

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. **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

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 medallion permit sales were closed in the month of February.
- **A-Card Renewal:** Taxi Services has processed a total of 6,131 A-Card (taxi driver permit) renewals since the A-Card renewal period began in the last week of November. The time period for renewal without penalty ended January 31, 2011. Taxi Services is working on a plan to insure that renewals for next year are less taxing for all involved.
- **New Revenue:** Taxi Services has received \$32,300 from Color Schemes for the month of February 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 \$742,887.86. 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.
- **Taxi Advisory Council:** The Taxi Advisory Council met on February 14, 2011 and February 28, 2011.

Items on the agenda included a discussion related to letters the TAC is drafting related to the Public Convenience and Necessity Study as well as Illegal Vehicle Enforcement. Also on February’s agenda were issues regarding medallion leases.

- **Town Hall:** On February 22, 2011 a town hall meeting was held to address the issue of leases for Gas and Gates drivers. Taxi Services in conjunction with the industry is looking to establish parameters for an appropriate and fair lease within the industry as well as looking at ideas for a uniform standard lease agreement to be used by all companies.
- **Office of Traffic Safety Grant:** With the assistance of the Grants Procurement and Capital Fund Programming Sections, Taxi Services has submitted a grant proposal along with Safety, Training and Enforcement for funds to be used for safety training of taxicab operators in San Francisco. This proposal includes a request for behind the wheel simulators and the creation of an online certificate program for taxicab drivers which goes towards improving traffic safety, particularly for pedestrians and bicyclists in San Francisco.
- **Clean Air Vehicles:** As of February 28, 2011, 77% of the San Francisco Taxi Fleet (excluding Ramp and Spare vehicles) are hybrid or CNG vehicles.
- **Citizens Advisory Council:** On February 28, 2011, Christiane Hayashi of Taxi Services delivered a presentation to the Taxi Sub-committee of the CAC regarding the issues of

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

- **311 Complaints:** There were a total of 133 complaints, 6 compliments and 118 lost property inquiries from the 311 system during the month of January for a total of 257 calls made to 311.

311 Complaints	Number
Accident Non-Emergency	0
Failure to Comply	3
Fare Refusal	14
Meter Unavailable	0
No Show	5
Other	23
Overcharging	7
Rude/Discourteous	16
Unsafe Driving	37
Vehicle Condition	1
Violence/Physical Altercation	1
Compliment	3
Lost and Found	97
Unpermitted Cab	2
Total	209

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

Non-311 Complaints	Number
Rude/Discourteous	3
Unsafe Driving	2
Muni Drive Cam Incidents	1
Non-311 Dispatch Complaint	1
Total	7

COMPLAINT RESOLUTION

311 Complaints	Number
Closed	36
Dispatch Complaints Closed	0
Total	36

- Lost and Found:

CONCERNS, RISKS AND CHALLENGES

Project/Area of Concern	Issue	Resolution (or support required)

MISCELLANEOUS

PERMITS

Permit Actions

Permit Action	Number
New Driver Permits Issued	73
Medallions Issued to Applicants	9

Medallion Sales Pilot Program Revenues

Net Medallion Sale Revenue to date: \$ 5,258,677.43

Driver Fund Revenue from Medallion Sale to date: \$ 562,500.00

INVESTIGATIONS

Type of Investigation	Number of Investigations
Color Scheme	3
Permit Applicants	3
Medallion Holders	2
Drivers	0
Complaints	0
Other	0
Regulatory	0
Total	8

DRIVER TRAINING

Passed	75
Failed	31
Drivers attending for re-training	6
Total Attendees	112

Citations/Admonishments

3

HEARINGS

Type of Hearing	Number of Hearings
Board of Appeals:	1*

*On February 9, 2011 a hearing was held related to the denial of a regular taxicab permit for an applicant. The Board of Appeals upheld the denial of the permit to the applicant.

Staffing

FILLED: 7 -- Vacant/Funded: 1 -- Vacant/Defunded: 0 --

TOTAL: 8 (plus one clerk from SFPD work order)