

Goals

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. **Clean Vehicles:** Continuing conversion of the taxi fleet to hybrid/CNG and electric vehicles through grant opportunities.
3. **Enforcement:** Regulatory (administrative) enforcement of Transportation Code with respect to permit holders and unpermitted operators.
4. **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.
5. **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

Identify, implement and enforce appropriate policies through local motor vehicle for hire laws and regulations to:

- 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?

- **Medallion Permits:** Nine applications to purchase a medallion permit were approved in the month of November. Two medallion sales were completed this month, one of which was a direct sale from the SFMTA to the applicant.
- **New Revenue:** Taxi Services has received \$46,233.35 from Color Schemes for the month of November for the continuous operation of medallions that would have otherwise been returned to the SFMTA after the death of a medallion holder. The grand total collected since December 2009 is \$616,807.55. Allowing taxi companies to continuously operate medallion permits allows for those cabs to continue serving the public until we are ready to reissue the medallion permit to the next person on the waiting list.
- **Proposition K Audits:** Based upon Taxi Services' audit of all medallion holders, 59 citations were

issued, totaling approximately \$750,000 in penalties. We have a schedule of December meetings with permit holders who wish to informally dispute the citation.

- **Improved hearing procedures:** The Board of Directors approved Taxi Services' proposed changes to medallion qualification procedures by eliminating the requirement that there be a hearing for every medallion issued to an applicant. Instead, notice of offer letters sent to medallion applicants will be widely posted in advance of a qualification investigation to invite members of the industry to provide any information relevant to the investigation. Taxi Services Investigators will conduct an investigation report and recommendation, which will also be posted for industry review in advance of final action. Hearings may be requested by a disappointed applicant or a member of the public who takes issue with the award of a medallion to an applicant. This change should substantially speed up the issuance of medallions to applicants, both
- **Citations/Admonishments:**
 - Failure to comply with weekly reporting requirements: Taxi services has issued citations to 15 separate taxicab companies based upon their failure to submit required weekly reports under Transportation Code Section 1114(e)(8). The fines total \$123,375.00
 - Ramp medallion holders' failure to grant priority requests from paratransit users: Taxi Services has issued citations to 11 ramp taxi medallion holders for failure to grant priority to paratransit customers as required by Transportation Code Section 1110(a)(1). The fines total \$825.00
- **Coordination with other sections/agencies:**
 - **Mayor's Office/City Administrator/Department of Environment/Department of Public Works/SFMTA Planning:** Taxi Services is participating in a City-wide review of potential locations for the installation of two to three battery-switch charging stations that will be installed pursuant to the \$7 million grant for the acquisition of electric taxi vehicles that was awarded by the Metropolitan Transportation Commission in late October. We are also working closely with SFMTA Planning to initiate environmental review for the project.
 - **SFMTA Transportation Planning:** Taxi Services and SFMTA Planning have initiated a dialogue regarding various issues related to the integration of the taxi industry into the overall transit picture. An example was a coordinated effort to improve the traffic flow and placement of taxi stands for events at AT&T Park. After a successful run during the World Series, a new taxi stand configuration is expected to be implemented near the intersection of 3rd and King streets near AT&T Park.
 - **SFMTA Government Affairs:** With the assistance of Government Affairs, Taxi Services has arranged for Supervisor David Chiu to introduce legislation at the Board of Supervisors that would authorize Taxi Investigators to enforce certain specified parking violations and allow them to impound vehicles that are in violation of those provisions to the extent authorized by state law. The ordinance also moves misdemeanors that are currently found in the Police Code to the Transportation Code, and creates a few new misdemeanors related to the taxi industry, such as defining criminal conduct by hotel staff who sell passenger referrals and

illegal medallion brokers who provide color scheme services without a color scheme license.

An additional ordinance is currently being drafted in order to move the remaining provisions of Police Code Article 16 governing motor vehicles for hire to the Transportation Code, as well as to remove other outdated provisions related to taxi regulation from the Municipal Code.

