

Taxi and Limousine Commission Meeting
September 17, 2015

1

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

TRANSCRIPT OF THE
NEW YORK CITY
TAXI & LIMOUSINE COMMISSION

Thursday, September 17, 2015
33 Beaver Street
COMMISSION HEARING ROOM, 19TH FLOOR
BOROUGH OF MANHATTAN

STENO-KATH REPORTING SERVICES, LTD.
139 MAMARONECK AVENUE
MAMARONECK, NEW YORK 10543
212.95.DEPOS (953.3767)* 914.381.2061
FACSIMILE: 914.722.0816
E-MAIL: Stenokath@verizon.net

Taxi and Limousine Commission Meeting
September 17, 2015

2

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

HEARING CONVENED AT 10:04 a.m.

COMMISSIONERS PRESENT:

Meera Joshi, Chair

Jacques Jiha

Elias Arout

Frank Carone

Edward Gonzales

Lauvienska Polanco

Nora Constance Marino

Bill Aguado

ALSO PRESENT:

Chris Wilson, General Counsel

Angelique Meola, Supervisor of Licensing

Staff

The Public

Reported by:
Jennifer Cassella

**Taxi and Limousine Commission Meeting
September 17, 2015**

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

PRESENTATION ON TAXI IMPROVEMENT SURCHARGE PAGE
PAYMENT PROCESS

Keith Walsh.....16

Nicole Payne.....37

SPEAKERS ON DRIVER RETALIATION RULES PAGE

Bill Lindauer, NYTWA.....12

SPEAKERS ON TAXI IMPROVEMENT SURCHARGE PAGE
PAYMENT PROCESS

Inat German.....42

Janice Lintz.....44

Hassan Elkarch.....47

Michael O'Laughlin.....51

Jagjit Singh.....63

Bill Lindauer, NYTWA.....67

Osman Chowdhury, United Taxi Driver Association..69

Daniel Ackman.....71

Davinder Singh.....81

Lester Marks.....85

**Taxi and Limousine Commission Meeting
September 17, 2015**

4

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

MR. WILSON: Good morning. The first order of business, we have a matter for Executive Session so I will move for the Commission to go into Executive Session to deal with appeal of a revocation.

All in favor?

(Chorus of Ayes.)

MR. WILSON: We'll convene in Executive Session and we'll be back shortly. Thank you.

(The Board is in Executive Session.)

THE CHAIR: Good morning, everyone. The time is now 10 of 11:00. And actually, I'm going to just turn the microphone over to Chris to report out the results of Executive Session.

MR. WILSON: Yes. The Commission met in Executive Session this morning to consider the appeal of Lionel Pierre (phonetic) whose license was revoked by the Commission. The determination was suspension pending at the utmost review and \$750 fine.

THE CHAIR: With that, we're going

**Taxi and Limousine Commission Meeting
September 17, 2015**

5

Proceedings

1
2 to move to the Chair's report. I have a
3 few staff updates to provide. First, we
4 have a new member of the TLC staff,
5 Bill Heinzen, who joins us as Special
6 Advisor to the Commission. After decades
7 of city experience as Assistant Corporation
8 Counsel, Deputy General Counsel to former
9 Mayor Michael Bloomberg, and most recently
10 General Counsel for Hudson Yards, he has
11 begun working with the TLC and he's already
12 hard at work testifying right now before
13 Borough President Gale Brewer at her
14 Manhattan hearing on congestion.

15 I'd also like to give a warm welcome
16 to our new External Affairs Director,
17 Callal Wright (phonetic), who I hope is
18 here and can stand up. Callal has
19 skillfully managed our call center since
20 2012 and is intimately familiar with issues
21 pertaining to all of our stakeholders. So
22 please feel free to introduce yourselves
23 and she'll be doing the same in the coming
24 weeks.

25 For our frequent fliers at

**Taxi and Limousine Commission Meeting
September 17, 2015**

6

Proceedings

1
2 licensing, I want to announce that Deputy
3 Commissioner Gary Weiss has a new right
4 hand, Stacy Lorenzo, who has been promoted
5 to the position of Chief of Staff and will
6 be another great asset for all of our
7 licensees. And I don't know if Stacy's
8 here today. Is she? No, she's not. So
9 she's still at licensing at the counter
10 probably, and she'll be another asset for
11 all of our licensee's as a contact point.
12 She's previously served as the Director of
13 Counter Operations and has been with the
14 TLC since 2007.

15 And finally, I'd like to announce a
16 new role for a long time TLC employee,
17 Cindy Davidson, who is now Executive
18 Director of Policy Initiatives and will be
19 spearheading her role out of our new FHV
20 Education Initiatives, as well as our push
21 to integrate more safety and accessibility
22 requirements into all of our driver
23 training.

24 A few recent events. On
25 September 10th, we held our Driver Safety

**Taxi and Limousine Commission Meeting
September 17, 2015**

7

Proceedings

1 Awards and had the honor of celebrating
2 almost 300 drivers in many garages and
3 bases for their laudable safety and
4 accessibility records. These are the true
5 drivers of accessibility in safe streets of
6 New York. We got to recognize them
7 formally last week, and I ask that each and
8 every passenger do their part in
9 recognizing professionalism by showing
10 their appreciation through their tips.
11

12 Also, earlier this week was the
13 announcement of a \$20 million Federal grant
14 to the New York City Department of
15 Transportation to pilot connected vehicle
16 technology. TLC joined DOT in the
17 announcement by U.S. Secretary of
18 Transportation, Anthony Fox.

19 Phase 1 of the project is developing
20 equipment and the TLC will be on the ground
21 floor. TLC drivers, volunteers from our
22 pool of 130,000 experienced professionals
23 will be tapped to provide input in
24 developing connected vehicle equipment,
25 answering such questions as what is the

**Taxi and Limousine Commission Meeting
September 17, 2015**

8

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

best way to alert a driver, voice, speak or other alternatives.

Phase 2 is implementation. On a voluntary basis and with no cost, equipment developed through driver input will be put into TLC vehicles that frequent Manhattan to test how the proactive safety alerts work in practice. We look forward to being part of this development of developing this technology, which the United States Department of Transportation has made clear will become mandatory in the very near future.

Also just a few process updates. We issued an industry notice a few weeks back that allows applicants to apply online to be taxi drivers, to take their test in between their -- the time that they apply online and their first appointment. So hopefully this cuts down on the processing times for taxi drivers. If there's any questions about that, Stacy Lorenzo or Gary Weiss are available to help walk you through that process, but essentially you

**Taxi and Limousine Commission Meeting
September 17, 2015**

9

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

finish your Part A application, you can take taxi school, your English proficiency, and then come in for your appointment to complete Part B, which should very much make that process more efficient.

We have another, I think I've mentioned this before but the date is looming, November 12th we'll be moving to the Falchi Building. So our entire licensing process will move over to new headquarters which will probably be much more desirable in appearance than our current headquarters, and the elevators may actually work. So this is progress.

And one clarification that I wanted to make on the accessibility requirements in the yellow taxi world, the lottery was for independent so 50 percent of the independent medallion owners were picked through lottery for conversion, but that doesn't mean that the corporate medallions were relieved of a conversion mandate. 50 percent of the corporate medallions must be converted. They're done on a mini fleet

**Taxi and Limousine Commission Meeting
September 17, 2015**

10

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

basis so one out of every two. There's no need for lottery in that situation because we can track every corporate mini fleet and ensure that one half of them is made accessible. So I just wanted to make sure that was clear.

So first on the agenda, we have a vote on our Fare and Leasecap Hearing, amendments to them which we had a hearing in July. We've made some amendments based on that hearing. Chris will go through those changes and then we'll move to the full Commission vote.

MR. WILSON: So yes. These rules were originally published in the City Record on June 8th, 2015 with a comment deadline of July 16th, 2015. A public hearing was held on these rules on July 16th, 2015. Six written comments were received, all of which have been provided to the Commissioners.

Following publication based on comments and feedback, the staff has recommended the following changes to the

**Taxi and Limousine Commission Meeting
September 17, 2015**

11

Proceedings

1
2 proposed rule: We removed the language
3 repealing the optional gas surcharge so the
4 optional gas surcharge will remain in the
5 rule, and we added language describing the
6 timing and how the timing of non-cash
7 payments must occur, as well as clarifying
8 non-cash payments must be provided at no
9 cost to the driver, meaning that the driver
10 must have a reasonable way to access cash
11 without a fee, and clarified several
12 aspects of the hybrid taxicab lease.

13 As Local Law requires, the final
14 rule for Commission action was posted on
15 the TLC's website on September 14th and
16 sent to all the Commissioners on that date.

17 Do the Commissioners have any
18 questions, comments?

19 (No response.)

20 MR. WILSON: Are we ready to vote?

21 All in favor?

22 (Chorus of Ayes.)

23 MR WILSON: Okay. This passed
24 unanimously.

25 THE CHAIR: We're going to go a

**Taxi and Limousine Commission Meeting
September 17, 2015**

12

Proceedings

1
2 little bit out of order and our
3 next -- actually -- so we're not going to
4 go out of order. We're going to have now a
5 hearing on a rule that was published
6 30 days ago, expanding our retaliations
7 rules that were previous -- or today
8 applied just for yellow taxi drivers, to
9 expand them to all FHV drivers to provide
10 protection against retaliation and impose a
11 fine upon the retaliating entity and an
12 avenue for restitution for the affected
13 drivers.

14 MR. WILSON: We have a few speakers
15 on this today. The first speaker is
16 Bill Lindauer from NYTWA.

17 MR. LINDAUER: I'm Bill Lindauer,
18 New York Taxi Workers Alliance. Of course
19 I do not believe in retaliation. Of course
20 maybe personally I like to get even
21 sometimes, but retaliation rules are a good
22 thing. We should prevent retaliation, make
23 the strongest rules as possible, prosecute
24 people to the fullest extent of the law and
25 the expansion to FHV vehicles is long

Taxi and Limousine Commission Meeting
September 17, 2015

13

1 Proceedings

2 overdue. Thank you.

3 MR. WILSON: Thank you.

4 THE CHAIR: The world's briefest
5 Bill Lindauer testimony.

6 MR. WILSON: In our eagerness to get
7 into the part of the matter on the actual
8 vote, there's a couple of housekeeping
9 items on the agenda. So the first matter
10 on the agenda and then we'll return to the
11 public hearing is the approval of the
12 minutes from July.

13 All in favor?

14 (Chorus of Ayes.)

15 MR. WILSON: And the next item is
16 the approval of base station applications.
17 Is somebody from licensing here? Yes.

18 MS. MEOLA: Good morning. My name
19 is Angelique Meola. I'm the Supervisor of
20 Licensing. We have 18 bases for your
21 approval.

22 MR. WILSON: All in favor?

23 (Chorus of Ayes.)

24 MR. WILSON: Thank you.

25 So we'll resume the public hearing

**Taxi and Limousine Commission Meeting
September 17, 2015**

14

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

on the retaliation rules, and the next speaker is Mr. Osman Chowdhury.

MR. CHOWDHURY: No. Thank you.

MR. WILSON: You're okay? Thank you.

The next speaker is Jagsit Singh.

MR. J. SINGH: Good morning to everybody. Thank you for letting me speak. I'm here on behalf of the vehicle wheelchair medallion owners and we believe the vehicle wheelchair medallion owners are entitled to the same funds from the future Improvement Funds as are the people. I am requesting that to be added into the proposed rule. The vehicle wheelchair owners are the ones who are really doing the wheelchair pickups and making the whole system work. Without --

MR. WILSON: Mr. Singh, I think you're actually testifying on the other set of rules. I can put your name on the list for that other set of rules.

MR. J. SINGH: I'm sorry.

MR. WILSON: That's fine. Thank

Taxi and Limousine Commission Meeting
September 17, 2015

15

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

you. So I've added you to the other list.
I'll call you again.

The next speaker is Davinder Singh.

MR. D. SINGH: Good morning. I'm
here with him.

MR. WILSON: You're also with him.
I'll change you as well. Thank you.

And the last speaker I have is
Ashish Paul.

(No response.)

MR. WILSON: Okay.

These rules were published in the
City Record on August 14th, 2015, with a
comment deadline of September 13th. No
written comments were received. As Local
Law requires, the final rules for
Commission action, which is unchanged from
the proposed rule, was posted on the TLC's
website on September 14th, 2015 and sent to
the Commissioners on that day.

Although we hadn't put this on the
agenda for a vote, if the Commissioners are
ready to vote, I think we can.

All in favor?

Taxi and Limousine Commission Meeting
September 17, 2015

16

1 Proceedings

2 (Chorus of Ayes.)

3 THE CHAIR: The next set of rules
4 is -- it started last April with our rule
5 in creating a \$0.30 Taxicab Improvement
6 Fund and it's the next phase of our ongoing
7 commitment to create the most accessible
8 for-hire fleet in America. It dictates the
9 distribution among drivers and vehicle
10 owners of the money collected through the
11 \$0.30 surcharge. In a nutshell, \$0.50 per
12 trip and an increased -- \$0.50 per trip is
13 added to the payout for every driver of an
14 accessible taxicab and there's an increase
15 in the debt head for accessible dispatch
16 trips; 14,000 at hack-up for accessible
17 vehicle owners, and 4,000 per year for the
18 next four years for added maintenance cost.
19 And it's in recognition the taxis are fixed
20 priced which makes absorbing any additional
21 expenses a challenge.

22 And Keith Walsh from our Legal Unit
23 is going to give a presentation on how the
24 distribution will work.

25 MR. WALSH: Good morning, everyone.

**Taxi and Limousine Commission Meeting
September 17, 2015**

17

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

My name is Keith Walsh. I'm one of the Assistant General Counsel's here at TLC. This presentation is going to have two short parts. I know this is actually the highlight of today's Commission hearing so I'll try not to take too long so we can have some time for questions.

First we'll describe how the proposed rules, which includes the Taxi Improvement Fund distributions, will take effect, and then my colleague, Nicole Payne from our TLC's Accounting and Special Projects Group will describe the actual process that's involved in distributing the funds.

So these rules, as the Commissioner just mentioned, they represent the first part of our TIF distributions, although they're the third section of our TIF rules. The rules started last April. We had two portions. This is now the third part. Later this year, we'll also begin drafting some Street Hail Livery Improvement Fund Distribution Rules, so just so you know,

**Taxi and Limousine Commission Meeting
September 17, 2015**

18

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

these deal only with yellows and the distribution on that side.

As also mentioned, the Chair took a lot of my presentation material, there's a couple of reasons why we need to do this. One is the fixed rate model for the taxicabs. There isn't much ability for the owners to manage these costs, and also because the diversions are scheduled to begin in January of next year so there's a push to get these rules done.

There are a number of challenges to overcome in drafting these rules. One, how to make the distribution of payments to the medallion owners in the DOV environment, that's the driver-owned vehicle environment. We'll deal with those a little bit later but we -- it's dealing with two different issues here; one is the medallion only lease environment, and the second one is the all-in lease where not only the medallion is involved, but the medallion owner's involved in a conditional purchase agreement. We'll talk about that

**Taxi and Limousine Commission Meeting
September 17, 2015**

19

Proceedings

1
2 a little later.

3 The second obstacle we had to
4 overcome was how to rapidly and regularly
5 provide drivers with payments from the Taxi
6 Improvement Fund. We didn't want this to
7 be a once a year payment or a twice a year
8 payment. Our goal is to do this very
9 rapidly and do it on a regular basis.
10 We'll talk about that through the rules
11 here as well.

12 The third part was how to provide
13 the payments to medallion owners, how to
14 get those \$14,000 payments to medallion
15 owners as well as the ongoing maintenance
16 payments. I think we've accomplished all
17 three in this rule package.

18 So as you're aware, our
19 disability -- our Disabled Accessibility
20 Plan or the DAP was issued last year in
21 2014. It outlines our path to a goal of
22 50 percent wheelchair accessibility by
23 2020. Include in this are one, the
24 50 percent wheelchair accessibility
25 requirement for medallions, both mini

**Taxi and Limousine Commission Meeting
September 17, 2015**

20

Proceedings

1
2 fleets, and I think the Chair also
3 mentioned this, mini fleets have a 50
4 percent requirement so that there's no need
5 to determine which one of their vehicles
6 becomes accessible. It's up to them. And
7 then that begins next year, 2016, with any
8 vehicles that begin to retire in 2016 on
9 the mini fleet side. Also on the
10 independent medallions, so if they're
11 single medallions. Those medallions, as
12 the Chair mentioned, we had our first
13 drawing for those a few months ago and 50
14 percent of those scheduled to retire in
15 2016 will become accessible. That's what
16 we pulled from the drawing and so those
17 have already been identified, those
18 medallion owners are aware of their
19 accessible requirement and will begin
20 converting when their vehicles retire in
21 2016.

22 Also included in these rules are the
23 expansion of the Accessibility Dispatch
24 Program. That's the program that provides
25 funds for drivers who pick up passengers

**Taxi and Limousine Commission Meeting
September 17, 2015**

21

Proceedings

1
2 through the Accessibility Dispatch Program.
3 And that program is essential because it's
4 the way that -- it's the manner in which
5 the disabled wheelchair-accessible
6 community is connected to yellow taxis.
7 And also, that program provides financial
8 incentives for the drivers who takes those
9 calls.

10 So let's move on. This is exactly
11 how our Taxi Improvement Plan works. As
12 the Chair mentioned, we have a \$0.30 fee on
13 the surcharge on the yellow trips. That
14 money goes into the Taxi Improvement Fund
15 or the TIF Fund, and then it's segregated;
16 a portion of it goes to drivers and a
17 portion of it goes to medallion owners.

18 This is a quick recap of our
19 previous rules back a year ago, 2014. The
20 first set of rules establish the TIF. It
21 created the passenger collection mechanism,
22 how we collected with the surcharge from
23 the passengers, and also put together the
24 Conversion Accessibility Program for both
25 mini fleets and independents. Last year,

Taxi and Limousine Commission Meeting
September 17, 2015

22

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

we also did a second package which created the process by which we collect the funds and now this process is the distribution side.

So this rule package actually has three components. The first is the TIF distributions, a portion of it to drivers, a portion of it to medallion owners. We also put together the processes that we need to do internally to get the monies out there. Secondly, it increases the amounts through the accessibility dispatch driver fee. Those are the amounts, as I mentioned, that the drivers get when they handle an accessibility dispatched call.

And lastly, there's some changes to certain lease rates. Why do we need to do that? That's because certain lease rates, as I mentioned, involve a medallion only or a medallion and a conditional lease agreement, and so in those environments, the funding for the purchase of the vehicle needs to go to the person who's actually involved in the purchase of the vehicle.

Taxi and Limousine Commission Meeting
September 17, 2015

23

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

It may or may not be the medallion owner and so we've accounted for that as well. We'll get into some details in there in a second.

Let's start with the easy side which is the driver distribution. So drivers will receive the Taxi Improvement Fund or TIF payment simply for driving an accessible taxicab. That's all they must do, is to sit in the vehicle, drive a vehicle, take trips in the vehicle. They will be paid. These payments will be made on a periodic basis beginning next year in 2016. Initially our goal is to do these payments every two weeks so that drivers will see a quick and rapid turnaround in the funding and we'll see the benefits of driving an accessible vehicle.

Payments will be based on TLC data. We'll collect that from the TPEP vendors and that data will show us by driver how many trips that driver took. The amounts of the drivers will be based on the total number of trips they took, the TPEP data,

**Taxi and Limousine Commission Meeting
September 17, 2015**

24

Proceedings

1
2 and calculated on a per trip basis. Next
3 year, our plan is to pay the drivers \$0.50
4 per trip in an accessible vehicle. As an
5 example, and you can see on the slide here,
6 16 trips a day, 5 days a week, there's 80
7 trips a week. That 80 trips times the
8 \$0.50 is a net of \$40 a week for a taxi
9 driver driving an accessible vehicle. That
10 does not include any payments for the
11 accessible dispatch fee which are above and
12 beyond that. So it's simply by driving
13 that accessible vehicle, you may earn \$40 a
14 week or more, or as much as \$2,000 a year.

