

Goals
<ol style="list-style-type: none"> 1. Industry Reports: Taxi fares and gate fees, the appropriate number of medallions to serve the public convenience and necessity, solutions for peak time and neighborhood taxi service and the opportunities to improve ramp (wheelchair accessible) taxi service in the City. 2. Enforcement: Regulatory (administrative) enforcement of Transportation Code with respect to permit holders and unpermitted operators. 3. Administrative Infrastructure: (1) Create 'forms and procedures' manual; (2) retain adequate staff resources required for administrative and enforcement functions, (3) implement medical leave policy for medallion holders, (4) update the Controller's City-wide performance metrics for San Francisco taxi regulation; (5) improve the regulatory infrastructure; (6) clean-up the taxi medallion waiting list; and (7) collect and archive historical materials and data. 4. Data integration: (1) Establish web-based taxi company reporting to eliminate data entry by SFMTA staff and allow real-time monitoring; (2) implement electronic waybills to replace the current paper system to improve enforcement and develop taxi industry data (e.g. miles driven, number of passengers carried, average fares and other trip statistics). (3) Convert historical driver permit data from the Treasurer/Tax Collector's system and from paper files, and link all driver data to the PRWT citation collection system. (4) Implement office tracking systems for inquiries, tips and complaints that come into the office. (5) Establishing a link to driver DMV records through pull-notice contract.
Responsibilities
<p>Identify, implement and enforce appropriate policies through local motor vehicle for hire laws and regulations to:</p> <ul style="list-style-type: none"> • Protect public safety • Improve public service • Reduce congestion and increase parking availability • Improve air quality, and • Support the economic productivity and sustainability of the San Francisco motor vehicle for hire industry.
Accomplishments: What got done?
<ul style="list-style-type: none"> • Medallion Permits: Eighteen total permits were issued during the month of May. Fifteen transferable permits were sold and three non-transferable permits were issued to drivers at the top of the waiting list. • New Revenue: Taxi Services has received \$4,800 from Color Schemes for the month of May for the continuous operation of medallions that would have otherwise been returned to the SFMTA after the death of a medallion holder.

The grand total collected since December 2009 is \$755,287.86. Allowing taxi companies to continuously operate medallion permits allows for those cabs to continue serving the public until we are ready to reissue the medallion permit to the next person on the waiting list. We expect this revenue stream to end after May 2011, as the 'dead medallions' will have all been re-distributed to new medallion holders by then.

- **Taxi Advisory Council:** The Taxi Advisory Council met on May 9, 2011 and May 23, 2011. At those meetings the TAC continued to debate the substance of the Advisory Council's Pilot Program Report for the SFMTA Board. On May 23 the TAC voted to approve a preliminary report to the Board based on the limited number of medallions sales that have occurred to date. The Council now plans to return to other industry issues that have been referred to the TAC, such as peak time permits.
- **Clean Air Vehicles:** We are reaching the end of the grants that supported the taxi industry's conversion from gasoline to clean fuel vehicles. Approximately \$210,000 remains to be distributed to companies that purchase new hybrid vehicles. As we approach the deadline of June 2012 for reduction of the emissions of the taxi fleet to 20% below 1990 levels, staff is conducting the labor-intensive process of calculating the GHG score for each of the 30 taxi companies so that we can ascertain each company's compliance.
- **Taximeter fare increase:** Following 21 hours of Town Hall meetings on the subject of a fare increase and credit card payment policies, the Board of Directors approved an increase of \$0.10 (from \$0.45 to \$0.55) for each fifth of a mile travelled or minute of wait time. The Board will consider an additional increase to the initial "flag drop" rate (first fifth of a mile) at its meeting of June 21, 2011.
- **Electronic Waybills:** The Board of Directors removed the deadline for companies to implement electronic waybills in order to allow a period of time (120 days) for outreach to drivers on this issue. Town Hall meetings with electronic waybills as one of the discussion items will be conducted on June 1, 6, and 8. Staff is drafting a privacy policy to address driver concerns about their personal information. However, regardless of privacy policies that would prevent the disclosure of driver income, significant resistance to electronic waybills is still expected, primarily from lease drivers who spend most of the day at the airport and do not want the SFMTA to be able to enforce any limitation on the number of hours per shift.

- **311 Complaints:** There were a total of **124** complaints, **4** compliments and **91** lost property inquiries from the 311 system during the month of May for a total of **219** calls made to 311.

311 Complaints	Number
Accident Involving injury	1
Accident Non-Emergency	2
Failure to Comply	8
Fare Refusal	22
Impaired Driver	0
Meter Unavailable	1
No Show	1
Other	21
Overcharging	14
Rude/Discourteous	13
Unsafe Driving	35
Vehicle Condition	1
Violence/Physical Altercation	0
Compliment	4
Lost and Found	91
Unpermitted Cab	5
Total	219

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

Non-311 Complaints	Number
Rude/Discourteous	2
Unsafe	3
Muni Drive Cam Incidents	4
Other	0
Total	9

COMPLAINT RESOLUTION

311 Complaints	Number
Closed	178
Dispatch Complaints	0

	Closed	
	Total	178

CONCERNS, RISKS AND CHALLENGES

Project/Area of Concern	Issue	Resolution (or support required)
Lack of Process	The response by policy-makers to various industry pressures has resulted in a series of fast-paced policy decisions, each one seeming to be intended to correct for the public or industry reaction to the last. These decisions, such as rate making, supply and demand analysis, and potential solutions to long-standing industry service problems, deserve a strategic approach that addresses these issues in order of priority, and that allows time for data collection and analysis and outreach to support thoughtful public policy decisions.	Staff will draft a strategic plan listing the issues, in order of priority, that need to be addressed as we work to improve safety and service in the San Francisco.

MISCELLANEOUS

PERMITS

Permit Actions

Permit Action	Number
New Driver Permits Issued	63
Medallions Issued to Applicants	18

Medallion Sales Pilot Program Revenues

Net Medallion Sale Revenue to date: **\$ 10,056,279.09**
 Driver Fund Revenue from Medallion Sale to date: **\$ 1,750,000.00**

INVESTIGATIONS

Type of Investigation	Number of Investigations
Color Scheme	1
Permit Applicants	2

Medallion Holders	3
Drivers	3
Complaints	1
Other	1
Regulatory	0
Total	11

DRIVER TRAINING

Passed	54
Failed	17
Drivers attending for re-training	13
Total Attendees	84

Citations/Admonishments

18

Staffing

FILLED: 9 -- Vacant/Funded: 1 – Vacant/Defunded: 0 –

TOTAL: 9 (plus one clerk from SFPD work order)