

Agenda: Item 2

Adopting a Design for 311 Customer Service Information Card



PAUL GILLESPIE, PRESIDENT, ext. 3
PATRICIA BRESLIN, VICE PRESIDENT
RICHARD BENJAMIN, COMMISSIONER, ext. 1
MALCOLM HEINICKE, COMMISSIONER, ext. 4
BRUCE OKA COMMISSIONER, ext. 5
TOM ONETO, COMMISSIONER, ext. 6
MIN PAEK, COMMISSIONER, ext. 7

HEIDI MACHEN, EXECUTIVE DIRECTOR

September 12, 2007

At the meeting of the Taxicab Commission on Tuesday, September 11, 2007 the following resolution and findings were adopted:

RESOLUTION NO. 2007-38

ADOPTING THE DESIGN OF 311 CUSTOMER SERVICE INFORMATION CARDS INSIDE ALL TAXICABS

WHEREAS, at its August 28, 2007 meeting, Taxi Commission approved the placement of 311 customer service information cards within passenger view; in the rear compartment of every taxi; and,

WHEREAS, said design will be a precautionary and informational tool useful to all passengers riding in a San Francisco taxi and will communicate to the riding public how to identify their taxi and will impart the simple 3-1-1 number to call to report lost items, complaints, compliments, or illegal limo solicitation; and,

WHEREAS, the Taxi Commission will determine the design and layout for this 3-1-1 informational card, and

WHEREAS, Commission staff along with Commissioner Min Paek worked collaboratively with 3-1-1 representatives, upon direction from Taxi Commissioners, to provide versions 8.1, 9.0 and 10 from which the Commission will choose; and now,

THEREFORE BE IT RESOLVED that the Taxi Commission adopts Design number X included in the September 11 Taxi Commission packet.

AYES:
ABSENT:

NOES: 0
RECUSED: 0

Respectfully submitted,

Heidi Machen
Executive Director



Gavin Newsom, Mayor

Notice to Taxi Passengers

Compliment? Lost Property? Complaint?

illegal Limousine Solicitation?

Call: 3-1-1

TTY: 415-701-2323 Out of Town: 415-701-2311

www.sfgov.org/311

Live operators ready to assist 24 x 7

Cab # _____ Company: _____

2-8-1



Gavin Newsom, Mayor



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