

TRANSCRIPT OF THE
NEW YORK CITY
TAXI & LIMOUSINE COMMISSION

THURSDAY, NOVEMBER 29, 2012

125 Worth Street
AUDITORIUM, 2ND FLOOR
BOROUGH OF MANHATTAN

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

HEARING CONVENED AT 10:27 A.M.

COMMISSIONERS PRESENT:

David Yassky, Chairman

Elias Arout

Mark Gjonaj

Edward Gonzales

Nora Constance Marino

Lauvienska Polanco

Iris Weinshall

ALSO PRESENT:

Meera Joshi, General Counsel

Staff

The Public

The Press

Reported by:

Kari L. Reed

1		
2	SPEAKER	PAGE
3	John Acierno, Executive Transportation.....	40
4	George Laszlo, Laszlo Consulting.....	51
5	Tony Iacolucci.....	58
6	Guy Palumbo, Global Transportation	
7	Network Consulting.....	62
8	John Mascialino, Verifone.....	69
9	Amos Tamam, Verifone.....	74
10	Jason Gross, Verifone Media Solutions.....	82
11	Duane Dean, Verifone, Inc.....	86
12	Richard Thaler.....	90
13	Jeremy Phillips, Taxi Magic.....	96
14	Jay Bregman, Hailo.....	100
15	David Pollack, CTS.....	109
16	Ethan Gerber, Greater New York	
17	Taxi Association.....	115
18	Avik Kabessa, LRT.....	119
19	Pat Russo, IATR.....	128
20	Michael Krisher, iTaxi.....	137
21	Jahangir Khan, Hailo.....	140
22	Melissa Plaut, Hailo.....	144
23	Delaneau Eloi, Hailo.....	149
24	Martin Heikel, Flatiron Apps.....	151
25	Ira Goldstein, Black Car Fund.....	165

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

SPEAKER	PAGE
Cira Angeles, Livery Base Owners Association.	178
Bhairavi Desai, NY Taxi Workers Alliance.....	182
Mohan Singh, NY Taxi Workers Alliance.....	190
Tarek Mallah, LRT.....	193
Jing Wang Herman, CEO, GetTaxi USA.....	205
John McDonough.....	210
Jason DeWillers, Cabulous.....	212

1 PROCEEDINGS

2 THE CHAIR: Good morning. Thank
3 you very much for joining us here as our
4 temporary home here for today's meeting. We
5 are beginning at 10:27 a.m. this meeting of
6 the Taxi and Limousine Commission. Present
7 are Commissioners Carone, Arout, Yassky,
8 Weinshall, Gonzalez and Marino. And I know
9 that other commissioners are on their way.

10 COMM. MARINO: Dave, you've got a
11 slight feedback on that mike.

12 THE CHAIR: How's that? Still?
13 How's that?

14 So first of all, just before we
15 get started, a couple of notes. I want to
16 thank the folks really at the TLC staff.
17 First of all, let me note why we're here.
18 We are for the folks in the industry. As
19 you know, we were temporarily displaced from
20 our offices at 33 Beaver Street for a couple
21 of weeks due to Hurricane Sandy. We are now
22 back in and we are doing business there as
23 usual. However, the building is still being
24 powered by a generator. And the power has
25 been unstable, there have been a couple of

PROCEEDINGS

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

outages. And we didn't want to have a large public meeting when we might have a power outage in the middle of the day. It happened last week and everybody had to walk down the 19 floors. So that's why we are here.

So we are just going to go day by day in the building. If they get the work done in time, then we'll have the December meeting back at Beaver Street. If not, then we'll have it at another location, perhaps here, perhaps someplace else. We will put out a notice well in advance so that people know.

You know, I'm sure everybody here was touched in one way or another by Hurricane Sandy. Some folks in the extended TLC family suffered grievously. I mean I know that Arlene Sanchez, who I thought, I was told was here, though I don't see at the moment, there I see you, I know that, you know, what happened with your home and your family.

For people who deal with Dottie at

PROCEEDINGS

1
2 Long Island City, you know, I know many in
3 the industry reached out to say, who lost
4 her home and, you know, she has to deal with
5 that. I was just touched and maybe not
6 amazed but touched deeply by how many people
7 reached out in the industry to say is there
8 anything we can do to help and support
9 Dottie. And we have other folks of course
10 at the agency who were displaced from their
11 homes, and some are back in and some are
12 not.

13 And for people who are trying to
14 make a living as drivers of taxis or livery
15 cars or black cars, not just the days
16 immediately following the hurricane, but of
17 course the gas shortage then on top of that.
18 I know what people went through for those
19 couple of weeks. I just want to say
20 publicly a thank you to the TLC inspectors
21 who really turned Woodside and Floyd Bennett
22 Field in Brooklyn into a gas station for a
23 week, dispensing fuel free of charge, you
24 know, courtesy of FEMA to TLC vehicles for a
25 week. And it was, you know, overnight in

PROCEEDINGS

1
2 the freezing cold at the field. That's not
3 their regular job, and but our inspectors
4 just absolutely rose to it and said we are
5 going to do whatever we can do to help out
6 folks in this industry. And driver after
7 driver who was so grateful on those lines,
8 you know, I know made it, underscored that
9 it was absolutely worthwhile. So I just
10 want to get a thank you to our inspectors
11 for the tremendous work that they did. I
12 know Deputy Commissioner Scanlon is here or
13 was here, and Greg, your crew really has
14 shown, thank you again for that.

15 Speaking of deputy commissioners
16 and our senior staff, is Alison Siegel here
17 in the auditorium? Yes. Alison, just stand
18 for a brief moment. Alison is our new
19 assistant commissioner in the licensing
20 division, working with Gary Weiss there,
21 replacing Georgia Steel, who I know many of
22 you know, are used to dealing with. Alison
23 just joined us a couple of weeks ago from
24 the city Department of Housing Preservation
25 and Urban Development, having served with

PROCEEDINGS

1
2 great distinction there. She is already
3 serving with great distinction here, and I
4 know you will get to know Alison very
5 quickly and I'm sure you will feel very well
6 served by her.

7 Those are the business items or
8 the notes before we begin. We have two
9 items on the agenda today. We have the
10 public hearing on a rule regarding both, or
11 two rules regarding continuity of the
12 in-taxi credit card payment systems, and a
13 rule regarding the use of smartphone apps
14 for passengers to hail taxicabs.

15 Before we get to that public
16 hearing we also have scheduled a vote on the
17 proposed rule to change the taxi roof lights
18 so that it doesn't have off duty, separate
19 off duty lights. It would just say, it
20 would be one light on if the taxi's
21 available, off means the taxi is
22 unavailable. Whether because it's off duty
23 or because it's occupied, from the point of
24 view of the passenger on the street it's
25 irrelevant whether it's off duty or

PROCEEDINGS

1
2 occupied, they just need to know can I stick
3 my hand up and flag it down or not.

4 I know that there's some diversity
5 of opinion among the commissioners on this.
6 If people want to have a discussion we can,
7 I'd welcome that discussion now. And, you
8 know, if all the commissioners would like to
9 move forward with that rule, we'll do so
10 today. We have the public hearing. I don't
11 think there's, you know, any further input
12 necessary in that regard.

13 Commissioners, would you like to
14 discuss or move directly to a vote?

15 COMM. AROUT: Move to a vote.

16 THE CHAIR: Okay. So you know
17 what, thank you, Commissioner. We do have
18 minutes and it would be a shame to leave
19 them unadopted. So before you are the
20 minutes of the September 20th, 2012
21 Commission meeting. I move that we adopt
22 those minutes as they are in front of you.
23 All in favor say aye.

24 (Chorus of ayes)

25 THE CHAIR: All opposed say no.

1 PROCEEDINGS

2 (No response)

3 THE CHAIR: Those minutes are
4 adopted.

5 We also have Base applications,
6 now that this page is open here. Alison,
7 are you presenting these base applications
8 or is someone else?

9 MS. SIEGEL: Angela is going to
10 present them.

11 THE CHAIR: Very good.

12 MS. VIOLA: Good morning,
13 everyone. My name is Angeliqve Viola. I'm
14 a licensing supervisor. We have 26 bases
15 for your approval today.

16 THE CHAIR: I move that the
17 recommendation of licensing be adopted and
18 that all of the listed base applications be
19 approved. All in favor say aye.

20 (Chorus of ayes)

21 THE CHAIR: Opposed?

22 (No response)

23 THE CHAIR: No. All right. With
24 that we are now ready for commission action
25 on the roof light rules. Why don't we do a

PROCEEDINGS

1
2 show of hands just so we can have an actual
3 count. All in favor of adopting the
4 proposed rule on the roof light say aye.

5 MS. JOSHI: One, two, three, four,
6 five, six, seven.

7 THE CHAIR: And all opposed, no?

8 MS. JOSHI: One opposed.

9 THE CHAIR: So okay, by a vote of
10 seven to a very distinguished one then that
11 rule is adopted.

12 We will now have a public hearing
13 on the proposed rules. And Commissioners, I
14 think we should, I'm sure this makes sense,
15 there are two proposed rules. We will have
16 a presentation on both rules and then one
17 public hearing, because they are kind of
18 interrelated in many ways. Whether you've
19 signed up to speak on one or the other,
20 we'll call up everybody in order, you can
21 speak on either or both proposed rule,
22 rather than have two public hearings. That
23 would be repetitive.

24 So we have two presentations. And
25 the first is Deputy Commissioner Chhabra?

PROCEEDINGS

1
2 No, the first is the proposed rule on
3 in-taxi credit card processing. And who is
4 doing that presentation? Yes, Joe.

5 MS. RAUSEN: Good morning. I am
6 Joe Rausen, and I am the team project
7 manager here at TLC. I'm going to be
8 talking to you a little bit about the
9 proposed rules to continue in-taxi credit
10 card acceptance.

11 So today, credit cards are enabled
12 in taxicabs via the Taxicab Passenger
13 Enhancements Program, or T-PEP. The T-PEP
14 is a system of hardware and software that's
15 installed in all medallion taxicabs that
16 provides for credit card processing, GPS
17 technology and automated trip sheet
18 collection, text messaging through the
19 driver information monitor, and the
20 passenger facing screen in the back of the
21 taxicabs.

22 Credit card usage in medallion
23 taxicabs has climbed steadily since it was
24 introduced in 2008 in New York City cabs,
25 and now accounts for approximately 50

PROCEEDINGS

1
2 percent of all payment of fares in taxicabs.
3 In addition, the T-PEP enables the TLC to
4 collect electronic trip sheet records to the
5 number of 500,000 records per day. This is
6 really important data that helps us in
7 policy formation, enforce some of the TLC
8 rules, and even allows us to reunite lost
9 property with their owners.

10 Some of the metrics that we polled
11 from the T-PEP during Hurricane Sandy were
12 incredibly useful for helping to understand
13 what the transportation landscape looked
14 like in the wake of Hurricane Sandy when the
15 MTA was shut down. And we also used it to
16 help us fuel some policy decisions like
17 lifting the age limit restriction on taxis
18 and other for-hire vehicles on the major
19 entry points in Manhattan.

20 Another important feature that was
21 useful during Hurricane Sandy was the text
22 messaging capability. This enables us to
23 typically message drivers in cabs and give
24 them information about traffic alerts and
25 other types of city events. During

PROCEEDINGS

1
2 Hurricane Sandy we were actually able to use
3 that to give really timely information to
4 the drivers about bridge and tunnel
5 closures, and also to communicate directly
6 with them about the HOV restrictions, the
7 ride sharing program, and information on the
8 gas shortages and gas rationing.

9 And then finally, probably the
10 most recognizable for the riding public is
11 the passenger information monitor, which is
12 the taxi television screen in the backseat
13 of cabs. This provides news and
14 entertainment content. And TLC is able to
15 leverage this to display public service
16 announcements from TLC and other New York
17 City agencies, as well as taxi information
18 using the interactive screen to passengers.

19 So the rules before you today are
20 the proposed T-PEP 2.0 rules. What these
21 would do is replace the exclusive credit
22 card equipment contracts that are set to
23 expire in early 2013 with specifications for
24 equipment and processing services. That
25 would use an authorized provider approach.

PROCEEDINGS

1
2 This authorized provider approach
3 would allow any technology provider that can
4 meet our TLC requirements that are outlined
5 in these rules to apply to become an
6 authorized T-PEP provider. It also outlines
7 the process by which these technology
8 providers are able to apply it.

9 Authorizing T-PEP providers rather
10 than signing exclusive contracts with
11 technology providers, as we have done in the
12 past, we believe will allow us to revise
13 standards and incorporate new technologies
14 as they become available and increase
15 competition. We think this will lead to
16 superior products and pricing for medallion
17 owners and for drivers.

18 In addition to outlining this
19 process for authorizing providers, it will
20 also provide the actual technical
21 specifications for what the equipment must
22 do in the back of the taxicab.

23 They contain a lot of the existing
24 technical specifications that are already in
25 the T-PEP contracts. But we've also

PROCEEDINGS

1
2 included some upgrades to functionality that
3 we think will both improve the passenger
4 experience and provide a benefit to the
5 city.

6 Some of these upgrades include
7 updates to the PIN content, improvements to
8 our survey capabilities, new payment
9 functionality, and smartphone application
10 integration. That complements the e-hail
11 rules that we are also having a hearing on
12 today.

13 We envision that the T-PEP will
14 continue to serve as the backbone onto which
15 other innovative technologies can be
16 integrated into the back of a taxicab. Some
17 examples of this are the accessible dispatch
18 program that was recently launched, and then
19 obviously smartphone applications.

20 So these next few slides summarize
21 some of the upgrades to the T-PEP
22 functionality that we have requested in the
23 proposed rules. On the PIM screen we have
24 asked for more visibility into the rate code
25 and the current fare so that a passenger can

PROCEEDINGS

1
2 see that at any time. Looking at child
3 friendly content during the day. Providing
4 Spanish speakers with some access to Spanish
5 language content on key screens. Expanding
6 the passenger map. And expanding TLC's
7 audio and visual content, both time and
8 space, on a screen.

9 In addition, we have some survey
10 improvements that allow us to increase the
11 frequency at which we push out surveys to
12 cabs and we'll see the results of those
13 surveys, as well as letting us target the
14 distribution and incorporating basic skip
15 logic, which will allow us to be a little
16 bit more sophisticated in our data
17 collection.

18 On the payment front we have
19 proposed a few new things. We are allowing
20 T-PEP providers at their option to provide
21 electronic receipts and capture signatures
22 electronically. Allowing passengers to be
23 able to authorize payment before the trip is
24 complete. Allowing T-PEP providers to
25 provide the option to give passengers split

PROCEEDINGS

1
2 fares. And we've also aligned the proposed
3 rule with the proposed Council legislation
4 giving passengers with visual disability the
5 ability to pay unassisted in cabs.

6 As I mentioned before, these rules
7 also do complement the e-hail rules that are
8 up for discussion today. The rules do
9 include for integration with the T-PEP. We
10 specify a specific integration that we would
11 like the T-PEP to provide, including giving
12 fares to smartphone apps, allowing the
13 smartphone apps to indicate when a payment
14 has been completed, and also provide all of
15 the payment data that's necessary to be
16 captured as a part of the electronic trip
17 sheet.

18 A few more additional
19 requirements. These rules will require for
20 geo-fencing rate code 4, which would prevent
21 being able to initiate that out-of-town rate
22 while within the five boroughs of Manhattan.
23 Allowing T-PEP providers to pay drivers
24 directly using electronic debits.
25 Accounting for the health care fee. And

PROCEEDINGS

1
2 expanding our text message capability to be
3 able to give more flexibility on scheduling
4 these messages.

5 So those are just a few of the key
6 upgrades that we have requested. In
7 preparation for today's hearing we have been
8 meeting with industry stakeholder groups for
9 the past month to review these rules with
10 them and to get their preliminary feedback.
11 This list of stakeholders is summarized for
12 you here on this slide.

13 And that concludes our overview of
14 the T-PEP 2.0 rules package. Thank you.

15 THE CHAIR: Thank you, Joanne.

16 For Commissioners, if you not met
17 Joanne Rausen, she's been with us for a
18 period of months now managing, hired
19 specifically to manage the T-PEP program.
20 And, Joe, before you sit down, that's really
21 been an outstanding job, and I just want to
22 thank her for that. She works under Deputy
23 Commissioner Chhabra.

24 Commissioners, if you want to ask
25 questions of Joe you can do that or, but

PROCEEDINGS

1
2 there's going to be a public hearing on this
3 as well, but if, I don't know, if you have
4 questions about this just shout out, don't
5 be shy. Otherwise we will move, and Joe
6 will be here, so she can come back in if you
7 want questions later.

8 Ashwini, are you the next
9 presenter?

10 MR. CHHABRA: Good morning,
11 Commissioners. I am Ashwini Chhabra, Deputy
12 Commissioner for Policy and Planning here at
13 the TLC. And I'd like to talk about the
14 proposed taxicab smartphone app rules that
15 you have before you.

16 Before we actually jump into the
17 rules, I thought it would be helpful to
18 provide a little bit of context, a little
19 bit of overview on the state of technology
20 in taxis and the FHV segment. Joe, handling
21 it very capably, described the T-PEP
22 program, which, as you know, has been in the
23 taxis since 2008. And the primary and I
24 think the most notable feature of T-PEP is
25 universal acceptance of credit cards.

PROCEEDINGS

1
2 Prior to the T-PEP, prior to this
3 agency's I think all the thinking on
4 requiring credit card readers in taxis,
5 there was a little bit of hit or miss. You
6 didn't know if you were going to get into a
7 cab where you could pay with a credit card.
8 I think it's been a boon to the industry.
9 It was very helpful during the most
10 recession that businesses were able to
11 leverage the 13,270 taxis and people were
12 able to pay with credit cards. So we are
13 building on technology that already exists
14 here, and basically want to expand that to
15 go from you can pay today with cash or a
16 credit card. And increasingly people are
17 using smartphone technology for small ticket
18 purchases. People use it at CVS, they use
19 it at the coffee shop. And we're hearing
20 increasingly from our customers that they
21 would like to use this technology in taxis
22 as well.

23 At the same time, you should know
24 for the past year and a half or so there
25 have been smartphone apps that function in

PROCEEDINGS

1
2 the FHV sector. So you can request a black
3 car on your smartphone today. You've been
4 able to do that for the past year and a half
5 now. You can pay for that trip via your
6 smartphone. The rules before you expand
7 that now to the yellows. And if you look at
8 other markets nationwide and
9 internationally, these smartphone
10 applications are in use. And we believe
11 these rules would allow New York to in
12 effect bring this technology to our
13 regulated industry as well.

14 So I think a quick summary of what
15 these rules do. The proposed rules will
16 allow taxi passengers and drivers to use
17 apps that enable the passenger to request
18 taxi service, to in effect extend the reach
19 of their hail. And will enable the driver
20 who sees this request to confirm that he or
21 she intends to pick up the passenger. As I
22 mentioned, they're in widespread use in
23 other cities, and here in New York in the
24 livery and black car services.

25 App developers have shown an

PROCEEDINGS

1
2 interest in marketing these apps for use in
3 New York City taxis, and passengers are
4 showing an interest in being able to hail
5 and pay for taxi rides with their
6 smartphone. However, our current rules
7 don't permit this. The proposed rule would
8 permit and actually allow passengers to
9 e-hail the taxi, and would allow the
10 passenger to pay for that ride through their
11 smartphone app, either as a part of an
12 e-hail transaction or as a standalone
13 payment transaction.

14 So here's sort of a slide of how
15 the smartphone hailing transaction works.
16 The passenger would hail a taxi from their
17 smartphone using one of our, one of the
18 approved apps. These people would have
19 to -- these apps have to get a license from
20 us in order to be approved an app, and for
21 that they have to meet various
22 specifications. A driver hears this
23 notification and pulls over. This is very
24 important, we'll talk about it in detail
25 later. We will not be permitting under our

PROCEEDINGS

1
2 framework here for drivers to be able to
3 respond to hails while the vehicle is in
4 motion. That is something that our rules
5 currently don't permit and we are not going
6 to change that. The driver pulls over,
7 receives the e-hail, either on a smartphone
8 or through the T-PEP system there is a
9 driver information monitor where we
10 currently message drivers today. We could
11 leverage the existing technology to
12 accomplish that function as well. They can
13 then accept, confirm the pick up on the
14 hail.

15 Generally it's in the area of the
16 vehicle. What we have received from the
17 tech developers who are seeking to provide
18 this technology is that this is intuitive,
19 that drivers really aren't going to go too
20 far out of their way for these trips. It's
21 really a method by which, I'm going to
22 borrow the phraseology, that allows drivers
23 to sort of look around corners. So the
24 estimate we have been given is drivers will
25 go three or five blocks out of their way to

PROCEEDINGS

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

get a hail. This facilitates that ability.

After accepting the hail, the driver goes off duty, turns off their roof light so that as they're going to the pick up there's no passenger confusion as to whether that cab is available or not. The driver picks up the passenger and engages the meter, as is the norm.

It is the meter that calculates the fare. Our rules do not permit an independent calculation of the fare. We think the meter is a -- we have a benefit in this market of every cab having a meter. We're going to leverage that and it will be the meter fare that will be transmitted to the app, and there's no manual keying in of that fare, it's automated. And then the passenger pays for the fare using cash, credit card, swiping it in the back seat meters, or through their smartphone app if they are using an app that permits for payments.

Some of the benefits of smartphone apps, I'll go over this, there are, that we

PROCEEDINGS

1
2 believe makes these attractive is reduced
3 wait times for passengers, more efficient
4 cruising for drivers, and possibly some
5 increased service for trips leaving the
6 Manhattan Central Business District. And I
7 can elaborate on these.

8 A passenger will be able to get
9 the attention of a cruising taxi driver
10 who's a few blocks away who otherwise
11 wouldn't be aware of the passenger. Taxi
12 drivers who are aware of available fares
13 nearby are also able to cruise more
14 efficiently, saving both time and burning
15 less fuel. And drivers will also we believe
16 be more inclined to take fares outside the
17 Central Business District if they believe
18 that there may be a higher likelihood that
19 they can get a fare for the back home trip
20 instead of dead heading back.

21 There's the possibility of some
22 more business for taxi drivers. Currently
23 our statistics show that taxis are occupied
24 only approximately 40 percent of the time
25 during their shift. Adding one or two extra

PROCEEDINGS

1
2 trips per shift could improve driver
3 earnings materially.

4 Also, the additional payment
5 convenience for passengers. An app that
6 allows passengers to pay taxi fares has
7 benefits separate and apart from just
8 e-hailing. As I mentioned, it may offer a
9 more convenient payment option than swiping.
10 For example, if you're able to prepay for
11 your trip, it's got your credit card
12 information already loaded, it has your
13 standard tip amount, if you want to set one,
14 preloaded. It allows the passenger the
15 ability to arrive at their destination, the
16 payment is already done, and step out. And
17 it saves time for the driver, it saves time
18 for the passenger. And what we've heard
19 from drivers is that that crucial 45 seconds
20 to a minute is often the difference between
21 getting another fare or not.

