



SFMTA Taxi News

Taxi Task Force

Work Plan Progress Report, December 2018

Updates since the last meeting are highlighted.

Taxi Driver Recruitment/Retention:

- **Recruitment/retention initiative:**
 - Driver outreach events:
 - Western Addition spotlight event: 2/11
 - Civic Center spotlight event: 2/18
 - Veterans Job Fair: 2/23
 - Chinatown spotlight event: 3/18
 - Mission spotlight event (planning stage)
 - Professional Driver Job Fair: 4/21
 - Taxi Driver Appreciation Events held quarterly: over 200 drivers appreciated to date
- **Improve English language assessment:** SFMTA has reached out to City College ESL experts to work on this effort. Ruach Graffis has volunteered to help.
- **Improve waiting area at front window:** new chairs, suggestion box, new blinds and Customer Service Commitments Posters hanging. Frontline staff training completed.
- **Expedite A-Card renewal:** letter sent to individuals whose A-Cards have expired within the last six months and who prior to that held an A-Card for at least two years, offering an expedited renewal process. Taxi Services has revised the policy and will offer the expedited A-Card renewal process to individuals whose A-Cards have expired within the last 12 months.

To date, notices have been sent to 1,850 drivers. Of this number, 113 drivers (approx.16%) have renewed their A-card permit.

- **Waive A-Card and Medallion Renewal fees for FY15-16:** Approved by SFMTA Board on 5/5/15. Estimated savings to the taxi industry: \$2,215,900.

- **Increased SFO Customer Pass-Through:** Approved by SFMTA Board on 5/5/15 and in effect on 6/5/15. Drivers will be able to pass through \$4.00 of the \$5.00 SFO trip fee charge.
- **Smoking cessation effort:** Three events held at SFO (2/25, 3/25 and 4/22). Increased fine for drivers smoking in vehicle and updated regulations to include a prohibition on vaping (e-smoking). SFMTA is making stop-smoking stickers available upon request.
- **Improve work environment at color schemes and for all drivers:**
 - Shorter shifts
 - Improve amenities
 - Don't charge drivers for parking
 - Develop plan for Driver's Fund: discussed at Subcommittee meeting on 3/2/16. Considered for inclusion in scope of work draft for Economist analysis- TBD. Driver Fund Advisory Panel has been established to develop a plan for use of the fund. The Advisory Panel meetings will replace the dates/time slots of the Task Force Subcommittee meetings for the near future. Pertinent issues requiring a Subcommittee discussion will be included in the meetings as needed.
- **Driver Fund Advisory Panel Subcommittee**
 - Established with twenty-five Panelists to consider sustainable uses for the Driver Fund. Panelists will hear industry representative's suggested uses for the Fund. Panelists will vote on which suggestions to take to the Taxi Task Force Committee for final vote. Suggestions that pass the final vote will move onto consideration of SFMTA Director of Taxi Services and Director of Transportation. Final recommendation must be approved by the SFMTA Board.
 - SFMTA conducted broad outreach to solicit feedback from taxi drivers. A survey was sent to 3,695 drivers seeking input on Advisory Panel's top three recommendations for use of Fund. Survey participants were also able to provide an alternative recommendation. 504 surveys were completed. Additionally, SFMTA received 144 emails on this topic as well (note that the emails and survey results are not mutually exclusive). A Taxi Town Hall was held on 1/31/17 to hear drivers' ideas for use of Fund. The Advisory Panel met on 2/1/17 and voted to take recommendations to Taxi Task Force to use Fund to waive drivers' annual renewal fees and allot 20% of remaining Fund toward taxi industry advertising.
 - On 2/8/17 Taxi Task Force voted to approve the Driver Fund Advisory Panel recommendations to use Driver Fund to waive drivers' annual renewal fees and allot 20% of remaining Fund toward taxi industry advertising. Recommendations currently being reviewed internally.

