

In Re NYC - Taxi & Limousine Commission Public Hearing  
December 17, 2025

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2 NEW YORK CITY

3 TAXI & LIMOUSINE COMMISSION

4 PUBLIC HEARING

5 -----X

6

7 December 17, 2025

8 10:02 a.m.

9

10 HELD VIA ZOOM VIDEOCONFERENCE

11

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13 B E F O R E:

14 DAVID DO

15 COMMISSIONER AND CHAIR

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1       A P P E A R A N C E S:

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3       TLC COMMISSIONERS:

4       COMMISSIONER DAVID DO

5       COMMISSIONER THOMAS SORRENTINO

6       COMMISSIONER SARAH KAUFMAN

7       COMMISSIONER KENNETH Y.K. CHAN

8       COMMISSIONER ANDREA BIERSTEIN

9       COMMISSIONER PAUL BADER

10      COMMISSIONER KENNETH C. MITCHELL

11      GENERAL COUNSEL SHERRYL ELUTO

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1                   TIMEKEEPER: Good morning.

2                   Today's public hearing is about to  
3                   begin. This hearing is being  
4                   conducted remotely via Zoom, and the  
5                   live stream will be available on the  
6                   TLC's website.

7                   All persons wishing to testify  
8                   were asked to sign up in advance to  
9                   the hearing. All registered speakers  
10                  are joining the meeting via Zoom. If  
11                  you are speaking today, your audio and  
12                  video were automatically muted.

13                 A few special notes for our  
14                 registered speakers, please ensure  
15                 that your display name in the Zoom  
16                 meeting matches the name that you used  
17                 when you signed up to speak. This  
18                 will enable the moderator to confirm  
19                 that you are present in the meeting.

20                 If you are listed as iPhone or  
21                 some other name that differs from your  
22                 name that you used when you signed up,  
23                 we will not know that you are present  
24                 in the meeting. You must update your  
25                 screen name to the name you provided

1                   when you signed up.

2                   When your turn to speak is  
3                   approaching, the host will send a  
4                   prompt inviting you to join the  
5                   meeting as a panelist. In order to  
6                   provide testimony on camera, you must  
7                   accept the invite. Please be aware  
8                   that if you are watching this meeting  
9                   on a minimized screen, you may not see  
10                  this prompt.

11                  If you have accepted the invite  
12                  to rejoin as a panelist, when your  
13                  name is called, you will have control  
14                  of both your camera and microphone.  
15                  When ready, please state your name and  
16                  affiliation, and then proceed with  
17                  your testimony. Public testimony will  
18                  be limited to three minutes per  
19                  speaker. When your testimony is  
20                  complete, your audio and video will be  
21                  muted by the moderator.

22                  Closed captioning is available  
23                  for today's meeting. Thank you for  
24                  your attention. I will now yield the  
25                  floor to our commissioner and chair,

1 David Do.

2 COMMISSIONER DO: Good morning.  
3 The time is 10:02, and I'll begin the  
4 public hearing on a TLC rule proposal  
5 today.

6 My name is David Do. I'm a  
7 commissioner and chair of the TLC, and  
8 I'm joined with Commissioner  
9 Bierstein, Commissioner Kaufman, Chan,  
10 and Sorrentino. I hope everyone is  
11 having a safe and enjoyable holiday  
12 season.

13 Before we begin, some of you may  
14 have heard that the state recently  
15 announced that insurance rates will be  
16 rising for TLC vehicles.  
17 Specifically, rates are expected to  
18 rise by an average of 25 percent over  
19 the next three years.

20 This comes as the largest  
21 insurer of TLC vehicles, American  
22 Transit Insurance Company, has been  
23 charging artificially low rates for  
24 decades, to the point where they can  
25 no longer meet their financial

1 obligations. The New York State  
2 Department of Financial Services  
3 intervened and has now mandated rates  
4 be able to cover claims.

5 Affordable insurance is crucial  
6 for TLC drivers, and we have been  
7 following this very closely; meeting  
8 with the DFS and advocating for  
9 stability and affordable rates for  
10 drivers. But I want to remind every  
11 driver out there that we also have  
12 something in the city that most other  
13 places do not. We have our minimum  
14 payrolls, which we adjust as  
15 necessary. They account for increase  
16 expenses, and your insurance cost is  
17 one of those expenses that we factor  
18 in.

