## CAPA Hearing NYC - Business Integrity Commission May 4, 2021

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| 2        | THE CITY OF NEW YORK   |
| 3        | BUSINESS INTEGRITY COMMISSION  |
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| 5        | HEARING ON PROPOSED RULES GOVERNING MICROHAULERS                       |
| 6        | X  |
| 7        | Via Webex Telephone Conference   |
| 8        | DATE: May 4, 2021  |
| 9        | TIME: 11:02 a.m.   |
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| 16       | Reported By:   |
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## CAPA Hearing NYC - Business Integrity Commission May 4, 2021

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     APPEARANCES:
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     BUSINESS INTEGRITY COMMISSION:
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     CAROLINE AHN, Executive Agency Counsel, BIC
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     SALVADOR ARRONA, Director of Policy, BIC
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     SPEAKERS:
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9
     MEREDITH DANBERG-FICARELLI, NYC MPTA
     VANDRA THORBURN, Vokashi
10
11
     CECI PINEDA, BK ROT
12
     DIOR ST. HILLAIRE, GreenFeen OrganiX
13
     GREG TODD, BKGreencart
14
     JONAS SCHALLER, Common Ground Compost,
                      Reclaimed Organics
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MS. AHN: Good morning, and welcome to today's public hearing. Today's date is Tuesday, May 4, 2021, and the time is 11:02 a.m. My name is Caroline Ahn, Executive Agency Counsel at the New York City Business Integrity Commission. Thank you for attending today's hearing.

A court reporter is present today and will transcribe the hearing. To avoid background noise, we ask everyone to please mute yourself until we start calling on speakers. The Commission is conducting today's remote hearing in accordance with the City Administrative Procedure Act. The purpose of today's hearing is to receive comments from the public on the Commission's Proposed Rules Governing Microhaulers.

The Commission published the proposed rules in the City Record on March 30, 2021. The Commission also e-mailed copies of the rule to all New York City local elected officials, the City's 59 community boards, media and interested parties and posted the proposed rules on both the Commission's and the New York City Rules' website.

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Under Section 16505 of the

Administrative Code, any business engaged in the collection, removal or disposal of trade waste from a commercial establishment must first obtain a trade waste removal license from the Commission. Trade waste includes organic waste. These rule amendments create a subclass of the Commission's trade waste removal license and various requirements for organic waste microhaulers.

A microhauler is defined as any person that does not dispose of waste at a solid waste transfer station, and either collects less than 2,600 tons of source-separated organic waste from commercial establishments per year and collects such waste exclusively using bicycles, or collects less than 500 tons of source-separated organic waste from commercial establishments per year and collects such waste using exclusively a zero-emissions vehicle that has a gross vehicle weight rating of not more than 14,000 pounds or any other mode of transport specified in the rules of the Department of Sanitation.

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The purposed rules establish requirements for maintaining a microhauler license and liability limits for various types of insurance required for microhauler licensees and investigation fees that will apply to microhauler license applicants. The proposed rules also modify and add record-keeping and reporting requirements for both licensees and microhauler licensees.

The proposed rules are being promulgated under the Commission's authority to establish and enforce standards for service and regulate the conduct of businesses license to registered and authority to establish fees and promulgate the rules the Commission deems necessary and appropriate to effectively regulate the trade waste industry.

That concludes the summary of the proposed rule changes at issue at this hearing. You may present an oral statement for the record or submit written comments concerning the proposed rule changes.

Additionally, the Commission has been accepting written comments on the proposed

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rules since publication in the City Record and will continue to do so through the close of business today.

The Commission will make available, a copy of any written comments that are received in connection with today's hearing on its website. The Commission will carefully review and consider all comments and submissions and make changes, if the Commission deems them necessary. The proposed rules will go into effect 30 days after the notice of adoption is published in the City Record.