- Driver Fund recommendation submitted to DOT: included Task Force recommendations to use Driver Fund to waive drivers' annual renewal fees and allot 20% of remaining Fund toward taxi industry advertising and a second staff recommendation to cash-out the Driver Fund in payments to active drivers in a 3-tier plan based upon seniority of year A-card permit was received. DOT accepted the recommendation for a cash-out payment. Calendar Item is currently being drafted to bring before the SFMTA Board.
- Driver Fund recommendation re-focused into a hybrid plan to encourage driver longevity as well as provide the cash-out benefit. Driver Fund would be used to waive active drivers' permit renewals for two years and cash-out the remainder in payments to active drivers though a 3-tier plan based on seniority. Logistics are currently being reviewed internally, and recommendation is expected to be brought before the MTA Board in September.
- Driver Fund was brought before the MTA Board at the September 5, 2017 meeting. The MTA Board unanimously approved the recommendation of a hybrid approach to utilize the Driver Fund to waive active drivers' permit renewals for two years and cash-out the remainder in payments to active drivers though a 3-tier plan based on seniority, with a modification that drivers over sixty years of age may have the option of a full payout in lieu of two years of annual renewal waiver.
- Taxi Services has been working to establish the systems to ensure an organized disbursement and tracking process. Driver Fund disbursement letter and confirmation form being sent to all drivers. Sample letter included with November 8, 2017 Taxi Task Force agenda packet.
- Taxi Driver Fund Disbursement in process. Disbursement forms are currently being organized by Taxi Services staff. Over age 60 disbursement selections and the driver A-Card renewal fee for the next two fiscal years are being analyzed to determine the distribution amounts to the qualifying driver population.
- Taxi Services has determined number of qualified drivers over age 60 allowing distribution amounts to be calculated. Working out distribution process with the Controller's Office.
- All eligible taxi drivers will receive a letter with instructions and a pick-up date for the check disbursement. Letters will be mailed out in three batches, based on seniority tier. Tier 1 letters have been sent out. Tier 2 and Tier 3 letters will be staggered over the next few weeks.

- Driver Fund disbursement is currently in process. Disbursement payments began being disbursed to Tier 1 drivers March 26, 2018 and will continue through completion.
- Driver Fund initial disbursement for Tiers 1-3 completed on April 30. 88% of the checks cut for the first round of disbursement were picked up by drivers. Drivers who were unavailable during the disbursement period will be addressed at future scheduled make-up day(s) and/or handled on an individual basis.
- Driver Fund disbursement is on-going. Over 90% of the first round of Driver Fund checks have been distributed. The second round of disbursement is in process.
- **Articulate and post Taxi Drivers' rights.**
- **Develop a hiring hall with centralized info.** This could be real or virtual. Make it easy for drivers to work for multiple companies.
- **Improve driver safety:**
 - Include security camera and notice inspection in GTU inspection checklist: Completed
 - Finalize and make available felony warning stickers: completed. Verifone has added the graphic for display on their M10 screens in SF.



- Include SFPD in new taxi driver training: Taxi Services Staff has set up a train the trainer session with SFPD and will incorporate safety tips into the new driver training.
- **Positive reinforcement of taxi industry culture change:** SFMTA posted Customer Service Commitments and SFO has developed similar commitments and will use them as a training tool with their staff.
- **SFPD Exercised Felony Charges for assault on a driver in April 2016.**

Improve Customer Service

- Better serve all neighborhoods in SF: was discussed at TTF Customer Service Subcommittee meeting. Three undercover surveys were conducted to test dispatch response rates. Results are included in a separate document. In conjunction with industry experts, SFMTA has developed a “tip sheet” for new drivers with tips on how to best benefit by servicing the outer neighborhoods. The tip sheet has been emailed to the outreach list and is distributed as part of the new taxi driver training class at SFMTA.
- Add Customer Service training component to driver training: New driver training conducted by SFMTA and the Taxi Training Schools include a strong focus on customer service.
- **Free ESL class for taxi drivers:** Two sessions offered. There was low attendance so the class will not be continued.
- Update taxi driver materials to be more user-friendly: SFMTA is working with City College to develop user-friendly brochures. Still in process- TBD.
- **Develop/implement progressive discipline schedule:** draft plan on 4/8 agenda and has been sent to Taxi Town Hall outreach list. Updated draft on agenda for 5/13. Discussed at Color Scheme meeting on 5/12. On TTF agenda 6/10. Discussed at Color Scheme meeting on 9/1. On TTF agenda for 9/9/15. Progressive discipline schedule completed and currently being piloted by taxi investigators as a policy document.
- Front office member trained to offer translation services.
- A Town Hall meeting was held on 9/22/17 to solicit in-put from the taxi industry about customer service, taxi stands, flat rate fares to SFO and other important topics.
- **Taxi Driver Appreciation:** Quarterly events to honor taxi drivers who provide outstanding customer services. Recipients are chosen based on customer compliments, and receive a gas card and a certificate from a state senator. The events are sponsored by the SF Federal Credit Union. Over 200 drivers have been honored to date. Held Taxi Driver Appreciation event in September and honored 22 drivers. New Taxi Driver Appreciation event luncheon scheduled for December 4, 2017. Over twenty driver anticipated to be honored.
- SFO flat-rate guidelines provided to industry on 10/31/17 outlining signage design and location requirements in effort to adapt and compete in the current landscape of for-hire transportation. The letter is included with November 8, 2017 Taxi Task Force agenda packet.

- Taxi Driver Appreciation event luncheon held on December 4, 2017. Thirty-four drivers honored and awarded certificates of appreciation.
- Held Taxi Town Hall meeting and provided an opportunity for the industry to discuss customer service and other topics of interest.