15 Medallion owners, slightly different
16 mechanism here. There are two payment
17 strings to medallion owners. First, they
18 receive a single payment when they place an
19 accessible vehicle on the road, that's the
20 \$14,000 payment amount. Secondly, as
21 that vehicle stays on the road and
22 continues to operate and passes TLC
23 inspection, and also is on the road for a
24 number of trips during a period of time,
25 they will receive the additional amounts

**Taxi and Limousine Commission Meeting
September 17, 2015**

25

Proceedings

1
2 which comes out to be \$4,000 a year.
3 That's divided into two portions; one is
4 \$1,500 for the estimated additional
5 maintenance costs of an accessible vehicle,
6 and \$2,500 per vehicle for the estimated
7 amount of down time that the vehicle may
8 have while it's being maintained with these
9 additional service requirements.

10 The third portion of this is the
11 accessible dispatch -- I should say the
12 second portion is the accessible dispatch
13 fees. As I mentioned, these are the fees
14 that drivers will receive when they take an
15 accessible dispatch call and service an
16 accessible dispatch customer. So in the
17 past, the amounts you can see in the middle
18 column on that slide ranging from \$6 to
19 \$15. TLC took a look at the rates for a
20 .5-mile taxi trip and determined that a
21 .5-mile taxi trip generally runs about \$5.
22 If you include a \$5 fee just for that
23 portion of the -- the distance portion of
24 the trip plus the timing amount of that, in
25 reality, that .5-mile trip should result

**Taxi and Limousine Commission Meeting
September 17, 2015**

26

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

closer to a \$10 fee, so that's why the base line that was \$10, it's gone from \$6 to \$10.

In addition, every .5 miles, in addition to that there's another \$5 fee involved in that. So as you can see, it goes from \$10 up to \$30 now, a large increase. In addition, the passenger no fee -- fee of \$5 stays the same. That's a situation where a passenger is not there when the driver shows up. So a great opportunity for persons driving the wheelchair-accessible vehicle to earn some additional funds besides just the TIF funds.

Okay. The last piece of this rule package talks about the changes to the lease rates. As I mentioned earlier, the difficulty here is that we are trying to get the medallion owner funds into the hands of the person that's bearing the cost of putting the vehicle on the road. Generally, it's the medallion owner. However, in a couple of situations, the

Taxi and Limousine Commission Meeting
September 17, 2015

27

1 Proceedings

2 medallion owner may or may not be involved
3 in actually paying for that vehicle, so in
4 those cases, the -- primarily the
5 maintenance payment will go to the person
6 that bears the cost of the maintenance and
7 that's very likely going to be the driver
8 of that vehicle, whether they are either
9 leasing just the medallion only and
10 bringing their own vehicle to the table or
11 if they're leasing the medallion and
12 purchasing a vehicle through the medallion
13 owner. In either case, they deserve that
14 maintenance payment of \$4,000 a year.

15 How are we going to pass that
16 payment through from the medallion owner to
17 the drivers? We don't have the ability to
18 do that through our systems so rather what
19 we've done is established a credit, not a
20 reduction in the lease cap --

21 COMM. JIHA: Are you saying the
22 driver or the owner of the vehicle?

23 MR. WALSH: This is the driver that
24 will receive it. It will be passed through
25 from the medallion owner to the driver and

**Taxi and Limousine Commission Meeting
September 17, 2015**

28

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

the pass-through will be done by this credit. So rather than -- so the medallion owner will actually receive the maintenance payments of \$4,000 a year, however, that amount will be passed through to the driver by reducing -- by crediting their lease payment by \$77 a week.

COMM. JIHA: It's the driver or the owner of the vehicle?

MR. WALSH: The driver receives the credit.

THE CHAIR: It could be the owner.

COMM. JIHA: The driver could be the owner?

MR. WALSH: Yes.

THE CHAIR: Yeah. Because in a medallion only lease, generally the driver would be the owner or have control of the vehicle. The driver is generally the owner but will have control of the vehicle.

COMM. JIHA: Conceptually it's the owner of the vehicle you're talking about, not the driver?

THE CHAIR: Right.

Taxi and Limousine Commission Meeting
September 17, 2015

29

1 Proceedings

2 MR. WALSH: But in the cases where
3 the driver has now responsibility for the
4 vehicle itself, either because they're
5 purchasing it from the medallion owner or
6 they brought their own vehicle to the
7 environment, they must receive this credit.
8 So that's the way we're accounting for that
9 \$4,000 a year by this \$77 credit to their
10 lease rates.

11 All right. So now we're going to
12 talk about -- those are the rules in
13 general, the three parts; the TIF
14 distributions, the lease cap changes, and
15 the accessible dispatch fee increases.

16 COMM. MARINO: Can I ask a question?

17 MR. WALSH: You bet.

18 COMM. MARINO: I don't know if it's
19 just me, this is a lot of information to
20 take in at once.

21 MR. WALSH: Yes, it is. Yes.

22 COMM. MARINO: So I hope I'm not the
23 only one who feels that way.

24 You're talking about the \$0.30
25 surcharge but then you're talking about a

Taxi and Limousine Commission Meeting
September 17, 2015

30

1 Proceedings

2 \$0.50 surcharge. Can you just
3 differentiate between those two, please?

4 MR. WALSH: Sure. So the
5 passenger -- all passengers are paying the
6 \$0.30 surcharge. That \$0.30 surcharge goes
7 into a pool of money. Out of that pool of
8 money we're doing various things with it,
9 part of it is going to the vehicle side of
10 the equation --

11 COMM. MARINO: Right. So the
12 drivers, the medallion owners, and then
13 there's administrative costs. What are the
14 percentages for those provisions?

15 MR. WALSH: So the \$14,000 up front
16 payment to medallion owners and the \$4,000
17 maintenance payments are coming out of
18 that -- out of the \$0.30 fee that the
19 passengers pay. The payment stream for all
20 of this fund is the \$0.30 surcharge to
21 passengers. Out of that, we break out the
22 money into medallion owner side and a
23 driver side.

24 COMM. MARINO: Have you decided what
25 those percentages are?

**Taxi and Limousine Commission Meeting
September 17, 2015**

31

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

MR. WALSH: Yes. In fact, they are in the original rule package. So out of the \$0.30, \$0.25 goes to the owner portion and \$0.05 goes to the driver.

COMM. MARINO: And what about administrative costs? Nothing for administrative costs? You had mentioned that as well.

MR. WALSH: No, that's all internal. The administrative costs are actually going to be the accessible dispatch program which is covered by -- also by the fund itself.

COMM. MARINO: Of course. What was I thinking?

MR. WALSH: But to go back to your question about the difference between the \$0.30 and the \$0.50, \$0.30 is what all passengers pay. Those drivers that end up driving an accessible vehicle, they will get \$0.50 because one, there's fewer accessible vehicles on the road. We're only going to have 50 percent accessible vehicles, right? I shouldn't say only, but we will have a 50 percent -- so we're

**Taxi and Limousine Commission Meeting
September 17, 2015**

32

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

collecting \$0.30 on every trip but paying out on the accessible vehicles side. So medallion owner payments of \$14,000 and \$4,000, driver payments of \$0.50 per trip. That's the difference between the \$0.30 and the \$0.50. The \$0.50 is part of the distribution out of the \$0.30 that's collected.

COMM. MARINO: So is it cumulative? Is it going to be \$0.80?

MR. WALSH: No. I'm sorry. The \$0.30 is what the passenger pays and that goes into the fund.

COMM. MARINO: And the \$0.50 is from -- who's paying that?

MR. WALSH: It comes out of the \$0.30 fund at the end of a period of time --

COMM. MARINO: But how does that math work? If you get \$0.30, how do you get \$0.50 out of it?

THE CHAIR: You get \$0.30 from every ride, but you're not giving out to every driver. You're only giving out to a

Taxi and Limousine Commission Meeting
September 17, 2015

33

1 Proceedings

2 smaller portion of drivers in accessible --

3 COMM. MARINO: Thank you for
4 clarifying that.

5 MR. WALSH: So half of the vehicles
6 will be accessible, half of them will not,
7 but all of them will collect \$0.30. Every
8 yellow will collect \$0.30. So that's the
9 reason why we can pay \$0.50 on a trip when
10 we're only collecting supposedly \$0.30 on a
11 trip.

12 COMM. MARINO: Because some people
13 are getting zero?

14 MR. WALSH: Exactly right. Those
15 not driving an accessible vehicle --

16 THE CHAIR: People that drive
17 non-accessible vehicles will not get a
18 payout. People who drive accessible
19 vehicles will.

20 COMM. CARONE: I just want to stay
21 on that point for a moment. Thank you,
22 Commissioner, that was a very good point
23 that wasn't clear on the testimony.

24 First of all, I think the whole set
25 of rules are a great job recognizing the

Taxi and Limousine Commission Meeting
September 17, 2015

34

1 Proceedings

2 practical reality of keeping accessible
3 fleets on the road and encouraging drivers
4 to not only want to drive but see that
5 there's economic gain to drive. We've been
6 saying for a long time there's benefit
7 economically besides the moral obligation
8 to do so and get an accessible fleet on the
9 road.

10 On the \$0.30 component, which is
11 a -- I was here for that hearing. I
12 thought it was -- then I thought it was a
13 great thing and I still believe that. Your
14 work and the TLC's staff work on
15 recognizing how to practically implement
16 that is a good job, but it's only going to
17 be effective in the real world in a
18 practical sense if there are enough
19 passengers paying into this \$0.30. If that
20 population somehow decreases, then the
21 \$0.50 that goes to the drivers who are
22 doing it and the 14,000 and all these other
23 numbers that you're, I guess hypothecating
24 on this slide presentation, may not be
25 accurate. So I think it's incumbent upon

**Taxi and Limousine Commission Meeting
September 17, 2015**

35

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

us to recognize that, do what we can to keep that segment of the industry strong and make sure that the \$0.30 actually comes in in the volume that we're hoping for and actually increases so there's more money to further incentivize the drivers to do this while we figure out ways to continue to get the accessible fleets on the road.

But I would be very, very interested to see those numbers, and how they come in, and what their body is of the \$0.30 going forward, and if there is some other strains on that segment we should be very mindful of that and do what we can to protect it.

MR. WALSH: Absolutely. That's something that we won't overlook. Just to mention, the original rule set does require that we reevaluate the TIF program in 2017. It doesn't mean we're going to wait until 2017 to monitor and track the changes in the yellow volume, absolutely right.

COMM. CARONE: And I'm also, just to be clear, I appreciate that and that's a good thing but I'm going beyond the TIF

Taxi and Limousine Commission Meeting
September 17, 2015

36

1 Proceedings

2 rules and saying what we can do to make
3 sure that entire segment stays strong and
4 viable.

5 MR. WALSH: Absolutely.

6 COMM. MARINO: I just have one other
7 question. So this only applies to yellows,
8 not greens at all, correct?

9 MR. WALSH: This -- these rules, as
10 we're looking at today, only apply to the
11 yellow side. Later this year we will take
12 a look at the Street Hail Livery
13 Improvement Fund. They have their own fund
14 as well, similarly structured; \$0.30 from
15 each hail passenger trip goes into that
16 fund, but recall though, that they have a
17 fewer amount of hail funds -- of hail trips
18 so therefore a smaller amount of hail
19 funds. So the program --

20 COMM. MARINO: You're still working
21 on that basically? That's the short
22 answer.

23 MR. WALSH: Absolutely right. It
24 needs to be looked at, but absolutely
25 right. We are not forgetting that and it

**Taxi and Limousine Commission Meeting
September 17, 2015**

37

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

will be looked at later this year.

COMM. MARINO: And it has a whole new set of conditions you're going to have to explain to us?

MR. WALSH: Probably equally as confusing, yes.

Any other questions on that before I turn it over to my colleague? She's going to talk about the distribution process, how we're going to effectuate what we've just described what we plan to do.

(No response.)

MR. WALSH: Okay. Very good.

MS. PAYNE: Thank you, Keith.

As mentioned earlier, there are two pavement streams for medallion owners and both streams are contingent on the qualifications which is the current accessibility requirement, either independent or fleet, under Section 58-50 of TLC rules.

The first is a post inspection payment, which is a one time lump sum payment of \$14,000, which is for the

**Taxi and Limousine Commission Meeting
September 17, 2015**

38

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

purchase of the accessible vehicle. The controls for this payment, you have to have a successful hack-up and inspection at Woodside, and the payment will be disbursed within 90 days.

The second stream of payment is the operational cost payments which are \$4,000 a year over years one through four. This payment is broken up into \$1,333.33 per inspection. So these payments are contingent on you successfully passing the triannual inspections at Woodside. Also, the vehicle must have completed 250 minimum trips in between inspections. Both payment processes will be automated via our distributions systems.

Drivers are the key to reaching our accessibility goal. Incentives are available to get more WAVs on the road. Keith gave the example earlier, or he was going to give the example earlier, that a driver driving five days per week can make \$160 a week or additional \$2,000 per year just by driving a WAV vehicle. Even the

Taxi and Limousine Commission Meeting
September 17, 2015

39

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

driver that only works about three days a week would still have 15 trips a day in the WAV vehicle will make about \$22.50 additional dollars a week or about \$90 a month.

We currently have a population of drivers that already do WAV vehicles without this payment stream. 20 percent of drivers complete about 60 percent of WAV vehicle trips currently. These top 20 percent of performers can earn as much as \$2,500 a year on top of already metered fare and for work they're already doing just by driving the WAV vehicle and doing things already. Plus, drivers have the ability to earn additional accessible dispatch fee for trips accepted from the accessible dispatch system that Keith mentioned earlier.

Lastly, owner-drivers have an opportunity to receive the owner vehicle payments, which is \$4,000 a year -- sorry, \$4,000 lump sum payment, and then \$4,000 a year broken up into the \$1,300 increments.

**Taxi and Limousine Commission Meeting
September 17, 2015**

40

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

Driver payments, which for year one will be \$0.50 per trip, and the accessible dispatch fees which we mentioned range between \$10 and \$30 depending on the distance driven to the passenger pickup.

Each WAV vehicle added to the New York City taxi fleet provides additional opportunities for our wheelchair passengers. Here's how medallion owners participate: They complete a program agreement which includes a program acknowledgment, a participation in payment form which includes direct deposit information, and tax identification information because these funds are taxable. And they have to purchase a vehicle, pass inspection, and place them on the road.

For drivers, they also complete a program agreement, which is a little different. It includes an acknowledgment and participation and payment form, plus tax identification information. And they simply drive an accessible vehicle and they

**Taxi and Limousine Commission Meeting
September 17, 2015**

41

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

can receive these funds.

We'll use TPEP data to track trips in accessible vehicles as control for paying per trip for drivers, and we're also partnering with Bank of America to provide personal debit cards to drivers which their trip funds will be loaded onto. Enrollment for this program will begin October 1st. Participation agreement forms will be available online at LIC and SME facilities.

Our outreach plan goal is to create driver awareness and incentivize drivers to lease WAVs. Our actions include a targeted amount to top WAV drivers. As I mentioned, 20 percent of drivers, they do do the bulk of WAV trips currently, so we'll target those drivers. We're going to do industry notices to everyone. We're also outreaching with the captive audiences of driver populations at Long Island City and Woodside and possibly the airports to get the word out there. We also have a tip website and we'll be conducting a post hearing Q&A today if you need more details

**Taxi and Limousine Commission Meeting
September 17, 2015**

42

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

and information. Thank you.

THE CHAIR: Thank you very much.

And now we'll turn to our public hearing,
and we do have a number of speakers. We'll
begin with a representative from the
Mayor's Office for People with
Disabilities.

MR. WILSON: Yes. The first speaker
is Inat German from Commissioner Calise's
office.

MS. GERMAN: Good morning,
Chair Joshi and members of the Commission.
Commissioner Calise apologizes for not
being able to be here because of the other
meetings. My name is Inat German and I'm
the Transportation Coordinator for the
Mayor's Office for People with
Disabilities, MOPD, and with me today is
Wally Sabril (phonetic), the Housing
Coordinator for MOPD.

The de Blasio administration and
MOPD share TLC's goal for increasing the
accessibility of the taxicab fleet to
individuals with mobility, visual, and

**Taxi and Limousine Commission Meeting
September 17, 2015**

Proceedings

1
2 hearing disabilities. We have supported
3 wheelchair accessibility in the City's taxi
4 fleet, including the commitment to reach
5 50 percent being wheelchair-accessible by
6 2020. And by these rules, they will honor
7 that commitment as well as the installation
8 of induction loops in vehicle screens in
9 vehicles.

10 Support for the purchase of
11 accessible vehicles is a key step. We must
12 also ensure that as more accessible
13 vehicles become available they are utilized
14 by taxi owners and taxicab drivers in order
15 to provide meaningful and timely service to
16 individuals with disabilities throughout
17 New York City. Obtaining accessible
18 vehicles and not deploying them on the
19 street is not the City's intent. Thus,
20 MOPD supports the proposed rules because
21 they provide significant financial
22 incentives to taxi owners who place
23 wheelchair-accessible vehicles into
24 service. And equally important, they also
25 provide incentives to drivers who operate

**Taxi and Limousine Commission Meeting
September 17, 2015**

44

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

wheelchair-accessible taxis, including a fee per ride, increased fees for providing a ride to someone who is using the City's accessible dispatch program.

In conclusion, we are eager to continue working with the TLC and the stakeholders to ensure that the wheelchair-accessible vehicles are available to individuals with disabilities. Thank you.

MR. WILSON: Thank you.

And the next speaker is Janice Lintz.

MS. LINTZ: Hello. My name is Janice Schacter Lintz and I am the CEO of Hearing Access Innovations, formerly known as the Hearing Access Program, which spearheaded the hearing induction project with the TLC Commission about 11 years ago. I'm also the mother of a 21-year-old daughter who is hard of hearing. I'm defining my comments solely to hearing access, since I do not have the expertise to weigh on the other issues before the

Taxi and Limousine Commission Meeting
September 17, 2015

45

1 Proceedings

2 Commission.

3 I applaud the TLC for people
4 inductions for people who are hard of
5 hearing. New York City is the first city
6 in the country to have hearing induction
7 loops in its for-hire vehicles such as
8 taxis. The current request to provide
9 funds for accessible taxis gives the
10 impression that access in accessible taxis
11 means physical access. Accessible does not
12 mean physical access. Accessible means
13 removal of the artificial barriers that
14 prevent people with disabilities from using
15 taxis, including but not limited to riders
16 who are deaf and hard of hearing or visual
17 impairments.

18 We urge the Commission to clarify
19 the term access and accessible to include
20 people who are deaf and hard of hearing as
21 well as people with visual impairments.
22 Our concern and/or fear is that when the
23 administration changes, the terminology
24 will not be clear to the next Commission.
25 All too often, hearing loss and hearing

**Taxi and Limousine Commission Meeting
September 17, 2015**

46

Proceedings

1
2 induction loops are forgotten because
3 hearing loss and the technology are
4 invisible. Please see my recent article in
5 Huffington Post on hearing loss, the
6 forgotten disability. I include the link
7 in my comments.

8 Even this was evidenced in the
9 recent presentation by the TLC when the use
10 of a wheelchair symbol was used to mean
11 access. It should be all the symbols for
12 people with disabilities. In fact, MOPD
13 has developed a wonderful symbol showing a
14 rainbow with all the different symbols, and
15 we encourage the Commission to adopt that
16 symbol. And we're really thrilled by MOPD
17 utilizing a very inclusive symbol.

18 We would like to see part of
19 accessible taxi fund used to ensure open
20 captioning is available on all taxi
21 television media contact and to add hearing
22 induction loops for other non-taxi of
23 tomorrow vehicles for and/or other
24 boroughs. They are currently not available
25 in the green taxis and we would like to see

Taxi and Limousine Commission Meeting
September 17, 2015

47

1 Proceedings

2 that change. We hope the Commission will
3 support clarifying the term accessible to
4 ensure hearing induction loops and other
5 disabilities are included as well as to
6 expand the use of funds to include
7 captioning and funding hearing induction
8 loops for non-taxis of tomorrow vehicles.
9 Thank you for your time.

