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6	TRANSCRIPT OF THE	
7	NEW YORK CITY	
8	TAXI & LIMOUSINE COMMISSION	
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13	THURSDAY, DECEMBER 13, 2012	
14	33 BEAVER STREET COMMISSION HEARING ROOM, 19TH FLOOR	
15	BOROUGH OF MANHATTAN	
	THE ADING CONTINUED AM 0.04 A M	
16	HEARING CONVENED AT 9:24 A.M.	
17		
18	Reported By:	
19	Kari L. Reed	
20		
21		
22	STENO-KATH REPORTING SERVICES, LTD.	
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25	stenokath@verizon.net	

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2	COMMISSIONERS PRESENT:	
3	David Yassky, Chairman	
4	Elias Arout	
5	Frank Carone	
6	LaShann DeArcy	
7	Mark Gjonaj	
8	Edward Gonzales	
9	Nora Constance Marino	
10	Lauvienska Polanco	
11	Iris Weinshall	
12		
13	ALSO PRESENT:	
14	Meera Joshi, General Counsel	
15	Staff	
16	The Public	
17	The Press	
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1	TLC Proceedings - 12/13/12	3
2	THE CHAIR: Good morning.	
3	We'll bring the meeting today of the	
4	Taxi & Limousine Commission to	
5	order. It is 9:24 a.m.	
6	I am joined by Commissioners	
7	Gjonaj, Carone, Arout and Gonzalez,	
8	and we are here just now and	
9	Commissioner Weinshall. We are here	
10	simply to vote on a motion to recess	
11	for executive session I move that we	
12	recess for an executive session.	
13	All in favor say "aye."	
14	(Chorus of ayes.)	
15	THE CHAIR: Opposed?	
16	(No response.)	
17	THE CHAIR: None.	
18	There are a couple of	
19	commissioners who are running late.	
20	I expect that we will reconvene at	
21	about 10:30. So folks who are here,	
22	I would ask that we start the public	
23	meeting at ten o'clock as scheduled.	
24	If people want to get a coffee, they	
25	can feel free to do that without	

1	TLC Proceedings - 12/13/12	4
2	fear that you will miss the	
3	beginning of the meeting as long	
4	you're back by 10:30.	
5	Thank you. With that, we	
6	will recess for Executive Session.	
7	(Whereupon, an Executive	
8	Session was begun at 9:25 a.m.)	
9	(Recess taken)	
10	(Whereupon, the	
11	Commissioners return from Executive	
12	Session and the following public	
13	proceedings commence at 10:40 a.m.)	
14	THE CHAIR: Good morning.	
15	We are reconvening here at 10:40	
16	a.m. Present are Commissioners	
17	Arout, DeArcy, Yassky, Weinshall,	
18	Gonzalez, Polanco and Marino, and	
19	Commissioner Carone is in the	
20	building, and Commissioner Gjonaj,	
21	so I'm sure they'll be in the room	
22	very shortly.	
23	We have some important	
24	business but first just, we have	
25	some announcements. And the first	

TLC Proceedings - 12/13/12 6 2 (Whereupon, a moment of 3 silence is held.) 4 THE CHAIR: Thank you. 5 On a note of happy news, 6 today is the -- well, happy in not 7 that he's leaving us but happy for 8 the State of New York and the People 9 of the State of New York; I do also 10 want to note that today is the last Commission meeting for Commissioner 11 12 Mark Gjonaj, who will soon be known, and I have to insist that you 13 address him as such, as Assembly 14 15 Member Mark Gjonaj of the 80th Assembly District in the Bronx. 16 17 (Applause.) 18 THE CHAIR: You know, while 19 I can express both my congratulations and some measure of 20 2.1 my sympathy --22 (Laughter.) 23 THE CHAIR: -- I have 24 nothing but congratulations for the 25 people of the 80th district who I

