

## Agenda: Item 3

Staff Report and Commissioner Announcements [INFORMATION]



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 PAEK, COMMISSIONER, ext. 7  
SUSAN SUVAL, COMMISSIONER, ext. 5  
ARTHUR TOM, COMMISSIONER, ext. 4

JORDANNA THIGPEN, EXECUTIVE DIRECTOR

**TO: Honorable Commissioners**  
**FROM: Jordanna Thigpen**  
**RE: Staff Report 2.10.9**  
**Date: February 10, 2009**

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### Administration/Policy

- **New Database:** Our new database is almost finished and when all data is input, we will be able to automatically assign waiting list numbers and track addresses, color scheme changes, and more. This represents a significant step towards bringing the department into the modern era as far as tracking of information and ability to convey information to the public pursuant to request.
- **Rules & Regulations Subcommittee:** The final meeting occurred January 30, 2009.
- **Final Report:** Like all Commissions, the Taxi Commission is required to produce an annual report. I will produce the Commission's annual report and present it at the February 24, 2009 meeting of the Taxi Commission, and it will act as a final report of the Commission.
- **ADA Policy:** The Commission sent out a standard letter to all Proposition K medallion holders regarding ADA modifications for Calendar Year 2008. We will be providing medallion holders with the opportunity to apply for an ADA modification for 2008 through February 15, 2009. We have also begun responding individually to each person who has submitted a request for modification.
- **Taxi stands:** I met with Tom Radulovich of the BART Board regarding several locations at 16<sup>th</sup> and 24<sup>th</sup> Street BART stations for taxi stands, and we will be working with SFMTA on this issue.
- **Grants:** I still have four \$4,000 CNG grants available.

### Enforcement/Regulation

- **Dispatch Audit:** Attached is the bi-annual dispatch audit.
- **Drivers with No A-cards:** 2008 A-cards are now expired as of December 31, 2008. The grace period expired January 31, 2009. The penalty phase is now in effect. However, DAJA considers all A-cards expired as of January 31, 2009 and will be pulling drivers out of service.
- **Renewing A-Cards:** As of December 1, 2008, drivers can now renew their A-cards at the Treasurer's Office. Please note, drivers are required to list their current employer upon renewal. The Treasurer's Office has been informed not to accept individuals claiming to work at "Falcon Cab," "Sunshine Cab," and other fictitious cab companies. Additionally, only drivers with current A-cards may renew without attending taxi school. Any driver who attempts to renew an A-card which has been expired since May 1, 2008 will be considered to be operating without a permit.
- **Administrative Hearings:** Wei Chen Lee had the second part of his qualification hearing on January 30, 2009.

- **Board of Appeals:** There are several upcoming denial of permit hearings including Zemikael and Charsoughi. There is also an Ennazer hearing.
- **Superior Court:** The Commission has been victorious in defeating Rahimi's request for a stay of the Board of Appeals' decision to uphold the Commission's decision revoking Rahimi's medallion and A-card. This means he cannot operate a taxicab vehicle in San Francisco.

### Dispatch Service Report: January - June 2008

	# Calls Received	# Calls Assigned	% Dispatched	# Calls Not Assigned	% Not Dispatched	# Calls Serviced (picked up)	% Serviced by Dispatch	# Calls Assigned but not picked up	% Not Serviced by Dispatch	% Serviced of Calls Received	# Non-Response Complaints	# Cabs Servicing Calls
American	13666	12826	93.853%	840	6.147%	12754	99.44%	72	6.673%	93.327%	0	15
Arrow	141174	141104	99.950%	70	0.050%	140939	99.88%	165	0.166%	99.834%	73	69
B&W Checker	35205	35070	99.617%	135	0.383%	34990	99.77%	80	0.611%	99.389%	24	98
CityWide	119287	118866	99.647%	421	0.353%	117858	99.15%	1008	1.198%	98.802%	98	130
DeSoto	298667	295167	98.828%	3500	1.172%	295167	100.00%	0	1.172%	98.828%	41	121
Luxor	618702	585846	94.690%	32856	5.310%	573362	97.87%	12484	7.328%	92.672%	235	204
National	49113	49113	100.000%	0	0.000%	49113	100.00%	0	0.000%	100.000%	0	123
Regents	3221	1465	45.483%	1756	54.517%	1416	96.66%	49	56.038%	43.962%	0	42
Town	18710	17695	94.575%	1015	5.425%	17463	98.69%	232	6.665%	93.335%	n/a	145
Yellow	797888	792838	99.367%	5050	0.633%	675737	85.23%	117101	15.309%	84.691%	3986	450
<b>Totals</b>	<b>2095633</b>	<b>2049990</b>	<b>97.822%</b>	<b>45643</b>	<b>2.178%</b>	<b>1918799</b>	<b>93.60%</b>	<b>131191</b>	<b>8.438%</b>	<b>91.562%</b>	<b>4457</b>	<b>1397</b>