22 It may also make for easier record
23 keeping if you're able to get an email of
24 your receipt. And, you know, from the
25 experience of taxis working with businesses,

PROCEEDINGS

1
2 that allows people to leverage the yellow
3 taxicabs for corporate car purposes.

4 And we believe there's some demand
5 for these apps. We recently ran an in-cab
6 survey on the T-PEP screens. The response
7 we got there was that 70 percent of the
8 respondents owned a smartphone, and between
9 55 and 60 percent of respondents said they
10 would like the ability to use their
11 smartphone to hail a taxi. They would like
12 the ability, the same number said that they
13 would like the ability to pay for their taxi
14 ride through their smartphone. So I think
15 we need to be responsive to the needs of our
16 customers, but we need to do so in a way
17 that protects passengers and ensures safe
18 and reliable service, which brings us to
19 some of the issues that smartphone
20 applications raise and how I believe these
21 rules seek to address those issues.

22 Perhaps top of this list is
23 distracted driving. And e-hail apps which
24 would require instant driver trip acceptance
25 could increase the likelihood of distracted

PROCEEDINGS

1
2 driving. This is something we definitely
3 want to protect against. So the proposed
4 rules require that e-hail apps would be
5 inoperable by the driver while the vehicle
6 is in motion. Our rules currently prohibit
7 the use of electronic communication devices
8 while the vehicle is in motion. This would
9 simply extend that. We believe that can be
10 done.

11 The T-PEP systems that are in
12 place today adhere to this. When we message
13 the drivers, and fleets message drivers it
14 will often, you know, be in relation to fare
15 opportunities and other such messaging,
16 amber alerts. So the driver will get an
17 audible signal, they need to pull over, and
18 that's when they get the message.

19 The second concern would be the
20 potential risk of overcharge. Any time you
21 veer away from a metered fare, which we
22 think that's a gold standard, it's not
23 something we want to disrupt, we want to
24 ensure that these apps enable passenger
25 payments. And some of the applications that

PROCEEDINGS

1
2 are in operation in other cities permit the
3 driver to basically see the fare on the
4 meter, then manually enter that into the
5 smartphone and that's what the passenger
6 pays. We seek to avoid that. There's just
7 a risk of inadvertent error. And we
8 don't -- and because we have a technology,
9 we have the T-PEP in the cars, that takes
10 the metered fare. The T-PEP integrating
11 with the smartphone app avoids any need for
12 manual entry and avoids the potential for
13 error.

14 I would say the next risk to
15 discuss is the increased risk or the
16 perception of refusals. This is a big
17 concern. So drivers en route to picking up
18 a passenger that has E-hailed them may pass
19 by street hailing passengers. Those
20 passengers may feel that they are being
21 refused.

22 Now, as we said before, accepting
23 the hail means you switch off your roof
24 light. So the passenger may still see a car
25 go by, may see that car stop a block later,

PROCEEDINGS

1
2 pick someone else up and feel that they have
3 been refused. That's something we need to
4 be cognizant of. And we have to be sure
5 that the drivers extinguish their roof
6 light. We can do that through T-PEP. And
7 we want to ensure that e-hailing doesn't
8 become a vehicle for destination based
9 refusals.

10 So our rules explicitly limit the
11 information that can be conveyed to a driver
12 through an app. So the driver will only see
13 the pick up location, they will not see the
14 destination location. They will not get
15 information like the passenger's name or
16 anything that might give them any sense of
17 whether that person will take long or less.
18 For a driver, an e-hail should be no
19 different than a hand in the air, and so
20 these rules try to mesh with that.

21 There is a potential reduction in
22 supply. This is a concern that we have to
23 be mindful of as well. We certainly don't
24 want to endanger the street hail system,
25 which works well for many New Yorkers,

PROCEEDINGS

1
2 including business people and tourists. But
3 we see a potential for impact on the street
4 hail system only if drivers are able to
5 collect more for e-hail trips than for
6 street hail trips. These rules would limit
7 the payment that a driver can receive for an
8 e-hail to the metered fare. So whatever is
9 on the meter and whatever tip that the
10 passenger voluntarily adds to that, is the
11 payment that a driver is receiving for an
12 e-hail trip.

13 During the course of this a lot of
14 conversations surfaced stories about the way
15 that taxis used to operate when there were
16 radios in the cabs 30 years ago. And you
17 hear these horror stories where drivers were
18 cherry picking because you had the radios in
19 the cabs, and there was a potential for more
20 lucrative fares for radio calls than there
21 were from street hail trips. And we seek to
22 avoid that. And we think with the
23 technology today, which is very different
24 from radios and dispatchers, we can mitigate
25 that. But this is a concern that we have.

PROCEEDINGS

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

We want to be mindful of that and we want to flag that for you all.

There's the concern that we have that you need a smartphone in order to avail yourself of this technology. So not everyone has got a smartphone. So the notion that every passenger has an equal chance of hailing a taxi is something that's deeply engrained in the public perception, and it's something that I certainly espouse. And if the ability to own a smartphone increases the likelihood that a person can hail a taxi, there's some risk that that results in an unfair outcome. I'm not going to say that that is not going to happen. We don't think that's going to happen, but it's something that we certainly need to monitor. If we do see that that is an outcome, we'll need to revisit this issue.

And then I think the final point there, which is a real concern, is that some livery and black car industry leaders have told us that allowing taxi e-hailing will unfairly harm livery and black car business.

PROCEEDINGS

1
2 And we acknowledge this concern. But we
3 don't believe that the regulatory policy
4 should be driven by a desire to shift
5 business from one sector or preserve the
6 current marketshare as it exists between
7 sectors. It really is a -- it really is --
8 we have gotten passenger tips, passengers
9 find it more efficient or convenient to
10 e-hail a taxi in some instances rather than
11 calling for a livery or black car. Our
12 regulations shouldn't prevent the passenger
13 from obtaining the service in the manner he
14 or she wishes. Our guiding principle here
15 has to be certainly the public interest
16 rather than any particular private interest.

17 So you can see the list of the
18 stakeholder conversations we've had. These
19 have been very fruitful dialogues. I think
20 we have met at this point with, we've had
21 more than 18 separate stakeholder meetings
22 over the last three weeks. We've gotten
23 some very helpful feedback on these rules,
24 both the T-PEP and the smartphone rules.
25 And we will summarize that for the

PROCEEDINGS

1
2 Commissioners once we evaluated these
3 comments. And I'm happy to answer any
4 questions.

5 THE CHAIR: Well, thank you,
6 Ashwini. And for the Commissioners who did
7 not realize that Ashwini has a background as
8 a transactional lawyer, that reminded me of
9 the SEC registration statements that list
10 all the risks and go through them in detail,
11 in full disclosure. So thank you. That was
12 evenhanded and very helpful.

13 MR. CHHABRA: The footnotes and
14 the financials are in the books, but.

15 THE CHAIR: Yes. And
16 Commissioners, if you have questions now,
17 Ashwini is going to be here throughout the
18 hearing and can return later for questions
19 if you like.

20 I'll underscore for me there's a
21 lot of material in here. To me the two key
22 points that I've felt we have to make sure
23 we address from the perspective of the
24 passenger if you do believe, as I do, that
25 an app might help the passenger find a taxi

PROCEEDINGS

1
2 sooner, and if you think that's true, then I
3 believe the comment to that is that we want
4 to get the passenger whatever options are
5 technologically out there. The two concerns
6 that I think we need to address or regulate
7 are consumer protection and safety. The
8 rules as drafted do make sure that the app
9 has to use the metered rate. And in other
10 markets, apps operate by having drivers
11 enter in the fare on their smartphone and
12 then that's what the passenger gets charged.
13 I just want to be very clear, our rules do
14 not permit that. The fare has to come from
15 the meter and the payment goes through the
16 same T-PEP system. I think that is very
17 important.

18 And then the second is the
19 distracted driving concern. And again, here
20 we've tried to in our rules to address that
21 by requiring that the app, not just that the
22 driver doesn't use the -- sit around, you
23 know, drive around looking at the phone, but
24 the app not accept the driver input if the
25 vehicle is in motion. So we've tried to

PROCEEDINGS

1
2 address those two, I think the two key
3 concerns here.

4 Anyway, Commissioners, if there's
5 questions, otherwise we'll start the
6 hearing. There are many speakers.

7 Let me just say, I'm looking at
8 the list of people who have signed up to
9 speak. In many cases there are multiple
10 people who have given the same
11 organizational affiliation. I won't call
12 you out by name right now but, you know,
13 John Doe company, Jane Doe, same company, I
14 would invite you to kind of testify together
15 as a group rather than, you know, four or
16 five times throughout the hearing. I think
17 that would be easier for everyone.

18 The first speaker is John Acierno
19 from Executive Transportation.

20 I'm sorry, Meera has a point to
21 make.

22 MS. JOSHI: The proposed rules
23 were published on October 30th. The CAPA
24 deadline for public comment is today,
25 November 29th, but we are going to hold the

PROCEEDINGS

1
2 record open until December 10th. So if you
3 have additional comments that you haven't
4 submitted by today, you have until December
5 10th to submit them on both the e-hail and
6 the T-PEP rules.

7 THE CHAIR: Thank you. The first
8 speaker is John Acierno from Executive
9 Transportation, followed by George Laszlo
10 from Laszlo Consulting.

11 MS. JOSHI: And also on two
12 points. Each speaker has three minutes.
13 And please identify the topic that you're
14 going to speak on, whether it's the e-hail
15 or the T-PEP rules.

16 THE CHAIR: Or both.

17 MS. JOSHI: Or both. And what
18 entity you represent.

19 THE CHAIR: And third is Tony
20 Iacolucci. These are the names in the order
21 in which they were submitted. I know that
22 there are stakeholders who have extensive
23 comments and we may move this around a
24 little bit.

25 John Acierno, followed by George

PROCEEDINGS

1
2 Laszlo and then Tony Iacolucci.

3 MR. ACIERNO: Good morning. I'm
4 here to speak about the e-hail rules. I am
5 the president of the Executive
6 Transportation Group. We operate 14 black
7 car bases in New York, with approximately
8 1,500 franchise drivers. We provide
9 approximately two million transportation
10 trips per year. And I'm here to talk about
11 an issue that we feel very strongly about.

12 For background, I'd like you to
13 know I've been involved in the taxi industry
14 my whole life. My great-grandfather came
15 from Italy to Ellis Island in 1917, and he
16 listed his occupation as chauffeur. And he
17 began driving a taxi in the city around that
18 time. His son, my grandfather, followed in
19 his footsteps. And my dad and his brother
20 formed a taxi company called Love Taxi,
21 which was originally a fleet of taxi
22 operation, and then became a two-way radio
23 dispatch taxi company back in the sixties
24 through the eighties.

25 Back in the sixties and through

PROCEEDINGS

1
2 the eighties, taxis had radios in them which
3 allowed both hails and dispatches. And in
4 1982, pursuant to the Smith Commission,
5 which was commissioned by then Mayor Koch,
6 regulations were passed to make a new class
7 of business and to eliminate the radios out
8 of taxicabs. That happened over a period of
9 years. And in 1987 the radios were
10 eliminated from taxis, and there was a split
11 in the industry which produced the black car
12 industry.

13 So as a result of the TLC
14 regulations back then, distinct industries
15 formed. Taxis took hails by regulations,
16 which were the next available pick up by
17 seeing a person in line of sight. Black
18 cars, liveries and limos served those
19 customers who wished to be picked up at
20 certain times, called dispatches.

21 In the early days, dispatches took
22 phone orders and delivered them to drivers
23 over radios. Today, many if not all of the
24 dispatches are automated. And in my
25 company, computers match customers and cars

PROCEEDINGS

1
2 in milliseconds, providing swift and
3 efficient transportation for thousands of
4 people every day.

5 Today about 40 percent of the work
6 in the black car industry is on a daily
7 basis for immediate pick up. Those
8 dispatches are created by phone calls, by
9 the Internet ordering, and by smartphone
10 applications, which go through a computer
11 system and are directly routed to cars. The
12 smartphone applications would be the same
13 smartphone applications or similar ones to
14 the ones that taxis cabs will use.

15 Today, the TLC represents
16 approximately 15,000 -- 50,000 vehicles.
17 You've got black cars, which have
18 approximately 8,000 vehicles; limos,
19 approximately 8,000; 13,000 taxis, and
20 approximately 22, 23,000 liveries. This
21 rule --

22 TLC STAFF MEMBER: I just want to
23 let you know that your three minutes have
24 passed.

25 THE CHAIR: I understand the --

PROCEEDINGS

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

please, go ahead and complete the testimony
because, you know --

MR. ACIERNO: Thank you.

THE CHAIR: -- we understand your
role here.

MR. ACIERNO: Why is this rule
important? It's important because the
industry is made up of several sectors which
serve the public. And this rule
specifically focuses on one. The other
parts of this industry, which represent
two-thirds or three-quarters of the
industry, are already providing this
service. And the issues that were raised,
the need for a smartphone, is something that
we see -- most people have smartphones
today. I have a smartphone today. If I
were to go and order a car today, I would
take my smartphone, I press a button or I
call, and I would get my car downstairs.
What the rules as they are currently being
presented suggest is I can do that now and
order a taxicab instead of a black car or
instead of a livery car or instead of a

PROCEEDINGS

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

limousine.

We think this is a zero sum game. There are only so many people who are ordering cars. And we think that by allowing taxis now to do both, to hail on the street or to be ordered by an app, basically moves people from one industry to another. And the comment that the Taxi and Limousine Commission is not responsible for the movement of one sector of transportation or customers from one sector to another I think is flawed. I think the TLC needs to know that its industries that it is regulating are healthy. And by moving transportation and customers from one sector to another, you are damaging that sector. We aren't going to create more people wanting to travel. We are going to create a shift from one sector to another.

People are currently being serviced through apps by several parts of the industry that you regulate. And you are now saying, by changing the paradigm, because the paradigm up until this point is

PROCEEDINGS

1
2 I raise my hand, I get a cab. If someone
3 raises their hand two blocks before, they
4 get that cab. We may not like it, you may
5 feel that it's not fair, but that's the
6 rules that New Yorkers have lived with for
7 decades. We are now changing the paradigm.
8 We are now saying if I'm a smart guy with a
9 smartphone, I get to press a button and
10 shazam, that car bypasses, he puts his off
11 duty light on and he bypasses people who are
12 not so smart to come and pick me up.

13 So if this rule were in effect
14 today, standing right here, as I leave I
15 will press my button and then there'll be a
16 taxicab downstairs with an off duty sign on
17 that's waiting for me. And when someone
18 else is standing there with their hand up
19 who either doesn't have a smartphone or
20 wants to hail in the street, that person
21 will be discriminated against.

22 I think it's very important to
23 point that out, that the paradigm is going
24 to shift. It's not a matter of whether or
25 not the driver can see around corners. It's

PROCEEDINGS

1
2 a matter of the customer now has a tool that
3 he didn't have before, and you're going to
4 allow prearrangement. That's the shift in
5 paradigm. The shift in paradigm is this is
6 prearrangement. And this has been in place
7 for decades and customers have been serviced
8 this way.

9 The other thing that I think is
10 very important --

11 THE CHAIR: John, I need to ask
12 you to sum up because we have 30 some odd,
13 no, 40 some odd people that are signed up,
14 and I just want make sure we get through
15 everybody.

16 MR. ACIERNO: Two final points.

17 By allowing this rule, you create
18 the same discriminations that occurred 25
19 years ago. People without apps will not be
20 serviced.

21 The second is if you look at the
22 definition of hail as it's proposed, the new
23 definition allows people not only to use an
24 app to hail, but also to make an electronic
25 call. So it may be inadvertent, it may be

PROCEEDINGS

1
2 advertent, but you've allowed the use of
3 technology to change and to change the way
4 people ask for transportation in the city.

5 THE CHAIR: Thank you.

6 MR. ACIERNO: Thank you very much.

7 COMM. GONZALEZ: I have two quick
8 questions. Is this on?

9 Mr. Acierno, two quick questions.
10 When you said 40 percent of your work is for
11 immediate pick up, is that just your
12 business or is that you're representing --

13 MR. ACIERNO: That is the black
14 car industry.

15 COMM. GONZALEZ: Okay. And the
16 term immediate pick up, how do you define
17 that as a temporal definition?

18 MR. ACIERNO: I would define it as
19 I'm ready to leave, I'm either going to
20 press a button and the car will be
21 downstairs, or I'm calling and saying I need
22 a car now.

23 COMM. GONZALEZ: When will the car
24 be available, though?

25 MR. ACIERNO: The car will be

PROCEEDINGS

1
2 available when the next available car can
3 pick me up, whether it's --

4 COMM. GONZALEZ: On average when
5 will that car be available?

6 MR. ACIERNO: Under ten minutes.

7 COMM. GONZALEZ: Okay. Thank you.

8 MR. ACIERNO: Anybody else?

9 THE CHAIR: John, I guess my
10 question is, if you're correct that it's a
11 zero sum game, that there's so many
12 passengers a day, you know, 1.2 million
13 people a day that are going to take a trip
14 somehow, if this shifts somebody from a
15 black car trip to a taxi trip, does that
16 mean that somebody else gets shifted from
17 the taxi to the black car?

18 MR. ACIERNO: No, because this is
19 an option that was previously unavailable.
20 The shift is one way. The shift is from the
21 services that currently provide the service
22 to one that will newly provide the service.

23 THE CHAIR: So but then does that
24 mean that it's a more efficient use of the
25 vehicles that are out there? And I say that

PROCEEDINGS

1
2 understanding that, you know, when Mitt
3 Romney said efficiency, people hear that as
4 cold blooded and, you know, what happens on
5 the other side of that. But just
6 recognizing that, I mean isn't that the
7 implication of that, that it means more
8 passengers into vehicles that are already
9 out there and a more efficient use of?

10 MR. ACIERNO: Well, a total
11 efficient product would be to allow the
12 entire industry to do street hails and to
13 also do a prearrangement. I mean that's
14 what we did during the recent hurricane. We
15 basically said the entire industry could do
16 pick ups. That's the most efficient. But
17 the TLC has decided to segregate
18 efficiencies.

19 THE CHAIR: Right.

20 MR. ACIERNO: So and the other
21 thing is --

22 THE CHAIR: I guess that just
23 because you're not solving every problem in
24 the world doesn't mean you can't solve one
25 problem. But okay.

PROCEEDINGS

1
2 MR. ACIERNO: No, no, but the
3 other thing is, this is an evolving
4 technology. There are many companies that
5 don't have it, and many black car and livery
6 companies. Within the next five years
7 everyone will be communicating through apps.
8 It's just like how do you communicate with
9 your kids. I text them now. Five years ago
10 I talked to them. You know, ten years ago
11 we used to use the house phone. No one even
12 uses the house phone anymore.

13 It's an evolving technology. In
14 five years the way that we will order a car
15 on prearrangement will be through an app.

16 THE CHAIR: I'm not sure which way
17 that point cuts, but I don't want to --
18 we've got a lot of people yet to go, so.

19 MR. ACIERNO: I appreciate the
20 extra time.

21 THE CHAIR: Mr. Laszlo. And we
22 are -- thank you very much.

23 MR. ACIERNO: Thank you.

24 THE CHAIR: And we are going to
25 stick to three minutes. You know, for

PROCEEDINGS

1
2 industry leaders who are speaking in some
3 sense on behalf of many entities, you know,
4 we might go flexible here and there. But we
5 are going to stick to three minutes.

6 Tony Iacolucci and then Guy
7 Palumbo.

8 MR. LASZLO: All right, good
9 morning. My name is George Laszlo. I'm
10 here representing simply the ridership in
11 New York City. If you remember, I was in
12 front of you at the taxi fare hike increase.
13 So I have no other --

14 THE CHAIR: Welcome back.

15 MR. LASZLO: Thank you. -- no
16 other reason to be here except to make sure
17 that I as a passenger get a quick and fast
18 fare, and a safe ride, and that I can get
19 out as quickly as possible to go to my
20 destination. So I'm all for e-hail
21 applications.

22 To give you just a quick example,
23 I was standing in front of the U.N. about a
24 week ago at about seven p.m. I was there
25 for 25 minutes. Not a single taxi that was

PROCEEDINGS

1
2 on, ready for me to be picked up, was
3 available. There were tons of taxis, all of
4 them occupied. Not a bus came by for the
5 same 25 minutes. There was a woman standing
6 in front of me who also had her hand up who
7 would have gone first because I was behind
8 her. She actually kept her hand up like
9 this even when the lights changed red and
10 there was nothing coming. So that shows you
11 that the importance of the e-hail app is
12 important.

13 However, I am here to talk about
14 both the T-PEP and the e-hail. And I have
15 to tell you that I have lots of concerns
16 with the current rules as they are written.

17 I have submitted a spreadsheet
18 actually for both the e-hail and the T-PEP
19 as my comments. I made 64 comments on T-PEP
20 and 26 on e-hail. And but I wanted to tell
21 you quickly here what my main concerns are.

22 And those are that the rules, that
23 the way that they are written currently are
24 entirely too onerous on everyone. This will
25 discourage competition because companies

PROCEEDINGS

1
2 will not want to take the time and effort to
3 implement these systems, and/or they will
4 take a huge risk. Actually the companies
5 that are most favored here are the ones that
6 currently provide T-PEP, obviously there's
7 no e-hail yet, so they would get an
8 advantage. But even they are exposed to
9 lots of onerous things in these regulations
10 at the moment, because everybody has to now
11 talk to everybody else.

12 My key problem with these
13 regulations is that the amount of electronic
14 communication that you're expecting to take
15 place in realtime is so much between the
16 taxi meter, the T-PEP, the DIM, the PIM, the
17 AVL, the credit card systems and so on, is
18 that it will be nearly impossible for anyone
19 to provide the upkind that you're looking
20 for.

21 And I also would tell you that the
22 rules as they are currently written, in my
23 mind, and I've been in the IT business for
24 close to 40 years, that you're not going to
25 see any of these applications for the next

PROCEEDINGS

1
2 18 to 24 months because the rules are just
3 too restrictive for anyone to get there in
4 that period of time. For example, I don't
5 see anywhere in these rules will simply
6 allow somebody who has an e-hail
7 application, and all you're trying to do is
8 flag down a cab and say yes, I'm going to
9 pick you up and get in the cab, no payment,
10 I don't see that clearly listed that that's
11 allowed.

12 THE CHAIR: Just to clarify, that
13 is absolutely permitted under these rules.
14 And, you know, there are correspondingly
15 fewer -- most of the requirements I think
16 that you are talking about, I'll look at
17 your testimony in detail though, I'm
18 guessing relates to payment, where we do I
19 think have an obligation to get into pretty
20 great detail to make sure that people's
21 credit cards are secure. But for somebody
22 who just I want to get a cab, I'm going to
23 come pick you up, that is permitted with a
24 modicum of -- the real restriction there is
25 just that you can't use it while the car is

PROCEEDINGS

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

in motion.

Go on, I'm sorry.

MR. LASZLO: If that's the case then I think the rules need to be clearer, because I did not read it that way. And I read both of these documents at least three times thoroughly.

