.06	0.05	0.09	0.07	0.07	0.11	0.06	0.07	0.13	0.08	0.05	0.07	0.05	0.20

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q11H. MEDALLIONS SHOULD BE AWARDED BY DRIVER SENIORITY, RATHER THAN HAVING TO GO ON A WAITING LIST.

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	606	98	200	308	470	135	279	231	94	246	292	68	147	138	321	422	37
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
(5) STRONGLY AGREE	273	36	100	137	216	56	141	96	34	118	127	28	42	59	172	212	19
	45.0	36.7	50.0	44.5	46.0	41.5	50.5	41.6	36.2	48.0	43.5	41.2	28.6	42.8	53.6	50.2	51.4
(4)	59	15	26	18	39	20	26	22	11	25	28	6	7	10	42	48	4
	9.7	15.3	13.0	5.8	8.3	14.8	9.3	9.5	11.7	10.2	9.6	8.8	4.8	7.2	13.1	11.4	10.8
(3)	86	22	25	39	67	19	37	29	20	41	35	10	23	18	45	59	4
	14.2	22.4	12.5	12.7	14.3	14.1	13.3	12.6	21.3	16.7	12.0	14.7	15.6	13.0	14.0	14.0	10.8
(2)	35	8	11	16	21	14	16	15	4	13	17	5	10	6	19	25	-
	5.8	8.2	5.5	5.2	4.5	10.4	5.7	6.5	4.3	5.3	5.8	7.4	6.8	4.3	5.9	5.9	-
(1) STRONGLY DISAGREE	153	17	38	98	127	26	59	69	25	49	85	19	65	45	43	78	10
	25.2	17.3	19.0	31.8	27.0	19.3	21.1	29.9	26.6	19.9	29.1	27.9	44.2	32.6	13.4	18.5	27.0
NA/DON'T KNOW	15	2	6	7	13	2	4	9	1	7	4	4	5	1	9	10	-
MEAN	3.44	3.46	3.70	3.26	3.42	3.49	3.62	3.26	3.27	3.61	3.33	3.28	2.67	3.23	3.88	3.69	3.59
STANDARD DEVIATION	1.67	1.49	1.57	1.76	1.70	1.57	1.62	1.72	1.62	1.58	1.72	1.70	1.71	1.76	1.45	1.57	1.72
STANDARD ERROR	0.07	0.15	0.11	0.10	0.08	0.14	0.10	0.11	0.17	0.10	0.10	0.21	0.14	0.15	0.08	0.08	0.28

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q11. A SMALL PORTION OF MEDALLIONS SHOULD GO TO COMPANIES WHO PROVIDE BETTER SERVICE TO DRIVERS AND CUSTOMERS.

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	610 100.0	100 100.0	202 100.0	308 100.0	473 100.0	136 100.0	277 100.0	236 100.0	95 100.0	250 100.0	293 100.0	67 100.0	148 100.0	136 100.0	326 100.0	425 100.0	37 100.0
(5) STRONGLY AGREE	156 25.6	37 37.0	56 27.7	63 20.5	117 24.7	38 27.9	69 24.9	56 23.7	30 31.6	76 30.4	64 21.8	16 23.9	35 23.6	25 18.4	96 29.4	109 25.6	12 32.4
(4)	55 9.0	11 11.0	25 12.4	19 6.2	36 7.6	19 14.0	23 8.3	21 8.9	11 11.6	34 13.6	17 5.8	4 6.0	9 6.1	10 7.4	36 11.0	43 10.1	3 8.1
(3)	76 12.5	18 18.0	27 13.4	31 10.1	54 11.4	22 16.2	30 10.8	34 14.4	12 12.6	34 13.6	37 12.6	5 7.5	8 5.4	14 10.3	54 16.6	64 15.1	4 10.8
(2)	47 7.7	8 8.0	16 7.9	23 7.5	37 7.8	10 7.4	21 7.6	18 7.6	8 8.4	17 6.8	23 7.8	7 10.4	14 9.5	13 9.6	20 6.1	32 7.5	1 2.7
(1) STRONGLY DISAGREE	276 45.2	26 26.0	78 38.6	172 55.8	229 48.4	47 34.6	134 48.4	107 45.3	34 35.8	89 35.6	152 51.9	35 52.2	82 55.4	74 54.4	120 36.8	177 41.6	17 45.9
NA/DON'T KNOW	11	-	4	7	10	1	6	4	-	3	3	5	4	3	4	7	-
MEAN	2.62	3.25	2.83	2.28	2.52	2.93	2.54	2.58	2.95	2.96	2.38	2.39	2.33	2.26	2.90	2.71	2.78
STANDARD DEVIATION	1.69	1.64	1.69	1.64	1.69	1.65	1.70	1.66	1.71	1.69	1.65	1.70	1.70	1.60	1.68	1.67	1.81
STANDARD ERROR	0.07	0.16	0.12	0.09	0.08	0.14	0.10	0.11	0.18	0.11	0.10	0.21	0.14	0.14	0.09	0.08	0.30

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q12. HOW OFTEN DO YOU PAY TIPS TO DISPATCHERS, GAS ATTENDANTS, OR OTHER TAXI COMPANY EMPLOYEES?