10 THE CHAIR: Thank you very much and
11 we look forward to incorporating the MOPD
12 symbol in our future literature and
13 presentations.

14 MR. WILSON: Thank you.

15 The next speaker is Doris Gil.

16 (No response.)

17 MR. WILSON: Okay. The next speaker
18 is Hassan Elkarch.

19 MR. ELKARCH: Good morning,
20 everybody. My name is Hassan Elkarch.
21 I worked in many wheelchair medallion for
22 865,000 (inaudible). I am the owner and
23 the driver. Just the car cost me \$52,000,
24 is (inaudible). The monthly payments for
25 the car is 927. The medallion, 4,400, the

Taxi and Limousine Commission Meeting
September 17, 2015

49

1 Proceedings

2 find it to be fair. Plus --

3 THE CHAIR: So you'd like access to
4 similar grant money that the green taxis
5 have and that the converted taxis would
6 have, the \$14,000?

7 MR. ELKARCH: All right.

8 THE CHAIR: No. I'm just asking. I
9 think that's -- I want to make sure I
10 understand the point of your testimony is
11 that the grant money that's available for
12 green taxis and is available for converted
13 taxis, you're asking that it be available
14 for existing accessible medallions?

15 MR. ELKARCH: Yeah, easy. Can it
16 apply for me too?

17 THE CHAIR: Actually, I mean, we
18 will take that back and look into the
19 economics of it but right now the rules do
20 not provide for it, but thank you.

21 COMM. CARONE: I just want to add, I
22 agree with the testimony. I didn't catch
23 your name, sir, but it seems to me that
24 those who took the initiative and bought
25 these vehicles before they were required to

Taxi and Limousine Commission Meeting
September 17, 2015

50

1 Proceedings

2 do so should benefit just as much as those
3 doing it prospectively, in fact maybe more.
4 Maybe more for the fact that fellows like
5 this gentleman driving as he says for free,
6 I'm not sure what he exactly means by free,
7 but the point is maybe he made the
8 investment when he did, he thought it was
9 the right thing to do, and I think you're
10 100 percent right.

11 COMM. MARINO: I concur with my
12 colleague and I think these are the
13 pioneers really who ventured out into this
14 unknown territory because it's the right
15 thing to do, so I think --

16 THE CHAIR: So it's a matter of
17 economics and we're happy to take another
18 look at how that would work out for already
19 people that hacked-up with an accessible
20 medallion.

21 COMM. MARINO: Great. Thank you for
22 your testimony.

23 MR. WILSON: The next speaker is
24 Aly Eldoksh.

25 (No response.)

**Taxi and Limousine Commission Meeting
September 17, 2015**

51

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

MR. WILSON: Ashish Paul.

(No response.)

MR. WILSON: Ranjit Sarkar.

(No response.)

MR. WILSON: Animesch Howlaber.

(No response.)

MR. WILSON: Michael O'Laughlin.

MR. O'LAUGHLIN: Hi. I'm

Michael O'Laughlin. I speak today for Cab Riders United. We're a one-year-old initiative to provide a public voice for the passengers who pay for taxis and for-hire service in New York City, including every single dollar that goes into the taxi group fund is coming out of their purse, their pocket, the wallet of a passenger.

We strongly support accessibility, full accessibility for New Yorkers throughout our transportation system, therefore we largely support the proposed rules as a step toward that goal with a few caveats and notes that we ask you to pay attention to, and with also the observation

**Taxi and Limousine Commission Meeting
September 17, 2015**

52

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

that this may in fact be as, I think, you know, Commissioner Carone eluded to, a wait stop along the way to a holistic big picture vision of a new structure for the taxi and for-hire industry of New York. We'll see what comes out of the study that's underway right now.

A few key points: Riders support accessibility but they are unwilling to pay for more less. Safety and quality must be assured for all passengers. We recently surveyed the 10,000 or so people that are on our online support list. 91.4 percent of them support making taxis accessible and taxis and for-hire vehicles more accessible for passengers with disabilities, however, 76.2 percent of them would not continue to support the plan if accessible taxis were less safe or lower quality than non-accessible taxis.

I will spare you the multimedia portion of this. Some of you have heard me play the sound of a --

THE CHAIR: I think we've heard it

Taxi and Limousine Commission Meeting
September 17, 2015

53

1 Proceedings

2 before.

3 MR. O'LAUGHLIN: -- rattling WAV
4 converted taxi in the past. There's a link
5 included in the testimony if you care to go
6 back and listen to that again.

7 Our recommendations: At a minimum,
8 in order to qualify for payments from the
9 Taxicab Improvement Fund, which again is
10 funded by the passengers, and this would
11 apply also to the green when voting, any
12 vehicle that receives funds from that fund
13 should at a minimum include passenger
14 airbags proven to work around the partition
15 to protect the passengers who are not only
16 paying the fare, they are paying additional
17 for the wheelchair accessibility. Any
18 vehicle that's up-fitted or converted for
19 wheelchair accessibility should meet the
20 OEM standards for safety and durability.
21 We urge you to tightly regulate the quality
22 of WAV conversions to avoid that bucket of
23 bolts effect that I previously eluded to,
24 and also to strongly consider the exterior
25 design of taxis supported through this fund

Taxi and Limousine Commission Meeting
September 17, 2015

54

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

to make sure that they minimize the danger to pedestrians and bicyclists with whom we share the streets.

Second big point, accessibility as Ms. Schacter Lintz eluded to, accessibility is more than wheelchair accessibility.

There are hundreds of thousands of New Yorkers with mobility impairments.

There are also hundreds of thousands of New Yorkers who are deaf and hard of hearing, blind or visually impaired.

Making New York City's vehicles -- for-hire vehicles more accessible for passengers in wheelchairs is important, and laudable, and good, and we support it but it is not adequate. We have to make sure that these vehicles serve the needs of New Yorkers with multiple disabilities. 85 percent of the riders responding to our survey supported requiring the vehicles to be accessible for the deaf and hard of hearing, and the visually impaired.

Our recommendations: At a minimum, all of the vehicles subsidized by the

Taxi and Limousine Commission Meeting
September 17, 2015

55

1 Proceedings

2 program should be required at a minimum to
3 include the accessibility features that are
4 standard in the standard taxi of the NV200
5 Taxi of Tomorrow, hearing loops, high
6 visibility seatbelts and high visibility
7 seats to help the visually impaired. That
8 is not too much to ask as an accommodation
9 in what is an accessible taxi, and we
10 should do much more across the board.

11 An important note about borough
12 equity, by the way, the highest percentages
13 of New Yorkers who are deaf and hard of
14 hearing, who are blind or visually impaired
15 reside in Brooklyn and in the Bronx. The
16 Taxi of Tomorrow currently will primarily
17 serve Manhattan and the airports because
18 most of them are yellow taxis. Most of the
19 New Yorkers who are visually impaired or
20 hearing impaired will not, unless you act,
21 will not have features in their taxis to
22 make them accessible for their needs.
23 We've included some additional information.
24 There are a lot -- this is a very
25 complicated program.

Taxi and Limousine Commission Meeting
September 17, 2015

56

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

We particularly appreciate the changes to the debt head to make that work better. It's important to make sure that taxi drivers do want to use these vehicles and if we can help in any way to facilitate further dialogue around these other disabilities, we would welcome the opportunity to work with the Commission and with the advocates and stakeholders to do that. Thank you for your time today.

COMM. CARONE: Do you mind, I just have a quick point?

MR. O'LAUGHLIN: Sure.

COMM. CARONE: I think your testimony is like 10,000 for viewing long-term goals -- so anyway, I was listening to you about the different classifications as you described of the needs for people with disabilities and I concur with -- I think it's objectively true what you said, I don't think you can disagree with it. The rules on the table I think are the first step towards creating an income viability for drivers and owners

**Taxi and Limousine Commission Meeting
September 17, 2015**

57

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

to get there. I would ask that your group and others like it sort of encourage usage by the taxis and encourage a sense of loyalty to that segment so there is an empowerment and economic advancement that that group can see and embrace and continue to invest in. At the end of the day, that's what's going to drive us getting to your goal which I share, by the way, but I think the rules that you're testifying about, it sounded to me like you agree is the right approach.

MR. O'LAUGHLIN: Overall, yes, we do. There is one other point that I think we should make. Thank you for your feedback, Commissioner. We're giving \$14,000 off the bat for the hack-up, right. That's a lot of money. Unless you put regulations in place that require the standards that we're talking about, you will create a perverse incentive for the medallion owner or their agent to take the \$14,000 and buy a cheaper, lower quality, less accessible taxi and put that out there

Taxi and Limousine Commission Meeting
September 17, 2015

58

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

on the street and pocket the difference.

THE CHAIR: So under the rules that were implemented on September 1st, everyone who is converting to accessible has to use the NV200 accessible, which has passenger airbags, has the safety features, so there isn't the option to cheat as you put it. It also has a hearing loop and it has some amenities for the visually impaired. There are carve outs but they are relying on a waiver from the Commission and the standards that we've required already across the board were not likely to dilute if we're providing a waiver. That's not sufficiently a reason for a waiver.

MR. O'LAUGHLIN: Thank you for clarifying that.

COMM. MARINO: Thank you for that clarification as well.

MR. O'LAUGHLIN: That is an important clarification. But in the case of green taxis for most of the population of New York City outside of Manhattan and the airport passengers, does that same

Taxi and Limousine Commission Meeting
September 17, 2015

59

1 Proceedings

2 standard apply?

3 THE CHAIR: That same standard does
4 not apply. None of the FHV's have vehicle
5 specs and many large sections of the FHV
6 don't even have an accessibility
7 requirement of any type at all, which I
8 think brings us back to
9 Commissioner Carone's point that we have to
10 be judicious about how we, and I'll be
11 blunt, pick apart our programs to provide
12 accessibility and take the universal view
13 that we're looking at one segment and
14 demanding much, much, more from one small
15 segment and there's lots of segments out
16 there that don't have a similar
17 requirement. And these are, as you pointed
18 out, it's a segment where the fare is fixed
19 so the opportunity for revenue is fixed and
20 the economics require an incentive that is
21 passenger provided.

22 MR. O'LAUGHLIN: I think we all
23 agree that we need to take a big picture
24 view of the full spectrum of different
25 service providers and figure out a way to

Taxi and Limousine Commission Meeting
September 17, 2015

60

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

balance the system so that people's needs are met equitably but fully, no matter what their disability, no matter the borough that they live in.

And I guess one last thing, \$14,000 towards the hack-up and something similar down the road for SHL's, the hearing loop, as I understand it, costs a few hundred dollars.

THE CHAIR: That's already required in the Taxi of Tomorrow.

MR. O'LAUGHLIN: But not in other wheelchair-accessible, you know, air quotes, accessible taxis in New York, right?

THE CHAIR: So we're happy to explore that and the feasibility of incorporating that, and to the extent there are funds out there that people want to donate to support those kind of initiatives, we're happy to be recipients to those.

MR. O'LAUGHLIN: My point, respectfully, is that we are already

Taxi and Limousine Commission Meeting
September 17, 2015

61

1 Proceedings

2 donating. I get in a green taxi in
3 Brooklyn and I pay the \$0.30 surcharge. I
4 don't regard it as satisfactory if that
5 only supports increasing the accessibility
6 for the deaf and hard of hearing, for the
7 visually impaired in what is predominantly
8 the Manhattan yellow --

9 THE CHAIR: The green taxi funds go
10 back to the green taxis.

11 MR. O'LAUGHLIN: Right, but they
12 don't measure up to the same standards.
13 You're not requiring hearing loops in the
14 green taxis, you're not requiring high
15 visibility seatbelts. I bought this online
16 from Amazon for about a buck fifty. I
17 think you can probably get a volume
18 discount, right, and make them available
19 for the green taxis.

20 THE CHAIR: But why limit to green
21 taxis? I mean, under your theory that
22 should be every 80,000 vehicles on the
23 road. So I think that in your testimony, I
24 think you should be fair to not single out
25 one sector and sort of put all of the

Taxi and Limousine Commission Meeting
September 17, 2015

62

1 Proceedings

2 criticism on what's not available and take
3 a broader view of what the entire fleet,
4 which is 80 plus thousand cars.

5 MR. O'LAUGHLIN: So I think I tried
6 to acknowledge the fact that we do need to
7 take that big picture, look at things, but
8 the rules that we're talking about --

9 THE CHAIR: We're actually not
10 talking about the green taxis in this rule
11 package.

12 MR. O'LAUGHLIN: And there is soon to
13 be a parallel for green taxis which is the
14 reason that we've sort of bled into that
15 topic more than we've bled into all of the
16 rest of the for-hire vehicles around the
17 City, and as you know, I actually probably
18 would support, you know, requiring more of
19 these same standards for other vehicles as
20 well, including safety standards.

21 THE CHAIR: Thank you.

22 MR. O'LAUGHLIN: Thank you very
23 much.

24 MR. WILSON: The next speaker is
25 Jagjit Singh.

**Taxi and Limousine Commission Meeting
September 17, 2015**

63

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

MR. J. SINGH: Hello again. Good morning. My name is Jagjit Singh. I've been driving taxi for 20 years. So I'm here to request that for the Improvement Funds to be added to the individual rides owners because individual wheelchair owners are the ones who are really doing the wheelchair pickups and making the work. Garage wheelchair jobs are mostly part and those drivers refuse the job and don't respond. The regular medallion owners who need to convert to wheelchair don't care about the system. As a matter of fact, they are going to provide their revenue change to wheelchair-accessible.

While individual medallion owners, wheelchair medallion owners are working for eight years to provide wheelchair vans and make sure the system that TLC created works. It is coming to the point where wheelchair medallion owners are not going to be able to afford to stay in business because they can't find the second driver any month of the lease because all drivers

Taxi and Limousine Commission Meeting
September 17, 2015

65

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

directly lift since 2007. Garages don't have parts to fix it because they are modified out of the other states like Michigan, Indiana. These are also one of the reasons drivers don't like to drive our vans because they are not modified locally. Now they are getting modified, but since I've been driving the Dodge Caravan, which is the first van I ever had, and most of the drivers had to get rid of their vans previous earlier before the expiration date. Future owners who just bought from the most recent years, the option where TLC settled the price are obviously having the hardest time because TLC sold them the medallion for highest price, more than what the regular medallion ever paid. Their expenses are higher because of the high price, more in the making as Mr. Hassan just told, said because of that and most of them want to go bankrupt because the price of the medallion is not even half than what their paying now for their mortgage.

If those guys go out of business,

**Taxi and Limousine Commission Meeting
September 17, 2015**

66

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

how would that look for the City and wheelchair system? If individual wheelchair medallions are not there, there will be almost no wheelchair medallions serving the public. Because of all this, we, individual wheelchair medallion owners should be entitled to the wheelchair Improvement Surcharge Fund.

And I have some suggestions also to make the service better. I don't know if I should say it.

THE CHAIR: Yes, please.

MR. J. SINGH: When we get the job, drives should be provided with the phone number from the Metro-North company in Connecticut because sometimes we end up in a closed street or double parked vehicle we can't go in front of pickup location, so we should have better contact with our customers so we can serve them better, because especially they don't pick up their phone easy.

This, as Mr. Michael said, this wheelchair service should be part of other

Taxi and Limousine Commission Meeting
September 17, 2015

67

1 Proceedings

2 boroughs, as it would be our getting the
3 \$0.30 from them also, and as you said that
4 there's no funds for them, the
5 administrative funds can be avoided through
6 the e-hail apps. Why can't the wheelchair
7 jobs pass through the new apps so the
8 medallion owners don't have to pay
9 administrative funds every year to TLC.
10 And that's all I have to say. Thank you.

11 THE CHAIR: Thank you very much.

12 MR. J. SINGH: Thank you very much.

13 MR. WILSON: Thank you.

14 The next speaker is Kaur Baljinder.

15 (No response.)

16 MR. WILSON: The next speaker is
17 Bill Lindauer.

18 MR. LINDAUER: Another chapter in
19 the whiz and wisdom of Bill Lindauer. Okay.
20 I support those individual medallion
21 owners. They have a very valid case.
22 Their expenses are so much and these days
23 you cannot get a second driver. No one
24 wants to drive that, those rattle traps,
25 unfortunately. I don't know exactly what

**Taxi and Limousine Commission Meeting
September 17, 2015**

68

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

the experience with the NV200 is but hopefully it will be better than the Dodge Caravan and some of the others of that ilk.

But what I want to say, many years ago a passenger got into my cab and he said take me to the Biltmore Hotel. And I said the Biltmore Hotel, they tore it down. He said okay, then take me to the Vanderbilt Hotel. I said they converted that to apartments years ago. I said, am I in the twilight zone? And I ask today, am I in the twilight zone? You think of \$0.50, a pathetic amount. This is 2015, not 1915 in Brule, Nebraska. \$0.50 cents? Do you know what that will get you, a postage stamp, one postage stamp, and maybe you can put that as a down payment on a newspaper. It buys you nothing. It's an insult. How could you think of \$0.50? I know that you have those \$0.50 surcharges. It all should be a dollar. They've been \$0.50 for 20 years. Anyone know about inflation? \$0.50 is ridiculous. You've got to rectify that situation. It's an insult to your

Taxi and Limousine Commission Meeting
September 17, 2015

70

1 Proceedings

2 count it. We shouldn't just allow the law
3 -- because how much gas to the driver
4 (inaudible.)

5 Also, wheelchair when they're
6 driving to us slowly and cautiously, they
7 are making less money, and also giving the
8 14,000 -- well, 4,000, 18,000 a year giving
9 the wheelchair subsidiaries. How many
10 garages have wheelchair drivers still
11 sitting? You pay the 18,000, no dispatch.
12 If the driver is not making money, driver
13 don't take the wheelchair driving. There
14 is another option now. It's the 21st
15 Century. They have a lot of options. If
16 they don't make enough money, why drive the
17 wheelchair, they go with Uber. I mean,
18 green cab, the livery, limousine, you have
19 to think about why they don't like to drive
20 the wheelchair. There's lots of headache
21 that we need to make more money for
22 drivers. \$0.50 is not enough. Thank you
23 very much.

24 MR. WILSON: Thank you.

25 The next speaker is Dan Ackman.

Taxi and Limousine Commission Meeting
September 17, 2015

71

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

MR. ACKMAN: Thank you, Commissioner. Thank you for allowing me to testify. I actually have one small technical point and then several larger points.

First, I'm a lawyer. I often represent taxi drivers and occasionally represent taxi owners as well, who are sometimes the same person who does both. First of all, as I read the rule, I might have read it wrong, the \$77 credit applies to all these things. If I'm wrong about that, so be it, but it should only apply to the medallion only leases for the reasons Counsel said. Did I read it wrong?

MR. WILSON: It does apply. It actually applies in the case of DOV fleet type leases so it's the medallion only lease and the medallion portion of the DOV type lease.

MR. ACKMAN: I thought it read all, but if I'm wrong, I'm wrong. That's fine.

On the larger points, I think these rules don't acknowledge the earth

**Taxi and Limousine Commission Meeting
September 17, 2015**

72

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

change -- the earthquake that has occurred in the industry since the settlement of the lawsuit which led to them. Obviously there's a dramatically different industry that we're facing now, that is facing these issues now than was in 2013 when the settlement occurred --

COMM. MARINO: Which settlement are you talking about?

MR. ACKMAN: All of this arose out of a settlement of the Noel litigation. That was litigation that was started in 2011. The second circuit essentially said it had no merit. Nevertheless, the TLC settled it. That's what led to this whole situation.

With that, the world is very different today than it was then, but the rules don't seem to acknowledge it. Specifically, it's my understanding, and correct me if I'm wrong, 45 percent of the wheelchair-accessible green taxi medallions that have been issued have now been withdrawn from use. In other words, almost

Taxi and Limousine Commission Meeting
September 17, 2015

73

1 Proceedings

2 half of the people who have
3 wheelchair-accessible green medallions have
4 decided they're not even worth driving.