TLC Proceedings - 12/13/12 7 2 know will be superbly represented, 3 and all of us in New York State 4 since the legislature handles so 5 much critical business for all of 6 I just want to take a moment to 7 say for me personally that it's been 8 a privilege to serve with you, Mark, 9 and you have contributed, as you 10 know, enormously to the Commission 11 and its work here. I am grateful 12 for the opportunity to serve with 13 you, and I hope we can continue to 14 work together in your new position. 15 COMM. GJONAJ: Thank you. 16 THE CHAIR: Congratulations 17 and thank you. A couple of notes on what's 18 19 been going on at the TLC. First of 20 all, I am really thrilled to report 21 that culminating several years 22 really or work by many, many people 23 in the agency, our enforcement staff 24 is now fully equipped with handheld summons issuing devices. 25 I think at

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our prior meeting I mentioned that
we are beginning to deploy them.
And after testing we reviewed the
testing, corrected the bugs, and now
that is in full deployment.

And Deputy Commissioner Conan Freud, our CIO, Jeff Grunfeld, the Deputy Commissioner of USB, Ray Scanlon, I should mention and really also our now retired Deputy commissioner for Enforcement, Pansy Mulling, who oversaw the inception of the project. It brings us into the 20th century -- well, the 21st century, as we are doing in so many other ways, and it's really a tremendous boon for our folks who no longer write summonses on summons pads and then people back at the office have to enter it in by hand. It's an example of how technology makes us more efficient. I am really thrilled that we have done that.

On a business note, in Staten Island, as you know, our

I hope you will all thank him

personally.

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TLC Proceedings - 12/13/12 10 2 Staten Island office was decimated 3 by Sandy, to the point where we and 4 our sister agency, DCAS, have 5 determined that it is not economically feasible to do the 6 7 repair work. So we are looking for 8 replacement space for the Staten 9 Island office. 10 However, to ensure that our service to Staten Islanders 11 continues and at the urging of 12 13 Commissioner Arout, we wanted to 14 make sure there was no gap in 15 service, I asked Borough President Molinaro if we could borrow some of 16 17 his space, and he incredibly graciously -- have you ever known 18

someone in government to say sure, I'll lend you some space; I don't think it's ever happened. I mean I know we would be fast obviously, but Borough President Molinaro stepped right up and he's given us an office at Borough Hall.

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Gary Weiss and Jeff Grunfeld did lot of very fast work to get connected there so we can have our data bases operative there. Staten Island folks will continue the licensing transactions that they had do at our Richmond Terrace location at Staten Island Borough So for Staten Island livery Hall. folks--really that's who this affects, I quess taxi drivers as well who live there--I want to make sure you know that it's open Monday to Friday from eight a.m. to two p.m., so somewhat shortened hours, but still, Monday to Friday, eight

So moving to business. Today first we will vote on the adoption of the minutes of the November 29th Commissioner meeting.

Commissioners, are the minutes -- oh, I do want to also note our CART reporter, not our

1	TLC Proceedings - 12/13/12	12
2	court reporter but our CART reporter	
3	for hard of hearing folks canceled	
4	at the last moment and we were not	
5	able to get a replacement here. So	
6	if there are folks who are here	
7	counting on that, I apologize to you	
8	for that absence. But we will	
9	investigate whether to have a backup	
10	scheduled in the future so we won't	
11	allow that to happen.	
12	So let me just call for a	
13	vote for the adoption of the minutes	
14	of the November 29th Commission	
15	meeting. The minutes are before	
16	you. All in favor say "aye."	
17	(Chorus of ayes.)	
18	THE CHAIR: Opposed?	
19	(No response.)	
20	THE CHAIR: No. The minutes	
21	are adopted.	
22	We have a number of base	
23	applications. Chris will present	
24	them.	
25	MR. TORMEY: Good morning.	