We will now begin calling those of you who wish to speak this morning in the order in which you're signed up to testify. While the notice requested that individuals wishing to testify sign up in advance of appearing, anyone wishing to testify at this time may do so by using the "raise hand" function or indicating in the "chat" area that you wish to testify. When you speak, please state your full name and affiliation and speak slowly and clearly, so that the court reporter could understand and accurately

1 transcribe your statement. We ask that you 2 limit your statement to three minutes. The Commission's Director of Policy 3 Salvador Arrona will now begin calling on 4 5 members of the public to testify. MR. ARRONA: Good morning, all. 6 7 Salvador Arrona, Director of Policy at the Business Integrity Commission. Our first 8 9 speaker is Meredith and then followed by 10 Vandra. I will go ahead and unmute Meredith. 11 MS. DANBERG-FICARELLI: Thank you, Sal. 12 Do you mind if I ask -- was that me being 13 called on to testify on behalf of Common 14 Ground Compost or on behalf of the 15 Microhaulers and Processors Trade 16 Association? 17 MR. ARRONA: Which one do you prefer to 18 go first? I think I have you down as Common 19 Ground Compost. MS. DANBERG-FICARELLI: I'm sorry for 20 21 the confusion. So Jonas from my team --2.2 MR. ARRONA: Yeah, it's all good. 2.3 MS. DANBERG-FICARELLI: I'll read on 2.4 behalf of the Microhaulers and Processors Trade Association, and then Jonas from my 25

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team is here to speak on behalf of Common Ground Compost.

MR. ARRONA: All right. Sounds good.

MS. DANBERG-FICARELLI: Thank you.

Good afternoon. My name is Meredith

Danberg-Ficarelli, and I am testifying on

behalf of the New York City Microhaulers and

Processors Trade Association regarding BIC's

Proposed Rules Governing Microhaulers.

We are a trade association of New York
City social enterprises recovering and
processing food scraps and organic material
locally to reduce waste destined for
landfills. We support members' operations
and their growth in order to protect and
expand organic waste microhauling and
processing sector in New York City. Our goal
is to create a more just and environmentally
responsible way of handling waste that
supports New York City communities and waste
workers.

The inclusion of microhaulers in NYC's Commercial Waste Zones legislation has been monumental. We recognize that integrating our emerging sector's workers and methods

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into existing commercial waste regulations is not a simple task. We would like to thank BIC for the work that it's done. They have gone through this effort so far to make licensing more accessible to microhaulers and appreciate the lowering of licensing fees. However, the proposed rules continue to pose social and economic obstacles to our small businesses. We encourage BIC to work with us in finding fitting solutions towards fairer disclosure terms, rethinking background checks, addressing costly insurance burdens and creating a new business pilot program.

Microhaulers are small businesses,
M/WBEs, worker-owned cooperatives,
nonprofits, and unincorporated grassroots
efforts working directly in the communities
we reside in. Not all microhaulers haul
commercial waste, but many do, and others
hope to. All MPTA members abide by a shared
set of standards centered in equity,
transparency, and responsibility that touch
every element of operation, including
organizational structure, collection,
processing, labor, safety, environment and

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community relations. These shared standards, codified in the MPTA's organizing documents, ensure our work as microhaulers and processors represent a fair, just, and responsible way of handling waste and supporting waste workers. BIC's goal of ensuring good business character, honesty, integrity, fairness, and safety, while progressing New York City's Vision Zero align with the MPTA's high standards.

BIC's stated purpose is to eliminate organized crime, corruption and criminality from New York City's commercial waste hauling industry. While we understand that this has been a necessary mission due to the history of New York City's private carting industry, the MPTA sees this as irrelevant to microhauling practices and is deeply concerned about the scope of the disclosures and criminal background checks that would apply to our members. Many MPTA member organizations prioritize hiring people with barriers in the traditional workforce, including people who have been formerly incarcerated often due to poverty and

systemic racism.

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We are committed to actively rethinking BIC's role and request a meeting between BIC, MPTA and justice-minded legal support with the purpose of finding fitting alternatives to satisfy BIC's concerns and reasonably narrow the scope of the required principal and employee disclosure forms and background checks.

The original directive that BIC had to root out organized crime from waste hauling is important but no longer paramount, at a time when the waste industry must shift focus towards justice and climate. Commercial haulers might still need to be checked for ties to organized crime, but microhaulers and zero waste businesses at the present scale do not.

Lastly, a huge barrier to emerging microhaulers continues to be insurance. It is costly and does not correctly categorize what we do. Existing microhaulers built their businesses independently pre-licensing and regulation, which allowed us to expand our coverage as we expanded services. In

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order to make entryway into microhauling more accessible, we recommend that BIC continue to offer a one year pilot to support starting microhaulers as an entryway toward licensing and regulation. This transitional space would allow microhaulers to meet some of the regulation terms while being exempted from others that might not yet apply or be too burdensome. BIC and MPTA would create the pilot program terms in partnership.

