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STATE OF NEVADA
NEVADA TAXICAB AUTHORITY
DEPARTMENT OF BUSINESS AND INDUSTRY

Thursday, February 20, 2020

9:30 AM

OLSEN: We'll call the meeting to order. If you'll stand for the Pledge, please.

[Pledge of Allegiance recited]

OLSEN: Please be seated. Okay, welcome everybody. Mr. Administrator, are we in compliance with the Open Meeting Law?

WHITTEMORE: Yes, Mr. Chairman. Good morning. We are. Just as a point of order, we always send a courtesy copy of the agenda to the industry as well as we make a posting. On the agenda it's listed where we post it. Because this was a meeting affecting rates, we published notice as well in the Las Vegas Review Journal. So, I'm confident that we are in compliance.

OLSEN: Okay. We're good. Moving on to Agenda Item 2, Public Comment. Anybody wishing to step forward on Public Comment, now is the time. Hi there. Please state your name, your address and limit your comments to about three minutes, if you could.

1 DUPREE: Good morning, Chairperson Olsen and
2 members.

3 OLSEN: Good morning.

4 DUPREE: My name is Aleta Dupree, 2900 El Camino
5 Avenue, Las Vegas, 225. Speaking on some miscellaneous items,
6 first of all about number 5, I think it is about time that we
7 have a commonsense zone regulation for travel around the
8 airport and the resort corridor. And I want our visitors and
9 residents alike to have a good experience in everything that
10 they do here.

11 And long-hauling and deviations, unfortunately, leave a
12 bitter pill with people, and I want people to come back to
13 this town. I'm looking forward to the conversation on this.
14 On other items, one I speak about disability coupons that are
15 issued by the State Department of Aging. I do not qualify for
16 them myself; therefore, I don't use them, but I know some who
17 do.

18 And a problem that happens out in the field is they'll
19 approach a taxi driver and state - be proactive and state in
20 the beginning that they have coupons, and the taxi driver
21 refuses to accept them or they may be on a trip, and when the
22 trip is ended and they present the taxi coupons, the taxi
23 driver refuses to accept them and there's a go-to back and
24 forth. And they've told me that the taxi coupons are
25 ultimately accepted.

1 But the thing is that if the law requires taxi coupons to
2 be taken, then that needs to be enforced. And if the law
3 gives drivers the discretion on whether to take aging taxi
4 coupons, then that needs to be noted publicly so people can
5 make the determination as to whether their driver will accept
6 those.

7 My last item is about debit card fees, the \$3 surcharge
8 that is imposed upon a taxi trip that involves electronic
9 payments. And banking laws are changing concerning the
10 surcharges of debit and credit cards, which has to do with
11 minimums and percentages and the like.

12 And also, I think really the only people who would be
13 amendable to paying such surcharge are people who are on
14 expense accounts using their own rewards cards; therefore,
15 their company is paying for it, so they pay more money and
16 they get airline miles and track points and things like that.
17 But for the rest of us, especially those who want to use our
18 cards, it leaves a bitter pill for people.

19 It's like the old saying, you either pay the fee in the
20 cab or you pay the ATM fee in the casino, you'll be damned if
21 you do; you'll be damned if you don't. So, I think it's
22 important for us to housekeep and tie these things together so
23 everybody can have a good experience on the road. Thank you.

24 OLSEN: Thank you, Mr. Dupree. Okay. Anybody
25 else, public comment?

1 SPEAKER: Mr. Chairman, may I ask a question?

2 OLSEN: No. We can't during public statement,
3 public comment. No, sorry. Okay, moving on to Agenda Item 3,
4 Approve the November 21 Meeting Minutes. Is there a motion?
5 Has anybody had a chance to read them? And then is there a
6 motion?

7 SPEAKER: So moved.

8 OLSEN: So, moved. Second?

9 SPEAKER: I'll second the motion.

10 OLSEN: We have a motion and a second. All in
11 favor, aye.

12 [ayes around]

13 OLSEN: Opposed? None. Seeing none, we'll go on
14 to -

15 SPEAKER: Chairman, before we get too far, does
16 Janine want us to announce ourselves every time we speak or -

17 WOHLERS: Just definitely anyone who's, you know, up
18 to speak. For you guys, I mean I think you're fine.

19 OLSEN: Okay. Thank you. Okay, Agenda Item 4,
20 Maria Soto presentation.

21 SPEAKER: I do not see her, sir.

22 OLSEN: Oh. Okay. We'll move on to Agenda Item
23 5, an amendment of the Zone Boundaries and Charges, Fees and
24 Rates to and from McCarren International Airport and Certain
25 Properties Within the Adjacent to the Las Vegas Strip

1 Corridor, Including the Requirement that Zone Boundaries be
2 Enforced and all Charges, Fees, Rates, be Charged and
3 Automatically Corrected According to Global Positioning
4 Systems. This is for Discussion and Possible Action.
5 Interested parties are Acab, Desert, Nellis and Yellow Checker
6 Star.

7 WITTEMORE: So, if I may, Mr. Chairman?

8 OLSEN: Yes.

9 WITTEMORE: Okay, so I will start briefly before we
10 turn it over to the interested parties to participate. As
11 part of my presentation here this morning I'm also joined by
12 Chris Bordonaro from Captyn, and I believe he might be joined
13 by a couple of folks from their team as well to give
14 testimony.

15 So, if we can just walk back in time just to reorient
16 everyone, especially for the Board. We began a series of
17 workshops back in June, and at those workshops was an
18 opportunity for the industry to come together and talk about a
19 way to address long-haul, a way to potentially think outside
20 the box. And one of the consensus items we came up with were
21 zones.

22 So, at the September 26th meeting, 2019, I presented this
23 presentation. I'm not going to go through it again, but I
24 think for good order and the testimony as to what we're going
25 to do today I just want to briefly walk through key takeaways.

1 So, Chris, is I can, just go ahead. We presented three
2 options. We ultimately decided on zones. Go ahead, Chris.
3 Like I said, we're going to go quick. But please, Board, stop
4 me if at any point.

5 This is an important slide I just want to go through real
6 quick. Under NRS 706.8816, what it allows for in that first
7 highlighted area is a method or system to indicate and
8 determine the passenger fare. The Board obviously has the
9 power to adjust, alter or change the rates, charges or fares
10 to the taxicab service. Again under 8836 it talks about a
11 method or system.

12 So again, what we've had traditionally always is a taxi
13 meter. What we are now talking about is a zone system and how
14 does the law allow for that when we deviate from a taxi meter.
15 And that's what we did at that meeting. Go ahead, Chris. So,
16 again, we have the arguments for a flat fare or zones were
17 presented. My chief argument is the certainly and
18 transparency that it provides. It reinforces that regulatory
19 uniform model, so everyone is on a level playing field.

20 For years we've heard about some drivers feeling like if
21 I don't long-haul, then I can't keep up with this guy next to
22 me, you know, driver complaints that I'm compelled to. And
23 what we tried to do was level the playing field and say no,
24 from the airport to the Strip and to the Strip back to the
25 airport, it's going to be these flat fare zones.

1 Again, what's the point of this is to eliminate long-
2 hauling. This was the chief argument that's been against the
3 taxis have been brought up. And something that this Board and
4 the industry has struggled with how to properly address this.
5 And we felt like zones was the way to go.

6 Again, this allows the drivers to use the most efficient
7 route. This is super important. There's multiple ways to go
8 from the airport to the Strip, whether it's the tunnel and 215
9 up to the 15 or whether it's through Paradise or Swenson,
10 right? There's different ways to get the passenger there.
11 And then again, hopefully, this is improving customer
12 satisfaction.

13 On this point, since we've implemented this, I think we
14 have received a total of four dissatisfied customers. We're
15 giving on the order of thousands of trips every single day
16 from the airport. Since this has begun, we received four.
17 The vast feedback that we've gotten, whether it's online,
18 whether it's through travel blogs, whether it's through
19 emails, whether it's through driver feedback, people are
20 responding to this very positively. They no longer have to
21 worry about what they're going to get charged.

22 Okay, go ahead, Chris. We'll keep going a little bit
23 faster through this. Keep going. We can go through. Keep
24 going, keep going, keep going. Right there. Take it, take it
25 to pause real quick. This is an important point. Let's just

1 remember, again. So, this was September of that month up
2 until that point, just a smattering of complaints that we got,
3 you know, 40's, 30's, again this is from the airport to the
4 Strip. These are charges that you can see were charged to
5 customers.

6 Go ahead. Go ahead. Go ahead. Go ahead. Go back to
7 that Market Snapshot real quick. So, 84 percent of trips that
8 originate at the airport go to the Strip; 41 percent of those
9 trips use the tunnel; 42 percent of those trips were more than
10 \$25, okay, and 23 percent of those trips were more than \$30.
11 And I want to pause just real quick at this point.

12 All of this data was provided through Kaptyn's data
13 system. This would not have been possible without their
14 assistance, without their data. They were incredibly
15 transparent. And again, the industry, the whole industry
16 deserves kudos because everybody came forward in a transparent
17 way to talk about these things.

18 But had we gone through this process of generating a
19 study and asking a third party to go out and look at the trip
20 volume and where's the heat map and what's the actual cost,
21 they would have had audit trip sheets, they would have - it
22 would have taken months, if not years. And I think that was
23 one of the hurdles we ran into.

24 This time around we short-circuited that. And the way we
25 short-circuited that was with actual data from the DT-5. We

1 used hundreds of thousands - I think even a million trips at
2 one point, total data that we looked at to come to the zone
3 pricing. So, that's a really important point is this was not
4 a guesstimate. These zone prices did not come up by chance.
5 It was based on true data.

6 All right, go ahead, Chris. What's the point and one of
7 the huge benefits? Traffic congestion. If we can go to the
8 next slide. So, we all know congestion is real. By opening
9 the tunnel and by telling drivers you can either take the
10 tunnel or you can take Paradise/Swenson, we open the grid.
11 This allows professional drivers to read the city. If they
12 know there is construction, they can take a different route.

13 They no longer have to worry about the passenger being
14 confused or upset or worried about TA saying hey, you've taken
15 a long route. Again, this is just about efficiency. Go
16 ahead, Chris. Just, we'll stop here again. Just as a quick
17 point as to rideshare, right? Rideshare was approved in 2015.
18 That number is close to where we are today.