5 THE CHAIR: We're happy to -- you're
6 saying those licenses have been returned to
7 the TLC?

8 MR. ACKMAN: Well, I'm not not sure
9 if that's the technical term.

10 THE CHAIR: What's your marker for
11 out of use then? Where do you get the 45
12 percent?

13 MR. ACKMAN: I looked at the
14 website -- I'll tell you where I got it.
15 On the website you have the data for all
16 the green licenses are listed, the green
17 cab licenses are listed by number. I
18 downloaded it and I looked at just the
19 wheelchair-accessible ones, I believe that
20 was around 1,800, then I looked at of those
21 how many were out of service or out of use,
22 I forget the exact terminology, but
23 45 percent of the green
24 wheelchair-accessible medallions have been
25 returned or have been withdrawn from use.

Taxi and Limousine Commission Meeting
September 17, 2015

74

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

THE CHAIR: We're happy to get you clarification. A lot of times we give extensions because it takes time for people once they buy their permit to hack-up. So it was 180 days but we gave people lots of extensions, but we're happy to get more granular stats from licensing for you so that -- but I think your point is that, yes, there are -- it is harder to run a wheelchair-accessible vehicle than it is a standard taxi, and that is true.

MR. ACKMAN: It's so much harder they're deciding not to bother. I don't know what percentage of the 45 percent is due to extensions, but if you look at other types of medallions, a service percentage are out of use but nowhere near 45 percent. I think it's more like 17 percent. So there's a huge discrepancy in the usability of a wheelchair car -- a wheelchair-accessible vehicle and a non-wheelchair car, and the owners of these have spoken with their wheels, so to speak, and left the road.

Taxi and Limousine Commission Meeting
September 17, 2015

75

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

THE CHAIR: And I think that's what we acknowledged in the preamble, when you're in an environment where the fare opportunity is fixed because it's by the meter, the economics of converting to wheelchair-accessible are very, very difficult and thus that's one of the reasons of the Improvement Fund in both sectors, to try to mitigate against that.

MR. ACKMAN: I understand you're trying to change the economics but as I understand it, that \$0.50 charge is not even in the rule. I'm not really -- I don't know if it's written down anywhere. I asked the Counsel, he said it's not in the rule that's part of the plan, the 50 percent supplement per fare. It's not in the rule, as far as I can tell, it's not in the letters that the drivers received telling them that they had to convert. There's nothing. I think the 14,000 is not in those letters either. So I think it reigns to be seen whether the economics will change enough to change the attitudes,

Taxi and Limousine Commission Meeting
September 17, 2015

76

1 Proceedings

2 but specifically -- actually that goes to
3 another point, if the economics haven't
4 changed sufficiently, why not make it
5 voluntary? If I can go on.

6 I mean, if you say that now \$0.50
7 will incentivize people, but you're not
8 letting it be an incentive. An incentive
9 is something you take or you don't take.
10 You're forcing them to drive these
11 wheelchair medallions. Why not make it
12 voluntary and see what is enough? Maybe
13 \$0.50 is enough, maybe you need \$0.75,
14 maybe you need a dollar, but you certainly
15 are not giving people an incentive. You're
16 forcing them and saying here is what we're
17 giving you. Secondly --

18 THE CHAIR: Thank you.

19 COMM. CARONE: I'm sorry. I'm not
20 following your point. You've been pointing
21 out your, I guess, interpretation of stats,
22 your interpretation of what you've been
23 able to download and read and from that
24 interpretation concluding certain things.
25 I haven't heard yet what you're asking,

Taxi and Limousine Commission Meeting
September 17, 2015

77

1 Proceedings

2 what are your views.

3 MR. ACKMAN: You've heard from
4 others that these wheelchair-accessible
5 vehicles are very difficult to lease. The
6 taxi industry thrives and can only operate
7 if people can lease out their medallions in
8 addition to driving them if they're
9 driver-operated or owner-driver medallions,
10 but they need to be able to lease them.
11 They cannot lease them and the green
12 people -- the green cabs drivers are
13 deciding they're not worth driving, that's
14 why they're turning them back. So my point
15 is, this whole program should be rethought
16 in the new environment.

17 Another part of this new environment
18 is now we have 33,000 black cars. Two
19 years ago we had -- or less than two years
20 ago we had 10,000. None of these black
21 cars have any wheelchair accessibility
22 obligation. Why? As the Commissioner just
23 said, you have a system which now has so
24 many black cars serving the public, if
25 that's -- yet they have no obligation and

Taxi and Limousine Commission Meeting
September 17, 2015

78

1 Proceedings

2 all of it has gone to a small subset of
3 yellow cab drivers. That seems to be
4 fundamentally unfair.

5 THE CHAIR: Thank you very much.

6 MR. ACKMAN: Do you have a question?

7 COMM. CARONE: I don't have a
8 question. It's an observation. I think
9 you just need to be a little careful with
10 your stats as you state them as fact. I'm
11 not so sure -- you mentioned two years ago
12 there were 10,000 black cars, or whatever
13 it is, I forget how you described it --

14 MR. ACKMAN: No, no. Black cars.

15 COMM. CARONE: -- black cars a
16 moment ago. I recall when we did the
17 street hail legislation and that rule, we,
18 I believe, had numbers close to 80,000 of
19 illegal vehicles on the road and so there's
20 always been a glut of vehicles, whether
21 legal or otherwise, and I'm not getting
22 used to your points.

23 MR. ACKMAN: I'm talking about
24 licensed black cars.

25 COMM. CARONE: Well, I just, again,

Taxi and Limousine Commission Meeting
September 17, 2015

79

1 Proceedings

2 I challenge you and I'm happy to talk to
3 you about this offline. I just think your
4 number when you do it, you're saying them
5 as fact and they get into the record. I
6 just want to be clear. I'm not so sure
7 where they're from.

8 MR. ACKMAN: I'll tell you exactly
9 where I got them. The Commissioner didn't
10 seem to dispute them. She just disputed
11 how they came about, but the fact that you
12 can go on the website yourself and download
13 the data, you can look at it. You will see
14 a huge percentage of the
15 wheelchair-accessible green vehicles have
16 been withdrawn from service.

17 COMM. CARONE: I get that but I'm
18 saying you made the conclusion that some
19 greens are giving back because their,
20 whatever metaphor you used about that
21 they're speaking with their wheels, I'm not
22 so sure what's in the minds of those
23 drivers and we have no idea, and I'd like
24 to find out. But I think this rule
25 recognizes the change in landscape and I

Taxi and Limousine Commission Meeting
September 17, 2015

80

1 Proceedings

2 said several times during this hearing that
3 the \$0.30 is only as good as the riders who
4 are paying it. So in order to encourage
5 that, we need to be mindful of that and do
6 whatever we can including this rule and
7 perhaps future rule making that will
8 continue to encourage that as best as we
9 can. Otherwise it's really more philosophy
10 than practical result.

11 MR. ACKMAN: Right, but I would urge
12 you to stop, take a breath, look at the
13 current landscape before you make anyone
14 convert their car. Thank you.

15 COMM. MARINO: The one point I think
16 I would agree with, the landscape has
17 changed dramatically in the last two years
18 and I don't think that's something we can
19 pretend didn't happen at the time of that
20 decision. There have been substantial
21 changes in our industry.

22 COMM. GONZALES: I agree with you as
23 well, but landscape's always going to be
24 fluid and we have to start somewhere.

25 COMM. MARINO: That's a good point.

**Taxi and Limousine Commission Meeting
September 17, 2015**

81

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

MR. WILSON: The next speaker is Davinder Singh.

MR. D. SINGH: Hello, ladies and gentlemen. My name is Davinder Singh. I'm a wheelchair-accessible medallion owner so I'm driving, I drive myself. I have no drivers at this time and my issue is all connected to wheel-chair accessible system. I see so many guys every single day at the airport, they're trying to do extra loading in our wheelchair car. If it happened with our car so they don't care about it, they don't worry about our car. They put extra loading, like more than seven, eight pieces in our car and sometimes they put like two extra loading in the front seat and backseat as well.

So I spoke with the supervisor at JFK. So what's going to really happen, who's going to stop this? So if I refuse this, you're going to give us a summons, so what's does that really mean, and what's the real solution of this matter? They told me just go in regular lane, don't make

Taxi and Limousine Commission Meeting
September 17, 2015

82

1 Proceedings

2 it like over with someone else.

3 So my concern is like, main issue is
4 like don't we need the expression like most
5 of our work, is why we put extra loading in
6 our car, like TLC like to put our work in
7 our airport. I asked someone like two
8 times I spoke with the dispatcher, I said
9 I'm not doing this because it's extra
10 loading in our car. So they said get in
11 the lane, go back in the lot and go back in
12 the regular lane. I said I was waiting the
13 last two hours on the same JFK lot so why
14 do I go back in the regular lane? He said
15 no, you have to to go back in the regular
16 lane. They're always throwing us, go back
17 in your regular lane. There's no room for
18 them, there's all room for drivers. If we
19 miss it, they give us a summons right away.
20 Go back to the regular lane.

21 And my second issue, my second issue
22 with the JFK airport, and the second issue
23 is like our cost. The same cost we have
24 like one person drive wheelchair car and
25 now they're going to already have a

Taxi and Limousine Commission Meeting
September 17, 2015

83

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

wheelchair car. So it will be the same compared to coming out with his car and our car. It's the same issue. The same issue too, and so also that's like my main concern in JFK airport. In livery car, when I go to terminal, in the lane, pull out, find the right one then start loading. That's the main issue.

I have something that recently happened last Tuesday, I have some video with me, so I show you what the supervisor does with the driver. So if you want me to share with you, I would love to share with you.

THE CHAIR: I know Commissioner Carone has something to say, but Cindy Davidson who is in the back who handles a lot of our airport issues, if you could share that video with her that would be very helpful. Oh, actually Allan Fromberg will take it from you. Thank you.

MR. D. SINGH: Thank you.

THE CHAIR: And I think

Taxi and Limousine Commission Meeting
September 17, 2015

84

1 Proceedings

2 Commissioner Carone has something to say.

3 COMM. CARONE: I guess my question
4 was -- I was just trying to make sure I
5 understand your, I guess your dilemma. Are
6 you saying that you're on the line at JFK
7 with the rest of the medallion -- the
8 yellows and when it gets to your spot in
9 line because of the accessible nature of
10 your vehicle you're told to go to the back
11 of the line because it's harder or more
12 difficult to load or unload? Is that what
13 you said?

14 MR. D. SINGH: No. Like I'm used to
15 going to JFK, I stop in the taxi lot and
16 stay there like sometimes one hour,
17 sometimes two hours, not less than that.
18 Sometimes there's no cabs there and they
19 call us, we need a wheelchair so we provide
20 them wheelchair. So they put more than
21 eight or nine pieces of heavy luggage in
22 our back car.

23 THE CHAIR: So they don't actually
24 have a wheelchair passenger, they're
25 calling you because they know that yours is

Taxi and Limousine Commission Meeting
September 17, 2015

85

1 Proceedings

2 larger capacity?

3 MR. D. SINGH: Yeah.

4 THE CHAIR: That's definitely
5 something we can address with the airport
6 staff.

7 MR. D. SINGH: Yes, please. Because
8 I'm already favored to go to any terminal,
9 they call us go to front and put excess
10 stuff in your car and the front seat as
11 well too. And sometimes in the city too,
12 like all the time we ask -- we refuse them.

13 THE CHAIR: That's probably not the
14 purpose of our wheelchair-accessible taxis.

15 MR. D. SINGH: That's all they say,
16 get out of this lane, go back in regular
17 lane. I said I can do nothing about that.
18 So please think about that on this matter.

19 THE CHAIR: Thank you very much.

20 MR. WILSON: And the last speaker is
21 Lester Marks.

22 MR. MARKS: Hi. Good afternoon. My
23 name is Lester Marks. I work at Lighthouse
24 Guild. Lighthouse Guild is an organization
25 that serves people who are visually

Taxi and Limousine Commission Meeting
September 17, 2015

86

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

impaired, blind, and with multiple disabilities.

So I just -- I wanted to really come here today and just emphasize the importance of the accessibility features for somebody who is visually impaired or blind. I was happy to hear earlier that the standard that's going to be in the Taxi of Tomorrow will be consistent across, and the standard across the entire fleet. This is something that's welcome news.

Somebody who's visually impaired or blind really, you know, will benefit greatly from the accessibility features, and I just want to highlight a couple of them that really are important. In the yellow cabs right now there are -- there's the accessible payment method where somebody who is visually impaired or blind can use the alternative method on the TPEP system to make sure that they can complete their transaction safe and independently, and that's something that needs to continue.

Taxi and Limousine Commission Meeting
September 17, 2015

87

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

I would also just emphasize the need for the color contrast and the high visibility seatbelts, and the high visibility, you know, the guardrail as you walk in. Contrast is such an important part of people who are visually impaired and blind, and frankly, it's not something that just is limited to somebody who is blind, as we may see somebody who is blind as somebody with a dog or somebody with a cane. As we all grow older, regardless our eyesight will deteriorate and one of the first things to go is contrast. So if you think about getting into a cab late at night, the black seat on the black, you know, floor, there are great potentials for mishaps and accidents. So really drive home and emphasize the point of color contrast. It's really an important part, and the safety of the seatbelt issue and being able to ensure that somebody who may not have sight or may have some decline in vision can locate that seatbelt. I mean, I find myself, for whatever reason, I put a

Taxi and Limousine Commission Meeting
September 17, 2015

88

1 Proceedings

2 seatbelt on everywhere else except when I
3 get into a New York City taxicab and that's
4 starting to change. So somebody who is
5 visually impaired needs to make sure that
6 they're able to see that, they're able to
7 see the buckle and they're able to make
8 sure that they're as safe as everybody
9 else.

10 So as we continue to think about
11 accessibility, I hope that, you know, we
12 hear a lot about wheelchairs, and not to
13 disparage the wheelchair community and we
14 work very closely with them, but we have to
15 also keep in mind the needs of somebody who
16 is visually impaired and somebody who is
17 blind.

18 And I just want to echo Michael's
19 point earlier about the outer boroughs, and
20 obviously this is related to yellows, but
21 the green taxis in the outer boroughs
22 specifically in the Bronx and specifically
23 in Brooklyn are where a tremendous amount
24 of our population lives and resides, and to
25 make sure that the accessibility features

Taxi and Limousine Commission Meeting
September 17, 2015

89

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Proceedings

that will exist in the yellow cabs exist in the outer boroughs is something that I would, you know, look toward to working with this Commission to make sure that that is something that comes true. So I thank you very much.

THE CHAIR: Thank you for coming.

Is there any other speakers?

(No response.)

THE CHAIR: If not, then that ends today's meeting. The time now is 12:09 and thanks everybody for coming.

(Time noted: 12:09 p.m.)

**Taxi and Limousine Commission Meeting
September 17, 2015**

A		
a.m (1) 2:2	advocates (1) 56:10	apply (9) 8:17,19 36:10 49:16 53:11 59:2,4 71:14,17
ability (4) 18:8 27:17 39:17 90:13	Affairs (1) 5:16	appointment (2) 8:20 9:4
able (8) 42:15 63:23 76:23 77:10 87:22 88:6,6,7	afford (1) 63:23	appreciate (2) 35:24 56:2
absolutely (5) 35:16,22 36:5,23,24	afternoon (2) 69:8 85:22	appreciation (1) 7:11
absorbing (1) 16:20	agenda (4) 10:8 13:9,10 15:23	approach (1) 57:13
accepted (1) 39:18	agent (1) 57:23	approval (3) 13:11,16,21
access (10) 11:10 44:17,18,24 45:10,11,12,19 46:11 49:3	ago (10) 12:6 20:13 21:19 44:20 68:6,11 77:19,20 78:11,16	apps (2) 67:6,7
accessibility (33) 6:21 7:5,6 9:17 19:19,22,24 20:23 21:2,24 22:13 22:16 37:20 38:19 42:24 43:3 51:19,20 52:10 53:17,19 54:5,6,7 55:3 59:6,12 61:5 77:21 86:6,15 88:11,25	agree (5) 49:22 57:12 59:23 80:16 80:22	April (2) 16:4 17:21
accessible (68) 10:6 16:7,14,15,16 20:6,15,19 23:10,19 24:4,9,11,13 24:19 25:5,11,12,15,16 29:15 31:12,20,22,23 32:3 33:2,6,15,18 34:2,8 35:9 38:2 39:17,19 40:3 40:25 41:4 43:11,12,17 44:5 45:9 45:10,11,12,19 46:19 47:3 48:15 49:14 50:19 52:15,16,19 54:14 54:22 55:9,22 57:25 58:5,6 60:15 64:22 81:9 84:9 86:19	agreement (5) 18:25 22:22 40:12 40:21 41:10	arose (1) 72:11
accidents (1) 87:18	Aguado (1) 2:11	Arout (1) 2:6
accommodation (1) 55:8	air (1) 60:14	article (1) 46:4
accomplished (1) 19:16	airbags (2) 53:14 58:7	artificial (1) 45:13
accounted (1) 23:3	airport (7) 58:25 81:11 82:7,22 83:6,19 85:5	Ashish (2) 15:10 51:2
accounting (2) 17:13 29:8	airports (2) 41:22 55:17	asked (2) 75:16 82:7
accurate (1) 34:25	alert (1) 8:2	asking (4) 49:8,13 64:20 76:25
Ackman (15) 3:17 70:25 71:2,22 72:11 73:8,13 74:13 75:11 77:3 78:6,14,23 79:8 80:11	alerts (1) 8:8	aspects (1) 11:12
acknowledge (3) 62:6 71:25 72:20	all-in (1) 18:22	asset (2) 6:6,10
acknowledged (1) 75:3	Allan (1) 83:22	Assistant (2) 5:7 17:3
acknowledgment (2) 40:13,22	Alliance (1) 12:18	Association (2) 3:16 69:11
act (1) 55:20	allow (1) 70:2	assured (1) 52:12
action (3) 11:14 15:18 90:15	allowing (1) 71:3	attention (1) 51:25
actions (1) 41:14	allows (1) 8:17	attitudes (1) 75:25
actual (2) 13:7 17:14	alternative (1) 86:21	audiences (1) 41:20
add (2) 46:21 49:21	alternatives (1) 8:3	August (1) 15:14
added (7) 11:5 14:15 15:2 16:13,18 40:7 63:6	Aly (1) 50:24	automated (1) 38:16
addition (4) 26:5,6,9 77:8	Amazon (1) 61:16	available (12) 8:24 38:20 41:11 43:13 44:10 46:20,24 49:11,12 49:13 61:18 62:2
additional (12) 16:20 24:25 25:4,9 26:15 38:24 39:5,17 40:9 53:16 55:23 69:25	amendments (2) 10:10,11	avenue (2) 1:22 12:12
address (1) 85:5	amenities (1) 58:10	avoid (1) 53:22
adequate (1) 54:17	America (2) 16:8 41:6	avoided (1) 67:5
administration (2) 42:22 45:23	amount (9) 24:20 25:7,24 28:6 36:17,18 41:15 68:14 88:23	Awards (1) 7:2
administrative (6) 30:13 31:7,8,11 67:5,9	amounts (5) 22:13,14 23:23 24:25 25:17	aware (2) 19:18 20:18
adopt (1) 46:15	and/or (2) 45:22 46:23	awareness (1) 41:13
advancement (1) 57:6	Angelique (2) 2:15 13:19	Ayes (5) 4:8 11:22 13:14,23 16:2
Advisor (1) 5:6	Animesch (1) 51:6	
	announce (2) 6:2,15	B
	announcement (2) 7:13,17	B (1) 9:5
	answer (1) 36:22	back (20) 4:10 8:16 21:19 31:16 49:18 53:6 59:8 61:10 77:14 79:19 82:11,11,14,15,16,20 83:18 84:10,22 85:16
	answering (1) 7:25	backseat (1) 81:18
	Anthony (1) 7:18	balance (1) 60:2
	anyway (1) 56:17	Baljinder (1) 67:14
	apart (1) 59:11	Bank (1) 41:6
	apartments (1) 68:11	bankrupt (1) 65:22
	apologizes (1) 42:14	barely (1) 64:11
	appeal (2) 4:6,20	barriers (1) 45:13
	appearance (1) 9:13	base (2) 13:16 26:2
	applaud (1) 45:3	based (4) 10:11,23 23:20,24
	applicants (1) 8:17	bases (2) 7:4 13:20
	application (1) 9:2	basically (1) 36:21
	applications (1) 13:16	basis (5) 8:5 10:2 19:9 23:14 24:2
	applied (2) 12:8 64:21	bat (1) 57:18
	applies (3) 36:7 71:12,18	bearing (1) 26:22

