



TAXI & PARATRANSIT SERVICES UPDATE

Presented by Christiane Hayashi, Taxi & Accessible Services



Strategic Goals & Objectives

2.3.12 : Develop regulations for consideration by the SFMTA Board for color scheme/dispatch service accountability for customer service.

2.3.13: Improve and increase mechanisms for direct customer-to-taxi driver communication.

3.1.10 : Reduce taxi fleet emissions.

3.4.16 : Develop and implement part-time single operator permit program for taxis and identify the seniority of the 7,000+ taxi drivers for single operator permits and other potential permit distribution seniority.

4.4.16 : Reduce the size of the taxi medallion waiting list by eliminating unqualified applicants.



Vision: Taxis are an easy, accessible and green way to get around town anytime of the day or night





Mission of Taxis & Accessible Services





Key Strategic Actions

2.3.12 : Develop regulations for consideration by the SFMTA Board for color scheme/dispatch service accountability for customer service.

- ✓ Staff is developing objective measurements of color scheme and dispatch service customer service performance.
- ✓ Standards emphasize dispatch response and success, paratransit and wheelchair service.
- ✓ Staff is working with International Association of Transportation Regulators (IATR) on international model regulations for dispatch and smart phone apps. Once finalized by IATR, staff will present model regulations to SFMTA Board for possible adoption of taxi related elements.
- ✓ Staff will present limousine elements of IATR model regulations for consideration as part of state legislative agenda.



SF Taxi Dispatch Single Data Feed

- SFMTA is consolidating the release of real-time data for new applications for riders

Example applications from other metropolitan areas:



