

Agenda Item: 6

Establishing Dispatch Standards [INFORMATION and DISCUSSION]

CITY AND COUNTY OF
SAN FRANCISCO



TAXI COMMISSION
MAYOR GAVIN C. NEWSOM

HEIDI MACHEN
Executive Director

TO: TAXI COMMISSIONERS
FROM: HEIDI MACHEN
DATE: FEBRUARY 26, 2008
RE: DISPATCH STANDARDS

Background: Presently, 11 dispatch companies perform dispatch services for approximately 1400 San Francisco taxicabs spread among 34 color schemes. Each dispatch company is authorized to operate under a dispatch permit authorized by the Taxi Commission that is renewed on a yearly basis. (Note breakdown attached for your convenience.) Dispatch permits are renewed without penalty at the tax collectors office between June 30 and the end of July each year at a cost of approximately \$2900.00 for the year.

The Taxi Commission has performed several surveys over the past couple of years to measure response times of dispatched taxis. Staff provided reports to the Taxi Commission at its 2006 PC&N hearing, 2007 PC&N hearing, and recently reported the results of two taxi availability surveys that was limited to ramped taxis in the central areas of San Francisco between the hours of 8 am and 8 pm. (Note relevant portions of all three surveys attached for your convenience.) The latter two taxi availability surveys were performed in May and October 2007.

Issue: Of the 11 dispatch companies, some are much more capable of delivering service than others. Should the Commission change the rules to set grounds for revocation or non-renewal of taxi dispatch permits?

Issue: The 100 ramped taxis within the SF taxicab fleet are disparately spread among seven dispatch companies. According to the recent response time surveys (May and October 2007), at least two of these dispatch companies consistently fail to provide ramped dispatch service, two are questionable and two perform exceptionally well. One was not tested because it is newly endowed with ramped taxis. Should the Commission set enforceable standards that will require ramped taxicabs to be dispatched by a dispatch company that delivers reliable or at least acceptable service to the disability community?

Rules: The rules for dispatch are located in Taxicab/Ramped Taxicab Rules and Regulations sections 2 (Response Time Goals), 8 (Dispatch) and 9 (Ramped Taxis). These sections are attached for your convenience.

Analysis: Although the Taxi Commission routinely performs dispatch surveys, the Commission has not set any enforceable penalties for not meeting response time goals or stated how it intends to measure whether dispatch goals are being met.

In the case of ramped taxis, the three pick-up rule that requires ramped taxi drivers to pick

up three fares "when available," suffers from vagueness and offers an easy excuse for drivers who do not meet this three pick up rule. They can always say that the fares were not available and, though secret shoppers can prove otherwise, there is no easy way of tracking the veracity of this claim.

Secret shoppers who participate in ramped availability surveys have reported the problems begin with the first line of contact, dispatchers, who too often immediately inform the caller that they simply do not have enough ramped vehicles in their company and thus the caller should call another company. An obvious response to such a complaint would be for the Commission to ensure that a sufficient number of ramped vehicles are available to any permitted dispatch service. For instance, ***it could elect to require ramped vehicles to subscribe to a dispatch service that has a minimum number of ramped vehicles. For that matter, the Commission could elect to limit dispatch companies to a minimum number of taxis, consistent with SF MTA's requirement that dispatch companies serving the disabled dispatch a minimum number of taxis. Alternatively, the Commission could examine the number of dispatch calls a dispatch company handles based on the self-reported numbers over the past couple of years and establish a cut-off beyond which a dispatch company could not renew its permit.***

Rule 8A9 dictates that all vehicles of any given color scheme must subscribe to the same dispatch service and there are policy reasons to support this rule (ease of identification in the event that customers need to contact the same cab company again). Thus, in the event that the Commission wished to restrict ramped medallion holders from affiliating with dispatch companies that have fewer than a set minimum number of ramped vehicles, affected color schemes would have two solutions: either go out of the ramped taxi business since the few ramped medallion holders in their company would be forced to subscribe to a different dispatch service and thus affiliate with another color scheme; in the alternative, the color scheme could elect to affiliate the entire fleet with another dispatch service that contains the minimum number of ramped vehicles.

In considering whether to require a minimum number of taxis within any dispatch company, it is important to note that SF MTA set a minimum number at 30 taxis per dispatch in order to contract with SF Paratransit and provide paratransit service. Even so, SF Paratransit and SF MTA made an exception in the case of one taxi company that has consistently failed in performance tests: American Taxi Company.

American Taxi Dispatch has only 16 taxis, yet it successfully lobbied this Commission and the Board of Supervisors to make an exception with the understanding that it wanted to participate in the paratransit program.*

At the very least, it would be reasonable for this Commission to require a minimum of thirty taxis within a dispatch company. Looking to the next lowest performing taxi dispatch, Regents, the Commission may wish to set the bar a little higher. Regents has 42 taxis under its dispatch service, including two ramped taxis; and, Regents has consistently failed

* The Executive Director of the Taxi Commission learned this fact during a phone conversation with staff of SF Paratransit. Should anyone question it or desire further verification, it is doubtless available over the history of recorded public meetings.

in response surveys. Thus, the Commission may wish to consider a higher number as a minimum required for dispatch companies, such as setting a minimum of 60 or 70 taxis per dispatch company since the more successful dispatch companies have at least that amount of medallions in their fleet.

It is instructive to examine the number of dispatch calls received by any given taxi company. Although Luxor is exceptional in the number of calls it handles per number of taxis available to its dispatch, the overall number of calls received by dispatchers seem to correspond somewhat proportionally to the number of cabs available to service the calls. Thus, the Commission may want to set a minimum number of calls received: if the dispatch company is not receiving and correspondingly serving a certain number of calls, the Commission may wish to deny renewal of that dispatch company's permit. As an ongoing rule, this would pose a challenge since companies could easily manipulate numbers in future self-reporting. Thus, should the Commission choose to pursue this route, it would need to refer to the most recent self-reported numbers from taxi dispatch companies. Note that it would continue to be difficult to verify the accuracy of self-reported numbers.