**Taxi and Limousine Commission Meeting
September 17, 2015**

<p>bears (1) 27:6 Beaver (1) 1:10 beginning (2) 23:14 69:24 begins (1) 20:7 begun (1) 5:11 behalf (1) 14:10 believe (5) 12:19 14:11 34:13 73:19 78:18 benefit (3) 34:6 50:2 86:14 benefits (1) 23:18 best (3) 8:2 80:8 90:13 bet (1) 29:17 better (5) 56:4 66:11,20,21 68:3 beyond (2) 24:12 35:25 bicyclists (1) 54:3 big (4) 52:4 54:5 59:23 62:7 Bill (9) 2:11 3:7,15 5:5 12:16,17 13:5 67:17,19 Biltmore (2) 68:7,8 bit (2) 12:2 18:19 black (9) 77:18,20,24 78:12,14,15 78:24 87:16,16 Blasio (1) 42:22 bled (2) 62:14,15 blind (10) 54:12 55:14 86:2,8,14,20 87:8,10,10 88:17 blood (1) 90:15 Bloomberg (1) 5:9 blunt (1) 59:11 board (3) 4:12 55:10 58:14 body (1) 35:12 bolts (1) 53:23 borough (4) 1:12 5:13 55:11 60:4 boroughs (5) 46:24 67:2 88:19,21 89:3 bother (1) 74:14 bought (3) 49:24 61:15 65:13 break (1) 30:21 breath (1) 80:12 Brewer (1) 5:13 briefest (1) 13:4 bringing (1) 27:10 brings (1) 59:8 broader (1) 62:3 broken (2) 38:10 39:25 Bronx (2) 55:15 88:22 Brooklyn (3) 55:15 61:3 88:23 brought (1) 29:6 Brule (1) 68:15 buck (1) 61:16 bucket (1) 53:22 buckle (1) 88:7 Building (1) 9:10 bulk (1) 41:16 business (3) 4:3 63:23 65:25 buy (2) 57:24 74:5 buys (1) 68:19</p>	<p>C</p> <hr/> <p>C (2) 90:2,2 cab (6) 51:10 68:6 70:18 73:17 78:3 87:15 cabs (4) 77:12 84:18 86:18 89:2 calculated (1) 24:2 Calise (1) 42:14 Calise's (1) 42:10 call (6) 5:19 15:3 22:16 25:15 84:19 85:9 Callal (2) 5:17,18 calling (1) 84:25 calls (1) 21:9 cane (1) 87:12 capacity (1) 85:2 captioning (2) 46:20 47:7 captive (1) 41:20 car (20) 47:23,25 69:22,23 74:21 74:23 80:14 81:12,13,14,16 82:6 82:10,24 83:2,3,4,6 84:22 85:10 Caravan (2) 65:9 68:4 cards (1) 41:7 care (3) 53:5 63:13 81:13 careful (1) 78:9 Carone (15) 2:7 33:20 35:23 49:21 52:3 56:12,15 76:19 78:7,15,25 79:17 83:17 84:2,3 Carone's (1) 59:9 cars (9) 62:4 64:2 77:18,21,24 78:12,14,15,24 carve (1) 58:11 case (4) 27:13 58:22 67:21 71:18 cases (2) 27:4 29:2 cash (1) 11:10 Cassella (3) 2:23 90:7,22 catch (1) 49:22 cater (1) 69:14 cautiously (1) 70:6 caveats (1) 51:24 celebrating (1) 7:2 center (1) 5:19 cents (1) 68:15 Century (1) 70:15 CEO (1) 44:16 certain (3) 22:18,19 76:24 certainly (1) 76:14 certify (2) 90:9,14 Chair (53) 2:4 4:13,25 11:25 13:4 16:3 18:4 20:2,12 21:12 28:13,17 28:25 32:23 33:16 42:3,13 47:10 48:7,10,13 49:3,8,17 50:16 52:25 58:3 59:3 60:11,17 61:9,20 62:9 62:21 64:13,17 66:13 67:11 69:5 73:5,10 74:2 75:2 76:18 78:5 83:16,25 84:23 85:4,13,19 89:8 89:11 Chair's (1) 5:2</p>	<p>challenge (2) 16:21 79:2 challenges (1) 18:13 change (9) 15:8 47:2 63:16 72:2 75:12,25,25 79:25 88:4 changed (2) 76:4 80:17 changes (9) 10:13,25 22:17 26:18 29:14 35:21 45:23 56:3 80:21 chapter (1) 67:18 charge (1) 75:13 cheaper (1) 57:24 cheat (1) 58:8 Chief (1) 6:5 Chorus (5) 4:8 11:22 13:14,23 16:2 Chowdhury (6) 3:16 14:3,4 69:7,8 69:9 Chris (3) 2:14 4:16 10:12 Cindy (2) 6:17 83:18 circuit (1) 72:14 city (18) 1:3 5:7 7:14 10:16 15:14 40:8 41:21 43:17 45:5,5 51:14 58:24 62:17 66:2 69:14,16 85:11 88:3 City's (4) 43:3,19 44:4 54:13 clarification (4) 9:16 58:20,22 74:3 clarified (1) 11:11 clarify (1) 45:18 clarifying (4) 11:7 33:4 47:3 58:18 classifications (1) 56:19 clear (6) 8:12 10:7 33:23 35:24 45:24 79:6 close (1) 78:18 closed (1) 66:18 closely (1) 88:14 closer (1) 26:2 colleague (3) 17:12 37:9 50:12 collect (4) 22:3 23:21 33:7,8 collected (3) 16:10 21:22 32:9 collecting (2) 32:2 33:10 collection (1) 21:21 color (2) 87:3,19 column (1) 25:18 come (3) 9:4 35:11 86:4 comes (6) 25:2 32:17 35:4 48:5 52:7 89:6 coming (9) 5:23 30:17 48:18,24 51:16 63:21 83:3 89:8,13 COMM (37) 27:21 28:9,14,22 29:16 29:18,22 30:11,24 31:6,14 32:10 32:15,20 33:3,12,20 35:23 36:6 36:20 37:3 49:21 50:11,21 56:12 56:15 58:19 72:9 76:19 78:7,15 78:25 79:17 80:15,22,25 84:3 comment (2) 10:17 15:15 comments (6) 10:20,24 11:18 15:16 44:23 46:7 Commission (21) 1:4,11 4:5,18,22</p>
--	--	---

**Taxi and Limousine Commission Meeting
September 17, 2015**

<p>5:6 10:14 11:14 15:18 17:6 42:13 44:20 45:2,18,24 46:15 47:2 48:23 56:9 58:12 89:5 Commissioner (13) 6:3 17:17 33:22 42:10,14 52:3 57:17 59:9 71:3 77:22 79:9 83:17 84:2 Commissioners (6) 2:3 10:22 11:16,17 15:21,23 commitment (3) 16:7 43:4,7 community (2) 21:6 88:13 company (1) 66:16 compared (1) 83:3 complete (5) 9:5 39:10 40:11,20 86:22 completed (1) 38:14 complicated (1) 55:25 component (1) 34:10 components (1) 22:7 Conceptually (1) 28:22 concern (3) 45:22 82:3 83:6 concluding (1) 76:24 conclusion (2) 44:6 79:18 concur (2) 50:11 56:21 conditional (2) 18:24 22:21 conditions (1) 37:4 conducting (1) 41:24 confusing (1) 37:7 congestion (1) 5:14 connected (4) 7:15,24 21:6 81:9 Connecticut (1) 66:17 consider (2) 4:20 53:24 consistent (1) 86:10 Constance (1) 2:10 contact (3) 6:11 46:21 66:20 contingent (2) 37:18 38:12 continue (7) 35:8 44:7 52:18 57:7 80:8 86:25 88:10 continues (1) 24:22 contrast (4) 87:3,6,14,20 control (3) 28:19,21 41:4 controls (1) 38:3 convene (1) 4:9 CONVENED (1) 2:2 conversion (3) 9:21,23 21:24 conversions (1) 53:22 convert (3) 63:13 75:21 80:14 converted (6) 9:25 49:5,12 53:4,18 68:10 converting (3) 20:20 58:5 75:6 Coordinator (2) 42:17,21 corporate (3) 9:22,24 10:4 Corporation (1) 5:7 correct (2) 36:8 72:22 cost (9) 8:5 11:9 16:18 26:22 27:6 38:8 47:23 82:23,23 costs (9) 18:9 25:5 30:13 31:7,8,11 60:9 64:12 69:25</p>	<p>Counsel (6) 2:14 5:8,8,10 71:16 75:16 Counsel's (1) 17:3 count (1) 70:2 counter (2) 6:9,13 country (1) 45:6 COUNTY (1) 90:5 couple (4) 13:8 18:6 26:25 86:16 course (3) 12:18,19 31:14 covered (1) 31:13 create (3) 16:7 41:12 57:22 created (3) 21:21 22:2 63:20 creating (2) 16:5 56:24 credit (6) 27:19 28:3,12 29:7,9 71:12 crediting (1) 28:7 criticism (1) 62:2 cumulative (1) 32:10 current (5) 9:14 37:19 45:8 64:22 80:13 currently (5) 39:7,11 41:17 46:24 55:16 customer (1) 25:16 customers (1) 66:21 cuts (1) 8:21</p> <hr/> <p style="text-align: center;">D</p> <hr/> <p>D (7) 15:5 81:4 83:24 84:14 85:3,7 85:15 Dan (1) 70:25 danger (1) 54:2 Daniel (1) 3:17 DAP (1) 19:20 data (6) 23:20,22,25 41:3 73:15 79:13 date (3) 9:8 11:16 65:13 daughter (1) 44:22 Davidson (2) 6:17 83:18 Davinder (4) 3:18 15:4 81:3,5 day (7) 15:21 24:6 39:3 57:8 64:7 81:10 90:19 days (7) 12:6 24:6 38:6,23 39:2 67:22 74:6 de (1) 42:22 deadline (2) 10:18 15:15 deaf (6) 45:16,20 54:11,22 55:13 61:6 deal (3) 4:6 18:2,18 dealing (1) 18:19 debit (1) 41:7 debt (2) 16:15 56:3 decades (1) 5:6 decided (2) 30:24 73:4 deciding (2) 74:14 77:13 decision (1) 80:20 decline (1) 87:23 decreases (1) 34:20</p>	<p>defining (1) 44:23 definitely (1) 85:4 demanding (1) 59:14 Department (2) 7:14 8:12 depending (1) 40:5 deploying (1) 43:18 deposit (1) 40:14 Deputy (2) 5:8 6:2 describe (2) 17:9,14 described (3) 37:12 56:19 78:13 describing (1) 11:5 deserve (1) 27:13 design (1) 53:25 desirable (1) 9:13 details (2) 23:4 41:25 deteriorate (1) 87:13 determination (1) 4:23 determine (1) 20:5 determined (1) 25:20 developed (2) 8:6 46:13 developing (3) 7:19,24 8:10 development (1) 8:10 dialogue (1) 56:7 dictates (1) 16:8 difference (4) 31:17 32:6 58:2 69:23 different (8) 18:20 24:15 40:22 46:14 56:18 59:24 72:5,19 differentiate (1) 30:3 difficult (4) 69:19 75:8 77:5 84:12 difficulty (1) 26:20 dilemma (1) 84:5 dilute (1) 58:14 direct (1) 40:14 directly (1) 65:2 Director (3) 5:16 6:12,18 disabilities (13) 42:8,19 43:2,16 44:10 45:14 46:12 47:5 52:17 54:19 56:8,20 86:3 disability (3) 19:19 46:6 60:4 disabled (2) 19:19 21:5 disagree (1) 56:23 disbursed (1) 38:5 discount (1) 61:18 discrepancy (1) 74:20 disparage (1) 88:13 dispatch (16) 16:15 20:23 21:2 22:13 24:11 25:11,12,15,16 29:15 31:12 39:18,19 40:3 44:5 70:11 dispatched (1) 22:16 dispatcher (1) 82:8 dispute (1) 79:10 disputed (1) 79:10 distance (2) 25:23 40:5 distributing (1) 17:15 distribution (9) 16:9,24 17:25 18:3</p>
--	--	--

**Taxi and Limousine Commission Meeting
September 17, 2015**

18:15 22:4 23:7 32:8 37:10
distributions (5) 17:11,19 22:8
 29:14 38:17
diversions (1) 18:10
divided (1) 25:3
Dodge (2) 65:9 68:3
dog (1) 87:11
doing (9) 5:23 14:17 30:8 34:22
 39:14,15 50:3 63:8 82:9
dollar (3) 51:15 68:22 76:14
dollars (2) 39:5 60:10
donate (1) 60:21
donating (1) 61:2
Doris (1) 47:15
DOT (1) 7:16
double (1) 66:18
DOV (3) 18:16 71:18,20
download (2) 76:23 79:12
downloaded (1) 73:18
drafting (2) 17:23 18:14
dramatically (2) 72:5 80:17
drawing (2) 20:13,16
drive (18) 23:11 33:16,18 34:4,5
 40:25 48:6 57:9 64:2 65:6 67:24
 69:22 70:16,19 76:10 81:7 82:24
 87:18
driven (1) 40:5
driver (47) 3:6,16 6:22,25 8:2,6
 11:9,9 16:13 22:14 23:7,22,23
 24:9 26:12 27:7,22,23,25 28:6,9
 28:11,14,18,20,24 29:3 30:23
 31:5 32:5,25 38:23 39:2 40:2
 41:13,21 47:23 48:11,12,16
 63:24 67:23 69:15 70:3,12,12
 83:13
driver-operated (1) 77:9
driver-owned (1) 18:17
drivers (58) 7:3,6,21 8:18,22 12:8
 12:9,13 16:9 19:5 20:25 21:8,16
 22:8,15 23:7,16,24 24:3 25:14
 27:17 30:12 31:19 33:2 34:3,21
 35:7 38:18 39:8,10,16 40:20 41:5
 41:7,13,15,16,18 43:14,25 56:5
 56:25 63:11,25 65:6,11 69:10,18
 69:18 70:10,22 71:8 75:20 77:12
 78:3 79:23 81:8 82:18
drives (1) 66:15
driving (22) 23:9,19 24:9,12 26:13
 31:20 33:15 38:23,25 39:15 50:5
 63:4 64:25 65:9 69:19,20 70:6,13
 73:4 77:8,13 81:7
due (1) 74:16
durability (1) 53:20

E

E (2) 90:2,2
e-hail (1) 67:6

E-MAIL (1) 1:24
eager (1) 44:6
eagerness (1) 13:6
earlier (9) 7:12 26:19 37:16 38:21
 38:22 39:20 65:12 86:8 88:19
earn (4) 24:13 26:14 39:12,17
earth (1) 71:25
earthquake (1) 72:2
easy (3) 23:6 49:15 66:23
echo (1) 88:18
economic (2) 34:5 57:6
economically (1) 34:7
economics (7) 49:19 50:17 59:20
 75:6,12,24 76:3
Education (1) 6:20
Edward (1) 2:8
effect (2) 17:12 53:23
effective (1) 34:17
effectuate (1) 37:11
efficient (1) 9:6
eight (4) 63:19 69:15 81:15 84:21
either (5) 27:8,13 29:4 37:20 75:23
Eldoksh (1) 50:24
elevators (1) 9:14
Elias (1) 2:6
Elkarch (9) 3:12 47:18,19,20 48:9
 48:12,18 49:7,15
eluded (3) 52:3 53:23 54:6
embrace (1) 57:7
emphasize (3) 86:5 87:2,19
employed (1) 69:16
employee (1) 6:16
empowerment (1) 57:6
encourage (5) 46:15 57:3,4 80:4,8
encouraging (1) 34:3
ends (1) 89:11
engine (1) 64:10
English (1) 9:3
Enrollment (1) 41:8
ensure (6) 10:5 43:12 44:8 46:19
 47:4 87:22
entire (4) 9:10 36:3 62:3 86:11
entitled (3) 14:13 48:14 66:8
entity (1) 12:11
environment (7) 18:16,18,21 29:7
 75:4 77:16,17
environments (1) 22:22
equally (2) 37:6 43:24
equation (1) 30:10
equipment (3) 7:20,24 8:5
equitably (1) 60:3
equity (1) 55:12
especially (1) 66:22
essential (1) 21:3
essentially (2) 8:25 72:14
establish (1) 21:20
established (1) 27:19

estimated (2) 25:4,6
events (1) 6:24
everybody (5) 14:9 47:20 69:9
 88:8 89:13
evidenced (1) 46:8
exact (1) 73:22
exactly (5) 21:10 33:14 50:6 67:25
 79:8
example (3) 24:5 38:21,22
excess (1) 85:9
Executive (7) 4:4,5,10,12,17,19
 6:17
exist (2) 89:2,2
existing (1) 49:14
expand (2) 12:9 47:6
expanding (1) 12:6
expansion (2) 12:25 20:23
expense (1) 64:8
expenses (4) 16:21 64:23 65:19
 67:22
experience (2) 5:7 68:2
experienced (1) 7:22
expertise (1) 44:24
expiration (1) 65:12
explain (1) 37:5
explore (1) 60:18
expression (1) 82:4
extensions (3) 74:4,7,16
extent (2) 12:24 60:19
exterior (1) 53:24
External (1) 5:16
extra (5) 81:11,14,17 82:5,9
eyesight (1) 87:13

F

F (1) 90:2
facilitate (1) 56:6
facilities (1) 41:11
facing (2) 72:6,6
FACSIMILE (1) 1:23
fact (10) 31:2 46:12 50:3,4 52:2
 62:6 63:14 78:10 79:5,11
fair (3) 48:21 49:2 61:24
Falchi (1) 9:10
familiar (1) 5:20
far (1) 75:19
fare (7) 10:9 39:14 53:16 59:18
 64:25 75:4,18
favor (5) 4:7 11:21 13:13,22 15:25
favored (1) 85:8
fear (1) 45:22
feasibility (1) 60:18
features (6) 55:3,21 58:7 86:6,15
 88:25
Federal (3) 7:13 69:13,15
fee (13) 11:11 21:12 22:14 24:11
 25:22 26:2,6,10,10 29:15 30:18