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	621 100.0	100 100.0	206 100.0	315 100.0	483 100.0	137 100.0	283 100.0	240 100.0	95 100.0	253 100.0	296 100.0	72 100.0	152 100.0	139 100.0	330 100.0	432 100.0	37 100.0
ALWAYS	377 60.7	60 60.0	130 63.1	187 59.4	298 61.7	78 56.9	181 64.0	141 58.8	53 55.8	165 65.2	182 61.5	30 41.7	84 55.3	82 59.0	211 63.9	275 63.7	18 48.6
SOMETIMES	132 21.3	18 18.0	43 20.9	71 22.5	102 21.1	30 21.9	61 21.6	47 19.6	24 25.3	46 18.2	71 24.0	15 20.8	40 26.3	31 22.3	61 18.5	79 18.3	13 35.1
NEVER	112 18.0	22 22.0	33 16.0	57 18.1	83 17.2	29 21.2	41 14.5	52 21.7	18 18.9	42 16.6	43 14.5	27 37.5	28 18.4	26 18.7	58 17.6	78 18.1	6 16.2

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q13. DO YOU GENERALLY PAY SUCH TIPS BECAUSE YOU WANT TO, OR FEEL YOU HAVE TO?

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - PAY TIPS AT LEAST SOMETIMES	506 100.0	77 100.0	172 100.0	257 100.0	397 100.0	108 100.0	241 100.0	186 100.0	77 100.0	209 100.0	252 100.0	45 100.0	123 100.0	113 100.0	270 100.0	352 100.0	31 100.0
WANT TO	196 38.7	32 41.6	54 31.4	110 42.8	154 38.8	41 38.0	85 35.3	77 41.4	34 44.2	84 40.2	95 37.7	17 37.8	64 52.0	40 35.4	92 34.1	119 33.8	13 41.9
HAVE TO	237 46.8	36 46.8	93 54.1	108 42.0	178 44.8	59 54.6	120 49.8	83 44.6	33 42.9	98 46.9	116 46.0	23 51.1	41 33.3	57 50.4	139 51.5	180 51.1	16 51.6
MIXED - WANT TO AND HAVE TO	73 14.4	9 11.7	25 14.5	39 15.2	65 16.4	8 7.4	36 14.9	26 14.0	10 13.0	27 12.9	41 16.3	5 11.1	18 14.6	16 14.2	39 14.4	53 15.1	2 6.5
REFUSED/DON'T KNOW	3	1	1	1	3	-	1	2	-	2	1	-	1	-	2	2	-

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q14. FOR A FRIDAY OR SATURDAY NIGHT SHIFT, ABOUT HOW MUCH IN TOTAL DO YOU PAY IN TIPS TO DISPATCHERS, GAS ATTENDANTS, AND OTHER TAXI COMPANY EMPLOYEES?

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - TIP AND WORK FRI/ SAT NIGHT	271 100.0	26 100.0	88 100.0	157 100.0	209 100.0	62 100.0	128 100.0	106 100.0	37 100.0	-	231 100.0	40 100.0	85 100.0	59 100.0	127 100.0	170 100.0	16 100.0
\$5.00 OR LESS	90 33.2	8 30.8	25 28.4	57 36.3	70 33.5	20 32.3	46 35.9	27 25.5	17 45.9	-	77 33.3	13 32.5	31 36.5	23 39.0	36 28.3	54 31.8	5 31.3
\$6.00 TO \$10.00	103 38.0	8 30.8	33 37.5	62 39.5	82 39.2	21 33.9	45 35.2	45 42.5	13 35.1	-	86 37.2	17 42.5	38 44.7	22 37.3	43 33.9	59 34.7	6 37.5
\$11.00 TO \$20.00	56 20.7	7 26.9	21 23.9	28 17.8	43 20.6	13 21.0	25 19.5	27 25.5	4 10.8	-	48 20.8	8 20.0	14 16.5	7 11.9	35 27.6	39 22.9	3 18.8
MORE THAN \$20.00	22 8.1	3 11.5	9 10.2	10 6.4	14 6.7	8 12.9	12 9.4	7 6.6	3 8.1	-	20 8.7	2 5.0	2 2.4	7 11.9	13 10.2	18 10.6	2 12.5
DON'T KNOW/NO RESPONSE	27	2	8	17	25	2	11	13	3	-	22	5	7	5	15	18	2

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q15. FOR A LESS DESIRABLE SHIFT, ABOUT HOW MUCH IN TOTAL DO YOU PAY IN TIPS TO DISPATCHERS, GAS ATTENDANTS, AND OTHER TAXI COMPANY EMPLOYEES?

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - TIP AT LEAST SOMETIMES	477 100.0	75 100.0	163 100.0	239 100.0	374 100.0	103 100.0	228 100.0	173 100.0	74 100.0	201 100.0	233 100.0	43 100.0	113 100.0	108 100.0	256 100.0	335 100.0	29 100.0
\$5.00 OR LESS	216 45.3	32 42.7	66 40.5	118 49.4	176 47.1	40 38.8	108 47.4	74 42.8	34 45.9	72 35.8	115 49.4	29 67.4	65 57.5	48 44.4	103 40.2	134 40.0	17 58.6
\$6.00 TO \$10.00	178 37.3	30 40.0	65 39.9	83 34.7	138 36.9	40 38.8	85 37.3	65 37.6	26 35.1	93 46.3	76 32.6	9 20.9	35 31.0	40 37.0	103 40.2	134 40.0	9 31.0
\$11.00 TO \$20.00	63 13.2	9 12.0	24 14.7	30 12.6	47 12.6	16 15.5	23 10.1	27 15.6	13 17.6	29 14.4	30 12.9	4 9.3	11 9.7	14 13.0	38 14.8	50 14.9	2 6.9
MORE THAN \$20.00	20 4.2	4 5.3	8 4.9	8 3.3	13 3.5	7 6.8	12 5.3	7 4.0	1 1.4	7 3.5	12 5.2	1 2.3	2 1.8	6 5.6	12 4.7	17 5.1	1 3.4
DON'T KNOW/NO RESPONSE	32	3	10	19	26	5	14	15	3	10	20	2	11	5	16	19	2

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q16. DO YOU USE SMART-PHONE APPS SUCH AS CABULOUS OR TAXIMAGIC TO GET MORE PASSENGERS?

