

**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:** Ten applications to purchase a medallion permit were approved in the month of January.
- **A-Card Renewal:** Taxi Services has processed a total of 5,621 A-Card renewals since the A-Card Renewal Period began during the last week of November. During the month of January 3,385 Renewals were processed generating \$299,572.50 in permit fees.
- **New Revenue:** Taxi Services has received \$38,000.00 from Color Schemes for the month of January 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 \$710,587.86. 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.

- **Citations/Admonishments:** 21 Administrative citations were issued to taxicab companies for violations of the transportation code related to charging their drivers fees for the processing of credit card transactions.
- **Taxi Advisory Council:** The Taxi Advisory Council met on January 10 and January 24, 2011. Items on the agenda included a discussion related to the impact of Medallion Sales on color schemes, and all drivers regardless of wait list status.
- **Taxi Stand:** A New Taxi Stand for special events and baseball games at AT&T Park was approved at a public hearing. The new stand will be located near the intersection of 3<sup>rd</sup> and King Streets.
- **Taxicab Driver Training Class:** Due to a lack of staff, Taxi Services placed the one day taxicab driver training class conducted by the SFMTA on hold for approximately 3 months. Taxi Services has recently hired a new trainer, (retired SFPD Officer Farrell Suslow) to conduct all of the new driver training for taxicab operators as well as the re-training of current operators who have been admonished for certain conduct. The class began January 20, 2011, and is generally conducted on the first and third Thursday of each month.

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

- **311 Complaints:** There were a total of 251 complaints and 6 compliments from the 311 system during the month of January for a total of 257 calls from 311.

311 Complaints	Number
Accident Involving Injuries	0
Accident Non-Emergency	1
Failure to Comply	5
Fare Refusal	18
Meter Unavailable	2
No Show	2
Other	28
Overcharging	15
Rude/Discourteous	21
Unsafe Driving	35
Vehicle Condition	0
Violence/Physical Altercation	0
Compliment	6

Lost and Found	118
Unpermitted Cab	6
<b>Total</b>	<b>257</b>

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

Non-311 Complaints	Number
Rude/Discourteous	2
Unsafe Driving	2
Muni Drive Cam Incidents	2
Non-311 Dispatch Complaint	2
<b>Total</b>	<b>8</b>

**COMPLAINT RESOLUTION**

311 Complaints	Number
Closed	100
Dispatch Complaints Closed	2
<b>Total</b>	<b>102</b>

- **Lost and Found:** Taxi Services is evaluating procedures for handling lost property from taxicabs. We have begun collecting and storing items that have been stored at the taxi companies, and we are in the process of drafting appropriate regulations and procedures.

**CONCERNS, RISKS AND CHALLENGES**

Project/Area of Concern	Issue	Resolution (or support required)
Public Convenience and Necessity study	Taxi Services is continuing to work on the topic of potential new medallion issuance. Taxi Services has met with the Controllers office regarding a PC&N study, and may look to an outside consultant in order to move this topic further.	Staff is attempting to line up all of the circumstances that are required in order to get this study underway.
Field operations	There are currently three Taxi Investigators who spend the majority of their time on processing	Requisitions have been approved that will allow Taxi Services to hire

	<p>waybills to issue medallions and attending to the most urgent disciplinary matters. The function of taxi regulation requires field work in order to protect public safety and there are currently not sufficient Taxi Investigators to be present in the field.</p>	<p>two new investigators. Taxi services looks to increase this number soon to allow for the performance of field work by teams of two Investigators.</p>
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**MISCELLANEOUS**

**PERMITS**

Permit Actions

Permit Action	Number
New Driver Permits Issued	42
Medallions Issued to Applicants	10

Medallion Sales Pilot Program Revenues

Net Medallion Sale Revenue to date: **\$ 4,158,577.43**  
 Driver Fund Revenue from Medallion Sale to date: **\$ 525,000.00**

**INVESTIGATIONS**

Type of Investigation	Number of Investigations
Color Scheme	31
Permit Applicants	4
Medallion Holders	5
Drivers	0
Complaints	0
Other	2
Regulatory	1
Total	43

**DRIVER TRAINING**

Passed	42
Failed	9
Drivers attending for re-training	5
Total Attendees	56

**Citations/Admonishments**

8
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**HEARINGS**

Type of Hearing	Number of Hearings
Board of Appeals:	0

**Staffing**

FILLED: 9 -- Vacant/Funded: 0 – Vacant/Defunded: 0 –

**TOTAL:** 9 (plus one clerk from SFPD work order)