We want to reiterate our graduate to BIC in offering this amendment and for BIC's willingness to work with microhaulers in creating a more just environmental and social conditions in commercial organic waste management. Thanks to the Commercial Waste Zone system passed in Local Law 199 of 2019, microhaulers have been defined and included in the City's waste infrastructure. We hope to continue working with BIC to reimagine how microhauling waste in New York City can be licensed and regulated to support our shared goals of transparency, reducing truck miles, improving working conditions, reducing community burdens, and advancing

1 environmentally sound practices. We look forward to continue collaborating and working 2 3 together toward a more just, equitable and 4 transparent commercial waste system. Thank you for your time. 5 MR. ARRONA: Thank you, Meredith. 6 7 Our next speaker is going to be Vandra, followed Ceci. So I will unmute Vandra. 8 9 MS. AHN: Vandra, you're not unmuted. 10 MS. THORBURN: Okay. There we go. 11 Thank you for the call-out. Okey dokey. 12 Going back to my reading. Here we go. 13 So I'm the founder of Vokashi, the 14 compost collection service established in 15 New York City in 2009. We began as a service 16 for households, and then grew to satisfy the 17 demands of small businesses and office spaces that needed kitchenette collections. So I am 18 19 pleased to comment on the proposed changes 20 today and to say that at this time, we are an 21 MWBE, sole operated business collecting 2.2 2.5 tons of food scraps a month, primarily 2.3 from households, and we process at a 2.4 registered compost site. 25 So I appreciate all the work that's

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gone into defining microhaulers and helping to establish reasonable legal framework for this valuable community-based, grassroots industry to grow. However, as you know, this is a fledgling grassroots industry that is just some three to five years in service, and we're all just beginning to understand and describe the scope of our operations and to foresee our potential as community-based solution to workforce development, environmental justice, the green and circular economies and sustainable education.

It is in light of this relatively young service that I wonder why all of these rules are being promulgated, rules that were written to manage large scale hauling companies and corporate enterprises with a history of nefarious activities. So I'm concerned that these rules are designed to limit the growth of this community-based, grassroots sector.

Now, it is understandable that BIC should decide and control the rules of the road for this micro industry; but that's what we are. We are still a micro industry, and

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we're being shoed into rules that are designed for a macro hauling industry. So, for example, the Commercial General Liability Insurance, which you're allowing for lower liability fees, but it's still an enormous burden on a macro -- or a micro, rather, business. For example, I had to pay thousands of dollars to get an insurance when I was collecting 20 five gallon buckets from a loading dock once a month.

Similarly, a business automobile liability insurance and the Employers' Liability Insurance, the amounts may be lower, but the rates are really designed for major companies and corporations, so they are still way in excess of any damages that some small businesses might incur and debilitating in the amount of expenses that a small business has to um -- upfront.

The requirement that such policies must be obtained from a company, or companies, duly authorized to do business in

New York City with any number of superior rating agencies, or approval for a lower rating agency, is yet another limit on this

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micro industry. So another example of microhaulers having to fit the breeches of the corporations. It is, however, with regard to the registration and investigation of licensees that these rules seem to be set up to be potentially insurmountable problems. With the fees able to stay lowered, the rules regarding background checks, I believe, are explicitly designed to be discriminatory against particular community of employers and employees in this young and emerging industry.

As community-based solutions are being forged to counter the systemic issues of underemployment, social and environmental injustice, this industry means to attract and develop a workforce from excluded and marginalized people. The notion of these investigations into the people in the microhauling industry seems excessive and exclusionary.

So I really appreciate the need for BIC to set rules and regulations for us. I do hope that you will consider and add the amendments shared with you today from the

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Microhaulers and Processors Trade Association to really improve these rules to fit the size of our industry. Thank you.

MR. ARRONA: Thank you so much, Vandra.

Our next speaker is Ceci, followed by

Dior. Ceci, I'm going to go ahead and

request that you --

MR. PINEDA: Can you all hear me?

MR. ARRONA: We can hear you, Ceci.

MR. PINEDA: Thank you. Good morning.

my name is a Ceci Pineda, and I am testifying
on behalf of BK Rot. We are New York City's
first organic waste hauling and composting
service powered by bikes. And our work is
fossil fuel free and it employs local youth
and young people who face barriers to
entering the workforce.

