

**STATUS OF MAJOR PROJECTS**

- **Medallion Permits:** 14 total permits were issued during the month of March. 12 transferable permits were sold, 1 non-transferable permit was issued to a driver at the top of the waiting list, and 1 non-transferable ramp permit was issued to a driver at the top of the waiting list.
- **Taxi Advisory Council:** TAC meetings were held on March 12, 2012 and March 26, 2012. At these meetings there was continued discussion regarding alternative plans to the current medallion sales pilot program. There was also a presentation and Q&A with Andrew Watters of Cabrio Taxi regarding the expansion of pedicabs fleets into various nightlife locales throughout San Francisco.
- **Illegal Vehicle Enforcement.** During the month of March, taxi investigators issued seven citations to 'bandit' cabs for operating without a permit.
- **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 4 administrative citations to taxicab A-Card permit holders who had been cited for operating limousines illegally, and towed the vehicle of one repeat offender.
- **Technology:** On March 26, 2012, staff presented to Supervisor Scott Weiner and Director of Transportation Ed Reiskin, the results of the Un-Hackathon event attended by Deputy Director Christiane Hayashi. The winning submittal from MySF will help shape a new RFP for potential software applications that can improve taxi service as well as integrate with information for other transit modes.
- **Transbay Terminal:** It has been determined that a taxi staging area below ground (underneath the new terminal) will no longer be viable in phase II of the project. The Transbay Joint Powers Authority (TJPA) and SFMTA are jointly researching locations on surface streets as viable taxi zones around the Transbay Terminal with a preference towards areas with meal and rest options nearby for the drivers.
- **Security Cameras:** On March 14, 2012 Deputy Director Christiane Hayashi presented the Security Camera issue before the State Legislative Committee [CHRIS ADD]
- **Citation Collections:** On March 23, 2012, Taxi Services staff met with members of the Office of Revenue and Tax Collection to work out a plan for the collection of citation payments from delinquent offenders. With their assistance, Taxi Services expects to begin putting pressure on violators to pay their fines or face additional levies or potential liens on personal property. This will increase the deterrent effect of issued citations, especially the citations under Transportation Code 1105(a) related to operating without a permit.
- **Electric Vehicles:** The Better place battery switch program is ready to move forward. Better Place will likely sign the Public Private Partnership agreement by the end of March or the beginning of April. This contract will allow the SFMTA, the City of San Jose and Better Place to implement the Battery Switch

March 2012

Sonali Bose

project for San Francisco taxicabs. The program includes the construction of four battery-switch facilities and the acquisition of approximately 60 Battery Switch vehicles for use throughout the bay area over a ten year period. This contract also enumerates the terms of the program, including the lease of property belonging to the City of San Francisco and it clarifies the responsibilities of the contracted parties.

**PERFORMANCE MEASURES**

**MISCELLANEOUS**

- **311 Complaints:** There were a total of **121** complaints, **3** compliments and **86** lost property inquiries from the 311 system during the month of March for a total of **210** calls made to 311.

311 Complaints	Number
Accident Involving injury	1
Accident Non-Emergency	0
Failure to Comply	9
Fare Refusal	30
Impaired Driver	0
Meter Unavailable	2
No Show	1
Other	20
Overcharging	8
Rude/Discourteous	19
Unsafe Driving	26
Vehicle Condition	4
Violence/Physical Altercation	0
Compliment	3
Lost and Found	86
Unpermitted Cab	1
<b>Total</b>	<b>210</b>

- **Non-311 Complaints:** There were a total of **31** non-311 complaints during the month of March.

Non-311 Complaints	Number
Rude/Discourteous	6
Unsafe Driving	16
Muni Drive Cam Incidents	0

March 2012

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Other/ Fare Refusal/ Refuse Credit Card	2
Dispatch Complaint	7
<b>Total</b>	<b>31</b>

**COMPLAINT RESOLUTION**

<b>311 Complaints</b>	<b>Number</b>
Closed	120
Non-311 Complaints Closed	31
Lost and Found-Closed	50
<b>Total</b>	<b>201</b>

**PERMITS**

<b>Permit Action</b>	<b>Number</b>
New Driver Permits Issued	57
Medallions Issued to Applicants	14

**Medallion Sales Pilot Program Revenues**

<b>Net Medallion Sale Revenue FY 2011-2012:</b>	<b>\$ 6,649,500.00</b>
<b>Driver Fund Revenue from Medallion FY 2011-2012:</b>	<b>\$ 1,162,500.00</b>

**DRIVER TRAINING**

Passed	57
Failed	13
Drivers attending for re- training	0
<b>Total Attendees</b>	<b>70</b>