THE CHAIR: Fair enough.

MR. LASZLO: So I'm concerned that there are no escape routes. I don't know if some of you saw the movie Premium Rush where the bicyclist goes from Columbia down to Chinatown and they're being chased by the bad guys and of course they are dodging taxis and buses and all sorts of stuff. And the problem is that he tries to figure out, the rider, do I have an escape route.

As far as I read the regulations, there are no escape routes. There's one to do these applications, and there are too many things in it that are going to make it just difficult for anyone who wants to implement it to do so.

THE CHAIR: Mr. Laszlo, thank you

PROCEEDINGS

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

very much.

I will say to you and everyone that written testimony, if you submit it, I promise you will be read thoroughly by the staff. And Commissioners, they will, the staff as they did with previous more intricate rules, the staff will process everything and get you a full report of the comments that have been made, collated so you don't have to read the same thing fifteen times.

Thank you, Mr. Laszlo.

COMM. MARINO: I have a question.

MR. LASZLO: Yeah.

COMM. MARINO: When you said you were waiting 25 minutes in front of the U.N. the other day, were you aware of the application for a black car or a livery car, were you aware of the apps --

MR. LASZLO: Yes.

COMM. MARINO: -- that currently exist?

MR. LASZLO: Yes, I do know that. And I think, well, since you brought up the

PROCEEDINGS

1
2 question, I wasn't going to say anything
3 about this, because the previous speaker I
4 think is correct that you have to worry
5 about the problem of shifting this.
6 However, if you do look at that, you need to
7 also look at the fare differentials that
8 exists between black cars and regular taxis.
9 I personally would -- I use black cabs when
10 I go to the airport, for example, and back.

11 COMM. MARINO: But why didn't you
12 use that app to get a black car when you
13 were at the U.N.? I'm just curious as to
14 what your thought process was.

15 MR. LASZLO: I didn't think of it
16 at the time to tell you the truth. And I
17 finally after the 25 minutes decided to
18 walk.

19 COMM. MARINO: I'm asking him.

20 MR. LASZLO: Yeah.

21 By the way, as far as technology
22 is concerned, just to still address your
23 question, I think anything that has to do
24 with inhibiting technology by any party is
25 disingenuous in a way. You really have to

PROCEEDINGS

1
2 allow these things to happen. It's going to
3 happen no matter what. You'll be forced
4 into it no matter what happens.

5 THE CHAIR: I do agree with the
6 last point.

7 MR. LASZLO: Thank you.

8 THE CHAIR: And Mr. Iacolucci, I'm
9 sorry, Tony actually might be a Ms. It says
10 here with a Y, but I was told it's Ms. Good
11 morning.

12 MS. IACOLUCCI: Good morning. My
13 name is Tony Iacolucci. And I'm a member of
14 the Hearing Loss Association of America, the
15 nation's leading organization representing
16 people with hearing loss. I'm the chair of
17 the advocacy committee at the Manhattan
18 chapter, and a member of the national board
19 of trustees. And I would like to speak for
20 just a couple of minutes about T-PEP.

21 I would first like to thank
22 Commissioner Yassky --

23 THE CHAIR: I'm sorry.

24 Commissioner, no, it's
25 Ms. Iacolucci, I mispronounced this. She is

PROCEEDINGS

1
2 representing, Ms. Iacolucci, could you again
3 say the organization that you are
4 representing?

5 MS. IACOLUCCI: The Hearing Loss
6 Association of America.

7 COMM. AROUT: All right, thank
8 you.

9 MS. IACOLUCCI: I would first like
10 to thank Commissioner Yassky and the TLC for
11 your willingness to provide accommodation to
12 people with hearing loss. First by
13 facilitating the installation of induction
14 loop technology in the Taxi of Tomorrow,
15 which will enable a portion of the hearing
16 loss population to better communicate with
17 vehicle drivers. My organization actually
18 participated in a pilot project to test that
19 technology, and we have praised its
20 inclusion in all of our local and national
21 communication.

22 Secondly, I would like to thank
23 the TLC, specifically to Ann Switzer, for
24 your rapid response to my request for
25 accommodation at these public meetings.

PROCEEDINGS

1
2 There are 36 million people in
3 this country with hearing loss,
4 approximately 17 percent of the population.
5 In New York City that translates into
6 roughly one and a half million people.
7 These numbers are expected to escalate
8 considerably with the graying of the baby
9 boomer population and as a result of noise
10 induced hearing loss.

11 Although the use of induction
12 loops will be effective, there are degrees
13 of hearing loss which it will not help.
14 Someone who is profoundly deaf or someone
15 who has limited ability to distinguish
16 speech sounds, a very common type of hearing
17 loss. Many people who use induction loop
18 technology need to supplement with the
19 written word for complete understanding. I
20 presented the idea of using the taxi video
21 screens with voice to text software to the
22 TLC several months ago as a potential
23 accommodation to be used by almost everyone
24 with hearing loss.

25 It should also be noted that

PROCEEDINGS

1
2 written word has proven to be very effective
3 in communicating with people for whom
4 English is not their primary language, an
5 obvious benefit considering New York City's
6 diverse population. Current voice to text
7 software training can accommodate accents
8 and perhaps could even translate to
9 different languages in realtime.

10 Unfortunately, this idea has not
11 been included in today's rule making
12 proposal. I understand that and I accept
13 it. The technology is not available at this
14 time, although I think it's very doable. So
15 they should not be pressured into committing
16 to make it happen.

17 However, I am here to request that
18 TLC support in exploring the feasibility of
19 developing this technology. Although my
20 understanding is that vendors are ultimately
21 responsible for the screens, I hope the TLC
22 would feel a sense of responsibility to
23 participate in this study.

24 I am one of the 36 million people
25 with hearing loss. After years of

PROCEEDINGS

1
2 deteriorating hearing, I became deaf seven
3 years ago. If a fire engine were to drive
4 into this room with its siren full blast, I
5 would not hear it. Without the written
6 word, lip reading is my lifeline. If you
7 pull the plug on those screens, my ability
8 to communicate would cease.

9 As soon as I enter a cab, anything
10 the driver says to me I cannot hear. If
11 they ask me to repeat my location or exactly
12 where I want to be dropped off, if they
13 respond to my request to take an alternate
14 route or just say hello, I cannot hear them.

15 Drivers have tried to be helpful
16 when I explain to them my need to
17 communicate by lip reading. They do this by
18 turning to face me, often while the cab is
19 in motion. Obviously a dangerous situation.
20 When I asked my colleagues for examples of
21 communication situations, the overwhelming
22 response was I just don't take cabs, it's
23 too much anxiety.

24 And finally, people with hearing
25 loss in general have significantly elevated

PROCEEDINGS

1
2 stress levels due to the strain of trying to
3 access communication 24/7. I would imagine
4 that driving a cab in New York City runs a
5 close second. So why not join forces to try
6 to create a smart, efficient, cost effective
7 way to lessen the stress and accommodate all
8 people who are deaf or who have hearing loss
9 by exploring and hopefully developing
10 groundbreaking technology, once again
11 spearheaded by the New York City Taxi and
12 Limousine Commission.

13 Thank you for your time.

14 THE CHAIR: Thank you for your
15 assistance to the Commission. And let me
16 commit to you that we will continue to work
17 with you on integrating the most useful,
18 feasible technology for people with hearing
19 loss into T-PEP as we continue to go forward
20 and develop it. So thank you again.

21 The next speaker is Guy Palumbo,
22 followed by Zohrah Afshar, then by John
23 Mascialino.

24 MR. PALUMBO: Good morning,
25 Commissioner Yassky and members of the

PROCEEDINGS

1
2 Commission. Thank you for allowing me to be
3 here today. I am speaking on behalf of the
4 Luxury Base Operators Association and the
5 Asian Base Owners Association. We would
6 also like to extend congratulations to
7 Commissioner Gjonaj.

8 Basically we're talking on the
9 second set, meaning not the T-PEP system but
10 the applications. There are several points
11 which we have concerns with.

12 First of all, generally speaking
13 the process and the promulgation of these
14 rules has in the past followed, or as in the
15 past has followed the same general
16 procedures which the TLC has used. Rarely
17 have the TLC made significant changes after
18 public testimony. At least to the best of
19 our understanding. The process would have
20 been a little bit better if we were allowed
21 to have input during the process and not
22 once the program or the rules were
23 promulgated.

24 Timing. The rules were announced
25 the same day as Hurricane Sandy, and many

PROCEEDINGS

1
2 base owners really have not had an
3 opportunity. Yes, the leaders of the
4 various associations have, but not the input
5 from local base owners, especially in the
6 devastated areas. We can identify Far
7 Rockaway, Brighton Beach and Throgs Neck as
8 three areas that have not had their base
9 owners allowed or have the time, and even
10 some in Queens who were still recouping from
11 Hurricane Sandy, to provide input. And
12 that's a hold back here.

13 Model rules. Recently the IATR
14 held a conference on this very issue. The
15 IATR, International Association of
16 Transportation Regulators, which I believe
17 the Commissioner is on the board or the TLC
18 is involved, they have published a thirteen
19 page document with suggested model rules.
20 These regulations were issued, or suggested
21 regulations were issued by the IATR two
22 weeks after the TLC published its own rules.
23 We suggest that the Commission analyze all
24 these other rules, the suggested rules,
25 these model rules, which are from regulators

PROCEEDINGS

1
2 from major cities around the world. They
3 have worked on them. Before a vote, you
4 read them before working on them. We do
5 have copies of that available, and I'm sure
6 there are people here I believe who have the
7 actual thirteen page document on suggested
8 rules. However, if anybody needs them,
9 we'll gladly forward them.

10 The rush for public image. It
11 appears from public statements, interviews
12 and publicly released emails that the TLC
13 has one goal in mind, and that is to do
14 something fast. There is a publicly
15 recognized fear that the TLC would be
16 considered anti-technology. Unfortunately,
17 there was such a rush to avoid this label,
18 that serious mistakes are being made.

19 Multiple devices. As a portion of
20 TLC's rules are explained, it would be
21 conceivable or permissible for a technology
22 developer to give out iPhones to all types
23 of drivers, or other devices. The problem
24 with that is it's conceivable that a driver
25 could be sitting there with five or six

PROCEEDINGS

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

different devices on their dashboard.
Talking about distracted driving, as Deputy
Commissioner Ashwini mentioned before.
However, we also know that the New York
Police Department, New York City Police
Department does not consider the TLC rules
when it comes to the Vehicle and Traffic Law
as far as distracted driving, and there's
been several cases of that. We are
compounding the problem.

Contract considerations. Another
expressed concern by the TLC is that the
contract for vendors supply supplying both
hardware and services will expire by the end
of February. Why the rush. Cannot the TLC
by mutual agreement with the vendors and
extend that contract for 90 days so that we
all can get back to the drawing board and as
usual try to tweak these?

The consequences of rushing. As
with the street hail rules, the same
basic --

THE CHAIR: I'm going to ask you
to sum up, thank you.

PROCEEDINGS

1
2 MR. PALUMBO: Okay. There is
3 another study which was available indicating
4 that 25 percent of yellow taxis would be
5 losing business. We have a copy of that
6 study.

7 The consequences of rushing with
8 the street hail rules, same thing here. I
9 cannot speak for others here, but I think
10 it's a forgone conclusion that if these
11 rules are adopted, you're going to be back
12 in court and you're going to go back to
13 square one all over again.

14 Thank you. The comments are
15 submitted.

16 THE CHAIR: Thank you.

17 Mr. Zohrah Afshar, followed by the
18 next two speakers after that are John
19 Mascialino and then Amos Tamam from
20 Verifone.

21 I'll just repeat my invitation. I
22 see also then there are two other speakers
23 from Verifone after that. If people want to
24 consolidate and have, you know, five
25 minutes, six instead of three, I'll make

PROCEEDINGS

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

that deal in a heartbeat. Thank you.

Mr. Afshar.

(No response)

THE CHAIR: Or not. Then Mr.
Mascialino or Mr. Tamam.

COMM. MARINO: I'm sorry, who are
the speakers?

THE CHAIR: They will introduce
themselves. They are representing Verifone.

MR. MASCIALINO: They will
consolidate, each one.

THE CHAIR: You're very gracious.
Thank you.

MR. MASCIALINO: Thank you very
much for the opportunity to speak to you
today. I am John Mascialino. I represent
Verifone, Inc., one of the two T-PEP
providers in the contract with the TLC.

We appreciate the Commission's
hard work in pulling together both sets of
rules regarding T-PEP and e-hail
applications. As you know, these proposed
rules are very voluminous, and in addition,
many sections are very technical in nature,

PROCEEDINGS

1
2 both from a technological limitation
3 standpoint as well as from a legal
4 standpoint.

5 We appreciate the time that the
6 TLC staff, as was mentioned in the
7 presentation by Joanne, we appreciate the
8 efforts of all the staff in reaching out to
9 the stakeholders. Unfortunately, because of
10 the size and scope of the comments and the
11 discussion points, we have not finalized all
12 of our review with the staff but we hope to
13 continue doing that. But we did submit a
14 formal letter for the record with all our
15 comments, and we just want to address a few
16 of the more important points today for the
17 Commission's consideration.

18 The first thing we would like to
19 ask is since we know, based on what you
20 said, you have over 40 people testifying for
21 the various stakeholders, providing
22 testimony and opinions, which we assume will
23 lead to at least a few if not several
24 amendments to the rules, we hope that the
25 Commission will take one simple ask, which

PROCEEDINGS

1
2 is to not rush into approving the rules.
3 They are too important for the future of the
4 taxi industry. And we ask the Commission to
5 take time perhaps to publish the amended set
6 of rules and conduct at least one more
7 hearing so that they can be absorbed by all
8 the stakeholders again. There are lots of
9 times where there are several amendments
10 made, and the public really is unsure as to
11 exactly what's passed. So we do ask for
12 that ability for one more hearing.

13 Real quickly from a legal
14 standpoint on the contract terms. One of
15 our biggest concerns is the fact that the
16 rules limit the contract to one year with
17 owners. The intent of the rules is to
18 promote open competition and keep prices
19 affordable. However, by limiting the
20 contract term to one year, and with the
21 termination of convenience of 120 days I
22 have to add, it will restrict innovation,
23 investment in new technology, and best
24 prices will be significantly if not
25 permanently affected. And it will not be

PROCEEDINGS

1
2 for the better. It will create the opposite
3 effect.

4 Companies like Verifone cannot and
5 will not invest and offer the best
6 technology to its New York City customers if
7 they cannot get a fair return on their
8 investment. In addition, they will not be
9 able to offer the best financial deals to
10 owners as they have been doing for the past
11 five years with the current T-PEP contract.
12 As you know, the current contracts have
13 maximum pricing, and that maximum pricing
14 was never achieved with any of the owners.

15 We ask that at the very least they
16 allow up to three year contracts, which
17 exist now, similar to the original T-PEP
18 rules that were passed. However, we do
19 prefer that there be no restraints at all,
20 so that we could engage in a business to
21 business transaction.

22 Secondly, it was mentioned that
23 the T-PEP rules will also force the other
24 providers to enter into an MOU. In this
25 instance an MOU is a little bit strange term

PROCEEDINGS

1
2 because it will in fact be another contract
3 which would not look much different it seems
4 based on what our understanding is from the
5 current master agreement with the TLC. And
6 we do ask that, one, we have a better
7 understanding of what would in fact be
8 obligated of the T-PEP authorized vendors in
9 the MOU so we have a better understanding
10 what of we are getting into. But also, that
11 if there were going to be terms and
12 conditions in the MOU, that they actually be
13 put into the rules so that there's no
14 discrepancies going forward with various
15 T-PEP providers being treated differently
16 from one MOU to another, and that all terms
17 and conditions remain the same for everyone
18 in the industry.

19 That's all I have to say. I'd
20 like to turn it over to Mr. Tamam of
21 Verifone, who will discuss a couple other
22 technical issues.

23 THE CHAIR: Thank you. And while
24 you're doing that, on the point about the
25 term of the contract, I think that is a fair

PROCEEDINGS

1
2 point. The Commissioners and I do want to
3 examine with the staff and see if it merits
4 changing it. I mean to be short, I think
5 there a lot of things in these rules, a lot
6 of the details that the feedback from the
7 stakeholders has been very helpful, and I
8 think we'll have a better final product as a
9 result of that.

10 MR. MASCIALINO: Thank you very
11 much, we appreciate it.

12 THE CHAIR: So thank you.

13 MR. MASCIALINO: Thank you.

14 MR. TAMAM: Good morning,
15 Commissioners. My name is Amos Tamam. I'm
16 a senior vice president with Verifone. We
17 have been active in the New York City taxi
18 market for 25 years. I'd like to mention
19 that I was the first one to use a credit
20 card in taxicabs back in 1994.

21 We have objections -- basically I
22 want to comment to the processing of
23 payments. We have objections to this entire
24 section. We will discuss each one
25 separately.

PROCEEDINGS

1
2 The first one, if the T-PEP
3 provider pay the taxicab drivers directly as
4 written, the T-PEP provider cannot charge
5 any processing fee for this service. This
6 is economically not feasible and unfair.
7 First, processing such payment is a service
8 that has both administrative costs and
9 risks. There is no reason why this service
10 should be provided for free.

11 Secondly, this provision treats
12 the T-PEP provider differently from the
13 licensed app providers. It is our
14 understanding that the app licensees will
15 not be restricted as to what they can charge
16 the driver for a fee. T-PEP providers
17 should be permitted to charge 75 percent of
18 all credit cards in e-hail and smartphone
19 payments of the application processing.
20 That's my first comment.

21 It is also unreasonable for the
22 T-PEP provider to make funds available to
23 drivers at no cost, and for the driver to be
24 able to access his funds within a half a
25 mile of the fee drop. You say it's almost

PROCEEDINGS

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

impossible.

The last comment is on the health care fee. It is unreasonable and unfounded for the T-PEP providers to deduct the six cents fee for every fare from the T-PEP system, and to be responsible for disposing such funds in an account specified by the Commission. This is under -- I'm sorry, unrepresented T-PEP providers has never been required to collect any fees, such as the MTA tax, et cetera, and be responsible, I'm sorry, to the TLC for it. What is the basis for this rule. Why is it the responsibility of the T-PEP provider. This raises unnecessary pay issues, additional legislative costs, and affects revenues and processing. This section should be eliminated from the rules.

COMM. POLANCO: I'm sorry, you said that you guys do collect the MTA tax or you don't?

MR. TAMAM: No. It's the owner's responsibility, it's not the T-PEP provider's responsibility.

1 PROCEEDINGS

2 COMM. POLANCO: Oh.

3 THE CHAIR: I'm sorry, it's the,
4 could you just say that again, how does the
5 MTA tax collection process work today?

6 MR. TAMAM: So we collect through
7 the preblock the data information, but it's
8 ultimately the owner's responsibility to
9 collect the MTA tax.

10 THE CHAIR: So to the extent that
11 the fifty cents is paid by the, in the first
12 case is paid by the passenger.

13 MR. TAMAM: Correct.

14 THE CHAIR: If it's a credit card
15 you collect that; is that correct?

16 MR. TAMAM: No. No.

17 THE CHAIR: In other words, you're
18 saying you don't collect any credit card
19 payments from the passenger?

20 MR. TAMAM: No. No. The MTA is
21 collected by the owner from the driver.

22 COMM. MARINO: They pay the owner
23 the same way they pay the owner's fare; is
24 that correct?

25 MR. TAMAM: Sorry?

1 PROCEEDINGS

2 COMM. MARINO: Say you give the
3 owner fifty cents --

4 MR. TAMAM: We're just providing
5 the data. We are collecting this data and
6 providing the owners, the fleet owners with
7 the tools so they know how much MTA tax is
8 collected by what driver.

9 THE CHAIR: I see. The funds
10 don't flow through you, they flow from Visa
11 directly to the medallion owner?

12 MR. TAMAM: To the merchant of
13 record.

14 THE CHAIR: The merchant of
15 record. Are you merchant of record for --

16 MR. TAMAM: In some cases we do it
17 for individual drivers. But again, we do
18 not collect the MTA tax. It is the owner
19 who collects the MTA tax on his drivers.

20 THE CHAIR: I guess in those cases
21 you're saying that you collect the MTA --
22 you collect funds from the passenger, then
23 it flows, then pass it along to the
24 medallion owner.

25 MR. TAMAM: No. Where we're

PROCEEDINGS

1
2 acting as merchant of record it's money from
3 the individual drivers or small owners that
4 don't have the means and capability
5 administratively to handle it, the credit
6 cards and the administration associated with
7 them.

8 THE CHAIR: But in these cases am
9 I wrong that you collect the full amount
10 paid by the passenger?

11 MR. TAMAM: Correct, and we --

12 THE CHAIR: Including the MTA tax?

13 MR. TAMAM: Correct. And we pay
14 95 percent of whatever we collect back to
15 the driver, that's including the MTA tax.
16 So the driver is collecting the MTA tax
17 eventually.

18 THE CHAIR: I see. Okay,
19 understood. Thank you.

20 MR. TAMAM: Thank you.

21 THE CHAIR: That's helpful. I'm
22 sorry, did that clarify your question?

23 COMM. WEINSHALL: Can you explain
24 why they put that in, the six cents?

25 COMM. MARINO: What was the

PROCEEDINGS

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

question?

THE CHAIR: The question is what's the rationale for having the T-PEP provider handle that. Simply the ease of administration. To have two or three entities process, take out all those six cents per trip payments and forward them to whatever entity is selected to do the health care benefits, rather than have 13,000 medallion owners have to do that calculation and send checks. It seemed, you know, simply easier to have three -- let's assume there's two or three at most T-PEP providers, that two checks is easier than 2,000 checks.

COMM. MARINO: Right, it's easier for us but not for them because they have to pay for the administration costs for all this.

THE CHAIR: Right. But their cost presumably, doing it for all the trips, will be less than the aggregate processing costs of the individual medallion owners. And in the end that gets reflected in the pricing

PROCEEDINGS

1
2 for their services. In other words,
3 whatever their costs are are passed on to
4 their customers, namely the medallion
5 owners. So rather than the medallion owners
6 being responsible for that bookkeeping
7 individually, the T-PEP providers are
8 responsible for that bookkeeping centrally.
9 And then each medallion owner pays 1/13,000
10 of that cost in the form of their fees to
11 the T-PEP providers.

12 MR. TAMAM: Can I comment on that?

13 THE CHAIR: Please.

14 MR. TAMAM: So in my testimony I
15 did not say it's not possible. I said it's
16 not right, it's not fair, because you really
17 have to look into the details. The majority
18 of the cash flow does not pass to the T-PEP
19 providers. It goes directly to the merchant
20 owners. It's the relation between the
21 drivers and the owner, not T-PEP. But what
22 you are asking us to do is really step in in
23 the middle. Most of the funds are not
24 passing through us. So you're going to
25 create a nightmare of accounting work for

PROCEEDINGS

1
2 us. There is no clear method for us on how
3 we are going to begin with collecting the
4 six cents. What's clear is that we have a
5 liability with the vendors to pay the bills,
6 whether or not we are collecting the funds,
7 and that was an issue that needed to be
8 addressed.