Finally, the Commission may want to review the attached survey of taxi dispatch companies performed by Taxi Commission in 2007. This may provide additional ideas on standards to set for renewals of dispatch companies. For instance, **the Commission may decide that only companies capable of handling a minimum number of calls at a time should be authorized to hold a dispatch permit.**

Recommendations:

This item is for discussion only this meeting. Some ideas are contained for your consideration in bold type in the section above. Staff recommends that ramped vehicle dispatch standards be considered at the next meeting per direction of the Commission and that overall dispatch standards be considered at the following meeting. Note that any rule change will require 10 day noticing and that the Commission would additionally want to give color schemes adequate notice to make necessary arrangements for any proposed changes. And, note that the Commission should consider the administrative implications and enforceability of any rule change.

Attachments:

1. Rules and Regulations Excerpt (Rules 2, 8, 9)
2. Memo, Ramped Taxi Survey Performed by Veolia, SF Paratransit and Taxi Commission
3. Excerpt Taxi Availability Survey (PC&N) 2005-06
4. Excerpt Taxi Availability Survey (PC&N) 2006-07
5. Spreadsheet, Dispatch Services
6. Spreadsheets, Dispatch Calls Received (bi-annual reports, 2006, 2007)
7. 2007 Dispatch Report (survey from Taxi Commission)

Taxicab/Ramped Taxicab Rules and Regulations (excerpts)

2. RESPONSE TIME GOALS

1. 70% of the time, taxicabs will arrive within 10 minutes of the service call.
2. 80% of the time, taxicabs will arrive within 15 minutes of the service call.
3. 99% of the time, taxicabs will arrive within 30 minutes of the service call.

8. DISPATCH

A. General Rules and Requirements

1. Every Dispatch Permit Holder shall comply with the provisions of the Charter, Police Code, Planning Code and Traffic Code of the City and County of San Francisco, The California Vehicle Code, California Worker's Compensation Laws and these Taxicab Regulations. The provisions of all ordinances and regulations applicable at the San Francisco International Airport, San Francisco City and County Department of Agriculture and Weights and Measures, and all other governmental jurisdictions through which the permit holders traverse.

2. The Dispatch Permittee is responsible for the training of employees in all laws, rules and regulations pertaining to the taxi industry. The Permittee shall ensure that all new dispatchers attend and complete both the industry's taxicab training schools and the Taxicab Detail's training class prior to employment. Copies of certificates of completion must be filed at the Dispatch Service's place of business. (Amended 2/8/00)

3. Each dispatch service must employ a minimum of one operator/call taker on duty for each seventy-five (75) cabs in operation.

4. The Dispatch Permittee shall ensure that the Dispatch Service is operational twenty-four (24) hours a day.

5. All Dispatch Services must advertise in the Yellow Page Classified, giving their twenty-four (24) hour number and listing and which color schemes they dispatch for.

6 All calls must be dispatched in accordance with Section II, RESPONSE TIME GOALS. (Amended 2/8/00)

7. All Dispatch Services shall ensure that every service request for a ramped taxicab is dispatched in a timely manner.

a. The dispatcher must call back within twenty (20) minutes with the cab number assigned to handle the call or to advise that no cab was dispatched.

b. If the call cannot be dispatched to a ramped taxicab under their service, the dispatcher/operator shall call other ramped taxicab dispatch services to handle the request and provide the customer with the company name and vehicle number of the responding

ramped taxicab.

c. If there are no ramped taxicabs available, the dispatcher shall record both the customer's name and phone number as well as the names of the other dispatch services contacted.

8. All Dispatch Services must provide the Taxi Detail with a semi-annual report that includes, but not limited to, the number of calls for service received, the number of taxicabs dispatched to calls, the number of non-response complaints and the number of cabs that serviced to the requested calls.

9. All cabs, within a specific color scheme shall subscribe to the same Dispatch Service.

10. All Dispatch Services shall notify the Taxicab Detail within twenty-four (24) hours of either the addition or deletion of a Color Scheme Holder or Medallion Holder of their service.

11. All Dispatch Services must obtain a current driver roster from all Color Scheme Holders that use their service. This roster must be available twenty-four (24) hours a day to the Taxicab Commission or their designee.

12. All Radio Dispatch Permittees shall develop a "Standard Emergency Plan" for drivers and dispatchers to follow in emergencies. The plan shall be filed within ninety (90) days of the adoption of these Regulations. Future permittees shall file such a plan upon application for their permit.

13. Radio Dispatch Permittees and their employees shall not accept gifts/gratuities or any thing of value from either drivers or person(s) acting on their behalf for a preferred vehicle, shift assignment, dispatch call, or fare.

