

GOALS

To identify operational issues associated with the implementation of the pilot program, including service impacts to customers and economic impacts on all elements of the taxi industry: drivers, companies and medallion holders, and based upon that analysis, to report to the SFMTA Board of Directors the TAC's recommendations regarding potential changes to the Pilot Program.

Buyer survey

1. Did you put down \$50,000 (20%) for your medallion purchase loan?
2. Does the fact that you purchased a medallion change the way that you work?
3. Does having a medallion cause you to feel differently about serving the public?
4. Were you happy with the available loan terms? If not, what other suggestions would you have for loan terms?
5. What do you try to do differently as a taxi driver now that you have a medallion
 - a. Pick up more radio calls
 - b. Pick up more airport rides
 - c. Other _____
6. Do you work different shifts now that you have a medallion?
 - a. Shifts worked before:
 - b. Shifts worked now:
7. Do you work more hours now that you have a medallion?
 - a. Hours worked before
 - b. Hours worked now
8. Does having a medallion change the way you would choose a company?
 - a. As a driver, what is important about your choice of company?
 - b. As a medallion holder, what is important about your choice of company?
9. If you manage your own medallion as an affiliate, how many drivers are working for you?
 - a. For each driver, how many years experience does that driver have?
 - i. Driver 1
 - ii. Driver 2
 - iii. Driver 3
 - b. For each driver, how did you meet or how do you know this driver?
 - i. Driver 1
 - ii. Driver 2
 - iii. Driver 3

Seller survey

1. Is the price adequate?
2. What kind of impact does the down payment assistance program have on you if any?

COLOR SCHEMES

1. Economic viability of companies:
Gas and gates v. affiliate issue v. other?
2. Have you perceived any differences in a medallion owner who has purchased a medallion as opposed to a regular medallion?
 - a. Attitude towards providing service?
 - b. Working more or less shifts?

CREDIT UNION

From Rebecca Lytle

WAITING LIST/DRIVERS

Statistical results

Historically how many medallions per year (50)

Pick samples from high low and middle and show change