Agenda: Item 5

Consideration of Addition of Rule 8.A.17, Requiring Minimum Size for Dispatch Services [ACTION]

CITY AND COUNTY OF SAN FRANCISCO



TAXI COMMISSION MAYOR GAVIN NEWSOM

COMMISSIONERS TELEPHONE (415) 554-7737

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JORDANNA THIGPEN, EXECUTIVE DIRECTOR

TO: Honorable Commissioners FROM: Jordanna Thigpen

RE: Dispatch Size Requirements

DATE: August 6, 2008

Attached please find a copy of a resolution outlining proposed dispatch standards. Also please find attached a list of current dispatch companies along with fleet size information current as of August 6, 2008.

Also attached is a memorandum which was presented when the Commission considered this issue earlier in the year. I've attached this memorandum because it pulls together all of the relevant information in addition to the current items noted above.

Staff will provide an overview of this item at the hearing. Some of the outstanding policy issues identified are:

- What is an appropriate number of taxis per dispatch company?
- What is an appropriate number of ramped taxis per dispatch company?
- How can the Commission craft solutions without creating "bidding wars" over vehicles to adhere to particular dispatch companies?
- How can the Commission best ensure the public is being served?

Color Scheme	Last	First	Reg	Ramp	Total	Dispatch Co.
ABC Taxicab	Assefa	Berhane	1	0	1	Town Dispatch
Alliance Cab	Poquez	Evelyn	4	2	6	Black & White
American Taxicab	Achilleos	Phillip	14	1	15	American Dispatch
Arrow Cab	and Tyler Speck	Mary Speck	67	1	68	Arrow Dispatch
Bay Cab	Cardenas	Roger	60	2	62	Town Dispatch
Best Cab	Oha	Linus	0	2	2	Town Dispatch
Big Dog City	Lewis	Nick	24	0	24	CityWide Dispatch
Black & White Checker	Makarian	Gratchia	60	11	71	Black & White
Central Cab	Huey	Wayne	1	0	1	Regents Dispatch
Comfort Cab	Sambi	Jilcha	0	1	1	Black & White
Crown Cab	Khan	Mohammad	6	0	6	CityWide Dispatch
Delta Cab	Smith	Marty	19	0	19	Town Dispatch
DeSoto Cab	Ward	Cindy	105	15	120	DeSoto Dispatch
Executive Cab	Hollis	Wesley	1	0.	1	Town Dispatch
Fog City Cab	Poon	Greg	20	1	21	Black & White
Gold Star Taxi	Badrous	Ayad	1	1	2	Town Dispatch
Green Cab	Gruberg	Mark	5	٥	5	Regents Dispatch
KSJ Taxi	and David Basada	Roger Cardenas	0	0	0	Black & White
Lucky Cab	Chow	Jimmy	1	0	1	Regents Dispatch
Luxor Cab	Lazar	John	173	36	209	Luxor Dispatch
Max Cab	Chiang	Sai	3	0	3	CityWide Dispatch
Metro Cab	Hybels	Richard	19	0	19	CityWide Dispatch
National	Hinds	Dan	64	0	64	National Dispatch
Regents Cab Company	Anton	Bruno	32	2	34	Regents Dispatch
Royal Taxi	Sweis	Nishan	48	3	51	CityWide Dispatch
San Francisco Super Cab	Wong	Jimmy	2	0	2	CityWide Dispatch
San Francisco Taxicab	Trad	Jack	10	1	11	CityWide Dispatch
Six2Six Taxi	Mohamed Bathai	Firouz Mahdavi and	2	0	2	Black & White
Town Taxi	and Sylvia Ford	Ralph Machkovsky	56	2	58	Town Dispatch
United Cab	Tehrani	Ted	33	0	33	National Dispatch
USA Cab	Nimri	Albert	2	0	2	CityWide Dispatch
Veterans Cab	Hinds	Dan	20	0	20	National Dispatch
Yellow Cab Co-op	Wiener	Richard	480	18	498	Yellow Dispatch

Total	1333	99
Grand Total		1432
Medallions not issued	67	1

Dispatch Co.	Regular	Ramp	Total
American	14	1	15
Arrow	67	1	68
B&W Checker	86	15	101
CityWide	114	4	118
DeSoto	105	15	120
Luxor	173	36	209
National	117	0	117
Regents	39	2	41
Town	138	7	145
Yeilow	480	18	498
Totals	1 33 3	99	1432



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JORDANNA THIGPEN, EXECUTIVE DIRECTOR

August 13, 2008

At the meeting of the Taxi Commission on Tuesday, August 12, 2008 the following resolution(s) and finding(s) were adopted:

RESOLUTION NO. 2008-XX

WHEREAS, the Taxi Commission wishes to enhance taxi service to the public by ensuring that dispatch companies are operating efficiently and professionally; and

WHEREAS, the Taxi Commission wishes to enhance service to the paratransit community by ensuring that dispatch companies have an adequate number of ramped taxi vehicles serving the paratransit community; and

WHEREAS, the Taxi Commission wishes to add Rule 8.A.17 as described below:

17. No Dispatch Permit Holder shall operate unless there are at least 100 taxicabs affiliated with that Dispatch Permit. If ramped taxis are affiliated with a Dispatch Permit Holder there shall be at least 10 ramped taxis with that Dispatch Permit.