14. All Dispatch Services shall record in a format approved by the Taxicab Commission or their designee, all requests for taxicab vehicle service, noting thereon the date and time of request for service, the address to which dispatched and the number of taxicab vehicle dispatched. Said records shall be made available for inspection by any police officer engaged in the performance of their duty for a period of ninety (90) days from the date of entry. (Amended 2/8/00)

15. Every Dispatch Service shall simultaneously be able to both broadcast transmissions and to receive transmissions from every taxicab operating under their service. (Amended 2/8/00)

16. No Dispatch Permit Holder shall hinder, delay or knowingly make false or misleading statements to the Taxicab Commission or their designee on any matters relating to regulatory compliance. (Amended 2/8/00)

B. Customer Service

1. All calls shall be answered by human or mechanical/device within six (6) rings.
2. If the caller has requested a call back and the call has not been dispatched within twenty (20) minutes of the request the service shall call back the person(s) and advise them of such.
3. Upon request, all Dispatch Services shall provide callers with an approximate arrival time of the taxicab requested.
4. Each particular dispatcher, operator and/or call taker shall be assigned their own individual identifier.
 - a. The dispatcher, operator and/or call taker shall either identify themselves with their true name or identifier upon answering a call.
 - b. The dispatcher, operator and/or call taker shall give their identifier or true name and the shift they are working if requested by a caller. (Amended 2/8/00)
5. If two or more Color Scheme Holders share the same radio dispatch service, and if a "color scheme" other than that requested by a customer is to be dispatched to the customer's location, the operator of the Dispatch Service shall ensure that the customer is so advised prior to the dispatch of the taxicab vehicle.

9. RAMPED TAXIS

A. All provisions of the other Articles of these Taxicab Regulations which are applicable to "Ramped Taxis" are hereby incorporated within this Article, in addition to the following specific regulations to "Ramped Taxis".

1. All "Ramped Taxis" shall be equipped with a ramp capable of allowing persons using a wheelchair to enter the vehicle without exiting the wheelchair.
2. No person shall operate as the driver of a Ramped Taxicab unless they have completed all training required by the Municipal Railway Accessible Transit Unit.
3. All Color Scheme Holders operating Ramped Taxis shall provide an average response of twenty (20) minutes. (Effective after 75 issued permits.)
4. All Dispatch Services shall ensure that every service request for a Ramped Taxicab is dispatched in a timely manner.
 - a. The dispatcher must call back within twenty (20) minutes with the cab number assigned to handle the call or to advise that no cab was dispatched.
 - b. If the call cannot be dispatched to a ramped taxicab under their service, the dispatcher/operator shall call other ramped taxicab dispatch services to handle the request and provide the customer with the company name and vehicle number of the responding

ramped taxicab.

c. If there are no ramped taxicabs available, the dispatcher shall record both the customer's name and phone number as well as the names of the other dispatch services contacted.

5. All Ramped Taxicab Drivers, upon receiving a dispatched call for a ramped taxicab shall not accept any other fare while en route to that dispatched call.

6. Every Ramped Taxi driver shall, if requested, assist a handicapped, disabled or elderly person to get into and out of the taxicab vehicle and ensure the passenger is properly secured in the vehicle prior to transport. If a driver is unable to properly assist and/or secure the passenger, the driver shall notify their dispatch and request a driver or other appropriate service capable of handling the request. The driver shall record the request and results on the waybill. The driver shall remain with the passenger until assistance from another driver or appropriate service has arrived. (Amended 3/14/00)

7. If available from their Dispatch Service, every Ramped Taxicab Driver shall handle an average of three (3) wheelchair service calls per shift.

8. The Taxicab Driver is required to perform a safety check on any taxicab prior to placing it in operation. The driver is responsible for having all working equipment on the vehicle functional to include, but not limited to, all O.E.M. equipment and ramped taxicab lift equipment requirements.

If any equipment is found to present a hazard or safety issue, the vehicle shall be put out of service until it is corrected, properly repaired and inspected.

a. If during the course of the work shift, any equipment becomes a safety or hazard issue, then the vehicle is to be placed out of service immediately.

CITY AND COUNTY OF
SAN FRANCISCO



TAXI COMMISSION
MAYOR GAVIN NEWSOM

COMMISSIONERS TELEPHONE (415) 554-7737

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

TO: TAXI COMMISSIONERS
RE: RESULTS OF TAXI AVAILABILITY SURVEY
FROM: HEIDI MACHEN
DATE: JANUARY 8, 2008

Background:

MTA, SF Paratransit and the SF Taxi Commission performed two separate surveys in 2007 on ramped taxi availability.

Dates of Surveys:

1. May 15 – 21, 2007
2. October/November 2007

Protocol: Calls made from different cell phones or by business by at least 5 different surveyors in central areas of the city during the hours of 8 am – 8 pm.

This protocol was chosen for the following reasons:

- to mimic the typical ramped taxi call
- to optimize opportunities for good performance
- to limit diversion from “real” ramped calls

If the ramp taxi driver arrived, s/he was given \$5 for her/his time and a letter from the Taxi Commission explaining participation in the survey and stressing the importance of the ramped taxi program.

During the first survey, calls were made to all “underperforming” dispatch companies having ramped vans within their dispatch: Yellow and Luxor were exempted as they traditionally have provided most of the ramp taxi service reported to SF Paratransit.

After the first survey in May, we hosted a series of meetings with ramped medallion holders and some taxi company representatives. The second availability survey, in October/November, measured the progress of the original taxi companies and also included Yellow and Luxor.

**Results:
May 2007**

Company	Number of calls made	Responses	Comments
Black and White Checker – 13 ramped vehicles	14 calls	100% - 14 showed	Courteous, always called back with estimate of arrival time, met 30min time
Desoto – 13 ramped vehicles	14 calls	14% - 2 showed	Phone out of service some of the weekend
Regents – 2 ramped	6 calls	0%	"none available"
American – 3 ramped	5 calls	0%	"none available"
Citiwide – 3 ramped	4 calls	0%	"none available"

October/November 2007

Company	Number of Calls	Responses	Comments
American – 3 ramped	6 Calls	17%- 1 showed	"None available"
Black & White Checker – 13 ramped	13 Calls	92% - 12 showed	Consistently courteous and responsive; the one aberration: sent a regular rather than ramped taxi.
Citywide – 3 ramped	7 Calls	57% - 4 showed	Good overall dispatch service; problem with not having enough taxis
DeSoto – 11 ramped	15 Calls	40% - 6 showed	Dispatchers often rude. Couple of phone line problems, e.g. no answer or other prob.
Luxor – 24 ramped	11 Calls	82% - 9 showed	Pronto service; 2/11 phone glitches
Regents – 2 ramped	7 Calls	0% - None showed	Consistent with previous survey: "None available;" didn't even try to provide service.
Yellow – 16 ramped	18 Calls	39% - 7 showed	Big issue with phone lines at over-capacity!

