

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:** Fourteen applications to purchase a medallion permit were approved in the month of December. Fourteen medallion sales were completed this month, seven of which were direct sales from the SFMTA to the applicant.
- **A-Card Renewal:** Taxi Services processed 2,236 A-Card renewals (about a third of anticipated renewals) during the month of December and collected \$197,886.00 in permit fees.
- **New Revenue:** Taxi Services has received \$55,780.31 from Color Schemes for the month of December 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 \$672,587.86. 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.

- **Proposition K Audits:** Based upon Taxi Services' audit of all medallion holders, citations were issued for not fulfilling the full-time driving requirement. Taxi Serviced staff reviewed the files of each cited medallion holder, met with every person who requested a meeting to negotiate penalties. The penalties collected through this process to date total approximately \$40,000.00.
- **Improved hearing procedures:** The Board of Directors approved Taxi Services' proposed changes to medallion qualification procedures by eliminating the requirement that there be a hearing for every medallion issued to an applicant. Based upon this change in procedures, Taxi Services was able to issue and sell fourteen medallions during the month of December.
- **Upcoming Legislation:** Staff drafted the following items of legislation for consideration by the Board of Directors in January:
 - After meeting with taxi companies, consulting with the SFO Ground Transportation Unit and surveying other jurisdictions, staff drafted revisions to the taxicab vehicle standards.
 - Working with the City Attorney's Office staff drafted additional improvements to taxi-related citation, discipline and hearing procedures for clarity, efficiency and improved due process
 - In order to level the playing field between taxi companies and improve SFMTA's access to industry statistics to inform policy decisions, staff proposes a requirement that all companies make the transition from paper to electronic waybills by March 31, 2011.
 - The draft legislation proposes to extend the deadline for the Taxi Advisory Council to report to the SFTA Board until there is more data available for analysis regarding the effects of the Pilot Program on the taxi industry.
- **Citations/Admonishments:**
 - Failure to comply with weekly reporting requirements: Taxi Services issued citations to 15 separate taxicab companies based upon their failure to submit required weekly reports under Transportation Code Section 1114(e)(8). Taxi Services has thus far collected \$6,750.00 in fines related to these citations.
 - Ramp medallion holders' failure to grant priority requests from paratransit users: Taxi Services has issued citations to 11 ramp taxi medallion holders for failure to grant priority to paratransit customers as required by Transportation Code Section 1110(a)(1). To date, Taxi Services has collected \$225.00 in fines related to these citations.
- **Taxi Advisory Council:** The Taxi Advisory Council held its last meeting for 2010 on December 13. Items on the agenda included a discussion related to the impact of Medallion Sales on the Color Schemes, and the leasing arrangements of medallion buyers.

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

- **311 Complaints:** There were a total of 200 complaints from the 311 system during the month of December.

311 Complaints	Number
Accident Involving Injuries	0
Accident Non-Emergency	2
Failure to Comply	6
Fare Refusal	14
Meter Unavailable	1
No Show	3
Other	16
Overcharging	1
Rude/Discourteous	14
Unsafe Driving	25
Vehicle Condition	1
Violence/Physical Altercation	2
Compliment	3
Lost and Found	102
Unpermitted Cab	10
Total	200

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

Non-311 Complaints	Number
Rude/Discourteous	2
Unsafe Driving	3
Other	5
Total	10

- **Lost and Found:** Taxi Services is evaluating procedures for handling lost property from taxicabs. We have begun collecting and storing items that have been stored at the taxi companies, and we are in the process of drafting appropriate regulations and procedures.

CONCERNS, RISKS AND CHALLENGES

Project/Area of Concern	Issue	Resolution (or support required)
A-Card Renewal	Taxi Services is processing over 100 hundred	For this renewal season, Taxi

	<p>drivers per day for Driver Permit renewal. There were some long lines with waiting times of over an hour in some cases. Having a single annual date renewal for all Drivers and the fact that each driver must be manually processed in order to populate the new Driver database both contributed to the difficulty.</p>	<p>Services will add Monday to the days when A-Card renewal is available for drivers in order to alleviate the crowding. For subsequent years we will convert to a system of birthday renewals instead of keeping the year end deadline for all drivers. Also, once driver photos are in the database, drivers will be able to renew by making internet payments of fees and only appear in person when photos need to be updated.</p>
<p>Public Convenience and Necessity study</p>	<p>There is substantial pressure coming from taxi companies to issue new medallions. This is always a highly controversial issue and staff has anticipated using the Controllers' Office through a work order to conduct the analysis required to support a decision about issuing new medallions. This is also relevant to the deployment of electric taxi vehicles.</p>	<p>Staff is attempting to line up all of the circumstances that are required in order to get this study underway.</p>
<p>Field operations</p>	<p>There are currently three Taxi Investigators who spend the majority of their time on processing waybills to issue medallions and attending to the most urgent disciplinary matters. The function of taxi regulation requires field work in order to protect public safety and there are currently not sufficient Taxi Investigators to be present in the field.</p>	<p>Staff has requested requisitions for a sufficient number of Taxi Investigators to allow for the performance of field work by teams of two Investigators.</p>

MISCELLANEOUS

PERMITS

Permit Actions

Permit Action	Number
New Driver Permits Issued	41
Medallions Issued to Purchase Applicants	14
Medallions Issued to Waiting List applicants	0

Medallion Sales Pilot Program Revenues

Net Medallion Sale Revenue to date: \$3,146,811.91
 Driver Fund Revenue from Medallion Sale to date: \$387,500.00

INVESTIGATIONS

Type of Investigation	Number of Investigations
Color Scheme	17
Permit Applicants	14
Medallion Holders	40
Drivers	1
Complaints	61
Other	1
Regulatory	1

Citations/Admonishments

57

HEARINGS

Type of Hearing	Number of Hearings
Board of Appeals:	1

* On December 8, 2010 a hearing was held related to the denial of a regular taxicab permit for an applicant. The Board continued the hearing until February of 2011 in order to obtain additional information.

Staffing

FILLED: 8 -- Vacant/Funded: 0 -- Vacant/Defunded: 0 --
TOTAL: 8 (plus one clerk from SFPD work order)