Better Integrate Taxis into SFMTA:

- **Increase Taxi Representative Presence on committees and planning efforts:** Charles Rathbone is representing the Taxi Industry on the Better Market Street Plan and the representative on the Late Night Transportation Working Group.
- **Increase Transit/Taxi only red carpet lanes:** Taxis were able to access Transit Only Lanes as part of the Super Bowl 50 traffic re-routes. New Transit Only Lanes recently legislated. Updated Transit Only Lanes map provided as part of 3.9.16 TTF agenda packet.
- **Integrate Taxis in Vision Zero efforts:**
 - Added VZ training video to new taxi driver training class.
 - On-Line Driver Safety Training: As part of the A-Card renewal process, all Taxi Drivers will be required to complete an on-line safety training course developed specifically for taxi drivers. After conducting research on various on-line training courses, SFMTA will pilot the STOP Safety Course. After the pilot, SFMTA anticipates to roll out the course to all drivers renewing their A-Cards in spring 2017.
 - Taxi Safety Video completed and in use in new taxi driver training class and will be incorporated in the On-Line Safety Course noted above.
- **Clarify taxis use of bus stops and train PCOs:** Completed. Internal memo issued March 2016 was provided in TTF 4/13/16 agenda packet.
- **Improve flow of taxis in SF: develop list of intersections to advocate that cabs can make left hand turns:** in process. Internal SFMTA staff meeting to review list. Still in process.
- **Safer Market Street:** Turn restrictions for private vehicles onto Market Street from 3rd to 8th Streets. Taxis will not be subject to the turn restrictions because they are commercial vehicles. The Safer Market Street project will be implemented this summer pending SFMTA Board approval June 16th. Safer Market Street is one of 24 fast-track Vision Zero projects that will address the high number of severe and fatal collisions along high-injury corridors like Market Street. The project will be a key step toward achieving Vision Zero, our goal of

eliminating all traffic fatalities in San Francisco. The project will improve safety across all transportation modes by reducing conflicts between vehicles and pedestrians, reducing conflicts among turning vehicles, extending transit-only lanes, restricting turns onto Market Street and other supplemental safety treatments between 3rd and 8th streets. Approved by SFMTA Board on 2/16/15. Turn restrictions will be implemented on August 11, 2015.

- **Improve Taxi Stand Placement at AT&T Park:** Staff has worked with industry representatives and SFMTA internal staff to develop a plan to improve taxi access at AT&T Park. Taxi Services staff has submitted an application to have five spaces of the lower 700 block Taxi Stand moved to the east side of 2nd Street and add two additional spaces for a total of seven spaces on the east side of 2nd Street and leaving two spaces on the west side in the 700 block. The taxi stand in the 600 block of Second Street will remain in the same configuration. This item will be on the September 25, 2015 ISCOTT agenda and will be implemented immediately following approval at ISCOTT. A fixed-post PCO for special events and baseball games will be tasked with keeping both taxi stands on 2nd Street clear of non-taxi vehicles and will remain on post for up to one hour after the event. Additionally, Taxi Services staff will work to identify a location adjacent to AT&T Park for the location of a ramp taxi stand. Both Taxi Stands on 2nd Street will remain after completion of the 2nd Street streetscape improvement project.

The stand on 3rd Street will remain the same, however, a roving PCO will keep the stand clear of non-taxis and Taxi Services will increase advertisement of the location of the 3rd Street stand to encourage Taxi Drivers to make greater use of the 3rd Street event Taxi Stand.

- Taxi investigators are now an on-going presence at AT&T Park during onset of most Giants games to assist with flow of taxis and enforce against TNCs illegal use of taxi stands.
- SFMTA Board approved left turn exemption for taxis at 21st Street. DPW will include ramps when designing the new bulbs at 16th street. The bulbs are anticipated to be built next year.
- **Taxis and Special Event Planning:** Meet with small group of taxi driver reps to discuss advance planning for special events, such as Outside Lands and Hardly Strictly Bluegrass and placement of potential new taxi stands in the city.

Medallion Sales:

- **Improve medallion sales transparency and process:** A-Card Seniority List posted to website and sent to outreach list. 4129 letters of interest sent to all A-Card holders on the list. Developed a streamlined process to expedite sales.

