

STATUS OF MAJOR PROJECTS

- **Medallion Permits:** 10 transferable permits were issued during the month of August. No other medallion permits were issued this month
- **Taxi Advisory Council:** A Taxi Advisory Council meeting was held on August 13, 2012 with the intention of discussing the medallion reform proposals. Because several members resigned prior to the meeting, there was no quorum, and the meeting was cancelled.
- **Field Enforcement:** During the month of August taxi investigators conducted daily field enforcement, including issuing 3 white zone citations for illegally parked limousines.
- **EV Fast Charging Stations:** Taxi Services staff along with other members of the SFMTA and the Department of Environment visited several potential EV fast charging sites. After a few visits, taxi services has decided on several potential SFMTA off-street parking locations where grant funds will be used to construct a fast charging station. Those locations include: Clement and 8th Ave., Clement and 9th Ave., and Irving and 20th Ave. Staff is looking into the costs of bringing necessary power into these locations.
- **Town Halls:** On August 7, 2012, Taxi Services held Town Hall Meetings (6 hours total) to discuss the Medallion Reform Proposal that was heard before the SFMTA Board on August 21, 2012.
- **Battery Switch/Electric Vehicles:** Better Place is continuing to work on the appropriate sites to locate their battery switch stations. They are still in talks with the North Beach Telegraph Hill Dwellers Association regarding the Davis St. site, and they are looking at various costs regarding locating a station at SFO.
- **Technology:** Taxi Services has been working closely with the IT group on development of technology that will allow an App developer create software that allows customers to view all San Francisco taxis through their App. The development of this technology will make hailing a taxi easier, allow S.F. taxis to compete on a more even playing field with Uber and other motor vehicle for hire providers, and allow the SFMTA to collect data regarding pick/up and drop/off locations, average trip distances, and to identify with actual data, areas with poor service, as well as improve service calls.

PERFORMANCE MEASURES

MISCELLANEOUS

- **311 Complaints:** There were a total of 132 complaints, 4 compliments and 107 lost property inquiries

August 2012

Christiane Hayashi

from the 311 system during the month of August for a total of **243** calls made to 311.

311 Complaints	Number
Accident Involving injury	0
Accident Non-Emergency	2
Failure to Comply	13
Fare Refusal	22
Impaired Driver	1
Meter Unavailable	1
No Show	1
Other	12
Overcharging	7
Rude/Discourteous	31
Unsafe Driving	30
Vehicle Condition	2
Violence/Physical Altercation	2
Compliment	4
Lost and Found	107
Unpermitted Cab	8
Total	243

- **Non-311 Complaints:** There were a total of **0** non-311 complaints during the month of August.

Non-311 Complaints	Number
Complaint	0
Compliment	0
Total	0

COMPLAINT RESOLUTION

311 Complaints	Number
Closed	257
Non-311 Complaints Closed	0
Total	257

PERMITS

Permit Action	Number
New Driver Permits Issued	63
Medallions Issued to Applicants	10

Medallion Sales Pilot Program Revenues

Net Medallion Sale Revenue August 2012:	\$ 375,000.00
Driver Fund Revenue from Medallion August 2012:	\$ 125,000.00

DRIVER TRAINING

Passed	52
Failed	11
Total Attendees	63

INVESTIGATIONS

Type of Investigation	Number of Investigations
Color Scheme	2
Permit Applicants	31
Medallion Holders	23
Drivers	2
Complaints	8
Other	0
Regulatory	2
Total	68

Citations/Admonishments
24

HEARINGS

Type of Hearing	Number of Hearings
Operating without a permit	5
Regulatory Violation	0

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	Qualification Hearing on Denial	0	
	Board of Appeals	0	

DIRECTOR OF TRANSPORTATION – Assistance Required