**Taxi and Limousine Commission Meeting
September 17, 2015**

<p>39:18 44:3 feed (1) 48:21 feedback (2) 10:24 57:17 feel (1) 5:22 feels (1) 29:23 fees (4) 25:13,13 40:4 44:3 fellows (1) 50:4 fewer (2) 31:21 36:17 FHV (4) 6:19 12:9,25 59:5 FHVs (1) 59:4 fifty (1) 61:16 figure (2) 35:8 59:25 final (2) 11:13 15:17 finally (1) 6:15 financial (2) 21:7 43:21 find (5) 49:2 63:24 79:24 83:8 87:25 fine (4) 4:24 12:11 14:25 71:23 finish (1) 9:2 first (22) 4:3 5:3 8:20 10:8 12:15 13:9 17:9,18 20:12 21:20 22:7 24:17 33:24 37:23 42:9 45:5 56:24 65:10 69:12 71:7,11 87:14 five (1) 38:23 fix (1) 65:3 fixed (5) 16:19 18:7 59:18,19 75:5 fleet (12) 9:25 10:4 16:8 20:9 34:8 37:21 40:8 42:24 43:4 62:3 71:18 86:11 fleets (5) 20:2,3 21:25 34:3 35:9 fliers (1) 5:25 floor (3) 1:11 7:21 87:17 fluid (1) 80:24 following (3) 10:23,25 76:20 for-hire (7) 16:8 45:7 51:14 52:6 52:16 54:13 62:16 forcing (2) 76:10,16 forget (2) 73:22 78:13 forgetting (1) 36:25 forgotten (2) 46:2,6 form (2) 40:14,23 formally (1) 7:8 former (1) 5:8 formerly (1) 44:17 forms (1) 41:10 forward (3) 8:9 35:13 47:11 four (2) 16:18 38:9 Fox (1) 7:18 Frank (1) 2:7 frankly (1) 87:8 free (5) 5:22 48:20,20 50:5,6 frequent (2) 5:25 8:7 Fromberg (1) 83:22 front (6) 30:15 48:22 66:19 81:17 85:9,10 full (3) 10:14 51:20 59:24 fullest (1) 12:24</p>	<p>fully (1) 60:3 fund (21) 16:6 17:11,24 19:6 21:14 21:15 23:8 30:20 31:13 32:14,18 36:13,13,16 46:19 51:16 53:9,12 53:25 66:9 75:9 fundamentally (1) 78:4 funded (1) 53:10 funding (3) 22:23 23:18 47:7 funds (22) 14:13,14 17:16 20:25 22:3 26:15,16,21 36:17,19 40:16 41:2,8 45:9 47:6 53:12 60:20 61:9 63:6 67:4,5,9 further (3) 35:7 56:7 90:14 future (5) 8:14 14:13 47:12 65:13 80:7</p> <hr/> <p style="text-align: center;">G</p> <hr/> <p>gain (1) 34:5 Gale (1) 5:13 Garage (1) 63:10 garages (3) 7:3 65:2 70:10 Gary (2) 6:3 8:24 gas (5) 11:3,4 69:22,25 70:3 general (5) 2:14 5:8,10 17:3 29:13 generally (4) 25:21 26:24 28:18,20 gentleman (1) 50:5 gentlemen (1) 81:5 German (4) 3:10 42:10,12,16 getting (6) 33:13 57:9 65:8 67:2 78:21 87:15 Gil (1) 47:15 give (6) 5:15 16:23 38:22 74:3 81:22 82:19 gives (1) 45:9 giving (10) 32:24,25 57:17 64:24 69:21 70:7,8 76:15,17 79:19 glut (1) 78:20 go (28) 4:5 10:12 11:25 12:4 22:24 27:5 31:16 53:5 61:9 65:22,25 66:19 70:17 76:5 79:12 81:25 82:11,11,14,15,16,20 83:7 84:10 85:8,9,16 87:14 goal (8) 19:8,21 23:15 38:19 41:12 42:23 51:23 57:10 goals (1) 56:17 God (1) 48:20 goes (12) 21:14,16,17 26:8 30:6 31:4,5 32:14 34:21 36:15 51:15 76:2 going (34) 4:15,25 11:25 12:3,4 16:23 17:4 27:7,15 29:11 30:9 31:11,23 32:11 34:16 35:12,20 35:25 37:4,9,11 38:22 41:18 57:9 63:15,22 64:3 80:23 81:20,21,22 82:25 84:15 86:9 Gonzales (2) 2:8 80:22 good (20) 4:2,13 12:21 13:18 14:8</p>	<p>15:5 16:25 33:22 34:16 35:25 37:14 42:12 47:19 54:16 63:2 69:8,13 80:3,25 85:22 grant (3) 7:13 49:4,11 granular (1) 74:8 great (6) 6:6 26:12 33:25 34:13 50:21 87:17 greatly (1) 86:15 green (24) 46:25 48:22 49:4,12 53:11 58:23 61:2,9,10,14,19,20 62:10,13 70:18 72:23 73:3,16,16 73:23 77:11,12 79:15 88:21 greens (2) 36:8 79:19 gross (1) 64:24 ground (1) 7:20 group (4) 17:14 51:16 57:2,7 grow (1) 87:12 guardrail (1) 87:5 guess (5) 34:23 60:6 76:21 84:3,5 Guild (2) 85:24,24 guys (3) 48:24 65:25 81:10</p> <hr/> <p style="text-align: center;">H</p> <hr/> <p>hack-up (5) 16:16 38:4 57:18 60:7 74:5 hacked-up (1) 50:19 hail (7) 17:24 36:12,15,17,17,18 78:17 half (6) 10:5 33:5,6 64:7 65:23 73:2 hand (2) 6:4 90:19 handle (1) 22:16 handles (1) 83:19 hands (1) 26:22 happen (2) 80:19 81:20 happened (2) 81:12 83:11 happy (8) 50:17 60:17,22 73:5 74:2 74:7 79:2 86:8 hard (9) 5:12 44:22 45:4,16,20 54:11,22 55:13 61:6 harder (3) 74:10,13 84:11 hardest (1) 65:16 Hassan (4) 3:12 47:18,20 65:20 head (2) 16:15 56:3 headache (1) 70:20 headquarters (2) 9:12,14 hear (2) 86:8 88:12 heard (4) 52:23,25 76:25 77:3 hearing (41) 1:11 2:2 5:14 10:9,10 10:12,19 12:5 13:11,25 17:6 34:11 41:25 42:4 43:2 44:17,18 44:19,22,23 45:5,6,16,20,25,25 46:3,5,21 47:4,7 54:12,23 55:5 55:14,20 58:9 60:8 61:6,13 80:2 heavy (1) 84:21 Heinzen (1) 5:5 held (2) 6:25 10:19 Hello (3) 44:15 63:2 81:4</p>
---	---	---

**Taxi and Limousine Commission Meeting
September 17, 2015**

help (3) 8:24 55:7 56:6
helpful (1) 83:21
hereunto (1) 90:18
Hi (2) 51:9 85:22
high (6) 55:5,6 61:14 65:19 87:3,4
higher (1) 65:19
highest (2) 55:12 65:17
highlight (2) 17:6 86:16
holistic (1) 52:4
home (1) 87:19
honor (2) 7:2 43:6
hope (4) 5:17 29:22 47:2 88:11
hopefully (2) 8:21 68:3
hoping (1) 35:5
Hotel (3) 68:7,8,10
hour (1) 84:16
hours (3) 69:16 82:13 84:17
housekeeping (1) 13:8
Housing (1) 42:20
Howlabeer (1) 51:6
Hudson (1) 5:10
Huffington (1) 46:5
huge (2) 74:20 79:14
hundred (1) 60:9
hundreds (2) 54:8,10
hybrid (3) 11:12 64:2 69:23
hypothecating (1) 34:23

I

idea (1) 79:23
identification (2) 40:15,24
identified (1) 20:17
ilk (1) 68:4
illegal (1) 78:19
impaired (15) 54:12,23 55:7,14,19
 55:20 58:10 61:7 86:2,7,13,20
 87:7 88:5,16
impairments (3) 45:17,21 54:9
implement (1) 34:15
implementation (1) 8:4
implemented (1) 58:4
importance (1) 86:6
important (8) 43:24 54:15 55:11
 56:4 58:22 86:17 87:6,20
impose (1) 12:10
impression (1) 45:10
Improvement (15) 3:2,8 14:14
 16:5 17:11,24 19:6 21:11,14 23:8
 36:13 53:9 63:5 66:9 75:9
Inat (3) 3:10 42:10,16
inaudible (3) 47:22,24 70:4
incentive (5) 57:22 59:20 76:8,8,15
incentives (4) 21:8 38:19 43:22,25
incentivize (3) 35:7 41:13 76:7
include (9) 19:23 24:10 25:22
 41:14 45:19 46:6 47:6 53:13 55:3
included (4) 20:22 47:5 53:5 55:23

includes (4) 17:10 40:12,14,22
including (6) 43:4 44:2 45:15
 51:15 62:20 80:6
inclusive (1) 46:17
income (1) 56:25
incorporating (2) 47:11 60:19
increase (3) 16:14 26:9 64:9
increased (3) 16:12 44:3 64:8
increases (3) 22:12 29:15 35:6
increasing (2) 42:23 61:5
increments (1) 39:25
incumbent (1) 34:25
independent (4) 9:19,20 20:10
 37:21
independently (1) 86:23
independents (1) 21:25
Indiana (1) 65:5
individual (7) 63:6,7,17 66:3,7
 67:20 69:17
individuals (3) 42:25 43:16 44:10
induction (7) 43:8 44:19 45:6 46:2
 46:22 47:4,7
inductions (1) 45:4
industry (8) 8:16 35:3 41:18 52:6
 72:3,5 77:6 80:21
inflation (1) 68:23
information (6) 29:19 40:15,16,24
 42:2 55:23
Initially (1) 23:15
initiative (2) 49:24 51:12
initiatives (3) 6:18,20 60:22
Innovations (1) 44:17
input (2) 7:23 8:6
inspection (5) 24:23 37:23 38:4,11
 40:18
inspections (2) 38:13,15
installation (1) 43:7
insult (2) 68:19,25
insurance (1) 48:2
integrate (1) 6:21
intelligence (3) 69:2,3,3
intent (1) 43:19
interested (2) 35:10 90:16
internal (1) 31:10
internally (1) 22:11
interpretation (3) 76:21,22,24
interrupt (1) 64:13
intimately (1) 5:20
introduce (1) 5:22
invest (1) 57:8
investment (1) 50:8
invisible (1) 46:4
involve (1) 22:20
involved (6) 17:15 18:23,24 22:25
 26:7 27:2
Island (1) 41:21
issue (9) 81:8 82:3,21,21,22 83:4,4

83:9 87:21
issued (3) 8:16 19:20 72:24
issues (5) 5:20 18:20 44:25 72:7
 83:19
item (1) 13:15
items (1) 13:9

J

J (7) 14:8,24 63:2 64:16,23 66:14
 67:12
Jacques (1) 2:5
Jagjit (3) 3:14 62:25 63:3
Jagsit (1) 14:7
Janice (3) 3:11 44:14,16
January (1) 18:11
Jennifer (3) 2:23 90:7,22
JFK (6) 81:20 82:13,22 83:6 84:6
 84:15
Jiha (5) 2:5 27:21 28:9,14,22
job (4) 33:25 34:16 63:11 66:14
jobs (2) 63:10 67:7
joined (1) 7:16
joins (1) 5:5
Joshi (2) 2:4 42:13
judicious (1) 59:10
July (4) 10:11,18,20 13:12
June (1) 10:17

K

Kaur (1) 67:14
keep (2) 35:3 88:15
keeping (1) 34:2
Keith (6) 3:3 16:22 17:2 37:15
 38:21 39:19
key (3) 38:18 43:11 52:9
kids (1) 48:21
kind (1) 60:21
know (23) 6:7 17:5,25 29:18 52:3
 60:14 62:17,18 64:9 66:11 67:25
 68:15,20,23 74:15 75:15 83:16
 84:25 86:14 87:5,17 88:11 89:4
known (1) 44:17

L

ladies (1) 81:4
landscape (3) 79:25 80:13,16
landscape's (1) 80:23
lane (10) 81:25 82:11,12,14,16,17
 82:20 83:7 85:16,17
language (2) 11:2,5
large (2) 26:8 59:5
largely (1) 51:22
larger (3) 71:5,24 85:2
lastly (2) 22:17 39:21
lasts (1) 64:11
late (1) 87:15
laudable (2) 7:4 54:15

**Taxi and Limousine Commission Meeting
September 17, 2015**

<p>Lauvienska (1) 2:9 law (8) 11:13 12:24 15:17 69:13,14 69:15,17 70:2 lawsuit (1) 72:4 lawyer (1) 71:7 lease (18) 11:12 18:21,22 22:18,19 22:21 26:19 28:7,18 29:10 41:14 63:25 71:20,21 77:5,7,10,11 leasecap (3) 10:9 27:20 29:14 leases (2) 71:15,19 leasing (2) 27:9,11 led (2) 72:4,16 left (1) 74:25 legal (2) 16:22 78:21 legislation (1) 78:17 Lester (3) 3:19 85:21,23 let's (2) 21:10 23:6 letters (2) 75:20,23 letting (2) 14:9 76:8 LIC (1) 41:11 license (1) 4:21 licensed (1) 78:24 licensee's (1) 6:11 licensees (1) 6:7 licenses (3) 73:6,16,17 licensing (7) 2:15 6:2,9 9:11 13:17 13:20 74:8 lift (2) 64:9 65:2 lifts (1) 64:3 Lighthouse (2) 85:23,24 limit (1) 61:20 limited (2) 45:15 87:9 limousine (3) 1:4 48:23 70:18 Lindauer (9) 3:7,15 12:16,17,17 13:5 67:17,18,19 line (4) 26:3 84:6,9,11 link (2) 46:6 53:4 Lintz (5) 3:11 44:14,15,16 54:6 Lionel (1) 4:21 list (3) 14:22 15:2 52:14 listed (2) 73:16,17 listen (1) 53:6 listening (1) 56:18 literature (1) 47:12 litigation (2) 72:12,13 little (5) 12:2 18:19 19:2 40:21 78:9 live (1) 60:5 livery (4) 17:24 36:12 70:18 83:6 lives (1) 88:24 load (1) 84:12 loaded (1) 41:8 loading (6) 81:11,15,17 82:5,10 83:8 Local (2) 11:13 15:16 locally (1) 65:7 locate (1) 87:24 location (1) 66:19</p>	<p>long (5) 6:16 12:25 17:7 34:6 41:21 long-term (1) 56:17 look (12) 8:9 25:19 36:12 47:11 49:18 50:18 62:7 66:2 74:16 79:13 80:12 89:4 looked (5) 36:24 37:2 73:13,18,20 looking (2) 36:10 59:13 looming (1) 9:9 loop (2) 58:9 60:8 loops (8) 43:8 45:7 46:2,22 47:4,8 55:5 61:13 Lorenzo (2) 6:4 8:23 loss (3) 45:25 46:3,5 lot (11) 18:5 29:19 55:24 57:19 70:15 74:3 82:11,13 83:19 84:15 88:12 lots (3) 59:15 70:20 74:6 lottery (3) 9:18,21 10:3 love (1) 83:14 lower (2) 52:20 57:24 loyalty (1) 57:5 luggage (1) 84:21 lump (2) 37:24 39:24</p> <hr/> <p style="text-align: center;">M</p> <hr/> <p>main (3) 82:3 83:5,9 maintained (1) 25:8 maintenance (9) 16:18 19:15 25:5 27:5,6,14 28:4 30:17 64:21 making (9) 14:18 48:17 52:15 54:13 63:9 65:20 70:7,12 80:7 MAMARONECK (2) 1:22,22 manage (1) 18:9 managed (1) 5:19 mandate (1) 9:23 mandatory (1) 8:13 Manhattan (6) 1:12 5:14 8:7 55:17 58:24 61:8 manner (1) 21:4 Marino (22) 2:10 29:16,18,22 30:11,24 31:6,14 32:10,15,20 33:3,12 36:6,20 37:3 50:11,21 58:19 72:9 80:15,25 marker (1) 73:10 Marks (4) 3:19 85:21,22,23 marriage (1) 90:16 material (1) 18:5 math (1) 32:21 matter (11) 4:3 13:7,9 50:16 60:3,4 63:14 81:24 85:18 90:11,17 Mayor (1) 5:9 Mayor's (2) 42:7,18 mean (10) 9:22 35:20 45:12 46:10 49:17 61:21 70:17 76:6 81:23 87:24 meaning (1) 11:9 meaningful (1) 43:15</p>	<p>means (3) 45:11,12 50:6 measure (1) 61:12 mechanism (2) 21:21 24:16 medallion (59) 9:20 14:11,12 18:16,21,23,24 19:13,14 20:18 21:17 22:9,20,21 23:2 24:15,17 26:21,24 27:2,9,11,12,16,25 28:3 28:18 29:5 30:12,16,22 32:4 37:17 40:10 47:21,25 48:3,15 50:20 57:23 63:12,17,18,22 64:5 64:14,19,22 65:17,18,23 66:7 67:8,20 71:15,19,20 81:6 84:7 medallions (17) 9:22,24 19:25 20:10,11,11 48:4 49:14 66:4,5 72:23 73:3,24 74:17 76:11 77:7,9 media (1) 46:21 Meera (1) 2:4 meet (1) 53:19 meeting (1) 89:12 meetings (1) 42:16 member (1) 5:4 members (1) 42:13 mention (1) 35:18 mentioned (16) 9:8 17:18 18:4 20:3,12 21:12 22:15,20 25:13 26:19 31:8 37:16 39:20 40:4 41:15 78:11 Meola (3) 2:15 13:18,19 merit (1) 72:15 met (2) 4:19 60:3 metaphor (1) 79:20 meter (1) 75:6 metered (1) 39:13 method (2) 86:19,21 Metro-North (1) 66:16 Michael (5) 3:13 5:9 51:8,10 66:24 Michael's (1) 88:18 Michigan (1) 65:5 microphone (1) 4:15 middle (1) 25:17 miles (1) 26:5 million (1) 7:13 mind (3) 56:12 69:18 88:15 mindful (2) 35:14 80:5 minds (1) 79:22 mini (6) 9:25 10:4 19:25 20:3,9 21:25 minimize (1) 54:2 minimum (5) 38:14 53:7,13 54:24 55:2 minutes (1) 13:12 mishaps (1) 87:18 mitigate (1) 75:10 mobility (2) 42:25 54:9 model (1) 18:7 modified (3) 65:4,7,8 moment (2) 33:21 78:16</p>
---	--	--

**Taxi and Limousine Commission Meeting
September 17, 2015**

money (15) 16:10 21:14 30:7,8,22
35:6 49:4,11 57:19 64:10,21 70:7
70:12,16,21
monies (1) 22:11
monitor (1) 35:21
month (4) 39:6 48:2,6 63:25
monthly (1) 47:24
months (2) 20:13 48:19
MOPD (7) 42:19,21,23 43:20 46:12
46:16 47:11
moral (1) 34:7
morning (10) 4:2,13,19 13:18 14:8
15:5 16:25 42:12 47:19 63:3
mortgage (1) 65:24
mother (1) 44:21
move (5) 4:4 5:2 9:11 10:13 21:10
moving (1) 9:9
multimedia (1) 52:22
multiple (2) 54:19 86:2

N

name (11) 13:18 14:22 17:2 42:16
44:15 47:20 49:23 63:3 69:9 81:5
85:23
nature (1) 84:9
near (2) 8:13 74:18
Nebraska (1) 68:15
need (18) 10:3 18:6 20:4 22:11,18
41:25 59:23 62:6 63:13 70:21
76:13,14 77:10 78:9 80:5 82:4
84:19 87:2
needs (9) 22:24 36:24 54:18 55:22
56:20 60:2 86:24 88:5,15
net (1) 24:8
Nevertheless (1) 72:15
new (34) 1:3,22 5:4,16 6:3,16,19
7:7,14 9:11 12:18 37:4 40:8
43:17 45:5 48:24 51:14,20 52:5,6
54:9,11,13,18 55:13,19 58:24
60:15 67:7 77:16,17 88:3 90:4,8
news (1) 86:12
newspaper (1) 68:18
Nicole (2) 3:4 17:12
night (1) 87:16
nine (1) 84:21
Noel (1) 72:12
non-accessible (2) 33:17 52:21
non-cash (2) 11:6,8
non-taxi (1) 46:22
non-taxis (1) 47:8
non-wheelchair (1) 74:23
Nora (1) 2:10
Notary (1) 90:7
note (1) 55:11
noted (1) 89:14
notes (1) 51:24
notice (1) 8:16

notices (1) 41:19
November (1) 9:9
number (7) 18:13 23:25 24:24 42:5
66:16 73:17 79:4
numbers (3) 34:23 35:11 78:18
nutshell (1) 16:11
NV200 (3) 55:4 58:6 68:2
NYTWA (3) 3:7,15 12:16

