

**STATUS OF MAJOR PROJECTS**

- **Medallion Permits:** 10 transferable permits and 2 non-transferable permits were issued during the month of September.
- **Field Enforcement:** During the month of September taxi investigators conducted daily field enforcement, including issuing 11 white zone citations for illegally parked limousines, 2 citations for operating a motor vehicle for hire without a permit, and issuing 7 Notices of Violation to A-Card holders who were illegally operating limousines.
- **Town Halls:** On September 11 and September 25, 2012, Taxi Services held Town Hall Meetings (12 hours total) to discuss distribution of the new color scheme permits, the future of the medallion waitlist, and the potential for eliminating long term leases. At these meetings ideas were heard that allowed for the efficient distribution of the color scheme permits. Issues related to the waitlist are expected before the SFMTA Board in November of 2012, and leasing regulation changes are expected to be heard in January 2013.
- **Technology:** Taxi Services in conjunction with SFO have moved into the design phase for creation of a new Taxi Management System for SFO which includes a "Smart A-Card". Transcor has obtained the contract to create this system. This system will integrate several enforcement functions between the SFMTA and SFO, as well as provide better tracking and data as it relates to taxi drivers. The total contract is for approximately \$18 million dollars, with approximately \$1 million of that money being paid for by SFMTA. The design elements so far include inputting information that can be obtained by swiping or scanning the new Smart A-card such as driver info, vehicle info, driver disciplinary history, vehicle travel history (particularly airport usage), as well as other information that would lead to overall better enforcement of taxicabs.
- **Technology II, Electronic Taxi Hailing:** Taxi Services in collaboration with the IT department continued its work on a software application that will allow customers to electronically hail any San Francisco taxi through their smartphones or home computers. A Request for Information is expected to be submitted to the public soon.
- **Special Events:** Taxi Services in coordination with other agency departments participated in the creation of an event action to be used for the numerous events occurring from October 5-7, 2012. As part of the plan, taxi services located taxi stands where available, denoted pick-up and drop off locations, and temporarily increased the size of its fleet to handle the increased demand for taxi service.
- **Illegal Vehicle Enforcement/Car-sharing:** On September 21, 2012 Taxi Services and the Director of Transportation met with the enforcement arm of the California Public Utilities Commission as well as Commander Mikhail Ali of the SFPD to begin strategizing as to how to effectively counteract the increasing use of Sidecar and Lyft, which are providing rides to passengers for a fare without any regulatory oversight.

## PERFORMANCE MEASURES

### MISCELLANEOUS

- 311 Complaints:** There were a total of **118** complaints, **2** compliments and **108** lost property inquiries from the 311 system during the month of September for a total of **228** calls made to 311.

311 Complaints	Number
Accident Involving injury	0
Accident Non-Emergency	2
Failure to Comply	15
Fare Refusal	16
Impaired Driver	2
Meter Unavailable	0
No Show	5
Other	24
Overcharging	17
Rude/Discourteous	20
Unsafe Driving	25
Vehicle Condition	1
Violence/Physical Altercation	3
Compliment	2
Lost and Found	108
Unpermitted Cab	7
<b>Total</b>	<b>228</b>

- Non-311 Complaints:** There were a total of **6** non-311 complaints during the month of September.

Non-311 Complaints	Number
Complaint	6
Compliment	0
<b>Total</b>	<b>6</b>

### COMPLAINT RESOLUTION

September 2012

Christiane Hayashi

311 Complaints	Number
Closed	114
Non-311 Complaints Closed	6
<b>Total</b>	<b>120</b>

**PERMITS**

Permit Action	Number
New Driver Permits Issued	50
Medallions Issued to Applicants	12

**Medallion Sales Program Revenues**

**Net Medallion Sale Revenue September 2012:                   \$ 375,000.00**

**Driver Fund Revenue from Medallion September 2012:       \$ 125,000.00**

**Net Medallion Sale Revenue FY 2012-2013:                   \$ 1,012,506.90**

**Net Driver Fund Revenue FY 2012-2013:                     \$ 337,500.00**

**DRIVER TRAINING**

Passed	50
Failed	8
<b>Total Attendees</b>	<b>58</b>

**INVESTIGATIONS**

Type of Investigation	Number of Investigations
Color Scheme	28
Permit Applicants	11
Medallion Holders	30
Drivers	4

Complaints	9
Other	0
Regulatory	2
<b>Total</b>	<b>84</b>

Citations/Admonishments
41

**HEARINGS**

Type of Hearing	Number of Hearings
Operating without a permit	0
Regulatory Violation	8
Qualification Hearing on Denial	0
Board of Appeals	0

**DIRECTOR OF TRANSPORTATION – Assistance Required**