

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 FY 2009-2010 and beyond.
- Clean Air Taxi Grant Program
- Update website and redesign "Taxi Industry" page
- Acquisition of financing support from private lenders for Taxi Medallion Sales Pilot Program.
- Taxi Complaints
- New Driver Training & Examinations
- Experienced Driver Re-Training/Discipline
- Taxi Lost & Found Claims
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Responsibilities

- Enforcement of all applicable rules and regulations that affect the taxi industry in San Francisco
- Provide service and support to San Francisco's Taxi Industry, and its customers.

Accomplishments: What got done?

- **Permits:** Five regular Taxi Permits were issued this month.
- **Website:** The Taxi webpage 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.
- **Driver Applications:** We processed 80 new driver permit applications and issued 70 Public Passenger Vehicle Driver permits. This includes many drivers who were previously processed by the San Francisco Police Department Taxi Detail who have been waiting over one year to receive their A-Card and badge.
- We have received \$27, 700 from Color Schemes for the month of April 2010 for the continuous operation of medallions that would have otherwise been returned to the SFMTA following a medallion holder's death. Allowing the companies to continuously operate the medallions allows for those cabs to continue serving the public until we are ready to reissue the medallion permit to the next person.
- **Medallion Reform:** Approximately 8,000 letters were sent out to all A-Card Holders, Medallion Holders, and Wait List Participants related to the Buying and Selling of Medallions. The response will be calculated for May's monthly reports as we are still receiving responses. However numerous people have responded.
- Our Annual Sworn Statement for the 1500 medallion holders neared completion. During the month

of May we will attempt to personally contact those medallion holders who were physically unable to come to our offices and complete the Sworn Statement.

- Legal instruments were created in conjunction with financial institutions that will be required to process medallion sales transactions, and accompanying instructions and forms.

Ongoing Projects/Forthcoming Developments: What's in the works?

- **Electric Vehicles:** In conjunction with the Mayor's Office and some other entities, Taxi Services is looking at developing a pilot program for Electric Taxi Vehicles within the next two years. Research into various levels of Grant Funding is currently being conducted for this project.
- **Development of A-Card/Smart Card:** In conjunction with SFO, Taxi Services is in the process of developing an A-Card/Smart Card for all of our taxi drivers that will allow us to keep better track of our drivers, as well as their disciplinary history. We expect to have the Cards ready for next year (2011).
- New Driver Application and Medallion Issuance process.
- Reconstructing New Driver Application Files.
- Clean Air Taxi Grant funding.
- Update and redesign the website for Taxi Section.
- Developing regulations governing financing procedures for April 20 Board of Directors Meeting
- Mailing to 8,000 potential medallion buyers and sellers to solicit interest, then matching buyers and sellers according to priority.
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Concerns, Risks and Challenges

- **Revenue generation targets for FY 2009-2010:** Each medallion sale requires a hearing that must be prepared by investigation and hearings staff, which includes reviewing at least four years of waybills and drafting declarations and administrative pleadings. Once the case is prepared it can be scheduled and heard. Revenue generation targets will require issuing at least 50 medallions before July 1. Currently there is only one investigator to prepare those hearings, who is also working on large volumes of medallion revocation cases.
- **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 training class. Exploring the possibility of Security and/or on-duty police officer every 1st and 3rd Thursday of every month for the duration of each class which is usually 8 hours in length.

Performance Measures

• **COMPLAINTS:**

Type of Complaint	Number of Complaints
Failure to Comply	3
Fare Refusal	2
No Show	3
Overcharging	3
Unsafe Driving	20
Other	6

Vehicle Condition	4
Rude & Discourteous	10
Physical Altercation	1
Accidents Involving Injury	1
Accident Non Emergency	1

• **Training**

New Driver Training Class & Examination

New Drivers	Drivers Retested	Pass Rate	Fail Rate
52	25	74%	26%
Total Attendees	77		

Experience Driver Re-Training & Discipline

Type of Disciplinary Action	Number of Disciplinary Actions
Taxi Driver Re-Training	8
Driver Admonishments	8

Lost & Found

Type of Claim	Number of Claims
Lost & Found	71

INVESTIGATIONS:

A) Color Scheme:

Total: 1

B) Permit Applicant investigations:

Total 8

C) Driver Investigations:

Total 0

D) Fines issued:

April 2010

Christiane Hayashi

Total:	1
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Staffing	
• FILLED: 5 (2 Temps) -- Vacant/Funded: 5 (1 Temp) – Vacant/Defunded: 0 -- TOTAL: 10 (3 Temps)	
Miscellaneous	
<ul style="list-style-type: none">• Staff published a comprehensive collection of Proposition K Reform proposals that were received by the taxi industry during the outreach process, posted it on the internet and printed several hundred copies to circulate to drivers without internet access. Staff also developed a one page tri-fold brochure to explain the Taxi Medallion Sales Pilot Program and distributed thousands of copies to drivers through the taxi companies in order to clarify the proposal and minimize damaging and untrue rumors.• SFMTA is working in conjunction with the San Francisco International Airport on eliminating Airport Shorts Program• Installation of Paratransit Debit Card ITE machines almost complete in all taxis. Out of a fleet of nearly 1500 taxicabs, approximately 200 do not have this equipment installed yet.	