19 Again, assuming that 75 percent operate in Clark County,
20 which is a low number in my mind, you come up with 29,000
21 TNCs, and assume every single one of those is driving for both
22 Uber and Lyft, okay? It's not an independent or, you know one
23 and one, but every single one, which we know they're not.
24 Many only drive for Uber; many only drive for Lyft. But just
25 assume for a moment that they are. That would generate

1 somewhere in the neighborhood of almost 15,000 TNC vehicles
2 against our industry.

3 Next slide, please, Chris. So, what are we talking
4 about, 4X? So, at one time, right we had taxis providing this
5 service, and now what have we done? Well look at the Strip,
6 right? You can see now it's taxi plus rideshare. It's led to
7 congestion. Go ahead, Chris. Go ahead. Next slide.

8 Well how has the industry responded? The industry has
9 responded by modernizing, by using applications, by upgrading
10 software and hardware, by going and creating new ways for
11 customer acquisition, whether it's through a kabit platform
12 where you can ride-hail through your phone, whether it's, you
13 know, the Kaptyn DT-5 system that allows, you know, a
14 centralized dispatch.

15 And all over the town right now there are buttons placed
16 throughout, especially heavily traveled areas, where you can
17 press a button and a taxi will come. It's sending out that
18 signal. It's not the traditional pickup the phone and ask a
19 taxi to come. So, clearly, the industry is responding. The
20 industry is saying how can we work better at customer
21 acquisition. Okay. Keep going ahead.

22 This was a point we made about, you know, but Uber and
23 Lyft are cheaper, you know. What are we doing to do; Uber and
24 Lyft are cheaper. We understand Uber and Lyft can create
25 cheaper pricing right now. We also understand that they are

1 doing price surging at peak times. But the bigger point was
2 we're not going to get bogged down in the discussion of how
3 much cheaper or can we race them to the bottom.

4 That's a very, very dangerous mindset because we're
5 racing against huge sums of Silicon Valley investor money,
6 worldwide money, that they're currently losing billions. And
7 to ask for our industry to drop down to those prices, the
8 response would be I think fairly academic. If it's \$15 on an
9 Uber and Lyft and a taxi matches it, the next day they're
10 going to post \$14, and then we get together and say now we're
11 \$14, and then they get together and say \$13. We're not going
12 to race to the bottom.

13 And so, what was the equilibrium for the industry to have
14 a fair number and the customer to have a fair number? Okay,
15 go ahead. That's my point is should we race taxis on ride -
16 or excuse me, should taxis race rideshare on price? And we
17 all came to that conclusion the answer is no.

18 So this is just a really important point. As we made the
19 arguments for a flat fare or zones, it creates a public
20 interest. The public interest requires, and that's an
21 important phrase we're going to come back to. Go ahead. So,
22 we eliminated the status quo; we couldn't stay there. Go
23 ahead, Chris. We eliminated one flat fare. Keep going.

24 So, this was one of - sorry, this was one of the
25 possibilities, one flat fare. Go ahead. Two and then the

1 next one, three. And this is where we ended up. So, \$19, \$23
2 and \$27. So, what we're here to talk about today, if I can,
3 for the Board's benefit, is this area here. Up Paradise in
4 this corridor, this is the Hard Rock to orient you. There's
5 several hotel properties, and what we all agreed was that this
6 was a pilot program, that it is a prototype, which a prototype
7 has to be constantly refined.

8 It's an iterative process. They're going to come back
9 with ideas. We're going to come back with ideas. It's going
10 to change. And so, what we're coming back with now is how do
11 we fill in that Paradise Corridor to make sense, and I think
12 all of you should have a map in front of you, and that gives
13 you an idea of what we're filling in today.

14 Okay, go ahead, Chris. We don't need the final
15 recommendation. And if you'll go to - this is just a final
16 snapshot. What value is the riding public getting for a flat
17 fare? The simple, certain transparent ride. You're getting a
18 professional driver. As we know on our side of the fence,
19 enhanced safety, FBI background checks on every single driver,
20 we run a local and state SCOPE background check on every
21 driver, and we inspect every vehicle.

22 We, the TA, the nexus is government inspection, no surge
23 pricing, and what we believe is this is sustainable. It's
24 sustainable for the industry, sustainable for the driver,
25 sustainable for the customer. But that was the point of a

1 regulated market was so that you did not have the deeper
2 pockets who can create that economic, you know, predation on
3 smaller pockets, okay?

4 So, if I can, Chris, will you just open up the Board
5 order. And thank you, Chris, for being my, you know, my Vanna
6 White. Not quite, right?

7 SPEAKER: Not even close.

8 [crosstalk]

9 WITTEMORE: Oh wow, I didn't mean to open it up for
10 cheap shots. So, Chris, if I can, will you go to Page 5 on
11 that first document? So, this was the Order that was issued.
12 Perfect right there. Thank you so much. So, in looking at
13 Section 10 there, "The Taxicab Authority is authorized to
14 modify the 'start date' of the three-zone pilot program, as
15 voted on September 26, 2019, and described in Exhibit 1, and
16 hereby does so from January 1 to December 20."

17 So, remember we had originally set up January 1 as a
18 three-day, and then we said - industry came to us and said,
19 again as part of this refining process, January 1 is a
20 terrible idea. That's New Years and then CES and so let's put
21 it out to December 20th and you call agreed with that. If I
22 can, Chris, if you will just go down to Page 8 on the - keep
23 scrolling. And you've going to have to scroll all the way
24 through just to Page 8. And Mr. Chairman, I'm almost done. I
25 apologize.

1 OLSEN: No, you're fine.

2 WITTEMORE: I do want to set the groundwork though.
3 It's important that we have evidence as part of these
4 decisions. Okay, Page 8, Chris.

5 BORDONARO: Oh, one more?

6 WITTEMORE: Are we there? Yeah, keep going. It's a
7 new - it's an exhibit. It's - yeah, the numbers are at the
8 bottom there, Chris. And this was your original Order, and I
9 just - I want to bring your attention to just a little bit of
10 language that as to what we're doing. Keep going, 7, 8,
11 perfect.

12 Okay, there at Section 6, "The rates, charges or fares of
13 all certificate holders within a county under the jurisdiction
14 of the Taxicab Authority must be uniform unless there is a
15 showing that the public interest requires otherwise." At the
16 September meeting we established that the public community
17 required a deviation from our standard meter. If the public
18 interest required a new way to address long-hauling, we had to
19 create zones. Okay.

20 Then again at 10 there, "Since a showing of the public
21 interest requires otherwise has been made with regard to
22 direct trips originating from specific resort hotel locations
23 going to McCarran International Airport and for direct trips
24 originating from McCarran International Airport and going to
25 the specified resort hotel locations, it is lawful for the

1 Taxicab Authority to deviate in this instance from uniform
2 rates, charges or fare for certificate holders in Clark
3 County."

4 So, this was the Order to be issued, okay. So, now what
5 are we talking about today? This is just an extension of
6 that. In the future I hope it would meet with the Board's
7 approval that I would not have to go through sort of finding
8 an evidentiary laying every time unless Counsel disagrees, but
9 just to understand, we've created this new framework and the
10 framework as to why we're doing it is "the public interest so
11 requires". That's what you all think, right?

12 So, as we discuss future amendments, I can easily go
13 through and put some of this evidence on the record. Counsel
14 is shaking his head at me. That's a good sign. So, but
15 again, it's your, Mr. Chairman, I'll defer to you, if it's -
16 if necessary.

17 OLSEN: Okay, we're fine.

18 WITTEMORE: Any questions as to where we started from
19 September 26th to December 20th to today, February 20th?

20 OLSEN: Questions?

21 WITTEMORE: Okay, so if we can, Chris, just the map.
22 So, again, what did we do here? We took the existing map,
23 zones 1, 2 and 3, and we've added - we filled in the Paradise
24 Corridor to capture those additional hotels. And what we have
25 done in the first instance was create what we thought was say

1 97 percent of all trips. I think, you know, a very high
2 percentage. But there are additional properties within the
3 Paradise Corridor that we did not capture, and certainly they
4 are convention-rich properties.

5 Add the Convention Center, I think that 1.4M square foot
6 expansion, there's going to be more and more business there,
7 so we just thought it tells the best story to the customer
8 that this is now what we believe is a really good fleshing out
9 of the full resort corridor. Okay? Any questions as to where
10 we are at?

11 And again, just as a reminder, this is not the TA show.
12 This is the industry show. They came together and said how
13 can we make this work? I cannot thank Andrew Meyers' team at
14 Kaptyn enough for the amount of work they've put in. They did
15 not send the TA a bill and say this is what it cost us to
16 generate these maps or generate Chris' time or Jim Morgan's
17 time. They just did this in the best interest of the
18 industry. The industry's time and every meeting came
19 together.

20 I do want to - Brent is not here, but I told him, and you
21 know, he said you don't need to say anything. I say that's -
22 I do need to say something. Brent and I have been pushing at
23 the airport to get signage. It was Mr. Bell who showed up in
24 person walking the airport around saying folks, in order for
25 this to work we need to put up signage; what do I need to do

1 to make this happen? So, I do want to give him a tremendous
2 amount of credit getting that signage up.

3 It was up the night of December 20th so that at midnight,
4 December 21 - or no, excuse me, December 20 that signage was
5 up. So, lots of people - and every single certificate holder
6 has participated. They have shown up to every workshop. This
7 has been I think some of the most consensus, congenial type
8 discussions.

9 I want to thank the industry. I think there was probably
10 one meeting where things got a little bit salty, and that's
11 cause Groover was there instead of the Chairman. They wanted
12 to put on a show, I don't know. But it was incredible and so
13 I think we've done something here that builds a lot of
14 consensus.

15 So with that, Chris, if I can turn it over to you to
16 explain how we got there. And again, Members of the Board, I
17 don't want to cut you off. Are there any questions for me
18 before I turn it over? Thank you so much.

19 OLSEN: Thanks.

20 BORDONARO: For the record, Chris Bordonaro, with
21 Kaptyn. I'd like to invite George Balaban with Desert or
22 Kaptyn to come up.

23 [crosstalk]

24 BALABAN: Good morning.

25

1 OLSEN: George, can you scoot down. I want you to
2 get closer to that mic. Thank you.

3 BALABAN: Good morning.

4 OLSEN: Good morning.

5 BALABAN: So, as the Administrator has stated, as we
6 said in the workshops, we realized that there were convention
7 basically hotels on the corridor, the Paradise Corridor, that
8 we want to try and include, and that was what we showed in
9 those boxes.