### Dispatch Service Report: July - December 2008

	# Calls Received	# Calls Assigned	% Dispatched	# Calls Not Assigned	% Not Dispatched	# Calls Serviced (picked up)	% Serviced by Dispatch	# Calls Assigned but not picked up	% Not Serviced by Dispatch	% Serviced of Calls Received	# Non-Response Complaints	# Cabs Servicing Calls
American	9566	9001	94.094%	565	5.906%	8942	99.34%	59	6.523%	93.477%	0	15
Arrow	132994	132905	99.933%	89	0.067%	132805	99.92%	100	0.142%	99.858%	56	68
B&W Checker	39753	39617	99.659%	136	0.342%	39546	99.82%	71	0.521%	99.479%	25	100
CityWide	120513	120154	99.702%	359	0.298%	119299	99.29%	855	1.007%	98.993%	107	129
DeSoto	273513	269630	98.580%	3883	1.420%	269630	100.00%	0	1.420%	98.580%	41	116
Luxor	599676	577854	96.361%	21822	3.639%	566686	98.07%	11168	5.501%	94.499%	252	209
National	50003	50003	100.000%	0	0.000%	50003	100.00%	0	0.000%	100.000%	0	118
Regents	815	256	31.411%	559	68.589%	254	99.22%	2	68.834%	31.166%	0	36
Town	18932	18425	97.322%	507	2.678%	17983	97.60%	442	5.013%	94.987%	0	145
Yellow	823556	715241	86.848%	108315	13.152%	602124	84.18%	113117	26.887%	73.113%	41176	465
<b>Totals</b>	<b>2069321</b>	<b>1933086</b>	<b>93.416%</b>	<b>136235</b>	<b>6.584%</b>	<b>1807272</b>	<b>93.49%</b>	<b>125814</b>	<b>12.664%</b>	<b>87.336%</b>	<b>41657</b>	<b>1401</b>



February 3, 2009

Ms. Jordanna Thigpen  
Executive Director  
San Francisco Taxi Commission  
City/County of San Francisco  
25 Van Ness Avenue, Suite 420  
San Francisco, CA 94102-6055

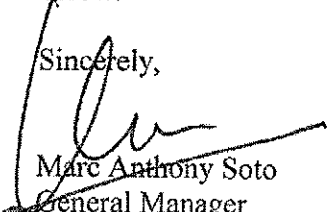
Dear Jordanna:

Thank you for your letter of February 2, 2009, offering to meet with me to discuss your concerns with recent citations of Serra Cab drivers by the San Francisco Police Department (SFPD). Your letter indicates that these citations were issued to Serra Cab drivers for picking up taxi riders in San Francisco that were prearranged by my office. In your letter, you indicate that you learned of this matter from a presentation to your commission by Sergeant Reynolds of the SFPD at their meeting of January 27, 2009.

I was not at the meeting but was approached by a number of stakeholders of the San Francisco taxi industry regarding this very matter. Notwithstanding Serra Cab's alleged explanation for their actions, please know that neither SF Paratransit nor Veolia prearrange for any taxi transportation directly with Serra Cab or any other cab company on behalf of anyone for any transportation. Nevertheless, I am happy to meet with you to discuss this matter further and if necessary, I can request Serra Cab representatives to attend this meeting so they may explain their actions to you and to Sergeant Reynolds if appropriate.

Please call me if you would like to set up this meeting. You may write me at the address below.

Sincerely,

  
Marc Anthony Soto  
General Manager

c: Christiane Hayashi, SFMTA  
Annette M. Williams, SFMTA