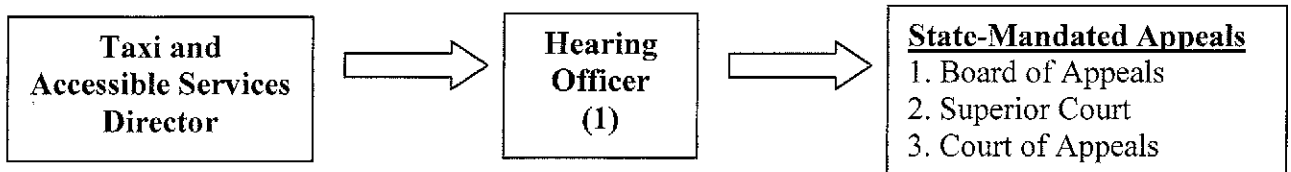


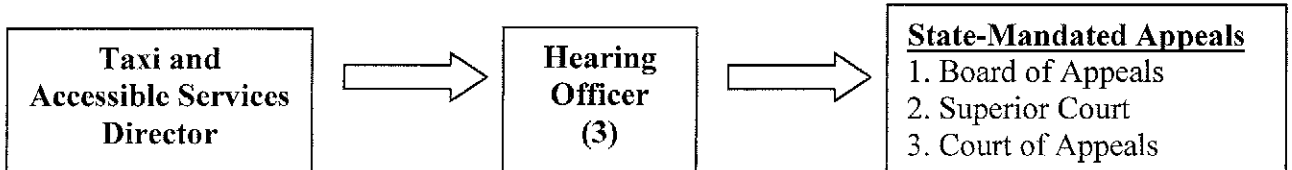
Taxi Advisory Group
Draft Recommendations
October 23, 2008

1. Recommendation – Discipline Procedure: Discipline path should be contingent on type/level of offense. Recommend structure that makes determination between major and minor offenses and directs people into parallel disciplinary paths of appeals (i.e. 1 Hearing Officer v. 3 Hearing Officer panel) for various levels of offenses, including suspensions and citations.

Level 1* (citations only)



Level 2/3*



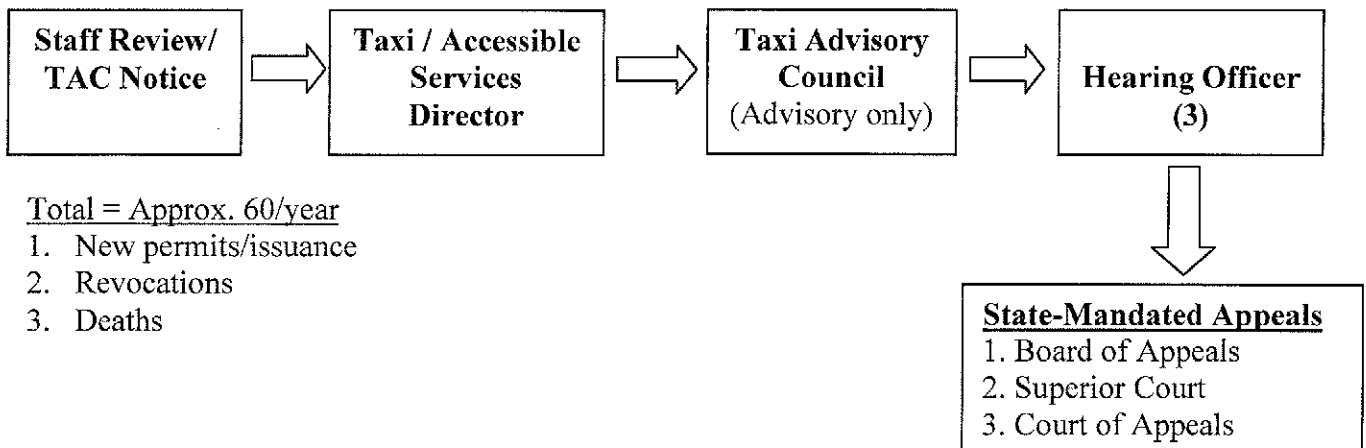
2. Recommendation – Industry Contribution: SFMTA should not increase industry contribution to TXC or parallel body beyond current level for the next 4 years. Excepting CPI (inflation – based on current rate structure) there should be no increase in industry/permit fees during that initial period.
 - “Hold harmless” period for fee increases outside of inflation.
 - Hold fees at current level (also accounting for contract-negotiated labor costs)
3. Recommendation – Merger Timing: Allow 90 days following approval of merger by Board of Supervisors to allow for recruitment of Director of Taxi and Accessible Services and to implement necessary structural changes as recommended by Taxi Advisory Group.
4. Recommendation – Advisory Body: In order to retain the public input so essential to the effective regulation of the Taxi industry, the TAG recommends that a permanent Taxi Advisory Council (TAC) be established (similar to the SFMTA Citizen’s Advisory Council) to advise the Director of Taxi and Accessible Services and to provide technical review in matters of suspension, issuance, or revocation of permits.