10 So, we went back with Chris and took the DT5 data for
11 trips or actual rides into those areas that were not yet part
12 of zones to find out what the actual rides cost to go into
13 those areas. And that is what one of these studies will show
14 is that we went in and ran these actual trips to come up with
15 the actual fares.

16 SPEAKER: I'm sorry, I can't - what - can you see
17 the date? What are the dates for this?

18 BALABAN: July through December.

19 SPEAKER: July 1, 2019.

20 BALABAN: So, we again, we, as you can see, the old
21 zones are the three zones basically to the left. We saw all
22 these hot spots which are the yellow and the red which is
23 actual rides that were being dropped off there. So, those
24 were the places that we said, okay, we need to go look and

25

1 actually grab some of those actual rides and see what those
2 average rides were.

3 And there was - I should probably start, yeah, yeah, as
4 we look outside of the current zones, the first thing we did
5 was do this map which shows you these hot spots, so each of
6 the hot spots we looked at and determined should we try to -
7 should we include that in a zone and can we include that in a
8 zone without getting to be too complicated?

9 Obviously, we don't want to zone the entire city and we
10 didn't want to create zones that were going to have a fourth
11 zone with a different rate. So, we were trying to just find
12 places that would fit in the three current zones to not
13 complicate matters.

14 So, one of the places that we saw was right around the
15 Westgate that was Turnberry Towers. So, this area again, we
16 went and ran the actual rides that were going into there and
17 this is what the average fare was, \$26.13. So, to us we
18 looked at that and thought that make sense that we could
19 include that in the \$27 zone, and that's what we're going to
20 propose. We add that because it's a place that people are
21 traveling to and it seems to fit right in with the \$27 zone.

22 So, that's kind of how we did each and every spot here.
23 If we move down this purple box here, this was hotels that
24 when the Administrator put out his list in the original zone
25 rates, there were some hotels that were on Paradise that we

1 included in the \$27 zone because that's kind of where they
2 were at. When we ran the fares into this area, we saw it was
3 considerably less than \$27, but we had already included them
4 in the \$27 before, so now we're proposing to take them out of
5 the \$27 and put them back into the \$23 zone.

6 And that is again, I think the Administrator stated that
7 of the complaints a couple of the complaints were about
8 conventioners who come here quite often, that stay in those
9 hotels and they were shocked that it was \$27 to go there now
10 because they had been going there for years and it
11 historically was not that price.

12 SPEAKER: That's correct.

13 BALABAN: And so, as we ran these numbers we saw
14 why, so we're going to be proposing that we actually take them
15 out of the \$27 zone and move them into a new zone. And if we
16 move down into here, we can highlight some of these spots if
17 Chris hits on a couple of them. And again, these are the
18 actual fares going into those zones.

19 The only thing that we've done to these fares is that we
20 added - these fares were all run before the airport raised
21 their fee 40 cents, so we took the average fares, the real
22 fares, and added 40 cents to every one of the averages because
23 that's what they would be now, if that makes any sense. So
24 these numbers that you're seeing are actually 40 cents over
25 what they were, okay?

1 So, again, this is what we did is we hit all these spots
2 and they're going to be all over the board, but they're - as
3 we hit them as you can see, \$19, \$18, \$21, \$23, a lot of
4 different numbers, but none of them are crazy. A couple that
5 were would be - this is down at the Bluegreen Resort on
6 Paradise. That's at \$14. Again, we didn't feel comfortable
7 putting that in any zones, so we had to leave it out. We
8 didn't want to create another zone cause that would complicate
9 matters.

10 WHITEMORE: And if I can, George, just to piggyback on
11 this, if you'll scroll just real quick, Chris, the one thing
12 to keep in mind as when you're looking in individual
13 locations, sometimes they're not telling, often, almost all of
14 them, they're not telling the complete picture. A zone by
15 definition, to the closest point, is going to be less than the
16 furthest point. And the way that we arrived at those numbers
17 was by creating an average of all of those locations.

18 So the one thing to keep in mind is if you're looking at
19 something that's by definition closer to the airport, when it
20 gets included in a zone, it's becoming part of an average,
21 just to give you more comfort when you're looking at these
22 things, right, that by definition, the Flamingo is closer than
23 the Stratosphere. Right?

24 And so, but we're creating an average there that tells
25 the full story. The Stratosphere is going to be more than

1 \$27. They're not making their money on that ride, but the
2 Flamingo is potentially less, and the way that the zone works
3 is that it's an average. And just keep in mind when you're
4 looking at one-offs.

5 BALABAN: So, the process was is to get all these
6 fares, and as we looked at all those fares we sat in the
7 workshop and tried to decide what zone would those fit into.
8 And once we choose what zones we thought that they would fit
9 into, then we were going to go back and run a study and take
10 those rides, along with the rides that were already in the
11 zone, average them all again, and see if that actually changed
12 what the zones had charged. And that was the process. So,
13 Chris, you have the -

14 BORDONARO: Yeah, so now what we're going to show is
15 basically the same study. Again, Chris Bordonaro, for the
16 record. We're going to show the same study we ran originally
17 with the three zones, but with our new proposed areas before
18 there were any flat rates. So, this is a study from January
19 to November of 2019 before the flat rates went into effect
20 with the new zone definitions.

21 BALABAN: Right, so this is all again - we had all
22 the rides when we came back here back in December, September,
23 to pick the zones. Now we've added these new blocks to them
24 and re-run it again to see if it would change the numbers
25 significantly. It shouldn't change them significantly because

1 they're not that many rides into these areas. The majority of
2 rides we already covered in the zones, but this is what this
3 study is going to show you, what the - including all the
4 rides, old zone and new zone, what the averages turn out to
5 be.

6 SPEAKER: And again, with the 40 cents added. And
7 if I can just to jump in, is the Board clear as to the 40
8 cents, that airport fee [inaudible]?

9 BALABAN: So, now that zone that we're charging \$27
10 to, the average ride into that zone costs the cab, the actual
11 fares that were run into that zone, the average with 40 cents
12 added to it is \$28.09. So it's a dollar more than what we're
13 charging. But that is just the rides into the zone. So,
14 while it looks like we're undercharging, the rides back we get
15 to charge \$27 and we don't have to pay the \$2.40.

16 So, that - there aren't as many rides going back as there
17 are rides into the zone. As you can see by this pie chart at
18 the bottom, it's 55 percent of the rides off the airport and
19 only 45 percent back, so it's not one for one, but we're
20 comfortable with the fact that we're not getting \$28 off the
21 airport. We're only getting \$27 cause we're going to make it
22 up on the returns even though it's not one per one.

23 So, when we saw this number of \$28, we didn't necessarily
24 like it, but we were comfortable enough that we can stick with
25 this. This is the middle zone where we're charging \$23 and as

1 you can see, it's again over; the average end of zone is
2 \$23.60, the median is less, but the average fare, real fares,
3 was \$23.60, again a little bit over, but we're going to make
4 it up on the return rides.

5 So, we were comfortable again, with all this data showing
6 that this zone rate was reasonable still, even with the new
7 zone, with the new hotels added into it. And then the bottom,
8 again there are your averages. \$20.34 and \$19.11 into Zone 1;
9 again, we're a little under, but once again we had the return
10 ride to do the makeup. So, we were happy to see that the data
11 - we included all of this stuff made sense.

12 It didn't - we didn't need to change any of the zone
13 rates, and we're comfortable with making up the difference on
14 the return rides so our proposal would be that that corridor
15 along Paradise, that we include as shown on the map into the
16 appropriate zones that we already had created. The other
17 thing - do we want to talk about the airport, the rental car
18 center?

19 SPEAKER: Go ahead.

20 BALABAN: Yeah, so it also came up that, and we
21 didn't think about this when we were discussing it back in
22 September, but it's come up and was brought up to us by
23 drivers that the airport rental car center, when you pull out
24 the rental car center you have to charge \$2.40. It's airport
25 property, so they're charged when we leave there.

1 So, the drivers were asking us well why - is that a zone?
2 Because it's airport property, wouldn't that be a zone, zone
3 drives just like the other ones. And we're like oh, we had
4 not included that.

5 So, we went back to Chris and had him run all the rides
6 again actual fares, from the rental car center into Zone 1,
7 into Zone 2 and into Zone 3, the actual rides that we did, to
8 see if there was anything dramatic because it is further away
9 from the Strip than the airport is, but not significantly, and
10 there's not that many rides from there to the corridor, but
11 there are rides.

12 And just to be consistent and to make it simpler for the
13 drivers and to explain to everybody, when we ran all those
14 actual rides it was not a significant enough difference that
15 we felt uncomfortable just including it. So, we lose a little
16 bit. It's a little bit more expensive, but not enough to make
17 a difference.

18 So, we're proposing that the rental car center be
19 considered just like the airport, so any rides out of the
20 rental car center into the zone is going to be on the zoned
21 rates and the return as well will be zoned. And I think that
22 was all threes.

23 SPEAKER: And if I can, just one point that I did
24 not bring up, the original intent, as you recall of the map,
25 was that we were creating boundaries, geographical boundaries.

1 When we started talking with the industry it became apparent
2 as to the implementation could not happen immediately as the
3 geographical boundaries.

4 Not all of the meters are capable of operating, enforcing
5 a geographical boundary or correcting, and in front of you as
6 to the agenda item you'll notice very specific language. The
7 first order I listed properties, and the reason I listed
8 properties was to cover the entire industry and get this
9 going, right, it's a prototype, it's iterative, this is just
10 the first step. But now we need to refine it.

11 But we discussed as a group, and what Stan and I had
12 conversations about was that this zone needs to be enforced
13 geographically. That was the intent and what the opportunity
14 now is is for you all to make sure that intent is understood
15 to the industry and when we're moving forward as to this
16 process, we expect it to be geographically enforced. That is
17 important for the following reason.

18 If I accidentally hit the wrong zone we do not want, and
19 accidentally enclose, we don't want a passenger to be charged
20 the wrong amount. To put this information in the back of a
21 cab would be very difficult visually. Think about the size of
22 a cab, think about people coming to Las Vegas. They're not
23 necessarily wanting to stare at a map and figure out - they
24 may not even know where the Bellagio is.

1 So what we originally came up with was a list. That way
2 they know if I'm at the Bellagio I can look, and I can figure
3 out my price. That was our first step. Our second step is we
4 want the meter to do 100 percent of this. We want the meter
5 to help the driver, help the passenger, and it's automatic, so
6 that if I accidentally hit Zone \$27 and I'm showing up at
7 Mandalay Bay that the Mandalay Bay customer in \$19 is not
8 being charged \$27.