We are also a founding member of the

New York City Microhaulers and Processors

Trade Association. So as Meredith noted

earlier, together we aim to shape a more just

and environmentally responsible way of

handling waste that supports New York City

communities, waste workers, and our

environment. So at our core, our work seems

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to recognize and address both the ecological and social crises we find ourselves in. We are grateful for the Business Integrity

Commission's continuous integration of microhaulers, both through the Commercial

Waste Zone, as well as earlier through their pilot program. We share the Commission's goals in creating a commercial waste management system that is transparent, efficient, and is just for all workers and the environment.

We also appreciate the opportunity to come today on the proposed changes to

Title 17 of the Rules of the City of New York private microhauler. We commend BIC's work to facility making commercial waste licensing more accessible to microhaulers. And yet, as have been shared by speakers before me, we also encourage BIC to continue to work with us in finding solutions towards fairer disclosure terms, rethinking some of the rules that are set for commercial hauling, recognizing the history of malpractice there and addressing costly insurance burdens, as well as other licensing fees for startup

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microhaulers and creating a new business pilot program.

And so to speak first about the -around BIC's addressing malpractice, we recognize that that is such an important role that BIC plays. However, we're concerned about how some of those regulations apply to microhaulers, specifically, the requirements for criminal background checks for employers and leaderships and employees. BK Rot prioritizes hiring people with barriers on the entry to work and recognizing that community of color, black communities, particularly, are ones that have been most targeted by our criminal justice system. so we are concerned about the way in which this ruling is passed on and can impact, as well, microhaulers and specifically thinking of those who have been formerly incarcerated, and we seek to offer job transition jobs.

Also revisiting BK Rot in its founding days, we wouldn't have been able to operate if the rulings were as they read now, given a lot of the fees that are associated with them. It would not have made our operation

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feasible. And we would love to work with BIC, along with the Microhaulers and Processors Trade Association, in thinking through a new pilot program that can potentially create a transition that makes securing microhauling licensing more accessible, especially, for microhauling organizations that are just starting up or less than one-year old.

We would also be interested in working with BIC as well as other allies in the City in supporting and thinking through how to make insurance requirements more accessible to microhaulers. This has always been something that has been very challenging for us as an organization, as well as many other microhaulers, in finding accessible insurance rates that also meet the required standards.

I thank you for your time today. And more than anything, we look forward to continuing to be in conversation and collaborating as we do see ourselves sharing the same goals in working to create a more just model and efficient and transparent system in managing commercial waste.

1 MR. ARRONA: Thank you so much, Ceci. Our next speaker is Dior, followed by 2 3 Greq. 4 ST. HILLAIRE: Thank you so much. You 5 all can hear me, yeah? 6 MR. ARRONA: We can hear you, Dior. 7 ST. HILLAIRE: Okay. Great. Good morning, and thank you for the 8 9 opportunity to testify today. My name is

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opportunity to testify today. My name is
Dior St. Hillaire, and I am the founder of
GreenFeen OrganiX, a Bronx-based worker-owned
cooperative designed to collect and process
organic waste locally. We exist to ignite
community-based solutions that secure waste
equity for Bronx residents. Through
GreenFeen OrganiX, we adopt the principles of
environmental justice, waste equity and a
circular economy.

Our model is particularly designed to encourage local systems because we see the value in limiting the export of waste out of our city, not only for our environmental and economic benefit but for the recipients of our waste, which are also other Environmental Justice communities globally.

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I want to address my thanks for this consideration as a microhauler to be written into the City's rules and regulations. this is a great step in the right direction, there are elements that I want to highlight as significant barriers to responsible and equitable waste management practices. As many of you are aware, the mayor has announced the reinstatement of curbside composting collection. While this is a residential waste stream, as microhaulers we have a unique opportunity to also use the businesses we serve as another point of educating the local community about how to divert organic waste with the least amount of contamination and best practices.

As microhaulers, we live in the same communities we serve. Therefore, it is crucial that our transparency and standard of conduct be considered as sufficient enough to forego the investigation and disclosure requirements. At GreenFeen OrganiX, we are a worker-owned cooperative because we desire a more horizontal style of leadership, and also because we want to give opportunities to the

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formerly incarcerated, who are our neighbors, a way to support their re-entry -- as you can see this matters, these young people, right?