1	TLC Proceedings - 12/13/12 13	
2	My name is Chris Tormey. I'm the	
3	Director of Licensing of the Taxi	
4	and Limousine Commission. The	
5	following bases on the agenda are	
6	recommended for approval, with one	
7	denial.	
8	THE CHAIR: I move that the	
9	recommendations of the Licensing	
10	Division be adopted and that the	
11	bases listed for approval and	
12	renewal are approved and renewed,	
13	and the application listed for	
14	denial be denied. All in favor say	
15	"aye."	
16	(Chorus of ayes.)	
17	THE CHAIR: Opposed?	
18	(No response.)	
19	THE CHAIR: No.	
20	Chris, thank you.	
21	MR. TORMEY: Thank you.	
22	THE CHAIR: Your proposal is	
23	fully ratified.	
24	We have two items before us	
25	for Commission action today.	

1	TLC Proceedings - 12/13/12	14
2	Commissioners, these are here for a	
3	vote.	
4	The first item is a proposed	
5	rule on TPEP. Meera will describe	
6	it to you, and then I will make my	
7	lengthy comments.	
8	MS. JOSHI: Before the	
9	Commission are the proposed rules	
10	and specifications for potential	
11	TPEP vendors who would like to	
12	become authorized TLC TPEP providers	
13	prior to the expiration of the	
14	current TPEP contract. The proposed	
15	rules were published in the City	
16	Record on October 30th, 2012, and	
17	the CAPA deadline for public comment	
18	is today, November I'm sorry, was	
19	November 29th but was extended by	
20	the TLC until December 12th. The	
21	CAPA public hearing was held on	
22	November 29th.	
23	The proposed rules before	
24	the Commission reflect in sum the	
25	following revisions from the version	

1	TLC Proceedings - 12/13/12	15
2	that was publish in the City Record:	
3	Increased maximum allowable	
4	contract length was extended from	
5	one year to five years;	
6	An early termination fee of	
7	25 percent of remaining monthly	
8	fees, not to exceed 24 months, was	
9	added;	
10	An increased fee for	
11	E-payment that the E-payment app	
12	must provide a TPEP provider, it was	
13	increased from two cents per trip to	
14	five cents per trip, and the 97	
15	percent pass-through payment model	
16	was eliminated;	
17	A one thousand dollar fine	
18	was added against medallion owners	
19	who do not timely remit a six-cent	
20	health care fee per trip;	
21	The time required for TLC	
22	content was reduced from four	
23	minutes to two minute and fifteen	
24	seconds, prologue time from one	
25	minute to 45 seconds, and the	

TLC Proceedings - 12/13/12 16 2 passenger route map maximization 3 from two minutes to 30 seconds, and the size and number of buttons 4 5 required on the home screen was also 6 reduce and an option was also 7 provided for TPEP providers to 8 propose an alternative means of 9 collecting the health care fund fees 10 as opposed to collecting them directly from the medallion owners; 11 12 Excluded spot market advertising was excluded from TLC 13 content, and restrict messaging with 14 a commercial focus was also cut down 15 to one minute of TLC's two minute 16 17 and 15 seconds content loop; TPEP providers are allowed 18 19 to run content for not-for-profit organizations and charitable causes; 20 The authorization for the 2.1 22 TPEP provider was increased from one 23 year to three years; 24 The number of major credit 25 cards the TPEP provider must accept

1	TLC Proceedings - 12/13/12	18
2	to 24 hours;	
3	A requirement was added that	
4	any E-Hail service fee be displayed	
5	on printed receipts and PIMs;	
6	A cure period for violations	
7	of the TPEP authorization rules was	
8	added of five to 20 business days;	
9	Requirement that applicants	
10	provide API design, applicant	
11	meaning TPEP provider applicants,	
12	provide API design in their	
13	application was added;	
14	The requirement that pick-up	
15	and drop-off locations appear on	
16	receipts was removed;	
17	Tip requirement restrictions	
18	were relaxed. TPEP providers are at	
19	their discretion to choose preset	
20	tip amounts as long as they offer a	
21	20 percent preset option;	
22	Store and forward	
23	requirements were relaxed for credit	
24	card data from ten to five	
25	transactions;	

