

Monthly Report / October 2012

Christiane Hayashi

STATUS OF MAJOR PROJECTS: Taxis

- **Medallion Permits:** Nine transferable permits were issued during the month of October.
- **Town Hall Meetings:** On October 9, 2012 and October 30, 2012, Taxi Services held Town Hall Meetings (12 hours total) the future of the medallion waiting list, leasing reform, a down payment assistance proposal and color scheme standards. Recommendations related to the waiting list and down payment assistance have been submitted for the SFMTA Board's consideration at its meeting on November 20, 2012.
- **Coordination with SFO:** SFMTA staff worked with SFO staff on improving taxi dispatching methods used at the airport, as well as issues surrounding the entry and exit of taxi vehicles at SFO.
- **Electronic Taxi Hailing:** On October 30, 2012, SFMTA issued a Request for Information/Qualifications to support private development of software applications that will allow customers to electronically hail a taxi through their smartphones or home computers. Responses are due at the end of November 2012.
- **Online Vehicle Introduction Forms:** Staff has implemented an online vehicle introduction form to be used by taxi companies to report and request approval of all taxi vehicle changes within the fleet, such as adding and removing vehicles from the fleet, or when vehicles change medallions or color schemes. SFMTA staff can register approval or denial of vehicle changes and forward the results to SFO's Ground Transportation Unit electronically. Until now, all such changes have been faxed to the SFMTA and re-entered into a spreadsheet by SFMTA staff.
- **Criminal prosecutions.** Staff met with the District Attorney's Office to refer several cases for criminal prosecution.
- **Grants, Electric Vehicle Fast Charging Station:** Taxi staff obtained a cost estimate for potential level III electric vehicle charging site located at Clement St. and 8th Avenue in the Richmond District of \$80,000, with underground trenching (\$60,000) constituting the bulk of that cost. The \$180,000 grant for this deliverable should cover two fast-charging stations, one of which will be located at SFO.
- **Board of Appeals.** On October 24 staff appeared before the Board of Appeals to request that it not take jurisdiction of an appeal filed by the United Taxicab Workers to contest the issuance of temporary taxi company operating permits by the SFMTA Board. Following deliberation and consultation with the City Attorney's Office, the Board held for the SFMTA and voted not to hear the appeal.

STATUS OF MAJOR PROJECTS: Accessible Services

- **RTC Clipper Transition:** RTC staff implemented two new policies Sept 1: seniors now only apply for a Senior Clipper card and not RTC (unless they travel with an attendant) and all new customers with permanent disabilities will have cards with a five-year duration.
- **Access for All Event:** A successful event was held on Oct 4 to celebrate 35 years of work on accessibility. The naming of the new paratransit vans after deceased advocates who had a significant impact on the program and have since passed away has been well received by the customers.
- **Mobile Data Computer (MDC) Procurement Process:** MDCs are installed and functioning on 85 vehicles operated by MV Transportation in the SF Access and Group Van modes. The MDC vendor is working with MV to complete installations in the final two vehicles operated by MV. Veolia is monitoring MV's usage of the MDCs in revenue service and is pushing MV to achieve 100% utilization. MDCs are also installed in 19 vehicles operated by BayMed Express, four vehicles operated by Kimochi, two vehicles operated by Self

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Help for the Elderly and one vehicle operated by Centro Latino, operating in the group van service. Veolia has completed training BayMed drivers and staff and similar training for the remaining providers is scheduled for late November. The next phase of the project involves final planning and implementation of an Interactive Voice Response system (IVR) to be used in conjunction with the MDCs.

