

## 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:** Twenty-five total permits were issued during the month of March. Twenty transferable permits were sold and five non-transferable permits were issued.
- **New Revenue:** Taxi Services has received \$7,600 from Color Schemes for the month of March 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 \$750,487.86. 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. We expect this revenue stream to end after April 2011, as the 'dead medallions' will have all been re-distributed to new medallion holders by then.
- **Taxi Advisory Council:** The Taxi Advisory Council met on March 14, 2011 and March 28, 2011. The main topic this month was the preparation of the Advisory Council's Pilot Program Report for the SFMTA Board. Richard Hybels (Metro Cab) was appointed to the Board to replace Athan Rebelos (Green Cab) because Mr. Rebelos has taken a job as the manager of DeSoto Cab. DeSoto Cab has

**Monthly Report | March 2011***Christiane Hayashi*

designated Mr. Rebelos as its representative, replacing TAC member Jane Bolig on the Council.

- **Clean Air Vehicles:** As of March 28, 2011, 76% of the San Francisco Taxi Fleet (excluding Ramp and Spare vehicles) are hybrid or CNG vehicles.
- **Enforcement Bulletin:** Taxi Services met with Safety, Security and Enforcement regarding development of a PCO Training Bulletin that will clarify the policies regarding taxicabs being able to pick up and drop off passengers in bicycle lanes, during street cleaning times, at metered spaces, in bus stops, red zones and transit-only lanes. This bulletin was drafted by Taxi Services and is being reviewed by Parking Control.
- **Grants:** Taxi Services will be applying for a grant through the TFCA (Transportation Funds for Clean Air), for the installation of Level 3 electric vehicle charging stations. Level 3 charging stations will be required to support the plug-in electric taxi vehicles that will be acquired through MTAC grant funding over the next year.
- **Annual Sworn Statement:** Taxi Services created an “Annual Sworn Statement” renewal station at a Yellow Cab Coop shareholder luncheon on Saturday, March 26, 2011 in order to provide on-site convenience to out-of-town medallion holders who had travelled from out of state to attend the annual event. Annual Sworn Statements required of medallion holders involves obtaining the permit holder’s signature and fingerprints in order to verify that he or she is still living, and is a condition for maintaining the medallion permit. Taxi Services was able to obtain approximately 160 Annual Sworn Statement renewals at the luncheon. Annual Sworn Statement renewals officially begin on April 1, 2011 and will continue through May 6, 2011.
- **Complaint Backlog Substantially Reduced!** New team member Jane Arce has applied herself diligently to reducing the backlog of complaints that has plagued the system since the days of the Police Department’s Taxi Detail. In the five months since she started working on complaints, Jane has closed out over 300 backlogged complaints lodged through the 311 system, giving priority to those that involved safety issues.

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

- **311 Complaints:** There were a total of 115 complaints, 2 compliments and 101 lost property inquiries from the 311 system during the month of March for a total of 218 calls made to 311.

311 Complaints	Number
Accident Non-Emergency	1
Failure to Comply	6
Fare Refusal	28
Impaired Driver	1
Meter Unavailable	1
No Show	1
Other	24
Overcharging	2
Rude/Discourteous	20
Unsafe Driving	24

Vehicle Condition	1
Violence/Physical Altercation	2
Compliment	2
Lost and Found	101
Unpermitted Cab	4
<b>Total</b>	<b>218</b>

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

Non-311 Complaints	Number
Rude/Discourteous	1
Unsafe Wheelchair	1
Muni Drive Cam Incidents	1
Other	1
<b>Total</b>	<b>4</b>

**COMPLAINT RESOLUTION**

311 Complaints	Number
Closed	115
Dispatch Complaints Closed	0
<b>Total</b>	<b>115</b>

- **Lost and Found:** Taxi Services will be integrating some of its Lost and Found functions with MUNI Lost and Found. Meetings will be held in April to develop an appropriate policy to handle various items.

**CONCERNS, RISKS AND CHALLENGES**

Project/Area of Concern	Issue	Resolution (or support required)
Staffing Levels	With recent hires, including the use of interns and PST staff we have finally gotten clerical customer service functions under control. These are the functions that involve processing the customers who come to the window, data entry, filing, complaints, administering discipline, bi-weekly new driver training, lost and found, updating records of medallion transfers and vehicle substitutions, data	Two more investigators will be starting in April, 2011, but additional resources are still required to address identified needs, especially the need for field resources.

	<p>and website management and staffing the Taxi Advisory Council. With recent hires we can finally say that this customer service function is adequately staffed. However, the more complex functions are still very much under-resourced. There are many pressing demands on our section that involve both only important policy decisions that require analytical support, and an urgent need for field work.</p> <p>On the analytical side we are faced with critical policy issues regarding methods of payment, in-taxi equipment requirements, developing legal strategies, re-defining procedures such as the driver permit renewal process, auditing and scoring color scheme performance, and medallion management (<i>i.e.</i> recommendations for the future of the Medallion Sales Pilot Program, revenue generating opportunities from medallions, and taxicab supply and demand management).</p> <p>In the area of field work, there is an urgent need <i>as a matter of public safety</i> to inspect taxi vehicles and finally begin to conduct administrative enforcement against illegal vehicles picking up passengers in San Francisco. Administrative enforcement against illegal vehicles is also a significant revenue generating opportunity.</p> <p>Other complex day-to-day issues that we face in the short term include frequent operational interaction with the airport, preparing and pursuing disciplinary and medallion revocation hearings, investigating medallion applicants, pursuing grant opportunities for infrastructure, special event planning, responding to demand for taxi stands and other infrastructure, developing complex contract solicitations, investigating regulatory violations, maintaining communications with the Police Department and District Attorney’s Office and implementing comprehensive regulatory reform.</p>	
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<p><b>MISCELLANEOUS</b></p>
<p><b>PERMITS</b></p>

**Permit Actions**

Permit Action	Number
New Driver Permits Issued	63
Medallions Issued to Applicants	25

**Medallion Sales Pilot Program Revenues**

Net Medallion Sale Revenue to date: \$ 7,407,903.22

Driver Fund Revenue from Medallion Sale to date: \$ 875,000.00

**INVESTIGATIONS**

Type of Investigation	Number of Investigations
Color Scheme	2
Permit Applicants	2
Medallion Holders	3
Drivers	1
Complaints	0
Other	0
Regulatory	0
Total	8

**DRIVER TRAINING**

Passed	63
Failed	10
Drivers attending for re-training	5
Total Attendees	78

**Citations/Admonishments**

2
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**HEARINGS**

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

\*On March 9, 2011 a hearing was held related to the revocation of a regular taxicab permit for an applicant. The Board of Appeals overturned the revocation, and requested that Taxi Services seek alternative remedies. The matter was continued while the details of a settlement are negotiated.

**Staffing**

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

<b>TOTAL:</b> 8 (plus one clerk from SFPD work order)
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