19 These rates increases will take  
20 place during the new administration,  
21 so it will be premature for me to  
22 comment on specifics. And I want to  
23 say this, as long as I'm sitting in  
24 this chair, I'll do my very best to  
25 make sure that those increased

1 expenses are accounted for in our  
2 minimum pay formula. And I will  
3 continue to advocate for fair pay and  
4 improvements in working conditions for  
5 all TLC drivers.

6 Now onto today's agenda. Today,  
7 we will be hearing from the public  
8 about a proposal, proposed rule  
9 amendment to the TLC's licensing and  
10 education requirements.

11 TLC proposes that drivers who  
12 commit service refusal violations,  
13 such as refusing to transport a person  
14 with a disability and any accompanying  
15 service animal, an attendant or  
16 mobility aid, take the new TLC-created  
17 Vision Zero and accessibility remedial  
18 education course, which launched  
19 earlier this year. This course covers  
20 multiple topics related to serving  
21 passengers with disabilities and the  
22 prevention of unjustified service  
23 refusals.

24 TLC is also amending certain  
25 rules to reflect updated and clarified

1 language, such as clarifying the time  
2 frame for taking the TLC license  
3 renewal course, changing TLC education  
4 course names, clarifying the time  
5 frame for completing accessibility  
6 training during the licensing process,  
7 requiring drivers to know not just the  
8 geography, but the navigation of New  
9 York City streets, routes, and proper  
10 navigation tools, familiarity with  
11 pedestrian and vehicular signs and  
12 signals, amending the requirement  
13 relating to loading and unloading  
14 passengers' property to clarify that  
15 the requirement applies to all  
16 passenger property.

17 We are going to expand the fit  
18 to hold a license standard to reflect  
19 ongoing review of applicants' fitness  
20 after submission of a TLC driver  
21 license application. An applicant's  
22 behavior before and during the  
23 application process may show that  
24 holding a TLC driver's license will  
25 prevent a threat to public health,



1 safety and welfare. One example,  
2 cheating or attempting to cheat on a  
3 TLC driver license education course  
4 exam.

5 In addition, TLC is restricting  
6 the number of times an applicant may  
7 attempt to retake the exam to enhance  
8 exam security. We are also proposing  
9 to eliminate the lifetime experience  
10 exemption for the TLC driver license  
11 education course and exam, since the  
12 course topics continue to expand  
13 beyond the topics that may have been  
14 covered in the past. The current TLC  
15 driver's license education course  
16 provides an essential, up-to-date  
17 information for all returning drivers  
18 who have never taken an education  
19 course with the TLC.

20 TLC proposes eliminating the  
21 provision related to moving and  
22 resetting a license expiration date  
23 based on the licensee's unavailability  
24 for a drug testing within 90 days  
25 before their license is set to expire.

1 Licensees are already provided a  
2 180-day grace period to take the drug  
3 test after a license expiration date.  
4 Making individual accommodations to  
5 the license renewal process has been  
6 further undesirably effect of  
7 shortening the time of licensure.  
8 Combining the 90-day period with the  
9 180-day grace period provides ample  
10 time for licensees to plan.

11 We also want to remove language  
12 that provides for the conditional  
13 approval of drivers who did not  
14 complete a driver's license education  
15 course pending completion of the  
16 course within 90 days. This was a  
17 temporary measure implemented while  
18 developing the process and test for  
19 expanded education requirements for  
20 increased populations of drivers. Now  
21 that this course requirement is in  
22 place, it is crucial for drivers to  
23 complete it before receiving a  
24 license. It covers topics essential  
25 for Vision Zero and road safety

1 initiatives.

2 With that, I yield the floor to  
3 our general counsel, Sherryl Eluto to  
4 begin the public hearing.

5 COMMISSIONER ELUTO: Good  
6 morning. When I call your name, you  
7 can unmute your microphone and begin  
8 your testimony. Each speaker will be  
9 allotted three minutes to speak. This  
10 time limit will be strictly enforced.  
11 A 30-second warning will be provided,  
12 and then you will need to conclude  
13 your testimony when your time is up.

14 The rule proposal today was  
15 published in the city record and  
16 posted on our website on November 14,  
17 2025, and the public comment period  
18 ends today. The video of this hearing  
19 and copies of all written comments  
20 received through today will be  
21 provided to the commissioners prior to  
22 the vote on these rules.