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	617	100	205	312	479	137	283	238	93	252	294	71	150	139	328	432	35
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
YES	224	44	72	108	172	52	94	88	40	101	95	28	45	56	123	168	11
	36.3	44.0	35.1	34.6	35.9	38.0	33.2	37.0	43.0	40.1	32.3	39.4	30.0	40.3	37.5	38.9	31.4
NO	393	56	133	204	307	85	189	150	53	151	199	43	105	83	205	264	24
	63.7	56.0	64.9	65.4	64.1	62.0	66.8	63.0	57.0	59.9	67.7	60.6	70.0	59.7	62.5	61.1	68.6
DON'T KNOW	4	-	1	3	4	-	-	2	2	1	2	1	2	-	2	-	2

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q16A. WHICH ONES? (MULTIPLE RESPONSES ACCEPTED)

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - USE SMARTPHONE APPS	221 100.0	44 100.0	72 100.0	105 100.0	170 100.0	51 100.0	92 100.0	87 100.0	40 100.0	101 100.0	92 100.0	28 100.0	44 100.0	55 100.0	122 100.0	166 100.0	11 100.0
CABULOUS (FLYWHEEL)	119 53.8	24 54.5	36 50.0	59 56.2	91 53.5	28 54.9	49 53.3	50 57.5	19 47.5	49 48.5	60 65.2	10 35.7	25 56.8	28 50.9	66 54.1	91 54.8	3 27.3
TAXIMAGIC	62 28.1	10 22.7	18 25.0	34 32.4	47 27.6	15 29.4	24 26.1	23 26.4	15 37.5	26 25.7	24 26.1	12 42.9	14 31.8	14 25.5	34 27.9	42 25.3	6 54.5
UBER TAXI	58 26.2	13 29.5	25 34.7	20 19.0	48 28.2	10 19.6	27 29.3	21 24.1	9 22.5	33 32.7	19 20.7	6 21.4	7 15.9	19 34.5	32 26.2	46 27.7	5 45.5
INSTACAB	4 1.8	-	-	4 3.8	4 2.4	-	2 2.2	2 2.3	-	2 2.0	2 2.2	-	2 4.5	1 1.8	1 0.8	2 1.2	-
TAXI MOJO	2 0.9	-	1 1.4	1 1.0	2 1.2	-	1 1.1	1 1.1	-	-	1 1.1	1 3.6	-	1 1.8	1 0.8	2 1.2	-
JUST PHONE/CELL PHONE/ SMARTPHONE	2 0.9	1 2.3	-	1 1.0	2 1.2	-	-	2 2.3	-	1 1.0	1 1.1	-	-	1 1.8	1 0.8	2 1.2	-
SQUARE.COM/SQUAREUP.COM [FOR CC PAYMENTS]	1 0.5	1 2.3	-	-	1 0.6	-	1 1.1	-	-	1 1.0	-	-	-	-	1 0.8	1 0.6	-
TAXI COMPANY'S APP	1 0.5	-	-	1 1.0	1 0.6	-	-	1 1.1	-	-	-	1 3.6	-	-	1 0.8	1 0.6	-
VERIFONE [FOR CC PAYMENTS]	1 0.5	-	-	1 1.0	-	1 2.0	-	-	1 2.5	-	-	1 3.6	-	1 1.8	-	1 0.6	-
DON'T KNOW/NO RESPONSE	3	-	-	3	2	1	2	1	-	-	3	-	1	1	1	2	-

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q17. FOR A TYPICAL DAY SHIFT, APPROXIMATELY HOW MANY TRIPS DO YOU GET FROM APPS?

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - USE APPS AND WORK DAYS	125 100.0	31 100.0	37 100.0	57 100.0	95 100.0	30 100.0	54 100.0	43 100.0	26 100.0	97 100.0	-	28 100.0	23 100.0	29 100.0	73 100.0	95 100.0	7 100.0
PROVIDED NUMBER OF TRIPS PER SHIFT	122 97.6	31 100.0	36 97.3	55 96.5	92 96.8	30 100.0	52 96.3	42 97.7	26 100.0	96 99.0	-	26 92.9	23 100.0	28 96.6	71 97.3	92 96.8	7 100.0
DON'T WORK DAY SHIFTS	3 2.4	-	1 2.7	2 3.5	3 3.2	-	2 3.7	1 2.3	-	1 1.0	-	2 7.1	-	1 3.4	2 2.7	3 3.2	-
DON'T KNOW/NO RESPONSE	4	3	1	-	2	2	1	2	1	4	-	-	-	1	3	4	-

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q17A. NUMBER OF TRIPS (DAY) FROM APPS

