

# NEVADA TAXICAB AUTHORITY

Department of Business and Industry

Brian Sandoval, Governor  
C.J. Manthe Director  
Scott Whittemore, Administrator



Stan Olsen, Chairman  
Bruce Aguilera, Vice Chairman  
Roger C. Thompson PhD, Member  
Richard David Groover Member

## Board Meeting Minutes Thursday, July 26, 2018

**Meeting Location:** Grant Sawyer State Building  
555 E. Washington St., Suite 4500  
Las Vegas, NV 89101

### 1. Call to Order

Chairman Stan Olsen called the meeting to order at 9:00 a.m.

#### Board Members Present

Chairman Stan Olsen  
Member Bruce Aguilera  
Member Roger Thompson  
Member Richard David Groover

### 2. Pledge of Allegiance to the Flag.

Chief Aquino led the Pledge of Allegiance to the Flag.

### 3. Compliance with Open Meeting Law

Administrator Whittemore stated the meeting was in compliance with the Open Meeting Law.

### 4. Public Comment

A discussion on the Product Overview handout on Curb between Chairman Olsen, Vice Chairman Aguilera, Member Thompson, Administrator Whittemore and Athan Rebelas, Business & Sales Manager for Curb Mobility.

#### Curb: Overview of Handout:

- *Curb is a major vendor for taxi service in Las Vegas. Desert and Deluxe Cabs are not included in the service as they didn't choose the service.*
- *Las Vegas Clients requested Curb come out to give an overview in regards to Item 5.*
- *Curb has been operating in NYC, Chicago, Los Angeles, and San Francisco along with other cities.*



- *Payments can be via cash or a card thru the app, which includes a \$3 fee. You can also pay for a cab thru the app even if the cab wasn't hailed thru the app.*
- *Items seen thru the app: vehicles approaching, vehicles on maps, driver ID's, previous trips and being able to rate the driver.*
- *With Curb E-hail, a ride can be booked in advance, immediately, with a regular cab or a handicap vehicle.*
- *Uber and Lyft market itself as a ride business. Curb is a tool a cab company can use and it's up to the cab company to market.*
- *Athan Rebelas will be present at the next Board Meeting.*

### **Deluxe**

A discussion on the Curb between Chairman Olsen, Vice Chairman Aguilera, Member Thompson, Administrator Whittemore and Richard Flaven, President of Deluxe Cabs, Mario Locascio and Manager at Deluxe Cabs.

- *Mr. Flaven stated he is against using the Curb app. Deluxe has an app called "Deluxe Taxicab", which can do all the things that Curb can do. I own the system. Reason choose not to use Curb is because Curb charge \$2 for every ride. In the past the cabs were told cameras were to be installed in all the cabs and to use a certain camera. The camera's started to break down and then it was hard to get the parts. If we all use the Curb system and he doesn't have a part if it breaks down, all of ours go down. How many times has the Curb system been down or a part needed and it's not available. Deluxe app system has never been down. You can check thru meter seals. Who does the repair when curb is down? Who is doing the maintenance? If they go down, I will sue. What are cabs supposed to do while they are waiting for a part? My meters are the same. Difference is, I bought my in 1980 and they are all paid for. I want to keep my system. I will do a demonstration if wanted. We haven't had any complaints and check my meter seals. If a meter goes bad, we remove and replace it and the cab keeps moving.*
- *Mario Locascio stated Deluxe was the smallest company long ago. We were the first company with Veriphone on the credit cards. Technology always goes bad. The Deluxe app can do everything Curb can. Our system is a CMT- Vector smart meter.*

## **5. Board Meeting Minutes**

Motion to approve the June 21, 2018 Board Meeting Minutes

By: Vice Chairman Aguilera

Second: Member Groover

Vote: Passed unanimously

6. **Remote access and electronic monitoring in Taxicabs.**

**Intervener: Frias**

A discussion between Chairman Olsen, Vice Chairman Aguilera, Member Thompson, Administrator Whittemore and Andrew Morton at Frias Transportation was discussed regarding Meters.