- **Re-Transfer Fee:** Reduced re-transfer fee from 20% to 5%. Estimated savings to the industry in FY15 and FY16: \$2,212,500.
- Medallion Sale Program Subcommittee met on 9/2/15. Report back on TTF agenda, 9/9/15. Subcommittee met again on 10/7/15. Report back on TTF agenda, 10/14/15.
- **Amended Medallion Purchase Eligibility Requirement:** Per TTF recommendation, successfully requested SFMTA Board to amend the Transportation Code to reduce the barrier to entry to purchase a Medallion – reduced the driving requirement from four out of the past five years to the past 12 months. Approximately 7,000 letters of interest sent to all potentially eligible A-Card holders. To date, SFMTA has received approximately 350 responses.
- **Draft Medallion Program Reform:** Comprehensive Medallion Program Reform proposal drafted and vetted with taxi industry. On TTF agenda 11.9.16. (Item was extended to Board agenda for 12/6/16).
 - Update: The taxi item listed on the SFMTA Board agenda for 12/6/16 was continued and non-medallion related code reform amendments are anticipated to be advanced to the SFMTA Board for consideration in January. Feedback from key stakeholders has led the Agency to initiate an independent analysis of the taxi medallion program to develop a comprehensive plan to attract additional interested parties and to develop an advertising/outreach plan.

Ramp Taxi Program:

- Clarify program rules and requirements: completed. Memo detailing ramp taxi standards has been issued to taxi industry and posted on the SFMTA website.
- Ramp Taxi Medallion Use Agreements for color schemes have been finalized and executed with those that meet the requirements.
- Ramp Taxi Medallion Use Agreements for individual drivers have been finalized. TAS staff is conducting outreach to drivers that meet the requirements about the opportunity to enter into a Use Agreement. Drivers have been interviewed by the Paratransit Coordinating Committee subcommittee.
- Expand the Ramp Taxi Program to provide up to \$600 monthly subsidy for the purchase and operation of wheelchair accessible ramp taxis. These incentives are in addition to the current incentives, which include a \$10 per trip incentive for all paratransit wheelchair trips completed as well as the opportunity to earn Airport Short Passes for trips completed in the outlying neighborhoods of San Francisco.

The goals of this program are to provide additional support to ramp taxi drivers and expand the number of accessible vehicles in operation by reducing the cost barriers many potential ramp taxi drivers face in owning and operating a vehicle.

8000 Program:

- **Series Program Revisions:** Completed. Industry memo sent out 5/5/16.

Implement Late Night Transportation Working Group Recommendations:

- **Develop cab sharing regulations:** sent to DOT with recommendation. Discussed at Color Scheme meeting on 9/22/15. On TTF agenda 10/14/15. On TTF agenda for 11/18/15. Still under review. Bandwagon taxi sharing app is interested in working with the SF fleets on cab sharing. Developed draft cab sharing discussion document. On TTF agenda 1/13/16.
- **Pop up cab stands:** sent to DOT with recommendation.
- **Subsidized taxi rides for low-income late night workers:** sent to DOT with recommendation.

TNC regulations

- **Taxi Industry White Paper:** sent to DOT with recommendation.
- **Predatory Pricing Lawsuit:** Flywheel Taxi VS. UBER Inc., et al., filed 11/2/16.

Color Scheme Standards

- Articulate what color scheme should provide to medallion holders and drivers: On TTF agenda for 11/18/15. Still under review and discussion. This was the topic of the TTF subcommittee meeting on 12/2/15.
- Eliminate deposit.
- Require standard language in lease agreements.

Enforcement

- Taxi Investigators now have the authority to issue citations for additional parking violations. Ordinance 56-15, by which the Board of Supervisors amended Section 3.1 of the Transportation Code, eliminated language specifying the particular parking laws that Taxi Investigators may enforce, and clarified that the Director of Transportation has authority to determine which SFMTA employees may enforce parking laws in San Francisco. The Director of Transportation has specified that

Sec. 7.2.25	Curb Parking – Red Zones*
Sec. 7.2.26	Curb Parking – Yellow Zones
Sec. 7.2.27	Curb Parking – White Zones*
Sec. 7.2.28	Curb Parking – Green Zones
Sec. 7.2.36	100 Feet Oversize
Sec. 7.2.38	Parking in Stands*
Sec. 7.2.39	Parking Within Transit-Only Lanes*
Sec. 7.2.40	Parking Prohibitions – Downtown Core
Sec. 7.2.41	Parking Prohibitions – Outside Downtown Core
Sec. 7.2.70	Obstructing Traffic – Vehicle*
Sec. 7.2.72	Driving In Transit-Only Area
Sec. 7.2.80	Vehicles for Hire and Taxis; Parking prohibited in Certain Use Districts*
Sec. 7.2.83	Truck Loading Zone
Sec. 7.2.85	Commercial Vehicle Double Parking
Sec. 7.2.86	Idling Engine While Parked
Sec. 7.2.87	Commercial Passenger Vehicle Restrictions.
VC5200	Display Lic Plates
VC5204A	Tabs
VC21211 (38N)	Bicycle Path/Lanes
VC22500B	Parking in Crosswalk

