

<b>Goals</b>
<ul style="list-style-type: none"> <li>• Enforce taxi rules and regulations and local laws to provide maximum public safety and public service</li> <li>• Work cooperatively with the San Francisco taxi industry in support of the SFMTA goals to enhance transportation options available to the public, reduce congestion, increase parking availability and improve air quality</li> <li>• Increase the effectiveness and efficiency and decrease the costs of San Francisco taxi regulations through the use of appropriate technology</li> <li>• Achieve industry reform, to include the nature of medallion ownership and associated continuing revenue to the SFMTA for FY2009-2010 and beyond.</li> <li>• Taxi Database</li> <li>• Clean Air Taxi Grant Program</li> <li>• Update Web site and redesign Taxi Industry page</li> <li>• Taxi Complaints</li> <li>• New Driver Training &amp; Examinations</li> <li>• Experienced Driver Re-Training/Discipline</li> <li>• Taxi Lost &amp; Found Claims</li> </ul>
<b>Responsibilities</b>
<p>Taxis Medallion Reform Limousine Enforcement</p>
<b>Accomplishments: What got done?</b>
<p><b>TECHNOLOGY:</b> The Taxi Web site is continuously being updated with archived and new information for the public. Most recently we posted a map of all San Francisco Taxi Stands and locations of each stand.</p>
<p><b>GREEN TAXIS:</b> We are working with the Department of the Environment to assist taxi companies in purchasing hybrid vehicles by providing a Clean Air Taxi Grant incentive. Currently we are preparing to issue 52 grants at \$2,000 per hybrid taxi and beginning to collect new applications for the next round of grant funding. As of today, 54 percent of the taxi fleet is comprised of hybrid vehicles.</p>
<p><b>MEDALLION ISSUANCE:</b> Two Ramp Medallion Permits were issued this month along with 86 New Driver Permits. We are steadily working to review previous applications that were accepted by the former Taxi Detail which have been pending for over a year. Taxi Drivers are relieved to finally be receiving their A-Card and Badge.</p>
<ul style="list-style-type: none"> <li>• <b>TRAINING:</b> New Driver and Experienced Driver Re-Training are continuing to develop. We were also able to get training feedback from our students to improve the effectiveness of future training sessions.</li> </ul>

<b>LOST &amp; FOUND:</b> Claims are up to date, the backlog has been cleared and we are continuously attempting to return lost property.		
<b>LIMOUSINE ENFORCEMENT:</b> There were numerous citations issued regarding Illegal Limousines in the month of December.		
<b>Ongoing Projects/Forthcoming Developments: What's in the works?</b>		
New Driver Application and Medallion issuance process proceeding.		
Reconstruction New Driver Application files underway.		
Correcting errors/bugs and cleaning up the Database.		
Preparing for next round of Clean Air Taxi Grant funding.		
Cleaning up the complaint backlog.		
Limousine Enforcement ongoing.		
<b>Concerns, Risks and Challenges</b>		
Project/Area of Concern	Issue	Resolution (or support required)
Taxi Driver Training/Re-Training	Taxi detail unit will no longer be present for taxi classes which can possibly pose a safety risk for staff taking over the training class.	Security and/or on-duty police officer every first and third Thursday of each month for the duration of each class which is usually eight hours in length.
Complaints	We only have one staff member to handle complaints.	Additional clerical staff to free up from administrative functions to focus on complaints/discipline.
Limousine Enforcement	Coordinating with SFPD and Criminal Courts regarding assessing fines and penalties. Also, many of the citations issued are for violations under the old Police Code.	Communication with Traffic Company, Criminal Divisions and possible ordinance change regarding misdemeanor violations and citations. Also re-issuance of citation stock that appropriately identifies the citations under the new transportation code.
Complaint from the Taxi Industry	Taxicabs and Ramp Taxicabs are receiving citations while picking up or dropping off passengers or waiting in front of hotels with no loading zones	Communication with PCO's regarding taxi duties and responsibilities for picking up and dropping off passengers. Also education related to Ramp. Taxis

		need to serve disabled customers and how door-to-door service must be provided.																
<b>Staffing</b>																		
Filled	7 (3 temp)	Vacant/ Funded	4	Vacant/ Defunded														
Explanatory notes/concerns																		
More 9144 Investigator positions will be needed to provide around-the-clock service to the Taxi industry as well as to establish a presence for limousine enforcement.																		
<b>Miscellaneous</b>																		
Performance Measures DECEMBER 2009																		
<b>Complaints</b>																		
		<table border="1"> <thead> <tr> <th>Type of Complaint</th> <th>Number of Complaints</th> </tr> </thead> <tbody> <tr> <td>Failure to Comply</td> <td>1</td> </tr> <tr> <td>Fare Refusal</td> <td>1</td> </tr> <tr> <td>No Show</td> <td>2</td> </tr> <tr> <td>Overcharging</td> <td>4</td> </tr> <tr> <td>Unsafe Driving</td> <td>2</td> </tr> <tr> <td>Other</td> <td>9</td> </tr> </tbody> </table>			Type of Complaint	Number of Complaints	Failure to Comply	1	Fare Refusal	1	No Show	2	Overcharging	4	Unsafe Driving	2	Other	9
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