9 THE CHAIR: Understood. I would
10 be happy to sit down with you and continue
11 to work through this with you and figure out
12 the easiest way for those funds to flow,
13 recognizing that the easiest might be the
14 least difficult of the two or three options.
15 Thank you.

16 MR. TAMAM: Thank you.

17 MR. GROSS: My name is Jason
18 Gross. I'm also with Verifone, and I'm
19 responsible for what you see on the
20 passenger information monitors, for Verifone
21 for the last three years, and for the first
22 two of those to a large degree also for CIT.
23 And I wanted to address two points. One is
24 the amount of reserve space for the TLC, and
25 the second is the limitations on what that

PROCEEDINGS

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

space could be used for.

The way the rules are posed, you have up to one minute for a prologue and they would like what they call four minutes of a twelve minute loop. I think our data and your data that we share with you shows that the average ride is now under some eleven minutes. So you're talking about now ten minutes once the prologue is done, and taking four of that ten is 40 percent of that experience.

Just to give you guys a little bit more of what typically both platforms try to do is have 60 percent of that loop be content and on most cases no more than 40 percent of that the advertising. So you're either replacing all of the advertising or most of the content. And when the city wanted to be able to contribute content to the passengers, I think both vendors, I can certainly speak for us, were very cooperative to create a second channel to give the users the choice they have, like they do at home, to choose one channel over

PROCEEDINGS

1
2 another. I think we all know that that
3 channel is chosen very frequently. I
4 believe the data is less than two percent,
5 perhaps less than one. We've run PSAs on
6 that. We are more than happy to give the
7 user that choice, but where that content
8 should be is in that same 60 percent for
9 content, but on the TLC channel we don't
10 quite understand why there's a reason to
11 change that as it is now.

12 Secondarily, the restrictions on
13 the use of that time are much broader than
14 they have been both in rule and in practice.
15 And our chief concern is that we've seen
16 over the last year or so, and my forebear
17 Amos tells me going back to the beginning
18 with New York City and Company, which I
19 believe is not a city agency, some of that
20 space is being reserved. But when that
21 entity is promoting with their space some
22 event that is let's say sponsored by
23 American Express or some other for-profit
24 organization, you're essentially competing
25 with the T-PEP vendors for sales of that

PROCEEDINGS

1
2 space to those clients. And where we are on
3 that is essentially, you know, had to happen
4 and someone says no, we are already getting
5 that. And while we're happy to promote
6 certain events, we think that's very
7 reasonable on the main channel. When it
8 comes down to depriving us of revenue, we're
9 creating both competition and undermining
10 the economic model, which I think has been
11 effective for all the partners. As Amos
12 mentioned, we never had to charge the full
13 price. In some cases it goes, you know, all
14 the way down. And that's because we're able
15 to support that with advertising.

16 You know, just as a note, whether
17 or not this is asked, you know, we have
18 worked very hard and I believe when I
19 started the rate of turnoff, so at the
20 beginning, at the middle, at the end, at
21 some point turning off was nearing 30
22 percent. And we have got that way down
23 under 15. We think we've provided
24 passengers with enough options to watch, to
25 turn off, to watch a second channel.

PROCEEDINGS

1
2 You know, we think that regardless
3 of what you may hear in some surveys,
4 depending on the way the question is asked,
5 people are broadly happy with it. I would
6 say from the advertising perspective local
7 business are thrilled with it. When it
8 comes to Fashion Week and you have the small
9 designers, small shops, it's really one of
10 the most effective ways for city businesses
11 to promote themselves.

12 So what we are really trying to do
13 is kind of essentially keep the status quo.
14 It's worked very well, we have no
15 complaints. And, you know, we'd just like
16 to essentially keep things where they are.

17 THE CHAIR: Thank you. Is that,
18 are there -- oh, yes, there's one additional
19 one.

20 MR. DEAN: Good morning,
21 Commissioners. My name is Duane Dean,
22 director of strategic planning for Verifone.
23 I'm here today to talk to you about the
24 e-hail apps.

25 The rules as written do not

PROCEEDINGS

1
2 address several factors that need to be
3 clarified. There is no guidance on what the
4 app licensee is permitted to charge drivers
5 and owners or passengers for that matter for
6 the use of the apps.

7 T-PEP providers have to inform the
8 TLC of all of its rates and are limited in
9 its processing fees, but there seems to be
10 no restrictions on the charges that have not
11 been charged. Currently under the current
12 rules, T-PEP providers can only charge a
13 surcharge of five percent, but until the EL
14 rules there is no statement as to what these
15 app providers can charge.

16 This will create problems in the
17 industry and to the riding public.
18 Remember, it will be the TLC that will
19 receive consumer complaints if drivers and
20 passengers feel they are being overcharged.
21 And as the presentation showed, consumer
22 protection is what the industry is looking
23 for.

24 If the TLC will permit additional
25 charges by licensees to passengers, it

PROCEEDINGS

1
2 should be mandated that such charges be
3 included in the receipt generated by the
4 taxi meter. Not mandating this will make
5 the trip log data ineffective, and will
6 create a false receipt of what the passenger
7 is actually charged for the cab ride.
8 Again, this can become a public relations
9 nightmare for the TLC if consumer complaints
10 are made and there's no evidence that the
11 rate the passenger has been charged.

12 Again, in summary, the
13 presentation presented by TLC mentioned
14 consumer protection. However, the
15 presentation failed to mention passenger
16 surcharges. They seem to be permitted and
17 not disallowed under the rules, leaving app
18 companies to charge again, as I mentioned,
19 whatever they want when the current T-PEP
20 providers under the current rules are
21 charged five percent.

22 THE CHAIR: So just to, are you
23 suggesting that we should set the price of a
24 surcharge, or simply make sure that it's
25 disclosed to the passenger? In other words,

PROCEEDINGS

1
2 you're saying we should get into the
3 business of saying what an app can charge
4 the passenger to find a vehicle?

5 MR. DEAN: What I'm saying is,
6 there should be a level playing field. If
7 you're allowing us as a T-PEP provider and
8 you're capping us at five percent --

9 THE CHAIR: Although that
10 wouldn't, of course in the new T-PEP rules
11 there's no -- we don't regulate pricing.

12 MR. TAMAM: Commissioner, if I can
13 add to this. I think what we're not going
14 to be -- what the Commissioner is suggesting
15 as far as how much to charge, et cetera, we
16 can come up with our own application, so we
17 are not against it. What I'm saying is you
18 have to deliver disclosure to the passenger.

19 THE CHAIR: Agreed.

20 MR. TAMAM: So if app A charged a
21 dollar for the service agreed for someone to
22 hail a cab, you need to disclose, it needs
23 to be disclosed on the receipt as well as on
24 an email and as well on a paper.

25 THE CHAIR: Yeah. And going over

PROCEEDINGS

1
2 your comments prior to this, I think the
3 point about disclosure is a good one. I
4 think our rules should be tighter on
5 ensuring that there's -- we should have a
6 mechanism to, if an app is deceptive in its
7 pricing, to go after them and stop that.
8 There needs to be disclosure of the pricing.
9 But I will also put cards on the table, I'm
10 very hesitant to get into this regulating
11 pricing. That's what the marketplace is
12 for, and I figure customers are smart.

13 All right, so next we have Richard
14 Thaler, followed by Jeremy Phillips, and
15 then Jay Bregman.

16 MR. THALER: Chair Yassky and the
17 Commissioners. I prepared two sets of
18 comments for each chapter, 75 and 78. I'll
19 begin with comments for chapter 75.

20 The TLC should be complimented for
21 moving to a standards based authorized
22 vendor approval process. But hopefully the
23 Commission will also consider requiring
24 compliance for all remaining violations of
25 payment card industry rules and practices.

PROCEEDINGS

1
2 Consideration should also be given to
3 limiting the installation of features and
4 functions to only those that are essential
5 for safe, efficient, convenient, low cost
6 taxi transportation service. Unnecessary
7 costly features and functions with related
8 costly data communications and the migration
9 of trip information from the taxi exterior
10 to the passengers' compartment should be
11 avoided.

12 The TLC now has the previously
13 overlooked opportunity to remedy the most
14 contentious T-PEP issue by complying with
15 the Durbin Amendment through the Dodd-Frank
16 Wall Street Reform Consumer Protection Act,
17 giving merchants the option to offer
18 discounts for cash payments, but cannot
19 favor one card over another. Then neither
20 the drivers nor the medallion owners no
21 longer would be required to pay the
22 transaction fees.

23 Hard on the heels of the proposed
24 MTA fare increase, the TLC must comply with
25 this federal act by applying just a small

PROCEEDINGS

1
2 adjustment to the fare drop in unit fare
3 elements, which could also include the
4 health care contribution. For this purpose,
5 the \$2.50 fare drop should be increased to
6 about \$2.70, and the \$.50 unit fare should
7 be increased to about \$.55. Other flat
8 fares and extras should be adjusted
9 accordingly. If a passenger pays by cash,
10 the driver would press the cash code on the
11 taximeter and the taximeter fare code is
12 discounted back to the cash rates of \$2.50
13 and \$.50. The payment gateways and merchant
14 acquirer transaction processes shall be
15 required to remit at least the regulated
16 cash fare rate to the drivers with all,
17 finally, with all tolls, taxes and tips
18 finally at full face value for all trips.

19 Second item. The Commission
20 should enable each independent contractor
21 lease driver to become or select a merchant
22 of record. The driver's choice of merchant
23 should be filed by the merchant with the TLC
24 and distributed to all approved T-PEP
25 vendors. Then the TLC rules must require

PROCEEDINGS

1
2 that the drivers' T-PEP login TLC license ID
3 must require the T-PEP provider to determine
4 which payment gateway must be the routing
5 destination of each fare payment transaction
6 for the driver's shift. For this purpose
7 the Commission must require that each
8 selected payment gateway provide API routing
9 software to all T-PEP vendors for
10 installation on all T-PEP systems.

11 THE CHAIR: Mr. Thaler, if you
12 could sum up, thank you.

13 MR. THALER: I'll tell you what.
14 You have it in writing.

15 THE CHAIR: Thank you.

16 MR. THALER: I would like to,
17 since I prepared two comments, two sets of
18 comments, for 78 and 75, I'd like to make
19 one comment about 78, chapter 78.

20 THE CHAIR: Please do that.

21 MR. THALER: Under the definitions
22 in the chapter 78 e-hail application, items
23 two and three. Item two said allows a
24 passenger to hail a taxicab via the
25 electronic device, and three allows a driver

PROCEEDINGS

1
2 to receive a hail request.

3 In agreement with Mr. Acierno's
4 comments, these are in clear violation of
5 prohibited prearrangement. And items two
6 and three certainly should be deleted from
7 the e-hail definition.

8 The only other out of all of these
9 the only other comment I'd like to make
10 about 78 is item number four, which you
11 have. The requirement that any licensed
12 e-hail application must operate through the
13 T-PEP system must be changed to allow
14 transaction processing independent of T-PEP.
15 In order to ensure total security for
16 passenger card holders, the e-hail payment
17 app tokenizes the passenger's payment cards.
18 But the tokenized cards can only be
19 processed through the driver's merchant
20 processor and payment gateway. Tokenized
21 transactions are essential in order to
22 prevent security breaches such as the global
23 payments security breach suffered by a T-PEP
24 vendor over a year ago, but has not yet been
25 addressed by this Commission.

1 PROCEEDINGS

2 Thank you for your patience.

3 THE CHAIR: Thank you for your
4 input.

5 COMM. MARINO: There were extra
6 copies?

7 MR. THALER: What is that?

8 COMM. MARINO: For us, we didn't
9 get -- thank you.

10 THE CHAIR: Yes, there are
11 sufficient here it appears, and I will
12 distribute them right now.

13 COMM. MARINO: Thank you.

14 THE CHAIR: Jeremy Phillips,
15 followed by Jay Bregman, followed by David
16 Pollack.

17 Commissioners and members of the
18 public, I will plan to break at 12:30 for a
19 half hour break, unless if it appears we're
20 close to being able to finish and we can
21 push through to finish to say 12:45, then
22 we'll go ahead and do that. Otherwise we'll
23 break at 12:30. Let's see if we can't.

24 Mr. Phillips, followed by
25 Mr. Bregman.

PROCEEDINGS

1
2 MR. PHILLIPS: Thank you, Chairman
3 Yassky and members of the Commission. My
4 company is Ride Charge Incorporated. I'm
5 speaking on behalf of Ride Charge. Our
6 product, Taxi Magic, the four million
7 smartphones and passengers that have
8 downloaded our app, as well as the tens of
9 millions that have used other of our
10 electronic booking channels to request a
11 taxi, as well as my several thousand Twitter
12 followers, my name is Jeremy Phillips. And
13 I'm in the leadership team and business
14 development, fleet sales, and city
15 procurement capacity at Ride Charge, a
16 company that was founded in 2007. I
17 previously operated a taxicab fleet.

18 Ride Charge makes Taxi Magic, the
19 award winning mobile application for
20 booking, tracking, charging and expensing
21 taxi rides. Since our launch in December
22 2008, the Taxi Magic app has become hugely
23 popularly in larger cities, where it is
24 electronically bonded to the dispatch
25 systems of taxi needs. Orders are thus

PROCEEDINGS

1
2 placed with only a few taps on the phone,
3 and the dispatched taxi appears on the
4 phone's map as it makes its way to pick you
5 up.

6 Taxi Magic is the number one app,
7 and has consistently been found in the top
8 20 iTunes travel apps ever since its launch.
9 Apple has included Taxi Magic in major
10 marketing efforts numerous times. Today,
11 Taxi Magic is available in some 80 markets
12 in the United States, and is operating with
13 over 150 transportation companies, 150
14 fleets, on five mobile phone platforms.

15 As you know, New York City and the
16 TLC introduced a system in September
17 allowing riders to call for a wheelchair
18 accessible yellow cab using a smartphone
19 app, a Web site, a text message or a voice
20 call. The TLC's chosen app, called WOW
21 Taxi, Wheels on Wheels Taxi, is powered by
22 my company, Taxi Magic. It is an incredible
23 source of pride for our employees to be part
24 of a program that brings well-known, high
25 quality New York City taxicab service to

PROCEEDINGS

1
2 those New Yorkers with accessibility
3 requirements.

4 I am submitting this testimony
5 concerning the proposed rule changes the
6 Commission is considering with regard to
7 e-hails, and the complicated licensing of
8 e-hail application providers. I will also
9 note that we are a T-PEP provider in some
10 fifteen markets across the United States.

11 My testimony is based on my work
12 at Ride Share as well as our top executives
13 with over 30 years of entrepreneurial and
14 executive management experience in the
15 enterprise network management software
16 business, as well as our unique perspective
17 as the only taxi app provider currently
18 operating legally in New York City to allow
19 a taxi app.

20 We at Ride Share are obviously
21 proud of our accomplishments. We are
22 especially proud of operating legally in
23 several markets regardless of the specific
24 demands of the jurisdiction's regulations.
25 Why? Operating legally is the only way that

PROCEEDINGS

1
2 our company operates. In sum, that is our
3 business model. We look before we launch.
4 We talk to regulators. We do so as partners
5 with those local regulatory agencies and
6 with the legal fleets.

7 So with that perspective I'm here
8 today to describe some of the key concerns
9 that Ride Charge has regarding the proposed
10 e-hail rules. Namely, the failure to
11 address provider experience requirements and
12 their financial stability. It fails to
13 provide guidance as to integration standards
14 and the general dependency on the T-PEP 2.0
15 requirements, or, sorry, T-PEP 2.0
16 providers. There's a general security
17 compliance measure, a lack of general
18 security compliance measures, and there's
19 generally an inability to create a
20 sustainable business model for our company
21 under these rules.

22 Accordingly, Ride Charge requests
23 the Commission to consider more detailed
24 comments as they deliberate on the final
25 form of the proposed T-PEP and e-hail rules,

PROCEEDINGS

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

which I have delivered up front there.

These proposed rules and their move to allow for applications to operate in New York City taxicabs are welcomed by my company. Even so, Ride Charge asks the Commission, as it looks forward, also looks back in time to the experience, integration, security measures and practice that made sense during this T-PEP 1.0, and that has worked for the benefit of the TLC and the riding public.

I'm certainly available to answer any of your questions regarding these points. Thank you for your time, attention and consideration on our points.

THE CHAIR: Thank you very much.

Mr. Bregman, and then followed by David Pollack from CTS.

MR. BREGMAN: Yes, Mr. Chairman. We also have some of our drivers here to testify about the e-hail and T-PEP rules.

COMM. MARINO: I'm sorry, who is the speaker?

MR. BREGMAN: Jay Bregman. I'm the founder and CEO of Hailo. I'm here to

PROCEEDINGS

1
2 speak about the e-hail and T-PEP rules.

3 Every ten seconds across the world
4 a licensed taxi driver accepts a Hailo
5 e-hail. And with each match, we help chip
6 away at the millions of dollars lost by
7 drivers, and hours wasted by passengers, due
8 to the inefficiency of the market. Hailo
9 solves the line of sight problem, and
10 nowhere will our impact be felt greater than
11 right here.

12 In 2005 your predecessor signed
13 contracts to create T-PEP, a universal
14 standard for credit card acceptance and data
15 gathering, designed to make taxis more
16 convenient and safe. Despite facing near
17 universal resistance, it is now an
18 irreplaceable part of the fabric of New York
19 life.

20 But the work contemplated and
21 specifically referenced in the original
22 T-PEP contracts remains unfinished. Despite
23 having the vision of smartphone applications
24 before smartphones were part of the common
25 language yet alone usage, T-PEP vendors

PROCEEDINGS

1
2 stuck to processing cards, and innovation
3 stalled. Other cities started to catch up.
4 You now have the opportunity to realize that
5 world leading vision and restore the mantle
6 of innovation and service to New York.

7 But the very same industries that
8 opposed T-PEP, black car and livery services
9 are now putting forth similar arguments,
10 alarmist arguments, against e-hailers. Such
11 arguments ignore the evidence that e-hailing
12 works. It has been proven on New York City
13 style scale and sophistication, and it will
14 do nothing but good for passengers and
15 drivers.

16 Despite hailer drivers having
17 traveled over three million miles since our
18 launch in London just a year ago, passengers
19 on average wait only two minutes from tap to
20 taxi. E-hails are not radio calls and they
21 are not dispatches. They are the inevitable
22 evolution of the arm flail, the doorman's
23 whistle, the light outside the hotel.
24 E-hails are close in time encounters with
25 built in safeguards to prevent disruptions

PROCEEDINGS

1
2 to street hail service and which all but
3 eliminate refusals.

4 Hailo's model is to distribute a
5 small number of incremental hails across a
6 very large number of drivers, providing
7 fares when they otherwise would have been
8 cruising empty. Hailo makes more cabs
9 available without putting more cabs on the
10 street. As such, we supplement but do not
11 supplant traditional street hail service.
12 Hailo drivers do and always will spend the
13 majority of their time hunting for street
14 hails. And part of our model is we give
15 drivers a free tool kit to help them with
16 this aspect of their day. That's why Hailo
17 only works with taxis who can pick up off
18 the street, which means we only work with
19 yellow cabs in New York City.

20 Safety is paramount to Hailo. And
21 since our very first driver we have
22 distributed smartphone cradles and chargers
23 for free, and require their use when using
24 Hailo. Our application has been designed to
25 enable one tap interaction to accept e-hails

PROCEEDINGS

1
2 when the vehicle is in motion.

3 This is exactly the same standard
4 this Commission voted to enact only some
5 months ago when you approved the street hail
6 livery rules and provided a specific
7 exemption for on the road interaction with
8 smartphones when the communication occurs
9 via one touch. We believe the final e-hail
10 rules should contain this exact languages.
11 But strangely, they currently do not. In
12 addition, there are thousands of private
13 livery and black car services currently
14 operating in New York right now who are
15 interacting with smartphones on the road
16 today. All we're asking for is a level
17 playing field with applications in New York
18 City.

19 Finally, we believe special
20 consideration needs to be given to the role
21 of T-PEP providers in the introduction of
22 e-hailing in New York City. The TLC has
23 mandated that e-hail licensees integrate
24 into T-PEP. But we believe the regulations
25 need to be extended in order to allow, to

PROCEEDINGS

1
2 require T-PEP vendors to expose information
3 other than simple fare information. And
4 that T-PEP providers should be required to
5 produce external interfaces according to a
6 common standard to ensure they are not a
7 barrier to adoption of e-hail.

8 T-PEP providers now play the role
9 of utilities. And they must be regulated as
10 such to prevent them slowing the pace of
11 innovation, and helping recast New York as
12 the most innovative taxi market in the
13 world. We urge the TLC to pick up the reins
14 of innovation and competition and finish the
15 task which started when the contracts
16 currently up for renewal were conceived.
17 And we pledge our support to the TLC and the
18 drivers and the people of New York to make
19 sure that this time we get it right. New
20 Yorkers cannot wait any longer.

21 Thank you very much.

22 THE CHAIR: Thank you.

23 COMM. MARINO: I have a question.

24 MR. BREGMAN: Oh.

25 COMM. MARINO: In London, you said

PROCEEDINGS

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

you initiated this in London a year ago. Is it the same structure in London as it is here in New York City, where we have yellow cabs are only allowed to pick up street hails and cannot take prearranged vehicles, and we have another industry or another two industries that do it, is it the same structure?

MR. BREGMAN: Melissa, one of our drivers, just came from London, and would probably be best to illustrate it from a driver's perspective. Melissa, do you want to take that question?

MS. PLAUT: Melissa Plaut. I was just in London in September, and observed Hailo there. And their yellow cabs --

THE CHAIR: I'm sorry, just for the court reporter could you just introduce yourself by name?

MS. PLAUT: My name is Melissa Plaut. And I'm a Hailo cab driver.

COMM. MARINO: It's a very specific question.

MS. PLAUT: Yeah, I know.

PROCEEDINGS

1
2 COMM. MARINO: Is it the same
3 industry setup in London as it is here in
4 New York City?

5 MS. PLAUT: Yes. There is an
6 industry that accepts street hails and there
7 is an industry that accepts cars. And in
8 London, Hailo is operating in the black
9 cabs, which is the equivalent to New York's
10 yellow cabs, where you raise your arm, you
11 get into a cab, the meter gets turned on.

12 MR. BREGMAN: And if I might
13 follow up on this, I take it the reason
14 behind the question is to talk about or is
15 to ask the question about will this impact
16 the private hire and livery services. The
17 answer, and you'll see unequivocally in the
18 testimony we provided by John Mason, who has
19 the public carriage office in London, which
20 is the TLC equivalent, is it has not. Half
21 of the drivers in London are using this
22 technology. Hailo is doing over a million
23 dollars a week in transactions. And the
24 fact is that the black car and livery
25 companies which have adopted technology, who

PROCEEDINGS

1
2 change with the times and improve their
3 services, are flourishing. They are doing
4 better than they did before.