- **Taxi Advisory Council:** The Taxi Advisory Council held meetings on November 8 and November 22, 2010. Items on the agenda included issues related to the potential for a uniform taxicab lease agreement and the Council’s report on impact of the Medallion Sales Pilot Program on the industry.
- **Clean Vehicles:** Currently, 72% of the vehicles that make up the taxicab fleet in San Francisco are either hybrid or CNG vehicles.

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

- **New A-Card Renewal Equipment and Procedures:** Staff has prepared a permit renewal plan for the approximately 7,000 drivers who will be renewing their A-Card (driver permit) at One South Van Ness over the next 8 weeks. This year Taxi Services has implemented the first-ever one-stop driver permit renewal procedure, which previously required a driver to repeatedly go back and forth between the Treasurer/Tax Collector and the Taxi Commission offices. Now that SFMTA has the equipment to generate the driver permit photo identification in-house, staff has been able to redesign the 2011 San Francisco taxi driver permit card with the SFMTA logo.
- **Processing Complaints:** Taxi Services’ new team member, Jane Arce, has been working to reduce the large backlog of 311 and other complaints, prioritizing complaints that raise public safety concerns.
- **Lost and Found:** Due to resource shortages, Taxi Services has until now been unable to process lost and found items from the taxi industry. With the help of SFMTA Human Resources, we are happy to announce that we have a new employee, Joselyn Caceras, who will have primary responsibility for re-instituting a lost and found system.
- **Driver Training/Re-Training:** With the help of SFMTA Human Resources, a requisition for a “Proposition F” position was approved to provide a resource for taxi driver training. We are extremely fortunate to have retained the services of retired Police Officer Farrell Suslow, who has a career of experience in the Police Department, including extensive experience with the SFPD Taxi Detail. Mr. Suslow will be starting the taxi driver training class again in January of 2011.

CONCERNS, RISKS AND CHALLENGES

Project/Area of Concern	Issue	Resolution (or support required)
The capacity to enforce public safety regulations and service standards	We have not been able to conduct effective enforcement because the three Taxi Investigators’ time is fully committed to preparing for hearings for medallion issuance and disciplinary actions, mostly related to medallion holders who don’t meet the annual driving requirement. We are concerned about the lack of staff resources needed to conduct enforcement activities that	Over the 10 years preceding the merger of the Taxi Commission with the SFMTA, 12 full-time City employees have been dedicated to taxi regulation in San Francisco; Taxi Services requires an additional four Taxi Investigator positions in order to be able to protect public safety

	have a direct relationship to public safety and customer service standards	and customer service standards through the adequate enforcement of motor vehicle for hire regulations.
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MISCELLANEOUS

PERMITS

Permit Actions

Permit Action	Number
New Driver Permits Issued	12
Medallions Issued to Purchase Applicants	2
Medallions Issued to Waiting List applicants	0

Medallion Sales Pilot Program Revenues

Net Medallion Sale Revenue to date: **\$1,350,000.00**
 Driver Fund Revenue from Medallion Sale to date: **\$250,000.00**

LOST AND FOUND

Lost & found claims submitted through 3-1-1 are not currently being processed due to lack of staff resources. Taxi Services was unable to service any lost property claims during the month of November.

Type of Claim	Number of Claims
OPEN Lost property claims	Unknown

INVESTIGATIONS

Type of Investigation	Number of Investigations
Color Scheme	25
Permit Applicants	4
Medallion Holders	20
Drivers	1
311 Complaints	1
Other	1
Regulatory	0

Citations/Admonishments

26

HEARINGS

Type of Hearing	Number of Hearings
Waiting List Medallion Applicant Qualification	0
Prospective Medallion Purchaser Qualification	10
Board of Appeals:	1*

* On November 17, 2010 a hearing was held related to the denial of a regular ramp taxicab permit for an applicant. The Board upheld the denial.

Staffing

FILLED: 8 -- Vacant/Funded: 0 -- Vacant/Defunded: 0 --
TOTAL: 8 (plus one clerk from SFPD work order)