

**DIVISION OF TAXIS AND ACCESSIBLE SERVICES****Monthly Report**

April 2009

**PRIORITY ITEMS (max of 5 items)**

- **Item 1:** Record check of Drivers' License status by Driver Permit holders underway at DEM
- **Item 2:** The Third Quarter Report on taxi fleet conversion to low emission vehicles is complete.
- **Item 3:** Two new taxi industry groups have formed in response to Prop K reform proposals: the Taxi Coalition and the SF Cab Drivers' Association
- **Item 4:** Chief Fong of the SFPD has invited DTAS to make recommendations as to the preferred reporting structure of the Taxi Detail within the SFPD.
- **Item 5:** DTAS is forming a task force for comprehensive illegal limousine enforcement, inviting participation by the SFMTA Enforcement, the Airport, the SFPD, the Hotel Council, the CPUC and San Francisco and San Mateo County agencies responsible for prosecuting misdemeanor violations.

**TAXIS**

- **Clean Air Taxi Program:** The Third Quarter Report on conversion of the taxi fleet to low emission vehicles is complete and current as of March 31, 2009. Since the report was completed 13 new hybrid vehicles have entered the fleet. A table with scores is appended to the end of this memorandum, along with a status report on reimbursement to Color Schemes from grant money obtained through the SF Department of the Environment for low emission vehicle acquisition.
- **Taxi Regulations:**
  - **Town Hall Meetings:** A total of 13 hours of Town Hall Meetings were conducted in April on the following topics:
    - Accessible (Ramp) Taxi Permit Requirements
    - Vehicle Operation and Equipment Requirements
    - Driver Permit Requirements
    - Color Scheme Permit Requirements.
    - Records and Information Requirements (records required to be kept by Drivers, Color Schemes, Dispatch Services and corporate permittees).

Town Hall Meetings continue to be civil and productive. However, for the purpose of reviewing industry regulations participation has dropped off and consists primarily of representatives of Color Schemes and Dispatch Service businesses.

A total of 29 hours of Town Hall meetings are planned for May in the 1 South Van Ness Atrium, including an entire day (May 6 from 12pm-4pm) dedicated to drivers. DTAS has notified drivers of the meeting date and subject matter by requiring it to be posted at all Color Schemes and by supplying it to organizations representing drivers. All Town Hall Meetings scheduled before May 8 will be devoted to reviewing regulations. After May 8, Town Hall Meetings will be devoted to discussing Prop K reform proposals. DTAS is exploring the possibility of televising the Prop K debate on SFGovTV.

- **Draft regulations:** Following line-by-line review of regulations with the industry draft regulations are currently being reviewed by staff, the SFPD and the City Attorney's Office. There are many areas where industry feedback has resulted in more efficient regulations, and many areas where industry feedback was rejected based on SFPD and staff recommendations. The draft regulations will be presented for the SFMTA's Board's consideration at its meeting of May 19, 2009, to go into effect on June 19, 2009.

- **San Francisco Police Department/Taxi Detail**

- The Director met with Chief Fong about issues presented by the transition/disruption of the Taxi Detail. Chief Fong invited DTAS to make recommendations as to the preferred reporting structure of the Taxi Detail within the SFPD. DTAS also committed to providing an Enforcement Plan and a Training Plan for training of police officers in taxi and limousine enforcement.
- DTAS is forming a task force for comprehensive illegal limousine enforcement, inviting participation by the SFMTA Enforcement, the Airport, the SFPD, the Hotel Council, the CPUC and San Francisco and San Mateo County agencies responsible for prosecuting misdemeanor violations.
- DTAS has drafted recommended additions to the SFPD MOU and provided them to the City Attorney's Office to be added to the draft MOU document.