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - USE APPS AND WORK DAYS	119 100.0	31 100.0	36 100.0	52 100.0	90 100.0	29 100.0	51 100.0	41 100.0	25 100.0	94 100.0	-	25 100.0	20 100.0	28 100.0	71 100.0	92 100.0	7 100.0
NONE	2 1.7	-	1 2.8	1 1.9	1 1.1	1 3.4	2 3.9	-	-	2 2.1	-	-	-	1 3.6	1 1.4	2 2.2	-
LESS THAN 1 TRIP PER SHIFT	8 6.7	1 3.2	2 5.6	5 9.6	7 7.8	1 3.4	4 7.8	2 4.9	2 8.0	7 7.4	-	1 4.0	2 10.0	3 10.7	3 4.2	6 6.5	-
1 TO 3 TRIPS PER SHIFT	33 27.7	10 32.3	9 25.0	14 26.9	25 27.8	8 27.6	12 23.5	11 26.8	9 36.0	26 27.7	-	7 28.0	5 25.0	6 21.4	22 31.0	26 28.3	2 28.6
4 TO 7 TRIPS PER SHIFT	50 42.0	16 51.6	14 38.9	20 38.5	35 38.9	15 51.7	21 41.2	20 48.8	9 36.0	40 42.6	-	10 40.0	8 40.0	11 39.3	31 43.7	38 41.3	4 57.1
8 TO 12 TRIPS PER SHIFT	19 16.0	4 12.9	8 22.2	7 13.5	15 16.7	4 13.8	8 15.7	6 14.6	4 16.0	16 17.0	-	3 12.0	3 15.0	5 17.9	11 15.5	15 16.3	1 14.3
MORE THAN 12 TRIPS PER SHIFT	7 5.9	-	2 5.6	5 9.6	7 7.8	-	4 7.8	2 4.9	1 4.0	3 3.2	-	4 16.0	2 10.0	2 7.1	3 4.2	5 5.4	-
AVERAGE # OF TRIPS PER SHIFT	5.3	4.4	6.0	5.3	5.6	4.2	5.7	4.9	5.0	5.0	-	6.4	5.8	5.6	5.0	5.2	4.7
MEDIAN # OF TRIPS PER SHIFT	4.0	4.0	5.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	-	5.0	4.0	4.0	4.0	4.0	4.0
NON-RESPONSES (NO ANSWER OR GAVE % RATHER THAN TRIPS)	3	-	-	3	2	1	1	1	1	2	-	1	3	-	-	-	-

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q18. FOR A TYPICAL FRIDAY OR SATURDAY NIGHT, APPROXIMATELY HOW MANY TRIPS DO YOU GET FROM APPS? (FRACTIONS ACCEPTABLE)

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - USE APPS AND WORK NIGHTS	111	12	34	65	85	26	43	52	16	-	87	24	31	29	51	75	5
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0		100.0	100.0	100.0	100.0	100.0	100.0	100.0
PROVIDED NUMBER OF TRIPS PER SHIFT	91	10	30	51	70	21	40	39	12	-	71	20	25	22	44	61	5
	82.0	83.3	88.2	78.5	82.4	80.8	93.0	75.0	75.0		81.6	83.3	80.6	75.9	86.3	81.3	100.0
DON'T WORK FRIDAY/ SATURDAY NIGHT	20	2	4	14	15	5	3	13	4	-	16	4	6	7	7	14	-
	18.0	16.7	11.8	21.5	17.6	19.2	7.0	25.0	25.0		18.4	16.7	19.4	24.1	13.7	18.7	
DON'T KNOW/NO RESPONSE	12	2	6	4	11	1	7	3	2	-	8	4	1	2	9	11	-

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q18A. NUMBER OF TRIPS PER SHIFT (FRI/SAT) FROM APPS

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - USE APPS AND WORK DAYS	86 100.0	10 100.0	27 100.0	49 100.0	66 100.0	20 100.0	38 100.0	37 100.0	11 100.0	-	67 100.0	19 100.0	23 100.0	21 100.0	42 100.0	59 100.0	4 100.0
NONE	3 3.5	2 20.0	-	1 2.0	2 3.0	1 5.0	-	2 5.4	1 9.1	-	1 1.5	2 10.5	1 4.3	-	2 4.8	2 3.4	-
LESS THAN 1 TRIP PER SHIFT	2 2.3	-	1 3.7	1 2.0	1 1.5	1 5.0	2 5.3	-	-	-	2 3.0	-	-	1 4.8	1 2.4	2 3.4	-
1 TO 3 TRIPS PER SHIFT	12 14.0	-	6 22.2	6 12.2	7 10.6	5 25.0	6 15.8	4 10.8	2 18.2	-	10 14.9	2 10.5	4 17.4	4 19.0	4 9.5	8 13.6	-
4 TO 7 TRIPS PER SHIFT	29 33.7	2 20.0	11 40.7	16 32.7	22 33.3	7 35.0	10 26.3	16 43.2	3 27.3	-	23 34.3	6 31.6	6 26.1	5 23.8	18 42.9	20 33.9	3 75.0
8 TO 12 TRIPS PER SHIFT	22 25.6	5 50.0	4 14.8	13 26.5	18 27.3	4 20.0	11 28.9	8 21.6	3 27.3	-	19 28.4	3 15.8	7 30.4	5 23.8	10 23.8	15 25.4	-
MORE THAN 12 TRIPS PER SHIFT	18 20.9	1 10.0	5 18.5	12 24.5	16 24.2	2 10.0	9 23.7	7 18.9	2 18.2	-	12 17.9	6 31.6	5 21.7	6 28.6	7 16.7	12 20.3	1 25.0
AVERAGE # OF TRIPS PER SHIFT	8.7	9.1	7.0	9.5	9.5	5.8	9.3	8.2	7.8	-	8.4	9.7	9.1	9.4	8.1	8.3	11.3
MEDIAN # OF TRIPS PER SHIFT	7.0	10.0	5.0	7.5	7.5	5.0	7.5	5.5	6.0	-	7.0	5.0	7.5	7.5	5.0	7.0	5.0
JUST STARTED USING AN APP - TOO SOON TO TELL	2	-	1	1	2	-	1	1	-	-	2	-	1	-	1	1	-
NON-RESPONSES (NO ANSWER OR GAVE % RATHER THAN TRIPS)	3	-	2	1	2	1	1	1	1	-	2	1	1	1	1	1	1