THEREFORE BE IT RESOLVED, that the Taxi Commission adopts the amendments described above.

AYES:	NOES:
ABSENT:	RECUSED

Respectfully submitted,

Jordanna Thigpen Executive Director





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

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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 with in 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.

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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!

Ouick 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:

- 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 fime of Day and Day of Week

	نا ف	n-Thurs	a de a l	ri Sat		Total
	Count	Percent	Count	Percent	Count	Percen t
6 to 8 am		4 -	12	10.0%	12	10.0%
8 am to noon	12	10.0%	12	10.0%	24	20.0%
Noon to 6 pm	12	0.0%	12	10.0%	24	20.0%
6 to 10 pm	12	100%	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, reginning 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.

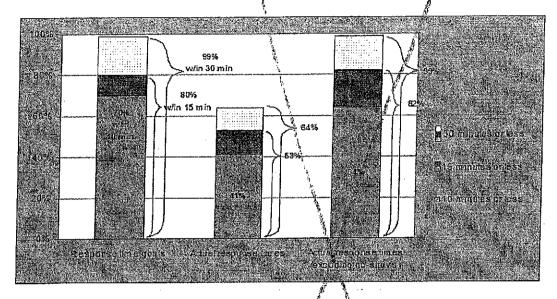


Figure 2. Response Time Goals and Arrival Times of Dispatched Taxis, Citywide Estimates (n=463)

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 vield 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).

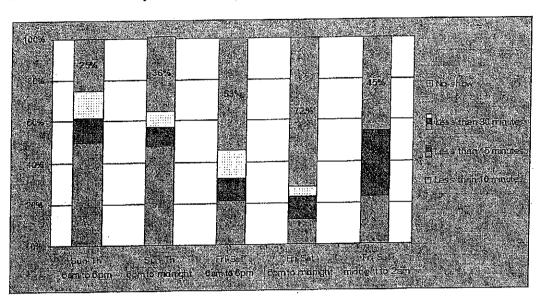


Figure 3. No-Show Rates and Percent of Taxis Arriving Within Response Time Goals by Time of Day and Day of Week (n=636)

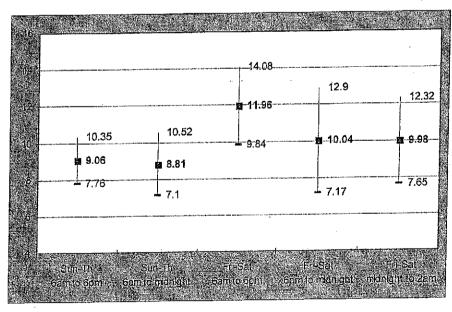


Figure 4. Average Taxi Arrival Times with 95 Percent Confidence Interval by Time of Day and Day of Week

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.

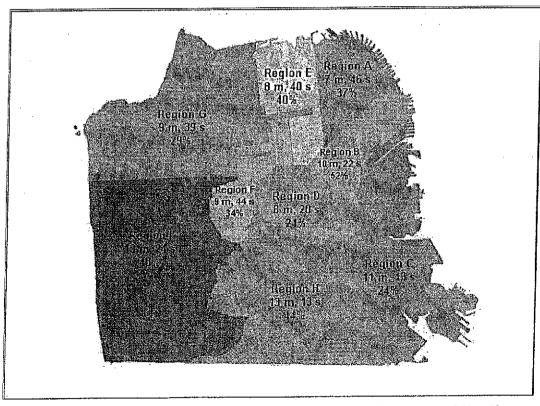


Figure 5. Average Arrival Time of Dispatched Taxis and Percent of No-Shows by Region