Taxi Investigators have the authority to issue parking citations for the following violations:

Sec. 7.2.38. Parking in Stands

Sec. 7.2.39. Parking Within Transit-Only Lanes

Sec. 7.2.111 Unpermitted parking (applicable to scooter enforcement)

Sec. 7.2.70.	Obstructing Traffic – Vehicle
Sec. 7.2.80.	Vehicles for Hire and Taxis; Parking prohibited
VC22500h	Double Parking (NEW)
VC22500E	Driveway
VC22500H	Double Parking*
VC22500I	Bus Zone*
VC22500L	Wheelchair Access
VC22502A	Over 18 inches From Curb
VC22505B	Unauthorized Stopping

- Paratransit fraud case.
- Summary suspension of A-Card holder.
- Gold Star revocation case heard on 11/20. Revocation upheld by Neutral Hearing officer on 1/25/16. Upheld by board of Appeals on 3/30/16.
- American dispatch permit denial case heard on 3/4/16. Permit denial upheld by the Neutral Hearing office.
- **Parking violations: 24,582 parking citations issued from 7/1/15 – 11/30/18.**
- Parking violations per month in 2017:
 - January: 570
 - February: 735
 - March: 1,004
 - April: 685
 - May: 424
 - June: 802
 - July: 657

- August: 923
- September: 986
- October: 949
- November: 921
- December: 986

- **Parking violations per month in 2018:**

- January: 737
- February: 1295
- March: 885
- April: 510
- May: 757
- June: 1157
- July: 960
- August: 1008
- September: 1316
- October: 1262
- **November: 1359**

- **Administrative citations: 685 administrative citations issued from 7/1/15 – 11/30/18.**

- Neutral Hearing Officer upheld citation to Union Cab for \$344,303 for not affiliating with a dispatch company. Union Cab's color scheme permit will expire on October 1, 2017. Union Cab color scheme ceased operations on October 1, 2017.
- Gold Star last day of operation was May 31, 2016.
- Taxi Investigators conduct on-going sting operations in conjunction with SFPD to identify illegal street-hails and drivers operating without proper permits. Stanley

Roberts of KRON 4 News joined the latest efforts and produced a 3-part expose of the enforcement activity which aired May 17-19, 2016:

- <http://kron4.com/2016/05/17/in-depth-ride-sharing-drivers-pretending-to-be-taxis-in-violation-of-state-law-getting-huge-fines/>
- <http://kron4.com/2016/05/18/sfpd-sfmta-confront-rideshare-drivers-caught-picking-up-fares-that-didnt-call-for-service/>
- <http://kron4.com/2016/05/19/in-depth-stanley-roberts-confronts-rideshare-drivers-picking-up-fares-that-didnt-call-for-service/>
- Posting of TNC Rulemaking Proceedings: SFMTA Comments:
 - <https://www.sfmta.com/sites/default/files/reports/2016/CPUC%20R12-12-011%20Filings%2011-21-16%20Final.pdf>
- Taxi Investigators now have the authority to issue citations for parking violations to Scooter companies under Sec. 7.2.111 “Powered Scooter Parking.”

Other SFMTA Actions/Information

- SFMTA Board approved contract with Energetix to provide drug and alcohol testing services.
- SFMTA Board passed the drug and alcohol testing program.
- SFMTA Board passed the elimination of the ban on taxi wrap advertising on 11/17 and the elimination of the requirement for metal badges and color scheme ID cards.
- Revised Rear Seat Payment device requirements.
- Drug and Alcohol Testing implementation. Internal meeting for staff and mandatory meeting for taxi companies on 1/11/16. Reasonable Suspicion training for industry reps conducted on 1/25/16. A second Reasonable Suspicion training for remaining industry reps held in April 2016. Drug testing for new drivers, annual re-certifications, Reasonable Suspicion, and Post-Accident was implemented in March 2016.
- Hosted International Association of Transportation Regulators Conference Successful event attended by representatives from Australia, Abu Dhabi, London, Singapore, Canada and across the U.S.

- SFMTA Board approved extensive taxi code reform at the 1/3/17 meeting. All proposed amendments passed with the exception of the proposal that new color scheme applicants must have at least 50 medallions committed to affiliating with it. A full staff report is included with the 1/11/17 TTF agenda packet.
- SFMTA Board passed the recommendation on 4/4/17 to permanently eliminate annual renewal fee for all transferable medallions.
- The Taxi Industry and Regulatory assessment is underway. Key stakeholder interviews began May 1, 2017. The consultant group PFM/Schaller was on-site 10/2-10/5 and conducted key stakeholder interviews with taxi industry representatives.