Quick Comparison Chart of Two surveys:

Company	May-07	Oct/Nov 2007
American	0/5	1/6
Black & White Checker	14/14	12/13
Citywide Dispatch	0/4	4/7
DeSoto	2/14	6/15
Regents	0/6	0/7
Yellow	n/a	7/18
Luxor	n/a	9/11

Analysis:

Black and White Checker Cab was a star in terms of consistently good response times for their ramped vans, rating between 92-100% in arrivals. Luxor came in second place with 82% arrivals. Both Citywide and Desoto showed some improvement from the first survey to the next. And, American and Regents were consistently disappointing, with only one arrival between a collective 24 calls made. Dispatchers at both American and Regents responded to callers almost

immediately by claiming that no ramped vehicle was available. The biggest surprise was Yellow Cab. Despite having 16 ramped vans in its fleet, it only scored 39% because even an able-bodied person would not have been able to get through on Yellow's phone system. There is some evidence that Paratransit clients have direct access to Yellow drivers by having personal cell phone numbers from drivers; however, this would not help wheelchair users who are not in the Paratransit program or who are casual or non-resident users.

Conclusion:

1. Taxi companies that consistently fail to deliver ramped taxi service should be stripped of the privilege of having ramped vans in their fleet. That would include Regents and American.
2. Taxi companies that are not delivering the service that they should be delivering should be reprimanded and provided an opportunity to improve service. That would include Yellow, Citywide, and Desoto. Of particular importance at Yellow is the phone system capacity.
3. Taxi companies that are delivering excellent service should be commended. That would include Luxor and Black and White Checker. They are models of a successful ramped taxi program and should share best practices with all other taxi companies serving the disabled community.

5) if parties and no taxis were waiting, the wait time for the first 3 parties.

Table 4. Observations of Hotel Stands by Time of Day and Day of Week

	Sun-Thurs		Fri-Sat		Total	
	Count	Percent	Count	Percent	Count	Percent
6 to 8 am	-	-	12	10.0%	12	10.0%
8 am to noon	12	10.0%	12	10.0%	24	20.0%
Noon to 6 pm	12	10.0%	12	10.0%	24	20.0%
6 to 10 pm	12	10.0%	12	10.0%	24	20.0%
10 pm to midnight	12	10.0%	12	10.0%	24	20.0%
Midnight to 2 am	-	-	12	10.0%	12	10.0%
Total	48	40.0%	72	60.0%	120	100.0%

Survey of SFO Airport Taxi Staging Lots

SFO Landside Operations conducted an hourly survey of airport staging lots during the 2-week study period, beginning at 7am and ending at midnight each day. The following points of data were collected each hour:

- 1) The number of taxis waiting in each staging lot (both domestic and international terminals)
- 2) The number of cabs exiting (checkouts) each terminal.

FINDINGS

2005-06 Survey

Dispatch Survey

Weighted Citywide Estimates

Weighted by volume for time of day/day of week and by geographic area, the survey results indicate that 73 percent of attempts to obtain taxi service through telephone dispatch actually result in a cab being dispatched; in 27 percent of cases, the caller will not be able to connect with the dispatch company (because of no answer or a busy signal) or will be told that no cab is available. Of attempts in which a taxi is actually dispatched, the arrival rate is 65 percent.

For the dispatch requests in which a cab arrives, the average time from the beginning of a call attempt to the time a cab arrives is 11 minutes and 28 seconds. The average time between when the cab is dispatched and when it arrives is 9 minutes and 23 seconds, suggesting an average of 2 minutes and 5 seconds in time on hold, repeating call attempts, and/or making the actual request from the dispatcher.

An estimated 35 percent of all cabs dispatched will be no-shows. Forty-one percent will arrive in less than 10 minutes, 53 percent in less than 15 minutes, and 64 percent in less than 30 minutes. If only taxis that show up are considered,

most will arrive in 15 minutes or less (82 percent). Sixty-four percent will arrive in 10 minutes or less, and 99 percent within 30 minutes.