*Mr. Morton stated Frias cabs right now have remote access in specific ways. GPS is tracked thru the credit card machine and there are no smart meters up and running, although Frias does own their hard meters.*

*Frias is looking at different companies for new equipment that is being evaluated. The goal is for all vehicles to have remote access. It is a substantial investment that will have a cost savings. There are multiple pieces that go into the new equipment. Frias should make a decision in the next couple weeks. Implementation time will depend if Frias scales it or does the whole fleet at one time. We are figuring around 2-3 months, as there is equipment set up, software set up and training. The new equipment will have video/audio recordings that will go directly to the company. The driver would have to request the recording. The Taxicab Authority will have the ability to access the equipment in the field or from a desk top. Trip sheets will be able to be reviewed, seeing the route the driver took the passenger. There is no cost with having the Taxicab Authority having Access. Recently meters were shown to the Administrator Whittemore for his team to test.*

**Intervener: YCS**

A discussion between Chairman Olsen, Vice Chairman Aguilera, Member Groover, Member Thompson, Administrator Whittemore, Marc Gordon- General Counsel and Kimberly Maxson-Rushton - LOA was discussed regarding Meters.

*Ms. Rushton thanked the Board for allowing the opportunity for the companies to come forward and share their systems. She noted that the Northern NTA allowed their companies to present their systems which helped in the minor tweaks that were needed for the systems.*

*Benefits for the passenger of these systems are to insure the public has quick access to cabs, along with real time information to the Taxicab Authority. When the presentation was done in the north at the NTA, they discussed how things were stored on the cloud and for a longer period of time. The Taxicab Authority would have that real time access to make sure regulations are being followed.*

*A Universal Dispatch system would be put in place. Dispatchers would send a ride request to a cab driver. The request would be sent a couple times. When the driver doesn't respond, dispatch would call the company to advise that the driver isn't responding. When a driver doesn't respond to a call the company currently will have counseling sessions and possible termination.*

*We are open to discussing technology available.*

*\*\*In previous meeting when a cab did not respond to a call, there was discipline and retraining put into place for prevention.*

*\*\*It was suggested that a cab be at the next meeting for display and to show how the meters work.*

**Intervener: ITPEU**

A discussion between Chairman Olsen and Nati Kahasay – IPEU was discussed regarding Meters.

*Mr. Kahasay stated their primary concern was for privacy. They are investigating that and had nothing else to add.*

*Deluxe*

*Mr. Flaven noted that on their system they have 3 monitors. 1<sup>st</sup> is for incoming calls. 2<sup>nd</sup> is available cabs and the 3<sup>rd</sup> is cars that did rides. Ours is a different design and totally monitored. We can look at one of our monitors and say how far out the cab is. We have our own server at Deluxe. If a call is dispatched to a driver and they refuse, they get a warning and go off books. If they refuse a 2<sup>nd</sup> time, the meter will lock up and the driver ends up calling us. When you use our app the ride request doesn't go thru dispatch, it's just go thru our system. We have advertising everywhere for our app.*

*Mario Locascio stated he pulled up to the Harley Davidson open stand. He took a ride and the passenger stated, "Wow, I just pushed that button 3 seconds ago." I didn't know I took some other drivers ride with Curb. There is no way of knowing.*

*A-Cab*

*Mr. Jay Nady stated that they started leasing cabs to drivers as "Individual Contractors." With the drivers being individual contractors he could not tell them what to do. He just lost a 1.5 million law suit and is a little gun shy. Mr. Nady didn't feel the drivers think they can drive around doing what they want. Finding control of them though is difficult. Once they become an individual contractor they are no longer an employee where we can dictate how they should dress.*

*Chairman Olsen stated that information is incorrect per NRS statute. The NRS statutes are very clear. These lease drivers are in your "cab" with your "markings" on them. He stated that leasing can be pulled back if control cannot be maintained. The INDUSTRY will talk to and enforce these drivers to follow the NRS.*

*Member Groover stated he did not want leased drivers driving around thinking they do not have to follow the same regulations' as the other drivers. They cannot step around the regulation and do as they want.*

*Mr. Nady noted that a Universal Dispatch would be the solution. If a call is dispatched and the closest cab (any company) would be the one to take the call. I requested and was declined ownership to join and unit with the other cab companies. There is no cooperation between the companies. We are competing and do not trust each other. There was discussion about joining forces with the smaller companies. Most of the leased cabs take calls on the strip only. Federal law is different and that is what I was sued thru. So this scares me. More than ½ of my cabs right now are leased. Our company would be broke if not for leasing.*

