

Monthly Report / December 2012

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STATUS OF MAJOR PROJECTS: Taxis

- **Medallion Permits:** No medallion permits were issued during the month of December because forms and procedures are still being updated to account for the transition from the Taxi Medallion Sales Pilot Program to the Medallion Transfer Program.
- **Administrative Field Enforcement:** During the month of December taxi investigators were in the field daily for a variety of tasks. During this month investigators issued six white zone citations issued for illegally parked limousines, three citations for drivers operating without a permit, six Notice of Violations issued to a taxi driver permit holders who were cited by the SFPD for Unlawful Solicitation while operating limousines.
- **SFPD Enforcement:** During the month of December, SFPD cited 39 drivers for operating as taxis without a taxicab permit.
- **Town Halls:** On December 11, 2012, Taxi Services held two three-hour Town Hall meetings to discuss ramp medallions and the Medallion Transfer Program, a proposed ban on affiliate leasing, implementation of Administrative Probation standards for taxi companies, and the implementation of drug testing requirements for drivers.
- **SFO Taxi Strategies:** On December 5, SFMTA Taxi Services, Government Affairs, and IT staff met with representatives from SFO regarding obtaining Access to DMV records for taxi drivers. Taxi Services has initiated the process to obtain this information directly from DMV and SFO has agreed to give any assistance it can to help facilitate this program as DMV records will be integral to the new Taxi Ground Transportation Management System being designed and constructed at the airport.
- **Drug Testing:** Taxi Services has continued working with medical groups, SFMTA staff and the public utilities commission to develop an efficient and effective drug testing program for taxi drivers that includes pre-employment, random, and post-accident testing.
- **Electric Vehicles:** After some conversations and a teleconference with the Metropolitan Transportation Commission (MTC), they have agreed to allow Taxi Services to separate its electric vehicle procurement from the Better Place project, which allows Taxi Services to move forward unencumbered towards installing fast charging EV stations and obtaining electric vehicles. Taxi Services continues to work with Better Place to move their project forward as well. While SFO remains a viable location for a battery switch station, Better Place has been unable to locate a site within the boundaries of the City and County of San Francisco. They are working with the private sector to obtain a viable space.
- **Medallion Sales:** Taxi Services continues to work with the Treasurer and Tax Collectors office and San Francisco Federal Credit Union, to develop proper accounting measures and procedures to facilitate changes to the medallion sale program. Once these measures are finalized, medallion sales are expected to resume in late January.
- **Insurance:** Taxi Services staff is continuing to review liability insurance issues with the City's Risk Manager Office to analyze the effects of Insurance on the taxi industry. This is part of an effort to potentially curtail rising insurance cost throughout the taxi industry.

PERFORMANCE MEASURES: Taxi Services

- **311 Complaints:** There were a total of **111** complaints, **4** compliments and **90** lost property inquiries from the 311 system during the month of December for a total of **205** calls made to 311.

311 Complaints	Number
Accident Involving injury	0
Accident Non-Emergency	1
Failure to Comply	11
Fare Refusal	22
Impaired Driver	0
Meter Unavailable	0
No Show	3
Other	18
Overcharging	6
Rude/Discourteous	25
Unsafe Driving	21
Vehicle Condition	0
Violence/Physical Altercation	0
Compliment	4
Lost and Found	90
Unpermitted Cab	4
Total	205

- **Non-311 Complaints:** There were a total of **15** non-311 complaints during the month of December.

Non-311 Complaints	Number
Complaint	15
Compliment	0

Total	15
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PERMITS

Permit Action	Number
New Driver Permits Issued	95
Medallions Issued to Applicants	0

Medallion Sales Program Revenues

Net Medallion Sale Revenue December 2012: \$ 0

Driver Fund Revenue from Medallion December 2012: \$ 0

Net Medallion Sale Revenue FY 2012-2013: \$ 1,350,006.90

Net Driver Fund Revenue FY 2012-2013: \$ 450,000.00

DRIVER TRAINING

Passed	95
Failed	12
Total Attendees	107

INVESTIGATIONS

Type of Investigation	Number of Investigations
Color Scheme	28
Permit Applicants	4
Medallion Holders	1000
Drivers	3
Complaints	15
Other	2
Regulatory	1
Total	1053

Citations/Admonishments
21

HEARINGS

Type of Hearing	Number of Hearings
Operating without a permit	0
Regulatory Violation	1
Qualification Hearing on Denial	1
Board of Appeals	0