TLC Proceedings - 12/13/12 20 2 than the other item before you 3 today, but I would say of more 4 import for the industry in that the 5 credit card program has just been enormously successful. 6 It's, I 7 think, one of the things the 8 Commission, prior of course to my 9 arrival, did that has improved 10 service dramatically for passengers. Today some 50, probably running like 11 12 57 percent of payments are made by credit card. All the evidence is 13 14 that it has increased taxi ridership 15 by making taxi service more 16 convenient for people. Tips appear 17 to be higher, which is good for drivers. And maybe it speaks a 18 19 little bit to the kind of 20 rationality of the passengers, why 2.1 would this be true, but it appears 22 to be true, and it an enormous 23 achievement. 24 We are continuing today in 25 think a new and improved form by

TLC Proceedings - 12/13/12 21 2 having rules rather than contracts 3 with the providers. We can 4 continually be looking for ways to 5 improve it. These rules themselves 6 incorporate a host of minor 7 improvements that are all not so 8 noteworthy that they would get 9 written by the newspapers but 10 cumulatively, I think they're all 11 significant. Everything from 12 ensuring that people with visual impairments get audible information 13 14 during the rides so that they can 15 fully be taxi passengers and know 16 what they're expected to pay, 17 frankly, at the end, to the geo-fencing so that the out-of-town 18 19 rate can only be used in the city. I also want to note that the 20 2.1 two providers we have today -- I 22 think it's appropriate at this time 23 for us to give them our public 24 thanks -- Verifone Taxicab System 25 and Greater Mobile Technologies.

TLC Proceedings - 12/13/12 22 2 They have been wonderful partners 3 for the TLC over the course of the 4 contracts we have had with them. 5 They now will go from contract counterparties to authorized 6 7 providers under our rule. They may 8 be joined by others; they may not 9 be. But either way, I want to recognize that they've been a 10 11 valuable part of making this program 12 work, and I recognize them. The staff, also, I want to 13 14 say did just an astounding job, 15 Ashwini Chhabra and Meera Joshi, as 16 we know, Joe Rausen, who's fairly 17 new to our team but has taken on 18 this portfolio. Very, very 19 complicated set of rules, worked 20 through them with our industry 2.1 partners at really exhausting length 22 and came out with a terrific product 23 in a pretty short amount of time. 24 So I thank them.

I don't know if people have

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a comment. Otherwise, I would call for a vote.

Why don't we do it by a show of hands. All in favor of the TPEP rules, raise your hand aye.

(Show of hands.)

MS. JOSHI: By a vote of one, two, three, four, five, six, seven, eight, nine the TPEP rules are unanimously adopted.

> THE CHAIR: Thank you.

Now, the second item on the agenda is a proposed pilot program for the use of Smartphone apps to hail a taxicab. There's been much public discussion about this, as you And what really we have here is new technology that has come along and provided the opportunity for improved service for passengers. And our challenge as regulators is to figure out how to ensure that this new technology is incorporated in the business we regulate in a way

TLC Proceedings - 12/13/12			
that will provide maximum benefit to			
passengers with minimal disruption			
to the existing stakeholders.			

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We have proposed a rule that was published as -- Meera, I'm sorry, do you have to do a formal description of this? Okay.

We had proposed a rule back in October that would have had us license these apps. After considerable discussion among the Commissioners, I am not putting that rule forward for consideration today but rather putting forward a pilot program, a one-year pilot that will allow apps to get out there, get out to the market, allow customers to use them, allow drivers to use them, and allow us to collect data and information and feedback from all of those parties, passengers, taxi drivers, taxi owners and, importantly, car service livery and black car folks, drivers and owners

TLC Proceedings - 12/13/12

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as well. Because they are affected and they have a legitimate interest in participating in our process.

So the one-year pilot will allow apps. Though we've made some changes from what was originally proposed, apps will be limited to enabling passengers to hail taxis only that are within a reasonably close distance from the passenger, meaning a half mile in the Manhattan Central Business District, 59th Street and below 59th Street, and a mile and a half in the rest of New York City. We have made some changes to enable drivers to accept trips with a single touch so that it will be workable for folks. And we have required that payment be processed through the existing TPEP system.