*Administrator Whittemore noted that we are getting off topic. NRS 706.557(1)f states that Independent Contractors that violate the regulations will breach the lease agreement. NRS 706.557(3) states the if the Certificate Holder cannot control the leased driver, then they can receive the same violation as the driver.*



*If a driver that is habitually a violator and has breached a lease agreement – then termination should be looked at.*

*Chairman Olsen recommended this topic be tabled for another meeting. He would like it noted that he would like to see a grid format of the differences between the systems.*

## **7. Staff Report**

### **a. Administrator's Report**

- First 30 days

*I spent the first 30 days introducing myself to the staff as well as the Industry. I am trying to take everything in like a sponge with fresh eyes.*

*I started on the front lines visiting a few shops: Nellis, Western, Lucky, Frias and YCS. The goal is to visit every shop and do that every so often. You can't do this job from 50,000 feet. There is too much happening on the front lines.*

*I spent some time talking to mechanics, shop managers and drivers. Looking at existing processes and "why" they are being done that way.*

*We need to look at how we are allocating our resources. Currently outside of the technology fee, we have more expenses than we do revenues. We are sharing in the same boat with the Industry with trips being down. Budgetary pressure is on the agency and we've had some vacancies. First goal is to re-establish the stability as we've been under strain and transition. We've seen a lot of Administrators and need to find the way to stabilize the Taxicab Authority. I believe there is already enough income coming from the Industry; we just need to find the right way to allocate the funds.*

*Everything is being analyzed. Why are we doing it? How are we doing it? How long have we been doing it? Do we need to do something different?*

- Safety

*We have 3 main areas: Licensing, Inspections and Enforcement – which leads to Safety of the riding public. The other two are Comfort and Convenience.*

*Currently Inspectors have to go out and inspect every vehicle involved in any type of incident. For the month of June there were 425 accidents. Out of those, 340 were bumper taps. A new email address is being created so that the shop supervisors are able to send in photographs so the vehicle can be cleared over the phone. All other incidents will have the inspector check the vehicle and doing a "VDR" vehicle damage report. Too much time is being spent on VDR's for minor bumps or no damage at all. It's a waste of time for the shop, the supervisors, the drivers and the inspectors.*

- Citations

*Previously the driver came in at a scheduled time. The driver can now come any time prior to their Pre Hearing Settlement Conference (previously known as Arraignments). A fee reduction is being done, along with making this more convenient to the driver as well to our office. We were spending \$300 to get a \$100 fine.*

*Before, if the driver didn't show up they were suspended immediately. We are now emailing the supervisors letting them know the driver didn't show. If the driver still comes in before 4 pm that day, they will be able to pay the fine and not be suspended.*



*We have had a great response from this with the Industry as well as the drivers. In the end we have more compliance, citations being paid and drivers not being suspended.*

- Enforcement

*We are out everyday doing our routine patrol, as we have been in the past.*

*The industry is spending money to update and modernize. The Taxicab Authority is working to modernize as well. Technology is being developed in the Industry on how they can connect with the consumers better. If I haven't been out at your facility, I will eventually make it out to meet everyone.*

**b. Chief Investigator's Report**

*The first 30 days with our new Administrator have been a positive fast pace. We are looking at all ways to modernize and update.*

- Enforcement

*There have been some challenges with our recruitment. Difficulties finding qualified candidates that can pass our background check.*

*Long Haul investigations continue. Drivers are learning to communicate with their passengers for prevention. 12 citations were written for June.*

*Impounds/Gypsy cab investigations are currently paused as new counsel at the Attorney General's Office is reviewing the process. This is being done with the NTA as well as the Taxicab Authority. Investigations will continue to proceed in the future after review has been completed.*

**c. Future Agenda Items**

- Visual Presentation of Kabit, iCabbi or Deluxe, traditional systems
- Dress Code
- Leasing – attorney opinion ready at next meeting.

**8. Report of Legal Counsel**

Deputy Attorney General Sophia Long had nothing to report.

**9. Public Comment**

*Mario Locascio, Deluxe Cabs, noted the great news from the Administrator regarding the inspections on the vehicle with bumper taps. In regards to the systems, Deluxe systems can do the same thing as Curb. There were concerns regarding Independent Contractors (leases) not following the same regulations. Administrator Whittemore reassured that ALL drivers will be following the same regulations. As far as doorman at Casinos, we have no authority over what they do.*

**10. Adjournment (Action)**

All in favor of adjournment – Motion passes