- **Prop K Reform:** Proposals for Proposition K reform and comments on such proposals continue to be submitted to DTAS. They will be compiled and published after May 1, 2009

- **Outreach:** DTAS' goal during this transition time between the Taxi Commission and SFMTA is to make all elements of the industry feel that they have excellent access to the SFMTA. For that reason, the Director continued to meet or interact with the industry in April:

- Eleven new email messages came to DTAS through the "Taxi Industry" web page, and one came to the "Taxi Customers" web page. All messages received a personal response.
- The Director made a presentation to the Hotel Council Executive Committee to introduce the SFMTA and coordinate about hotel industry concerns. The Director invited the Hotel Council to send the SFMTA their "wish list" for the taxi industry to begin planning for coordination with the City on taxi and limousine issues.
- Met with a concerned medallion holder to discuss leasing regulations.
- Met separately with the senior management of DeSoto, Yellow and Luxor Cabs regarding their business issues and Prop K Reform.
- Met with Hansu Kim as representative of the newly formed San Francisco Taxi Coalition group, representing the bulk of the taxi companies to discuss Prop K Reform Yellow, Desoto, National, Royal, Town and MHA, Taxi Drivers' Alliance, newly formed medallion group.
- Met with Barry Korengold, founder of the newly formed San Francisco Cab Drivers' Association with the mission of representing the interests of taxi drivers.
- Presented to the CAC regarding potential pilot program for medallion transferability.

The Director also met with 311 staff to initiate coordination on taxi-related scripts for the 311 system, including customer complaints about particular taxis and a potential anonymous tip line for members of the industry.

- **Driver Permittees:**

- **DMV Record Check:** The DMV check of driver CDL status is proceeding at the Department of Emergency Management (DEM). DTAS is still waiting for a firm time estimate from DEM, but given the high-level skill set of the personnel selected to perform the work it has been roughly estimated to take approximately 40 hours of work.
- **Driver Roster Check:** In addition to the Drivers' License check, DTAS staff has identified the opportunity of cross-checking each Color Scheme's driver roster for drivers who do not

hold currently valid A-cards. A full report, including a plan for discipline, should be available by May 8, 2009.

- **Driver Permit Applications:** Staff has developed a draft plan for taking over the processing of Driver Permit applications from the SFPD. Many details are still being worked out, such as what kind of English language test to administer and how to judge adequate English proficiency with objective standards (on this issue, DTAS plans to work with a program that teaches English as a foreign language). In addition, the undertaking of new driver Permit applications should probably coincide with the SFMTA's take over of driver training, so DTAS staff will continue to work toward identifying trainers and developing curriculum for that purpose.

- **Medallion Holders:**

- **1095 Permit Renewal Filing:** As usual, the annual 1095 permit renewal filing required of Medallion Holders is identifying concerns about compliance with permit requirements by particular taxi permit holders. If further investigation yields additional evidence, complaints will be filed against these individuals to revoke permits of those post-K Medallion Holders who are not fulfilling their driving requirement.

- **Investigations/Enforcement:**

- **Audit standards:** DTAS' Investigations staff is developing new audit standards for Color Schemes.
- **Pending Hearings and Litigation:** The table below provides a status update on pending cases involving Medallion Holders and applicants for Medallions. Once the new regulations are passed, we will have substantial Qualification Hearings to schedule.

Case Name	Type	Status	Notes
SFMTA v. Jaspal Singh	D	H	Trial set for 5.1.9
SFMTA v. Hollis and Executive Taxi	D	H	Trial set for 5.15.9
Gebresilassie v. SFMTA	QH	H	Cont'd trial date TBD
SFMTA v. Keys	D	H	Trial set for 5.8.9
SFMTA v. Tan	D	H	Trial set for 5.15.9
Narewatt v. SFMTA	QH	H	Trial TBD
Charsoughi v. SFMTA	QH	A	Re-hearing request set for 5.6.9
Lam v. SFMTA	D	A	Appeal cont'd to 5.6.9
Janice Hennessey v. SFMTA	D	A	Victim's appeal cont'd to 5.20.9
Breall v. SFMTA	D	W	Pending in Sup.Ct.
Cohen v. SFMTA	D	W	Pending in Sup.Ct.
Friedman v. SFMTA	D	W	Pending in Sup.Ct.
Rahimi v. SFMTA	D	W	Pending in Sup.Ct.
Wong v. SFMTA	D	W	Pending in Sup.Ct.
Yuen v. SFMTA	D	W	Pending in Sup.Ct.