O

O'Laughlin (15) 3:13 51:8,9,10
53:3 56:14 57:14 58:17,21 59:22
60:13,24 61:11 62:5,22
O'LAUGLIN (1) 62:12
objectively (1) 56:21
obligation (3) 34:7 77:22,25
observation (2) 51:25 78:8
obstacle (1) 19:3
Obtaining (1) 43:17
obviously (3) 65:15 72:4 88:20
occasionally (1) 71:8
occur (1) 11:7
occurred (2) 72:2,8
October (1) 41:9
OEM (1) 53:20
office (3) 42:7,11,18
offline (1) 79:3
oh (2) 48:14 83:21
okay (9) 11:23 14:5 15:12 26:17
37:14 47:17 64:17 67:19 68:9
old (1) 48:4
older (1) 87:12
once (3) 19:7 29:20 74:5
one-year-old (1) 51:11
ones (3) 14:17 63:8 73:19
ongoing (2) 16:6 19:15
online (5) 8:17,20 41:11 52:14
61:15
open (1) 46:19
operate (3) 24:22 43:25 77:6
operational (1) 38:8
Operations (1) 6:13
opportunities (1) 40:9
opportunity (5) 26:13 39:22 56:9
59:19 75:5
option (3) 58:8 65:14 70:14
optional (2) 11:3,4
options (1) 70:15
order (6) 4:3 12:2,4 43:14 53:8
80:4
organization (1) 85:24
original (2) 31:3 35:18
originally (1) 10:16
Osman (4) 3:16 14:3 69:7,9
outcome (1) 90:17
outer (3) 88:19,21 89:3
outlines (1) 19:21

outreach (1) 41:12
outreaching (1) 41:20
outs (1) 58:11
outside (1) 58:24
Overall (1) 57:14
overcome (2) 18:14 19:4
overdue (1) 13:2
overlook (1) 35:17
owner (30) 23:2 26:21,24 27:2,13
27:16,22,25 28:4,10,13,15,19,20
28:23 29:5 30:22 31:4 32:4 39:22
47:22 48:3,8,9,10,13 57:23 64:14
64:19 81:6
owner's (1) 18:24
owner-driver (1) 77:9
owner-drivers (1) 39:21
owners (35) 9:20 14:11,12,17
16:10,17 18:9,16 19:13,15 20:18
21:17 22:9 24:15,17 30:12,16
37:17 40:10 43:14,22 56:25 63:7
63:7,12,17,18,22 64:5 65:13 66:7
67:8,21 71:9 74:23

P

p.m (1) 89:14
package (6) 19:17 22:2,6 26:18
31:3 62:11
PAGE (3) 3:2,6,8
paid (2) 23:13 65:18
parallel (1) 62:13
parked (1) 66:18
part (19) 7:9 8:10 9:2,5 13:7 17:19
17:22 19:12 30:9 32:7 46:18
48:16 63:10 66:25 69:21 75:17
77:17 87:7,20
participate (1) 40:11
participation (3) 40:13,23 41:10
particularly (1) 56:2
parties (1) 90:15
partition (1) 53:14
partnering (1) 41:6
parts (3) 17:5 29:13 65:3
pass (3) 27:15 40:18 67:7
pass-through (1) 28:2
passed (3) 11:23 27:24 28:6
passenger (14) 7:9 21:21 26:9,11
30:5 32:13 36:15 40:6 51:18
53:13 58:6 59:21 68:6 84:24
passengers (15) 20:25 21:23 30:5
30:19,21 31:19 34:19 40:10
51:13 52:12,17 53:10,15 54:14
58:25
passes (1) 24:22
passing (1) 38:12
path (1) 19:21
pathetic (2) 68:14 69:4
Paul (2) 15:10 51:2

**Taxi and Limousine Commission Meeting
September 17, 2015**

pavement (1) 37:17
pay (10) 24:3 30:19 31:19 33:9
 51:13,24 52:10 61:3 67:8 70:11
paying (10) 27:3 30:5 32:2,16
 34:19 41:5 53:16,16 65:24 80:4
payment (27) 3:2,9 19:7,8 23:9
 24:16,18,20 27:5,14,16 28:8
 30:16,19 37:24,25 38:3,5,7,10,15
 39:9,24 40:13,23 68:18 86:19
payments (21) 11:7,8 18:15 19:5
 19:13,14,16 23:13,16,20 24:10
 28:5 30:17 32:4,5 38:8,11 39:23
 40:2 47:24 53:8
Payne (3) 3:4 17:12 37:15
payout (2) 16:13 33:18
pays (1) 32:13
pedestrians (1) 54:3
pending (1) 4:23
people (26) 12:24 14:14 33:12,16
 33:18 42:7,18 45:3,4,14,20,21
 46:12 50:19 52:13 56:20 60:20
 73:2 74:4,6 76:7,15 77:7,12
 85:25 87:7
people's (1) 60:2
percent (24) 9:19,24 19:22,24 20:4
 20:14 31:23,25 39:9,10,12 41:16
 43:5 50:10 52:14,18 54:19 72:22
 73:12,23 74:15,18,19 75:18
percentage (3) 74:15,17 79:14
percentages (3) 30:14,25 55:12
performers (1) 39:12
period (2) 24:24 32:18
periodic (1) 23:14
permit (1) 74:5
person (5) 22:24 26:22 27:5 71:10
 82:24
personal (1) 41:7
personally (1) 12:20
persons (1) 26:13
pertaining (1) 5:21
perverse (1) 57:22
phase (3) 7:19 8:4 16:6
philosophy (1) 80:9
phone (2) 66:15,23
phonetic (3) 4:21 5:17 42:20
physical (2) 45:11,12
pick (3) 20:25 59:11 66:22
picked (1) 9:20
pickup (2) 40:6 66:19
pickups (2) 14:18 63:9
picture (3) 52:5 59:23 62:7
piece (1) 26:17
pieces (2) 81:15 84:21
Pierre (1) 4:21
pilot (1) 7:15
pioneers (1) 50:13
place (4) 24:18 40:18 43:22 57:20

plan (7) 19:20 21:11 24:3 37:12
 41:12 52:19 75:17
play (1) 52:24
please (7) 5:22 30:3 46:4 66:13
 69:25 85:7,18
plus (8) 25:24 39:16 40:23 48:2,4
 48:25 49:2 62:4
pocket (2) 51:17 58:2
point (21) 6:11 33:21,22 49:10
 50:7 54:5 56:13 57:15 59:9 60:24
 63:21 64:18 71:5 74:9 76:3,20
 77:14 80:15,25 87:19 88:19
pointed (1) 59:17
pointing (1) 76:20
points (4) 52:9 71:6,24 78:22
Polanco (1) 2:9
Policy (1) 6:18
pool (3) 7:22 30:7,7
population (4) 34:20 39:7 58:23
 88:24
populations (1) 41:21
portion (12) 21:16,17 22:8,9 25:10
 25:12,23,23 31:4 33:2 52:23
 71:20
portions (2) 17:22 25:3
position (1) 6:5
possible (1) 12:23
possibly (1) 41:22
post (3) 37:23 41:24 46:5
postage (2) 68:16,17
posted (2) 11:14 15:19
potentials (1) 87:17
practical (3) 34:2,18 80:10
practically (1) 34:15
practice (1) 8:9
preamble (1) 75:3
predominantly (1) 61:7
PRESENT (2) 2:3,13
presentation (6) 3:2 16:23 17:4
 18:5 34:24 46:9
presentations (1) 47:13
President (1) 5:13
pretend (1) 80:19
prevent (2) 12:22 45:14
previous (3) 12:7 21:19 65:12
previously (3) 6:12 53:23 64:19
price (4) 65:15,17,20,22
priced (1) 16:20
primarily (2) 27:4 55:16
proactive (1) 8:8
probably (6) 6:10 9:12 37:6 61:17
 62:17 85:13
proceedings (88) 4:1 5:1 6:1 7:1
 8:1 9:1 10:1 11:1 12:1 13:1 14:1
 15:1 16:1 17:1 18:1 19:1 20:1
 21:1 22:1 23:1 24:1 25:1 26:1
 27:1 28:1 29:1 30:1 31:1 32:1

33:1 34:1 35:1 36:1 37:1 38:1
 39:1 40:1 41:1 42:1 43:1 44:1
 45:1 46:1 47:1 48:1 49:1 50:1
 51:1 52:1 53:1 54:1 55:1 56:1
 57:1 58:1 59:1 60:1 61:1 62:1
 63:1 64:1 65:1 66:1 67:1 68:1
 69:1 70:1 71:1 72:1 73:1 74:1
 75:1 76:1 77:1 78:1 79:1 80:1
 81:1 82:1 83:1 84:1 85:1 86:1
 87:1 88:1 89:1 90:10,12
process (10) 3:2,9 8:15,25 9:6,11
 17:15 22:3,4 37:10
processes (2) 22:10 38:16
processing (1) 8:21
professionalism (1) 7:10
professionals (1) 7:22
proficiency (1) 9:3
program (18) 20:24,24 21:2,3,7,24
 31:12 35:19 36:19 40:11,12,21
 41:9 44:5,18 55:2,25 77:15
programs (1) 59:11
progress (1) 9:15
project (2) 7:19 44:19
Projects (1) 17:14
promoted (1) 6:4
proposed (6) 11:2 14:16 15:19
 17:10 43:20 51:22
prosecute (1) 12:23
prospectively (1) 50:3
protect (2) 35:15 53:15
protection (1) 12:10
proven (1) 53:14
provide (16) 5:3 7:23 12:9 19:5,12
 41:6 43:15,21,25 45:8 49:20
 51:12 59:11 63:15,19 84:19
provided (4) 10:21 11:8 59:21
 66:15
providers (1) 59:25
provides (3) 20:24 21:7 40:8
providing (2) 44:3 58:15
provisions (1) 30:14
public (10) 2:18 10:18 13:11,25
 42:4 51:12 64:8 66:6 77:24 90:7
public's (1) 69:2
publication (1) 10:23
published (3) 10:16 12:5 15:13
pull (1) 83:7
pulled (1) 20:16
purchase (6) 18:25 22:23,25 38:2
 40:17 43:10
purchasing (2) 27:12 29:5
purpose (1) 85:14
purse (1) 51:17
push (2) 6:20 18:12
put (17) 8:6 14:22 15:22 21:23
 22:10 57:19,25 58:8 61:25 68:17
 81:14,16 82:5,6 84:20 85:9 87:25

**Taxi and Limousine Commission Meeting
September 17, 2015**

<p>putting (1) 26:23</p> <hr/> <p style="text-align: center;">Q</p> <hr/> <p>Q&A (1) 41:25 qualifications (1) 37:19 qualify (1) 53:8 quality (4) 52:11,20 53:21 57:24 question (6) 29:16 31:17 36:7 78:6 78:8 84:3 questions (5) 7:25 8:23 11:18 17:8 37:8 quick (3) 21:18 23:17 56:13 quotes (1) 60:15</p> <hr/> <p style="text-align: center;">R</p> <hr/> <p>R (1) 90:2 rainbow (1) 46:14 range (1) 40:4 ranging (1) 25:18 Ranjit (1) 51:4 rapid (1) 23:17 rapidly (2) 19:4,9 rate (1) 18:7 rates (5) 22:18,19 25:19 26:19 29:10 rattle (1) 67:24 rattling (1) 53:3 reach (1) 43:4 reaching (1) 38:18 read (5) 71:11,12,16,22 76:23 ready (2) 11:20 15:24 real (2) 34:17 81:24 reality (2) 25:25 34:2 really (13) 14:17 46:16 50:13 63:8 75:14 80:9 81:20,23 86:4,14,17 87:18,20 reason (4) 33:9 58:16 62:14 87:25 reasonable (1) 11:10 reasons (4) 18:6 65:6 71:15 75:9 recall (2) 36:16 78:16 recap (1) 21:18 receive (9) 23:8 24:18,25 25:14 27:24 28:4 29:7 39:22 41:2 received (3) 10:21 15:16 75:20 receives (2) 28:11 53:12 recipients (1) 60:22 recognition (1) 16:19 recognize (2) 7:7 35:2 recognizes (1) 79:25 recognizing (3) 7:10 33:25 34:15 recommendations (2) 53:7 54:24 recommended (1) 10:25 record (4) 10:17 15:14 79:5 90:12 records (1) 7:5 rectify (1) 68:24 reducing (1) 28:7 reduction (1) 27:20</p>	<p>reevaluate (1) 35:19 refuse (3) 63:11 81:21 85:12 regard (1) 61:4 regardless (1) 87:12 regular (11) 19:9 63:12 65:18 69:22 81:25 82:12,14,15,17,20 85:16 regularly (1) 19:4 regulate (1) 53:21 regulations (1) 57:20 reigns (1) 75:24 related (2) 88:20 90:14 relieved (1) 9:23 relying (1) 58:11 remain (1) 11:4 removal (1) 45:13 removed (1) 11:2 repairs (2) 48:4 64:10 repealing (1) 11:3 report (2) 4:16 5:2 reported (2) 2:23 90:10 REPORTING (1) 1:21 represent (3) 17:18 71:8,9 representative (1) 42:6 request (2) 45:8 63:5 requesting (1) 14:15 require (3) 35:18 57:20 59:20 required (4) 49:25 55:2 58:13 60:11 requirement (6) 19:25 20:4,19 37:20 59:7,17 requirements (3) 6:22 9:17 25:9 requires (2) 11:13 15:17 requiring (4) 54:21 61:13,14 62:18 reside (1) 55:15 resides (1) 88:24 respectfully (1) 60:25 respond (1) 63:12 responding (1) 54:20 response (10) 11:19 15:11 37:13 47:16 50:25 51:3,5,7 67:15 89:10 responsibility (1) 29:3 rest (2) 62:16 84:7 restitution (1) 12:12 result (2) 25:25 80:10 results (1) 4:16 resume (1) 13:25 retaliating (1) 12:11 retaliation (6) 3:6 12:10,19,21,22 14:2 retaliations (1) 12:6 rethought (1) 77:15 retire (3) 20:8,14,20 return (1) 13:10 returned (2) 73:6,25 revenue (2) 59:19 63:15 review (1) 4:24</p>	<p>revocation (1) 4:6 revoked (1) 4:22 RICHMOND (1) 90:5 rid (1) 65:11 ride (3) 32:24 44:3,4 riders (5) 45:15 51:11 52:9 54:20 80:3 rides (1) 63:6 ridiculous (1) 68:24 right (25) 5:12 6:3 28:25 29:11 30:11 31:24 33:14 35:22 36:23 36:25 49:7,19 50:9,10,14 52:8 57:13,18 60:16 61:11,18 80:11 82:19 83:8 86:18 road (14) 24:19,21,23 26:23 31:22 34:3,9 35:9 38:20 40:19 60:8 61:23 74:25 78:19 role (2) 6:16,19 room (3) 1:11 82:17,18 rule (21) 11:2,5,14 12:5 14:16 15:19 16:4 19:17 22:6 26:17 31:3 35:18 62:10 71:11 75:14,17,19 78:17 79:24 80:6,7 rules (38) 3:6 10:15,19 12:7,21,23 14:2,22,23 15:13,17 16:3 17:10 17:17,20,21,25 18:12,14 19:10 20:22 21:19,20 29:12 33:25 36:2 36:9 37:22 43:6,20 49:19 51:23 56:23 57:11 58:3 62:8 71:25 72:20 run (1) 74:10 runs (1) 25:21</p> <hr/> <p style="text-align: center;">S</p> <hr/> <p>Sabril (1) 42:20 safe (4) 7:6 52:20 86:23 88:8 safety (9) 6:21,25 7:4 8:8 52:11 53:20 58:7 62:20 87:21 Sarkar (1) 51:4 satisfactory (1) 61:4 saying (8) 27:21 34:6 36:2 73:6 76:16 79:4,18 84:6 says (1) 50:5 Schacter (2) 44:16 54:6 scheduled (2) 18:10 20:14 school (1) 9:3 screens (1) 43:8 seat (3) 81:17 85:10 87:16 seatbelt (3) 87:21,24 88:2 seatbelts (3) 55:6 61:15 87:4 seats (1) 55:7 second (13) 18:22 19:3 22:2 23:5 25:12 38:7 54:5 63:24 67:23 72:14 82:21,21,22 Secondarily (2) 22:12 24:20 Secondly (1) 76:17 Secretary (1) 7:17</p>
---	--	---

**Taxi and Limousine Commission Meeting
September 17, 2015**

<p>section (2) 17:20 37:21 sections (1) 59:5 sector (1) 61:25 sectors (1) 75:10 see (18) 23:17,18 24:5 25:17 26:7 34:4 35:11 46:4,18,25 52:7 57:7 76:12 79:13 81:10 87:10 88:6,7 seen (1) 75:24 segment (7) 35:3,14 36:3 57:5 59:13,15,18 segments (1) 59:15 segregated (1) 21:15 sense (3) 34:18 48:17 57:4 sent (2) 11:16 15:20 September (7) 1:9 6:25 11:15 15:15,20 58:4 90:19 serve (3) 54:18 55:17 66:21 served (1) 6:12 serves (1) 85:25 service (12) 25:9,15 43:15,24 51:14 59:25 64:5 66:11,25 73:21 74:17 79:16 SERVICES (1) 1:21 serving (3) 64:7 66:6 77:24 Session (6) 4:4,5,10,12,17,19 set (8) 14:21,23 16:3 21:20 33:24 35:18 37:4 90:18 settled (2) 65:15 72:16 settlement (4) 72:3,8,9,12 seven (1) 81:15 share (6) 42:23 54:4 57:10 83:14 83:14,20 she'll (2) 5:23 6:10 SHL's (1) 60:8 short (2) 17:5 36:21 shortly (1) 4:11 show (2) 23:22 83:12 showing (2) 7:10 46:13 shows (1) 26:12 side (9) 18:3 20:9 22:5 23:6 30:9 30:22,23 32:3 36:11 sight (1) 87:23 significant (1) 43:21 similar (3) 49:4 59:16 60:7 similarly (1) 36:14 simply (3) 23:9 24:12 40:25 Singh (23) 3:14,18 14:7,8,20,24 15:4,5 62:25 63:2,3 64:16,23 66:14 67:12 81:3,4,5 83:24 84:14 85:3,7,15 single (5) 20:11 24:18 51:15 61:24 81:10 sir (1) 49:23 sit (1) 23:11 sitting (2) 64:6 70:11 situation (4) 10:3 26:11 68:25 72:17</p>	<p>situations (1) 26:25 Six (1) 10:20 skillfully (1) 5:19 slide (3) 24:5 25:18 34:24 slightly (1) 24:15 slowly (1) 70:6 small (3) 59:14 71:4 78:2 smaller (2) 33:2 36:18 SME (1) 41:11 sold (1) 65:16 solely (1) 44:23 solution (1) 81:24 somebody (12) 13:17 86:7,13,20 87:9,10,11,11,22 88:4,15,16 soon (1) 62:12 sorry (6) 14:24 32:12 39:23 48:7 64:13 76:19 sort (3) 57:3 61:25 62:14 sound (1) 52:24 sounded (1) 57:12 spare (1) 52:22 speak (4) 8:2 14:9 51:10 74:24 speaker (17) 12:15 14:3,7 15:4,9 42:9 44:13 47:15,17 50:23 62:24 67:14,16 69:6 70:25 81:2 85:20 speakers (5) 3:6,8 12:14 42:5 89:9 speaking (1) 79:21 spearheaded (1) 44:19 spearheading (1) 6:19 Special (2) 5:5 17:13 specifically (4) 72:21 76:2 88:22 88:22 specs (1) 59:5 spectrum (1) 59:24 spend (3) 64:10 69:22,25 spoke (2) 81:19 82:8 spoken (1) 74:24 spot (1) 84:8 ss (1) 90:4 Stacy (2) 6:4 8:23 Stacy's (1) 6:7 staff (7) 2:17 5:3,4 6:5 10:24 34:14 85:6 stakeholders (3) 5:21 44:8 56:10 stamp (2) 68:16,17 stand (1) 5:18 standard (7) 55:4,4 59:2,3 74:12 86:9,11 standards (6) 53:20 57:21 58:13 61:12 62:19,20 start (3) 23:6 80:24 83:8 started (3) 16:4 17:21 72:13 starting (1) 88:4 state (3) 78:10 90:4,8 states (2) 8:11 65:4 station (1) 13:16 stats (3) 74:8 76:21 78:10</p>	<p>stay (3) 33:20 63:23 84:16 stays (3) 24:21 26:10 36:3 STENO-KATH (1) 1:21 Stenokath@verizon.net (1) 1:24 step (3) 43:11 51:23 56:24 stop (4) 52:4 80:12 81:21 84:15 strains (1) 35:13 stream (3) 30:19 38:7 39:9 streams (2) 37:17,18 street (7) 1:10 17:24 36:12 43:19 58:2 66:18 78:17 streets (2) 7:6 54:4 strings (1) 24:17 strong (2) 35:3 36:3 strongest (1) 12:23 strongly (2) 51:19 53:24 structure (1) 52:5 structured (1) 36:14 study (1) 52:7 stuff (1) 85:10 subset (1) 78:2 subsidiaries (1) 70:9 subsidized (1) 54:25 substantial (1) 80:20 successful (1) 38:4 successfully (1) 38:12 sufficiently (2) 58:16 76:4 suggestions (1) 66:10 sum (2) 37:24 39:24 summons (2) 81:22 82:19 supervisor (4) 2:15 13:19 81:19 83:12 supplement (1) 75:18 support (12) 43:10 47:3 51:19,22 52:9,14,15,19 54:16 60:21 62:18 67:20 supported (3) 43:2 53:25 54:21 supports (2) 43:20 61:5 supposedly (1) 33:10 surcharge (14) 3:2,8 11:3,4 16:11 21:13,22 29:25 30:2,6,6,20 61:3 66:9 surcharges (1) 68:21 sure (21) 10:6 30:4 35:4 36:3 49:9 50:6 54:2,17 56:4,14 63:20 73:8 78:11 79:6,22 84:4 86:22 88:5,8 88:25 89:5 survey (1) 54:20 surveyed (1) 52:13 suspension (1) 4:23 swear (1) 48:20 symbol (5) 46:10,13,16,17 47:12 symbols (2) 46:11,14 system (10) 14:19 39:19 51:21 60:2 63:14,20 66:3 77:23 81:9 86:22 systems (2) 27:18 38:17</p>
---	---	--