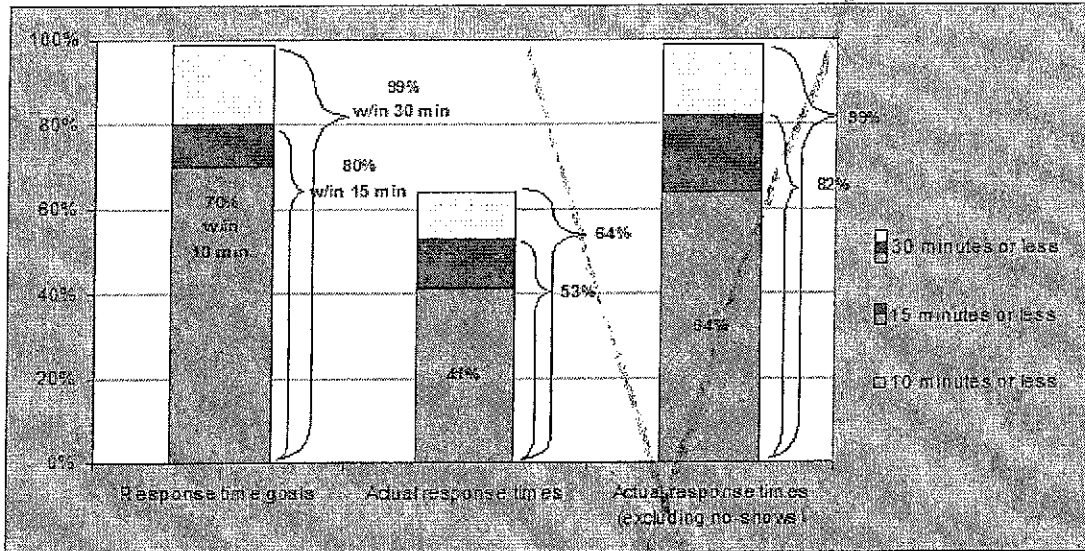


Figure 2. Response Time Goals and Arrival Times of Dispatched Taxis, Citywide Estimates (n=463)

Response to Dispatch Requests for Ramp Taxis

Requests for ramp vehicles ending in a dispatch are 6 times more likely than regular taxis to result in a no-show. Comparing the two types of requests, 37 percent of regular taxis and 65 percent of ramp vehicles dispatched resulted in no-shows. Callers requesting ramp vehicles were also more likely to be told that a cab was unavailable, although the small sample size of ramp requests does not yield a statistically significant result. Twenty-three percent of regular requests and 31 percent of ramp vehicle requests were not dispatched because the caller was not able to reach a dispatcher or was told that there were no vehicles available.

Response to Dispatch Requests by Time of Day and Day of Week

Not surprisingly, the results show that it is significantly less effective to obtain cab service via telephone prearrangement on Fridays and Saturdays, particularly during the evening from 6pm to midnight.

Figure 3 shows that attempts to obtain taxi service via telephone dispatch are most successful on Sunday through Thursday between 6am and 6pm. The fewest no-shows (25 percent) occur during this period, as well as the highest rate of taxis arriving in less than 10 minutes (50 percent). The second most successful time period is Sunday through Thursday evenings between 6pm and midnight, with 36 percent no-shows and 46 percent of calls resulting in a cab arriving in less than 10 minutes. On Friday and Saturday, both day and evening, the rate of no-shows increases significantly, and the cabs that do arrive have

longer arrival times. While the highest no-show rate occurs on Friday and Saturday evenings (72 percent), Figure 4 shows that the longest average arrival time occurs on Friday and Saturday between 6am and 6pm (11.96 minutes).

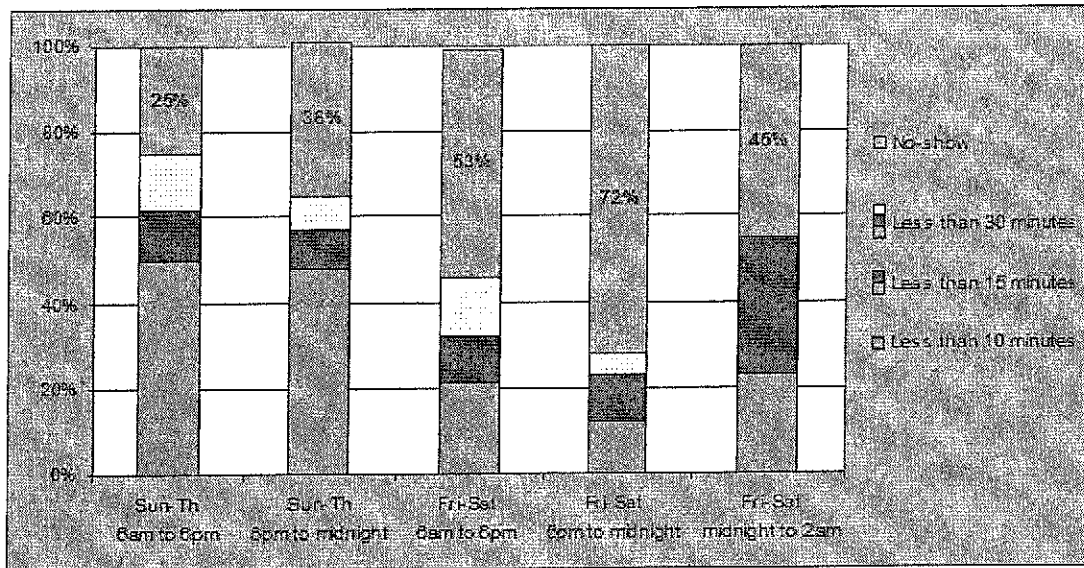


Figure 3. No-Show Rates and Percent of Taxis Arriving Within Response Time Goals by Time of Day and Day of Week (n=636)