5 COMM. WEINSHALL: Mr. Bregman, so
6 you're in London. Are you in any American
7 cities?

8 MR. BREGMAN: Yes. Hailo
9 currently operates in four countries with
10 135 employees. We operate in Dublin,
11 Toronto, Chicago, Boston. We have an office
12 in Tokyo. But yes, we are currently in the
13 United States, we are in Boston and Chicago.

14 COMM. WEINSHALL: And how many, in
15 Chicago how many cabs are these?

16 MR. BREGMAN: I don't know the
17 exact numbers for Chicago. We have 20,000
18 registered drivers across the entire
19 network. Bear in mind, the company has only
20 been around for a year.

21 COMM. WEINSHALL: Right, okay.

22 THE CHAIR: Thank you,
23 Mr. Bregman.

24 MR. BREGMAN: Great, thank you.

25 COMM. MARINO: We have how many

PROCEEDINGS

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

more speakers?

THE CHAIR: Well, there are, I'm going to go down to David Pollack and then Ethan Gerber, and there are one, two --

MR. BREGMAN: Sir, sir, we have them on the list, it would be great to hear from some of our drivers.

THE CHAIR: I understand, but I want to get through everybody. I know that there are other Hailo people signed up. But rather than have them all --

MR. BREGMAN: Okay, great. Thank you very much.

THE CHAIR: Mr. Pollack, Mr. Gerber. There are, after those two there are one, two, three, four, five, six, seven, eight, nine, ten, 11, 12, 13, there are 14 people plus these two. So a total of 16 people signed up to speak. As I said, we will get through I guess another four perhaps before 12:30, and at that point we will break.

MR. POLLACK: Good morning, Commissioners. Before we start I just

PROCEEDINGS

1
2 wanted to say I'm very glad that Arlene
3 Sanchez, the president of the Livery
4 Roundtable, is with us today. Most of you
5 don't know, but this woman spent seven hours
6 on her roof while the flood waters in Staten
7 Island came in. And some of her neighbors
8 weren't as lucky. So we're glad you're here
9 today.

10 (Applause)

11 COMM. AROUT: Can you please let
12 her stand to let us know.

13 (Applause)

14 MR. POLLACK: Thank you,
15 Mr. Chairman and Commissioners. On behalf
16 of the Committee for Taxi Safety, I'd like
17 to take a few moments to share some thoughts
18 on the e-hail app and regulations that are
19 before you today.

20 The idea of an having an
21 application for use on a smartphone for
22 e-hails as a convenience to passengers, and
23 a potential economic opportunity for
24 drivers, seems to be a win-win, is a win-win
25 for all potential passengers and for yellow

PROCEEDINGS

1
2 cab drivers. Indeed, the last iteration of
3 the T-PEP contracts contemplates that a
4 variety of suppliers would provide these
5 applications.

6 Taxi apps are long overdue. The
7 livery industry has apps that allow for
8 great convenience and less wait times for
9 those services. We salute that segment's
10 success. As technology has made it faster
11 and more convenient for passengers to call
12 for taxi service no matter where they are,
13 and no matter when, we must make sure that
14 the new service allows passengers to
15 actually get a ride of their choice.

16 The apps for taxis should operate
17 on a level playing field, as someone
18 mentioned before. The rules before you
19 would place a restriction on the ability of
20 yellow cab drivers to respond to an e-hail
21 until the vehicle is stopped. There are no
22 similar restrictions that apply to the
23 liveries. In fact, this Commission recently
24 approved rules for the livery street hail
25 license that allows for a single tap

PROCEEDINGS

1
2 response for devices such as a mounted
3 smartphone or a tablet to respond to an
4 e-hail request for a ride, without regard to
5 whether the car is in motion.

6 The same rule needs to be applied
7 here. In order to have close in time pick
8 ups of fares from e-hail, the cabs need to
9 be in motion, just as they are for regular
10 street hails. The one tap response is no
11 more distracting than any other piece of
12 equipment in the cab, including the air
13 conditioner or radio tuner. To maintain
14 this restriction just for yellow taxi
15 drivers will result in these taxi apps not
16 being effective for customers and drivers.
17 And in fact, attempting to make drivers stop
18 or pull over will almost assuredly result in
19 more accidents and more traffic.

20 When cell phones arrived as a way
21 of life, the yellow taxi industry did not
22 propose that liveries should be banned from
23 accepting a call from a phone. In use on
24 the street from a perspective passenger, we
25 recognized and accepted that there were two

PROCEEDINGS

1
2 methods for getting a ride. We accepted
3 that, that in fact we lost market share for
4 passengers seeking rides while they were on
5 the street. No one segment of our industry
6 should have an advantage because of these
7 rules. The same level playing field for
8 accepting an e-hail or dispatch of one cab
9 should be the rule.

10 With regard to the proposed T-PEP
11 regulations, again, we believe that there
12 should be a level playing field. We believe
13 there be an easier, universally accepted
14 integration between T-PEP providers and taxi
15 app makers. Any licensee of the TLC should
16 be available to have a single methodology to
17 integrate with T-PEP providers. The
18 licensed app maker, once approved, should
19 not be blocked by other industry players,
20 because ultimately it is the passengers who
21 will lose the benefit of better service and
22 the passengers who should decide what apps
23 are best and which applications they will
24 use.

25 Additionally, a driver should not

PROCEEDINGS

1
2 lose out on fares because the TLC mandates
3 T-PEP integration but does not make the
4 integration universal so that any licensed
5 application provider can collect. This is
6 simple enough to achieve by the T-PEP
7 providers.

8 With those two suggested
9 revisions, the Committee for Taxi Safety
10 supports these proposed rules so that we can
11 provide passengers with more options and
12 better service for when they need a ride.

13 I also agree with one of the
14 speakers who mentioned that the contract
15 should be longer than one year. It's hard
16 to get involved in anything in this industry
17 with a one year contract that you're already
18 thinking about the second year before you
19 start the first year.

20 And it should also be noted that
21 prearrangement consists of knowing the pick
22 up location, a drop off location, and what
23 the fare will be. And there are some apps
24 where you do not know what the fare will be
25 because you do not know the drop off

PROCEEDINGS

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

location.

Any questions?

THE CHAIR: Thank you. Very, very cogent. Thank you very much, Mr. Pollack.

Ethan Gerber, followed by Avik Kabessa.

MR. GERBER: Good morning, Commissioners. I'm Ethan Gerber from the Greater New York Taxi Association. And good morning, Commissioner Gjonaj, congratulations.

It's always interesting coming to the TLC and listening to the statistics, because I learned today that 40 percent of yellow cabs are driving around empty. It would have been a great statistic to know about when we voted to put 2,000 more medallions on the street. It would have been very interesting I think, and it's very interesting about 9,000 in the outer boroughs.

We are in favor of technology and we are in favor of advancing technology, but we think we should go slowly and carefully

PROCEEDINGS

1
2 and create the right rules and the right
3 technology for this industry and for both
4 industries. It's not about getting it fast,
5 it's about getting it right.

6 We have proposed broadcast
7 technology, which would have solved these
8 speakers' problem who came off the -- who
9 couldn't find something at the U.N.
10 Broadcast technology would tell the
11 passengers where there are empty yellow cabs
12 so that they can match up and go to those
13 yellow cabs. If you come out of Penn
14 Station, you come out of Madison Square
15 Garden sometimes after a game, after a show,
16 you want to know which corner to go stand
17 on, there's cabs, let's find them.

18 There are numerous questions with
19 this rule's intended and unintended
20 consequences. And I do applaud the TLC for
21 moving in the right direction. I'd just
22 like to do it carefully. What is going to
23 happen when I raise my hand and I'm passed
24 to go to the person who pinged first, or
25 worse yet maybe when the African-American

PROCEEDINGS

1
2 raises his hand and is passed to go to the
3 person who pinged first. What's going to be
4 the TLC rules and how is the TLC going to
5 handle that. These rules don't address it.
6 It was raised by Ashwini Chhabra, and I
7 applaud it that this was, this is an actual
8 issue, but before we set this in motion
9 maybe we should address some of these
10 concerns.

11 Again, one of the colleagues so
12 far said it would be great if you announced
13 policy, if you have meetings with the
14 industry and talk about policy and direction
15 before you set it on paper, and not tinker
16 at the edges.

17 I agree with David Pollack and
18 others who say that any innovation should be
19 through the T-PEP system. It's the safest
20 system. It's a better system than phones.
21 As some of you will recall, we fought very
22 hard in the dispatch world with accessibles
23 to make sure drivers were not holding
24 BlackBerrys. We still think it's very, very
25 dangerous. And illegal. No matter what,

PROCEEDINGS

1
2 the TLC does not have the power to
3 invalidate Vehicle and Traffic Laws. It's
4 dangerous, it's illegal. We don't want
5 handheld. Everything should be run through
6 the T-PEP system, and I urge you to do that.

7 And I did sign and the Greater New
8 York Taxi Association did sign on behalf
9 with some of the livery concerns, and our
10 concern was slowing this down and doing it
11 right, which is a little bit different. And
12 where I part from my brothers in the
13 liveries is that the rules should be fair
14 across the board. If it is a dispatch, or I
15 should say if it is not a dispatch, if it's
16 a street hail, for me to ping someone and
17 get a car a block or two away, that's a
18 street hail, then it's also a street hail on
19 the livery side. By the same token, if it's
20 okay for me to ping and get a car ten
21 minutes away, that is a dispatch. I think
22 we need to recognize that we are encroaching
23 in each other's world and that what we do
24 not want is a completely unregulated market.
25 It's worked very well for New York. They

PROCEEDINGS

1
2 have options. And we strongly urge this
3 Commission to proceed but proceed carefully
4 and take all these considerations into
5 account.

6 Thank you.

7 THE CHAIR: Thank you.

8 Avik Kabessa, followed by Pat
9 Russo. I think that is probably all that we
10 will have time for. We will then break at
11 12:30 for fifteen minutes, we will resume at
12 12:45. And I know the commissioners have
13 some other obligations. I know that we will
14 be losing commissioners pretty much from
15 this point on. I assure you again,
16 Commissioners, you will get a full report
17 from staff detailing issues that have been
18 raised, in a cogent way, consistent with
19 their usual cogency.

20 Yes.

21 MR. KABESSA: Good morning,
22 Commissioners. We listened to what you said
23 about the time, and Anat yielded her time to
24 me, so is that possible that I can get a
25 longer time?

PROCEEDINGS

1
2 Good morning, Commissioners. My
3 name is Avik Kabessa. I'm the CEO of Carmel
4 and a member of the Livery Roundtable. For
5 those of you who do not know, we represent
6 about 240 livery bases, approximately 14,000
7 livery drivers.

8 We oppose the proposed rules,
9 primarily for the reasons mentioned here
10 already, which is the prearrangement of a
11 fare. But it's not because we do not
12 believe technology should not exist in the
13 yellow taxi, but because those rules
14 completely disregard New York City's ground
15 transportation needs and therefore the
16 for-hire industry. And all for what. For
17 venture capitalist companies to make money.

18 I take personal offense when
19 people tell me that we need to copy what is
20 being done in London or in San Francisco,
21 and how wonderful they work in other cities.
22 London, London become the New York City
23 golden standard. But London is not New York
24 City. And for those that do not know, I
25 would like to shed some light on these

PROCEEDINGS

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

beautiful Hailo drivers and taxi.

London has half the visitors New York City has; 27 million versus the 51 that we have. London has double the taxis. Double the number of taxis, 20,000 versus 13,000. And London does not have a cap on yellow taxis, on taxis. So when there is more demand, there is more taxis. And the most important thing, believe it not, is a London taxi driver can refuse a ride. So how can you even compare this city with the transportation of New York City and say wow, adopt London's concept.

Let's go to other cities. People suffer all around the nation from poor prearrangement service level, not from lack of street hailed supply. New York City is the only one being blessed with such a high demand of street hail and lack of service. San Francisco has a 35 percent, and you saw the letter from the commissioner of San Francisco, New York City has a, I'm sorry, San Francisco has a 35 percent no-show when you prearrange a taxi on average by study.

PROCEEDINGS

1
2 So we are exactly the opposite. No one
3 complains about the no-show of the
4 prearrangement. People complain about the
5 lack of yellow taxis available in the
6 street. So, taking an action that would
7 increase the prearrangement service in New
8 York City while decreasing the yellow taxi
9 availability for street hail could not be
10 more detached from the city's needs.

11 Then comes of course the big
12 argument. We do not want to appear like we
13 are not tech friendly.

14 When Commissioner Yassky met with
15 us because some of those smartphone
16 applications are pushing themselves into the
17 for-hire industry, some in a legal way, some
18 illegal, we met with Commissioner Yassky.
19 We did not say no to technology. We said
20 yes to technology. And all we asked was
21 that those companies, just as we are, will
22 be regulated, will be held accountable.

23 We have been informing, I want the
24 Commissioners to know we have been informing
25 the TLC of illegal operating smartphone

PROCEEDINGS

1
2 application companies since January of 2011.
3 And what was done. Nothing was done by the
4 TLC, nothing. We have repeatedly asked the
5 TLC to issue rules that would govern the
6 for-hire apps. Repeatedly. And the TLC has
7 not done so. So the TLC says to us that
8 they don't do so because they do not like to
9 interfere with a company's business model.
10 Isn't that somewhat of an oxymoron coming
11 from a regulatory agency. That's number
12 one. And let's face it. What a double
13 standard. Us yes, them no.

14 So for two years now smartphone
15 apps exist without rules and regulations.
16 The natural question is, if the TLC doesn't
17 wish to interfere with apps when it comes to
18 the for-hire, why are we being presented
19 here with rules that allow prearranged. Let
20 me tell you the reason. The answer is
21 simple. Without those rules, companies like
22 Hailo cannot make money. Companies like
23 Uber cannot make money. Without those
24 rules, they cannot make money. So in order
25 to make money, the exclusive right of the

PROCEEDINGS

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

T-PEP provider, okay, of the taxi payment have to be amended. It should come to no surprise that today we are not just discussing smartphone app to the yellows. We are also discussing the T-PEP. So Commissioner, you're highly intervening in business models. You are actually paving the way for this to happen.

When we met with the Commissioner about the issue of smartphone for the yellow, we did not say no to technology. We said yes to technology for payment. The gentleman from Hailo said it's like broadcasting a hotel light. It's like the doorman in the building. Absolutely correct. But a broadcast from a hotel light does not mean a vehicle driver has been paired with a customer that is waiting at the lobby.

So we said yes to technology. Allow broadcasting. This way -- by the way, if I accept a ride and I turn my light off on my way, your rules allow me to accept a street hail; is that correct?

1 PROCEEDINGS

2 THE CHAIR: I'm sorry?

3 MR. KABESSA: If I accept a street
4 hail, a prearrangement of a yellow, while en
5 route to the prearrangement, your standard
6 is I'm allowed to accept a person in the
7 street raising their hand, isn't it?

8 COMM. MARINO: While en route --

9 MR. KABESSA: Yes.

10 COMM. MARINO: -- to prearranged.

11 MR. KABESSA: The answer is yes.

12 So they think that they are
13 eliminating discrimination, but in reality
14 you have just increased discrimination
15 because I turn off my light since I have
16 accepted the prearranged, and now I open my
17 window, where do you want to go, no thank
18 you, where do you want to go, no thank you,
19 and that --

20 THE CHAIR: That would be a
21 refusal, just whether they --

22 MR. KABESSA: How would they prove
23 it? I have accepted the prearranged trip.
24 I have accepted the prearranged trip,
25 Commissioner. And this guy is complaining

PROCEEDINGS

1
2 about me and you check your record and I
3 have the prearranged trip.

4 THE CHAIR: No, any, an increase
5 to the destination followed by a refusal
6 would be a -- or summonsable.

7 MR. KABESSA: But that's not what
8 it is. It says here that I can accept
9 the -- we said yes to broadcast, not to
10 prearrangement. This is an extension, a
11 true extension of the hand and not a
12 prearrangement of the taxi.

13 COMM. MARINO: And the point
14 you're making is how are you going to prove
15 it.

16 MR. KABESSA: That's correct.

17 COMM. MARINO: Because once you
18 have that record that you're on your way,
19 I'm off the hook.

20 MR. KABESSA: I'm taking an order
21 to go, trust me.

22 So we suggested that the person
23 with an app can use a broadcast to say I'm
24 here, then I'm as a taxi I don't have to
25 even look or to tap, the T-PEP system can

PROCEEDINGS

1
2 say passenger request 56th and Madison, I'm
3 heading towards this address, he doesn't
4 know I'm coming, I see another street
5 hailer, I pick them up, no harm done, nobody
6 expects anything from anybody and you
7 improve.

8 So when we came with this to the
9 Commissioner, the answer was that the
10 smartphone companies cannot make money.
11 They cannot make money under the broadcast
12 model. Well, we have several companies in
13 here that would love to do so.

14 So in summary, New York City is
15 not London, not San Francisco, or for that
16 matter no other city. And to protect the
17 public and level the playing field, no
18 provider for transportation should be
19 allowed to offer transportation without
20 being regulated when others aren't.
21 Technology should and can be implemented in
22 a way that does not disrupt the current New
23 York City transportation system.

24 We are asking, Commissioners, to
25 send the proposed rules back to the drawing

PROCEEDINGS

1
2 board, and ask the Commissioner and his
3 staff to come up with comprehensive
4 smartphone app rules and regulations that
5 will apply to both for-hire apps and yellow
6 apps, not only the yellows. This is the
7 only way the TLC can truly implement
8 technology without reducing the level of
9 availability of yellow taxis for street
10 hail, and preserve the highly praised New
11 York City for-hire business model.

12 THE CHAIR: Thank you.

13 MR. KABESSA: I can answer
14 questions.

15 THE CHAIR: Thank you very much.

16 Next is Pat Russo, and then after
17 that we will take a fifteen minute break.

18 MR. RUSSO: Good afternoon,
19 Chairman Yassky and members of the
20 Commission. I'll be brief, I know there's a
21 few minutes between us and the break.

22 My name is Pat Russo. I am
23 special counsel to the law firm of Windels
24 Marx Lane & Mittendorf. Our firm is pro
25 bono counsel to the International

PROCEEDINGS

1
2 Association of Transportation Regulators,
3 IATR. I am submitting this testimony on
4 behalf of the IATR and its president,
5 Matthew W. Daus, who had a preexisting
6 conflict that unfortunately he had to be out
7 of the country, but he sends his regrets in
8 not being here.

9 As you know, the IATR because of
10 our position does not, and our lead role is
11 not to be either in support or in opposition
12 to the rules. The IATR is the leading group
13 of government taxi and limousine regulators
14 from around the world, and its mission is to
15 provide and foster mutual interests and
16 concern, and the exchange of ideas.

17 For some time, the IATR has
18 recognized the emergence of the smartphone
19 applications as one of the most exciting and
20 innovative changes to the transportation
21 industry. However, some of these apps
22 operate in a manner that creates serious
23 concerns for the public and regulators
24 alike.

25 In response, our firm provided its

PROCEEDINGS

1
2 services on a pro bono basis to the IATR
3 when it requested that we examine these
4 concerns in light of the regulatory
5 landscape in numerous major cities
6 throughout the United States and the world.
7 As a result of our research we published a
8 report, "Rogue" Smartphone Applications for
9 Taxicabs and Limousines: Innovation or
10 Unfair Competition? The report is available
11 on our Web site, and we have provided copies
12 to the Commissioners today.

13 As a result of the research
14 undertaken, here are two key take-aways for
15 the industry now.

16 First, right now it is the Wild
17 West out there, with private equity backed
18 startups and established industry companies
19 alike scrambling to have the next app to hit
20 it big.

21 Second, all apps are not created
22 equal. Some operate within the rules, and
23 other "rogue" apps do not operate on a level
24 playing field. These "rogue" apps are under
25 investigation by regulators in the U.S. for

PROCEEDINGS

1
2 possibly running afoul of laws designed to
3 protect consumers from untested taximeters,
4 illegal refusals, and operations that do not
5 ensure that drivers and vehicles alike meet
6 the various requirements for licensure.

7 As a follow up to the report and a
8 benefit to IATR members, President Daus
9 created a special apps committee to study
10 the issue. The IATR App Committee, which
11 included New York City, presented at an
12 international public hearing on November
13 17th at its conference model regulations.

14 We are grateful for the TLC's
15 leadership role in the committee, and now
16 offer these model regulations to the TLC as
17 an IATR member and for your consideration as
18 you discuss and deliberate on the rules.

19 Thus far, the report and the draft
20 model regulations have engendered much
21 discussion about these smartphone apps. In
22 the weeks ahead, much more will be done. I
23 have provided the Commission with the
24 requisite number of copies of the report and
25 my prepared statements as part of my

PROCEEDINGS

1
2 testimony today. I am here and available to
3 answer any questions, and I thank you for
4 your time and consideration.

5 THE CHAIR: Thank you very much.

6 Commissioner Polanco.

7 COMM. POLANCO: Thank you. I just
8 have a question.

9 MR. RUSSO: Yes.

10 COMM. POLANCO: Then with this app
11 for vendor, I just want to understand then,
12 it could be just any vendor. And basically
13 people will make payments, and what if
14 there's an issue like the vendor doesn't
15 comply or they come to TLC, I mean where are
16 we with vendors per se, do they have to be
17 approved, is there any limit on how many
18 vendors or is it -- because you mentioned
19 it's the Wild West out there. So then now
20 if we are going to allow this then how are
21 we going to --

22 THE CHAIR: Let me give a brief
23 answer to that, and if it's incomplete, you
24 know, ask me for more. The rules as drafted
25 envision apps that simply allow a passenger

PROCEEDINGS

1
2 to hail a taxi and don't involve payment of
3 the fare for the trip. That's one type.
4 Or, apps that allow you to hail the taxi and
5 pay for the trip. Or, simply you pay for
6 the trip and the taxi that you've hailed the
7 traditional way by putting your hand in the
8 air. That last category I think is
9 something that we haven't really touched on
10 much but is of great value in these rules.
11 In other words, they will pave the way for,
12 and no doubt you will see apps that say
13 forget it, I'm not going to bother to try to
14 connect somebody to a driver, it's too
15 complicated, but what I am going to do is
16 let you preload a credit card in here, the
17 minute I get into the taxi I say this is how
18 I want to pay, and it saves you the swipe at
19 the end of the trip, which is a couple of
20 seconds or a few seconds, okay.

21 So three types. The first type
22 that simply pairs the passenger with the
23 driver and arranges for, enables the
24 passenger to hail a cab, that has relatively
25 few requirements. The things that involve

PROCEEDINGS

1
2 payment, we then have the same type of
3 security concerns that you do with the
4 swiping. And they have a lot -- there are a
5 lot more detailed standards in these rules
6 that they have to meet to make sure the
7 credit cards are secure.

8 In either, for any kind the app,
9 developed app would have to be licensed by
10 the TLC. So in answer to your question, if
11 they want to get their license, they will
12 have to prove that they have met the
13 requirements. In cases involving payments,
14 that's a much higher bar. We have to
15 protect the customer.

16 There's no limit, though, on the
17 number. The limit is the marketplace or the
18 kind of constraints of the marketplace. We
19 figure that we, you know, we don't know
20 which company will do the best job. And
21 ultimately one or two or three or six will
22 prevail because they'll provide a service
23 that the customer wants.