- D:** Disciplinary Hearing
- QH:** Qualification Hearing (investigating whether an applicant is qualified to receive a Medallion)
- H:** Administrative Hearing before SFMTA Hearing Officers
- A:** Board of Appeals
- W:** Writ at Superior Court

- **Citations Issued in April 2009**

Obligor Name	Date	Violation	Amount	Notes
American Taxi	4.9.9	T.R.5.A.2	\$250	Failure to submit driver's roster
Metro Cab	4.9.9	T.R. 5.A.2	\$250	Failure to submit driver's roster
Lucky Cab	4.9.9	T.R. 5.A.2	\$250	Failure to submit driver's roster
Central Cab	4.22.9	T.R. 5.A.2	\$250	Failure to submit driver's roster

## ACCESSIBLE SERVICES

- **Paratransit Debit Card: Paratransit Debit Card:** The soft launch of the pilot debit card program is underway. Currently, DeSoto, National and Yellow are participating in the pilot. Luxor is anticipated to join the pilot by the end of next week, as their existing software has been modified and passed final acceptance testing. Over 100 paratransit taxi customers are participating in the pilot, and the feedback so far is that they are very happy with the new system. The project team is working together to analyze the pilot implementation and recommend any needed changes to the program for full implementation. No major issues have arisen to date.

The use of California driver's license for a driver to log on and off the system has been the subject of complaints. Some drivers have not been able to log on using their CDL, likely due to a defective magnetic stripe. A work-around has been developed, but the project team is discussing possible solutions. A long term solution may be to develop a new, magnetized A-card.

- **Paratransit Van Procurement:**
  - The 24 Type II diesel lift-equipped vans manufactured by Bus West have been delivered and registered and are in service.
  - The final five Type III lift-equipped vans have been delivered, inspected and accepted by the SFMTA and go into service in the coming weeks, bringing to 60 the total number of City-owned vehicles in MPT's fleet.
- **Shopping Shuttle:** Planning on the Shopping Shuttle is still underway. Next steps include a competitive solicitation process to select the Shopping Shuttle providers and additional outreach to OMI and Western Addition neighborhoods.

It appears that the program will be funded by the Lifeline Transportation grant and the New Freedom grant at recommended levels despite state budget cuts, though grant awards have not yet been made to SFMTA.

- **Elevator Status on NextMuni Display:** Accessible Services staff is working with SFMTA construction, communications and stationary engineering to increase accuracy of the essential elevator status information on NextMuni displays. Accessible Services staff is also working with 311 to improve communication between station agents and 311 staff to assure that elevator messages are posted as soon as possible. Accessible Services staff is continuing to work with Chas Belov to produce a web page for [www.sfmta.com](http://www.sfmta.com) that aggregates all messages related to elevator access as a one-stop check point that will be tied to the NextMuni feed.

- **ADA Observer/Spotter Program:** Accessible Services staff continues to coordinate the transition of the clandestine disabled rider program to the new Muni security contractor, Cypress Security.
- **Light Rail Vehicle Digital Voice Announcement System (DVAS) Program:** In response to reports of LRV operators not making required transfer point announcements when operating vehicles on surface lines, Accessible Services staff continues to work with CPUC, Grants and Fleet Engineering to develop cost estimate and identify funding sources and technology to equip LRVs with DVAS audible announcements and text displays. This project is on the list of projects slated to receive stimulus funding as part of the Tier 2 projects.
- **Balboa Park Station Improvements/SFMTA Customer Access:** Accessible Services staff is working with SFMTA construction/engineering and BART facilities planning staff to improve access to Muni stops from the new Ocean Ave Entrance at the Balboa Park Station. BART is designing the walkway , which may be funded by Lifeline funds because BART has received “stimulus” funds to meet the shortfall in the original scope, freeing up Lifeline funds for this project.
- **Clear Channel Shelter Review:** Accessible Services staff continues to work with designers and MTA staff on the push to talk and information signage for the shelter.
- **Translink Disabled/ Senior Pilot:** Accessible Services staff continues to work with Regional Transit Discount (RTC) ID office on updating all MAAC member RTC IDs, transferring monthly MAAC membership funding onto the RTC Translink ID and creating a failsafe for when the RTC Translink transponder is not functional and participants need to show alternative proof of payment.
- **BART/Muni Senior/Disabled Pilot Pass:** Accessible Services staff continues to work with BART to implement a monthly Senior/Disabled Pilot Pass (SDPP) to allow unlimited BART rides within San Francisco and all regular transit services offered by MUNI. The SDPP is expected to be implemented in January 2010.
- **BART Elevator Rehabilitation on Market Street:** The street level elevator at Civic Center BART Station continues to be unavailable for use due to head housing rehabilitation, and the street level elevator at Embarcadero BART Station will close on May 1, 2009, for similar construction work. Accessible Services staff continues to coordinate with BART staff and Muni operations and marketing staff to ensure that customers can reach their destinations on Market Street.
- **Broker RFP:** AS staff is currently drafting a Request for Proposals for oversight of the City’s paratransit program. The City Attorneys Office and a Paratransit Coordinating Council subcommittee have reviewed the draft. The broker RFP is scheduled to be released on June 1, 2009 with a deadline for proposals of August 1, 2009.
- **Emergency Preparedness and Security Planning Services RFP:** Accessible Services staff is working with the PCC and the Paratransit Broker to contract with a vendor for an updated and more robust Emergency Preparedness Plan. An RFP was released on March 2, 2009. Three proposals have been received and are being reviewed and scored by a selection committee.
- **Access Update Newsletter:** The Accessible Services newsletter, which is targeted to fixed route customers, was completed and distributed to MAAC members and wheelchair users (approximately 500 people).

