

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-two total permits were issued during the month of April. Sixteen transferable permits were sold, two regular non-transferable permits were issued, and four ramp permits were issued.
- **New Revenue:** Taxi Services has received \$5,700 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 \$756,187.86. 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 by June 2011, as it is expected that these permits will have all been re-distributed to new medallion holders by that time.
- **Taxi Advisory Council:** The Taxi Advisory Council met on April 11, 2011 and April 25, 2011. The main topic continues to be the preparation of the Advisory Council's Pilot Program Report for the SFMTA Board. On April 11, 2011, the Taxi Advisory Council discussed the issue of a meter increase and passed

a unanimous motion requesting that the SFMTA Board comply with section 1122(a) of the Transportation Code and conduct a hearing on the issue of increasing the meter rate. During that same meeting the Council passed another motion requesting that the SFMTA Board delay implementation of electronic waybills, until further information can be developed addressing the potential health and safety effects of the electronic equipment on humans.

- **Enforcement:** Taxi Services met with Safety, Security and Enforcement and Deputy Chief John Murphy regarding communications between the SFPD and Taxi Services particularly as it relates to criminal activity involving or perpetrated against taxicab drivers. It is expected that better communication and cooperation will result from this meeting.
- **Grants:** Taxi Services is still in the process of 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 is continuing its efforts to complete the "Annual Sworn Statement" for all 1500 of its permit holders. This includes, Taxi Services Investigators going to the locations of the sick and elderly to obtain the requisite information. 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. Annual Sworn Statement renewals officially begin on April 1, 2011 and will continue through May 6, 2011.
- **New Investigators:** Taxi Services was recently able to hire two new Investigators: Eric Richholt and Charles Castillo. Both have extensive backgrounds in enforcement and legal matters, have a commitment to the community and will be great assets to the team. Their start date is May 2, 2011.
- **New Public Service Trainee:** Taxi Services was also able to hire Erik Seja, a new PST to handle filing, data entry and other clerical tasks which are a part of Taxi Services' day-to-day operations.

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

- **311 Complaints:** There were a total of 96 complaints, 3 compliments and 92 lost property inquiries from the 311 system during the month of April for a total of 191 calls made to 311.

311 Complaints	Number
Accident Non-Emergency	1
Failure to Comply	7
Fare Refusal	15
Impaired Driver	1
Meter Unavailable	0
No Show	2
Other	17
Overcharging	2
Rude/Discourteous	17
Unsafe Driving	26

Vehicle Condition	0
Violence/Physical Altercation	0
Compliment	3
Lost and Found	92
Unpermitted Cab	8
Total	191

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

Non-311 Complaints	Number
Rude/Discourteous	0
Unsafe Wheelchair	0
Muni Drive Cam Incidents	2
Other	1
Total	3

COMPLAINT RESOLUTION

311 Complaints	Number
Closed	231
Dispatch Complaints Closed	0
Total	231

- **Lost and Found:** Taxi Services will be integrating some of its Lost and Found functions with MUNI Lost and Found. A meeting will be held on May 6, 2011 to discuss these functions.

CONCERNS, RISKS AND CHALLENGES

Project/Area of Concern	Issue	Resolution (or support required)
Staffing Levels	<p>Taxi Services still has numerous more complex functions and is still very much under-resourced. There are many pressing demands on our section that involve both 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</p>	<p>Additional resources are still required to address identified needs, especially the need for field resources.</p>

	<p>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 as <i>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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MISCELLANEOUS	
PERMITS	
<u>Permit Actions</u>	
Permit Action	Number
New Driver Permits Issued	63
Medallions Issued to Applicants	22
<u>Medallion Sales Pilot Program Revenues</u>	
Net Medallion Sale Revenue to date:	\$ 8,595,403.22

Driver Fund Revenue from Medallion Sale to date: \$ 1,050,000.00

INVESTIGATIONS

Type of Investigation	Number of Investigations
Color Scheme	5
Permit Applicants	5
Medallion Holders	42
Drivers	3
Complaints	5
Other	1
Regulatory	0
Total	59

DRIVER TRAINING

Passed	63
Failed	19
Drivers attending for re-training	11
Total Attendees	93

Citations/Admonishments

11

HEARINGS

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

*On April 6, 2011 a hearing was held related to denial of a regular taxicab permit for an applicant. Because the full Board was not present, it was determined that the matter should be continued. The new hearing is scheduled for July 20, 2011.

Staffing

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

TOTAL: 8 (plus one clerk from SFPD work order)

