



STATE OF NEVADA
DEPARTMENT OF BUSINESS AND INDUSTRY
TAXICAB AUTHORITY

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BEFORE THE STATE OF NEVADA TAXICAB AUTHORITY
BOARD MEETING AND PUBLIC HEARING MINUTES

May 27, 2014

The Board Meeting and Public Hearing of the State of Nevada Taxicab Authority was held on Tuesday, May 27th, 2014. The meeting was held at the Taxicab Authority at 1785 E. Sahara Avenue, Suite 200, Las Vegas, Nevada 89104. The meeting began at 9:33 A.M.

Present were: Chairman Ileana Drobkin, Member Josh Miller, Member Dennis Nolan and Member Dean Collins. Others present: Charles D. Harvey, Administrator; Legal Counsel, Ryan Sunga, Deputy Attorney General; Ruben Aquino, Chief Investigator; Christine Guerci-Nyhus, Deputy Attorney General and Recording Secretary, Barbara A. Webb. Absent: Member Joseph Hardy.

1. Call to Order –

Chair Drobkin called the meeting to order at 9:33 AM.

2. Pledge of Allegiance to the Flag

Pledge of Allegiance to the Flag was led by Member Josh Miller.

3. Compliance with Open Meeting Law

Administrator Charles Harvey stated that we are in compliance with the Open Meeting Law.

4. Public Comment

Alfredo Sarbanes spoke regarding long hauling stating that averages were lower a few months ago. Now that investigators are ticketing drivers who can't prove the passenger said it was okay to take the tunnel and it's the drivers that are being pressured by the companies they work for. He feels the companies should be punished for pressuring drivers not the drivers. He went on to comment about too many cabs on the road and the lack of enough staging areas.

Chair Drobkin stated that they are working on the staging infrastructure with the properties.

Bill Thomas, Checker Cab driver, stated that things will get worse with more cabs on the road. He said that 80% of the drivers are making less than \$10 a day. He asked the board to take that into account as drivers cannot make a living with so many cabs on the road.

Chair Drobkin said the Board is working on trying to help with more staging.

Public Comment was closed.

* 5. Approval of the April 30th, 2014 Board Meeting Minutes.

The April 30th Board Meeting Minutes were not available at this time. They will be ready for approval at the June 24th Board Meeting.

6. Discussion with Maria Soto, Traffic Manager for LVCVA, regarding recent taxicab service.

Maria Soto stated that during the Coverings Show 04/29 through 05/02, they faced some challenges with cab service which was mostly due to it being a fight weekend and Motor Cross at Sam Boyd. She said there were over 200 people in line at show break and not enough cabs. TA as well as company road supervisors were on property redirecting traffic to the Renaissance Hotel which helped.

National Hardware Show from 05/06 through 05/08 took up the complete facility and was a very busy show for cabs. There was always a line, but it moved quickly with never more than a 20 minute wait. Over the 3 day period, there were over 11,000 cab rides.

International Council of Shopping Centers – 05/18 through 05/20 – there were a lot of challenges with this show as there were 10 – 30 minute wait times. It is high end commercial demographic, attendees on expense accounts who prefer limos so they can do business while traveling from each point. She commented that even though their attendance was only 32,000 to 35,000 attendees, their catering bill equaled CES. Over this 3-day period, there were 18,000 cab rides.

Cashman Center ball games – she stated that they are having trouble getting cabs for attendees after the games. She said she emailed the 51s Schedule in hopes it would help. She said there's a 40-50 minute wait for a cab after a game.

She thanked the road supervisors from YCS and Frias for their help at LVCVA.

7. Discussion with Freddie Kirtley, Assistant Director, Landside Operations, McCarran International Airport.

Chris Anderson spoke on behalf of Ms. Kirtley stating that there were 360,000 trips out of the airport; 14,000 last Friday. He said it was their busiest month and cab service was very good.

8. Discussion with Larry Montoya, Security Manager, Sands Expo, regarding recent taxicab service.

Mr. Montoya did not attend.

9. Discussion and presentation regarding the Electric Daisy Carnival 2014 by Michael Bates of Insomniac and Rick Nogues from Las Vegas Metropolitan Police Department regarding planned Las Vegas Motor Speedway taxi routes and Speedway taxicab lot which is being held from Friday, June 20th through Sunday, June 22nd, dusk 'til dawn.

Michael Bates of Insomniac and Rick Nogues of LVMPD spoke on behalf of the routes that will be taken to Las Vegas Motor Speedway for EDC and what lots are available for cabs and public parking. Information will be sent to the companies with maps. Mr. Bates stated that there will be 130,000 attendees this year. Cabs and buses will be given access through Nellis Air Force Base; the taxi lot is the same as last year at the south side of the speedway, the red lot only, for drop off and pick up. He stated that Metro and NDOT were involved in the traffic plan. He stated that Nellis Air Force Base is a little nervous because last year cabs were speeding and passing buses and this is not allowed as well



as stopping is not allowed. He is asking that pedestrians should not be dropped off on Craig Road and LV Boulevard to walk to the Speedway as Metro will be watching. After the event, Nellis route is to be used. He said that taxis are a very important part of this event.