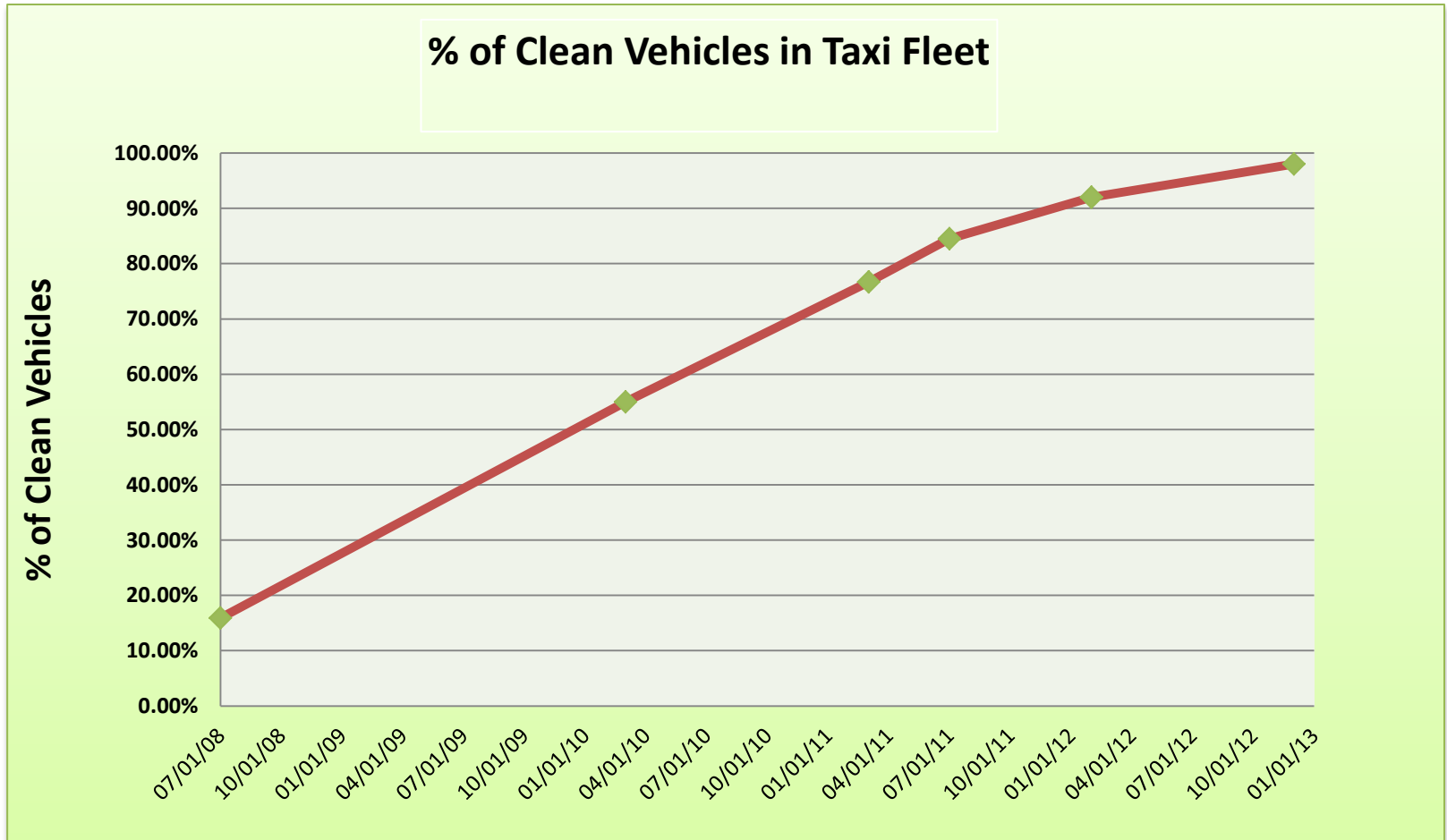


SF Taxi Top Lights Re-design



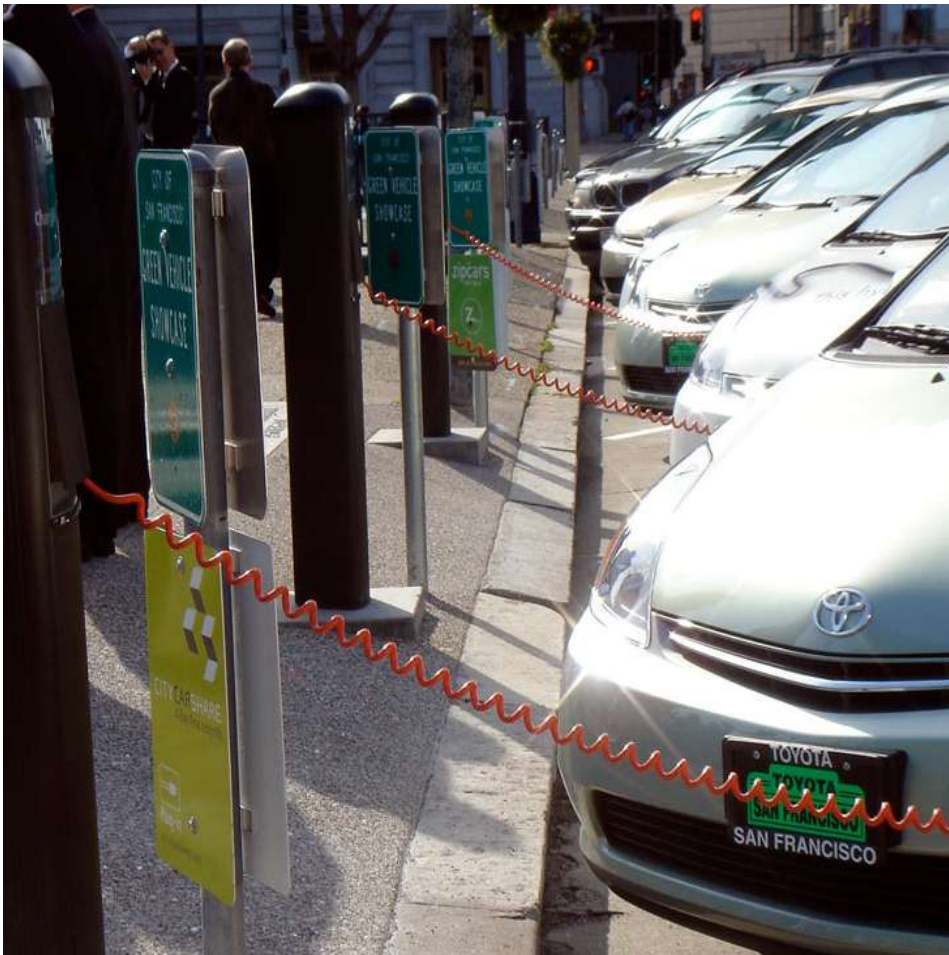


SF Taxi Greening





SF Taxi Electrification





SF Taxi Single Operator Permit





SF Taxi Reduced Waiting List





SF Taxi Medallion Transfer Status





SF Taxi Initiatives



TAXI DRIVER TRAINING

Each month, we're teaching 100 new taxi drivers how to share the road with people on bikes.





Upcoming Activities

- **Public Convenience & Necessity (PC&N)**
- **Best Practices study**
- **Long-term leasing**
- **Ramp taxis**