

Office of the City Manager

July 2, 2014

To: Mayor and City Councilmembers  
From: Christine Daniel, City Manager *CD*  
Subject: Referral July 1, 2014; Investigation of San Francisco Taxicab and Scrip

This responds to the referral from the City Council requesting that staff investigate an incident where a Berkeley community member attempted to use Taxi scrip with a taxi permitted out of San Francisco. The community member reported to a City Councilmember that the taxi driver refused to accept the scrip as payment.

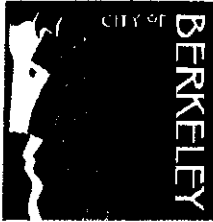
Staff determined that the involved taxi company was Luxor Cabs. That company is on the City's list of approved taxi companies who provide services in return for receipt of City of Berkeley Taxi Scrip. Staff contacted Luxor management and informed them of the incident described. Luxor confirmed that one of its drivers inappropriately refused to accept the scrip and promptly committed to issuing a notice of all of its drivers that they must accept Berkeley scrip.

A confirming letter to Luxor is attached for your reference, as well as a copy of the notice that Luxor posted at its cashier window and call center. Should any future incidents of this type occur, we encourage community members and City Councilmembers to inform staff so we can follow up immediately.

Attachments:

1. Letter to Luxor Cabs Dated June 30, 2014
2. Notice posted by Luxor Cabs

cc: William Rogers, Deputy City Manager  
Ann-Marie Hogan, City Auditor  
Jane Micallef, Director Health, Housing & Community Services  
Mark Numainville, City Clerk  
Matthai Chakko, Public Information Office



Health Housing and  
Community Services Department  
Aging Services Division

June 30, 2014

Luxor Cabs  
2330 Jerrold Ave.  
San Francisco, CA 94724  
Attention: Charles Rathbone

Dear Mr. Rathbone:

The City of Berkeley Health, Housing & Community Services Department, Aging Services Division received a client complaint from a senior citizen regarding Luxor Cabs of San Francisco. Our client called Luxor for a taxi cab ride from her doctor's appointment located in San Francisco back to her home in Berkeley. The taxi driver refused to accept the client's Berkeley Taxi Scrip, and requested a cash payment. The client stated that Scrip was her only means of payment. The cab driver refused to provide a ride to the client.

On Monday, June 30, 2014 I called your office and spoke with you. In our conversation, you confirmed that Luxor is a current taxi vendor that accepts Berkeley Taxi SCRIP. You also confirmed that Luxor drivers will provide rides to Berkeley Taxi SCRIP holders from San Francisco to their preferred destination, including Berkeley destinations. You committed to informing all Luxor dispatchers and drivers that Luxor Cabs accept Berkeley Taxi Scrip as payment. In the case that drivers decline clients that pay with Berkeley Taxi Scrip, you instructed us to inform clients to request the driver to contact a dispatcher and/or a supervisor for clarification of the policy.

We appreciate your efforts to work with the City of Berkeley and hope that our partnership continues to help better serve our community. If you have any further questions, please do not hesitate to contact me at (510) 981-5191.

Sincerely,

Jonathan Torres  
Senior Citizen Center Director  
North Berkeley Senior Center  
(510) 981-5191  
jtorres@cityofberkeley.info

*A Vibrant and Healthy Berkeley for All*

1901 Hearst Ave, Berkeley, CA 94709 Tel: 510.981.5200 TDD: 510.981.6903 Fax: 510.981.5220  
E-mail: [seniors@ci.berkeley.ca.us](mailto:seniors@ci.berkeley.ca.us) - <http://www.cityofberkeley.info/housing/>



# **Luxor Accepts Berkeley Paratransit Scrip**

If you have questions, just call the dispatcher