

Monthly Report | December 2009

LEAD	Christiane Hayashi							
STAFFING LEVEL	Filled	6	Vacant/ Funded	4	Vacant/ Defunded	1	Total	11
GOALS								
GENERAL								
<ul style="list-style-type: none"> 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 FY 2009-2010 and beyond. 								
INVESTIGATIONS								
<ul style="list-style-type: none"> Provide accurate investigative reporting to ensure compliance in the taxi industry. Better analysis in pinpointing critical performance areas where conditions applicable to all drivers and permit holders can improve in customer service while ensuring public safety. Developing prudent and progressive disciplinary measures to regulate and enforce compliance in the taxi industry. Increasing total administrative fines, complaints, and permit revocations for repeat offenders and egregious violators. 								
ENFORCEMENT								
<ul style="list-style-type: none"> Provide fair and professional Hearings that address a wide range of concerns in the industry including <ol style="list-style-type: none"> Disciplinary Medallion Issuance Medallion Revocation Permit Denials A-Card Permit revocations for unsafe drivers in order to enhance public safety 								
OPERATIONS								
<ul style="list-style-type: none"> Improve the customer experience, community value and enhance the image of the SFMTA, especially as it relates to its interaction with the taxi industry and the taxi riding public. Improve day to day customer service functions, allowing for streamlined processes for drivers and companies. Create a central location, where all things related to the taxi industry can be handled. Develop processes to better handle customer complaints. Continue working towards clean air goals for better overall health and safety of San Francisco Residents which includes, continual phasing out of gas vehicles from taxi fleet. Provide New Driver Training and Experienced Driver Re-Training 								

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- Improve standards regarding Taxi Lost & Found Claims

PERFORMANCE MEASURES

Industry Complaints for December

Type of Complaint	Number of Complaints
Failure to Comply	2
Fare Refusal	2
No Show	1
Overcharging	1
Unsafe Driving	10
Violence and Physical Altercations	1
Accident Involving Injury	1
Other	14

Driver Re-Training & Discipline

Type of Disciplinary Action	Number of Disciplinary Actions
Taxi Driver Re-Training	24

Lost & Found

Type of Claim	Number of Claims
Lost & Found	151

ACCOMPLISHMENTS

- New Driver and Experienced Driver Re-Training was successfully conducted for the first time by the Taxi Section. Experienced Drivers were re-trained as a disciplinary action enforced by the SFMTA Taxi Section.
- With limited resources we have continued to discipline drivers for service complaints. We had a total of 32 interactions which have an average of 56 days in duration for handling from the time the complaint is received, until it's resolved and/or addressed. In this time period our complaint staff consists of one staff member from the SFMTA Taxi Section. With our limited staff we continue to process/handle each complaint as quickly and efficiently as possible.

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

Changed the manner in which background checks are handled, allowing them to come directly through the SFMTA Taxi Services and thus eliminating the step forcing drivers to be seen at 850 Bryant St.

Increase in Revenue, as Taxi Services has identified citable offenses and has begun stronger enforcement resulting in penalties fines and income for the SFMTA

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The New Driver Application Process was created and implemented in December. This function was taken over by SFMTA Taxi Services from the SFPD Taxi Detail. Sixty-two students attended our first class and 47 Temporary Permits were issued to drivers met all of the requirements.

Key Personnel designations were made by 16 Color Schemes. Thirty-one Medallion Holders were approved for the Key Personnel driving reduction. These Medallion Holders may satisfy the Full-Time Driving requirement by driving 120 hours per year and performing 1,500 hours of work per year as Key Personnel for the Color Scheme.

Reviewed and evaluated the driving requirements of taxi and ramp taxi medallion applicants.

Since the inception of the new TAS Hearing Procedures, 17 new permit applicants were investigated to ensure they have complied with regulations.

Cited and Fined medallions holders who failed to provide workers compensation.

Investigated and cited 14 medallion holders who either cancelled or failed to renew their workers compensation for their affiliate drivers. An additional \$1,050 in administrative fines will be collected from TAS.

<p>ONGOING PROJECTS/FORTHCOMING DEVELOPMENTS</p>		

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Develop an Ombudsman System for complaint resolution.

A systematic approach to address public complaints is needed as well as agents from the taxi industry. Create a format and following up with adequate timelines to address and substantiate valid complaints, and taking further appropriate steps for investigative actions.

Revamp Current Administrative Fine Schedule.

Improving regulatory changes by assessing the correct administrative fines for each Section in the Vehicle Code.

Create New Driver Application process.

Color Scheme Audit System. In order to encourage healthy competition and attentiveness to regulatory requirements, and to identify companies that are not meeting minimum service requirements, we are continuing to refine a scoring system for taxi companies. It will be circulated to the industry for comment before it is finalized.

Reconstructing New Driver Application Files.

Database completion: correcting errors/bugs and cleaning up the database.

Achieve better communication with SFPD for complaints regarding vehicle accidents, damage and crime.

We are currently in the process of developing systems that will allow companies to communicate with us directly regarding major accidents and or crimes involving taxicabs. Also, it is important that in the absence of the SFPD Taxi Detail which no longer exists, it is imperative that the SFPD and the Taxi Operators begin working closely with the Taxi Services Group to develop systems whereby information of this nature is communicated quickly and effectively to the MTA.

Review and revise Regulations, including penalty schedule in anticipation of publication.

We are currently in the process of making additional changes to the Transportation Code which will allow for more uniformity in the application of the law to various offenses, as well as helping operators and permittees to easily ascertain and understand their duties and responsibilities under the law.

Building meaningful Analysis and Reporting tools

We're working on documentation that will allow us to understand the various demographics of the industry, as well as monitor ongoing vehicle emissions.

Working on enhancing the New Driver Curriculum. Create an anonymous evaluation form for the New Driver training class so we can receive feedback which can assist in increasing the effectiveness of our training course.

CONCERNS, RISKS AND CHALLENGES

Project/Area of Concern	Issue	Resolution (or support required)
Taxi Driver Training/Re-Training	Our taxi detail unit will no longer be present for our taxi class which can possibly pose a safety risk for staff taking over the	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.)

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	training class.		
Database	Many bugs were found that have not yet been corrected.	New IT staff is currently working on resolving all issues with the Database.	