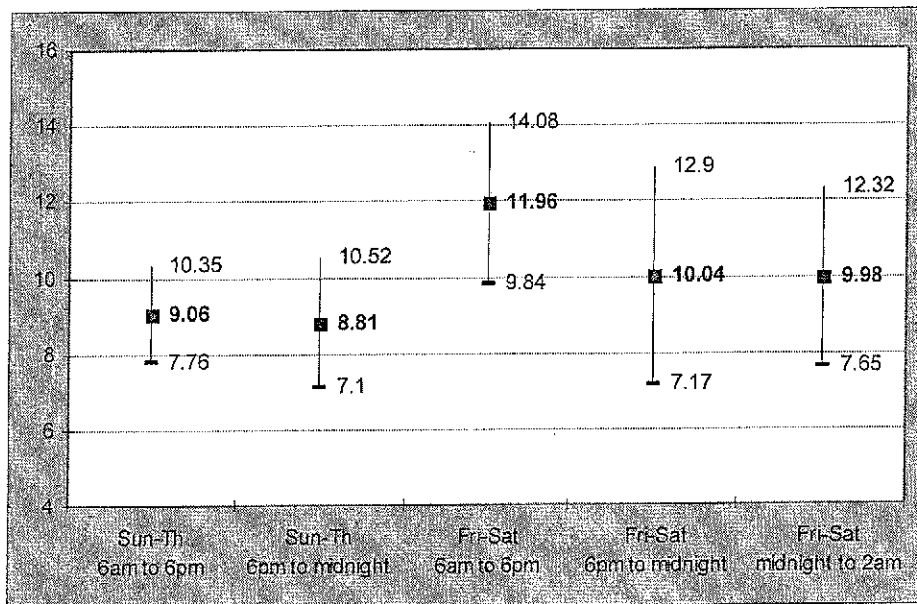


Figure 4. Average Taxi Arrival Times with 95 Percent Confidence Interval by Time of Day and Day of Week

Taxi Response to Dispatch Requests by Geographic Area

The average time of arrival for taxis varied among central and outlying locations. Areas in the south and southeast (C, H and I) had the longest average arrival times, while Areas D and E had the shortest average times (Figure 5).

The rate of no-shows varied widely by region and may at least partially be explainable by reluctance to respond in certain areas because of accessibility. Area C, including Bayview/Hunter's Point, and D, including most of the Mission, both had the lowest rate of no-shows (24 percent each). Both are also easily accessible by freeway from downtown. Areas B, E and H and I had relatively high no-show rates (between 40 and 52 percent). Areas B and E may be affected by heavy traffic and prevalence of taxis available for flag down service, while Areas H and I may be considered too far to be worth the trip. Southeast areas, which are widely considered less safe than other areas of the city (areas C, D and H) did not have particularly high no-show rates, although the locations chosen purposely did not include blocks that are considered very unsafe. Such areas may indeed suffer from lack of taxi availability because drivers are reluctant to answer dispatch calls emanating from them.

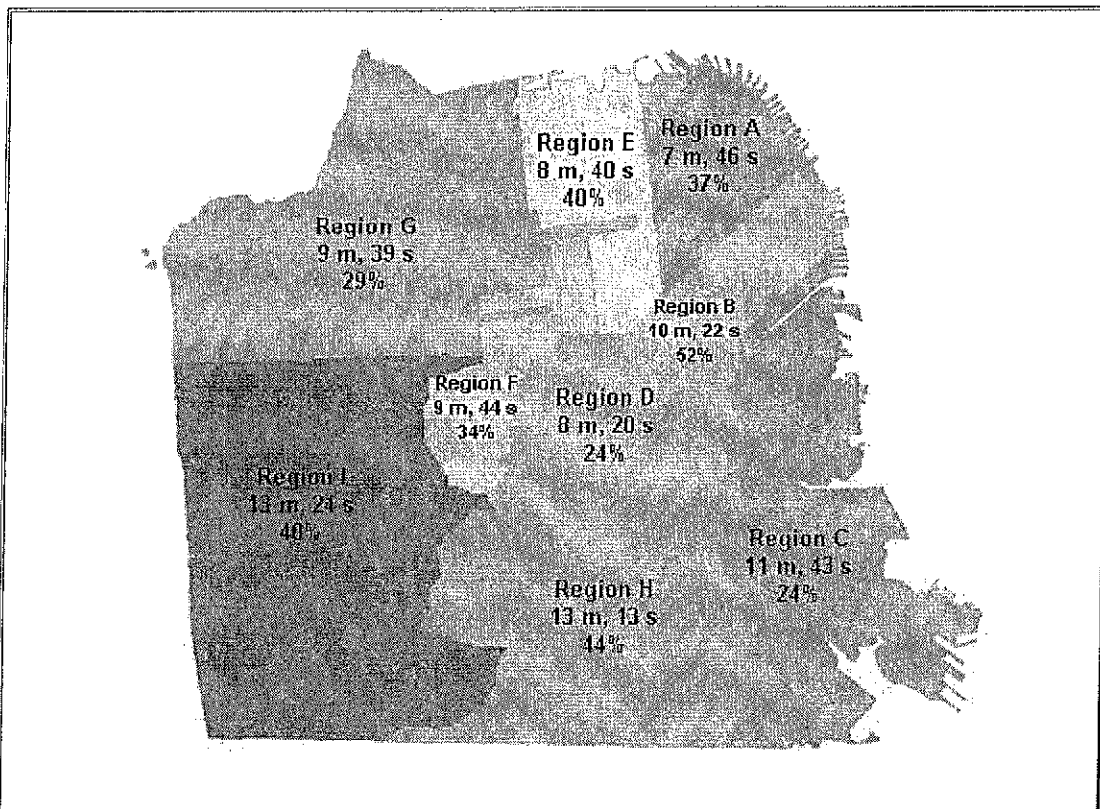


Figure 5. Average Arrival Time of Dispatched Taxis and Percent of No-Shows by Region

Table 6. Arrivals and No-Shows of Dispatch Requests by Company

Name	Number	Total Calls	Total Arrived	% Arrival	No Show	No Cab	Total	% No Show
American	614-2000	40	9	22.50%	2	29	31	77.50%
Arrow	648-3181	37	21	56.76%	9	7	16	43.24%
Citywide	920-0700	44	31	70.45%	7	6	13	29.55%
B&W Checker	285-3800	44	21	47.73%	10	13	23	52.27%
DeSoto	970-1300	55	39	70.91%	3	13	16	29.09%
Luxor Cab	282-4141	77	63	81.82%	5	9	14	18.18%
National	648-4444	68	41	60.29%	8	19	27	39.71%
Regents	487-1004	41	7	17.07%	6	28	34	82.93%
Union Cab	285-1901	46	2	4.35%	8	36	44	95.65%
Town	401-8900	43	20	46.51%	11	12	23	53.49%
Yellow Cab	333-3333	74	55	74.32%	11	8	19	25.68%

In this table, "no show" means that a cab was actually booked and did not show up. "No cab" means that the surveyor could not connect with the dispatch service, or that the dispatcher refused to provide service.