**Clean Air Taxi Program: 2009 Third Quarter Results**

Color Scheme	Sedan	Ramp	Total	CNG Total:	Hybrid Total:	First Quarter GHG Score	Mid-Year GHG Score	Q3 Score
ABC Taxicab	1	0	1					
Alliance Cab	4	2	6	0	0			
American Taxicab	14	1	15	1	4		33.5	33.50
Arrow Cab	68	0	8	0	7	42.7	40.45	40.42
Bay Cab	69	3	72	7	12	57.1	51.59	47.06
Best Cab	1	1	2	0	1	32.5	32.5	32.50
Big Dog City	22	0	22	0	6	42.5	37.75	38.62
Black & White Checker	61	10	71	6	4	54.5	44.06	39.72
Central Cab	1	0	1	0	0			
Comfort Cab	1	2	3	0	1			33.50
Crown Cab	6	0	6	0	1			36.80
DeSoto Cab	106	7	113	1	20	46.2	44.18	43.93
Executive Cab	1	0	1	0	0			
Fog City Cab	21	1	22	4	1	50	50	35.90
Gold Star Taxi	1	1	2	0	0			
Green Cab	6	0	6	0	6	35.75	29.68	29.68
Lucky Cab	1	0	1	0	0			
Luxor Cab	165	39	11	13	58	39.4	35.5	34.83
Max Cab	3	0	3	0	0			
Metro Cab	23	0	23	0	7	51.4	45.86	39.84
National	65	0	65	2	15	42.8	42.2	38.18
Regents Cab Company	35	1	36	2	6	32.5	34.27	32.64
Royal Taxi	49	3	52	1	11	42.22	39.42	35.95
San Francisco Super Cab	2	0	2	0	0			
San Francisco Taxicab	13	2	15	1	5	45.23	39.74	38.70
Six2Six Taxi	2	0	2	2	0			
Town Taxi	63	3	66	4	11	51	47.6	43.14
United Cab	32	2	34	2	6	42.45	33.88	34.37
USA Cab	2	0	2	2	0		34.9	34.90
Veterans Cab	20	0	20	0	4			39.40
Vina Cab	6	0	6	0	1			36.80
Yellow Cab Co-op	497	17	514	95	154	39.1	35.88	36.10
<b>Totals</b>				<b>143</b>	<b>341</b>	<b>44.14</b>	<b>39.63</b>	<b>37.24</b>

**SF Environment Reimbursement Grant Program – Status Update**

Grant Name	Total Vehicles	Amount Per Vehicle	Total Obtained
07-SF06	25 mixed	\$4,000 (CNG) \$2,000 (hybrid)	\$70,000
07-SF07	34 hybrid	\$2,000 (hybrid)	\$68,000
07-R28	51 hybrid	\$2,000 (hybrid)	\$102,000
08-SF02	51 hybrid	\$2,000 (hybrid)	Pending Application for \$102,000
08-R19	98 hybrid	\$2,000 (hybrid)	Pending Application for \$196,000
<b>Total</b>	<b>259 vehicles</b>		<b>\$538,000 (\$240,000 in process; applications for additional \$298,000)</b>