But they are our neighborhoods and it's a way to support their re-entry back into the community.

The background check and disclosure requirements that are currently outlined will discourage this population from participating and limit our ability to train active members of society to assist in the management of organic material locally. It is for this reason that we believe these requirements should not apply to us as microhaulers who are a part of the Microhaulers and Processors Trade Association.

The City should work to support
worker-owned cooperatives and invest in the
development of workers who are committed to
the growth in the neighborhoods they live,
work, shop and raise families in. This
investment looks like waiving the same
investigation fees we are suggesting to be
exempt from. As a New York City resident,
microhauler and member of the New York City

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MPTA, I find it immensely important that the City prioritize support of community development.

Our work as microhaulers go far beyond simply collecting commercial organic trade waste. We are the community development program that we speak of. We are the residents that are part of this local economic system. We encapsulate the future of local waste practices that center workers, equity, and the environment in all that we do. I urge you to consider all of this when assessing the requirements for us to hold a license with BIC.

I thank you for the opportunity to testify and I will leave you with a rhyme for the time.

I am here today, to represent community, and the importance of amplifying voices for you and me, you are designed, keeping in mind, to limit organized crime, and investigating MPTA members, turns a blind eye, to the systemic design, keeping poor communities out of work, out of touch, out of mainstream society, so we ask that you

consider, testimony we delivered, to amend 1 the conditions, that erase us from being 2 3 considered. Thank you. 4 MR. ARRONA: Thank you so much, Dior. 5 Our next speaker is Greg, followed by René. 6 7 Greg, can you -- you're on mute. Greg, you're still on mute. 8 9 MR. TODD: Can you hear me now? 10 MR. ARRONA: We can hear you now. You 11 can go ahead and begin, Greg. 12 MR. TODD: All right. Thank you. 13 My name is Gregory Todd. I have been 14 doing business as a microhauler using the name Bkgreencart for about two years prior to 15 March 2020, when I ceased working due to the 16 17 COVID crisis. I am a small unincorporated owner and operator of a bike-based food scrap 18 19 collector. I thank you for the opportunity 20 to provide input into these regulations. 21 While I find the proposed regulations 2.2 reasonable for an established marketplace, 2.3 it's unclear to me how feasible they are now, 2.4 given the many unknowns related to the 25 microhauling industry. Chief among these is

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the implementation of the Commercial Waste Zone regulations; I'm going to refer to it as CWZ. Specifically, it's unclear to me to what extent existing carters already operating fleets of large non-microhauling vehicles will attempt to enter the microhauling marketplace.

As a student of business history with an MBA from the University of Michigan, I'm acutely aware of how large players often conspire to exclude newcomers from the marketplace. If the CWZ does not restrain existing haulers from using their market advantages to eliminate small startups, such as BKgreencart, it's entirely possible many startups will be unable to gain sufficient market shares and handle the financial burdens imposed by these regulations. Accordingly, I find it imperative that BIC work with Sanitation to carve out a segment of the organic waste stream to be serviced solely by independently owned and operated microhaulers.

It is only in this protected environment I feel comfortable I can generate

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enough business to support these proposed regulations. It is my belief that establishments generating only a small amount of organics are the natural clientele of microhaulers. It makes no environmental or business sense for large carters operating large packing trucks to service small generators. For the purposes of the CWZ, I would define as small, any generator with a weekly volume of less than 500 pounds of organics from a single location.

I would recommend that CWZ create regulations requiring that small generators of organics be serviced solely by independently owned and operated microhaulers. Further, because many of the potential workers and owners of microhauling businesses may be victims of historic racism, I feel that BIC needs to make appropriate adjustments to its background checks, so as not to exclude these historically oppressed individuals.

If such an amendment is made to the CWZ regulations, I feel comfortable supporting the proposed BIC regulations. Thank you for

your time and attention.

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MR. ARRONA: Thank you so much, Greg.
Our next speaker is Jonas.

MR. SCHALLER: Good morning, everybody.

My name is Jonas Schaller, and I am

testifying on behalf of Common Ground

Compost, and Reclaimed Organics.

Reclaimed Organics is a bike-powered organics collection service that is a division of Common Ground Compost, a founding member of the MPTA, and a social enterprise committed to education and advocacy that centers sustainability, waste materials literacy, equity, and community empowerment in an effort to help our neighbors and our city meet climate justice goals.