23 With that, we will begin our  
24 public hearing and I will call our  
25 first speaker.

1 First speaker is Ahmad Bilal,  
2 and he's described as a licensee.

3 MR. BILAL: Hello. Good  
4 morning.

5 COMMISSIONER ELUTO: Good  
6 morning.

7 MR. BILAL: Can you hear me?

8 COMMISSIONER ELUTO: Yes.

9 MR. BILAL: Yes. My name is  
10 Ahmad. I'm a TLC driver. I've been  
11 driving for Taxi and Limousine for  
12 almost 10 years. I am most  
13 experienced.

14 Some of the rules, we -- I mean,  
15 I'm supportive, violators violating  
16 the rules, the fees, become guilty on  
17 it, I think that course is -- you  
18 should take it. Don't know how the  
19 rules work.

20 But the only courses which is  
21 actually -- I think it is very  
22 unnecessary is the renewal class.  
23 Because I think it's -- it was  
24 something new after 2020. Before,  
25 we -- a renewal class was not

1           necessary. I think right now, because  
2           I -- on my period, I just take two  
3           renewal process and I think it was  
4           unnecessary because it was the same  
5           thing.

6                     And for a driver who had  
7           experience in driving for 10 or  
8           20 years, I think that class is  
9           unnecessary. Because for me, it was  
10          just a forcing to go and take the  
11          classes and then it was not something  
12          new. Same thing. Which is  
13          unnecessary.

14                    And that's all I can say.

15                    COMMISSIONER DO: Thank you,  
16          Ahmad. And we are not discussing the  
17          renewal course at this time. That was  
18          already in the regulations before I  
19          got here and it continues. So we'll  
20          make sure to keep your comments in  
21          mind about the worthiness of the  
22          renewal course. But this just expands  
23          some of the course curriculum within  
24          that as well. And then also adds a  
25          remedial course for those who are --

1           unfortunately violate some of our  
2           rules, including not picking up  
3           passengers who use wheelchair or  
4           violating Vision Zero rules.

5                   MR. BILAL:   Yes.   I'm actually  
6           fully supporting that rule.   I mean,  
7           as a licensee, should not under any  
8           circumstance accept something bad  
9           happen.   But the thing is that renewal  
10          clause is actually -- because I took  
11          two of them, it was unnecessary and  
12          all.   Just a waste of time.   Because I  
13          have experience, you know.   And like  
14          me, there's a lot of drivers and -- so  
15          that's why, you know, I think  
16          that's -- those are for a -- for a  
17          license -- I think it's only necessary  
18          for those licenses, like you said,  
19          either committing violation and they  
20          don't know and they said that we don't  
21          know the rules, this, this and that.  
22          But somebody have experience in doing  
23          that in this industry for the past 10,  
24          20 years, I think it's unnecessary.

25                   But thank you, David Do.   As

1 always, you know, you've been on the  
2 driver's side. We appreciate that.

3 COMMISSIONER DO: Thank you,  
4 Ahmad. Really good speaking with you  
5 this morning.

6 MR. BILAL: Likewise. Have a  
7 good one.

8 COMMISSIONER ELUTO: Thank you.  
9 Our next speaker is Peter Mazer from  
10 MTBOT. Peter, unmute.

11 MR. MAZER: Okay. Now we're  
12 good. Okay. Thank you.

13 Good morning, Chairperson Do and  
14 members of the Commission. My name is  
15 Peter Mazer, and I'm general counsel  
16 to the Metropolitan Taxicab Board of  
17 Trade. We are a trade association  
18 serving the taxicab industry for more  
19 than 70 years.

20 For the past 10 years, we have  
21 operated a full service driver  
22 resource center that has provided  
23 taxicab drivers assistance in training  
24 and adjudications matters at no cost  
25 to our drivers. We have assisted more

1           than 20,000 drivers and have provided  
2           more than \$2 million in free legal and  
3           other services to our drivers.

4                     We support the efforts of the  
5           Commission in ensuring that drivers  
6           are trained and qualified. With that  
7           said, we'd like to address a couple of  
8           points that we suggest need some  
9           clarification or amendment.