**Taxi and Limousine Commission Meeting
September 17, 2015**

T		
T (2) 90:2,2	thing (8) 12:22 34:13 35:25 50:9 50:15 60:6 69:13,13	transmission (1) 64:11
table (2) 27:10 56:23	things (6) 30:8 39:16 62:7 71:13 76:24 87:14	transportation (5) 7:15,18 8:12 42:17 51:21
take (22) 8:18 9:3 17:7,11 23:12 25:14 29:20 36:11 49:18 50:17 57:23 59:12,23 62:2,7 68:7,9 70:13 76:9,9 80:12 83:22	think (43) 9:7 14:20 15:24 19:16 20:2 33:24 34:25 49:9 50:9,12,15 52:2,25 56:15,21,22,24 57:11,15 59:8,22 61:17,23,24 62:5 68:13 68:20 70:19 71:24 74:9,19 75:2 75:22,23 78:8 79:3,24 80:15,18 83:25 85:18 87:15 88:10	traps (1) 67:24
takes (2) 21:8 74:4	thinking (1) 31:15	tremendous (1) 88:23
talk (5) 18:25 19:10 29:12 37:10 79:2	thinks (1) 69:12	triannual (1) 38:13
talking (8) 28:23 29:24,25 57:21 62:8,10 72:10 78:23	third (4) 17:20,22 19:12 25:10	tried (1) 62:5
talks (1) 26:18	thought (4) 34:12,12 50:8 71:22	trip (16) 16:12,12 24:2,4 25:20,21 25:24,25 32:2,5 33:9,11 36:15 40:3 41:5,8
tapped (1) 7:23	thousand (1) 62:4	trips (16) 16:16 21:13 23:12,23,25 24:6,7,7,24 36:17 38:15 39:3,11 39:18 41:3,17
target (1) 41:17	thousands (2) 54:8,10	true (5) 7:5 56:22 74:12 89:6 90:12
targeted (1) 41:14	three (5) 19:17 22:7 29:13 39:2 48:19	try (2) 17:7 75:10
tax (3) 40:15,24 48:2	thrilled (1) 46:16	trying (4) 26:20 75:12 81:11 84:4
taxable (1) 40:17	thrives (1) 77:6	Tuesday (1) 83:11
taxi (46) 1:4 3:2,8,16 8:18,22 9:3 9:18 12:8,18 17:10 19:5 21:11,14 23:8 24:8 25:20,21 40:8 43:3,14 43:22 46:19,20 48:23 51:16 52:6 53:4 55:4,5,9,16 56:5 57:25 60:12 61:2,9 63:4 69:10 71:8,9 72:23 74:12 77:6 84:15 86:9	throwing (1) 82:16	turn (3) 4:15 37:9 42:4
taxicab (8) 11:12 16:5,14 23:10 42:24 43:14 53:9 88:3	Thursday (1) 1:9	turnaround (1) 23:17
taxicabs (1) 18:8	TIF (10) 17:19,20 21:15,20 22:7 23:9 26:15 29:13 35:19,25	turning (1) 77:14
taxis (32) 16:19 21:6 44:2 45:8,9 45:10,15 46:25 48:22 49:4,5,12 49:13 51:13 52:15,16,19,21 53:25 55:18,21 57:4 58:23 60:15 61:10,14,19,21 62:10,13 85:14 88:21	tightly (1) 53:21	twice (1) 19:7
technical (2) 71:5 73:9	time (18) 4:14 6:16 8:19 17:8 24:24 25:7 32:19 34:6 37:24 47:9 56:11 65:16 74:4 80:19 81:8 85:12 89:12,14	twilight (2) 68:12,13
technology (3) 7:16 8:11 46:3	timely (1) 43:15	two (18) 10:2 17:4,21 18:20 23:16 24:16 25:3 30:3 37:16 48:21 77:18,19 78:11 80:17 81:16 82:7 82:13 84:17
television (1) 46:21	times (5) 8:22 24:7 74:3 80:2 82:8	type (3) 59:7 71:19,21
tell (3) 73:14 75:19 79:8	timing (3) 11:6,6 25:24	types (1) 74:17
telling (1) 75:21	tip (2) 41:23 69:21	
term (3) 45:19 47:3 73:9	tips (1) 7:11	U
terminal (2) 83:7 85:8	TLC (24) 5:4,11 6:14,16 7:16,20,21 8:7 17:3 23:20 24:22 25:19 37:22 44:7,20 45:3 46:9 63:20 65:14,16 67:9 72:15 73:7 82:6	U.S (1) 7:17
terminology (2) 45:23 73:22	TLC's (5) 11:15 15:19 17:13 34:14 42:23	Uber (2) 64:3 70:17
territory (1) 50:14	today (12) 6:8 12:7,15 36:10 41:25 42:19 51:10 56:11 64:15 68:12 72:19 86:5	unanimously (1) 11:24
test (2) 8:8,18	today's (2) 17:6 89:12	unchanged (1) 15:18
testify (1) 71:4	told (3) 65:21 81:25 84:10	understand (5) 49:10 60:9 75:11 75:13 84:5
testifying (3) 5:12 14:21 57:11	tomorrow (6) 46:23 47:8 55:5,16 60:12 86:10	understanding (1) 72:21
testimony (9) 13:5 33:23 49:10,22 50:22 53:5 56:16 61:23 64:18	top (3) 39:11,13 41:15	underway (1) 52:8
thank (45) 4:11 13:2,3,24 14:4,5,9 14:25 15:8 33:3,21 37:15 42:2,3 44:11,12 47:9,10,14 49:20 50:21 56:11 57:16 58:17,19 62:21,22 67:10,11,12,13 69:4,5 70:22,24 71:2,3 76:18 78:5 80:14 83:23,24 85:19 89:6,8	topic (1) 62:15	unfair (1) 78:4
thanks (1) 89:13	tore (1) 68:8	unfortunately (1) 67:25
theory (1) 61:21	total (2) 23:24 48:5	Unit (1) 16:22
	TPEP (4) 23:21,25 41:3 86:21	United (4) 3:16 8:11 51:11 69:10
	track (3) 10:4 35:21 41:3	universal (1) 59:12
	training (1) 6:23	unknown (1) 50:14
	transaction (1) 86:23	unload (1) 84:12
	transcript (2) 1:2 90:12	unwilling (1) 52:10
		up-fitted (1) 53:18
		updates (2) 5:3 8:15
		urge (3) 45:18 53:21 80:11
		usability (1) 74:20
		usage (1) 57:3
		use (11) 41:3 46:9 47:6 56:5 58:5 72:25 73:11,21,25 74:18 86:21
		utilized (1) 43:13
		utilizing (1) 46:17
		utmost (1) 4:24

**Taxi and Limousine Commission Meeting
September 17, 2015**

<p style="text-align: center;">V</p> <p>valid (1) 67:21 van (1) 65:10 Vanderbilt (1) 68:9 vans (4) 63:19 64:6 65:7,11 various (1) 30:8 vehicle (57) 7:15,24 14:10,12,16 16:9,17 18:17 22:23,25 23:11,12 23:12,19 24:4,9,13,19,21 25:5,6 25:7 26:14,23 27:3,8,10,12,22 28:10,20,21,23 29:4,6 30:9 31:20 33:15 38:2,14,25 39:4,11,15,22 40:7,18,25 43:8 48:8 53:12,18 59:4 66:18 74:11,22 84:10 vehicles (37) 8:7 12:25 20:5,8,20 31:22,24 32:3 33:5,17,19 39:8 41:4 43:9,11,13,18,23 44:9 45:7 46:23 47:8 49:25 52:16 54:13,14 54:18,21,25 56:5 61:22 62:16,19 77:5 78:19,20 79:15 vendors (1) 23:21 ventured (1) 50:13 viability (1) 56:25 viable (1) 36:4 video (2) 83:11,20 view (3) 59:12,24 62:3 viewing (1) 56:16 views (1) 77:2 visibility (5) 55:6,6 61:15 87:4,5 vision (2) 52:5 87:24 visual (3) 42:25 45:16,21 visually (14) 54:12,23 55:7,14,19 58:10 61:7 85:25 86:7,13,20 87:7 88:5,16 voice (2) 8:2 51:12 volume (3) 35:5,22 61:17 voluntary (3) 8:5 76:5,12 volunteers (1) 7:21 vote (6) 10:9,14 11:20 13:8 15:23 15:24 voting (1) 53:11</p> <hr/> <p style="text-align: center;">W</p> <p>wait (2) 35:20 52:3 waiting (1) 82:12 waiver (3) 58:12,15,16 walk (2) 8:24 87:6 wallet (1) 51:17 Wally (1) 42:20 Walsh (25) 3:3 16:22,25 17:2 27:23 28:11,16 29:2,17,21 30:4 30:15 31:2,10,16 32:12,17 33:5 33:14 35:16 36:5,9,23 37:6,14 want (15) 6:2 19:6 33:20 34:4 49:9 49:21 56:5 60:20 64:2 65:22 68:5 79:6 83:13 86:16 88:18 wanted (3) 9:16 10:6 86:4</p>	<p>wants (1) 67:24 warm (1) 5:15 wasn't (1) 33:23 WAV (10) 38:25 39:4,8,10,15 40:7 41:15,17 53:3,22 WAVs (2) 38:20 41:14 way (11) 8:2 11:10 21:4 29:8,23 52:4 55:12 56:6 57:10 59:25 90:16 ways (1) 35:8 we'll (20) 4:9,10 9:9 10:13 13:10 13:25 17:9,23 18:18,25 19:10 23:4,18,21 41:3,17,24 42:4,5 52:7 we're (33) 4:25 11:25 12:3,4 29:8 29:11 30:8 31:22,25 33:10 35:5 35:20 36:10 37:11 41:5,18,19 46:16 50:17 51:11 57:17,21 58:15 59:13 60:17,22 62:8,9 72:6 73:5 74:2,7 76:16 we've (11) 10:11 19:16 23:3 27:19 34:5 37:11 52:25 55:23 58:13 62:14,15 website (6) 11:15 15:20 41:24 73:14,15 79:12 week (11) 7:8,12 24:6,7,8,14 28:8 38:23,24 39:3,5 weeks (3) 5:24 8:16 23:16 weigh (1) 44:25 Weiss (2) 6:3 8:24 welcome (3) 5:15 56:8 86:12 wheel-chair (1) 81:9 wheelchair (50) 14:11,12,16,18 19:22,24 40:9 43:3 46:10 47:21 53:17,19 54:7 63:7,9,10,13,18,19 63:22 64:3,4,5,14 66:3,4,5,7,8,25 67:6 69:12,14,19 70:5,9,10,13,17 70:20 74:21 76:11 77:21 81:12 82:24 83:2 84:19,20,24 88:13 wheelchair-accessible (19) 21:5 26:14 43:5,23 44:2,9 60:14 63:16 72:23 73:3,19,24 74:11,22 75:7 77:4 79:15 81:6 85:14 wheelchairs (2) 54:15 88:12 wheels (2) 74:24 79:21 WHEREOF (1) 90:18 whiz (1) 67:19 willing (1) 48:24 Wilson (35) 2:14 4:2,9,18 10:15 11:20,23 12:14 13:3,6,15,22,24 14:5,20,25 15:7,12 42:9 44:12 47:14,17 50:23 51:2,4,6,8 62:24 67:13,16 69:6 70:24 71:17 81:2 85:20 wisdom (1) 67:19 withdrawn (3) 72:25 73:25 79:16 within-entitled (1) 90:11</p>	<p>WITNESS (1) 90:18 wonderful (1) 46:13 Woodside (3) 38:5,13 41:22 word (1) 41:23 words (1) 72:25 work (18) 5:12 8:9 9:15 14:19 16:24 32:21 34:14,14 39:14 50:18 53:14 56:3,9 63:9 82:5,6 85:23 88:14 worked (1) 47:21 Workers (1) 12:18 working (7) 5:11 36:20 44:7 48:20 63:18 64:6 89:4 works (4) 21:11 39:2 63:21 69:15 world (3) 9:18 34:17 72:18 world's (1) 13:4 worry (1) 81:14 worth (2) 73:4 77:13 Wright (1) 5:17 written (3) 10:20 15:16 75:15 wrong (6) 71:12,13,16,23,23 72:22</p> <hr/> <p style="text-align: center;">X</p> <hr/> <p style="text-align: center;">Y</p> <p>Yards (1) 5:10 Yeah (3) 28:17 49:15 85:3 year (30) 16:17 17:23 18:11 19:7,7 19:20 20:7 21:19,25 23:14 24:3 24:14 25:2 27:14 28:5 29:9 36:11 37:2 38:9,24 39:13,23,25 40:2 48:3,19,25 64:11 67:9 70:8 years (13) 16:18 38:9 44:20 63:4 63:19 65:14 68:5,11,23 77:19,19 78:11 80:17 yellow (12) 9:18 12:8 21:6,13 33:8 35:22 36:11 55:18 61:8 78:3 86:18 89:2 yellow (4) 18:2 36:7 84:8 88:20 York (16) 1:3,22 7:7,14 12:18 40:8 43:17 45:5 51:14 52:6 54:13 58:24 60:15 88:3 90:4,8 Yorkers (6) 51:20 54:9,11,18 55:13 55:19</p> <hr/> <p style="text-align: center;">Z</p> <hr/> <p>zero (1) 33:13 zone (2) 68:12,13</p> <hr/> <p style="text-align: center;">O</p> <p>0.05 (1) 31:5 0.25 (1) 31:4 0.30 (29) 16:5,11 21:12 29:24 30:6 30:6,18,20 31:4,18,18 32:2,6,8 32:13,18,21,23 33:7,8,10 34:10 34:19 35:4,12 36:14 61:3 67:3 80:3</p>
--	--	--

**Taxi and Limousine Commission Meeting
September 17, 2015**

<p>0.50 (27) 16:11,12 24:3,8 30:2 31:18,21 32:5,7,7,15,22 33:9 34:21 40:3 68:13,15,20,21,22,24 69:4,21 70:22 75:13 76:6,13 0.75 (1) 76:13 0.80 (1) 32:11</p> <hr/> <p style="text-align: center;">1</p> <hr/> <p>1 (1) 7:19 1,300 (1) 39:25 1,333.33 (1) 38:10 1,500 (1) 25:4 1,800 (1) 73:20 10 (6) 4:14 26:2,3,4,8 40:4 10,000 (5) 48:2 52:13 56:16 77:20 78:12 10:04 (1) 2:2 100 (1) 50:10 10543 (1) 1:22 10th (1) 6:25 11 (1) 44:20 11:00 (1) 4:14 12 (1) 3:7 12:09 (2) 89:12,14 12th (1) 9:9 130,000 (1) 7:22 139 (1) 1:22 13th (1) 15:15 14,000 (16) 16:16 19:14 24:20 30:15 32:4 34:22 37:25 48:14,25 49:6 57:18,24 60:6 64:20 70:8 75:22 14th (3) 11:15 15:14,20 15 (2) 25:19 39:3 15,000 (1) 48:22 16 (2) 3:3 24:6 160 (1) 38:24 16th (2) 10:18,20 17 (2) 1:9 74:19 18 (1) 13:20 18,000 (2) 70:8,11 180 (1) 74:6 1915 (1) 68:14 19TH (1) 1:11 1st (2) 41:9 58:4</p> <hr/> <p style="text-align: center;">2</p> <hr/> <p>2 (1) 8:4 2,000 (2) 24:14 38:24 2,500 (2) 25:6 39:13 20 (6) 7:13 39:9,12 41:16 63:4 68:23 2007 (2) 6:14 65:2 2011 (1) 72:14 2012 (1) 5:20 2013 (1) 72:7 2014 (2) 19:21 21:19</p>	<p>2015 (8) 1:9 10:17,18,20 15:14,20 68:14 90:19 2016 (5) 20:7,8,15,21 23:15 2017 (2) 35:19,21 2020 (2) 19:23 43:6 21-year-old (1) 44:21 212.95.DEPOS (1) 1:23 21st (2) 70:14 90:19 22.50 (1) 39:4 250 (1) 38:14</p> <hr/> <p style="text-align: center;">3</p> <hr/> <p>30 (3) 12:6 26:8 40:5 300 (1) 7:3 33 (1) 1:10 33,000 (1) 77:18 335 (1) 48:2 37 (1) 3:4</p> <hr/> <p style="text-align: center;">4</p> <hr/> <p>4,000 (14) 16:17 25:2 27:14 28:5 29:9 30:16 32:5 38:8 39:23,24,24 48:25 64:12 70:8 4,400 (1) 47:25 40 (3) 24:8,13 69:24 42 (1) 3:10 44 (1) 3:11 45 (5) 72:22 73:11,23 74:15,18 47 (1) 3:12</p> <hr/> <p style="text-align: center;">5</p> <hr/> <p>5 (6) 24:6 25:21,22 26:5,6,10 5-mile (3) 25:20,21,25 50 (10) 9:19,23 19:22,24 20:3,13 31:23,25 43:5 75:18 51 (1) 3:13 52,000 (1) 47:23 58-50 (1) 37:21</p> <hr/> <p style="text-align: center;">6</p> <hr/> <p>6 (2) 25:18 26:3 60 (1) 39:10 63 (1) 3:14 67 (1) 3:15 69 (1) 3:16</p> <hr/> <p style="text-align: center;">7</p> <hr/> <p>7,000 (1) 48:6 71 (1) 3:17 750 (1) 4:24 76.2 (1) 52:18 77 (3) 28:8 29:9 71:12</p> <hr/> <p style="text-align: center;">8</p> <hr/> <p>80 (3) 24:6,7 62:4 80,000 (2) 61:22 78:18 81 (1) 3:18</p>	<p>85 (2) 3:19 54:19 865,000 (1) 47:22 8th (1) 10:17</p> <hr/> <p style="text-align: center;">9</p> <hr/> <p>90 (2) 38:6 39:5 91.4 (1) 52:14 914.381.2061 (1) 1:23 914.722.0816 (1) 1:23 927 (1) 47:25 953.3767 (1) 1:23</p>
--	--	--