

## Agenda Item: 5

Establishing Dispatch Standards [DISCUSSION and POSSIBLE ACTION]



COMMISSIONERS TELEPHONE (415) 554-7737

PAUL GILLESPIE, PRESIDENT, ext. 3  
PATRICIA BRESLIN, VICE PRESIDENT  
RICHARD BENJAMIN, COMMISSIONER, ext. 1  
TOM ONETO, COMMISSIONER, ext. 6  
MIN PABK, COMMISSIONER, ext. 7  
R. JAMES SLAUGHTER, COMMISSIONER ext.4

HEIDI MACHEN, EXECUTIVE DIRECTOR

March 26, 2008

On Tuesday, March 25, 2008 the Taxi Commission adopted the following resolution:

**RESOLUTION NO. 2008-XX**

**AMENDING TAXICAB/RAMPED TAXICAB RULES AND REGULATIONS TO ESTABLISH DISPATCH STANDARDS BY SETTING A MINIMUM NUMBER OF FIFTY TAXI PERMITS AT THE INCEPTION OR RENEWAL OF A DISPATCH COMPANY AND REQUIRING THAT RAMPED TAXIS ONLY SUBSCRIBE TO A DISPATCH SERVICE CONTAINING A MINIMUM OF FOUR RAMPED TAXIS AND DIRECTING STAFF TO NOTICE TAXI COMPANIES AND RAMPED TAXIS THAT WOULD BE AFFECTED BY THIS RULE CHANGE.**

**WHEREAS**, currently, the Taxi Commission permits ten taxi dispatch companies to operate in San Francisco; and

**WHEREAS**, San Francisco dispatch companies vary in size from the smallest company that dispatches fewer than twenty taxis to the largest company that dispatches more than 450 taxis; and,

**WHEREAS**, the Taxi Commission has performed various response time surveys over the past couple of years that demonstrate failure to provide reliable dispatch service in the case of taxi dispatch companies having the fewest number of taxis available to dispatch; and,

**WHEREAS**, Municipal Police Code section 1147.8 requires all color schemes to participate in the paratransit program and the Municipal Transportation Agency required a color scheme to belong to a dispatch company dispatching no fewer than thirty taxis in order to contract with the city's paratransit broker and thus participate in paratransit; and,

**WHEREAS**, surveys have shown that taxi dispatch companies with fewer than four ramped taxis are incapable of delivering service and even use the low number of ramped taxis available to them as an immediate excuse to not provide service; now, therefore, be it

**RESOLVED**, that the Taxi Commission amends the Rules to add Rule 8A17 to say "Dispatch companies must have a minimum of 50 taxis at inception or time of renewal. Dispatch companies with fewer than 50 taxis will be automatically refused a permit or permit renewal"; and, be it

**FURTHER RESOLVED**, that the Taxi Commission amends the Rules to add Rule 9A9 to say that "Ramped taxis must subscribe to a dispatch company with no fewer than four ramped taxis"; and, be it

**FURTHER RESOLVED**, that ramped taxis presently at taxi dispatch companies with fewer than four ramped taxis will have up to 60 days after the passage of this resolution to correct; and be it

**FURTHER RESOLVED**, that the Commission directs staff to send all taxi companies and ramped taxi permit holders a copy of this resolution and for the amendment to be published in the Taxicab/Ramped Taxicab Rules and Regulations.

**AYES:**  
**ABSENT:**

**NO:**  
**RECUSE:**

Respectfully submitted,

Heidi Machen  
Executive Director