10                    Section 11 of the new rules  
11           which proposes an amendment to 80-04  
12           F1, would require drivers to be  
13           trained and proficient in the use of,  
14           quote, navigational tools. Drivers  
15           need to understand that the use of  
16           navigational tools must be limited by  
17           the very strict requirements that  
18           taxicab drivers not use any electronic  
19           devices whatsoever when operating a  
20           cab. This applies to both handheld  
21           and hands-free devices.

22                    We have seen drivers receive TLC  
23           and DMV violations for using  
24           navigation devices while driving their  
25           cabs. So while these tools are



1 increasingly valuable to many  
2 motorists as they navigate the city,  
3 their use in taxicabs must be strictly  
4 limited and any training must  
5 encourage drivers not to engage in a  
6 false reliance on these tools to their  
7 detriment.

8 We also would like to address  
9 80-08 C3, which permits a chairperson  
10 to deny a pending license application  
11 if the applicant engages in conduct  
12 which makes them unfit to hold a  
13 license. While the intent of the rule  
14 is good, applicants are entitled to  
15 due process and there should be  
16 provisions for an applicant to appeal  
17 or otherwise have the chairperson's  
18 determination reviewed before a denial  
19 is made final.

20 The existing licensing standard  
21 review process could be used as the  
22 mechanism to review any conduct which  
23 is alleged to have been committed  
24 while the applicant is -- is -- while  
25 the application is pending.

1                   And finally, there is a small  
2                   change to 80-16 C relating to the  
3                   requirement that drivers unload and  
4                   load passengers' luggage, property,  
5                   and mobility devices. Want to point  
6                   out that many of our taxicab drivers  
7                   themselves may have various --

8                   TIMEKEEPER: Thirty seconds  
9                   remaining.

10                  MR. MAZER: -- may have various  
11                  degrees of personal disability. But  
12                  they are, nonetheless, perfectly  
13                  capable of driving safely. They're  
14                  often some of our best and most  
15                  experienced drivers. But a driver  
16                  could be penalized if he or she were  
17                  unable to follow a direction by an  
18                  able-body person to load or unload  
19                  heavy items in their vehicle.

20                  The Paratransit rules now  
21                  incorporated a reasonableness  
22                  standard, and we are proposing that  
23                  the -- the taxicab rules also have a  
24                  reasonableness standard built into  
25                  requirement for driver's handling of

1 passengers' property.

2 TIMEKEEPER: Time has expired.

3 MR. MAZER: Okay. Well, thank  
4 you very much for the opportunity to  
5 testify today, and I will be happy to  
6 answer any questions you may have.

7 COMMISSIONER DO: Thank you,  
8 Peter.

9 And I want to also recognize  
10 Commissioner Bader and Mitchell who  
11 have joined us this morning as well.

12 MR. BADER: Thank you. Thank  
13 you, Mr. Chair. I do have a question  
14 for Peter.

15 How are you, Peter? Good  
16 morning.

17 MR. MAZER: Good morning.

18 MR. BADER: Relative to your  
19 first issue, which is an ongoing  
20 concern for a lot of us relative to  
21 the fact that, all across the board,  
22 we have distracted drivers, right, for  
23 a variety of reasons. There was -- my  
24 experience is that there's an undue --  
25 undue dependency on many drivers

1 relative to using electronic tracking  
2 devices. Many of the tests that used  
3 to be given when I drove years ago, of  
4 course they're no longer there. So  
5 what -- what would you -- what's your  
6 suggestion on how we deal with that?  
7 Unlike what we propose?

8 MR. MAZER: In -- in training, I  
9 think we would emphasize that drivers  
10 should be able to navigate the city,  
11 know the major roadways, know how to  
12 get to the various places around the  
13 boroughs. And that was always the  
14 intent of the training component for  
15 the drivers to learn the geography of  
16 the city.

17 Now we are seeing that drivers  
18 are relying more on these navigational  
19 tools. As soon as you get into a cab  
20 or a for-hire vehicle, they press in  
21 the destination and they follow the  
22 route and they're looking at maps.  
23 And that's a problem because that  
24 creates distractions. And yes, some  
25 people would say, well, they're

1 hands -- they're hands-free. But  
2 still, it's a distraction to the  
3 driver.

