

STATUS OF MAJOR PROJECTS

- **Medallion Permits:** 19 total permits were issued during the month of September. 13 transferable permits were sold, 3 non-transferable permits were issued to drivers at the top of the waiting list, and 3 non-transferable ramp permits were issued to drivers at the top of the waiting list.
- **Taxi Advisory Council:** The Taxi Advisory Council met on September 12 and September 26, 2011. At the September 12 meeting Barry Korengold presented for discussion an alternative proposal to the medallion sales pilot program. At the September 26 meeting the TAC voted (9-5) to recommend that the SFMTA re-open the window of opportunity for a period of 30 days for medallion owners who qualify by age or disability to sign up to sell their medallions, and that the qualifying age to sell a medallion be lowered to age 60.
Field Enforcement: During the month of September Taxi Services Investigators wrote 30 white zone citations to limousines. Taxi Investigators also met with the manager of the Palace Hotel and the Director of the Rooms Division at the Hilton to discuss hotel staff soliciting gratuities from motor vehicles for hire. Taxi Investigators initiated night-time weekend enforcement in September.
An investigation has also been opened related to a theft of a taxicab that was later recovered. That investigation is ongoing.
- **Contracting:** Civil Service Commission approval was obtained for the contract for a public convenience and necessity and taxi best practices studies.
- **New Driver training:** Staff attended conference in Toronto, Canada on the topic of taxi driver training. Joselyn Caceres, who will be the new driver trainer when classes resume in October, attended the conference and came back to San Francisco with many new ideas and contacts to help us improve our new driver training. Joselyn is also attending private taxi school so that she is personally familiar with the process of becoming a taxi driver.
- **Non-311 complaints:** Taxi Services is working with Margaret Tseng of 311 to develop processes that will allow non-311 taxi complaints to be linked into the 311 database.

PERFORMANCE MEASURES

MISCELLANEOUS

PERMITS

Permit Actions

Permit Action	Number
New Driver Permits Issued	6
Medallions Issued to Applicants	19

Medallion Sales Pilot Program Revenues

Net Medallion Sale Revenue FY 2011-2012:	\$2,162,000.00
Driver Fund Revenue from Medallion FY 2011-2012:	\$500,000.00

INVESTIGATIONS

Type of Investigation	Number of Investigations
Color Scheme	12
Permit Applicants	30
Medallion Holders	206
Drivers	4
Complaints	0
Other	2
Regulatory	1
Total	255

DRIVER TRAINING/RETRAINING

Passed	6
Failed	2
Drivers attending for re-training	0
Total Attendees	8

Citations/Admonishments
50

HEARINGS

Type of Hearing	Number of Hearings
Board of Appeals	1
Citation Challenge	3
Total	4

- 311 Complaints:** There were a total of **144** complaints, **2** compliment and **78** lost property inquiries from the 311 system during the month of September for a total of **224** calls made to 311.

311 Complaints	Number
Accident Involving injury	2
Accident Non-Emergency	1
Failure to Comply	11
Fare Refusal	28
Impaired Driver	1
Meter Unavailable	1
No Show	5
Other	32
Overcharging	2
Rude/Discourteous	17
Unsafe Driving	34
Vehicle Condition	2
Violence/Physical Altercation	1
Compliment	2
Lost and Found	78
Unpermitted Cab	7
Total	224

- Non-311 Complaints:** There were a total of **8** non-311 complaints during the month of September.

Non-311 Complaints	Number
Rude/Discourteous	1
Unsafe Driving	3
Muni Drive Cam Incidents	0
Other/ Refuse Credit Card	2
Dispatch Complaint	2
Total	8

COMPLAINT RESOLUTION

311 Complaints	Number
Closed	318
Non-311 Complaints Closed	8
Lost and Found-Closed	192
Total	518

DIRECTOR OF TRANSPORTATION – Assistance Required

- Taxi Services currently relies on volunteers, part-time and temporary workers to handle many critical tasks (including accounting, managing the waiting list and vehicle inventory) as well as administrative tasks such as data entry and filing. When new driver training resumes in October the person who will be taking over training duties will no longer be able to serve as secretary to the Taxi Advisory Council, and there is no one else on the team who has the capacity to take over the task. Taxi Services needs staff resources to cover Taxi Advisory Council meetings as well as for general administrative support.