

**STATUS OF MAJOR PROJECTS**

- **Medallion Permits:** 15 total permits were issued during the month of April. 11 transferable permits were sold, 2 non-transferable permits were issued to drivers at the top of the waiting list, and 2 non-transferable ramp permits were issued to drivers at the top of the waiting list.
- **Taxi Advisory Council:** A TAC meeting was held on April 23, 2012. At this meeting there was a discussion regarding the future of the TAC beyond the medallion sales pilot program. The group voted unanimously to maintain the TAC in some form. Any changes to the composition or direction of TAC will be discussed at a later date. All future meetings were cancelled by the group until further notice.
- **Field Enforcement:** During the month of April taxi investigators conducted daily field enforcement, including issuing 15 white zone citations for illegally parked limousines. Taxi Services also admonished 7 A-Card permit holders who had been cited for operating limousines illegally.
- **Transbay Terminal:** On April 4<sup>th</sup>, 2012 and April 19, 2012, Taxi Services staff met with the TJPA as the development of the New Transbay Terminal continues. For the April 19, 2012 meeting, Taxis and Accessible Services invited various representatives from the taxi industry as well as the paratransit community to a special meeting with the TJPA to discuss the curb allocation for pick-ups and drop off during phase one of the project and to be involved in various design issues. The group provided valuable input into traffic patterns and pedestrian flow, as well as discussion as to what worked and didn't work with the old terminal and other large venues throughout San Francisco.
- **Electric Vehicles:** The Better Place battery switch program for electric taxi vehicles was advanced when the Public Private Partnership Agreement was signed by San Jose and Better Place, and has now been submitted to the Board of Directors for approval before construction of batter-switch stations can begin.
- **Port:** On April 10, 2012, Taxi Services staff met with Denise Turner of the Port of San Francisco to discuss strategies for helping to facilitate passenger and taxi movement at the Port primarily on days when large cruise ships dock. We will continue to work together closely to ensure availability of taxis for our many tourists and citizens who travel along or through the Embarcadero. Taxi Services will assist the Port with its cruise ship disembarkation on May 13, when it expects to have three ships pull into port on the same day.
- **Grants:** During the month of April, with the help of the Grants unit of FIT, Taxi Services has begun the application process for a grant in the amount of \$149,000 to provide rebate incentives to taxicab companies that purchase new alternative-fuel vehicles. The rebate values will be from \$2,000 to \$3,900, per vehicle. We hope to acquire these and possibly other funds to incentivize the acquisition of compressed natural gas ramp taxi vehicles.
- **A-Card Renewal:** A-Card permit renewal for the year 2012 officially ended on April 30. A-Card renewals for the year 2013 and beyond will now coincide with the birthdate of the permit holder.

**PERFORMANCE MEASURES**

**MISCELLANEOUS**

- 311 Complaints:** There were a total of **72** complaints, **1** compliment and **72** lost property inquiries from the 311 system during the month of April for a total of **145** calls made to 311.

311 Complaints	Number
Accident Involving injury	0
Accident Non-Emergency	0
Failure to Comply	6
Fare Refusal	14
Impaired Driver	1
Meter Unavailable	1
No Show	2
Other	11
Overcharging	6
Rude/Discourteous	13
Unsafe Driving	14
Vehicle Condition	1
Violence/Physical Altercation	0
Compliment	1
Lost and Found	72
Unpermitted Cab	3
<b>Total</b>	<b>145</b>

- Non-311 Complaints:** There were a total of **27** non-311 complaints during the month of April.

Non-311 Complaints	Number
Rude/Discourteous	4
Unsafe Driving	14
Muni Drive Cam Incidents	1
Other/ Fare Refusal/ Refuse Credit Card	2
Dispatch Complaint	6
<b>Total</b>	<b>27</b>

**COMPLAINT RESOLUTION**

<b>311 Complaints</b>	<b>Number</b>
Closed	135
Non-311 Complaints Closed	23
<b>Total</b>	<b>158</b>

**PERMITS**

<b>Permit Action</b>	<b>Number</b>
New Driver Permits Issued	44
Medallions Issued to Applicants	15

**Medallion Sales Pilot Program Revenues**

<b>Net Medallion Sale Revenue FY 2011-2012:</b>	<b>\$ 7,259,500.00</b>
<b>Driver Fund Revenue from Medallion FY 2011-2012:</b>	<b>\$ 1,300,000.00</b>

**DRIVER TRAINING**

Passed	44
Failed	12
<b>Total Attendees</b>	<b>56</b>

**INVESTIGATIONS**

<b>Type of Investigation</b>	<b>Number of Investigations</b>
Color Scheme	30
Permit Applicants	7
Medallion Holders	18
Drivers	2
Complaints	3
Other	3
Regulatory	3
<b>Total</b>	<b>66</b>

**Citations/Admonishments**

**24**

**HEARINGS**

Type of Hearing	Number of Hearings
Operating without a permit	6
Board of Appeals	1

**DIRECTOR OF TRANSPORTATION – Assistance Required**

None.

April 2012

Sonali Bose

---

