

Monthly Report / November 2012

Christiane Hayashi

STATUS OF MAJOR PROJECTS: Taxis

- **Medallion Permits:** No medallion permits were issued during the month of November because forms and procedures are still being updated to account for the transition from the Taxo Medallion Sales Pilot Program to the Medallion Transfer Program.
- **Administrative Field Enforcement:** During the month of November taxi investigators were in the field daily for a variety of tasks. However, with few resources available for field enforcement, there was only one white zone citation issued for an illegally parked limousine and one Notice of Violation issued to a taxi driver permit holder who was illegally operating a limousine.
- **SFPD Enforcement:** During the month of November, SFPD cited 16 drivers for operating as taxis without a taxicab permit. (14 were town cars, one was a Toyota Camry with personal plates, and another was a Crown Victoria with commercial plates. Five of these drivers were San Francisco residents with the others being from other parts of the Bay Area. One was a taxi driver permit holder.) In addition, five town cars were cited for improper parking along the Embarcadero.
- **Town Halls:** On November 26, 2012, Taxi Services held two three-hour Town Hall meetings to discuss leasing reform and the future for ramp medallion holders and the ramp medallion program. Leasing regulation changes and any new policies related to ramp medallions are expected to be heard by the SFMTA Board in January 2013.
- **SFO:** Taxi Services in conjunction with SFO have moved into the design phase for creation of a new Taxi Management System for SFO which includes a "Smart A-Card". On November 8, 2012 Taxi Services staff met with staff from SFO to discuss taxi operations and ways to integrate those operations into the design elements of the new system. The design elements so far include inputting information that can be obtained by swiping or scanning the new Smart A-card such as driver information, vehicle information, driver disciplinary history, vehicle travel history (particularly airport usage), as well as other information that would lead to overall better enforcement of taxi regulations.
- **Electronic Taxi Hailing:** A Request for Information was issued on October 30, 2012 whereby the SFMTA is seeking a technical partner to host and run a new SFTaxi Data hub. Responses were initially due in November, but the deadline has been extended through the end of December.
- **SFO Taxi Strategies:** On November 5, Taxi Services staff met with representatives from SFO and from the taxi industry to discuss potential changes to the taxi management program at SFO. In particular, the time-based taxi "short" system is expected to be replaced by a distance based system, using GPS on the taxis and a geo-fence. Further meetings will be conducted with key representatives from the taxi industry.
- **Insurance:** SFMTA Investigators have reviewed all current workers compensation insurance certificates for all taxi vehicles in our fleet, and have verified workers compensation coverage for all medallions. In addition, staff met with the Risk Manager's Office to review and update current taxi liability insurance requirements.
- **Board of Appeals:** Staff successfully argued to the Board of Appeals that the Board should not take jurisdiction over an appeal of the Board's creation of temporary permits to be issued to taxi companies. This decision allowed the deployment of 150 temporary company permits to proceed.
- **International Association of Transportation Regulators Conference:** Staff attended this annual conference of international taxi regulators. Deputy Director Hayashi was invited to be on the panel regarding credit

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card processing, and was also asked to participate in the “IATR Smartphone Apps Committee” to develop model regulations for transportation regulators related to smartphone apps. These model regulations are expected to be issued in final form in January by the IATR, and then will likely be adopted by taxi regulators nationally in order to address the regulatory issues posed by smartphone apps in transportation service.

STATUS OF MAJOR PROJECTS: Accessible Services

- **Mobile Data Computer (MDC) Procurement Process:** All paratransit vehicles in the SF Access and Group Van services have been equipped with MDCs, drivers and dispatchers have been trained and Veolia is monitoring MDC usage. The planning and implementation of the Interactive Voice Response system (IVR) to be used in conjunction with the MDCs is underway and anticipated to be tested in a pilot program in early 2013.
- **SF Access Service Quality:** MV Transportation has improved service over the past month and complaints are trending downward and on-time reliability is improving and reaching mid-80%. Veolia Transportation is working closely with MV management to help them achieve and sustain service improvements.
- **Ramp Medallion Transition:** Accessible Services staff is working internally with Taxi Services staff to review and analyze ramp medallion transfer proposals. Accessible Services staff is also providing paratransit ramp taxi pick-up data per ramp medallion holder, which may be used as one criterion in the ramp medallion transfer proposal.
- **On Car/Between Car Barrier Prototype:** SFMTA Rail Division is examining new materials for the belt system, tests have shown that the belts with a seatbelt type material tend to last for only 2 – 3 weeks. Staff has contacted the vendor to see if the material can be strengthened, and is doing outreach to members of the blind and visually impaired community to receive feedback on this prototype.
- **It’s Your Muni Campaign:** As part of the “It’s Your Muni” campaign, Accessible Services worked with Marketing to redesign the priority seating car card. A more pictorial card has been rolled out, with positive initial feedback.
- **Regional Transit Connection (RTC) Clipper Program:** Accessible Services staff has been working with regional partners to transition the Lead Agency and Central Processor Contracts. MTC and Cubic are modifying Cubic’s scope of work to provide that Clipper/Cubic will print and issue RTC cards so that customers don’t have to communicate with multiple offices. There had been a delay at AC Transit with taking over the lead agency responsibilities for the RTC program and putting out the RFP for the Medical Verification tasks. But it is now moving forward, Accessible Services staff is serving on the Proposal Review Committee for the new RTC Medical Verification contractor staffed by AC Transit as the lead agency. BART has extended the current contract through June 2013 and AC Transit will take over with new contract in July of 2013. It is anticipated that at that time card printing and distribution will be handled by Cubic.
- **ADA Hearing and complaint process:** Accessible Services staff is working with Customer Service, Labor Relations, and the Hearing Section on clarifying the process for handling ADA related customer service complaints (CSCs). Part of the new process will involve an automated request to have video pulled for all ADA related CSCs as well as implementing a new set of letter templates which aim to provide more information to the customer regarding the outcome of the investigation into their CSC. We aim to roll this out starting January, 2013.
- **F Line Signage:** Staff is working with Service Planning to develop signage for the F Line to communicate to