24 So that's what these rules as
25 drafted would do.

PROCEEDINGS

1
2 COMM. POLANCO: Then are there
3 requirements for that vendor, because you
4 said of course the consumers will choose
5 like what, app A or B or C or D, but I'm a
6 little concerned regarding what he mentions
7 in terms of, you know.

8 MR. RUSSO: The Wild West. Yeah,
9 a lot of regulatory jurisdictions have not
10 taken steps to address it or formulate
11 rules. That was the purpose of why the IATR
12 created the model regulations. That's why
13 the major cities in the United States,
14 Toronto, Canada, Australia, and others
15 weighed in on the creation of these model
16 regulations, some of which you see reflected
17 already in the rules presented today for
18 your consideration, some of which are other
19 items that may be inappropriate for New York
20 or may not have been thought of yet, or a
21 different jurisdiction might look at it and
22 say this fits our model, this might be a
23 location that dispatch is capped, unlike New
24 York City, for example.

25 THE CHAIR: But in short there's

PROCEEDINGS

1
2 no limit on the number. The companies do
3 have to prove they have met the requirements
4 against lost payment, sense of security,
5 including third party validation and testing
6 and so forth, fine. There is a bond
7 requirement that I think will serve as
8 something of a hurdle for separating out a
9 fly by night from a non fly by night. But
10 there's no limit on number.

11 What I envision, what I picture
12 happening is that out of the gate you'd have
13 a couple of people, three, four enter the
14 market, and customers will see if when I use
15 this one a taxi actually does show up as
16 told, and when I use this one nobody showed
17 up, I'm not going to use that one anymore.
18 The one where the taxi showed up and it
19 worked as it was supposed to, I'll use that
20 again and again. And maybe there's room for
21 two like that or three. The market will
22 tell us. And customers will tell us by what
23 they choose to use.

24 Anything further?

25 (No response)

1 PROCEEDINGS

2 MR. RUSSO: Thank you,
3 Mr. Chairman, thank you, Commissioners.

4 THE CHAIR: We will take a fifteen
5 minute break and we will reconvene, it's
6 12:40, we will reconvene at one o'clock
7 sharp, and the Commissioners, we will
8 reconvene at one o'clock sharp.

9 (Recess taken)

10 THE CHAIR: Folks, we are going to
11 reconvene. It's 1:06 p.m. The first
12 speaker will be Michael Krisher from iTaxi.
13 Then Martin Heikel from Flatiron Apps. And
14 then Ira Goldstein from the Black Car Fund.
15 And right at the moment Commissioners Yassky
16 and Marino are in the room.

17 Yes, sir.

18 MR. KRISHER: Hi. My name is
19 Michael Krisher. I'm the founder of iTaxi.
20 We are a technology -- (inaudible).

21 As far as my speech, everything
22 has sort of been talked about today, so I
23 guess I'll just go --

24 THE CHAIR: Thank you.

25 MR. KRISHER: I'll go with a

PROCEEDINGS

1
2 couple of comments that I have as far as
3 safety.

4 We believe that a driver should
5 not be allowed to use the application while
6 driving. You can set technologies into the
7 application that actually prevent those apps
8 from being ran while the car is driving. So
9 that should be a mandatory feature.

10 We also think that all the
11 applications should be basing their drivers
12 off of the driver data base. It's public
13 knowledge to the city. Because if not, then
14 how do we know if we have licensed drivers.

15 All the apps should be wheelchair
16 accessible.

17 And then a big concern that we
18 have is all of these applications seem to be
19 charging either the rider or the driver at
20 some point in time. It's free for me to go
21 out in the street and put my arm up and hail
22 a cab. Why am I paying extra for these
23 applications. I don't get that.

24 I think that's pretty much all I
25 have to say, I just had some brief comments.

1 PROCEEDINGS

2 THE CHAIR: Thank you. Thank you
3 very much.

4 So Martin Heikel from Flatiron
5 Apps Co. Followed by Jahangir Khan from
6 Hailo.

7 AUDIENCE MEMBER: Sorry, Martin is
8 not back yet, so you can move on to the next
9 person?

10 THE CHAIR: You can go ahead and
11 take his place.

12 AUDIENCE MEMBER: No, no, I don't
13 have the notes. He's going to come back.
14 Can you take the next person?

15 THE CHAIR: We'll skip over him.

16 AUDIENCE MEMBER: Thank you.

17 THE CHAIR: And Mr. Khan -- there
18 are three people here, additional people
19 from Hailo who are signed up, Jahangir Khan,
20 Melissa Plaut, and Delaneau Eloi. Why don't
21 you all come and stand up. If you're all
22 going to be saying substantially the same
23 thing, maybe just could one of you speak and
24 represent that you're all prepared to say
25 substantially the same thing.

1 PROCEEDINGS

2 MS. PLAUT: We have some different
3 things to say.

4 THE CHAIR: Please go ahead.

5 MR. KHAN: Hi, my name is Jahangir
6 Khan. I am a New York City taxi driver. My
7 father has been driving a cab for decades.
8 My brother signed up to get his hack license
9 the day after his birthday. He would've
10 gotten it on his birthday, but unfortunately
11 it was a Sunday and the TLC is closed. But
12 so many of my friends are cab drivers.

13 THE CHAIR: I will just ask staff,
14 we should consider whether we should make
15 that into a licensing rule, that we're open
16 on their birthday for people who need to get
17 a license on their birthdays specifically.
18 Thank you for bringing that issue to our
19 attention.

20 (Laughter)

21 MR. KHAN: Thank you. I became a
22 taxi driver not out of financial necessity
23 but because I wanted to. I deeply care
24 about New York City, the taxi industry, and
25 what happens to it. My concern about the

PROCEEDINGS

1
2 future of this industry was highlighted
3 after Hurricane Sandy hit. My house was
4 under twelve feet of water, my family was
5 displaced for several weeks, our taxi was
6 destroyed.

7 In the weeks that followed, Hailo
8 was there for me and my family. They were
9 also helping others who were affected by the
10 storm by volunteering in local shelters as
11 well as reaching across the network across
12 the globe to raise money for the Red Cross.
13 In addition to that, they sent out vital
14 information to taxi drivers about how to
15 find gas as well as other emergency alerts.
16 As I continue to rebuild, Hailo remains a
17 positive presence in my life. And I feel
18 that other cab drivers will benefit from
19 what they're bringing to the city.

20 Passengers ask me all the time,
21 what does it take to be a good yellow cab
22 driver. I tell them you need to have focus,
23 foresight, a little bit of skill, a little
24 bit of luck, and whole lot of God's will.

25 I believe the TLC had tremendous

PROCEEDINGS

1
2 foresight when it came to creating the T-PEP
3 back in '07. Without it, I think the most
4 recent economic slowdown would have had a
5 much greater impact on drivers if it weren't
6 for the increasing number of passengers as a
7 result of drivers' ability to accept credit
8 card payments.

9 I am here today to say that TLC
10 should ensure that the New York City taxi
11 market continues to be the world standard
12 for innovation and technology. We need to
13 embrace technology, not fear it.

14 Many cities around the country and
15 around the world are already benefiting from
16 the use of mobile apps in taxis. I think
17 taxi apps have value that transcends simple
18 convenience and can address challenges that
19 have plagued New York City taxi drivers and
20 passengers.

21 Taxis drivers spend a considerable
22 amount of time running empty looking for
23 passengers, and passengers stand around
24 waiting to be seen by drivers, sometimes
25 under brutal weather conditions. By having

PROCEEDINGS

1
2 a one tap system for accepting e-hails, apps
3 provide a simple tool to use in cabs to make
4 our shifts more efficient, to fill our down
5 time, resulting in more money at the end of
6 each shift in our pockets.

7 Accepting an e-hail is no
8 different that is turning on the radio, the
9 AC, or interacting with the meter. It's
10 seamless and completely safe for both the
11 driver and the passenger.

12 I would like to thank the
13 Commission for creating these rules, and I
14 hope you pass them on December 13. With all
15 of our hard work and determination, we can
16 maintain New York City's position as the
17 leader when it comes to having the best taxi
18 system in the entire world.

19 Thank you.

20 COMM. MARINO: I have a question.
21 You're a New York City taxi driver?

22 MR. KHAN: Yes, I am.

23 COMM. MARINO: And what is your
24 connection to Hailo?

25 MR. KHAN: I learned of Hailo a

PROCEEDINGS

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

couple of months ago. I was really intrigued about the technology, I learned more about it. And now, in addition to driving a cab I also consult with Hailo.

COMM. MARINO: So you're a consultant?

MR. KHAN: I advise them on how to adapt the technology to make it fit New York. Of course Hailo started back in London. We have lots, a lot of our drivers are helping to adapt the technology to make it fit New York and to make it organic with the city.

COMM. MARINO: I'm trying to say, you're employed by Hailo; correct?

MR. KHAN: Yes, at this point I am.

COMM. MARINO: Thank you.

MR. KHAN: Thank you.

MS. PLAUT: Hello again. My name is Melissa Plaut, and I am a yellow cab driver, and I am here to talk about e-hailing.

I want to thank the TLC for making

PROCEEDINGS

1
2 the effort to bring smartphone technology
3 into New York city's taxis. The benefits
4 New Yorkers will see from this effort will
5 be huge, for drivers and passengers alike.
6 As someone who has spent a significant chunk
7 of time behind the wheel of a yellow cab, I
8 truly believe that apps will substantially
9 improve the quality of life for drivers,
10 making their shifts more profitable and
11 efficient.

12 Right now, cab drivers are limited
13 by the line of sight at any given time. A
14 passenger can be very close by, but if we
15 don't see them, we can't pick them up. We
16 miss out on a fare, and they miss out on a
17 cab ride. Drivers currently spend up to 40
18 percent of their time cruising empty,
19 looking for passengers. This can change
20 with smartphone apps like Hailo.

21 COMM. MARINO: I'm so sorry, but
22 that's the second time we've heard that
23 statistic, and I think Mr. Gerber brought
24 that up. Where is this 40 percent empty
25 coming from?

1 PROCEEDINGS

2 MR. BREGMAN: I can explain that.
3 That comes from the latest TLC statistics
4 that have been published. And actually the
5 figure given by another study was even
6 higher, it was 60 percent. So apparently
7 it's gone up.

8 COMM. GONZALEZ: Sixty percent
9 empty? Commissioner, is there any truth to
10 that?

11 THE CHAIR: Yeah.

12 MR. CHHABRA: Yes. We based it on
13 the T-PEP data and the amount taxis are on
14 the road, and then the amount of time they
15 have fares in the vehicles, breaking out
16 some times for breaks or so forth. The 40
17 percent number is based on the time.

18 THE CHAIR: Shift in, minus shift
19 beginning, minus time that passenger,
20 there's a trip, minus some allowance for
21 breaks, over shift end and shift beginning
22 you're saying is about 40 percent?

23 MR. CHHABRA: That's correct.

24 COMM. MARINO: I'd like to take a
25 look.

1 PROCEEDINGS

2 MR. CHHABRA: So a shift, for
3 example, if a driver on average has between
4 20 and 25 fares in a twelve hour shift, and
5 your average trip is about 12 minutes, some
6 being longer and some being shorter, that's
7 the amount of time that your fare generated
8 amount of time or miles.

9 COMM. MARINO: That also includes
10 then the hour to get to the city or --

11 MR. CHHABRA: And then after that
12 you have to --

13 COMM. MARINO: -- get home.

14 MR. CHHABRA: Then coming from the
15 garage into the Manhattan Central Business
16 District, come back, lunch breaks, bathroom
17 breaks and so forth. But there's a
18 significant portion of the time when drivers
19 are not generating revenue. You're either
20 cruising for fares or resting in between
21 fares.

22 MS. PLAUT: And just anecdotally,
23 to make that math a little bit easier, the
24 shift is 12 hours. You're on the road ten.
25 You're only with passengers maybe about six

PROCEEDINGS

1
2 of those hours. You've got four hours in
3 total that you're riding around empty
4 wasting gas, looking. So I don't, you know.

5 All right, so and this, this piece
6 can change with smartphone apps like Hailo.
7 By improving drivers' ability to see where
8 fares are, Hailo can help New York's taxi
9 drivers to fill their down time while making
10 it easier for passengers to find taxis when
11 they need them.

12 On top of all this, Hailo will
13 help disabled passengers in New York City as
14 it already does in London with the built-in
15 accessibility switches that matches disabled
16 riders with accessible cabs.

17 By improving the driver
18 experience, the passenger experience is also
19 inherently improved, whether it's by solving
20 the longstanding challenge of helping those
21 in wheelchairs access to taxis, to something
22 as basic as improving the safety for women
23 trying to catch a cab late at night.

24 New York City is a leader in the
25 tech and transportation worlds. And apps

PROCEEDINGS

1
2 are the logical and next step in bringing
3 new innovations to the taxi industry here.

4 Hailo is unique because it also
5 provides a tool kit designed to make
6 drivers' shifts more profitable and
7 efficient, apart from connecting them
8 directly to passengers. Hundreds of drivers
9 are already using Hailo's apps to access
10 these features, and our community is growing
11 every single day. The bottom line is,
12 drivers by and large want e-hailing, and
13 Hailo is ready to begin offering this
14 service as soon as the TLC allows it to.
15 Once we take this step, yellow cab drivers
16 throughout the city will be able to make
17 more money, while providing New Yorkers with
18 a better all around taxi experience.

19 Thank you.

20 MR. ELOI: My name is Delaneau
21 Eloi. I've been driving cabs since 1982. I
22 should thank a great man who was here, David
23 Pollack. He helped me with all the
24 paperwork, so I thank him for that.

25 (Audience participation)

PROCEEDINGS

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

(Laughter)

MR. ELOI: Thank you for allowing me to participate today and explain why taxi apps will improve the standard of living for both driver and passenger.

My experience is varied, including driving both black car and yellow cab. New York City is a unique transportation market. And I know it will become more efficient when Hailo are finally approved for widespread use.

Apps will not replace the typical street hail, a symbol of the New York City taxi scene. But it will make the cab experience better, adding an additional benefit, connecting the passenger and the driver. For drivers, it will help fill our down time, making our shift more profitable. For passengers, the app will make it easier to find rides and increase certainty about the option for getting to and from a location.

GPS, credit card payments and other innovations have changed the way cabs

PROCEEDINGS

1
2 operate. The widespread popularity of
3 smartphones make it clear that apps will be
4 the next big thing to improve the taxi
5 market.

6 As someone like me who drive for
7 25 years, more than 25 years, in New York
8 City, I see only an upside to introduction
9 of e-hailing apps. Thank you, and God bless
10 you.

11 THE CHAIR: Thank you.

12 Mr. Heikel, yes indeed, followed
13 by Ira Goldstein from the Black Car Fund,
14 and followed by Cira Angeles from Livery
15 Base Owners.

16 MR. HEIKEL: Good afternoon. I'm
17 Martin Heikel. I'm with Flatiron Apps.
18 We're located in Union Square. We are a
19 startup app developer. And the name of our
20 app is ZapKab. You might be aware of it.
21 We rolled it out this August, some months
22 back.

23 To start off, we have looked at
24 all the rules very carefully, we met with
25 Ashwini and the staff. And our position is

PROCEEDINGS

1
2 that there's excessive regulation here in
3 terms -- and that there's really no place
4 for this amount of regulation when it comes
5 into an app environment.

6 First of all, regulation,
7 innovation, it can slow innovation in time
8 to market.

9 Second, the rules that are
10 proposed creates some barriers for startups.
11 We talked about certain fly by nights
12 earlier. Well, a lot of these startups
13 start as a fly by night, if you will, with
14 limited resources and so forth. But it
15 might have tremendous innovation to bring to
16 market and get the necessary investment that
17 they need to grow.

18 A big concern is that the rules
19 that are stated today mandates that you have
20 to integrate with T-PEP. Now, our app
21 that's working today has absolutely no need
22 to connect into T-PEP, because it's truly an
23 electronic broadcast hailing app. There is
24 no payment, and there is no confirmation
25 back and forth between a driver and a

PROCEEDINGS

1
2 passenger. So we have an app that is
3 working today in the marketplace. And then
4 the rules, and maybe this is an error,
5 suggest that apps like ours now have to
6 connect into T-PEP. So I would like that to
7 be --

8 THE CHAIR: If I can just
9 interrupt for a second, I don't think that's
10 correct, and I know that somebody else said
11 that. So perhaps we need, you know, better
12 clarity. But that's certainly not the
13 intention. The intention was to require
14 T-PEP integration only when there's a
15 payment involved, and not even any payment
16 but a payment of the taxi fare.

17 And just so, you know, you said
18 too much regulation, and I share the
19 premise, if I'm correct the underlying
20 premise, that we want to be as restrained as
21 possible in regulating private commerce,
22 that we only want to impose a requirement,
23 and there's a clear benefit in terms of
24 consumer protection or safety. So I would
25 ask, and it doesn't have to be right here,

PROCEEDINGS

1
2 but identify the elements of regulation that
3 you feel are excessive or unnecessary. The
4 two things as I said in the outset here that
5 I felt were very important are consumer
6 protection in terms of the price and the
7 meter. So requiring, yes, integration of
8 T-PEP when you are paying for the taxi fare.
9 And safety, minimizing the distracted
10 driving possibility. And there we do think
11 that there's some benefit. So those are the
12 two things that I think, and beyond that if
13 you see additional elements that are
14 unnecessary, please, you know, identify them
15 now or otherwise.

16 MR. HEIKEL: I think that just
17 makes good practical sense, I appreciate
18 that clarification. In reading the
19 documents that's not our interpretation. So
20 maybe that could be reexamined.

21 THE CHAIR: Okay. Well, again, I
22 have no doubt --

23 MR. HEIKEL: Okay, if that is the
24 case.

25 THE CHAIR: -- that the drafting,

PROCEEDINGS

1
2 and no slight at all to our exceptional
3 lawyers, I have no doubt that the drafting
4 does not achieve the ideal amount of
5 clarity.

6 MR. HEIKEL: Okay.

7 THE CHAIR: And that additional
8 work can improve clarity.

9 MR. HEIKEL: Okay.

10 THE CHAIR: So as far as that goes
11 we'll certainly go back and make sure that
12 that is crystal clear.

13 MR. HEIKEL: Okay, that's
14 fantastic.

15 I think the other thing, the other
16 concern we have that is say overreaching is
17 the fact that we have to become licensed,
18 that now we have a regulatory body that's
19 picking and choosing apps on behalf of the
20 public.

21 THE CHAIR: No. Again, they're
22 not. I won't take too much time. Just so
23 you understand the function licensing
24 serves, the work that it does. If you're
25 going to have any regulations at all, then

PROCEEDINGS

1
2 you do need that licensing scheme. That's
3 the mechanism by which we insist that the
4 fare come directly from the meter and that
5 the driver be disabled from using the app
6 when the vehicle is in motion. Otherwise we
7 don't have a mechanism for imposing that
8 requirement.

9 So the licensing is not meant for
10 us to pick and choose. That's for the
11 customers. Just as restaurants have to get
12 a license, you know, they have to show that
13 their kitchen is clean and safe for
14 customers, but the health department isn't
15 saying that they do an excellent chicken
16 parmigiana and theirs is crummy. That's for
17 customers to decide. The licensing only is
18 focused on the issue of customer protection
19 on the price and safety.

20 I'm sorry, go ahead, please.

21 MR. HEIKEL: No, thanks for that
22 clarification as well.

23 Here's our view. That innovators,
24 startups create new things that can be very
25 beneficial to the public. And they need to

PROCEEDINGS

1
2 be able to roll those out with sort of
3 additional barriers such as having to go
4 through a licensing process which includes
5 payments and bonding and all kinds of other
6 things that might be there. It could be
7 subject to being rejected. Now, I
8 understand when you talk about payment and
9 the metering system, to maintain the
10 integrity there. But let me just back up
11 for a second and talk about an app that's
12 out there today, the ZapKab.

13 What we do is simply a driver is
14 able to download to a personal device and
15 any consumer of course can download the app
16 to their personal device, and we don't need
17 to touch the infrastructure of a taxicab.
18 Now, the beauty that's been brought to the
19 market is that taxicabs can see where there
20 are hailing customers. And this is a true
21 virtual hail. So this is like putting an
22 arm out in the sky. There is no back and
23 forth communication.

24 THE CHAIR: I'm just curious, do
25 you have a sense of how frequently this is

PROCEEDINGS

1
2 being used right now, how many passengers
3 are --

4 MR. HEIKEL: Yeah.

5 THE CHAIR: -- are using it and
6 how frequently they find taxis in that
7 fashion?

8 MR. HEIKEL: Well, we rolled out
9 in August, August 8th. And the first thing
10 we did in developing this app as a unit
11 based company, because we know who this
12 market is, we wanted to conform to all the
13 current rules and regs that exist today. So
14 what we have today will conform with. And
15 in fact, Chairman Yassky, there were some
16 statements made on your behalf, your PR firm
17 or PR people saying that it looked like we
18 were not in violation of any of the rules
19 and regs that were out there. So we had
20 1,500, 2,000 cabs that signed up in a week.
21 We had tens of thousands of passenger
22 downloads, and things are going great. And
23 there was, attraction was starting to take
24 place.

25 Now, we are talking about a very

PROCEEDINGS

1
2 short time frame. By September 7th, now we
3 have only been rolled out three weeks, TLC
4 started putting out notices to every cab on
5 the DIM saying there are no apps authorized
6 by TLC. And then there were consequences as
7 a result. So you can imagine what that did
8 to our business.

9 THE CHAIR: I see.

10 MR. HEIKEL: It tamped it down.
11 And taxi drivers couldn't differentiate
12 between, well, they appear to be in
13 conformance with the rules and maybe others
14 are not. You know, we know who some of
15 those might be, Uber and so forth. So now
16 what happens is last month alone we still
17 had 15,000 hails going out, but the number
18 of cab drivers has gone way down that are
19 receiving those hails.

20 So now that brings me to another
21 point in the rules and regulations. What we
22 would like to see is some clarity brought
23 around what e-hailing really is. There's
24 sort of two pieces. You know, there's true
25 e-hailing, which is just an indication of

PROCEEDINGS

1
2 broadcasts that you want to be picked up,
3 and then there's e-dispatch. And it's been
4 talked about here today, which is there's
5 some confirmation that comes back. So
6 there's an agreement between a passenger and
7 a driver for a pick up. And, Chairman, I
8 recall in a meeting this past summer the way
9 you defined hailing is the absence of any
10 prearrangement. And we thought that made a
11 lot of sense. And so we are not involved in
12 the business of prearrangement or
13 dispatching. And actually we think that --

14 THE CHAIR: Are you saying the
15 rules should prohibit that, in other words,
16 should the rules prohibit in the next, you
17 know, version of your product or a separate
18 product you wanted to offer that didn't
19 involve the driver accepting the trip from
20 the passenger, are you suggesting our rules
21 should prohibit you from doing that?