PFM/Schaller report, *Evaluation and Recommendations to Improve the Health of the Taxi Industry in San Francisco*, has been completed and sent to the Taxi Industry for review and comment. SFMTA will host three Town Hall meetings to solicit feedback from the industry and interested stakeholders:

May 7, 10:00am-12:00noon, City Hall Room 400

May 14, 12:30pm-2:30pm, City Hall Room 400

May 23, 2:00pm-4:00pm, City Hall Room 400

SFMTA has added a fourth Town Hall meeting based on request from the Taxi Industry: June 18, 2:00am-4:00pm, City Hall Room 416

We will also discuss the PFM/Schaller report at the May 9th Taxi Task Force Meeting, and we are accepting comments via email at sftaxi@sfmta.com. The report is included with 5.9.18 agenda packet.

The Taxi Task Force will also discuss the report at the June 13th meeting.

Stakeholder comments and concerns relayed in multiple Town Hall, Task Force and CAC meetings, along with SFTaxi emailed comments in relation to PFM/Schaller report are currently being reviewed and weighed by staff in consideration for future recommendations, (TBD).

- SFMTA Taxis and Accessible Services two new staff additions: Philip Cranna, Legal Affairs and Enforcement Manager and Dale Domino, Administrative Analyst.
- SFMTA distributed notice to industry of requirement for all ITE to comply with SF Paratransit Program, with spot inspections commencing October 1, 2017. All

taxicabs not in compliance will result in citations issued to both medallion holder and color scheme.

- At the October 17, 2017 meeting, the SFMTA Board approved update to vehicle age and mile requirements and the establishment of a permit program for Non-Standard Vehicles.
- New Taxi Driver Training: Expedited on-line on-boarding process for new drivers is being fine-tuned with expectation to be live in February 2018. Goal is to move from in-house new driver training class to an on-line process bringing new driver on-boarding timeframe from weeks to a minimum of two business days.
- New Taxi Driver Training update: website and online training portal being fine-tuned and expected to be live for use for new drivers in the near term. A memo from the Director of Transportation will be issued to the industry describing the new process.
- New Taxi Driver online training program is now available to new drivers and currently being utilized.
- Staff released recommendations for taxi medallion reform and industry improvement. Recommendations resulted from consideration of PFM Schaller report, stakeholder comments and emails, and information provided by taxi data regarding medallion operations. Recommendations include plans to reduce congestion at SFO, open up medallion buyers' market, eliminate 5% retransfer fee, and to balance fleet size and trip volumes. Outreach to stakeholders to date has included 2 Town Halls, 2 Taxi Task Force meetings, and 1 presentation to the Local Agency Formation Commission (LAFCo). Stakeholder comments and concerns continue to be collected for further review.
- October 16, 2018 MTA Board voted to approve staff recommendations and delegation to the Director of Transportation the authority to limit types of medallions to pick up at the San Francisco Airport with a report to the Board of Directors prior to implementation and a quarterly report thereafter; open up the buyers' market; and waive the 5% retransfer fee. The recommendation regarding non-renewal of Corporate and Pre-K medallions was not approved. SFMTA Taxi Services Staff is working closely with SFO regarding the development and implementation of this SFO rules.
- An additional Town Hall Taxi Meeting was held at City Hall on December 7, 2018 to announce taxi rules at SFO with stakeholders and industry members.

Legislative Affairs:

- **Assembly Bill 650:** Discussed at TTF 5/4/16 Subcommittee for industry concerns and recommendations. Call occurred between SFMTA and Assembly member Low's office 5/10/16. Discussed at TTF 6/1/16 Subcommittee. Bill vetoed by Gov. Brown.

- **Assembly Bill 2763:** DOT letter to Gov. Jerry Brown requesting a veto. Passed.
- **Assembly Bill 1289:** DOT letter to Gov. Jerry Brown requesting a veto.
- **CPUC Proceedings:** Submitted opening and reply comments regarding the concept of Personal Vehicles.
- **CPUC Proceedings:** Submitted opening and reply comments regarding background checks of TNC drivers.
- **CPUC Proceedings:** Submitted opening and reply comments regarding the Proposed Decision regarding the concept of Personal Vehicles.
- **Joint SFMTA/SFO letter to CPUC:** Sent letter to CPUC regarding TNCs and autonomous vehicle testing. (enclosed with the 2.8.17 TTF agenda)
- **SFMTA** included on CPUC discussion panel on 2.17.17 to discuss TNC driver candidate fingerprinting and background checks.
- **Board of Supervisors** passed two resolutions pertaining to TNCs:
 - Urging the California state legislature to amend the California Vehicle and Public Utilities Codes to enable local California jurisdictions to Access Trip Data for Transportation Network Companies and to Permit and Conduct Enforcement of TNCs as warranted to ensure safety and disability access, and manage congestion.
 - Urging the San Francisco District Attorney's Office to initiate an investigation into whether the use of "greyball" technology by Transportation Network Companies constitutes an intentional obstruction of justice.
- **CPUC Proceedings:**
 - Submitted opening and reply comments regarding Phase III B. Track 1: Background Check Requirements.
 - Submitted reply comments regarding Phase III B. Track 2: Uber's Status.
 - Submitted opening and reply comments regarding Phase III B. Track 3: TNC Data
 - Submitted comments regarding Uber, Lyft and GM's petition regarding autonomous vehicles.
 - Submitted comments regarding CPUC Proposed Decision on TNC driver background check requirements.
 - Sent letter to CPUC and publicly testified on proposed CPUC resolution to reduce fees for transportation sectors under CPUC's jurisdiction, including TNCs. Letter included with 2.14.18 agenda packet.
 - SFMTA, SFO and SFCTA submitted joint opening comments to CPUC regarding a Pilot Test Program for Autonomous Vehicles on 4.26.18. (enclosed with 5.9.18 agenda packet)
 - CPUC issued decision April 26, 2018: Uber Technologies, Inc., is classified as both a transportation network company (TNC) and a charter party carrier (TCP).