4 I'd rather our drivers be  
5 trained to know the way around the  
6 city. And what I was suggesting in  
7 the testimony is, we just don't want  
8 the drivers to be -- become overly  
9 reliant on these navigational tools to  
10 the detriment of knowing the city.  
11 Drivers, first and foremost, should  
12 know the city, know how to get from  
13 one place to another and not have to  
14 rely on these tools, which will cause  
15 them to drive --

16 MR. BADER: I agree with you.  
17 But what would you like us to do?

18 MR. MAZER: Make sure that  
19 the -- make sure that the -- I think  
20 what the rule is doing is adding  
21 navigational tools as part of a  
22 training component, and we just want  
23 to make sure that the drivers are  
24 aware that -- don't -- that you can't  
25 use these navigational tools while you

1 are driving. You may have to pull  
2 over. Yes, get the passenger, you  
3 don't know where the passenger is  
4 going, particularly a trip in one of  
5 the outside boroughs, and let the  
6 driver pull off to the side, put that  
7 information and then get the route.  
8 Rather than rely while the trip is  
9 going on. Because we just don't  
10 want -- we want our drivers to pay  
11 attention to the road.

12 Learning about the rules of the  
13 road, the safety, the signage, that's  
14 all very important. But we don't want  
15 these drivers holding onto devices or  
16 looking at devices when they should be  
17 focused on -- on looking --

18 MR. BADER: I agree with you.  
19 Let me ask you, and the other point  
20 you brought up was relative to the --  
21 to the issue of the luggage. Which is  
22 a big, big, big issue as well.

23 MR. MAZER: Yeah.

24 MR. BADER: I mean, I have seen  
25 many times drivers just refuse to get

1 out of the vehicle, to be of  
2 assistance with the luggage, loading,  
3 unloading. As we know, the -- the --  
4 we have more and more people who are  
5 older and who need assistance with  
6 their luggage and all of that.

7 That is a real concern that we  
8 have, that people are not -- drivers  
9 are not being of assistance. And  
10 that's the reason why we are putting  
11 this in. Now --

12 MR. MAZER: Well -- oh, sorry.

13 MR. BADER: So therefore, I  
14 don't -- I don't -- why is that a  
15 problem?

16 MR. MAZER: So it's only a  
17 problem with a handful of drivers who  
18 perhaps have disabilities of  
19 themselves and could be trapped -- I  
20 mean, a person who is able-bodied  
21 could have a driver that's not able to  
22 handle luggage. And that driver could  
23 get a summons because the person says,  
24 well, I don't want -- I could put the  
25 luggage in the trunk, but I don't

1 want --

2 I just want there to be a  
3 reasonableness standard that's already  
4 in the Paratransit rules, that says  
5 that within reason, the driver shall  
6 load and unload mobility devices,  
7 luggage. I just ask that there be a  
8 reasonableness standard also in the  
9 taxicab rules so that we don't have a  
10 situation of --

11 I'm just concerned for a handful  
12 of our drivers that perhaps our good  
13 drivers, experienced drivers, worked  
14 for many, many years and maybe can't  
15 handle pieces of heavy luggage.

16 MR. BADER: Well, we'll look  
17 at -- we'll certainly look at the  
18 Paratransit. But my experience also  
19 here is that there is nobody who is  
20 more considerate of anybody who has a  
21 disability of any kind than one  
22 that -- a similar one, and drivers who  
23 have any kind of disability tend to be  
24 the most considerate and -- and -- you  
25 know, drivers of all. So I really



1 don't anticipate there being that kind  
2 of a problem. But we'll certainly  
3 look at what the issues are relative  
4 to Paratransit.

5 But my guess is that those are  
6 some of the best drivers we have, are  
7 people who are conscious of other  
8 people's disabilities and are very  
9 considerate of them.

10 MR. MAZER: I agree.

11 COMMISSIONER DO: Sherryl?

12 COMMISSIONER ELUTO: Okay. Our  
13 next speaker is Evan Yankey from the  
14 Brooklyn Center for Independence of  
15 the Disabled.

16 MR. YANKEY: Good morning. My  
17 name is Evan Yankey, and I'm the  
18 advocacy director for Brooklyn Center  
19 For Independence of the Disabled, or  
20 BCID. We are here today to comment on  
21 the proposed rule on changes to  
22 remedial education for service  
23 violation.