2006-2007 Surven

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

	A CANADA
Name Number Total Total	% Arrival No No No Total % No
Calls Arrived	Show Cab Show
SELECTION OF THE PROPERTY OF T	29 50% 277,50%
American 614-2000 2 2 40 2 9	22.50% 2 29 31 77.50%
	10 56 76% THE 191 1 17 17 16 43 24%
Arrow 648-3181 37 21	
THE RESIDENCE OF THE PROPERTY	70.45% 7 6 3 29.55%
Citywida 920-0700 444	
B&W Checker 285-3800 244 24	47-73% \$2:27%
B&W Checker 285-3800 24 24 22	The state of the s
DeSoto 970:1300 555	70.91%; = 3 13 16 29.09%
	R182% 118.18%
Luxor Cab 2824141 77 63	8182% 13.18/6
The state of the s	332 XX XX XX 2 2 2 2 2 5 2 5 2 5 5 7 6 1 1 2 2 5 7 6 7 6 7 6 7 6 7 6 7 6 7 6 7 6 7 6 7
National 648-4444	60.29% 8.54.19 2/3 39.7476
	1211 47 07%
Regents: Add Add Out to the first th	The second secon
	4 35% 8 36 44 95.65%
	P STEERING FOR THE PROPERTY OF
rown 401-8900 43 20	46.51%
STOMUSING STOREST STOR	THE PERSON OF TH
Yellow Cab 333-3333 - 74 55 55	74.32% 45 14 8 19 25.68%
TRILOW GOD 1 COS GAAR	STATE OF THE STATE

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

								ŀ	1 1 2 2 2 2			
	# Calls	# Calls		# Calls Not	% Not	# Calls	% Serviced	# Calls		ced	i	# Cabs
	Received	Dispatched	% Dispatched		Dispatched	Ē	_	not picked un	Dispatch		Response	Servicing
American	17814	16599	93.180%	1215	% 820%		٩Į	do possibility		_	Complaints	Calls
Dawl Charles	2000		90.100/0	10121		RECOL	700,00%		6.820%	93.180%	Ď	20
DOWN CHECKER	13832	13832	100.000%		0.000%	13752	99.42%	Se		20 4000		
CityWide	113562	113168	70223 00	100					0,57670	99.422%	5	131
Dans.	35000		2,000,00	+60	0.347%	961.1.1	98.26%	1972	2.083%	97.917%	192	145
00000	000000	DODZCC	%DOU.UUT	0	0.000%	349591	99.07%	3269	%9cb 0	70V ZU DO	3	
Luxor	693317	624139	90.022%	69178	7082b b	61011	700 4 00			20.01	1,7	2
Mational	86078	SCOVE	100000		Ī	010114	33.13/0	CZUC	10.703%	89.297%	425	18
	0.000	07000	9,000,001	0	0.000%	52091	94.82%	2847	5.182%	94.818%	0	ପ୍ର
vederio	282	409	70.154%	174	29.846%	409	100 00%		70 0 100/			
Town	8385	7971	7023U 20		T	100	.00.00/6		29.040%	/0.154%	-1	20
l Inion	0000	101	20,000,00	4 4	1	1787	100.00%		4.937%	95.063%	,	58
			#C! 8/0!	-	#UIV/0!		#DIV/0!	_	#DIV/0!	#D(V/01		
Sugas	145400	145400	100.000%	0	0.000%	145400	100 00%		0 0000/			
Yellow	624891	600726		DAAGE					0.000%	100,000%	60	66
		0 4 4 1 1	ſ	24100	3.607%	2/48/2	87.37%	75854	16.006%	83.994%	30,00	100

^{*}TXC corrected the figure for # of Calls Serviced because it did not calculate correctly otherwise.

Dispatch Service Report: January - June 2007

	-					2						
			,					# Calls	:			
						# Calls		Dispatched	% Not	% Serviced	# Non-	# Cabs
		# Calls	%	# Calls Not	% Not	Serviced	% Serviced	but not	Serviced by of Calls		nse	Servicing
	Received	Dispatched	Dispatched	Dispatched	Dispatched	(picked up)	by Dispatch picked	늉	Dispatch	Õ,	S	Calls
American	21953	20133	91.710%	1820	8.290%	20116	99.92%	17	8.368%	20%	إدن	17-20
Arrow*	O.	0	#DIV/0!	O	10/AIG#	0	集プログラウ	>	#7N/ioi	10000	> 0	
Olar O	2122									10.470	-	-
DOWN CHECKE	00707	50107	\$3.553%	113	0.44/%	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	
DeSoto	327454	321936	98.315%	5518	1.685%	321936	100.00%	0	1.685%	98.315%	42	
Luxor	663098	608845	91.818%	54253	8.182%	603292	%60.66	5553	9.019%	90.981%	382	181
National	40203	40203	100.000%	0	0.000%	40203	100,00%	0	0.000%	100.000%	0	
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"	
Yellow	739642	625675	84.592%	113967	15.408%	575214	91,93%	50461	22.231%		J	