Response Times

For the dispatch requests in which a cab arrives, the average time from the beginning of a call attempt to the time a cab arrives is 16 minutes and 19 seconds. The average time between when the cab is dispatched and when it arrives is 14 minutes and 46 seconds, and an average of 2 minutes and 57 seconds in time on hold. These numbers do not meet current standards and are unacceptable.

DISPATCH CALLS RECEIVED JANUARY - JUNE 2006

	# Calls Received	# Calls Dispatched	% Dispatched	# Calls Not Dispatched	% Not Dispatched	# Calls Serviced (picked up)	% Serviced by Dispatch	# Calls Dispatched but not picked up	% Not Serviced by Dispatch	% Serviced of Calls Received	# Non-Response Complaints	# Cabs Servicing Calls
American	17814	16599	93.180%	1215	6.820%	16599	100.00%	0	6.820%	93.180%	0	20
B&W Checker	13832	13832	100.000%	0	0.000%	13752	99.42%	80	0.578%	99.422%	5	131
Citywide	113562	113168	99.653%	394	0.347%	111196	98.26%	1972	2.083%	97.917%	192	145
DeSoto	352860	352860	100.000%	0	0.000%	349591	99.07%	3269	0.926%	99.074%	42	107
Luxor*	693317	624139	90.022%	69178	9.978%	619114	99.19%	5025	10.703%	89.297%	425	181
National	54938	54938	100.000%	0	0.000%	52091	94.82%	2847	5.182%	94.818%	0	88
Regents	583	409	70.154%	174	29.846%	409	100.00%	0	29.846%	70.154%	11	20
Town	8385	7971	95.063%	414	4.937%	7971	100.00%	0	4.937%	95.063%		58
Union			#DIV/0!	0	#DIV/0!		#DIV/0!	0	#DIV/0!	#DIV/0!		
Veterans	145400	145400	100.000%	0	0.000%	145400	100.00%	0	0.000%	100.000%	60	66
Yellow	624891	600726	96.133%	24165	3.867%	524872	87.37%	75854	16.006%	83.994%	12496	460

*TXX corrected the figure for # of Calls Serviced because it did not calculate correctly otherwise.

Dispatch Service Report: January - June 2007

	# Calls Received	# Calls Dispatched	% Dispatched	# Calls Not Dispatched	% Not Dispatched	# Calls Serviced (picked up)	% Serviced by Dispatch	# Calls Dispatched but not picked up	% Not Serviced by Dispatch	% Serviced of Calls Received	# Non-Response Complaints	# Cabs Servicing Calls
American	21953	20133	91.710%	1820	8.290%	20116	99.92%	17	8.368%	91.632%	3	17-20
Arrow*	0	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	0	#DIV/0!	#DIV/0!	0	0
B&W Checker	25268	25155	99.553%	113	0.447%	25096	99.77%	59	0.681%	99.319%	16	146
CityWide	120814	120195	99.488%	619	0.512%	119131	99.11%	1064	1.393%	98.607%	104	144
DeSoto	327454	321936	98.315%	5518	1.685%	321936	100.00%	0	1.685%	98.315%	42	111
Luxor	663098	608845	91.818%	54253	8.182%	603292	99.09%	5553	9.019%	90.981%	382	181
National	40203	40203	100.000%	0	0.000%	40203	100.00%	0	0.000%	100.000%	0	119
Regents	1627	956	58.758%	671	41.242%	930	97.28%	26	42.840%	57.160%	0	40
Town**	8703	7954	91.394%	749	8.606%	7800	98.06%	154	10.376%	89.624%	"N/A"	57
Yellow	739642	625675	84.592%	113967	15.408%	575214	91.93%	50461	22.231%	77.769%	29503	460

*Arrow was contacted several times but they did not turn in their dispatch report for January - June 2007

**On their dispatch report, Town did not calculate the # Calls Not Dispatched correctly. The correct total is above.

Dispatch Service Report: July - December 2007

	# Calls Received	# Calls Dispatched	% Dispatched	# Calls Not Dispatched	% Not Dispatched	# Calls Serviced (picked up)	% Serviced by Dispatch	# Calls Dispatched but not picked up	% Not Serviced by Dispatch	% Serviced of Calls Received	# Non-Response Complaints	# Cabs Servicing Calls
American	15918	14324	89.986%	1594	10.014%	14287	99.74%	37	10.246%	89.754%	0	16
Arrow	143950	143942	99.994%	8	0.006%	143905	99.97%	37	0.031%	99.969%	8	402
B&W Checker	30463	30326	99.550%	137	0.450%	30249	99.75%	77	0.702%	99.298%	20	107
CityWide	124516	124516	100.000%	0	0.000%	123258	98.99%	1258	1.010%	98.990%	273	144
DeSoto	314209	310422	98.795%	3787	1.205%	310422	100.00%	0	1.205%	98.795%	39	118
Luxor	689712	603456	87.494%	86256	12.506%	599068	99.27%	4388	13.142%	86.858%	238	189
National	45227	45227	100.000%	0	0.000%	45227	100.00%	0	0.000%	100.000%	0	119
Regents	4557	2182	47.882%	2375	52.118%	2154	98.72%	28	52.732%	47.268%	0	44
Town	14310	13238	92.509%	1072	7.491%	12778	96.53%	460	10.706%	89.294%	"N/A"	105
Yellow	768081	626996	81.631%	141085	18.369%	490889	78.29%	136107	36.089%	63.911%	18099	460