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q19. FOR CREDIT CARD PAYMENT, DO YOU USE A SMART-PHONE APP YOURSELF, SUCH AS SQUARE?

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	618 100.0	100 100.0	205 100.0	313 100.0	481 100.0	136 100.0	282 100.0	239 100.0	94 100.0	251 100.0	296 100.0	71 100.0	152 100.0	138 100.0	328 100.0	430 100.0	36 100.0
YES	196 31.7	37 37.0	87 42.4	72 23.0	153 31.8	43 31.6	90 31.9	82 34.3	24 25.5	70 27.9	96 32.4	30 42.3	30 19.7	44 31.9	122 37.2	151 35.1	15 41.7
NO	422 68.3	63 63.0	118 57.6	241 77.0	328 68.2	93 68.4	192 68.1	157 65.7	70 74.5	181 72.1	200 67.6	41 57.7	122 80.3	94 68.1	206 62.8	279 64.9	21 58.3
DON'T KNOW/NO RESPONSE	3	-	1	2	2	1	1	1	1	2	-	1	-	1	2	2	1

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q20. DO YOU FEEL NEW TAXI DRIVERS RECEIVE ENOUGH TRAINING?

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	539	92	183	264	410	128	247	203	86	226	249	64	132	111	296	375	32
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
YES	296	61	106	129	222	74	139	111	44	124	136	36	66	58	172	213	17
	54.9	66.3	57.9	48.9	54.1	57.8	56.3	54.7	51.2	54.9	54.6	56.3	50.0	52.3	58.1	56.8	53.1
NO	243	31	77	135	188	54	108	92	42	102	113	28	66	53	124	162	15
	45.1	33.7	42.1	51.1	45.9	42.2	43.7	45.3	48.8	45.1	45.4	43.8	50.0	47.7	41.9	43.2	46.9
DON'T KNOW	82	8	23	51	73	9	36	37	9	27	47	8	20	28	34	57	5

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q21. WHO SHOULD PROVIDE THE REQUIRED TRAINING TO NEW DRIVERS?

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	572	97	196	279	442	129	259	220	90	231	275	66	131	127	314	404	37
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
THE TAXI COMPANIES	218	37	71	110	158	60	101	79	37	98	94	26	49	56	113	153	16
	38.1	38.1	36.2	39.4	35.7	46.5	39.0	35.9	41.1	42.4	34.2	39.4	37.4	44.1	36.0	37.9	43.2
A CENTRALLY MANAGED SCHOOL WITH A UNIFORM STANDARD	171	30	52	89	136	34	87	60	23	69	92	10	48	36	87	118	5
	29.9	30.9	26.5	31.9	30.8	26.4	33.6	27.3	25.6	29.9	33.5	15.2	36.6	28.3	27.7	29.2	13.5
THE INDEPENDENT SCHOOLS THAT ARE DOING IT NOW	141	28	61	52	112	29	60	60	21	47	71	23	22	26	93	108	11
	24.7	28.9	31.1	18.6	25.3	22.5	23.2	27.3	23.3	20.3	25.8	34.8	16.8	20.5	29.6	26.7	29.7
MIX OF INDEPENDENT SCHOOLS AND TAXI COMPANIES	7	2	1	4	7	-	2	3	1	1	3	3	1	1	5	6	-
	1.2	2.1	0.5	1.4	1.6	-	0.8	1.4	1.1	0.4	1.1	4.5	0.8	0.8	1.6	1.5	-
SFMTA	6	-	2	4	5	1	2	2	2	3	3	-	2	2	2	2	2
	1.0	-	1.0	1.4	1.1	0.8	0.8	0.9	2.2	1.3	1.1	-	1.5	1.6	0.6	0.5	5.4
EXPERIENCED DRIVERS SHOULD BE PAID TO TRAIN NEW ONES	5	-	2	3	3	2	-	3	2	1	2	2	1	2	2	3	1
	0.9	-	1.0	1.1	0.7	1.6	-	1.4	2.2	0.4	0.7	3.0	0.8	1.6	0.6	0.7	2.7
CITY/GOVERNMENT (GENERAL - NO SPECIFIC DEPT.)	4	-	2	2	4	-	2	2	-	2	2	-	2	1	1	2	-
	0.7	-	1.0	0.7	0.9	-	0.8	0.9	-	0.9	0.7	-	1.5	0.8	0.3	0.5	-
NOT NEEDED/DOESN'T MATTER/JUST ON THE STREETS	4	-	1	3	4	-	3	1	-	-	4	-	2	-	2	2	-
	0.7	-	0.5	1.1	0.9	-	1.2	0.5	-	-	1.5	-	1.5	-	0.6	0.5	-
MIX (GENERAL)/ALL OF THE ABOVE (SCHOOLS/COMPANIES/CENTRAL)/NEED TO WORK TOGETHER	4	-	1	3	3	1	-	3	1	1	2	1	1	2	1	3	-
	0.7	-	0.5	1.1	0.7	0.8	-	1.4	1.1	0.4	0.7	1.5	0.8	1.6	0.3	0.7	-
SFPD DETAIL (AS IT WAS BEFORE)	3	-	1	2	3	-	-	2	1	3	-	-	1	-	2	1	1
	0.5	-	0.5	0.7	0.7	-	-	0.9	1.1	1.3	-	-	0.8	-	0.6	0.2	2.7
OTHER	2	-	-	2	2	-	1	1	-	-	2	-	-	1	1	2	-
	0.3	-	-	0.7	0.5	-	0.4	0.5	-	-	0.7	-	-	0.8	0.3	0.5	-
TAXI DRIVERS' UNION	2	-	1	1	1	1	1	1	-	1	-	1	-	-	2	1	1
	0.3	-	0.5	0.4	0.2	0.8	0.4	0.5	-	0.4	-	1.5	-	-	0.6	0.2	2.7