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

Dispatch Service Report: July - December 2007

460	18099	63.911%	36.089%	136107	78.29%	490889	5 18.369%	141085	81.631%	626996	768081	Yellow
105	"n/a"	89.294%	10.706%	460	96.53%	12778	2 7.491%	1072			14310	Town
44	0	47.268%	52.732%	28	98.72%	2154	52.118%	2375	47.882%	2182	4557	Regents
119	0	100.000%	0.000%	0	100.00%	45227	0.000%	0	L		45227	National
189	238	86.858%	13.142%	4388	99.27%	599068	12.506%	86256	87.494%	603456	689712	Luxor
118	. 39	98,795%	1.205%	0	100.00%	310422	1,205%	3787	98.795%	310422	314209	DeSoto
144	273	98.990%	1.010%	1258	98.99%	123258	0.000%	0	100.000%	124516	124516	CityWide
107	20	99.298%	0.702%	77	99.75%	30249	0.450%	137	99.550%	30326	30463	B&W Checker
402	8	99.969%	0.031%	37	99.97%	143905	0.006%	8	99.994%	143942	143950	Arrow
16	0	89.754%	10.246%	37	99.74%	14287	10.014%	1594	89.986%		15918	American
# Cabs Servicing Calls	# Non- # Response S Complaints C	g 6	% Not % Servi Serviced by of Calls Dispatch Receive	<u> </u>	# Calls Dispatche % Serviced but not by Dispatch picked up	# Calls Serviced (picked up)	% Not Dispatched	# Calls Not Dispatched	% Dispatched	# Calls Dispatched	# Calls Received	

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

DISPATCH SERVICES

DIODATOLL COMPANY	PHONE	FAX	CONTACT	COMPANY	Reg	Ramp	TOTAL TAXIS
DISPATCH COMPANY	PHONE	FAX	CONTACT		13	1	
American Taxi Dispatch 120 Willow Street San Francisco, CA 94109	614-2000	775-3321	Phillip Achilleos	American Best	13	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	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	142
Yellow 1200 Mississippi Street San Francisco, CA 94107	626-2345	826-7918	Rich Wiener	Yellow - Total:	463	17	480 1419

Medallions Not Assigned: 11 1

2007 San Francisco Taxi Commission Dispatch Report

						1			,	,				- ,	
	Hosted Private Branch System (Private	r DA system)	60 (but capable of answering 500 calls)	auto answer, answer calls avg. of 33	dispatch system places "W" on ramp taxi order to prioritize call; supervisor calls customer back win 20=25 min w/updated status; if no ramp avail, call other companies for help		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 all complaints routed to general report incident to Taxi Detait. Invortes fully.	staffed claims dept.	The state of the s	yes \$0	AMEX MC V			VAC	, in the same of t
Desoto	IntroN		77	no overflow; all calls answered	call ramp by radio or dispatch: if not available, contact another dispatch srv.		all complaints routed to general	mngr.	C			- Constant of the Constant of	And of consists of the him	no	expense; not convinced its better
CityWide				auto hold, call waiting, busy override	first priority		yes, ail complaints forwarded to Nick Lewis & offending color	scheme mngr.	. Aes	\$10	V, MC, AMEX, Disc			no	don't believe GPS is safer, CWD only had 1 robbery in past 8 mths
B&W Checker	Elite IPK / NEC	œ	2	transfer to other dispatch companies	if no ramp wiin 15min, call yellow for help		VP.	yes	yes	\$0	ail			ПО	can't afford at this time
Arrow	Two-Way Voice Radio	. 81	-	answer calls and call back	no ramp taxis in fleet		yes, talk to driver about what	poundant	yes/no-only some have this capability				drivers have own capability	по	people like voice radio & drivers like talking to live person
American	NEC	Roil-over	1-2	calls put on hold	if no ramp, refer		yes		yes	20	ali		n/a	no	expensive
	Type of System:	Calls Answered at one time:	# of operators:	How handle overflow?:	Protocol for Ramp Taxis: if no ramp, refer		Do you have procedure to handle complaints?:		Accept CC?:	withingth for CC?:	Types of CC accepted:		If don't accept CC, why?: n/a	use Graf.	lf no, why?:

2007 San Francisco Taxi Commission Dispatch Report

				1	
	National	Regents	Town	Loin	Yellow
Type of System:		single line phone	NEC	Panasonic	Nortel BCM 400
Calls Answered at one time:	23		2		30 (but capable of answering several
# of operators:	2	-	-	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	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	n/a	if cannot provide, contact other companies	if cannot if no response from provide, ramps, we call contact other Luxor or B&W after companies 20-30min.
Do you have procedure to handle			complaints referred to Jacob Mayzel & dealt with accordingly on dav-dav	yes, flu on all complaints; get driver's statement & complaint's	drivers at fault are
complaints?:	yes	yes	basis	statement	reprimanded
Accept GC?:	เกอ	yes	yes	yes	yes
Winimum for CC?:		\$20	\$0	\$0	\$0
Types of CC accepted:		V, MC, AMEX	all major cc	all	V, MC, AMEX, Diners, Discover
lf 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	