

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: 15 total permits were issued during the month of August. 15 transferable permits were sold and 0 non-transferable permits were issued to drivers at the top of the waiting list. • Taxi Advisory Council: The Taxi Advisory Council met on August 8, 2011. At this meeting the TAC considered issues related to illegal medallion brokering operations, and methods to eliminate it.

- **Credit Card Processing:** The consulting firm of Nelson Nygaard was retained to provide recommendations on back seat monitors, credit card fees and electronic waybills. The consultants visited the offices of the SFMTA from August 16 through August 18, and conducted interviews with various members of the taxi industry in an effort to help craft a recommendation to the SFMTA.
- **Field Enforcement:** During the month of August Taxi Services Investigators, as part of their field enforcement, made contact with over 900 taxicab operators within the City and County of San Francisco as well as at San Francisco International Airport. The unit also visited numerous hotels throughout San Francisco enforcing taxicab zones, and ensuring that limousines were not encroaching on those zones. Thanks to the efforts of the Investigative team, there is much less parking of limousines in these white zones

Taxi Investigators also are continuing to meet with managers of various hotels in San Francisco regarding illegal activities between doormen and limousine operators.

There were 11 separate companies advertising as Yellow Cab at yellowpages.com as of June 8, 2011. Taxi Services Investigators located the addresses of each company and visited each location discovering that 3 of the locations did not exist, 5 are private residences, 1 is a liquor store, 1 is a pizza restaurant, and 1 is an office-building. Further investigation on these illegitimate companies will continue in September

- **Coordination with CPUC:** During the month of August Taxi Services investigators conducted surveillance operations with Investigator Eric Ow of the CPUC and discovered several illegal limousine operators posing as legitimate companies. Mr. Ow was very encouraged by our activities and plans to work closely with Taxi Services in the near future.
- **Electric Vehicle Infrastructure:** Taxi Services was awarded a grant for \$90,000 to procure and install two new electric vehicle (EV) Fast-Charging stations. These charging stations will be capable of recharging EV batteries within minutes as opposed to the current standard of several hours.

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

- **311 Complaints:** There were a total of **123** complaints, **1** compliment and **98** lost property inquiries from the 311 system during the month of August for a total of **222** calls made to 311.

311 Complaints	Number
Accident Involving injury	1
Accident Non-Emergency	2
Failure to Comply	9
Fare Refusal	20
Impaired Driver	1
Meter Unavailable	1
No Show	5
Other	27
Overcharging	9
Rude/Discourteous	20
Unsafe Driving	21
Vehicle Condition	1
Violence/Physical Altercation	2
Compliment	1
Lost and Found	98
Unpermitted Cab	4
Total	222

- **Non-311 Complaints:** There were a total of **22** non-311 complaints during the month of August.

Non-311 Complaints	Number
Rude/Discourteous	1
Unsafe Driving	12
Muni Drive Cam Incidents	0
Other/ Refuse Credit Card	9
Total	22

COMPLAINT RESOLUTION

311 Complaints	Number
Closed	105
Non-311 Complaints Closed	22
Lost and Found-Closed	252
Total	379

CONCERNS, RISKS AND CHALLENGES		
Project/Area of Concern	Issue	Resolution (or support required)
Medallion Revocation	We are aware of many cases of non-driving medallion holders whose medallions need to be revoked. But because of our emphasis on medallion sales and field enforcement, we have not had the resources to investigate, document and file those revocation cases. Each medallion revoked is worth \$237,500 to the SFMTA, and Taxi Services has to recover about 60 more medallions to reach the goal of a total of 60 sold through the pilot program, and an additional 30 to be distributed to the medallion waiting list.	Staff will request a Category 18 position for the purpose of prosecuting these revocation cases necessary to complete the Taxi Medallion Sales Pilot Program.

MISCELLANEOUS	
PERMITS	
<u>Permit Actions</u>	
Permit Action	Number
New Driver Permits Issued	7
Medallions Issued to Applicants	15
<u>Medallion Sales Pilot Program Revenues</u>	
Net Medallion Sale Revenue FY 2011-2012:	\$1,212,500.00
Driver Fund Revenue from Medallion FY 2011-2012:	\$337,500.00
INVESTIGATIONS	
Type of Investigation	Number of Investigations
Color Scheme	1
Permit Applicants	39

Medallion Holders	15
Drivers	2
Complaints	3
Other	0
Regulatory	0
Total	60

DRIVER TRAINING

Passed	7
Failed	0
Drivers attending for re-training	7
Total Attendees	7

Citations/Admonishments

38

HEARINGS

Type of Hearing	Number of Hearings
Board of Appeals	1
Medallion Revocation	1
Total	2

Staffing

FILLED: 8 -- Vacant/Funded: 1 – Vacant/Defunded: 0 –

TOTAL: 9 (plus one clerk from SFPD work order, two part-time employees and one public service trainee)