

STATUS OF MAJOR PROJECTS

- **Medallion Permits:** 18 total permits were issued during the month of May. 18 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:** A TAC meeting was held on May 14, 2012. In this meeting, medallion reform and other proposals that are scheduled to be heard by the SFMTA Board were discussed.
- **Field Enforcement:** During the month of May taxi investigators conducted daily field enforcement, including issuing 15 white zone citations for illegally parked limousines. Two unlicensed bandit cabs were cited for operating without a permit.
- **Taxi Technology:** Taxi Services and the SFMTA CFO met with Tim Csontos regarding the service "TaxiMagic." Taxi Magic has closed a deal with Wireless edge which will allow it to become the dispatch overlay for Yellow Cab, Town Taxi and potentially several other companies in the San Francisco taxi fleet. It is also in discussion with Verifone (the other major technology provider for San Francisco taxis), to use its services on their equipment. Using this tool, Taxi Magic hopes to improve dispatch service for San Francisco taxis.
- **Electric Vehicles:** Taxi Services Staff along with representatives from Fog City Taxicab met with representatives from the Nissan Sales Department to discuss the potential purchase of Electric Nissan Leaf vehicles for the San Francisco taxi fleet. Fast charging standards were also discussed as there is a conflict between the charging standard for American and European electric vehicles and Japanese electric vehicles. Based upon representations at these meetings, should taxi services choose to purchase the Nissan Leaf, it would be able to take delivery of these vehicles by early 2013.
- **Electric Vehicles II:** Taxi Services staff met with representatives from Charge Across Town (a non-profit organization whose mission is to make San Francisco EV ready), to discuss infrastructure and ideas for installing fast charging stations for electric vehicles.
- **Grants:** On May 23, 2012, Taxi Services appeared before the Citizens Advisory Council regarding its alternative fuel vehicle grant which would allow the SFMTA to give rebate incentives to companies that purchase new hybrid or CNG vehicles for their fleet. The grant would provide funding for 24 Hybrid or CNG vehicles to receive a rebate of \$2,000.00 each, and five Accessible CNG vehicles to receive a rebate of \$3,900.00 each. The CAC accepted the recommendation and approved the program.

PERFORMANCE MEASURES

MISCELLANEOUS

- **311 Complaints:** This information is unavailable this month. There has been a computer error making

it impossible to obtain the data from 311 for the month of May. Thank You

311 Complaints	Number
Accident Involving injury	
Accident Non-Emergency	
Failure to Comply	
Fare Refusal	
Impaired Driver	
Meter Unavailable	
No Show	
Other	
Overcharging	
Rude/Discourteous	
Unsafe Driving	
Vehicle Condition	
Violence/Physical Altercation	
Compliment	
Lost and Found	
Unpermitted Cab	
Total	

- **Non-311 Complaints:** There were a total of 6 non-311 complaints during the month of May.

Non-311 Complaints	Number
Rude/Discourteous	0
Unsafe Driving	1
Muni Drive Cam Incidents	0
Other/ Fare Refusal/ Refuse Credit Card	3
Dispatch Complaint	2
Total	6

COMPLAINT RESOLUTION

311 Complaints	Number
Closed	40
Non-311 Complaints	6

Closed	
Total	46

PERMITS

Permit Action	Number
New Driver Permits Issued	54
Medallions Issued to Applicants	20

Medallion Sales Pilot Program Revenues

Net Medallion Sale Revenue FY 2011-2012:	\$ 7,934,500.00
Driver Fund Revenue from Medallion FY 2011-2012:	\$ 1,525,000.00

DRIVER TRAINING

Passed	54
Failed	10
Total Attendees	64

INVESTIGATIONS

Type of Investigation	Number of Investigations
Color Scheme	28
Permit Applicants	4
Medallion Holders	87
Drivers	0
Complaints	2
Other	0
Regulatory	1
Total	122

Citations/Admonishments
42

HEARINGS

Type of Hearing	Number of Hearings
Operating without a permit	2
Regulatory Violation (Waybill Format)	1
Board of Appeals	0

DIRECTOR OF TRANSPORTATION – Assistance Required

Taxi Services will soon face another staffing shortage. Taxi Services only has two 1406 clerks and both will be on leave throughout June and possibly throughout the summer. We have one 1406 clerk who is currently on FMLA, and is not expected to return until the end of June. Our other 1406 clerk is scheduled to have surgery as approved through workers compensation. The recovery period for this person will be 12 weeks. This means Taxi Services’ only two full time clerks will be out of the office simultaneously throughout June, and possible throughout the summer.

The primary responsibilities of the clerks are as follows:

311 Complaints (We receive approximately 140/month)

Driver Discipline (Based upon various complaints, we have the drivers meet with the clerk face to face to go over rules and regulations, hear their version of events, and determine appropriate discipline)

Lost and Found (We receive approximately 100 Lost and Found Inquiries per month)

Driver Training (We offer driver training twice a month)

Hearing Scheduling

Customer Service Window (Each Clerk spends at least one full day as the main contact for the Customer Service Window)

Taxi Services will need staffing assistance.

May 2012

Sonali Bose