9 And what we workshopped through consensus was there is a
10 way for the industry, everyone, whether you're using A meter
11 or B meter, can do this. Now what the industry has asked is
12 in order to implement the hardware - from a software
13 standpoint they're there. There's the hardware component.
14 You have to take out the old Centrodynes, the little black
15 boxes, and you have to upgrade that to something different,
16 okay?

17 I think there's representatives here from all of the
18 technology companies who can speak to that if you have
19 questions of them. But the idea that came up through the
20 workshops was everyone understands the geographical intent,
21 everyone - there's a benefit for everyone, and we're going to
22 get there, but they need some time on the hardware. And so,
23 what I would propose to the Board is that we have an effective
24 date and then we give a, you know -

25 SPEAKER: Grace period?

1 SPEAKER: Thank you, ma'am. A grace period for
2 certain operators to implement the hardware, whatever number
3 you think is appropriate. I think you might hear from some
4 today as to what they would feel would be appropriate. At the
5 meetings we came up with 90 days as a way to, again they've
6 got to order the hardware, they've got to install the
7 hardware, they've got to test the hardware.

8 So, but just as a reminder, the intent on this is to be
9 geographical. Now at some point we're going to have to come
10 up with a way - did we go off the recording, Janene?

11 WOHLERS: No, no, it's still going.

12 SPEAKER: Okay. I lost my train of thought, but
13 just the point being is we want this geographically based so
14 from my perspective the consensus was in the room we can do
15 it, we can do it, and it needs to be geographically based for
16 the customer and for the driver.

17 The one point I will bring up is that, you know, some
18 drivers, they're just not going to be as technologically
19 savvy, right, so we want to have the meter do as much as we
20 can. Thank you.

21 OLSEN: Thank you. Any questions? Okay, thank
22 you. Okay, I'm now going to listen in this order. I want to
23 hear from the interested parties, Acab, Desert, Nellis and
24 Yellow Checker Star. Acab is first.

25 NADY: I don't need to say anything.

1 OLSEN: Okay, well I want you to come up here
2 anyway, because I want it on the record if you're going to put
3 in as an interested party you got to come up and say something
4 or don't put yourself in.

5 NADY: All right. Well I think George covered
6 it. My name is Jay Nady, and I'm the owner of Acab Company.
7 How are you doing?

8 OLSEN: I'm good.

9 NADY: We met on this and like Scott said, the
10 Administrator, it was actually pretty congenial. Normally, we
11 will take our battle gear with us when we go to meet. This
12 time we left it home. The changes are I think what percent of
13 the total rides?

14 SPEAKER: Less than 1 percent.

15 NADY: Less than 1 percent. It's not a - we're
16 not - this isn't a big deal, and I think that we all agreed on
17 it. It's a pretty smart thing to do. Implementation is going
18 to be a chore, but I was surprised at the camaraderie that was
19 displayed there and I'm in favor of it.

20 OLSEN: Thank you, Mr. Nady.

21 NADY: Anything else?

22 OLSEN; Any questions of Mr. Nady here?

23 NADY: Thanks.

24 OLSEN: Thank you. Next, Desert Cab.

25

1 BALABAN: George Balaban for Desert Cab. We support
2 the proposal including these and we have the DT-5 meters, so
3 we have no issue with the geographic restrictions using GPS.
4 Thank you.

5 OLSEN: Thank you. Nellis? Welcome.

6 SPEAKER: [inaudible]

7 OLSEN: That's fine.

8 PINO: Good morning. My name is Jaime Pino with
9 Nellis Cab. And I don't have much to add to all the
10 presentations that you have heard. We are experiencing a big
11 change in our industry and we are all trying to comply. As
12 you heard before, some of us don't have a smart meter. This
13 is a process that we need to go through, and we need time.

14 This is a new project that started in December and I
15 think we need at least 90 days for the transition. We need to
16 remove the old meters, install the new software meters which
17 will be catching all this geographic coordinates, and it takes
18 time. Also takes money. We are willing to comply with all
19 this, but we need time, we need at least 90 days minimum. And
20 whatever has to be done, Mr. Rebelos with Curb can explain how
21 long does it take to remove and replace and rewire. Do you
22 want to take it?

23 REBELOS: Sure. Athan Rebelos, Curb Mobility, for
24 the record. So, yeah, we think this is a great project.
25 We're fully supportive of it and, of course, we're going to

1 support our clients. We're actually very excited about it.
2 But yeah, just to run through just sort of a logistics of what
3 they have in their cars today and what they will have in their
4 cars at the end of this project.

5 Today they have an older system. It's hardware based, not
6 software based, and that includes the Centrodyne taxi meter.
7 It includes a driver monitor called an N7. It includes a
8 printer, and it includes a credit card machine in the back
9 seat with a display. These products are all hardwired to the
10 car, so they - it - they - to remove these products there's a
11 wiring harness in the car that's running through the seats or
12 the ceiling top or under the carpet into the dashboard and
13 even into the engine compartment.

14 When we take these systems out of the car, that's
15 actually going to take two to three times as long as
16 installing the new system. The new system is super awesome.
17 It's literally a tablet, a Samsung tablet, that the driver
18 will have for their monitor, their device. The meter will
19 display on that tablet. Nellis already has that online in a
20 couple of cabs. There is a - and it's completely wireless
21 inside the car. You only need a power source.

22 So, the tablet is connected to power and then there is a
23 printer connected wirelessly to the tablet and the credit card
24 machine in the back with the monitor is also wirelessly
25 connected to the tablet. So, the installation is just about

1 placing the new hardware in the vehicle, but taking out that
2 old hardware is a chore because we can't just rip it out of
3 the cars, for a number of reasons.

4 One, you don't want to damage the vehicle because this
5 vehicle is going to go back into service. Two, as the
6 equipment is taken out of the car, it has to be inventoried,
7 packaged and shipped back to New York as a complete kit
8 because we charge them for that hardware. So, if they don't
9 send us back the complete kit so we can reuse it in another
10 market, we're going to charge them for that.

11 So, they have to be very careful and systematic about
12 removing this equipment. On top of that, the - so it's the
13 credit card machine that's in the back of the car will remain
14 the same machine, but that is going to be upgraded to be
15 wirelessly connected to the tablet. So, basically, we take
16 the wiring harness off of that machine, we put a new
17 application inside of it, and we add a wireless connector
18 module to that machine and put it back in the car, into that.

19 So once we install the new system in the car, that's very
20 simple in terms of the installation of the hardware, but then
21 they have to activate it, which doesn't take long, but then
22 there's a, you know, you need to test it and make sure that
23 car is working and then get it sealed, you know, formally by
24 the TA and then you put the car back into service.

1 So, that's a process that takes time, and realistically,
2 it probably could be done in less than 90 days, but if
3 something goes wrong, if one of their techs, for example,
4 calls off sick for a couple of days or someone has maternity
5 leave or anything could happen, and it would be a shame to
6 have to red line cars just because there was some glitch in
7 the sort of logistical process.

8 So, but as far as the software, it's ready. I mean it
9 works, it's there, it exists, it's a real thing, obviously.
10 So, but that's just why we're kind of pushing for a 90-day
11 window, just so there's breathing room.

12 SPEAKER: Mr. Chairman.

13 REBELOS: And if I could add just one more point
14 too. You know, for example, if they have 200 vehicles, this
15 is the equivalent to if you had 200 restaurants and you were
16 changing the point of sale system in each of those
17 restaurants, right? You can't just go in there in three weeks
18 and say hey, we're going to have our complete 200 stores
19 completely redone with the new point of sale system and have
20 everyone trained in knowing how to use it, right? You need to
21 have that space.

22 SPEAKER: Mr. Chairman, I do have a question and
23 maybe it's for the Administrator as well. During this 90-day
24 period, are we going to have two different fee systems while
25 they upgrade compared to the zone? How is that going to work?

1 SPEAKER: So, let me answer the question from a
2 regular standpoint. Every certificate holder, every driver,
3 is obligated to charge the zone amount. It is not
4 discretionary; it is not optional. The Order does not
5 contemplate currently what system you use. If the system is
6 down, you better have paper and it better be the right zone
7 amount.

8 If - so, to answer your question, I'm agnostic as to
9 whether or not they're on this system or this system. They
10 have to charge the three-zone price. It's on the driver and
11 on the certificate holder. So, are they going to be using two
12 systems over the next 90 days? My guess would be yes and as
13 soon as they install it and as soon as we can approve it, they
14 can go out on the road, and so hahalfve their fleet or part of
15 their fleet as they go or whatever it's going to be is going
16 to be using one system, right?

17 But why I'm comfortable here is that they're going from
18 one vendor, right, which is Curb, to the same vendor, which is
19 Curb, as their provider so that we're not talking about
20 necessarily a whole new system. And I just want to point out
21 how beneficial this is. This - to underline the point, there
22 is a Cab X proposition here, right, that they're having to
23 invest at a time when they're seeing fares decline. They're
24 having to invest in upgrade and modernization.

1 It's not an easy decision and so I'm sympathetic to the
2 idea that they're all, right, we're all reaching a point where
3 we're getting smart meters in this market, and I think the
4 industry has wanted to push this direction. I think the Board
5 has wanted to push them in this direction, and we're at that
6 point, how much, you know, flexibility do you want to give
7 them all to get there? I think that's the discussion, what's
8 fair?

9 OLSEN: Does that answer your question?

10 SPEAKER: That answers my question.

11 OLSEN: Okay, so I have a question then. I'd like
12 to know that from the taxi side there will be no delay in
13 getting their vehicles approved once they say we're ready,
14 come and do these vehicles because that would be unfair.

15 SPEAKER: Yeah, Mr. Chairman, we have an inspection
16 staff of five. That inspection staff is running seven days a
17 week. That inspection - the best way to utilize my staff and
18 I've put this on the record before, is communicate with the
19 Supervisor, John Justice [phonetic], and say JJ, here is what
20 we're working on. I've got five cars that I'm going to be
21 putting - wanting to put in service on Monday, so he can
22 schedule his people.

23 The rest of the industry is trying to put new cars in,
24 they're trying to upgrade their meters, is trying to get
25 annual inspections done, whatever may be a clear, you know,

1 cars with a 24-notice, the red-line, right? They're all of
2 these things are happening and so the more communication they
3 give, the better we will be.