DISPATCH SERVICES

DISPATCH COMPANY	PHONE	FAX	CONTACT	COMPANY	Reg	Ramp	TOTAL TAXIS
American Taxi Dispatch 120 Willow Street San Francisco, CA 94109	614-2000	775-3321	Phillip Achilleos	American Best	13	1 2	16
Arrow Dispatch 2575 Marin Street San Francisco, CA 94124	648-3181	642-6807	Tyler Speck	Arrow	69	1	70
B&W Checker Dispatch 999 Pennsylvania Avenue San Francisco, CA 94107	285-3800	285-3605	Jacob Mayzal	Alliance B&W Checker Comfort Fog City KSJ Six2Six	5 55 17 1 2	1 11 1 1	94
CityWide Dispatch 2121A Evans Avenue San Francisco, CA 94124	920-0700	920-0717	Nick Lewis	Big Dog Crown Grasshopper Max Metro Royal SF Super SF Taxi USA Cab	24 6 3 30 47 2 10 2	1 3 1	129
DeSoto 555 Selby Street San Francisco, CA 94124	970-1300	643-2083	Cindy Ward	DeSoto	108	15	123
Luxor 2230 Jerrold Avenue San Francisco, CA 94124	282-4141	282-1706	John Lazar	Luxor	169	37	206
National 2270 McKinnon Street San Francisco, CA 94124	648-4444	821-6861	Dan Hinds	National United Veterans	65 34 18		117
Regents 98 Pennsylvania Avenue San Francisco, CA 94107	487-1004	487-0597	Bruno Anton	Central Green Lucky Regents	1 4 1 34	2	42
Town 999 Pennsylvania Avenue San Francisco, CA 94107	401-8900	401-8722	Ralph Machkovsky	ABC Bay Delta Executive Gold Star Town	1 61 18 1 1 55	2 1 2	142
Yellow 1200 Mississippi Street San Francisco, CA 94107	626-2345	826-7918	Rich Wiener	Yellow	463	17	480

Total: 1320 99 1419
Medallions Not Assigned: 11 1

2007 San Francisco Taxi Commission Dispatch Report

	American	Arrow	B&W Checker	CityWide	DeSoto	Luxor
Type of System:	NEC	Two-Way Voice Radio	Elite IPK / NEC	Toshiba Strata DK Digital Tec. System	Nortel	Hosted Private Branch System (Private PBX system)
Calls Answered at one time:	Roll-over	18	8	7	3	60 (but capable of answering 500 calls)
# of operators:	1-2	1	2	2	3	2-3
How handle overflow?:	calls put on hold	answer calls and call back	transfer to other dispatch companies	auto hold, call waiting, busy override	no overflow; all calls answered	auto answer; answer calls avg. of 33 seconds/call over last 6 mths
Protocol for Ramp Taxis:	if no ramp, refer	no ramp taxis in fleet	if no ramp w/in 15min, call yellow for help	first priority	call ramp by radio or dispatch; if not available, contact another dispatch sv.	dispatch system places "W" on ramp taxi order to prioritize call; supervisor calls customer back w/in 20=25 min w/updated status; if no ramp avail, call other companies for help
Do you have procedure to handle complaints?:	yes	yes, talk to driver about what happened	yes	yes, all complaints forwarded to Nick Lewis & offending color scheme mngr.	all complaints routed to general mngr.	we have complaint dept. if driver is speeding, he is talked to and asked to slow down, repeat offender is brought into office; more serious offense, we direct caller to report incident to Taxi Detail; luxor has fully staffed claims dept.
Accept CC?:	yes	yes/no-only some have this capability	yes	yes	no	yes
Minimum for CC?:	\$0		\$0	\$10		\$0
Types of CC accepted:	all		all	V, MC, AMEX, Disc		AMEX, MC, V
If don't accept CC, why?:	n/a	drivers have own capability	n/a		cost of service too high	
Use GPS?:	no	no	no	no	no	yes
If no, why?:	expensive	people like voice radio & drivers like talking to live person	can't afford at this time	don't believe GPS is safer; CWD only had 1 robbery in past 8 mths	expense; not convinced its better	

2007 San Francisco Taxi Commission Dispatch Report

	National	Regents	Town	Union	Yellow
Type of System:	Aligen	single line phone	NEC	Panasonic	Nortel, BCM 400
Calls Answered at one time:	23	1	2	2	30 (but capable of answering several hundred)
# of operators:	2	1	1	3 shifts (8-8)	4-5
How handle overflow?:	automatically placed in queue	n/a	calls put on hold	call back or place on hold	goes into que
Protocol for Ramp Taxis:	refer to ramp providers	request ramp vehicle for specific calls	n/a	if cannot provide, contact other companies	if no response from ramps, we call Luxor or B&W after 20-30min.
Do you have procedure to handle complaints?:	yes	yes	complaints referred to Jacob Mayzel & dealt with accordingly on day-day basis	yes, f/u on all complaints, get driver's statement & complaint's statement	drivers at fault are reprimanded
Accept CC?:	no	yes	yes	yes	yes
Minimum for CC?:		\$20	\$0	\$0	\$0
Types of CC accepted:		V, MC, AMEX	all major cc	all	V, MC, AMEX, Diners, Discover
If don't accept CC, why?:	waiting final settlement of debit card controversy before making large scale commitment				
Use GPS?:	no	no	no	no	yes
If no, why?:	waiting final settlement of debit card controversy before making large scale commitment	too expensive	working on this issue	need a big fleet in order to operate GPS system	