- **Paratransit Vehicles:** 26 newly procured paratransit vans are in the process of entering revenue service. The vehicles are operated by MV Transportation for use in the SF Paratransit program.
- **SF Access Service Quality:** After a fairly stable transition from Mobility Plus to MV Transportation, the service quality at MV appears to have experienced on a downward trend, as evidenced by an increase in complaints and decrease in on-time performance over the past few months. In recent weeks there has been some uptick but Accessible Services staff and Veolia are working with MV to improve the service.
- **On Car/Between Car Barrier Prototype:** SFMTA Rail Division has been testing the belt design developed by Rail Operations on two, two-car trains in revenue service, and tests show that the belts tend to last for only 2 – 3 weeks. Staff has contacted the vendor to see if the material can be strengthened, and is doing outreach to members of the blind and visually impaired community to receive feedback on this prototype.
- **It's Your Muni Campaign:** As part of the "It's Your Muni" campaign, Accessible Services worked with Marketing to redesign the priority seating car card. A more pictorial card has been rolled out, with positive initial feedback.
- **Regional Transit Connection (RTC) Clipper Program:** Accessible Services staff worked with regional partners to transition the Lead Agency and Central Processor Contracts. MTC and Cubic are modifying Cubic's scope of work to provide that Clipper/Cubic will print and issue RTC cards so that customers don't have to communicate with multiple offices. There has been a delay at AC Transit with taking over the lead agency responsibilities for the RTC program and putting out the RFP for the Medical Verification tasks. AC Transit reports that they expect to get Board approval soon but we have heard that for a number of months. In the meantime BART has continued that role, but does not want to extend the current contract, which will expire at the end of Dec 2012.
- **ADA Hearing and complaint process:** Accessible Services staff is working with Customer Service, Labor Relations, and the Hearing Section on clarifying the process for handling ADA related customer service complaints (CSCs). Part of the new process will involve an automated request to have video pulled for all ADA related CSCs as well as implementing a new set of letter templates which aim to provide more information to the customer regarding the outcome of the investigation into their CSC.
- **F Line Signage:** Staff is working with Service Planning to develop signage for the F Line to communicate to passengers where to catch the outbound F when in the wharf area. There was confusion during the America's Cup /Fleet Week about where to catch trains back to the downtown area.
- **Segway Boarding Policy:** Accessible Services is working with Operations staff to develop a policy and procedures to accommodate individuals with disabilities who use a Segway as an OPDMD (other power-driven mobility device) on fixed-route transit vehicles as a reasonable accommodation.
- **Accessible Stops Project:** Accessible Services is working with TEP, Finance and Construction staff to refine the scope of the Accessible Stops project by combining it with the F-Line Market Street Lift Replacement Project in order to achieve costs savings. The Accessible Stops project will evaluate the feasibility of constructing new surface accessible light rail stops at 5 locations, and will study options for replacing the F-

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Line wayside lift on Market at Church Street. Financial accounts have been set up and work on this project has started by Construction staff.

- Hybrid Vehicle Procurement:** Worked with SFMTA Fleet Engineering staff to refine specifications for accessibility equipment for the upcoming procurement of 40' low floor hybrid coaches through the Minnesota Vehicle Purchasing Consortium. A presentation on this was given to the SFMTA MAAC. A follow up presentation will be made now that the contact is completed and approved. A New Flyer bus prototype was made available for the Honoring Access for All Celebration on Oct 4.
- PA/PDS System:** Working with SFMTA, MTC and BART staff to examine the BART hub signage prototype to be installed in the Civic Center Station and to determine if this sign type if well received by customers can become the standard. Also working to include a phone line to 511 to provide the same information in an audio format for those who cannot read the sign.

PERFORMANCE MEASURES: Accessible Services

Measure	Sept 2012	FY 12 Total	Av. Per Month FY 12	August 2012	Goal
Paratransit complaints	52	708	59	49	< 2 per 1,000 trips
Paratransit commendations	8	71	6	6	
Number of paratransit trips provided	61,117	810,663	67,555	68,712	
Paratransit system wide on-time reliability	82%	82%	82%	84%	at or above 90%
Safety goal: accidents/injuries	.43	5 total .21 per 100,00 miles	.42	0	Less than 1 FTA-defined reportable incident per 100,000 miles system wide
Broker Telephone Call Wait Time:	95%	95%	95%	96%	Answer at least 80% of all phone calls in person
Fixed-route ADA complaints	100	1,005	84	149	<150
Number of Discount ID cards issued	582	10,612	884	968	>500

PERFORMANCE MEASURES: Taxi Services

- **311 Complaints:** There were a total of **161** complaints, **4** compliments and **97** lost property inquiries from the 311 system during the month of October for a total of **262** calls made to 311.

311 Complaints	Number
Accident Involving injury	1
Accident Non-Emergency	2
Failure to Comply	10
Fare Refusal	36
Impaired Driver	0
Meter Unavailable	1
No Show	1
Other	21
Overcharging	14
Rude/Discourteous	31
Unsafe Driving	33
Vehicle Condition	1
Violence/Physical Altercation	4
Compliment	4
Lost and Found	97
Unpermitted Cab	6
Total	262

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

Non-311 Complaints	Number
Complaint	1
Compliment	0
Total	1

COMPLAINT RESOLUTION

311 Complaints	Number
Closed	60
Non-311 Complaints Closed	1
Total	61

PERMITS

Permit Action	Number
New Driver Permits Issued	79
Medallions Issued to Applicants	9

Medallion Sales Program Revenues

Net Medallion Sale Revenue October 2012: \$ 337,500.00

Driver Fund Revenue from Medallion October 2012: \$ 112,500.00

Net Medallion Sale Revenue FY 2012-2013: \$ 1,350,006.90

Net Driver Fund Revenue FY 2012-2013: \$ 450,000.00

DRIVER TRAINING

Passed	79
Failed	14
Total Attendees	95

INVESTIGATIONS

Type of Investigation	Number of Investigations
Color Scheme	28
Permit Applicants	16
Medallion Holders	26
Drivers	1
Complaints	1
Other	5
Regulatory	1
Total	78

Citations/Admonishments

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HEARINGS

Type of Hearing	Number of Hearings
Operating without a permit	1
Regulatory Violation	1
Qualification Hearing on Denial	0
Board of Appeals	1