4 As we look to the number of meters, other groups have
5 been upgrading, right. We do our utmost best to put them into
6 service the minute they have a car for us to look at. The one
7 thing to keep in mind is per the law and for the benefit of
8 everyone, we inspect that vehicle, we drive the vehicle, we
9 test the meter. It's run on a mile. So, it is not a "well it
10 looks good; off you go." There's a real inspection that needs
11 to take place.

12 But I'm comfortable committing to you and to the Board
13 that my staff will make this a priority when they are bringing
14 on new cars. But again, it's sensitive to these other owners
15 who say I've got cars that need to be put back into service or
16 I've got cars that I also want to put into service. So, we
17 just have to balance that.

18 OLSEN: Okay, so at our next meeting, if we - can
19 we get a report as to how many have come online with the new
20 system?

21 SPEAKER: Absolutely. I can update - I can update
22 this Board, absolutely, as to the number of vehicles that
23 we're putting into service and that they're bringing online,
24 absolutely, as we go.

25

1 OLSEN: Okay, and if the industry does have a
2 delay on the part of the TA, we'd like to know about that,
3 too.

4 DANTE: Okay, I'm Desiree Dante on behalf of Lucky
5 and Western Cab. I'm just here to add a little kink in the
6 net. We were originally on board for the 90-day window;
7 however, we've been made aware that due to production and
8 manufacturing issues in China, some items are not even
9 available for 120 days. So, six months minimum maybe, but we
10 were just made aware of that for some product.

11 OLSEN: You meant to say six months, maximum,
12 didn't you?

13 DANTE: Max, well -

14 OLSEN: Yeah, it must have been the Freudian slip.

15 DANTE: Well depending upon those delays it's kind
16 of out of our control, and originally, we were onboard with
17 the 90 days until -

18 OLSEN: So, you don't have a stockpile of
19 equipment or parts or stuff, I'm assuming.

20 SPEAKER: That's - actually Desiree makes an
21 interesting point. I really had not considered that.

22 OLSEN: Where did you get your information from?

23 SPEAKER: If I may sir, two different systems.

24 OLSEN: Ah, okay, good point. Okay, who's the
25 other one?

1 SPEAKER: Kaptyn.

2 OLSEN: Oh, it is Kaptyn.

3 SPEAKER: If I can, this is a very -

4 SPEAKER: We're negotiating with [inaudible].

5 SPEAKER: Got it.

6 SPEAKER: This is a fair point for the Board to
7 consider. We can be flexible in whatever direction you give
8 us but let's - we're going to come back. There's going to be
9 other meetings. And if we need to - I think we need to have
10 data. I think you all need to see what they're seeing, and it
11 needs to be real, but manufacturing in China is stopped. I
12 mean no one's getting new stuff. You're burning through
13 existing inventory, right? I think that's a fair assessment.

14 And so, no one knows what that's going to look like, so I
15 think it's a very fair point, but I do want to have a date
16 certain I would recommend, let me say that there. I would
17 recommend to the Board that we have a date certain now and
18 then if we need to adjust, we'll adjust. That way we're not
19 always looking at a moving ship.

20 OLSEN: Yeah, that's fair.

21 SPEAKER: Scott, can I ask a question?

22 SPEAKER: Yes, ma'am.

23 SPEAKER: So, the only difference between the old
24 meter and the new meter will be you're able to capture data
25 better, is that right? Because the zones will still be the

1 same hotels where - so the charges will be the same, but when
2 the turnover happens, then everyone will be on the same
3 playing field and we'll know - we'll be able to capture data
4 better. Is that a fair summary?

5 SPEAKER: Yes, ma'am. So, I think you've - there's
6 a lot of benefits and I think they could talk about it for a
7 long time. Athan is a good salesman for his system. You
8 know, Jim Morgan and the Kaptyn folks and Mike Morrison
9 [phonetic] are great salesmen for their system. There are a
10 ton of benefits as to being on a GPS upgraded smart meter,
11 right, rather than that Centrodyne.

12 Communication to the driver, all sorts of things that are
13 going on in real time that that old black box that we're used
14 to just doesn't do. But to answer your question as to the
15 zone. Yes, that's what we're trying to get to is a level
16 playing field that a driver cannot manipulate the zone and a
17 driver cannot accidentally charge the wrong zone. That is
18 just automatic is where we're trying to get to.

19 And that is certainly the goal. If for some reason
20 that's not happening, I will update the Board, hey this wasn't
21 - this is not being delivered as sold, that they're not
22 automatically changing or whatever it may be.

23 SPEAKER: Okay.

24 OLSEN: Any other questions? Mr. Thomas?

25

1 THOMAS: Well I guess I'm unsure of this. Out of
2 the 200 cabs that you have at Nellis, how much equipment do
3 you have to convert now versus waiting for it to come from
4 China in six months?

5 SPEAKER: I think you -

6 REBELOS: It's probably more - yeah, it's probably
7 more - that's more of an appropriate question for me, I think,
8 Athan Rebelos. I - so the tablet that we use is a Samsung
9 tablet. You could go to Best Buy and pick them up. So,
10 assuming that there's an ample stock available of these off
11 the shelf tablets, the tablet itself should not be an issue.

12 But to Desiree's point, I mean it should be - if
13 manufacturing stopped in China, it could theoretically become
14 a problem. What I would be more concerned about as far as
15 Curb, I would be more concerned if maybe some of the
16 peripherals, for example, the receipt printer, that could be a
17 problem potentially, acquiring that, because those are
18 manufactured and shipped from China.

19 I'm not really concerned about the tablets because I feel
20 like that is such a popular tablet that I'm sure there's an
21 ample supply of them. I can't say that with 100 percent
22 certainty though, but I would be concerned about the
23 peripherals, for example, like I say, the printer or maybe
24 some of the wireless connectors, things like that.

25

1 OLSEN: So would each of you be comfortable if we
2 set it at 90 days, understanding that you may have to come
3 back and ask for an extension on your 90 days?

4 REBELOS: I mean -

5 OLSEN: We want to set a specific time. We don't
6 want to have it open-ended.

7 REBELOS: Yeah, I - yeah, I understand that, and I
8 think what I would like to say in response to that is, you
9 know, when we - when the flat rate was deployed, we actively
10 wanted to move the date ahead, right, to December 20th from
11 January 1st, and we thought that that made sense and so did my
12 clients. If my client has a concern, I want my client to feel
13 comfortable.

14 I'm comfortable with 90 days, but the China situation is
15 real, so I think, you know, maybe Scott's thought of maybe,
16 you know, needing to revisit that date at some point in the
17 future should be considered.

18 OLSEN: Desiree, we kind of cut you off there.

19 DANTE: No.

20 SPEAKER: You never quite answered my question. How
21 many peripherals do you have? Could you convert say 70 of the
22 cabs now?

23 REBELOS: Oh, how many do we have in stock?

24 SPEAKER: Yes.

25 REBELOS: Oh, I don't know. I mean I -

1 SPEAKER: Okay.

2 REBELOS: We have 45,000 taxis online.

3 SPEAKER: Okay.

4 REBELOS: So, I don't - I don't have like a daily
5 inventory.

6 SPEAKER: If you could convert 90 percent of your
7 cabs and then wait for the Chinese stuff to come in, that's
8 not really a problem, but if you have zero peripherals.

9 REBELOS: Oh, I - no, we did - we don't have zero.

10 SPEAKER: Okay, so the question is still kind of I
11 don't know.

12 REBELOS: Yeah, as far as I know, I mean we're
13 prepared to move forward with this, you know, that's my
14 understanding from our headquarters in New York is everything
15 is good to go. I know for us, really, it's not the software
16 because we're really a software company. We're not - we don't
17 manufacture hardware. So -

18 OLSEN: Does that answer your question? Mr.
19 Groover, anything else? I'll get back to you, Desiree. No?
20 Desiree, go ahead.

21 DANTE: Our main concern is just if we need an
22 extension beyond that 90 days, that it is taken under
23 consideration and granted based upon the manufacturing issues.

24

25

1 OLSEN: If the Board decides to go that direction,
2 then you'll be prepared to explain in detail why it has to be
3 extended, correct?

4 DANTE: Absolutely.

5 OLSEN: Okay, good enough.

6 SPEAKER: And in detail would include things such as
7 your inventory and the ability to get items and -

8 SPEAKER: Fair enough.

9 SPEAKER: - where we are with it, but I would like
10 to see a date certain set. Then I certainly understand her
11 issues and problems if - that those are out of her control.

12 SPEAKER: Yeah. Yeah, and I think it's worth just I
13 think everyone understands it, but just to make a note of it.
14 I mean it's not as if they're not doing the flat rates now.

15 OLSEN: Yeah, I don't think any of us think that.
16 I don't think that.

17 SPEAKER: It's just how they -

18 OLSEN: It's just you're going to have to monitor
19 your drivers harder until you get that system in. Okay. Any
20 questions? Go ahead. Any other questions from the Board at
21 this point? Okay. Thank you very much. Next up is Yellow
22 Checker Star. Come on up.

23 RAWLINGS: Good morning, Board members. My name is
24 Mike Rawlings and I'm here for the Yellow Checker Star. As
25 far as Agenda Item 5, our interests are aligned with the other

1 companies and we support the proposal. That's pretty much all
2 I have.

3 OLSEN: Okay, thank you. Any questions of Mr.
4 Rawlings? Thank you. Do you want to add anything before I
5 pull back to the Board?

6 SPEAKER: No, I would just like to just reiterate
7 that every single certificate holder in the industry, this is
8 a large step in the right direction, both as to zones, both as
9 to the commitment to continue to meet and update and work on
10 this prototype, but this is a significant step in the right
11 direction in terms of smart meters and getting the entire
12 industry working towards a much better way to connect to the
13 customer to service the customer,

14 So, from me, I just appreciate when we meet sometimes
15 every two weeks, we meet once a month, but the industry comes
16 to these meetings. They come with great ideas and they
17 deserve a tremendous amount of credit in my opinion.

18 OLSEN: Yeah, thank you. I would agree, having
19 been to most of the workshops, you guys really have come such
20 a long way from when I first came on the Board and you
21 wouldn't even talk to each other, and you really, really have
22 come a long way for the benefit of the industry, and I'm
23 really impressed. I really am. Thank you. So, I'll pull it
24 back to the Board for discussion and deliberation. Board
25 members, your thoughts?