Those are the three major changes, substantive changes to the rules of the pilot. We have also

TLC Proceedings - 12/13/12 26 2 required that the staff prepare 3 quarterly reports on the impact of 4 apps, both the benefits to 5 passengers and costs to passengers, 6 and the impact on the other 7 TLC-regulated sectors. So that as 8 the year proceeds, we can make a 9 decision whether to continue the 10 authorization for apps and make it 11 permanent, or to let it lapse or to 12 make changes. And I think, like with other pilot programs, I'm sure 13 we'll produce a wealth of 14 information and enable better 15 decision-making months down the road 16 when we revisit this than we can 17 18 today. 19 I'm thinking of the 20 accessible dispatch program. That 21 pilot, I think showed both that 22 accessible dispatch was doable and 23 has value but also showed that the 24 original method of providing that service had a lot of flaws, and we 25

1	TLC Proceedings - 12/13/12	27
2	corrected it, and today's program,	
3	permanent program works much better	
4	as a result.	
5	You know, I don't think	
6	we,ll I'll end my remarks so we can	
7	discuss it if necessary and then	
8	vote.	
9	But, you know, the short of	
10	it is we should not ignore	
11	technology that's out there. There	
12	are providers who are providing the	
13	service elsewhere in the country,	
14	elsewhere in the world. Companies	
15	like Uber, like Hailo, like iTaxi	
16	that are out there.	
17	In other words, this is not	
18	speculative, this is real today. We	
19	could look at other cities and see	
20	that passengers are using these	
21	products and benefiting from them.	
22	And when you have new technology	

that's available and can benefit

passengers, regulations shouldn't

stand in the way of allowing that

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TLC Proceedings - 12/13/12 29 2 share with my fellow Commissioners 3 how I'm arriving at my own vote. This was one of the more 4 5 intellectually challenging decisions that I've had to face on the 6 7 Commission. And because I think 8 it's controversial I'd like to 9 explain how the vote is important to 10 me and I'd like to do so. First I'd also like to say 11 12 that, as always, working with the staff at TLC has been an incredibly 13 14 rewarding experience. Deputy Commissioner Chhabra and his team 15 16 are probably the most finest or one of the most finest staff I have ever 17 worked with in my involvement in 18 19 government. So it's been especially 20 rewarding working with them and intellectually rewarding hearing 21 22 their presentation and the colloquy 23 back and forth. 24 But over a month ago we had 25 a hearing on the permanent rule.

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And it's no secret that I did not support that rule. It wasn't an easy decision to arrive at that and how I arrived at my decision to not support the rule as it was presented was as follows:

As I have done in the past, I look at the criteria that I'm supposed to look at as a Commissioner in determining my decision, and there I looked at Section 5204 of our rules. think it's important to highlight Section A4, which requires us to establish and enforce standards to ensure all licensees remain financially stable. Looking at that section and how this particular rule, when it was a rule, affects our licensees, particularly the black car and liveries, gave me cause to pause. We've heard a lot of tales from the industry about how their sector would be affected.

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Following from that I looked at the history, and I have come to learn that under the great Mayor Koch there were the instances where radios were in yellows and how passengers were having difficulty procuring a cab.

So although the burden is very high for me personally to vote against the proposition from the staff, I thought the burden was met in looking at our history, together with the possible troubling issues with Section 5204.

However, the pilot program is very different. The mandates of our pilot program scope under 5221 essentially states that the commission should encourage and provide innovation and experimentation in relation to type of design of matters of service, and such experimentation for limited purposes may depart from our

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With that said, I believe that a pilot program designed as it has been designed by the staff, and considered and deliberated on by this Commission, is the best and right way to proceed. It will allow us to be able to determine whether or not the effects of this program are beneficial to the taxi riders

1	TLC Proceedings - 12/13/12	34
2	and to the industry at large. And	
3	for that reason, I am voting in	
4	favor of the pilot program.	
5	THE CHAIR: Okay. Well,	
6	with that, then, I call for a vote	
7	on the proposed pilot program that	
8	is before us.	
9	Why don't we do again a show	
10	of hands. All in favor say aye.	
11	(Chorus of ayes with a show	
12	of hands.)	
13	MS. JOSHI: We have	
14	Commissioner Carone in favor;	
15	commissioner Gjonaj in favor;	
16	commissioner DeArcy; in favor	
17	Commissioner Yassky in favor;	
18	Commissioner Weinshall in favor;	
19	Commissioner Gonzalez in favor; and	
20	Commissioner Polanco in favor	
21	THE CHAIR: All opposed,	
22	please raise your hands, and then	
23	I'll call for abstentions.	
24	COMM. AROUT: Me.	
25	(Applause.)	