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q21. WHO SHOULD PROVIDE THE REQUIRED TRAINING TO NEW DRIVERS?

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
INDEPENDENT SCHOOLS WORKING W/A CENTRAL SCHOOL	2 0.3	-	1 0.5	1 0.4	1 0.2	1 0.8	-	1 0.5	1 1.1	2 0.9	-	-	-	-	2 0.6	2 0.5	-
SFMTA AND THE TAXI COMPANIES	2 0.3	-	-	2 0.7	2 0.5	-	-	2 0.9	-	2 0.9	-	-	1 0.8	-	1 0.3	1 0.2	-
TAXI SCHOOL AT CCSF	1 0.2	-	-	1 0.4	1 0.2	-	-	-	1 1.1	1 0.4	-	-	1 0.8	-	-	-	-
DON'T KNOW/NO RESPONSE	49	3	10	36	41	8	24	20	5	22	21	6	21	12	16	28	-

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

D1. GENDER

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	621	100	206	315	483	137	283	240	95	253	296	72	152	139	330	432	37
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
MALE	602	97	204	301	467	134	278	231	90	245	289	68	145	138	319	421	36
	96.9	97.0	99.0	95.6	96.7	97.8	98.2	96.3	94.7	96.8	97.6	94.4	95.4	99.3	96.7	97.5	97.3
FEMALE	19	3	2	14	16	3	5	9	5	8	7	4	7	1	11	11	1
	3.1	3.0	1.0	4.4	3.3	2.2	1.8	3.8	5.3	3.2	2.4	5.6	4.6	0.7	3.3	2.5	2.7

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

D2. MAY I ASK YOUR APPROXIMATE AGE?

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	615 100.0	100 100.0	206 100.0	309 100.0	478 100.0	136 100.0	281 100.0	236 100.0	95 100.0	250 100.0	293 100.0	72 100.0	150 100.0	138 100.0	327 100.0	428 100.0	37 100.0
18 TO 24	1 0.2	1 1.0	-	-	1 0.2	-	-	1 0.4	-	-	-	1 1.4	-	-	1 0.3	-	1 2.7
25 TO 34	85 13.8	38 38.0	44 21.4	3 1.0	61 12.8	24 17.6	29 10.3	38 16.1	17 17.9	43 17.2	38 13.0	4 5.6	-	10 7.2	75 22.9	75 17.5	10 27.0
35 TO 44	151 24.6	27 27.0	76 36.9	48 15.5	112 23.4	39 28.7	77 27.4	53 22.5	20 21.1	60 24.0	71 24.2	20 27.8	15 10.0	46 33.3	90 27.5	129 30.1	7 18.9
45 TO 54	198 32.2	20 20.0	59 28.6	119 38.5	158 33.1	39 28.7	98 34.9	73 30.9	27 28.4	70 28.0	100 34.1	28 38.9	47 31.3	57 41.3	94 28.7	139 32.5	12 32.4
55 TO 64	122 19.8	13 13.0	23 11.2	86 27.8	96 20.1	26 19.1	61 21.7	48 20.3	13 13.7	49 19.6	58 19.8	15 20.8	55 36.7	19 13.8	48 14.7	61 14.3	6 16.2
65 AND OLDER	58 9.4	1 1.0	4 1.9	53 17.2	50 10.5	8 5.9	16 5.7	23 9.7	18 18.9	28 11.2	26 8.9	4 5.6	33 22.0	6 4.3	19 5.8	24 5.6	1 2.7
REFUSED	6	-	-	6	5	1	2	4	-	3	3	-	2	1	3	4	-

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

D3. WHAT ETHNIC GROUP DO YOU CONSIDER YOURSELF A MEMBER OF? (MULTIPLE RESPONSES ACCEPTED)

