

STATUS OF MAJOR PROJECTS

- **Medallion Permits:** 10 total permits were issued during the month of November. 5 transferable permits were sold, 3 non-transferable permits were issued to drivers at the top of the waiting list, and 2 non-transferable ramp permit was issued to a driver at the top of the waiting list.
- **Taxi Advisory Council:** There was only one TAC meeting in the month of November and it was held on November 14, 2011. At that meeting there was a continued discussion regarding alternative plans to the current medallion sales pilot program.
- **Town Hall Meetings:** Sixteen hours of Town Hall meetings were with the taxi industry held in the month of November. The dates included were November 14, November 15, and November 22. The topics included consideration of proposals for the future of taxi medallion sales, as well the new Smart A-Card system being created by SFO in conjunction with the SFMTA, there was a discussion of an airport flat rate, as well as the issue of potentially allowing Daly City taxis to the service the southern areas of the city. (Primarily locations south of Geneva and Ocean Avenues.)
- **Field Enforcement:** During the month of November Taxi Services Investigators cited 4 bandit (unlicensed by the SFMTA) cabs for operating without a permit, and conducted investigations into medallion permit holders who are not fulfilling the full-time driving requirement. After receiving appropriate training, Investigators began issuing parking citations. Six parking citations have been issued since the raining was conducted on November 17. Taxi Services has also begun looking into alleged “brokering” activities.

PERFORMANCE MEASURES

MISCELLANEOUS

- 311 Complaints:** There were a total of **134** complaints, **3** compliments and **83** lost property inquiries from the 311 system during the month of November for a total of **220** calls made to 311.

311 Complaints	Number
Accident Involving injury	2
Accident Non-Emergency	3
Failure to Comply	7
Fare Refusal	29
Impaired Driver	0
Meter Unavailable	1
No Show	3
Other	28
Overcharging	9
Rude/Discourteous	18
Unsafe Driving	18
Vehicle Condition	1
Violence/Physical Altercation	1
Compliment	3
Lost and Found	83
Unpermitted Cab	14
Total	220

- Non-311 Complaints:** There were a total of **12** non-311 complaints during the month of November.

Non-311 Complaints	Number
Rude/Discourteous	1
Unsafe Driving	6
Muni Drive Cam Incidents	1
Other/ Fare Refusal/ Refuse Credit Card	4
Dispatch Complaint	0
Total	12

COMPLAINT RESOLUTION

311 Complaints	Number
Closed	125
Non-311 Complaints Closed	12
Lost and Found-Closed	50
Total	187

PERMITS

Permit Action	Number
New Driver Permits Issued	49
Medallions Issued to Applicants	10

Medallion Sales Pilot Program Revenues

Net Medallion Sale Revenue FY 2011-2012:	\$ 4,099,500.00
Driver Fund Revenue from Medallion FY 2011-2012:	\$ 712,500.00

DRIVER TRAINING

Passed	49
Failed	10
Drivers attending for re-training	1
Total Attendees	60

Citations/Admonishments
21

November 2011

Sonali Bose

DIRECTOR OF TRANSPORTATION – Assistance Required

- **Staffing:** There remains a need for full time staff resources. Taxi services has been able to intermittently receive help, but it oftentimes can be sporadic. Of the nine employees on staff that are solely SFMTA employees, only seven have full time positions. This small group manages over 7000 drivers (not including management and other industry personnel.), monitors approximately 2000 taxicab vehicles, is responsible for all customer complaints for taxis in San Francisco, discipline, hearings, and investigations, and all issues great or small related to the taxi industry.