1 SPEAKER: Sounds very reasonable to me, the whole
2 expanding the zones, giving 30-day grace period to companies
3 that don't have the SMART meters already.

4 SPEAKER: Probably have to go 90-days.

5 SPEAKER: Did I say 30? I meant 90, yeah, I meant
6 90, with the possibility of extending if it's warranted, so
7 I'm good with this.

8 OLSEN: Mr. Thompson?

9 THOMPSON: I agree with the changes.

10 OLSEN: Anything else?

11 THOMPSON: I stated my concerns already.

12 OLSEN: Okay. Thank you. Mr. Groover?

13 GROOVER: I agree with the changes. I think they're
14 reasonable, necessary.

15 OLSEN: Okay. Then any more discussion? Any
16 other opinions? Nothing? Seeing none, I'll entertain a
17 motion to accept the changes as written and include in there a
18 90-day grace period wherein if the industry needs to come
19 back, they may come back to that meeting closer to that 90
20 days and ask for an extension. Is there a motion and a second
21 along those lines?

22 THOMPSON: I will move that we accept the amendments
23 with the 90-day grace period.

24 OLSEN: Mr. Thompson made the motion. Is there a
25 second?

1 HOLMES: Second.

2 OLSEN: Okay, thank you. Vicki made the - I
3 apologize, I shouldn't [inaudible]. The second. All in
4 favor, say aye.

5 [ayes around]

6 OLSEN: Opposed? Seeing none, it passes. Thank
7 you, all. All right, we'll move on to Agenda Item 6,
8 Application for the Certificate of Public Conveyance and
9 Necessity by Applicants Brent Carson and Claudia Marie
10 Hoepfner, Independent Cab Company, LLC, and the request for 35
11 Medallions. The decision has been made to continue this.
12 There's more information gathering that has to occur, so we
13 will not be entertaining it at this point.

14 And moving on Agenda Item 7, Staff Report, Mr.
15 Administrator.

16 WHITTEMORE: I will be brief as to some substance. I
17 do want to talk about one specific detail before the industry
18 gets up and leaves. For a long time, for as long as I have
19 been here, 20-some months, the petition to intervene process,
20 and I hope I have your attention. The petition to intervene
21 process has not been as detailed and as tight and as properly
22 followed as it should be.

23 And I want to draw your attention to NAC 706.894.
24 "Persons other than the original parties due to the proceeding
25 are directly and substantially affected by the proceeding

1 shall serve notice on the authority or administrator of their
2 intention to intervene by submitting a clear and concise
3 statement in writing of the interests of the applicant in such
4 proceedings. Outlining the matters and things relied upon by
5 the applicant is the basis for his or her request together
6 with a statement as to the nature of evidence the applicant
7 will present and the position the applicant will take."

8 If you look back to TA history, and we have records, the
9 petition to intervene process was formal. Being granted
10 intervener status is not typical in other licensing aspects.
11 In transportation it's typical. At the NTA it's typical. At
12 the TA it's been typical. This has been a process decades
13 long. As long as I've been here it has been, and I hope I'm
14 not offending anyone, lackadaisical.

15 And myself, the Chairman and Board Counsel came to a
16 meeting of the minds, and at the last few meetings you will
17 notice that most of the time, in fact I believe all of the
18 time, at our last meetings, people have been recognized as
19 interested party, not as intervener. They have not
20 successfully met the requirements of the statute, or excuse
21 me, the regulation, which is required.

22 So, I bring your attention to that for a good reason. As
23 we move forward, and I want to in particular [inaudible] the
24 position the applicant will take oftentimes we get an
25 intervener that says because we'd like to participate in the

1 discussion, we're not taking a position, or we haven't made a
2 position known. That to me does not suffice. You have not
3 taken a position that it has been outlined.

4 So, just recently in the Frias transfers [phonetic] we
5 had petitions intervene, we recognized interested parties. No
6 one filed a formal opposition. No one filed a formal position
7 at all. In the Kaptyn transfer, or excuse me, the Kaptyn
8 acquisition, there was no formal opposition filed, there was -
9 I reserve my right to talk.

10 So, as today as the Chairman noticed, and again, I'm
11 repeating what I believe the Chairman has talked about
12 recently, but I hope I've got everyone's attention as to this,
13 the petitions that are going to be - or that you want to file
14 with me, I will review them. If we have cases where there is
15 a discrepancy or a concern as to an opposition or a filed
16 opposition, stated opposition, we will move to a process where
17 my Hearing Officer is going to hear those oppositions, is
18 going to decide the petition to intervene status.

19 For today, we had no formal opposition, so there was
20 actually [inaudible] some of, just not formal positions taken,
21 which is why the Chairman was saying, "hold on a second,
22 please come forward and at least tell me are you in favor or
23 are you against." But this is the regulation as written. I
24 cannot bend it. I cannot - I'm not going to ask my staff to
25

1 bend it. I'm not going to ask them not to follow it, so it
2 carries the weight of law just like statute.

3 And so, from Board Counsel, from the Chairman, I hope
4 that we're creating a very clear indication to the industry as
5 to what's expected. You do have the right to petition to
6 intervene. It is a petition. It's not a guarantee. It is a
7 petition to intervene.

8 I do not expect, and let me be very clear, when we put
9 things on the agenda, I realize you do not have a tremendous
10 amount of time sometimes to draft a full, lengthy page
11 intervention, but if you together with the statement as to the
12 nature of the evidence the applicant will present, the nature
13 and the position, then we can appropriately review those. So,
14 I hope that clears up perhaps any lingering confusion.

15 But we've been consistent now for the last several board
16 meetings. There is going to be a difference between an
17 intervener formally recognized who wants to perhaps cross-
18 examine or examine an applicant or ask for discovery, and
19 that's a very formal thing.

20 And what we have right now is an informal process which
21 is the Board's discretion, but the Chairman has indicated that
22 he expects an opposition when it is filed to be formal, so
23 it's due process, folks, so that the applicant understands
24 exactly what they're up against. That's only fair for them.

25 [inaudible crosstalk]

1 WHITTEMORE: So, there's not really a back and forth as
2 to this. I mean it's a report, but I hope from Counsel's
3 perspective and the Chairman's perspective I've stated things.

4 OLSEN: You did.

5 WHITTEMORE: Okay. Other than that, and again guys,
6 I'm available to speak on this issue. I will be happy to talk
7 to you about the expectations or what we're looking at. Board
8 Counsel is a good resource. I am often, in fact not often, I
9 am always too close to these issues to hear the matter myself.
10 I talk with the applicants. I ask for additional information.
11 I'm reviewing them. I work with the enforcement staff. My
12 hearing officer is not involved, and that's the way it has to
13 be to be impartial.

14 So, it's not going to be making these decisions other
15 than it has to be an initial decision whether or not we're
16 going to have a separate pre-hearing conference or whether or
17 not we're going to come to the Board like today. There is no
18 opposition. I hope that makes sense.

19 Sir, as just to general agency updates, we have the NFL
20 Draft coming, and I'm going to let Chief talk about that.
21 Chief has been going to these meetings. If I could have your
22 attention, please. Flat out, flat out, the industry is
23 missing opportunities. The industry is missing opportunities
24 to talk with the folks at the NFL about the draft.

1 We are talking to them and asking who from the industry
2 is talking to you, and we're getting blank stares. What
3 industry? Aren't you the taxi industry? No, we're the
4 regulator. Chief is attention these meetings and advancing
5 your business interests, but it really is a missed
6 opportunity, and so I encourage you, the draft is coming.

7 We are talking on the magnitude of hundreds of thousands
8 of people. There are going to be huge traffic impacts. I
9 think that's probably what Maria wanted to talk about today.
10 But from our perspective, folks - the Stadium Authority Board
11 meeting is probably a good place to go and make sure the taxi
12 industry is being heard from. The draft meetings that are
13 taking place and whether it's a county or whether it's the
14 LVCVA, I would just encourage your faces there, because Chief
15 and I are going, and we don't see anybody.

16 And so that's a golden opportunity. One of the chief
17 issues, and you also should be aware is they're talking about
18 the monorail being the number one way to convey people back
19 and forth. Those aren't taxi rides, those are monorail rides,
20 and so who is going to step up with the draft and say hold on
21 a second, we want to work together.

22 So, we've got it on our radar, we're doing the best we
23 can, but understand we're the state, we're a regulator, we may
24 carry water with them, we may not.

1 As to agency issues that we're looking at right now, we
2 are continually finding some, and it's just like - another way
3 to describe it. Independent contractors who believe they are
4 not subject to TA oversight. Can you please work to disabuse
5 them of that notion? If my officers show up - I got a
6 complaint from the airport.

7 A driver was colorful in their language with airport
8 staff and has been trespassed, 86^{ed} from the airport. That's
9 going to make his job difficult because of his attention or
10 his lack of it. When my officer showed up it was, "F-you, I
11 don't have to listen to you, I'm an independent contractor."

12 Folks, I want to be really clear about this. Independent
13 contractors or employee drivers who talk to my staff that way
14 just aren't going to be in the industry. If they talk to the
15 airport staff, you saw what happened, they're trespassing.
16 So, for whatever reason independent contractors believe or are
17 under the assumption, and this is again some, you know, I hate
18 painting with a broad brush, so I want to be careful.

19 We're running into some bad apples. Those bad apples are
20 going to be dealt with. But please for your part remind them
21 that that lease requires that the certificate holder is going
22 to ensure that they follow the law and that they're subject to
23 706; they're subject to Chief's authority and his staff's
24 authority.

1 So, that's - I mean, you know, you know me, I don't like
2 to beg, to badger, but his has become an issue and we're just
3 going to deal with it head-on.

4 OLSEN: Mr. Administrator, I have a follow-up
5 question on that. Has the company who leased his cab, that
6 guy in the cab, been notified?

7 WHITTEMORE: The answer is yes, yeah.

8 OLSEN: And has his leave been revoked?

9 WHITTEMORE: I don't have that information.

10 OLSEN: Because once you trespass, that's
11 permanent. He can't even go to the airport to fly out of
12 town.

13 SPEAKER: Yes, sir.

14 AQUINO: Ruben Aquino.

15 WHITTEMORE: If I can just pause, so our hearing
16 officer hears all these, so I don't - I try not to speak in
17 specifics, so he's going to step off. Go ahead.

