

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: Eighteen total permits were issued during the month of June. Fifteen transferable permits were sold and three non-transferable permits were issued to drivers at the top of the waiting list. • Taxi Advisory Council: The Taxi Advisory Council met on June 13 and June 27, 2011. At those meetings the TAC considered the issuance of new medallions and single operator permits and the potential uses of the Driver Fund. Chris

Sweis was re-elected Chair, and Barry Korengold was re-elected Vice-Chair of the TAC. Three new members were appointed: Tara Housman, Medallion Holder, Tone Lee, Driver on the Waiting List, and Ruach Graffis, Driver Off the Waiting List. These new members replace outgoing members Laurie Graham, Dmitry Nazarov and Timothy Ajaegbu.

- **Field Enforcement.** Staff has worked diligently to develop the ability to the field enforcement that was formerly conducted by the Taxi detail of the Police Department. This has been a two-year process that included creating the 9144 Taxi Investigator position, hiring to fill those requisitions, adjusting regulations and fine amounts, getting authority to issue certain parking citations and authorize vehicle impounds from the Board of Supervisors, designing and printing citation stock, ordering field equipment and developing field procedures. We are proud to announce that we will finally be able to do field enforcement work beginning in July. The issue of illegal vehicle enforcement has been a primary concern of all segments of the industry. In addition to enforcing laws and regulations against illegal vehicles, July 2011 will be the first time that SFMTA Taxi Services has been in the field to monitor and support the taxi industry.
- **Ramp Taxi Enforcement:** In coordination with Accessible Services, Taxi Services has developed a strategy to increase ramp taxi service and to enforce paratransit rules and regulations within the industry. Using the data collected from paratransit debit card, Taxi Services will be able to more adequately enforce ramp service as well as obtain compliance from less diligent ramp taxi medallion holders.
- **Coordination with SFPD:** Taxi Services has begun meeting with the San Francisco Police Department to discuss the potential for joint operations and better coordination between the two departments.
- **Coordination with SFO:** Taxi Services also met with staff of the San Francisco International Airport to discuss among other things, taxicab enforcement, particularly the acceptance of credit cards, outreach opportunities, and integration of data systems.
- **Outreach:** In addition to the town hall meetings, Taxi Services has begun working on an outreach plan to counteract negative and misleading information about the goals, objectives and accomplishments of SFMTA Taxi Services.
- **Bike Lane/Bus Stop Citations to drivers loading and unloading passengers.** Many taxi drivers and companies have complained about the increase of citations received from allowing passengers to load and unload in bike lanes and bus stops, especially drive-away citations that the driver never gets an

- opportunity to protest because they are paid by the company and the driver is billed. Working with Enforcement, Accessible Services and the San Francisco Bicycle Coalition, staff developed an enforcement policy to end these citations. Marketing supported the effort by designing new bumper stickers to put on all taxi and paratransit vehicles informing the public and the PCOs that the vehicle has the authority to be in a bike lane to pick up and drop off passengers.
- **Webinar.** Through the International Association of Transportation Regulators, staff led a webinar on the subject of part-time taxi permits that included the participation of taxi regulators from all over the United States and Canada.
 - **Clean Air Vehicles:** We are reaching the end of the grants that supported the taxi industry's conversion from gasoline to clean fuel vehicles. Approximately \$210,000 remains to be distributed to companies that purchase new hybrid vehicles. As we approach the deadline of June 2012 for reduction of the emissions of the taxi fleet to 20% below 1990 levels, staff is conducting the labor-intensive process of calculating the GHG score for each of the 30 taxi companies so that we can ascertain each company's compliance.
 - **Electric Vehicles:** On June 28, 2011, the San Francisco County Transportation Authority recommended approval by the Plans and Programs Committee to fund clean air program projects which include a proposal by Taxi Services to install two electric vehicle fast charging stations in San Francisco.
 - **Awards:** On June 21, 2011, Taxi Services staff received a "Blue and Green Award" from the Department of Environment and the Office of the Mayor for "Greatest National Impact" for the implementation of the Clean Vehicle Ordinance which has resulted in nearly 80% of taxis in San Francisco being clean vehicles.
 - **Town Hall Meetings.** Staff conducted 18 hours of town hall meetings in the month of June on the subject of the issuance of new permits and electronic waybills. The Hearing Section supported those meetings by taking notes on the public comment.
 - **Driver Training.** As many existing drivers are looking for shifts, Taxi Services has suspended new driver training until further notice. We held the last full class in June, and will continue conducting training in the Atrium every other Thursday for drivers sent for re-training as a disciplinary measure, and former drivers who need to renew a lapsed A-Card (driver permit). In the interim, Taxi Services is revisiting its new driver screening procedures and curriculum content.
 - **New Taxi Investigators.** Taxi Services welcomed two new Taxi Investigators in May, but has not yet publicly introduced them because they were working undercover going to taxi school and trying to work as a taxi driver. We welcome

Eric Richholt and Charles Castillo to the team. They are now qualified and permitted San Francisco taxi drivers. While they were undercover and unable to work in the field, they pitched in around the office to dispose of accumulated lost and found property, helped reduce the backlog of emails sent to Taxi Services, researched industry statistics for Board calendar items, and helped review waybills to establish whether an applicant is a full-time taxi driver. In July our four Taxi Investigators will begin field enforcement.

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

- **311 Complaints:** There were a total of **118** complaints, **2** compliments and **99** lost property inquiries from the 311 system during the month of June for a total of **219** calls made to 311.

311 Complaints	Number
Accident Involving injury	1
Accident Non-Emergency	1
Failure to Comply	3
Fare Refusal	23
Impaired Driver	0
Meter Unavailable	2
No Show	5
Other	17
Overcharging	5
Rude/Discourteous	24
Unsafe Driving	26
Vehicle Condition	1
Violence/Physical Altercation	1
Compliment	2
Lost and Found	99
Unpermitted Cab	9
Total	219

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

Non-311 Complaints	Number
Rude/Discourteous	0
Unsafe	1
Muni Drive Cam Incidents	0
Other/ Refuse Credit Card	19
Total	20

COMPLAINT RESOLUTION

311 Complaints	Number
Closed	232
Dispatch Complaints Closed	8
Total	240

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 preparing to do 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 has requested two 9144 Taxi Investigator temporary exempt positions as "Category 18" project-specific hires in order to pursue these medallion revocation cases.

MISCELLANEOUS**PERMITS****Permit Actions**

Permit Action	Number
New Driver Permits Issued	91
Medallions Issued to Applicants	18

Medallion Sales Pilot Program Revenues

Net Medallion Sale Revenue to date: \$ 10,618,779.09

Driver Fund Revenue from Medallion Sale to date: \$ 1,487,500.00*

*There was a misprint in the monthly report of May 2011. The amount under Driver Fund Revenue read as \$1,750,000.00. The Correct amount was \$1,075,000.00 for May 2011.

INVESTIGATIONS

Type of Investigation	Number of Investigations
Color Scheme	0
Permit Applicants	53
Medallion Holders	3
Drivers	3
Complaints	6
Other	11
Regulatory	4
Total	80

DRIVER TRAINING

Passed	91
Failed	23
Drivers attending for re-training	1
Total Attendees	115

<table border="1"><tr><td>Citations/Admonishments</td></tr><tr><td style="text-align: center;">6</td></tr></table>	Citations/Admonishments	6
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6		
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)		