Member Collins asked if it the same plan as last year and Mr. Bates said yes and it worked well. He said it is a key safety issue if people are walking up the boulevard. He stated that there will be EDC shuttles from downtown to different parts of the speedway running from 6:00 AM to 6:00 PM.

Rick Nogues, Metro, commented that Metro is the primary planner with regard to cabs going through NAFB. He commented also on cabs passing buses stating that Metro will be there and cabs need to respect the fact that NAFB is allowing this and they must respect where they are. He said he is available if anyone has any questions and can be reached at 702-828-3442.

John Hickman asked if there were any speed limits through Nellis and Mr. Bates said there are check points. Rick Nogues said there is a huge rush at 5:30 AM because the DJs end at 5:00 AM so cabs need to be there between 4:00 AM and 5:00 AM.

Joel Willden of YCS said it is worse getting cabs there than leaving.

Rick Nogues stated that there are 45,000 in shuttles and only 2 routes and that's all the routes they can get is what they have. There are designated lanes, lanes 1 and 2, and the northbound lanes are available.

Joel Willden said the problem also is that the private cars and shuttles are shuttled out before cabs are. Mr. Bates said he would look into that.

Chair Drobkin thanked them for their presentation.

10. Discussion and Possible Decision regarding a revision of NAC 706.486 which would require that a Passenger Bill of Rights be placed in all Clark County taxicabs.

This item was continued to the June 24th Meeting.

11. Discussion regarding Long Haul Roundtable meeting held at The Venetian Hotel on April 22, 2014.

Chair Drobkin spoke on the Roundtable that was held at the Venetian Hotel that included Administrator Harvey, DAG Ryan Sunga, herself, representatives from McCarran Airport and LVCVA, as well as representatives from all the cab companies. Chair Drobkin asked that someone speak on it.

Jonathan Schwartz of YCS stated that it was a very productive Roundtable which primarily addressed the Passenger Bill of Rights. He stated that some cabs have them, but many do not and feels that is something that should be in all cabs. LVCVA provided tour group information. It was suggested that there be an Ambassador in the taxi line at the airport to hand out the fare information to tourists. He stated that regard to taxis using the tunnel, YCS has a policy not to use the tunnel during certain hours.

Cheryl Knapp of Whittlesea Blue/Henderson Taxi stated that the actual policy regarding tunnel use was presented at the Roundtable and their policy is working to the point of them terminating a 4-year driver for violation. ITPE Union supports that policy. Ruthie Jones, ITPEU, thanked Administrator Harvey and his staff for having the lines of communication open more than any other Administrator. She and Cheryl Knapp talked about the information on long hauling that is given to them by Management Analyst Annette



Watson. Ms. Knapp stated that when she receives the list, she pulls the driver's file and if it is a 3rd violation, the driver is terminated.

John Hickman of Frias stated that regarding the signage at the airport cabstands and pits that he has spoken with Harry Waters and they have been very helpful. He spoke on his companies policies regarding tunnel use during certain hours - he agrees that it should not be used all hours. Frias has adopted a policy regarding the times that the tunnel can be used and so far it is working.

George Balaban of Desert Cab commented that there are so many things posted in the cabs already that there is no place to put the Passenger Bill of Rights. He feels it is a waste and that it is overwhelming for tourists. He said the concept is good, but doesn't feel it'll work. Maybe in cab lines or the pits would be better. With regard to the long haul database that he gets, he does the same as Cheryl; he evaluates the driver for disciplinary action. With this list and the fact that drivers are being approached by their company, they will eventually get the point as to why no one will hire them. With regard to the use of the tunnel, he said it is a struggle to enforce the non-use of it. He agreed there are times that there is no need to use the tunnel.

The Chair stated that it is working for Whittlesea. George Balaban stated that it'll help with the airport getting involved. He said word is getting out, but cannot monitor all rides, hoping customers make reports. He felt the Roundtable was a great idea.

Ruthie Jones of ITPE Union agreed that the Roundtable was very informative. She said there should be some way the drivers are protected if the customer does agree to the longer route and then files a complaint. She said that during court, there should be a form for the driver stating the route.

Chief Aquino that there are so many scenarios and so many different stories that it is sometimes hard to process. Drivers are told that we have due process and they present their case to the hearing officer. He said he cannot give Ruthie any straight answers because every case is different. The officers listen to everyone before making a decision. There are rate sheets in the office, have the passenger initial it, turn their camera on.

Sam Moffett of ITPE Union stated that drivers are getting tickets for taking Frank Sinatra Drive during high volume traffic and he doesn't understand why it is long hauling. The Chair agrees with him but the change regarding the tunnel has to be done by changing the NRS. He asked if anything has been done regarding signage at the airport that was discussed at the Roundtable. Cheryl Knapp stated that the companies are working the Harry Waters to facilitate the signs.