In addition to our team's own diversion efforts, totaling over 600,000 pounds of organic diverted from landfills, we've also consulted with over 40 local NYC businesses and organizations in their own efforts to divert food scraps from landfills and reduce toxic emissions. Our educational programming centers how structural violence and systemic inequity result in harms and hazards that

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disproportionately impact chronically disenfranchised communities with respect to waste. From respiratory health concerns of impacted residents to the destruction of ecosystems to the erosion of soil, the negative impacts of waste equity are abundant. Supporting microhaulers and developing equitable, hyperlocal infrastructure networks to address our waste management needs is one important way to continue to mitigate those negative impacts.

That is why I am here to urge you to adjust the proposed BIC rules pertaining to microhaulers. To increase accessibility, improve work conditions, and ensure that recruitment and hiring processes are equitable, Class 1 Registrant Fees should be waived for not-for-profit corporations and Worker-Owned Cooperatives under Number 6, subdivision (a) of Section 3-01 of Title 17, auto-insured microhaulers should be granted a one-year grace period before they are required to have Business Automobile Liability Insurance, and requirements for criminal background checks for employees

1 should be eliminated. Requiring microhaulers to disclose their past involvement with the 2 3 criminal justice system, unjustly 4 discriminates against formerly incarcerated In an era of necessary reform, these 5 people. 6 limits perpetuate inequitable practices in 7 hiring. Thank you for the opportunity to raise 8 9 these concerns. 10 MR. ARRONA: Thank you, Jonas. 11 If you have not previously signed up to 12 testify, but would like to testify today, please let us know in the "chat" box or by 13 14 using the "raise hand" function by hovering 15 over your name in the list of participants. 16 (No response.) 17 MR. ARRONA: We will give it another 18 30 seconds to see if anyone else would like 19 to testify. 20

(No response.)

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MS. AHN: Okay. Seeing no one else has indicated a request to testify, we will now close the record for this hearing. As a reminder, we will continue to accept written comments through the close of business today.

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This hearing is now closed. The time
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 2
             is 11:35 a.m. Thank you very much, everyone.
                    MR. ARRONA: Bye, everyone. Have a
 3
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             great day.
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                   (TIME NOTED: 11:35 a.m.)
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| 1                    | CERTIFICATE  |
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| 2                    |  |
| 3                    | STATE OF NEW YORK)                                   |
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| 5                    | COUNTY OF QUEENS)                                    |
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| 7                    | I, Sabrina Brown Stewart, a shorthand                |
| 8                    | reporter within and for the State of New York, do    |
| 9                    | hereby certify that the within is a true and         |
| 10                   | accurate transcript of the statement taken on May 4, |
| 11                   | 2021.  |
| 12                   | I further certify that I am not related to           |
| 13                   | any of the parties to this action by blood or by     |
| 14                   | marriage, and that I am in no way interested in the  |
| 15                   | outcome of this matter.                              |
| 16                   | IN WITNESS WHEREOF, I have hereunto set my           |
| 17                   | hand this 18th day of May 2021.                      |
| 18                   |  |
| 19                   |  |
| 20                   | Sabrina Brown-Stewart                                |
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| <b>18th</b> 32:17                  | 22:1 29:9                           | allowed 11:24                         | applicants 5:6  | attending 3:7                                |
|------------------------------------|-------------------------------------|---------------------------------------|---|--|
| abide 9:20                         | addressing 9:12                     | allowing 15:4                         | apply 5:6 10:21   | attention 28:1                               |
| ability 23:10                      | 18:24 19:4<br>adjust 29:13          | along 20:2                            | 12:8 19:7 23:14<br>(5)                                  | attract 16:16                                |
| <b>able</b> 16:7 19:22             | adjustments                         | already 26:4                          | <b>appreciate</b> 9:6 13:25 16:22 18:12                 | authority 5:11,15                            |
| <b>about</b> 10:19 19:3,7,16 22:14 | 27:20                               | <b>also</b> 3:20 5:7 17:18 18:12,19   | (4)   | authorized 15:22                             |
| 25:15 (6)                          | administrative 3:14 4:2             | 19:21 20:10,18<br>21:24 22:12,24      | <b>appropriate</b> 5:17 27:19                           | autoinsured<br>29:21                         |
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