**INVESTIGATIONS**

<b>Type of Investigation</b>	<b>Number of Investigations</b>
Color Scheme	0
Permit Applicants	3
Medallion Holders	6

March 2012

Sonali Bose

Drivers	0
Complaints	0
Other	3
Regulatory	0
<b>Total</b>	<b>12</b>

Citations/Admonishments
32

**HEARINGS**

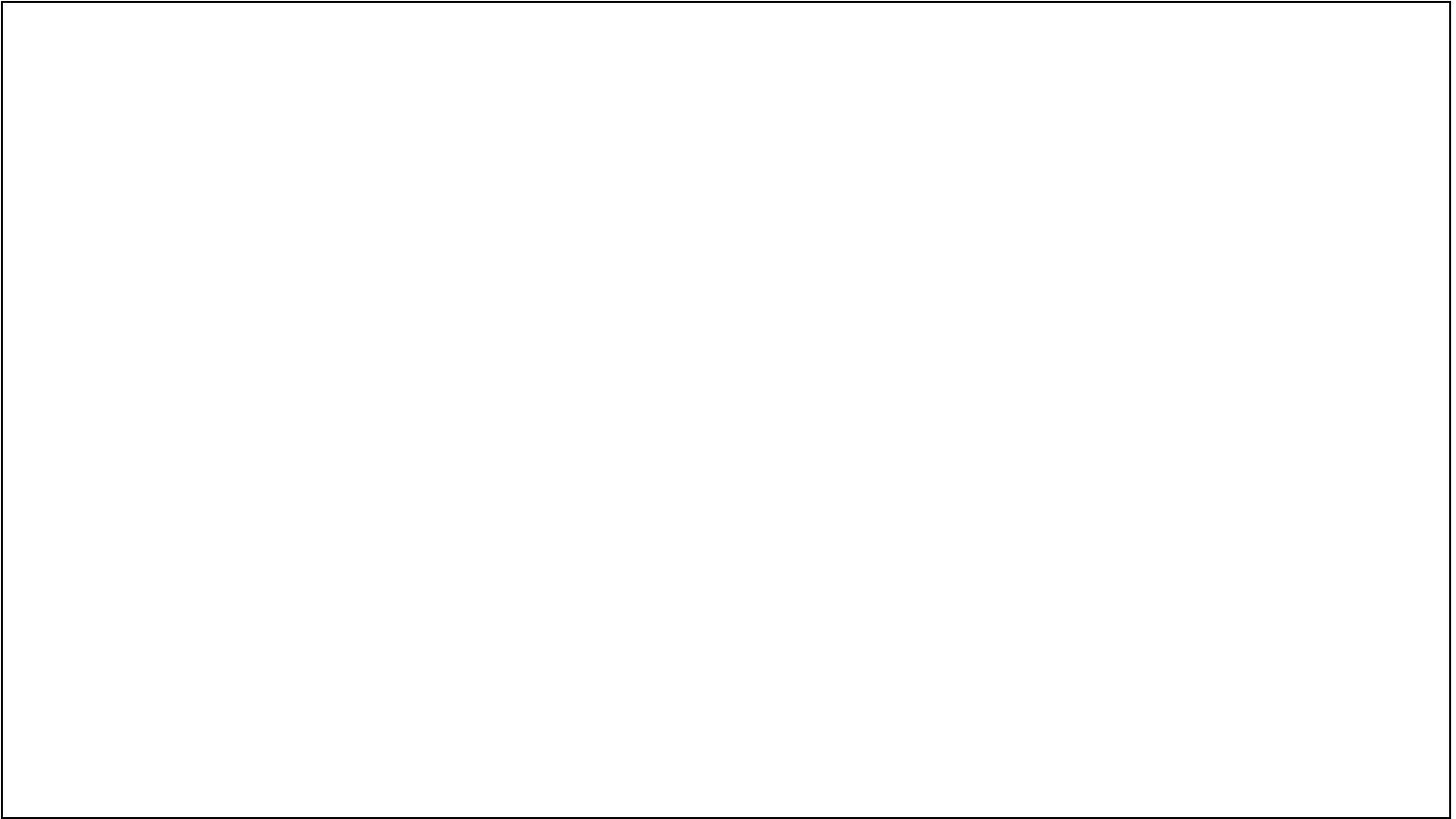
Type of Hearing	Number of Hearings
Operating without a permit	2
Failure to maintain business premises	
Color Scheme Violations Against Drivers	
Drivers Contesting Citation	
Board of Appeals	

**DIRECTOR OF TRANSPORTATION – Assistance Required**

March 2012

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March 2012

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