Jamie Pino of Nellis agrees with George Balaban. He is also happy to receive the long haul emails every month.

12. Administrator Harvey stated that the Roundtable was very productive. The TA has implemented a lot of different strategies over the years to try to deter long hauling, but we recognize that we cannot do it alone. Having this dialogue with the industry and their assistance and participation in resolving this issue has been productive.

Steps that the TA has recently taken –

- Creation of a Long Hauler Database which is posted on the website.
- Distribution of a monthly list of long haulers to each company after cases have been adjudicated.



- Increased enforcement effort over the last four months. More than 500 long haul citations written through April 2014.
- Approximate rate signage at McCarran Airport. The TA supports adding additional signage at the airport taxi pit for the drivers to see and adding signage in the baggage claim areas for passengers.
- Issuance of a request for Information to adopt a real time tracking system. The RFI closed this month and several submissions were received. The TA is reviewing the submissions and plans to bring in the vendors for demonstrations.
- Airport Ambassador Program. The Ambassador Program was the brainchild of Chief Aquino and his staff so they deserve the credit. The TA had the presence at the airport in the past. The Airport Control Officers were brought back to the TA several years ago, and we realize that we lost the ability to have an impact on the customers when they arrived and departed. To compensate, we've periodically set up details at the airport, but is not the sustained presence like we had in the past. Chief Aquino and I had some discussion about how we could get that presence back and take it a step further – having someone to actually meet with passengers when they arrive and not only provide them with appropriate rate information also be an ambassador of courtesy on behalf of the State and the City. Chief Aquino and his staff came up with a program that would utilize a volunteer force of sworn/non-sworn personnel working with the TA, because we don't have the resources to staff the program on a daily basis.
- The primary focus at this time is the relocation of the Taxicab Authority to our new facility. Chief Aquino will share more information on the Ambassador Program.

Chief Aquino talked about the civilian volunteers stating that the Henderson Police Department has civilian employees that play a vital role in information regarding recruitments. He said a Policy and Procedure has already been written and he is getting a staff member to start recruitment with Henderson Police Department. After the last week in June, it will be implemented.

With no further comments regarding the Roundtable and no questions from the Board, the Chair continued to the staff report.

Administrator Harvey informed everyone that relocation information was sent out on May 15th. He said that the next board meeting will be at the new facility. He offered a tour of the facility to anyone that was interested.

Chair Drobkin thanked Mr. Harvey for all his hard work over the last 3 years to make this move. Mr. Harvey thanked Deputy Administrator Jennifer DeRose for all her hard work as well.

Administrator Harvey presented the Board with stats of what was going on at the Taxicab Authority. Chief Aquino also talked about stats on the investigative unit. Here is the breakdown –

Activities - 1520 events – 459 citations – 185 were for long hauling
Traffic Stops – 217 only relating to long hauling
Over 500 citations this quarter

He said that no matter how many long haul tickets are written, it won't stop it, but drivers' patterns will change, with the companies being made aware of who is long hauling and their information on the tunnel, eventually it may help. He commented that graveyard shift reports a decrease, but they still watch the tunnel between 12 AM and 6 AM seeing a substantial decrease through the tunnel. He said all shifts are reporting a reduction in long hauling for May meaning drivers are taking other routes. He said that Investigator Rivers was part of the Special Investigations Unit for April.



Investigator Rivers reported that the Special Investigations Unit in May did several undercover investigations which resulted in 15 citations of which 6 were for long hauling, 3 for refusal of rides.

He said still working undercover for May. He said with First Friday downtown, there are a lot of refusals regarding short rides. His investigators are being proactive on that situation. His bike patrol for April was only on Friday and Saturday. They had 64 calls of service; 44 citations written of which 11 were for long hauling.

He said they had a report of a robbery, but it was a failure to pay. The bike patrol has been out more during the week and he and his partner plan to do more undercover.

Chair asked if they caught the person who didn't pay and Chris said being on bikes, they can't travel as fast and the suspect was not caught.

With there being no further questions, the Chair thanked Chief Aquino and Investigator Rivers.

Kelly Kuzik spoke on the Monthly Stats. He stated that all the companies had their Annual Reports filed by deadline. He said that EDC medallions will be distributed on June 19th. He said he will be auditing Deluxe and Annette Watson will be auditing Desert after that.

13. Report of Legal Counsel – DAG Ryan Sunga had nothing to report.

14. Public Comment – there was not Public Comment.

*15. Adjournment

Motion:	To adjourn
By:	Member Miller
Seconded:	Member Nolan
Vote:	Passed unanimously

Meeting was adjourned at 10:51 A.M.

Respectfully submitted by:

Barbara A. Webb 06-13-14
Barbara A. Webb, Recording Secretary Date

Approved by:

Ileana Drobkin 06-26-14
Ileana Drobkin, Chairman Date

Charles D. Harvey 6-19-14
Charles D. Harvey, Administrator Date