18 AQUINO: Ruben Aquino, Chief Investigator for the
19 Nevada Taxicab Authority, in response to your question, the
20 company is aware it's currently under investigation now in
21 regard to specifics and we're looking at the possible video
22 evidence as well as talking with witnesses, and obviously, we
23 have a process for that.

24 OLSEN: Okay, and if you have an ongoing
25 investigation, just that's all you have to tell us. Ongoing,

1 and I'm good with that. I just - the guy's got to be - it's
2 got to be addressed on a permanent basis.

3 AQUINO: 100 percent sir.

4 OLSEN: Okay.

5 WHITTEMORE: So, with that, from my perspective I just
6 - I hope I was clear as to the intervention process. If it
7 would be helpful for the industry to receive some written
8 guidance from me, I will be happy to do so. I want to clean
9 this up, so everybody is on the same page, so that we're just
10 not confused as to where people are going to be.

11 Overall, I'm again, you've heard me say it this morning.
12 I'm so appreciative of the effort that you all are making.
13 The industry is taking leaps and bounds in the right
14 direction. The fact that you are all reinvesting in
15 technology, the fact that you're working hard to acquire good
16 customers.

17 I'm super excited - Mr. Schwartz [phonetic] is not here
18 this morning. He has been helping spearhead this marketing
19 fund. I believe they are close. He was - he got to the point
20 where he was talking about specifics of vendors they were
21 talking to, plans that they're developing. Obviously, the
22 industry is varied, you know, they all want to see the
23 marketing.

24 I think that's fair, as just so the Board understands, we
25 have brought this up the last couple of workshops, Stan's

1 expectations, excuse me, the Chairman's expectations, that
2 everyone participate in this marketing fund. That was a huge
3 push for this was how we are going to acquire new customers
4 and tell them about this.

5 And you know, I know George has been working on it.
6 Brent has been working on it. But Jonathan called me just to
7 give me an update and say hey, we are pushing this forward as
8 fast as we can, and I think that's really, really good news in
9 terms of an advertising fund.

10 OLSEN: Very good, very good.

11 WHITTEMORE: So, that's it for me. Thank you.

12 OLSEN: Thank you.

13 SPEAKER: I have one comment I would like to make,
14 and it goes back to petitions to intervene. On the Nellis
15 motion intervene, which is a good motion, you've got the - and
16 this is where we want to get all this stuff cleaned up. It's
17 got to be addressed to Mr. Chandler [phonetic] who is no
18 longer with us, so these motions don't need to be - it's like
19 your boilerplate half the time, and they just need to go
20 through and clean it up.

21 But even on the certificate of service, Western Cab
22 Company, 801 South Main, I believe that building is empty.
23 John Mulan [phonetic] has moved from 630 South Fourth Street.
24 Jeff Silver hasn't been on Howard Hughes Parkway in years.
25 And Mr. Jimerson's [phonetic] address is wrong, for whatever

1 reason [inaudible 1:16:48]. Just a comment. Clean these
2 things up, get the addresses right. We went through this a
3 year or two ago and some of them, you know, we got all the -
4 most of the dead people off that list but -

5 SPEAKER: Yeah.

6 SPEAKER: [inaudible]

7 SPEAKER: Thank you, sir.

8 AQUINO: Ruben Aquino, Chief Investigator, Nevada
9 Taxicab Authority. I'll be brief. There's a couple things I
10 want to touch on. One of them is there's been so many changes
11 in the last several months, and one of the things that has not
12 been mentioned is staff, of course the Taxicab Authority
13 staff.

14 In regard to the flat rate, you guys have done a
15 wonderful job communicating with our staff, the drivers that
16 come in, the drivers are contacting our dispatchers and our
17 enforcement people if they have a question and they continue
18 to do so every day. And so, the point I'm making is I just
19 want to send out a shout-out to TA staff for the efforts
20 they've made in the last several months in regard to this huge
21 historical change for the taxi industry.

22 And staff has been 100 percent there trying to answer the
23 questions the best they can, and so we're continuing to do the
24 best we can as this information comes in. There's - it seems
25 like there's always a question that we didn't hear yesterday

1 or didn't appear yesterday, it's just something that's
2 completely off the wall but we're doing our best, and I know
3 that the taxicab drivers do have a lot of questions, and so I
4 really do commend them for asking as opposed to maybe just
5 doing.

6 So, it really, really helps us out. So, I wanted to
7 update you on a couple of IT projects that's been ongoing a
8 little over a year and I know that the Administrator may have
9 a couple things to say about this as well, so we're doing a
10 complete IT re-boot or a complete remodel, if you want to say.
11 And basically, it's providing us with being able to be work
12 efficient, reliable, transparent and accountable.

13 The new system that we have changes how we process our
14 licensing, changes how we conduct our recordkeeping as well as
15 enforcement issues such as issuing citations and conducting
16 investigations. And so, just a little bit of preview of that,
17 all the investigators and vehicle inspectors have been issued
18 a tablet, and so, for instance, they're doing all of their
19 citations on the tablet now.

20 We are completely - well not completely paper-free.
21 We're heading in that direction. Yeah, I know, I know, I saw
22 it in the notebook there. But they're issuing citations, and
23 everything is done electronically. So, obviously that's
24 better recordkeeping for us. It will show accountability and
25

1 transparency as far as any records' request or usage in any
2 evidentiary value.

3 So, that's a big move and it's been happening. We went
4 live - we've didn't go live for a little over six months now,
5 but the enforcement staff has just recently been issued these
6 tablets and these portable printers to print just the one
7 copy, one citation, to the driver for proper legal
8 notification.

9 The other technology that we're moving into is body worn
10 cameras. Again, with the thought of efficiency,
11 accountability and transparency, okay? So, this was a pilot
12 program that was initiated over a year ago and just recently
13 Administrator Whittemore had approved the purchase of
14 additional body cameras so it will be issued to each and every
15 investigator at the Taxi Cab Authority.

16 And part of that policy will be a mandatory wear on that
17 policy and a mandatory activation on any type of enforcement
18 situations they may come into. So, we're reviewing now several
19 different policies throughout the country in regard to other
20 law enforcement agencies using this type of device, okay?

21 And lastly, in regard to the NFL, the key or what I heard
22 in the last meeting is transportation, so again, going back to
23 what the Administrator said about monorail, they're utilizing
24 monorail, so obviously these are governmental or public types
25 of transportation, monorails and RTC. But there was not one

1 mention of any type of private transportation, taxicabs,
2 charter buses, shuttles, that sort of thing.

3 So, I think that - well I can make myself available if
4 you guys want to go to the next meeting. I'll give you some
5 information, some contact information for you to start talking
6 with those people in regard to that kickoff day as far as the
7 NFL is concerned.

8 I don't know if any one of you guys have known that in
9 the last meeting the Convention Center Authority had was
10 they're opening up the Convention Center lot as a giant
11 parking-wide lot, and a lot of those people are going to be
12 transported from that location via monorail or some sort of
13 shuttle put on by the RTC.

14 And I know that most of you, if not all of you, know that
15 there's a [inaudible] so has anybody talked to those people
16 about even those - or having those cab stands open as another
17 alternative for people to come from their residences? And I
18 say residences because they're pushing - the NFL and the
19 Raiders are pushing very, very hard that the residents of this
20 community are completely involved, welcoming them to come to
21 the site and joining in all the festivities.

22 So, how are they going to get there? So, that's what
23 they're working on right now, just not the several hundred
24 thousands of people that are going to be showing up every day,
25 but it's also the residents that they're inviting with open

1 arms. So, something to consider in regard to those - that
2 market right there.

3 OLSEN: And if I may, Chief.

4 AQUINO: Yes, sir.

5 OLSEN: Go back a few years when you guys came
6 here and you were not very happy about how you were treated at
7 EEC, EDC? Is that what it is?

8 AQUINO: Yes, sir.

9 OLSEN: And but you didn't go out there; you
10 didn't get involved in it. This is your opportunity. He's
11 absolutely right. You need to be there.

12 AQUINO: And Ruben Aquino, Chief Investigator,
13 Nevada Taxicab Authority, just one last thing. In regard to
14 this IT movement that we've done, I just want to recognize a
15 couple people in the room that actually have been instrumental
16 in the project design, project implementation, and they're
17 investigators with the agency, and that is Investigator Dustin
18 Lampower [phonetic] and Investigator Paula Bennett [phonetic]
19 have been instrumental.

20 I assigned them to the project and they worked with the
21 vendor tirelessly to make this happen to put us into
22 modernization of the agency and the saving of forests, right?
23 So, I wanted to commend them publicly and on the record for
24 their great, great, great work. That's all I have, sir.

25

1 OLSEN: Okay. Thank you. And the PIO is here so
2 maybe we can get a nice press release on how wonderful the
3 Taxi Authority is. I'm just saying.

4 WHITTEMORE: I'll work on that. If I can, quick with
5 this, so we had public comment and unfortunately during public
6 comment it is a receive only - you don't get to go back, but I
7 do want to address I believe it's Mr. Dupree's concern, and I
8 really appreciate him coming and providing that testimony.

9 Aging and Disability Services Division operates the Taxi
10 Assistance Program and the reason why the taxi industry knows
11 and cares about this is because they fund those subsidies,
12 which are provided to people who meet the standard. I am
13 happy to have their Chief of that division - his last name
14 escapes me, Jeff - do you remember? Okay. I will have - I'd
15 love to have him come and give a presentation, but just to be
16 clear for the Board, it is not optional, it's not optional.

17 A driver - a taxi driver cannot refuse an orderly
18 customer. A driver cannot refuse a request for a destination.
19 If they do so, they will be cited. The coupon, as long as
20 it's value, or excuse me, has not been already redeemed and
21 it's still a good certificate, is redeemable, and all of the
22 certificate holders know that, and their drivers should know
23 that. If there's a concern about the tip, okay, that's
24 neither here nor there. They have a coupon for a valid ride

1 and there is no way, shape or form that that ride should be
2 denied.

3 So, I will gladly have the folks from Aging and
4 Disability come and talk about that. I think he could talk
5 about if they get complaints, what are the nature of those
6 complaints, what is the scope of those complaints? Is it one,
7 is it 50, is it 100? I don't know. But I would love to find
8 out that if they're having a problem, then let's talk about
9 it, let's make sure that we're hitting that issue.

10 It's a line item in my budget. I think it's \$383,000 in
11 my budget goes to funding that program. That's their money.
12 We're fee-funded, a good time to remember that. No general
13 funds for the TA. The only thing that we ever do is from the
14 industry.

