

Goals							
<ul style="list-style-type: none"> Promote individual accountability Relentlessly pursue improvement Achieve organizational effectiveness 							
Responsibilities							
Organizational Development							
Accomplishments: What got done? (max 7)							
- Coached, reviewed and co-created several Performance Plans, e.g. PCOs, PCO supervisors, Bus Superintendents & Dispatchers, Safety staff, Central Control Dispatchers, Train Controllers and Supervisors.							
- Reviewed Operator safe driving goal with Chief Safety Officer designed to extend miles driven between accidents.							
- Created and made arrangements for Expanded ED meeting. Created small group team process.							
- Drafted proposal for each Director to share the Employee Survey results with their division.							
Ongoing Projects/Forthcoming Developments: What's in the works? (max 7)							
- 100% audit of all SFMTA employee Performance Plans							
- PCO Supervisor Management Training class linked to the PCO Supervisor Performance Plan							
- Executive summary of the Employee Survey							
Concerns, Risks and Challenges (max 5)							
Project/Area of Concern		Issue		Resolution (or support required)			
Performance Measures (max 7)							
Measure		FY09	Dec 2009	Jan 2010	Goal		
Staffing							
Filled	1	Vacant/Funded	0	Vacant/ Defunded	0	Total	1
Explanatory notes/concerns							
Miscellaneous							

Goals

- Enforce taxi rules and regulations and local laws to provide maximum public safety and public service
- Work cooperatively with the San Francisco taxi industry in support of the SFMTA goals to enhance transportation options available to the public, reduce congestion, increase parking availability and improve air quality
- Increase the effectiveness and efficiency and decrease the costs of San Francisco taxi regulation through the use of appropriate technology
- Achieve industry reform, to include reform of the nature of Medallion ownership and associated continuing revenue to the SFMTA for FY2009-2010 and beyond
- Clean Air Taxi Grant Program
- Update Web site and redesign Taxi Industry Web page
- Taxi complaints
- New Driver Training & Examinations
- Experienced Driver Re-Training/Discipline
- Taxi Lost & Found Claims
- Merger of A-Card and Smart Card technologies

Responsibilities

Taxis, Medallion Reform and Limousine Enforcement. Key areas of focus include: Taxi Database, Clean Air Taxi Grant Program, Update Web site and redesign Taxi Industry Web page, Taxi Complaints, New Driver Training & Examinations, Experienced Driver Re-Training/Discipline, Taxi Lost & Found Claims

Accomplishments: What got done? (max 7)

The Taxi Database is up. Staff will use the database to maintain not only Medallion Holder information but we will also be able to maintain Taxi Driver information, the waiting list and track disciplinary cases. We will be able to print Driver Permits automatically using the database and generate reports to see how many Medallions are currently at each Taxi Company, how many Medallions have been returned, how many Ramp Medallions versus Regular Sedan Medallions are in operation and much more.

The Taxi Web site is continuously being updated with archive and new information for the public. Recently, we posted a list of all Taxi Companies which includes contact phone numbers and pictures for each company and an updated Medallion Waiting List.

One Medallion Permit was issued this month. In addition we processed 104 new driver permits which included many drivers who were previously processed by the San Francisco Police Department Taxi Detail who had been waiting over one year to receive their A-Card and Badge.

New Driver and Experienced Driver Re-Training are continuing to develop. We were also able to get training feedback from our students to improve the effectiveness of future trainings. We were able to get a guest speaker from the Paratransit Council to do a demonstration of the new "Debit Card System" which is in place to phase out Taxi Scrip.

Lost and Found claims are current, back log has been cleared and we are continuously attempting to return lost property.

Ongoing Projects/Forthcoming Developments: What's in the works? (max 7)

New Driver Application and Medallion issuance process

Reconstructing New Driver Application files

Clean Air Taxi Grant funding

Working on enhancing the New Driver Training curriculum and revising tests to include new regulations.

Focusing more time on cleaning up the complaint backlog. In the coming month, staff will work on compiling Taxi accident statistics for New Driver Training. With this information staff will be able to give drivers information regarding the most common areas where they should take additional safety measures.

The Taxi Services Section has begun working on a merger of the A-Card (Taxi Drivers License) and the SFO Smart Card which allows entry into and out of SFO.

Concerns, Risks and Challenges (max 5)

Project/Area of Concern	Issue	Resolution (or support required)
Taxi Driver Training/Re-Training	The SFPD Taxi Detail will no longer be present for our Taxi class which can possibly pose a safety risk for staff taking over the training class.	Security and/or on-duty police officer every 1 st and 3 rd Thursday of every month for the duration of each class which is usually 8 hours in length.
Background Checks for New Drivers	Many of the Driver Applicants who applied for an A-Card through the SFPD Taxi Detail between June 2008 and July 2009 did not either receive information related to their background checks or the background check was not conducted by the Police Department. The SFMTA also did not receive this information	SFMTA Taxi Services has set aside \$33,000 for new background checks for these drivers, all of whom already paid SFPD for their Background Check, yet were never given the results.

Performance Measures (max 7)

Measure	FY09	Jan 2010	Feb 2010	Goal
Industry complaints		19	68	
Two most common complaint types		"Other", Overcharged	"Unsafe Driving" = 23 complaints	

				Rude & Discourteous = 12 Complaints	
Disciplinary Action: Taxi Driver Re-Training		12		11	
Lost Item Reports		111		113	
New Drivers Trained		19		56	
Retested Drivers Trained		17		16	
Pass Rate		61%		78%	
Staffing					
Filled	7	Vacant/Funded	4	Vacant/ Defunded	0
				Total	11
Explanatory notes/concerns					
Filled includes 3 temporary employees. More 9144 Investigator positions will be needed to provide around-the- clock service to the Taxi industry as well as to establish a presence for limousine enforcement.					
Miscellaneous					