

**STATUS OF MAJOR PROJECTS**

- **Medallion Permits:** 18 total permits were issued during the month of January. 13 transferable permits were sold, 3 non-transferable permits were issued to drivers at the top of the waiting list, and 2 non-transferable ramp permits were issued to drivers at the top of the waiting list.
- **Taxi Advisory Council:** A TAC meeting was held on February 13, 2012. At this meeting there was continued discussion regarding alternative plans to the current medallion sales pilot program.
- **Illegal Vehicle Enforcement.** During the month of February, taxi investigators issued five citations to 'bandit' cabs for operating without a permit, as well as one limousine acting illegally as a taxi.
- **Field Enforcement:** During the month of January Taxi Investigator Eric Richholt conducted daily field enforcement, including issuing 12 white zone citations for illegally parked limousines. The SFPD also issued 21 administrative citations to taxicab A-Card permit holders who had been cited by the Police Department for operating limousines illegally.
- **Field Enforcement II:** Staff met with the San Francisco Hotel Council to address concerns related to taxis, limousines, and their interactions with hotel staff and customers.
- **Clean Fleet:** Mayor Ed Lee, in conjunction with the SFMTA, taxi industry representatives, and environmental departments announced on February 8, 2012, that the San Francisco taxi industry has succeeded in its goal to significantly reduce the industry's greenhouse gas emissions (GHG). Taxi Services is very proud to have been a part of making San Francisco taxis the greenest taxi fleet in America.
- **Coordination with SFO:** On February 21, 2012, staff met with representatives from SFO regarding the creation of a Geo-Fence as a potential change to the current taxicab short system at the airport. The discussion also included issues related to technology and implementation of this system, as well as financial obligations between SFO and the SFMTA regarding the creation of the "Smart A-Card" for taxicab drivers.
- **Security Cameras:** Staff is working actively with the Taxi & Paratransit Association of California and the Cities of Los Angeles and San Diego to seek amendment of the California Vehicle Code provision that regulates security cameras in taxicabs.

**PERFORMANCE MEASURES**

**MISCELLANEOUS**

- **311 Complaints:** There were a total of 128 complaints, 3 compliments and 83 lost property inquiries

from the 311 system during the month of February for a total of **214** calls made to 311.

311 Complaints	Number
Accident Involving injury	0
Accident Non-Emergency	1
Failure to Comply	5
Fare Refusal	28
Impaired Driver	0
Meter Unavailable	1
No Show	6
Other	16
Overcharging	14
Rude/Discourteous	19
Unsafe Driving	25
Vehicle Condition	4
Violence/Physical Altercation	1
Compliment	3
Lost and Found	83
Unpermitted Cab	8
<b>Total</b>	<b>214</b>

- **Non-311 Complaints:** There were a total of **19** non-311 complaints during the month of February.

Non-311 Complaints	Number
Rude/Discourteous	1
Unsafe Driving	8
Muni Drive Cam Incidents	1
Other/ Fare Refusal/ Refuse Credit Card	5
Dispatch Complaint	4
<b>Total</b>	<b>19</b>

**COMPLAINT RESOLUTION**

311 Complaints	Number
Closed	137
Non-311 Complaints	19

Closed	
Lost and Found-Closed	50
<b>Total</b>	<b>206</b>

**PERMITS**

Permit Action	Number
New Driver Permits Issued	47
Medallions Issued to Applicants	18

**Medallion Sales Pilot Program Revenues**

Net Medallion Sale Revenue FY 2011-2012: \$ 6,199,500.00

Driver Fund Revenue from Medallion FY 2011-2012: \$ 1,012,500.00

**DRIVER TRAINING**

Passed	47
Failed	7
Drivers attending for re-training	9
<b>Total Attendees</b>	<b>63</b>

**INVESTIGATIONS**

Type of Investigation	Number of Investigations
Color Scheme	0
Permit Applicants	8
Medallion Holders	3
Drivers	0
Complaints	2
Other	1
Regulatory	0
<b>Total</b>	<b>14</b>

Citations/Admonishments
41

**HEARINGS**

February 2012

Sonali Bose

Type of Hearing	Number of Hearings
Operating without a permit	1
Failure to maintain business premises	
Color Scheme Violations Against Drivers	
Drivers Contesting Citation	
Board of Appeals	1

**DIRECTOR OF TRANSPORTATION – Assistance Required**

February 2012

Sonali Bose

---