22 MR. HEIKEL: No, we are not taking
23 a firm position on that.

24 THE CHAIR: I see.

25 MR. HEIKEL: Because, by the way,

PROCEEDINGS

1
2 we have dispatch capability in our app for
3 other markets.

4 THE CHAIR: Right.

5 MR. HEIKEL: But what we did is we
6 rolled it out in the New York City market to
7 preserve the history of hailing that goes on
8 here. And we think hailing makes a lot of
9 sense. We're just --

10 THE CHAIR: I won't hold you to a
11 firm position, do you think we should, in
12 terms of incorporating the regulations and
13 what's too much and what's not, should we
14 prohibit you from doing that do you think?

15 MR. HEIKEL: Prohibit from
16 dispatch?

17 THE CHAIR: Yeah, prohibit you
18 from adding the capability for the driver to
19 say yeah, I'm going to pick that person up.

20 MR. HEIKEL: I leave that up to
21 you. Here's my concern, because I think
22 Ashwini pointed out some risks this morning.
23 And I would encourage that the Commission
24 looks closely at some of the risks that were
25 pointed out. I mean maybe you start with

PROCEEDINGS

1
2 taking hailing that exists today and bring
3 it up to the next level and let's see how
4 that works to preserve that system. And
5 then maybe start looking at or testing or
6 piloting some dispatch type approaches to
7 the house. Because I think it's going to be
8 highly disruptive and confusing initially to
9 the consumer public, because there's some
10 unknowns here, risks that were brought to
11 the attention, you know, what happens in the
12 various scenarios.

13 THE CHAIR: Got it. Thank you.

14 MR. HEIKEL: So we prefer the
15 e-hailing approach for now.

16 THE CHAIR: Thank you very much.

17 MR. HEIKEL: Yeah. So could I
18 have another moment or --

19 THE CHAIR: If you could conclude.

20 MR. HEIKEL: Okay.

21 THE CHAIR: I'm responsible for
22 the time you take. Thank you.

23 MR. HEIKEL: Well, we certainly
24 appreciate your time in having some of this
25 discussion. And in terms of separating out

PROCEEDINGS

1
2 those two sort of definitions, I think that
3 will bring a little bit more clarity. The
4 reason why I point it out is you might
5 separate out that if we're only doing
6 virtual pure, true hailing, that maybe that
7 doesn't have some of the same regulatory
8 impacts that some of the other apps might
9 require. Certainly payment and everything
10 else. And maybe it doesn't need to be
11 licensed. Because we're operating today.

12 Now, one of the things I don't
13 know is, we're operating today, I assume
14 that in having meetings with your staff that
15 we have not been asked to stop doing that,
16 so. Now, the thing is, if we're operating
17 today and it's successful and you lift sort
18 of the thing from the driver saying that
19 it's okay, then I'm not sure why we need to
20 be licensed if it's already been successful.
21 So I'd like to put that out there.

22 THE CHAIR: Yeah, the last thing
23 you pointed out is important to underscore.
24 You're correct that there are very
25 different, there are competing viewpoints

PROCEEDINGS

1
2 about even the state of the existing law.
3 We've had lawyers come in and tell us none
4 of the apps that are on the market or that
5 we've talked about are legal. Others have
6 said they're already legal today. So I
7 think you're right that we -- sometimes it's
8 not really an option to leave things as they
9 are. We have to provide clarity in our
10 rules as to what's permitted and what isn't
11 permitted. I agree with you.

12 MR. HEIKEL: Thank you. And I
13 think our type of app that is out there
14 today and operating and successful without
15 sort of any oversight or licensing is really
16 what the app world is about by and large. I
17 mean there's, you know, there's 750,000 apps
18 that exist out there. And I think, I doubt
19 there's very many of those that have got to
20 be licensed by anybody. So we would
21 encourage that you have a subset of your
22 regulations that said look, free enterprise,
23 let it reign.

24 THE CHAIR: Thank you, that's very
25 helpful.

1 PROCEEDINGS

2 MR. HEIKEL: Thank you.

3 THE CHAIR: Thank you very much.

4 Of course, Mr. Ira Goldstein. I'm
5 sorry, yes. Yeah, Ira, who's well-known to
6 TLC. It's always a special privilege to be
7 able to hear from you, Ira. Thank you.

8 MR. GOLDSTEIN: You're too kind,
9 Commissioner.

10 THE CHAIR: It's true.

11 MR. GOLDSTEIN: My name is Ira
12 Goldstein. I'm the Chief Operating Officer
13 of the Black Car Assistance Corporation, and
14 I'm speaking on behalf of the BCAC regarding
15 the rules proposed by the TLC to permit the
16 use of electronic devices to hail taxi
17 services in New York. In connection with
18 this testimony I have submitted a portion of
19 the white paper that we distributed to all
20 the Commissioners a few months ago, and we
21 gave out just the written part without the
22 attachments today.

23 The white paper reviews the
24 history of what happened when passengers and
25 taxi drivers could communicate by electronic

PROCEEDINGS

1
2 devices and explains why in 1985 the New
3 York City City Council and the TLC drew a
4 sharp separation between those for-hire
5 vehicles that answer only street hails and
6 those for-hire vehicles that operate on a
7 prearranged basis.

8 The proposed rules will destroy
9 the regulatory separation that history
10 proved was necessary.

11 Before I begin my testimony, I
12 would like to acknowledge that the TLC, the
13 BCAC and other members of the private
14 transportation industry have been engaged in
15 discussions about ways smartphone technology
16 may be integrated into the private
17 transportation structure. The rules that
18 are the subject of this hearing, however, do
19 not reflect those discussions. And thus the
20 BCAC is required to address what is before
21 the Commission today.

22 The BCAC opposes the proposed
23 rules for e-hail applications because they
24 violate New York's law and public policy.
25 New York long ago made the decision that

PROCEEDINGS

1
2 taxis should be reserved for street hail
3 service. That decision was not made lightly
4 or without due consideration. As the white
5 paper details, it was based on New York's
6 experience that when taxis drivers are
7 permitted to accept passengers on any basis
8 other than the street hail, the driver has
9 the power to pick and choose which
10 passengers to accept, and the public has no
11 ability to effectively monitor or control
12 the driver's decision. The City Council
13 enacted laws to prevent that from happening.
14 The e-hail rules proposed by the TLC violate
15 at least three of these laws.

16 The first law that the proposed
17 e-hail rules violate is Section 19-502 of
18 the New York City Administrative Code. That
19 rule defines taxis, in relevant part, as a
20 vehicle "permitted to accept hails from
21 passengers in the street."

22 The rules proposed by the TLC do
23 not track that definition. Instead, they
24 place the legislative requirement that the
25 passenger be physically hailing the taxi

PROCEEDINGS

1
2 from the street with the TLC-created concept
3 that the passenger be ready to travel. Be
4 currently ready to travel, excuse me. As
5 the TLC proposes to amend chapter 51 of the
6 rules, hail will be defined in part as a
7 request through an electronic method for
8 on-demand taxicab service by a person who is
9 currently ready to travel. There is no
10 requirement in that definition that the
11 person be standing in the street.

12 In fact, under the new system
13 contemplated by the TLC, one can easily
14 imagine that New York would have a repeat of
15 what happened in the early 1980s when the
16 person who gets the taxicab hailed, it comes
17 from, they may be in a comfortable
18 restaurant while the person who cannot
19 afford a smartphone is left standing outside
20 in the cold as empty taxis pass her by.

21 The harm that would be caused with
22 the TLC's proposed definition of hail that
23 creates two separate methods to access a
24 taxi goes even deeper when one recognizes
25 that there's a segment of the population

PROCEEDINGS

1
2 that does not own a smartphone or credit
3 card, and those people would not have equal
4 footing to access taxis. That segmented
5 world is exactly what New York rejected in
6 1985 when the City Council decided to ground
7 the definition of taxicabs in street hails
8 and when the TLC mandated that all two-way
9 radios be removed from taxicabs because
10 those taxis service radio customers,
11 therefore making their taxicabs unavailable
12 for street hails. And there's a citation
13 that's in the white paper.

14 The TLC cannot now unilaterally
15 decide that taxicabs can operate based on
16 prearrangement. That is a right that only
17 the City Council possesses. And unless and
18 until it amends Section 19-502 of the code,
19 the proposed rules are illegal.

20 It is worth mentioning that the
21 proposed rules define hail as requesting a
22 taxicab from an electronic method, not just
23 through a smartphone application. A phone
24 is an electronic method. And just to
25 shorten it up, it's been discussed before

PROCEEDINGS

1
2 that a phone could be used as a regular
3 phone to now make a reservation.

4 The second law the proposed e-hail
5 rules violate is Section 19-507(a)(1) and
6 (2) of the code that provide in relevant
7 part that, "No driver or taxi cab shall seek
8 to ascertain, without justifiable grounds,
9 the destination of a passenger before such
10 passenger shall be seated in the vehicle,"
11 and, "No driver of a taxicab shall refuse,
12 without justifiable grounds, to take any
13 passenger or prospective passenger to any
14 destination within the city."

15 The proposed rules lack any
16 guidance as to what would be justifiable
17 grounds. This is especially dangerous
18 because all of the current smartphone
19 applications used to connect drivers and
20 passengers allow the driver to accept or
21 reject the job. They can do so for a number
22 of reasons. But it would be a safe
23 assumption that the main grounds for
24 declining a job opportunity would be based,
25 among other things, on a passenger's

PROCEEDINGS

1
2 location or the potential profitability of a
3 trip.

4 The proposed rules, therefore,
5 reopen the door to the past, where taxicabs
6 could reject trips to certain neighborhoods
7 or hide behind an on radio call shield and
8 reject the passenger standing in the street
9 trying to hail a cab based on socioeconomic
10 profiling.

11 The third law the proposed e-hail
12 rules violate is the New York's base station
13 requirement. Under Section 19-511 of the
14 code, any "communications systems used for
15 dispatching or conveying information to
16 drivers of licensed vehicles" must have a
17 base station license. There can be no doubt
18 that the smartphone technology at issue here
19 is a communication system and that the
20 e-hail application provider dispatches
21 information to drivers just as any for-hire
22 company dispatches information to drivers.
23 Therefore, e-hail application providers are
24 subject to the same base station requirement
25 as are all other for-hire companies that

PROCEEDINGS

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

dispatch information to vehicles.

The TLC has presumably chosen to ignore this requirement because a base station license triggers a whole host of other rules and regulations, including that the station have no fewer than ten affiliated vehicles and that it may not dispatch any vehicles with which it is not affiliated. The one caveat to this comment is that if the TLC intended its proposed rule, Section 78-10(a), that provides that "An e-hail application provider licensee must obtain licenses and permits required by applicable local law, state or federal," to require that e-hail application providers obtain a base station license. If that is the TLC's intention, then we request that it so states.

I can appreciate that e-hail application providers are in the business of developing applications and not in the business of delivering transportation services. New York City's City Council, however, has made the legislative decision

PROCEEDINGS

1
2 that any company that dispatches or conveys
3 information to drivers must have a base
4 station license.

5 The new Chapter 78 proposed by the
6 TLC tries to side step the structure set in,
7 place for New York's private transportation
8 system. Thus, by promulgating Chapter 78,
9 rather than requiring the e-hail application
10 providers to be subject to the same base
11 station license rules as are all others who
12 use a communications system to convey
13 information to drivers, the TLC is acting
14 outside of the scope of its regulatory
15 mandate.

16 On that point it is curious why
17 the TLC has proposed these new rules to
18 allow taxis to provide prearranged
19 transportation services. As the white paper
20 reviews, the Mayor's office and the TLC
21 empaneled various experts and commissions
22 back in the 1980s to commission studies to
23 determine whether taxis could accept hails
24 by an electronic method without damaging the
25 public. After years of studying the issue,

PROCEEDINGS

1
2 the experts unanimously decided that they
3 could not, and the radios were banned from
4 New York taxis. The TLC now wants to
5 reverse its previous decision, without any
6 study or research to support its decision.
7 It would seem obvious that such a reversal
8 would be based on exhaustive research, but
9 no such studies or research have been
10 proffered. Indeed, the reversal of these
11 proposed rules are arbitrary and capricious
12 for at least three reasons.

13 First, after creating the black
14 car industry specifically so that taxis
15 would no longer provide prearranged service,
16 it is arbitrary and capricious for the TLC
17 to now ignore the benefits accrued by
18 segmenting the for-hire industry and return
19 New York to the same situation that existed
20 25 years ago, and necessitated the creation
21 of the black car industry in the first
22 place.

23 Second, the proposed rules are
24 arbitrary and capricious because they favor
25 one segment of the for-hire industry to the

PROCEEDINGS

1
2 detriment of the other for no apparent
3 public purpose, given the damage caused
4 before when taxicabs could choose between
5 answering a street hail or a hail by an
6 electronic method.

7 Third, the proposed rules are
8 arbitrary and capricious because they permit
9 taxis to accept prearranged calls, but do
10 not permit black cars and liveries to accept
11 street hails. If the TLC has decided that
12 the established regulatory framework no
13 longer serves a purpose, it should tear the
14 whole structure down and not cherry pick
15 between segments of the for-hire industry.
16 From every angle, these proposed new rules
17 will cause New York's private transportation
18 system to turn its back on prior experience
19 and repeat the mistakes of the past.

20 The BCAC strongly urges the TLC to
21 reconsider its decision to upend and the
22 hard fought and fully justified decision
23 made by the City of New York to reserve
24 taxis exclusively for street hail service.

25 I thank you very much for the

PROCEEDINGS

1
2 opportunity to testify before you today on
3 behalf of the BCAC. I'm happy to answer any
4 questions you may have.

5 COMM. MARINO: Is your testimony
6 in writing, did you give it to us in
7 writing?

8 MR. GOLDSTEIN: Yes. I gave them
9 to Meera during the break, and we have extra
10 copies also.

11 COMM. MARINO: I'd like a copy of
12 it, please.

13 MR. GOLDSTEIN: Sure.

14 THE CHAIR: Am I correct, I
15 understand your testimony to be any rule
16 that permits an app, any rule allowing an
17 app that enables a passenger to hail a
18 specific taxi would be unlawful for the
19 reasons you've described earlier, the City
20 Council, the administrative code provisions
21 you said it violated. In other words, it's
22 not fixable by tailoring, you know, in any
23 way a certain distance or a period of time
24 or anything like that?

25 MR. GOLDSTEIN: Well, we think --

1 PROCEEDINGS

2 THE CHAIR: It's not a fixable
3 problem, it's just simply violable?

4 MR. GOLDSTEIN: Correct, I think
5 it's the pairing that final piece. It's not
6 passengers and drivers finding each other by
7 the use of apps and allowing them to connect
8 in some way, but the actual making of that
9 prearrangement. That reservation connection
10 is what we believe is the legal problem.

11 COMM. MARINO: The app is kind of
12 stepping in the shoes of a dispatcher
13 essentially.

14 MR. GOLDSTEIN: Yes, that's
15 correct in one sense, sure.

16 THE CHAIR: Thank you.

17 MR. GOLDSTEIN: Thank you for your
18 time.

19 COMM. MARINO: I unfortunately
20 have to go, I apologize. I do want to hear
21 all the speakers. There are five left,
22 right?

23 THE CHAIR: There are another five
24 or six.

25 COMM. MARINO: I'll stay for one

PROCEEDINGS

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

more.

THE CHAIR: All right. Cira Angeles, LBO, followed by Bhairavi Desai, Taxi Workers Alliance.

MS. ANGELES: I was going to say good morning, but good afternoon.

THE CHAIR: Yes, good afternoon.

MS. ANGELES: Good afternoon, Chairman Yassky and members of the Commission. My name is Cira Angeles, spokesperson for the Livery Base Owners Association, which composes of 125 base owner stations in New York and approximately 12,000 vehicles that are currently appropriated throughout New York City. I want to thank you for the opportunity to testify on the proposed TLC smart apps and the T-PEP rules. A lot has been said during the day, but I feel it's important that we carry the voice of our base owners and members.

Technology is changing people's worlds every single day. The speed in which technology is advancing is truly incredible.

PROCEEDINGS

1
2 In this day and age, it is almost impossible
3 to stay up to date with the latest gadgets
4 or apps.

5 But technology has to work in a
6 way that fits into the New York City
7 transportation structure that we have so,
8 that we have so -- so that it provides added
9 value. It is because of this that we must
10 proceed with caution embracing technology
11 into an industry without first doing or
12 analyzing the impact that it can have on the
13 prearranged part of this industry.

14 The livery base owners are not
15 against the progress or integration of
16 technology in our industry. However, we do
17 find that the introduction and approval of
18 these rules may be premature at this point
19 in time, for the following reasons.

20 We just overcame the worst
21 hurricane in the city, worst in history in
22 the last hundred years. In no way has the
23 industry had the time to properly analyze
24 the material of what we are dealing with
25 before us. It has been almost one month,

PROCEEDINGS

1
2 and there's still areas in the city that do
3 not have heat or electricity.

4 There is still an open issue with
5 the street level livery legislation and its
6 outcome. There is no way to know the
7 economic impact to livery bases and
8 resourcing -- resurging areas bordering the
9 Central Manhattan District, such as
10 Williamsburg, Harlem and Washington Heights.
11 Let alone the livery bases that are
12 currently located in the Central Manhattan
13 District, and operate within the scopes of
14 the rules and regulations. They will now
15 have to compete with yellow taxis in the
16 prearranged sector. And at the same time
17 there will be a lack of taxis to serve the
18 street hails of the Central Manhattan
19 District. New York City is one of the top
20 tourist attractions in New York state, if
21 not the world. Our visiting tourists will
22 be underserved in getting a street hail pick
23 up if those taxis are responding to a hail
24 or app call.

25 The only ones benefiting from this

PROCEEDINGS

1
2 scenario at this point will be the
3 smartphone app companies and their
4 investors.

5 Enforcement of these rules will
6 require more TLC inspectors, resulting in
7 more summonses for our drivers and bases
8 alike. Modernizing only one sector of the
9 industry will leave the rest of us at a
10 great disadvantage at this point also.

11 The issue that we have is that we
12 do not want to accept technology in our
13 industry because quite frankly, it is
14 necessary. We must embrace technology.
15 However, this approach forces our industry
16 to adapt to technology, instead of
17 technology adapting to us into our model.
18 According to the Taxi and Limousine, 50
19 percent of the riding public would like to
20 have these applications. But that may be
21 the case. We cannot be governed only by
22 public opinion and what people want. But we
23 have to also understand the reality in the
24 current structure in history as well. The
25 Taxi and Limousine Commission has a

PROCEEDINGS

1
2 responsibility to not only regulate, but
3 also preserve the businesses that we have
4 created throughout the years.

5 We are very thankful for allowing
6 us the opportunity to voice our concerns and
7 respect our input. We will answer any
8 questions.

9 COMM. MARINO: Thank you.

10 MS. ANGELES: Thank you.

11 THE CHAIR: Thank you. And I know
12 it's been a long, I appreciate your patience
13 in staying with us throughout the hearing.

14 MS. DESAI: Good afternoon, thank
15 you for staying.

16 THE CHAIR: Good afternoon.

17 MS. DESAI: I am Bhairavi Desai.
18 And with me is Mr. Mohan Singh. We are both
19 with the Taxi Workers Alliance. In the
20 interest of time, though, we come up
21 together.

22 So first I just actually just for
23 the record wanted to thank Chairman Yassky
24 and the TLC staff. I know that, you know,
25 in the days and weeks following the

PROCEEDINGS

1
2 destruction from the hurricane were
3 difficult for many of us on a number of
4 levels. And we really appreciate the fact
5 that actually the TLC remained really
6 accessible to us in terms of finding fuel
7 and, you know, trying to address the
8 shortages, as well as addressing, you know,
9 outreach to drivers regarding disaster aid,
10 and just the different changes with the
11 traffic regulations. So we want to thank
12 you for that. Particularly for, I mean the
13 operation that we saw both at Woodside and
14 especially in Brooklyn was just amazing.
15 And we want to thank you for all that you
16 did to put that together.

17 THE CHAIR: Thank you for saying
18 so.

19 MS. DESAI: Sure.

20 So with regards to these
21 particular rules, I just had a number of
22 comments. First I have to say that we
23 really applaud the TLC for making the
24 smartphone for the app, making it optional
25 for the drivers. This is the first time

PROCEEDINGS

1
2 that I have seen in this industry where the
3 technology will actually be a driver driven
4 market. We've never been in the driver's
5 seat before when it comes to such economics
6 in this industry. So we are glad to see
7 that happening.

8 We are also glad to see that it
9 will now be an open, regulated market. I
10 mean we keep hearing from different
11 companies who say oh, why do we need these
12 regulations. Well, guess what, we work
13 under regulations every single day. When we
14 interact with the public, there's a meter,
15 there's several regulations in place that
16 prevent any kind of price gouging or
17 overcharging. Well, when we are the
18 consumer in the industry, drivers should
19 have the same protections that we are asked
20 to extend to the consumers that we serve.
21 And in fact, by having an open market that
22 is regulated, you're actually extending the
23 playing field for more companies to
24 participate. So it's not a restriction,
25 it's actually it's much more of an opening

PROCEEDINGS

1
2 than the exclusive contracts were.

3 Our main concerns around the
4 smartphones have been we don't want to see
5 any additional costs for electronic
6 processing. Already, taxi drivers, we used
7 to pay five percent. Since the new rules
8 were passed in July, we no longer pay per
9 transaction but we are paying a ten dollar
10 flat fee, which is in addition, you know, as
11 part of the lease cap. Of course we pay
12 that whether or not the driver works on that
13 day. And so even if there are no credit
14 card transactions coming in, that fee is
15 still being paid by the driver. And the
16 medallion owner, the fleet, the agent is
17 able to use that toward the cost of
18 processing.

19 And so, you know, we support
20 having a second, you know, kind of
21 electronic payment option besides the reader
22 in the form of a smartphone. But we want to
23 make it clear that the driver should not
24 have to pay anything extra, you know, as we
25 make this advancement.

PROCEEDINGS

1
2 So we are glad to see that at
3 least as the rules are currently written,
4 the driver would not have to pay anything
5 extra. And we strongly urge you to keep
6 that within these rules, you know, up to the
7 final vote.

8 We are concerned that there might
9 be inconsistencies. The rules are not clear
10 about how to, you know, kind of match up TLC
11 enforcement with the issues around
12 e-hailing. But as Ashwini mentioned,
13 particularly in terms of refusals, as well
14 as the use of electronic devices. And, by
15 the way, we would agree that the driver
16 should be allowed to, you know, for a simple
17 tap, you know, if they're getting a
18 notification, that without having to pull
19 over, and I don't think you have to pull
20 over, you just have to be standing still,
21 right, you don't have to actually be pulled
22 over. You could be in traffic or you could
23 be at a red light, and at that point you
24 could still respond to it according to the
25 present rule. We would just add then it

PROCEEDINGS

1
2 should be extended that even if you're not
3 standing still, whether a red light, traffic
4 or pulled over, that, you know, you should
5 still just be able to tap to accept, you
6 know, to accept -- to mark your
7 availability.