24 We support changes to  
25 accessibility training, and these

1 proposals are a good start. Riders  
2 with disabilities face many barriers  
3 to accessible taxi use, including  
4 refusals to pick up wheelchair users  
5 and other disabled people, and the  
6 constant reluctance of drivers to  
7 secure the wheelchairs of riders  
8 appropriately. This puts riders,  
9 especially wheelchair users, at risk  
10 and it makes it less likely they will  
11 take advantage of the city's vast  
12 for-hire vehicle system.

13 BCID and other groups have  
14 worked so hard to get wheelchair  
15 accessible taxis on the road. That's  
16 why it's particularly angering when  
17 drivers won't pick up or secure  
18 wheelchair users.

19 Our understanding is the  
20 mandatory course will include hands-on  
21 training with each driver securing  
22 another driver who is in a wheelchair.  
23 Hands-on training makes sense, but we  
24 urge you to have the driver secure a  
25 person who uses a wheelchair or

1 scooter, not another driver.

2 Ideally, drivers who train on a  
3 variety of mobility devices, including  
4 manual and power wheelchairs, scooters  
5 of different sizes and configurations  
6 of mobility devices. Drivers deserve  
7 access to training where they are able  
8 to experience the various challenges  
9 of a range of mobility devices and the  
10 feedback of a person with a disability  
11 themselves.

12 We also urge you to regularly  
13 evaluate the effectiveness of the  
14 training to reflect the experience of  
15 drivers and passengers, and report  
16 back to the commissioners.

17 While we understand the training  
18 will also include information on legal  
19 and safe passenger pick-up and  
20 drop-offs, we want to emphasize that  
21 the very New York City streetscape at  
22 times makes it difficult to do a safe  
23 drop off legally. And in these cases,  
24 we believe safety should be  
25 prioritized.

1                   Many riders with disabilities  
2                   are prevented safe drop-offs by  
3                   drivers who wish to avoid fees or  
4                   fines, and we think this is a problem  
5                   that deserves --

6                   (Audio interruption.)

7                   COMMISSIONER ELUTO: Okay. All  
8                   right. Thank you.

9                   We have someone waiting only  
10                  identified as iPhone. iPhone, if you  
11                  can please unmute and identify  
12                  yourself, please.

13                  (No response.)

14                  COMMISSIONER ELUTO: No? Any  
15                  other speakers?

16                  (No response.)

17                  COMMISSIONER ELUTO: Okay.  
18                  iPhone, who are you? You've unmuted,  
19                  but --

20                  (No response.)

21                  COMMISSIONER ELUTO: All right.  
22                  We had a few other speakers signed up,  
23                  but they apparently have changed their  
24                  mind. They're not listed here today.  
25                  So I believe that's the end of the

1 hearing, Commissioner Do.

2 COMMISSIONER DO: Great. I want  
3 to first thank our commissioners for  
4 being here today and listening to the  
5 public testimony regarding our rule  
6 changes on this.

7 This is an incredibly important  
8 rule change that will help change the  
9 landscape of making it easier for our  
10 passengers who use wheelchairs to get  
11 a wheelchair -- and to ensure a  
12 wheelchair accessible vehicle, excuse  
13 me, and ensure that drivers continue  
14 to provide the upmost excellent level  
15 of service that we've all come to  
16 expect.

17 And so -- and there are several  
18 other changes within the licensing  
19 structure within this rule as well.  
20 And as you heard from many of the  
21 advocates, we'll take in all -- all  
22 the information from the advocates,  
23 from the organizations and from our  
24 drivers, make this even better a rule  
25 package. And so thank you all for

1                   your participation this morning.  
2                   And now the time is 10:24. I'll  
3                   close the public hearing. Thank you.  
4                   (TIME NOTED: 10:24 a.m.)  
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C E R T I F I C A T E

STATE OF NEW YORK)

:SS

COUNTY OF NASSAU)

I, Elbia Brumit, a Notary Public within  
and for the State of New York, do hereby certify:

I reported the proceedings in the  
within-entitled matter, and that the within  
transcript is a true record of such proceedings to  
the best of my ability.

I further certify that I am not related  
to any of the parties to this action by blood or  
marriage; and that I am in no way interested in  
the outcome of this matter.

IN WITNESS WHEREOF, I have hereunto set  
my hand this 17th day of December, 2025.

  
ELBIA BRUMIT

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