- SFMTA submitted a letter to the CPUC requesting that the Public Utility Transportation to either delay taking action to reduce Public Utilities Commission Transportation Reimbursement Account (PUCTRA) user fees or to maintain the existing fee schedule and increase their enforcement efforts on TNCs. Letter is included with the 5.9.18 agenda packet.
 - SFMTA submitted a letter to the State Assembly and Senate Subcommittee Chairs requesting that CPUC’s budget include \$200,000 to fund two disability access analysts to address disability access concerns with transportation services under CPUC jurisdiction. Letter is included with 5.9.18 agenda packet.
- **Senate Bill 182:** Would require drivers associated with transportation network companies (TNCs) to register for a local business license only in the jurisdiction where they currently reside. The City has taken an oppose position
- **Assembly Bill 1069:** Would transfer the regulatory authority over taxis from the local level to the county, or authorize a county to enter into an agreement with the most populated city that regulates taxicabs within the county’s jurisdiction, or a regional entity established to regulate taxicab transportation services. SFMTA is tracking this bill. The SFMTA took an oppose position.
- **Automated Vehicle testing:** On February 26, 2018, the Office of Administrative Law approved regulations governing the driverless testing and public use of autonomous vehicles on California roads. DMV adopted regulations that cover both the testing and deployment of autonomous vehicles which became effective on April 2, 2018.
- **SB 1376 (Hill):** SFMTA is officially supporting Senate Bill 1376, which would: (1) require the CPUC to develop regulations specifically related to TNCs and accessibility, including wheelchair users; (2) Consider assessing a fee on TNCs to fund on-demand accessible services; and (3) conduct stakeholder workshops to determine community need and develop accessible transportation programs. Support letter is included with the 5.9.18 agenda packet. Signed into law by Governor Brown in September 2018.
- SFMTA is tracking Assembly Bill 939 regarding State taxicab regulations.

Other City Actions:

- May 11, 2017: City Attorney Dennis Herrera filed a lawsuit seeking a court order to compel ride-hailing company Uber to provide business records to ensure its drivers are following the law.

“This case is straightforward,” Herrera said. “The law requires any business in San Francisco to register with the Treasurer and Tax Collector’s Office, whether they’re PG&E or a hairdresser. Uber and its drivers are no different. San

Franciscans have a right to know who is behind the wheel when they're being driven somewhere. Not surprisingly, Uber is thumbing its nose at the law. It's time for that to stop. Their argument that this is about their drivers' privacy is a complete red herring."

- June 5, 2017: City Attorney Dennis Herrera issued subpoenas to Uber and Lyft to turn over records on driving practices, disability access and service in San Francisco. Herrera also simultaneously made a public records request to the California Public Utilities Commission for that information. The City Attorney aims to ensure that the two companies' estimated 45,000 vehicles in San Francisco comply with local and state laws, including ensuring equality of access, and do not jeopardize public safety or create a public nuisance.

The administrative subpoenas seek four years of records in eight categories, including miles and hours logged by drivers, incentives that encourage drivers to "commute" from as far away as Fresno or Los Angeles, driver guidance and training, accessible vehicle information, and the services provided to residents of every San Francisco neighborhood.

