

1 [Taxi Customer Service]

2 URGING THE SAN FRANCISCO TAXI COMMISSION TO INVESTIGATE THE METHOD
3 AVAILABLE FOR TAXI CONSUMERS TO LODGE COMPLAINTS OR COMPLIMENTS ABOUT
4 TAXI SERVICE AND THE MANNER IN WHICH THEIR TAXI EXPERIENCE IS RECORDED
5 AND PROCESSED AND TO MAKE CHANGES AS NEEDED TO MAKE THIS SYSTEM MORE
6 CUSTOMER FRIENDLY.

7 WHEREAS, The City and County of San Francisco is committed to the concept of providing
8 better customer service to its citizens and visitors; and,

9 WHEREAS, Taxi medallions, which license vehicles to operate as taxis within the City and
10 County of San Francisco, are issued by the San Francisco Taxi Commission, expire upon the death of
11 the permit holder, and are owned by the City and County of San Francisco; and,

12 WHEREAS, The Mayor's Taxi Task Force, which convened in August, 1997, and released its
13 final report in April, 1998, recommended instituting a 1-800 line, with an easily remembered acronym
14 such as "SFO-TAXI" for taxi consumers who wanted to comment on the quality of their taxi service;
15 and,

16 WHEREAS, To date, no such centralized line has been established and publicized; and,

17 WHEREAS, Taxi companies are not in the habit of performing customer satisfaction surveys
18 nor providing quality assurance in dispatch or in rides; and,

19 WHEREAS, Customers do not have ready access to recourse, such as a phone number to call in
20 the event that taxis do not arrive when called, dispatchers are inaccessible, or their taxi experience is
21 unsatisfactory; and,

22 WHEREAS, The Taxi Commission has ultimate oversight over the quality and delivery of taxi
23 service; now, therefore, be it

24 RESOLVED, That the Board of Supervisors does hereby urge the Taxi Commission to
25 investigate the method available for taxi consumers to lodge complaints or compliments about taxi

SUPERVISORS
**GAVIN NEWSOM ** , BIERMAN, BECERRIL, TENG
BOARD OF SUPERVISORS

1 service and the manner in which their taxi experience is recorded and processed and to make changes as
2 needed to make this system more customer friendly; and, be it

3 FURTHER RESOLVED, That a copy of this legislation be sent to the San Francisco Taxi Commission.
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

**GAVIN NEWSOM **
BOARD OF SUPERVISORS

Page 2
5/15/00



City and County of San Francisco

Tails

Resolution

City Hall
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4689

File Number: 000917

Date Passed:

Resolution urging the San Francisco Taxi Commission to investigate the method available for taxi consumers to lodge complaints or compliments about taxi service and the manner in which their taxi experience is recorded and processed and to make changes as needed to make this system more customer friendly.

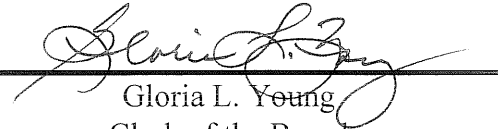
May 22, 2000 Board of Supervisors — ADOPTED

Ayes: 8 - Ammiano, Bierman, Brown, Kaufman, Leno, Teng, Yaki, Yee

Absent: 3 - Becerril, Katz, Newsom

File No. 000917

I hereby certify that the foregoing Resolution
was ADOPTED on May 22, 2000 by the
Board of Supervisors of the City and County
of San Francisco.


Gloria L. Young
Clerk of the Board

JUN - 2 2000
Date Approved


Mayor Willie L. Brown Jr.