passengers where to catch the outbound F when in the wharf area. There was confusion during the America’s Cup /Fleet Week about where to catch trains back to the downtown area. A draft design has been approved and the final decals should be out in the field by mid-January.

- **Fare Box decals:** At the request of the FTA, a new fare box decal has been developed, which states that Medicare recipients may pay the discount fare onboard all Muni vehicles. We are finalizing the design, and plan to have these new decals onboard all revenue vehicles in early 2013.
- **Segway Boarding Policy:** Accessible Services is working with Operations staff to develop a policy and procedures to accommodate individuals with disabilities who use a Segway as an OPDMD (other power-driven mobility device) on fixed-route transit vehicles as a reasonable accommodation.
- **Accessible Stops Project:** Accessible Services worked with TEP, Finance and Construction staff to refine the scope of the Accessible Stops project by combining it with the F Line Market Street Lift Replacement Project in order to achieve costs savings. The Accessible Stops project will evaluate the feasibility of constructing new surface accessible light rail stops at 5 locations, and will study options for replacing the F Line wayside lift on Market at Church Street. Financial accounts have been set up and work on this project has started by Construction staff. Preliminary outreach to MAAC will happen in January 2013.
- **Hybrid Vehicle Procurement:** Accessible Services staff worked with SFMTA Fleet Engineering staff to refine specifications for accessibility equipment for the upcoming procurement of 40’ low floor hybrid coaches through the Minnesota Vehicle Purchasing Consortium. A presentation on this was given to the SFMTA MAAC with follow up by AS staff to help with design of the rear facing securement area, stop request features, seating layout and stanchion locations. MAAC anticipates examining the final layout.
- **PA/PDS System:** Working with SFMTA, MTC and BART staff to examine the BART hub signage prototype to be installed in the Civic Center Station and to determine if this sign type if well received by customers can become the standard. Also working to include a phone line to 511 to provide the same information in an audio format for those who cannot read the sign.

PERFORMANCE MEASURES: Accessible Services

Measure	Sept 2012	FY 12 Total	Av. Per Month FY 12	Oct 2012	Goal
Paratransit complaints	52	708	59	48	< 2 per 1,000 trips
Paratransit commendations	8	71	6	7	
Number of paratransit trips provided	61,117	810,663	67,555	67,760	
Paratransit system wide on-time reliability	82%	82%	82%	85%	at or above 90%

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Safety goal: accidents/injuries	.43	5 total .21 per 100,000 miles	.42	.8	Less than 1 FTA-defined reportable incident per 100,000 miles system wide
Broker Telephone Call Wait Time:	95%	95%	95%	96%	Answer at least 80% of all phone calls in person
Fixed-route ADA complaints	100	1,005	84	101	<150
Number of Discount ID cards issued	582	10,612	884	762	>500

PERFORMANCE MEASURES: Taxi Services

- 311 Complaints:** There were a total of **105** complaints, **5** compliments and **91** lost property inquiries from the 311 system during the month of November for a total of **201** calls made to 311.

311 Complaints	Number
Accident Involving injury	0
Accident Non-Emergency	2
Failure to Comply	6
Fare Refusal	18
Impaired Driver	1
Meter Unavailable	2
No Show	2
Other	14
Overcharging	8
Rude/Discourteous	14
Unsafe Driving	28
Vehicle Condition	1
Violence/Physical Altercation	2
Compliment	5
Lost and Found	91
Unpermitted Cab	7
Total	201

- **Non-311 Complaints:** There were a total of **11** non-311 complaints during the month of November.

Non-311 Complaints	Number
Complaint	11
Compliment	0
Total	11

PERMITS

Permit Action	Number
New Driver Permits Issued	71
Medallions Issued to Applicants	0

Medallion Sales Program Revenues

Net Medallion Sale Revenue November 2012: \$ 0

Driver Fund Revenue from Medallion November 2012: \$ 0

Net Medallion Sale Revenue FY 2012-2013: \$ 1,350,006.90

Net Driver Fund Revenue FY 2012-2013: \$ 450,000.00

DRIVER TRAINING

Passed	71
Failed	22
Total Attendees	93

INVESTIGATIONS

Type of Investigation	Number of Investigations
Color Scheme	28
Permit Applicants	12
Medallion Holders	43
Drivers	2
Complaints	12
Other	2
Regulatory	2
Total	101

Citations/Admonishments

17

HEARINGS

Type of Hearing	Number of Hearings
Operating without a permit	0
Regulatory Violation	0
Qualification Hearing on Denial	0
Board of Appeals	1