15 The state takes \$383,000 out of my budget and
16 appropriates it towards this program. Let's make sure that
17 it's being run the right way. Let's make sure that it's - and
18 by run the right I mean for the benefit of the riding public
19 and that would be a concern to me that if we were missing that
20 huge component.

21 OLSEN: I agree. Mr. Dupree, just to let you
22 know, and Counsel, if I can address it now, we don't - we
23 didn't - I didn't allow a question and we didn't discuss it
24 because during public comment we cannot, so we can just only
25 listen.

1 WHITTEMORE: But I want you to know that I'm prepared
2 to address that either through a future agenda item or through
3 a future presentation from the folks at Aging and Disability.
4 I think they would love to come and talk about that program,
5 what's working, what's not working.

6 OLSEN: Yeah, that would be good.

7 WHITTEMORE: Yeah. Okay. Statistics, we have - we
8 don't need to go through those unless there's a specific
9 question. We're continuing to do impounds, impounds,
10 impounds. It's unlawful vehicle service being offered. It is
11 so dangerous. These guys know it. The certificate holders
12 know how dangerous it is. There's a reason we vet each driver.

13 People are getting into care with people that they think
14 are - they rideshare and it's a printed-out piece of paper in
15 the window and they're doing cash rides. My estimate is this
16 is happening dozens and dozens, if not hundreds of times every
17 single night in Las Vegas. We are out trying to actively
18 catch them. We are out actively trying to impound those
19 vehicles. The NTA downstairs also does that.

20 But it is a huge issue, something that, you know, there's
21 - we've been talking about doing a joint effort with the NTA
22 and perhaps bringing some awareness through our PIO on this
23 issue, but just so the industry understands that we are
24 actively out trying to impound those vehicles. We get tips
25 every once in awhile from you all, but it's a huge issue, and

1 uncertificated driver is - the litany and stuff could be found
2 on these vehicles, whether it's weapons, drugs, ankle bracelet
3 on the driver who is supposed to be under home arrest is
4 frightening.

5 And so that's part of our job, and one of the things we
6 do, but the nice thing, not the nice thing. The beneficial
7 thing about not being overly focused on long hauling is that
8 we get to a public safety function. In my view there is no
9 greater public safety function than pulling uncertificated
10 commercial drivers off the road.

11 They're just by definition dangerous. There's no
12 insurance. Even if they are a rideshare driver, if they are
13 off the application, there is no insurance on that vehicle,
14 not under the app and not under the personal insurance because
15 they're using it for a commercial ride. They get in a car
16 accident, no one is covered. It's a nightmare.

17 So, there's so many things wrong with that and we're out
18 actively doing that. Chief has been able to refocus his team.
19 Mr. Monpower [phonetic] we mentioned, he's one of our impound
20 specialists. We're out actively trying to chase this down,
21 but I want the industry to understand how big of an issue this
22 is.

23 SPEAKER: Do you have an estimate of how many cars
24 you have impounded in the last certain amount of time?
25

1 AQUINO: Ruben Aquino, Chief Investigator, Taxicab
2 Authority. I'll have a better number for you - I'll give the
3 Board the 2019 number. Again, just to reiterate some of the
4 things that the Administrator had mentioned about rideshare.
5 There is a disturbing trend that I've been seeing here in the
6 last several months in regard to rideshare advertisement,
7 okay?

8 There's an uptick that these drivers who are
9 disenfranchised or quitting TNC companies are just going on
10 their own, and they believe that it's legal, they believe that
11 they can advertise it and that they can do it every day of the
12 week. So, that's - there's been a sharp increase in that in
13 what we've been seeing. I had an investigator pull up a
14 Craig's List ad within the last 30 days, and I was disturbed
15 by the number of ads that we did see.

16 WITTEMORE: If I can just to give you a general
17 idea, we're doing a few a week, a handful a week. But here's
18 the issue. In order for us to catch it, so we either have to
19 physically see it or we have to be solicited ourselves, unless
20 they're advertising. If they're advertising, send it to us,
21 please, my God, we'll go get them. That's like fish on a
22 line.

23 But the bigger issue is if you have a crowd of people,
24 say the Knights game, and they're congregating, if you are a
25 hustler you look at that line and say aha, that person is

1 going to be waiting a long time; I will roll down my window
2 with my flashy lights that make me look legit, and say where
3 are you going? Twenty bucks? You bet. It happens constantly
4 in this town, but we have to be physically present or we have
5 to be solicited ourselves.

6 But we are working on it. I could triple, quadruple,
7 quintuple my team and just have them at large events, but it's
8 happening in this town and it's something that we are actively
9 working on.

10 SPEAKER: A few a week is more than I really
11 expected, so I'm pleased that you're doing it.

12 OLSEN: Anything else?

13 WHITTEMORE: Just future agenda items. I'm happy to
14 have the Aging and Disability folks here to give a
15 presentation. Is there anything else that the Board would
16 like to see?

17 OLSEN: Board members?

18 SPEAKER: Yes, sir. In going through the minutes, I
19 noticed that I recommended we speak of a dress code at some
20 point in time.

21 WHITTEMORE: Yes, sir.

22 SPEAKER: And that's been brought up a few times.
23 But maybe at some point we can talk about it.

24 WHITTEMORE: The very next meeting.

25 SPEAKER: Okay.

1 OLSEN: Okay, anybody else? Okay. Thank you.

2 That covers that, Mr. Administrator?

3 WHITTEMORE: I'm good. Thank you, sir.

4 OLSEN: Okay, we'll go on to Agenda Item 6, Report
5 from legal counsel.

6 SPEAKER: No significant updates from legal counsel
7 at this time.

8 OLSEN: Okay, thank you. Moving on to Agenda Item
9 9, it's another opportunity for public comment. Please come
10 forward. Again, identify yourself.

11 DUPREE: Good morning Chairperson Olsen and
12 members. Aleta Dupree, for the record. As I finish with you,
13 it's a good meeting. I hope to come to more and be engaged in
14 this conversation. And so, we did some good comments since
15 legislation. I hope to be here in town when you do bring the
16 Aging Department in because I, as a disabled person myself,
17 I'm concerned about my brethren. Though I can't use those
18 coupons, I know others who do.

19 And as I introduce myself to this agency, it's important
20 to keep in mind the diversity of this community. I'm not a
21 Mr. I'm not a Ms. I'm just Aleta, so people assume things
22 about me, and I just got to let you know I actually have a
23 United States Passport which you may review if you wish. That
24 does not indicate that I am a Mr. And a Military I.D. which
25 only has my name on it.

1 So, as I know a lot of people in this diverse community,
2 I want them to become engaged, but I don't want them to be
3 afraid to show themselves and assumptions inadvertently made.
4 And then they walk away feeling kind of unhappy, so it's
5 important that we be mindful of that.

6 And I heard a thing from Director Groover about dress
7 code. I'd like to hear more about that. Hopefully, that
8 doesn't prohibit me from wearing a skirt here. So, but
9 anyway, some good work. And we just got to reduce cash on the
10 system out there. It's a dangerous job. I'll talk more again
11 about debit card fees, but thank you for listening to me
12 today, and I hope to come back and be more engaged in the
13 conversation. Thank you.

14 OLSEN: Thank you. Anybody else, public comment?
15 Come on up, Ruthie [phonetic]. I thought you were awful quiet
16 today. I knew you'd be up.

17 RUTHIE: Oh, I don't know. It's just been a unique
18 - 2020 has been very unique for me, I tell you, you know. You
19 set your goals and you set those goals with deviation in mind,
20 you know, you hate that, but you do. So, and I totally as far
21 as the rideshare, I wanted to address that first. I wasn't
22 intending to, but it is really rampant out there. It's bad.

23 My son has been in the hospital since January 4, so I
24 pick him up today, but meanwhile they put him in Kendricks
25 [phonetic] which is right up the street from the Taxicab

1 Authority, and going there every night from work, it has been
2 a challenge, but you know, various things, I stop at the store
3 to get him, and I can't think of any store, basically, that
4 I've stopped at along the way on Flamingo, going there, hasn't
5 been a bogus rideshare.

6 You could tell, printed out, Uber, sitting in the window,
7 just a cardboard piece of paper. And I missed my opportunity
8 to intervene in the first agenda item because I almost missed
9 the whole thing. Thanks to Cheryl [phonetic] for sending her
10 intervener petition early in the morning, and I went wacky
11 when I saw someone requesting medallions. It just blew my
12 mind because rideshare has really totally almost destroyed us
13 because you have various ones out there that create their own
14 rideshare, you know?

15 You have various complexes that have rideshares all over
16 the place, and I'm assuming that NTA didn't have no knowledge
17 of these people, so through rideshare has really a major
18 impact which we all know. And then once I saw someone
19 requesting a certificate of ownership and 35 cabs, oh,
20 everything went wrong, but I was able to get it in and then I
21 said, oh shoot, I missed the number one, one of the number one
22 items.

23 But I just wanted you to know it was not because of being
24 disinterested. It has just been horrific, and I overlooked
25 it, but I do think that this is the way to go, having to do

1 with the flat rates. And some drivers that I assume would
2 have an issue with it, did not have an issue with it. Some
3 that I know did have an issue say are you crazy, like a hint,
4 just four or five, well we just put that up to you can't go
5 outside of the system now and do your own thing.

6 You have to be held accountable so naturally you're not a
7 happy camper. So, that's - it means nothing. But the flat
8 rate, really commend everyone in doing this because it is - we
9 feel that's the way to go, you know, it makes the customers
10 more comfortable and drivers that are out there to do the
11 right thing to make sure that they are providing professional
12 service love it. So, very good, keep it up to everyone.

13 OLSEN: Thank you. Good luck to your son.

14 RUTHIE: So, I just wanted you guy to know that I
15 wasn't disinterested, just too much on my agenda in order to
16 do what I'm supposed to do. So, thank you.

17 SPEAKER: Good luck with your son.

18 RUTHIE: Thank you. I pick him up today.

19 SPEAKER: Yeah.

20 OLSEN: Anybody else, public comment? Okay, then
21 we will entertain a motion to adjourn.

22 GROOVER: I will make the motion to adjourn.

23 OLSEN: Mr. Groover made the motion. Do we have a
24 second to adjourn? Ms. Holmes made the second.

25 HOLMES: I second.

1 OLSEN: Okay, all in favor, say aye.

2 [ayes around]

3 OLSEN: We're adjourned. Thank you.

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