1	TLC Proceedings - 12/13/12	35
2	THE CHAIR: I don't know if	
3	that was for the delivery or the	
4	(Laughter.)	
5	THE CHAIR: But either way,	
6	I appreciate it. Thank you.	
7	COMM. AROUT: It seems that	
8	this particular Commissioner is	
9	against it. No, I'm not against it.	
10	But unfortunately in the last couple	
11	of days I have received more phone	
12	calls, and it's amazing my wife is	
13	still talking to me. And I was a	
14	little annoyed. I got most of this	
15	material just about this morning.	
16	And I feel, in good conscience, I	
17	cannot vote on something I haven't	
18	received within two or three days so	
19	I can look at it and read it. And I	
20	must abstain on this one. It's just	
21	my own personal feelings and nothing	
22	to do with the Commissioners. It's	
23	just good conscience.	
24	Thank you.	
25	THE CHAIR: Thank you.	

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like to abstain on this vote for the

COMM. MARINO: I would also

4 same reason that my colleague has

5 stated. I do want to just say that,

6 and also I agree with all these

7 statements here today; technology is

8 what it is and we have to keep up

9 with it. I have three gadgets in

front me. I'm all for technology.

11 But I just think New York is a very

12 unique city and we have a unique

transportation structure that is not

14 like other cities. And as far as us

being a leader, which there was some

16 discussion about at the last

17 hearing, I think part of being a

18 leader is to find what works for us

19 and works with our structure and all

of the different facets of our taxi

and livery structure in New York.

22 So that said, I will say one

other thing. The pilot program

sounds great. We can just change

our minds if it doesn't work, but

1	TLC Proceedings - 12/13/12 37		
2	like a marriage, a lot of things are		
3	a lot easier to get into than out		
4	of.		
5	(Laughter and applause.)		
6	THE CHAIR: One of the		
7	virtues of marriage.		
8	(Laughter.)		
9	THE CHAIR: So, well then,		
10	Meera, the motion is adopted?		
11	MS. JOSHI: So the vote		
12	tally is with seven in favor, the		
13	resolution to commence a pilot		
14	program for E-hail apps is adopted.		
15	(Applause.)		
16	THE CHAIR: Very good. Just		
17	make sure we have no further		
18	business.		
19	So this being our last		
20	meeting for the calendar year I just		
21	want to wish all of our licensees		
22	and friends a wonderful holiday		
23	season. I wish all taxicab		
24	passengers a Happy New Year. That		
25	is my comment for the day.		

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                     And so with that, the
            meeting is adjourned.
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                   (Time noted: 11:15 a.m.)
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1	39			
2	CERTIFICATE			
3				
4	STATE OF NEW YORK ) ) SS:			
5	COUNTY OF ORANGE )			
6				
7	I, KARI L. REED, a Registered			
8	professional Reporter (Stenotype) and Notary			
9	Public with and for the State of New York			
10	hereby certify:			
11	I reported the proceedings in the			
12	within-entitled matter and that the within			
13	3 transcript is a true record of such			
14	proceedings to the best of my ability.			
15	I further certify that I am not			
16	related, by blood or marriage, to any of the			
17	parties in this matter and that I am in no			
18	way interested in the outcome of this matter			
19	IN WITNESS WHEREOF, I have hereunto			
20	set my hand this 18th day of december, 2012.			
21				
22				
23	KARI L. REED, RPR			
24				

	31 [1] 31:1	accessible [2] 26:20,22
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