- June 22, 2017: Superior Court Judge Richard Ulmer ruled that city Treasurer and Tax Collector Jose Cisneros had legal authority to demand the information and was not violating the rights of Uber or its drivers.
- The San Francisco County Transportation Authority released *TNCs Today: A Profile of San Francisco Transportation Network Company Activity*

Key Findings Include:

- On a typical weekday, TNCs make more than 170,000 vehicle trips within San Francisco, approximately 12 times the number of taxi trips, representing 15% of all intra-San Francisco vehicle trips.
- TNC trips are concentrated in the densest and most congested parts of San Francisco, including the downtown and northeastern core of the city. At peak periods, TNCs are estimated to comprise 20-26% of vehicle trips in Downtown areas and the South of Market. At the other end of the range, TNCs comprise 2%-4% of peak vehicle trips in the southern and western part of the city.
- On an average weekday, more than 5,700 TNC vehicles operate on San Francisco streets during the peak period. On Fridays, over 6,500 TNC vehicles are on the street at the peak.
- TNCs drive approximately 570,000 vehicle miles within San Francisco on a typical weekday. This accounts for 20% of all local daily vehicle miles traveled (VMT) and includes both in-service and out-of-service mileage. Taken over total weekday VMT, which includes regional trips, local TNC

trips account for an estimated 6.5% of total weekday vehicle miles traveled.

- TNCs provide broader geographic coverage than taxis, though there appear to be lower levels of both types of trips in the south and southeast part of the city.

February 8, 2018: SAN FRANCISCO (Feb. 8, 2018) — City Attorney Dennis Herrera announced today that he has filed a lawsuit against the State of California to invalidate aspects of a state law pushed by ride-hailing companies Uber and Lyft that exempts their drivers who live out of town from San Francisco’s business registration requirements.

In passing Senate Bill 182 last year, the state legislature created a tax shelter for a favored group — Uber and Lyft drivers — and unconstitutionally usurped the power of charter cities like San Francisco to regulate their own municipal affairs, according to the lawsuit Herrera filed in San Francisco Superior Court this morning. While most Uber and Lyft drivers who drive in the City live elsewhere, the new state law prohibits San Francisco from requiring them to pay registration fees that apply to all other sole proprietors and independent contractors who do business in San Francisco, regardless of where they live.

“Uber and Lyft need to play by the same rules as every other business in San Francisco,” City Attorney Dennis Herrera said. “Nearly everyone, from a professional dog walker to Google, has to register their business. Uber and Lyft’s attempt to carve out a special exemption for their drivers is not fair to consumers, competitors or taxpayers. Out-of-town drivers are choking our streets as their corporate overseers design ways to stiff City taxpayers when it comes to congestion, road repair and traffic safety costs. We are going to ensure everyone pays their fair share.”

- Supervisor Peskin introduced legislation to waive the taxi driver business registration fee for two years while the City’s lawsuit against the State of California regarding Senate Bill 182 is adjudicated.
- July 31, 2018, from SF Chronicle: Supervisor Peskin reached agreement with Uber and Lyft on a proposed tax. The proposed tax, which applies only to trips that originate in San Francisco, would levy a 3.25 percent tax on net rider fares for single-party trips and 1.5 percent on shared rides. The money, which Peskin’s office said would amount to \$30 million annually over the first few years, would be administered by the San Francisco County Transportation Authority and devoted to transit uses. Money from the now-withdrawn gross-receipts tax would have gone to the general fund. Uber and Lyft could pass along some or all of the tax to riders. The tax would start in January 2020 and would sunset in 2045.
- **As part of the SFMTA budget approval process, made the following recommendations:**

- **Reduce the medallion renewal fee for Prop K Medallion holders by 50%.** This would reduce the FY19 fee to \$590 and FY20 fee to \$614. No change is recommended for Corporate and Pre-K Medallions. The renewal fees for purchased medallion holders were eliminated in the FY17-18 budget process.
- **Reduce the Taxi Stand application fee by 50%** to \$1,083 for FY19 and \$1,127 for FY20. This fee is not paid by the taxi industry, but by fronting businesses requesting the curb designation. But the taxi industry raised the fee as a possible disincentive.
- **Reduce the Color Scheme renewal fee for color schemes with 1-5 medallions and 6-15 medallions and increase the application fee for those same two categories.** Because there are significant economies of scale for color schemes with more medallions, this proposal stays true to the original intent and still provides fee relief for existing color schemes with fewer medallions.
- May 1, 2018 SFMTA Board approved new “Powered Scooter Share Permit Program”. The program establishes a 12-month pilot program, which may grant up to five permits. For the first six months, a total of 1,250 scooters may be permitted. If the first six months go well, that total may increase to 2,500 in months seven through 12.
- August 30, 2018 SFMTA announced it will award two powered scooter companies with permits to operate in San Francisco during a 12-month pilot program. Permits will be issued to operators Scoot and Skip on October 15, 2018. The permits will allow a maximum of 625 scooters for each company in the first six months, with the potential to increase their number of scooters in months seven to 12, to a cap of 2,500.
- Scoot and Skip were issued permits to operate Powered Scooter Share service starting on October 15, 2018. Taxi Services is overseeing scooter permit issuance and enforcement.