This TAC would advise the SFMTA Board on industry-specific policy issues and other items of importance to the industry. Understanding that the SFMTA Board of Directors cannot bestow its judicial decision-making authority on any body, this TAC would be comprised of representatives from taxi companies/color schemes (4), medallion/permit holders (3), drivers/non-medallion (3), and public representatives (5). This body should be inclusive of non-resident applicants to ensure adequate representation from all categories and be appointed to staggered 4 –year terms, with

initial appointment of seven members to two-year terms and eight members to 4-year terms.

Applications for appointment should be submitted to the Director of Taxi and Accessible Services (or existing Taxi Commission director as interim); separated according to the categories above and provided to the SFMTA Executive Director/CEO; and forwarded with recommendations for appointment to the SFMTA Board of Directors. This process should begin immediately on approval of Taxi Commission merger by the Board of Supervisors to enable members to be appointed in advance of the 90-day merger deadline.

5. Recommendation – Transition: Schedule a time for Taxi Advisory Group (TAG) to brief Taxi Commission on discussions, findings, and recommendations. It is important that these bodies collaborate to provide informed recommendations.
6. Recommendation – Paratransit Services: SFMTA should not effect any reduction or change in service to the senior or disabled community via paratransit services as part of this proposed merger.
7. Recommendation – Permit Issuance/Revocation: The process for consideration of issuance or revocation of Company/Dispatch/Individual permits should follow the diagram below, integrating staff and TAC recommendations into the consideration of any pending permit or revocation hearing process. Any recommended permit revocation or denial should be reviewed by the TAC prior to review by hearing officer panel (3) and other state-mandated appeals processes to ensure complete and impartial assessment of all applicable materials and contextual information.



8. Recommendation – Regulatory Transition: SFMTA should undertake a code language update to bring applicable existing code into line with organizational reality, updating language to reflect SFMTA governance, Taxi Commission structure or dissolution, and SFPD Taxi detail. Recommend a “gap” period to allow for continuation of existing regulations and enforcement as part of enabling legislation to effectuate the merger.
9. Recommendation – Lost and Found: Propose no change to current lost and found procedures, but recommend that SFMTA and TXC investigate consolidation of intake and processing of lost and found items, potentially utilizing some type of web-based self-service lost and found tool.

10. Recommendation - Communications: Develop and issue joint communications between Taxi Commission and SFMTA, including newsletters, press releases announcing approval and effectuation of merger, FAQ, etc. in advance of finalization of merger. Communications should be executed both via US mail (direct to drivers and color schemes), and via a newly established internet site that includes information for (1) drivers, (2) color schemes/companies, and (3) public, including paratransit customers.

11. Recommendation – Items for Future Consideration:

The Taxi Advisory Group has focused its efforts on items specific to the effectuation of a proposed merger by the Board of Supervisors, but recommend the following items as priority policy issues to be addressed by the SFMTA Board and/or some supporting body (e.g. Taxi Advisory Council) immediately following the merger.

- a. Driver status – independent or employed
- b. A-card list
- c. Future/composition of accessible services
- d. Debit card
- e. Rules and regulations
- f. Enforcement of rules and regulations
- g. Healthcare
- h. ADA policy
- i. Gate fees
- j. Long term leases
- k. Medallion lease fees
- l. Exit strategy for medallion holders / retirement
- m. Dispatch
- n. Lost and found processing
- o. Customer service v. public drivers
- p. Illegal drivers / operators / fake taxis / limousines
- q. Role of SFPD in enforcement v. PCOs, etc.
- r. Future advisory board for ongoing driver/industry input
- s. Driver education and training
 - i. Sensitivity training
 - ii. School oversight