	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	605 100.0	99 100.0	203 100.0	303 100.0	473 100.0	131 100.0	279 100.0	230 100.0	93 100.0	247 100.0	286 100.0	72 100.0	148 100.0	136 100.0	321 100.0	420 100.0	37 100.0
ASIAN/PACIFIC ISLANDER	216 35.7	42 42.4	83 40.9	91 30.0	172 36.4	44 33.6	125 44.8	63 27.4	27 29.0	98 39.7	91 31.8	27 37.5	48 32.4	48 35.3	120 37.4	155 36.9	13 35.1
WHITE	202 33.4	19 19.2	51 25.1	132 43.6	168 35.5	34 26.0	61 21.9	102 44.3	37 39.8	76 30.8	98 34.3	28 38.9	68 45.9	39 28.7	95 29.6	124 29.5	10 27.0
AFRICAN AMERICAN	67 11.1	20 20.2	20 9.9	27 8.9	48 10.1	19 14.5	31 11.1	27 11.7	9 9.7	29 11.7	33 11.5	5 6.9	12 8.1	13 9.6	42 13.1	51 12.1	4 10.8
MIDDLE EASTERN/ARABIC/ PERSIAN	56 9.3	8 8.1	21 10.3	27 8.9	40 8.5	16 12.2	24 8.6	21 9.1	11 11.8	20 8.1	26 9.1	10 13.9	15 10.1	14 10.3	27 8.4	38 9.0	3 8.1
HISPANIC/LATINO	40 6.6	3 3.0	20 9.9	17 5.6	26 5.5	13 9.9	24 8.6	8 3.5	8 8.6	15 6.1	24 8.4	1 1.4	3 2.0	12 8.8	25 7.8	34 8.1	3 8.1
SOUTHEAST ASIAN (INDIAN, PAKISTANI)	19 3.1	3 3.0	4 2.0	12 4.0	18 3.8	1 0.8	12 4.3	6 2.6	1 1.1	5 2.0	13 4.5	1 1.4	5 3.4	6 4.4	8 2.5	10 2.4	4 10.8
AFRICAN (*NOT* AFRICAN- AMERICAN)	9 1.5	1 1.0	5 2.5	3 1.0	6 1.3	3 2.3	6 2.2	2 0.9	1 1.1	6 2.4	3 1.0	-	1 0.7	3 2.2	5 1.6	7 1.7	1 2.7
NORTH AFRICAN	5 0.8	1 1.0	2 1.0	2 0.7	3 0.6	2 1.5	2 0.7	1 0.4	2 2.2	3 1.2	-	2 2.8	-	2 1.5	3 0.9	4 1.0	1 2.7
NATIVE AMERICAN/OTHER NATIVE PEOPLES	5 0.8	2 2.0	1 0.5	2 0.7	4 0.8	1 0.8	5 1.8	-	-	2 0.8	3 1.0	-	1 0.7	1 0.7	3 0.9	4 1.0	-
OTHER (UNSPECIFIED)	6 1.0	2 2.0	2 1.0	2 0.7	4 0.8	2 1.5	2 0.7	4 1.7	-	3 1.2	3 1.0	-	1 0.7	1 0.7	4 1.2	5 1.2	-
REFUSED	16	1	3	12	10	6	4	10	2	6	10	-	4	3	9	12	-

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

Q22. THE SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY REGULATES SAN FRANCISCO TAXIS. BRIEFLY, PLEASE TELL ME THE ONE MAIN THING THAT THE SFMTA COULD DO TO IMPROVE TAXIS.

	HOW LONG DRIVING A CAB				#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS				
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
BASE - ALL RESPONDENTS	567	95	183	289	447	119	257	221	87	232	268	67	141	127	299	392	34
	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
CRACK DOWN ON UBER/LIMOS/ ILLEGAL TAXIS/MAKE THEM FOLLOW SAME REGULATIONS AS TAXIS	219	41	66	112	176	42	107	86	26	82	112	25	54	40	125	156	9
	38.6	43.2	36.1	38.8	39.4	35.3	41.6	38.9	29.9	35.3	41.8	37.3	38.3	31.5	41.8	39.8	26.5
LISTEN TO DRIVERS/ CONSIDER HOW REGULATION IMPACTS TYHEM/SERVE DRIVERS BETTER/MAKE DRIVERS EMPLOYEES/ALLOW DRIVERS TO UNIONIZE	76	10	22	44	59	17	33	28	14	29	35	12	26	17	33	46	4
	13.4	10.5	12.0	15.2	13.2	14.3	12.8	12.7	16.1	12.5	13.1	17.9	18.4	13.4	11.0	11.7	11.8
RESTRUCTURE AIRPORT SYSTEM/RESTRUCTURE OR STREAMLINE REGULATIONS/ REGULATION TOO COMPLICATED - SIMPLIFY IT/CONSIDER OR REVISIT OTHER REGULATIONS	71	11	29	31	55	16	34	24	12	34	32	5	16	9	46	52	3
	12.5	11.6	15.8	10.7	12.3	13.4	13.2	10.9	13.8	14.7	11.9	7.5	11.3	7.1	15.4	13.3	8.8
IMPROVE DRIVER TRAINING/ CRACK DOWN ON DRIVERS NOT FOLLOWING RULES/USE SENIOR DRIVERS TO TRAIN NEW ONES/TRAIN CUSTOMERS, TOO - E.G. NOT OK TO BE RUDE/DRUNK ETC.	70	17	19	34	53	17	29	29	12	33	31	6	13	18	39	52	5
	12.3	17.9	10.4	11.8	11.9	14.3	11.3	13.1	13.8	14.2	11.6	9.0	9.2	14.2	13.0	13.3	14.7
QUIT USING TAXI INDUSTRY TO FUND SFMTA/SEPARATE TAXIS FROM BUSES/RETURN TAXIS TO SFPD/SFMTA DOESN'T UNDERSTAND TAXIS/ SFMTA HURTS TAXI INDUSTRY	67	3	14	50	56	11	26	29	11	20	37	10	23	21	23	42	2
	11.8	3.2	7.7	17.3	12.5	9.2	10.1	13.1	12.6	8.6	13.8	14.9	16.3	16.5	7.7	10.7	5.9
MINIMIZE POWER/INFLUENCE OF TAXI COMPANIES/FAVOR DRIVERS OVER COMPANIES/ DON'T LET COMPANIES CONTROL MEDALLIONS/MAKE COMPANIES RESPONSIBLE FOR VEHICLES, CUSTOMER SERVICE, KEEP THEM FROM GOUGING DRIVERS, ETC.	52	9	25	18	44	8	26	20	6	29	20	3	4	11	37	39	9
	9.2	9.5	13.7	6.2	9.8	6.7	10.1	9.0	6.9	12.5	7.5	4.5	2.8	8.7	12.4	9.9	26.5

