

Agenda: Item 2

Modifying the Inside of Taxis with Information for 311 Call Center



COMMISSIONERS TELEPHONE (415) 554-7737

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PATRICIA BRESLIN, VICE PRESIDENT
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HEIDI MACHEN, EXECUTIVE DIRECTOR

August 15, 2007

At the meeting of the Taxicab Commission on Tuesday, August 14, 2007 the following resolution and findings were adopted:

RESOLUTION NO. 2007-XX

REQUIRING AND APPROVING THE PLACEMENT OF 311 CUSTOMER SERVICE CENTER INFORMATION INSIDE ALL TAXICABS AND ESTABLISHING A TIMELINE FOR COMPLIANCE

WHEREAS, the Taxi Commission has an interest in improving the customer experience for taxi passengers; and,

WHEREAS, 311 customer service center is a readily accessible resource for customers who wish to offer compliments or complaints on taxi service or search for lost property; and,

WHEREAS, 311 customer service center is available to callers 24 hours a day, 7 days a week; and,

WHEREAS, 311 operators are conversant in most taxi related information and track calls to determine types of questions being asked, the eventual outcomes, and to provide feedback on metrics such as length of time required to resolve issues which will serve as a benchmark for service improvement; and,

WHEREAS, Taxi Commission and SFPD's Taxi Detail have been working closely with 311 to transfer public call-taking duties to their operators; and,

WHEREAS, 311 has proposed signage to be placed in all taxicabs so that customers will have the information they need to offer compliments, complaints, or look for property potentially lost in a taxicab; and,

WHEREAS, 311 information could also include a prompt for illegally operating limousines; and,

WHEREAS, 311 customer service center has proposed small, permanent, 3 ½" by 3 ½" crack and peel stickers located on the back rear side windows as a mandatory feature for every vehicle used as a taxi; and,

WHEREAS, per Taxicab/Ramped Taxi Rules and Regulations Rule 5.C.6, no signs or other devices may be displayed or hung inside or outside of a taxicab vehicle except signs or devices required by law, these regulations, or approved by the Taxicab Commission or their designee; and,

WHEREAS, Rules and Regulations 5.C.9 a provides that only matter required by law or approved by the Taxicab Commission may be placed on taxicab vehicle windows in compliance with Section 26708 of the California Vehicle code. Nothing shall be placed on any portion of the taxicab vehicle in such manner as to block the driver's vision; and now,

THEREFORE BE IT RESOLVED that the Taxi Commission approves the proposed 311 customer service stickers and requires all taxi companies to make 311 customer service center information stickers easily visible to customers in the inside rear compartment of all vehicles used as taxis; and,

BE IT FURTHER RESOLVED that all taxi companies will be required to have these 311 customer service information stickers placed in vehicles within a month of being notified by Taxi Commission office on the passage of this policy and the method of obtaining an adequate supply of stickers.

AYES:
ABSENT:

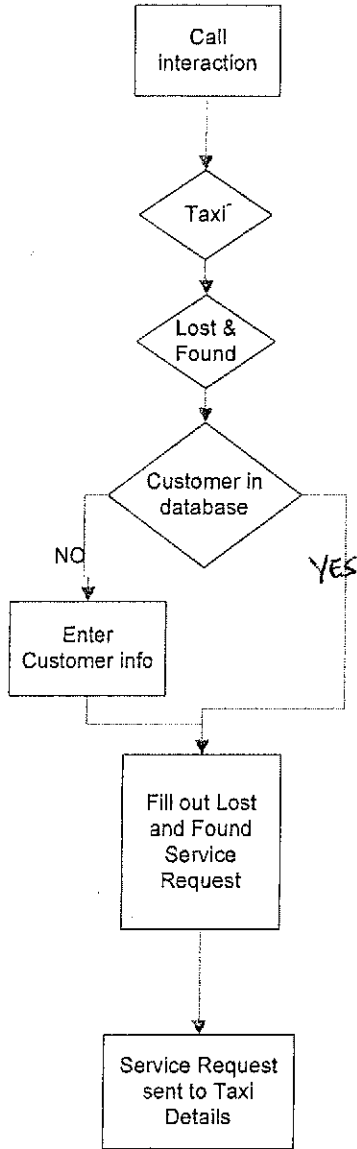
NOES:
RECUSED:

Respectfully submitted,

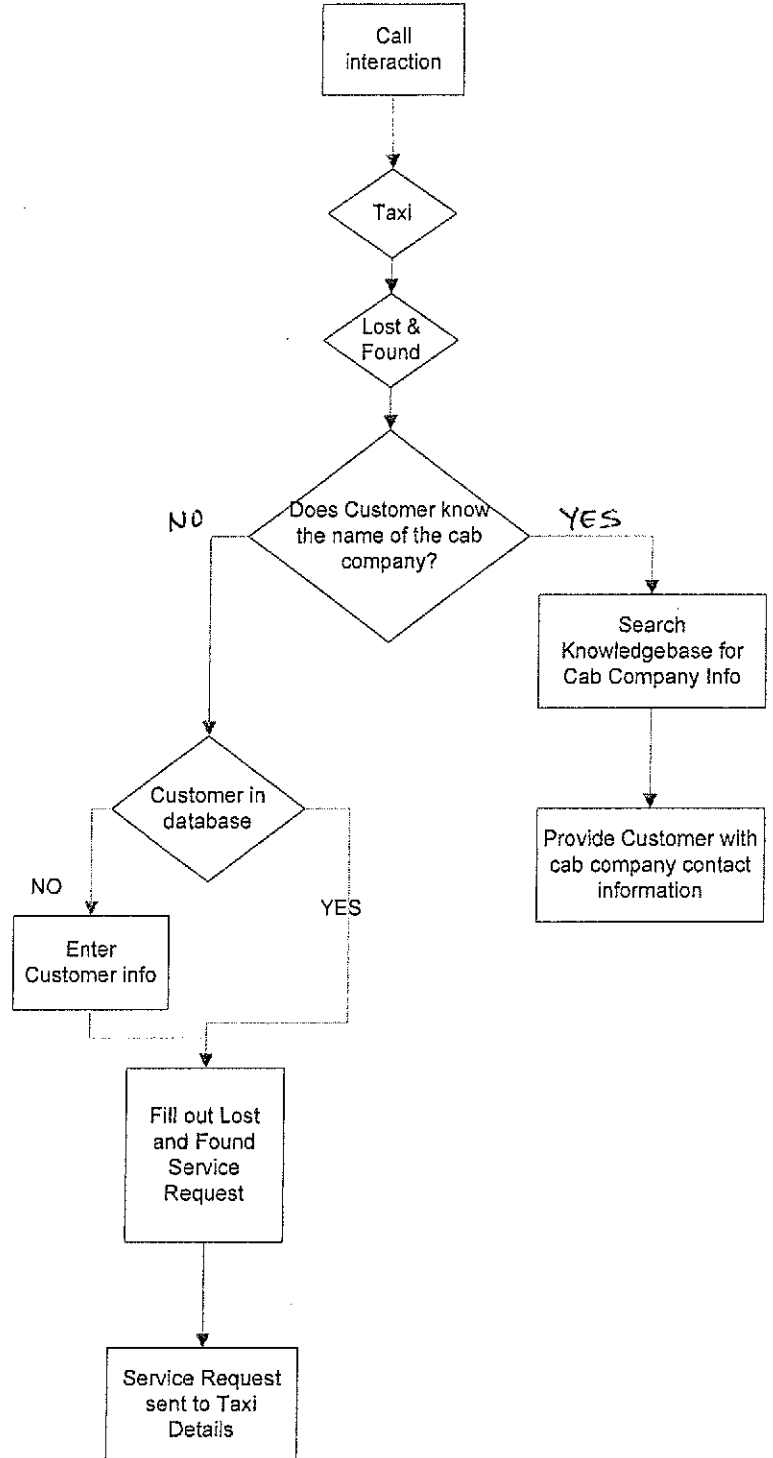
Heidi Machen
Executive Director

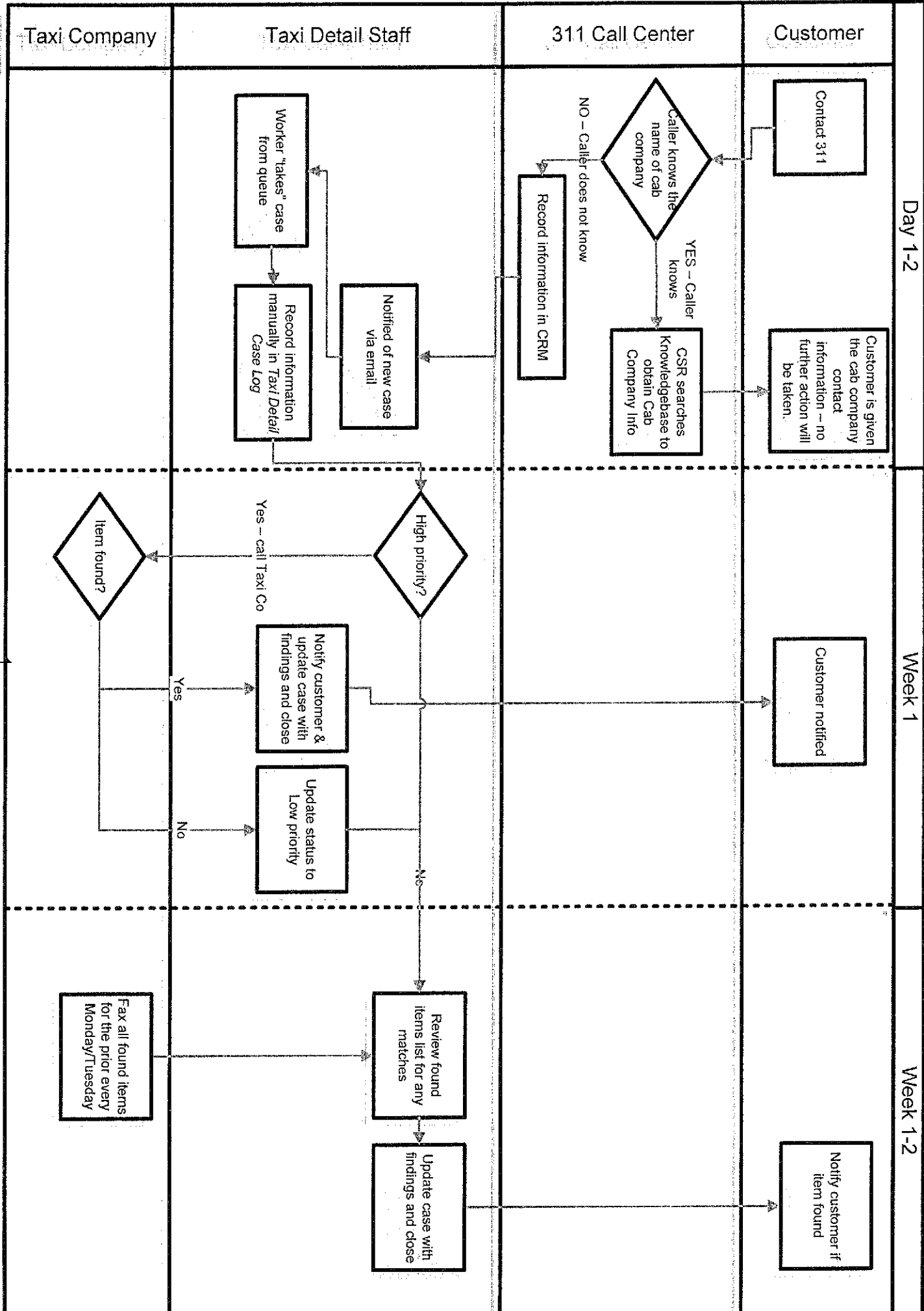
311 TAXI LOST AND FOUND SCRIPT FLOW -- DRAFT

Current



New





You are in Cab # _____

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

Gavin Newsom, Mayor

311

You are in Cab # _____

Notice to Taxi Passengers

Compliment? Complaint? Lost Property?

illegal Limousine Solicitation?

Call: 3-1-1

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Live operators ready to assist 24 x 7

Mayor Gavin Newsom

#6.1

You are in Cab # _____

Notice to Taxi Passengers

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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

Mayor Gavin Newsom

3.1

You are in Cab # _____

Color Scheme: _____

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

Gavin Newsom, Mayor

#7

You are in Cab # _____

Notice to Taxi Passengers

Compliment? Complaint? Lost Property?

illegal Limousine Solicitation?

#7.1

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

Mayor Gavin Newsom

You are in Cab # _____

Color Scheme: _____

#1

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

Gavin Newsom, Mayor

You are in Cab # _____

#2.1

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



Gavin Newsom, Mayor

You are in Cab # _____

Notice to Taxi Passengers

**Compliment? Lost Property? Complaint?
illegal Limousine Solicitation?**

#31

Call: 3-1-1

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Gavin Newsom, Mayor