SFMTA TAXI PROJECT * TAXI DRIVER SURVEY

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	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
LIMIT NUMBER OF TAXIS/ NUMBER OF COLOR SCHEMES/ NO MORE NEW TAXIS	49 8.6	12 12.6	15 8.2	22 7.6	42 9.4	7 5.9	27 10.5	16 7.2	5 5.7	25 10.8	20 7.5	4 6.0	8 5.7	14 11.0	27 9.0	36 9.2	5 14.7
LIMIT NUMBER OF MEDALLIONS/MEDALLION SALES/ELIMINATE MEDALLIONS/STOP SELLING/ GIVING AWAY MEDALLIONS/ ENSURE MEDALLIONS ONLY GO TO DRIVERS WHO CAN WORK	47 8.3	7 7.4	15 8.2	25 8.7	38 8.5	9 7.6	20 7.8	22 10.0	4 4.6	19 8.2	22 8.2	6 9.0	16 11.3	7 5.5	24 8.0	29 7.4	2 5.9
CREATE MOBILE APP FOR USE CITYWIDE/CENTRALIZED DISPATCH/LEARN FROM UBER AND OTHERS AND DO WHAT THEY'RE DOING	44 7.8	3 3.2	16 8.7	25 8.7	41 9.2	3 2.5	19 7.4	17 7.7	8 9.2	16 6.9	20 7.5	8 11.9	14 9.9	7 5.5	23 7.7	26 6.6	4 11.8
IMPROVE DRIVER CONDITIONS/PAY - RAISE FARES (WAGES), REDUCE GATE FEES, PROVIDE SICK LEAVE, HEALTH INS., 401K, ETC.	31 5.5	3 3.2	10 5.5	18 6.2	28 6.3	3 2.5	11 4.3	14 6.3	6 6.9	16 6.9	14 5.2	1 1.5	8 5.7	8 6.3	15 5.0	19 4.8	4 11.8
GENERAL/OTHER/DON'T KNOW	28 4.9	7 7.4	8 4.4	13 4.5	21 4.7	7 5.9	11 4.3	10 4.5	7 8.0	12 5.2	13 4.9	3 4.5	9 6.4	5 3.9	14 4.7	18 4.6	1 2.9
MORE MEDALLIONS/MORE FOR SPECIFIC GROUPS (E.G. SENIOR DRIVERS)/DON'T LIMIT MEDALLIONS	26 4.6	3 3.2	10 5.5	13 4.5	24 5.4	2 1.7	17 6.6	9 4.1	-	12 5.2	13 4.9	1 1.5	4 2.8	12 9.4	10 3.3	20 5.1	2 5.9
BRING BACK 'THE OLD WAY'/ BRING BACK SENIORITY/OLD WAY OF DOING MEDALLIONS/ OLD WAIT LIST	19 3.4	1 1.1	4 2.2	14 4.8	17 3.8	2 1.7	13 5.1	5 2.3	-	6 2.6	10 3.7	3 4.5	7 5.0	10 7.9	2 0.7	12 3.1	-
NOTHING/GOOD NOW/LEAVE AS IS	13 2.3	5 5.3	6 3.3	2 0.7	9 2.0	4 3.4	3 1.2	6 2.7	4 4.6	11 4.7	2 0.7	-	-	1 0.8	12 4.0	12 3.1	1 2.9
MORE TAXIS/DO NOT LIMIT TAXIS	5 0.9	-	1 0.5	4 1.4	4 0.9	1 0.8	3 1.2	2 0.9	-	1 0.4	3 1.1	1 1.5	1 0.7	2 1.6	2 0.7	4 1.0	-

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	HOW LONG DRIVING A CAB			#MOS DRIVING '12		# OF SHIFTS WORK PER WEEK			TYPE OF SHIFTS DRIVEN			MEDALLION/G&G/WAITLIST STATUS					
	TOTAL	<3 YRS	4-10 YRS	11+ YRS	10+ MOS	1-9 MOS	5+	3-4	1-2	DAY	NIGHT	BOTH	MED HOLD	WAITLST	NOT WL	G&G	OTH
EDUCATE PUBLIC BETTER ABOUT PROBLEMS WITH UBER/LYFT, ETC./GIVE PUBLIC MORE INFO ON HOW TO GET A TAXI (E.G. PHONE #S AT TAXI STANDS)/ADDRESS INACCURATE MEDIA STORIES ABOUT TAXIS	5 0.9	1 1.1	2 1.1	2 0.7	4 0.9	1 0.8	-	4 1.8	1 1.1	3 1.3	2 0.7	-	1 0.7	1 0.8	3 1.0	3 0.8	1 2.9
NO RESPONSE	54	5	23	26	36	18	26	19	8	21	28	5	11	12	31	40	3