8 But in terms of refusals we're
9 really concerned, because the rules have to
10 be clear not only for the drivers but
11 certainly also to the passengers and to the
12 app companies themselves. You know, there
13 has to be complete clarity so nobody here,
14 the driver or the passenger, has to suffer
15 because of a void.

16 And we definitely support that all
17 of these payments should go through the
18 meter. We actually have always believed
19 that when it comes to the fare payment
20 between the passenger and the driver, having
21 more regulation, having it be crystal clear
22 not only protects the passenger, it also
23 protects the driver. Because, you know, the
24 vast majority, you know, universally
25 speaking, the trips, there aren't

PROCEEDINGS

1
2 overcharges. And the fact that we are
3 regulated allows us to actually prove that
4 and evidence that. And so we would, you
5 know, we would support any kind of
6 regulation that would ensure that these
7 payments remain on the meter and, you know,
8 regulated to the fullest extent so not only
9 is the passenger protected, but again, so is
10 the drivers themselves.

11 The idea that a T-PEP vendor would
12 possibly consider having to electronically
13 transfer over the six cents per trip could
14 be somehow onerous is just, I don't even
15 know, it feels insulting, like it's just,
16 it's, you know, it's insult upon injury. I
17 mean you're in this industry, you're making
18 money because drivers are accumulating these
19 fares. They're paying for the processing.
20 Of course every vendor gets a cut out of
21 that. The idea that you can't
22 electronically transfer over six cents.
23 Drivers are paying that money. It's not
24 coming out of the garage or an agent or the
25 vendor's pocket, it's coming out of the

PROCEEDINGS

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

driver's pocket.

Anybody in this industry who's asked to turn that money over should do it with humility and grace. Compare, think of on the other hand the number of drivers who go without health care and disability every single day, which is a much bigger hardship than you electronically having to transfer something over.

As far as the T-PEP itself is concerned, we also think that, you know, you don't have to overload it with so much content. It is a short trip. I mean, whatever. People may not be turning it off as often. We still maintain the position from talking to passengers we are still not really big fans of it. We don't even think that screen is necessary, I'm sorry to tell you. And certainly to overload it with long content seems really unnecessary.

And it's nice to hear that local businesses are thrilled with the passenger information monitor. I guess that means the advertising revenue numbers, which you never

PROCEEDINGS

1
2 received but the TLC asked for a couple of
3 months ago, I guess we can now, you know, we
4 can infer from the happiness from local
5 businesses that those ad numbers are
6 actually probably pretty good.

7 That will conclude my testimony.
8 I'm going to turn it over to Mr. Singh.

9 MR. SINGH: I'm Mohan Singh. I'm
10 a cab driver.

11 The thing is that too when you are
12 putting a -- so that this app would go only
13 to the taxi. And, as you say, this is
14 smartphone. When you are using a
15 smartphone, it can be transferred to any
16 car. So we have to be sure that it is used
17 in the same place where it should be used.

18 THE CHAIR: Thank you, Mr. Singh.
19 That's actually an important point that the
20 Commissioners and I'll underscore also for
21 you that, and really the gentleman who was
22 from ZapKab, another reason why we think
23 licensing is important is we want to require
24 and put in place mechanisms to make sure it
25 actually happens, that any apps like this

PROCEEDINGS

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

are usable only by TLC licensed drivers. In other words, I do fear that if we unregulated, you know, completely unregulated, that you would see apps enable a proliferation of strange lights. And I think that's --

COMM. MARINO: I like your correlation to a restaurant having a license. You don't judge the meal but you -- just I thought that was an excellent analogy.

THE CHAIR: Thank you. Anyway, Mr. Singh, the point you raised is an important one. Our regulations, just so you know, our proposed rules do include that. The app has to be designed so it can only be used by TLC licensed yellow taxi drivers.

MR. SINGH: Thank you.

THE CHAIR: Thank you.

COMM. MARINO: I have to go.

THE CHAIR: Commissioner Marino, thank you for your --

COMM. MARINO: I just wanted to point out one thing, just quickly. I mean

PROCEEDINGS

1
2 that 40 percent number is kind of bothering
3 me. And if it concludes going to and from
4 the base and lunch, that's three hours out
5 of twelve, that's 25 percent right there.
6 So it's a little misleading. And then
7 there's only like 15 percent left over. And
8 if you count five twenty minute breaks, then
9 that's that. So it's a little misleading to
10 say they're empty 40 percent of the time
11 when you are counting from twelve to twelve
12 and not including your commute time and your
13 lunch hour. So that's 25 percent of it
14 right there. So I think a lot of people are
15 basing their opinions on that number, when
16 that number is not really representative of
17 the truth or the facts.

18 THE CHAIR: You know, it's
19 definitely there's some estimation in that,
20 in that it's got to be plus or minus I
21 think. But it's based on raw numbers it's
22 based on, and then you can draw your own
23 conclusions about the assumed break time,
24 and that's fair.

25 COMM. MARINO: Thank you all, I'm

1 PROCEEDINGS

2 sorry I have to leave early, I have to work.

3 THE CHAIR: Your presence has been
4 very beneficial, thank you.

5 COMM. MARINO: Thank you
6 Commissioners, Chairman.

7 THE CHAIR: Tarek Mallah.
8 Remaining speakers. Tarek Mallah, followed
9 by Jing Wang, it says here Herman, yup.
10 John McDonough. And Jason Deckwiller. I'm
11 sorry, Jason DeWillers. And that will be,
12 that is it.

13 MR. MALLAH: I think my
14 presentation says good morning, I just have
15 to change it to good afternoon.

16 THE CHAIR: So ordered.

17 MR. MALLAH: I have a prepared
18 testimony. But I've heard a couple of
19 remarks that I enjoyed having my break to
20 prepare, but I'll be very brief.

21 There's a lot of different
22 terminologies being used by colleagues and
23 testimonies and so on that says leveling the
24 playing field. And it's always intriguing
25 to use leveling the playing field partially,

PROCEEDINGS

1
2 not totally, which doesn't really make
3 sense. So if you're talking about leveling
4 the playing field, it should be on the same
5 field, on the same rules for everybody.

6 We want to increase the efficiency
7 for yellow taxi, and use leveling the
8 playing field as an excuse and then say
9 well, we are going to allow the yellow cabs
10 to take prearranged but we are not going to
11 allow the livery and black car to use the
12 street hail therefore by the same statement.
13 And I understand the desire or the intention
14 or the direction of the administration --

15 THE CHAIR: Are you going anywhere
16 with this?

17 MR. MALLAH: -- to do completely
18 unregulated business and free market. Maybe
19 not unregulated, but a free market where
20 everybody can do whatever they want. And I
21 find -- I'd probably not be naive enough to
22 think the yellow cab industry does not want
23 to diminish the value of the yellow cab by
24 saying it's a free for all.

25 So let's use that word leveling

PROCEEDINGS

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

the playing field.

THE CHAIR: I mean to be fair I think saying the goal is an unregulated free for all, anybody can do what they want, I'm sure you didn't mean that.

MR. MALLAH: Absolutely not.

THE CHAIR: Okay.

MR. MALLAH: But the direction to deregulation in the whole industry around the world is an existing model, and it may or may not work. It's not disrespect to the regulators. It is a business model that I study, and the more I read about it I found out it is less successful.

I'm going to join my voice to everybody else who praised the existing and the previous scheme that made New York City the wonderful, moving, dynamic city. Let's not break what we have in anticipation of an unstudied concept.

Let me read my very brief. It says, for those who don't know me, I come before you today representing the Livery Roundtable. As an umbrella organization, we

PROCEEDINGS

1
2 represent the collective advancement of the
3 livery industry. I am comfortable this
4 afternoon to be speaking with all -- to be
5 speaking with all and know that we stand in
6 different segments of the for-hire industry,
7 as well as some of the medallion industry,
8 but unified in our resolution, in our
9 resolve to the commitment of success of the
10 respective industries.

11 With the sentiment that I convey
12 to you is that the Livery Roundtable
13 unambiguously opposes the approach taken by
14 TLC to institute legislation on technology
15 that has not been requested, is unnecessary,
16 and has been falsely justified as being tech
17 friendly. While we have met with the TLC,
18 we have not -- we have no interest in
19 negotiating terms to institute the system
20 that would place many of our members out of
21 business. We find it insulting that when it
22 is placed on our name that we, members of
23 TLC and other segments of the industry, that
24 we are in support of such negotiations.

25 We also find it alarming that the

PROCEEDINGS

1
2 TLC would take such measures to provide us
3 with a five points analysis as to how the
4 proposed rules would work for the City of
5 New York. Allow me to, can I explain?

6 The reduced waiting time. While
7 this may provide slightly a level of
8 convenience in a small number of instances,
9 there would be no substantial increase of
10 efficiency in the city transportation and
11 infrastructure since the number of medallion
12 vehicles remain the same under the New York
13 State law.

14 Increase the number of cars
15 outside the Central Business District.
16 While app technology will tell drivers that
17 passengers are outside the Central Business
18 District, it by no means guarantees that
19 they will drive outside of it to pick them
20 up. To the contrary, it may actually leave
21 passengers using the app outside the Central
22 District area increasingly frustrated when
23 they still cannot get the taxi. If by the
24 TLC's own numbers 90 percent of all trips
25 are taking place from the airports or to the

PROCEEDINGS

1
2 Central Business District, what are the odds
3 that a trip will match up. It does not seem
4 to be an appreciable number of trips that
5 would result, and especially not enough in
6 the base policy decision.

7 The TLC claims that 40 percent, I
8 guess we hammered this one to death, so.

9 THE CHAIR: There's life in it
10 yet, go ahead.

11 (Laughter)

12 MR. MALLAH: We agree that this
13 number is not accurate. Really, I mean the
14 down time concept. Sometimes it's so clear,
15 and it's back knowledge for me, so hard to
16 explain. But the down time formula and the
17 efficiency of dispatching is something that
18 the company that I work for and the previous
19 companies I worked for since '99 and many of
20 my colleagues have been at it for longer,
21 it's an art. Increasing efficiency for
22 dispatching, minimizing the down time,
23 minimizing the time between dispatches is
24 something that we strive for. Bringing that
25 concept and saying well, this is a beautiful

PROCEEDINGS

1
2 tool that works for higher industry, let's
3 add that to the yellow cab industry, then
4 the whole technology, the whole concept of
5 doing business for yellow cab has to adopt
6 how prearrangement works. It doesn't work
7 if you just take this concept and add it in.
8 You're not going to have a successful
9 business. I could write papers on this.

10 Additional payment options. We
11 know very well that the payment options was
12 the original intention of this direction,
13 that we wanted to make e-payment. This went
14 out the window completely because it doesn't
15 work unless you have prearranged. And there
16 are existing technologies today to pay with
17 a smartphone such as Google Wallet.
18 Anything with near field technology that is
19 by first quarter of this coming year, most
20 if not all cell phones, smart or otherwise,
21 will have NFCs built into them.

22 New York City is seen as tech
23 friendly. The numbers is 14,000 versus
24 34,000. Let's pay some attention to the
25 34,000 that are built, customed, grew up,

PROCEEDINGS

1
2 have the prearranged in their blood, be able
3 to utilize and cover the needs, not the
4 13,000 vehicles.

5 I'm trying to cut down.

6 THE CHAIR: That's all right.

7 MR. MALLAH: I'm going to make
8 sure that the rest of my statement is
9 available for everyone, and a copy will be
10 received. I'm happy to answer questions if
11 there's any.

12 THE CHAIR: Just for everybody's
13 benefit, that our calculation of time the
14 taxi is occupied, T-PEP tells us, that is
15 the one that we really know, that during the
16 course of a shift a taxi will have a
17 passenger in it about 4.8 hours. I
18 apologize, about four hours. We're assuming
19 an hour commute. Maybe that's too little,
20 maybe it's more than that. And 2.2 hours
21 total breaks. I don't know where the 2.2
22 came from, but that's apparently what we
23 assumed. And that sounds generous. So then
24 that leaves four hours with a passenger in
25 it, 4.8 cruising out of the twelve empty.

PROCEEDINGS

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Whether that's off by an hour plus or minus, honestly I don't think it makes a big difference for this particular policy debate. It's got to be within that range. Anyway, go on.

MR. MALLAH: This exact statement is what I say I can write papers on, and I will be very, very brief to answer.

THE CHAIR: Yeah.

MR. MALLAH: When you say available time, wouldn't you want the vehicle to be available to be picked up? Wouldn't part of that time has to be allowed for cruising?

THE CHAIR: Absolutely.

MR. MALLAH: So by you diminishing that available time you're basically saying I'm going to take the availability of the yellow cab away from the availability, so the standing street hailing customer is not going to have that option anymore.

THE CHAIR: See, I guess my assumption is that the driver is smart and certainly over the range of the 35,000 they

PROCEEDINGS

1
2 function as a group intelligently in the
3 following way, that they will choose to use
4 it if they think it will get them a
5 passenger faster at that particular moment
6 and in that particular location than
7 cruising. And if they're right about that,
8 you know, over the full range of uses, then
9 that's better, then you have reduced the
10 waiting time overall. Do you follow? I
11 think that's, you know, I think we can
12 assume that drivers, some will be mistaken,
13 but in the range of it I think you can
14 assume that they'll basically get that right
15 because their living depends on it.

16 MR. MALLAH: And for that formula
17 we're assuming the six or seven mobile app
18 builders are going to all overlap to make
19 that availability or that broadcast
20 available. So I mean the chances, the throw
21 of a dart into a map and having this concept
22 work, reduce efficiencies, is making great
23 assumptions that that customer is using the
24 right app, the one that the driver is in
25 position for to be able to use. It's not a

PROCEEDINGS

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

unified concept.

THE CHAIR: Maybe, and I don't want to try people's patience, I don't think there's a huge number of assumptions. There's one basic assumption. That is, the driver will use an app, any app, if and only if they think the driver believes that the use of that app at that moment in that location will find her or him a passenger faster than they otherwise would. That's the only assumption.

MR. MALLAH: Right.

THE CHAIR: And everything follows from that.

MR. MALLAH: And that assumption would only work -- I'm sorry.

THE CHAIR: No, no, you --

(Inaudible)

MR. MALLAH: I'm interrupting.

THE CHAIR: Let me finish, this is the last. Sure, the assumption that can be built into that is the first time or the first fifteen times they may find, you know, it takes some trial and error to figure out

PROCEEDINGS

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

which app for any given app if that's true.
But they'll get washed out pretty quickly.
And then you're in the long run where we are
all still alive fortunately and then that
assumption holds. That's the only
assumption behind all this.

MR. MALLAH: May I just close with
one thing?

THE CHAIR: Please, and then you
can have the final word.

MR. MALLAH: Before I came in
today, I have received a summons from the
TLC telling me that one of my drivers, one
of the affiliated drivers that was
committing a street hail had a destroyed
inspection sticker, so the sticker wasn't
clear. And I got a summons. Mind you, I
can defend it. But I'm going to waste a day
and go and attend and show the proof that I
have the certificate of inspection and all
of that. Are we requiring the mobile apps
to be responsible for the vehicles and the
drivers' actions on the street? That's all
I have to close with.

1 PROCEEDINGS

2 THE CHAIR: Thank you.

3 Jing Wang Herman, followed by John
4 McDonough, followed by Jason DeWillers.
5 That's the remainder of our list.

6 MS. HERMAN: Good morning. My
7 name is Jin Wang Herman. I'm CEO of GetTaxi
8 USA. GetTaxi operates in more than fifteen
9 cities around the world, and our feedback
10 today is based on our experience in other
11 global cities like London, Moscow and Tel
12 Aviv.

13 We would love for e-hail to work
14 in New York. However, it's difficult for us
15 to embrace these particular set of rules.
16 We see three major problems.

17 One, the current language for
18 e-hail has negative unintended consequences
19 for both drivers and passengers.

20 Two, T-PEP, which should be the
21 backbone for all future taxi technology, is
22 not being fully utilized.

23 Three, finally, smartphone
24 dispatch applications have been prevalent in
25 the for-hire industry for many years. We

PROCEEDINGS

1
2 should not create and maintain now a
3 different standard for taxi apps.

4 I am also a licensed taxi driver.
5 And I know what it's like on the streets.
6 And I'm also a New Yorker who takes lots and
7 lots of taxis. So I'd like to speak today.

8 THE CHAIR: Thank you for your
9 patronage.

10 MS. HERMAN: So as a taxi driver I
11 want a simple, consistent system. But these
12 rules will make driving incredibly
13 confusing. There will be many apps in the
14 market, and I'll try to sign up for as many
15 as possible in order to maximize my fares.
16 Because e-hail jobs are not integrated into
17 T-PEP, payment is but the jobs are not, I'll
18 have to manually update my status and my
19 availability in every app I use.

20 When I accept an e-hail, I know
21 that I'll end up waiting on the street
22 because unlike the definition in the rules,
23 people that use these taxi apps are rarely
24 quote, unquote ready to travel. With access
25 to e-hail, people like to use apps in the

PROCEEDINGS

1
2 comfort of their home or office or at the
3 restaurant or at the bar and so on. Some
4 apps will pay me for wait time. Others
5 won't. And if I end up, if I give up
6 waiting and I cancel the job, some apps will
7 penalize me, others won't. Unfortunately
8 the rules as written don't do anything to
9 eliminate this confusion.

10 THE CHAIR: I mean are you
11 suggesting we regulate all those business
12 practices, or will you let the drivers
13 decide which work for them?

14 MS. HERMAN: I'm not advocating
15 more regulation, as I agree that regulation
16 does limit innovation. I'm just saying it's
17 very complex and they have rules that
18 currently are written that have gaps and yet
19 in some other areas they don't.

20 THE CHAIR: Right. I mean I don't
21 want to be argumentative, it's just you're
22 saying it's a problem that one app might
23 penalize for wait time, another won't and so
24 forth. That's all, you know, that's true.
25 The alternative to that is well, don't do

PROCEEDINGS

1
2 any of this or you can say we'll, or you
3 could say describe in detail the business
4 practices of the app, or you can have, you
5 know, our choice, which is leave it up to
6 the driver and the app, if I were to decide
7 which app to use and the app developer
8 decided which app to offer. And I think
9 those are the only three choices.

10 MS. HERMAN: May I continue?

11 THE CHAIR: Please, please, go
12 ahead, I'm sorry.

13 MS. HERMAN: As a New Yorker, I
14 could not imagine being unable to hail a
15 taxi on the street. And unfortunately
16 that's the most likely outcome of these
17 rules. Unlike other markets, supply of
18 taxis in New York is fixed, has been fixed
19 relatively for decades. Allowing dispatch,
20 which is detailed in this, allowing dispatch
21 in taxis, which happen to be the cheapest of
22 all the vehicles that are regulated in the
23 TLC, will shift a tremendous amount of
24 demand from car service to taxis. And if
25 the apps are successful, street hail will

PROCEEDINGS

1
2 likely be eradicated, and illegal street
3 hail will fill this gap. Lots of New
4 Yorkers will want to use their smartphone to
5 get a taxi. But all New Yorkers will still
6 want the ability to street hail.

7 Here's what we are for. We're for
8 a faster, safer and more efficient New York.
9 We think well written, carefully written
10 regulations are essential. All we ask is
11 that TLC will take the time necessary to
12 understand the real world implications
13 before finalizing the rules. I hope we can
14 all work together and get this right the
15 first time.

16 That's all. Thank you.

17 THE CHAIR: Thank you. I'm
18 guessing that you may have already had this
19 conversation with Ashwini or someone else
20 here on the specific ways that you would
21 like to see this improved, so we'll follow
22 up on that.

23 MS. HERMAN: Thank you.

24 THE CHAIR: Mr. McDonough and then
25 Mr. DeWillers.

PROCEEDINGS

1
2 MR. McDONOUGH: I'd like to thank
3 the Commission for giving me permission to
4 speak here. But I want to just start off
5 thanking the TLC for giving the fare way to
6 the drivers very recently. I cannot explain
7 to you how beneficial that has been since
8 the day that has kicked in, and how the
9 money has come directly to the drivers, and
10 particularly going into the season now of
11 Christmas and everything, that the money has
12 been greatly appreciated.

13 I'm a yellow cab driver, I've been
14 driving a cab over 30 years. But I also
15 host a show on WBAI on a weekly basis. And
16 throughout the years I've done cab driving
17 shows. And in doing those cab driving shows
18 and taking phone calls, it's almost
19 inevitable I will always get a call from an
20 African-American stating how they're being
21 passed up by yellow cabs.

22 One of the benefits that's going
23 to happen with this app is that the driver
24 who downloads the app has made a commitment
25 that if he pings onto that, he is going to

PROCEEDINGS

1
2 that fare, picking that fare up and going to
3 whatever neighborhood it is. And Hailo is
4 self-regulating itself. If they find out
5 the driver is discriminating or not going to
6 the neighborhood, that passenger emails
7 Hailo. And if he gets two or three
8 complaints, he gets put off the app. So
9 that is self-regulating right there when
10 we're talking about regulations.

11 And I would plead with the
12 Commission, please do not delay on this. Do
13 not set up another commission to discover
14 what your commission is going to do.

15 And it's very interesting now that
16 a lot of people that are against the app are
17 citing weather conditions here in New York
18 City, that we should put it off because
19 there was a hurricane. Well, let me inform
20 them, we've probably got a blizzard coming
21 down the pike. Are we going to put it off
22 now when the blizzard comes.

23 I think this Commission is capable
24 of coming to decisions despite the inclement
25 weather that we are going to have very

PROCEEDINGS

1
2 shortly, and come to that. And just look to
3 what's going on in London, Boston, and
4 Chicago. And look at what the passengers
5 are saying in those areas and how the apps
6 are working. And I think if it's good
7 enough for them, it's good enough for New
8 York.

9 (Applause)

10 THE CHAIR: Thank you.

11 Jason DeWillers.

12 Yes, Commissioners, this is the
13 last person who signed up to speak. So I
14 thank you again.

15 Thank you very much, Mr.
16 McDonough, thank you for your patience. I
17 know it's been a long morning and afternoon.

18 MR. DEWILLERS: Thank you. My
19 name is Jason DeWillers. I run a company
20 called Cabulous. Thanks everyone for
21 sticking around and thanks for putting this
22 together.

23 First I'd like to applaud the TLC
24 for taking on the e-hail, basically the
25 whole entity, because it's something that

PROCEEDINGS

1
2 the entire country is dealing with right
3 now.

4 THE CHAIR: It's a fine line
5 between bravery and foolishness, yes. Thank
6 you.

7 MR. DEWILLERS: And we're one of
8 the very few apps that actually deal
9 directly with the different regulating
10 bodies. And there's a lot of cities out
11 there that are just ignoring it. So I do
12 appreciate the fact that you're bringing it
13 right up front with everybody.

14 Apps are here. And they're here
15 for a reason. It's because they actually do
16 work and the public wants them. It's pretty
17 straightforward. They will be here one way
18 or another. And that's why in the taxi
19 market it is highly regulated for a reason.
20 It's for the consumer safety and many other
21 reasons. But I am actually all for
22 regulations within the taxi industry,
23 because it would be like critical mass with
24 taxicabs out there if it wasn't. I'm not
25 sure if you guys know what critical mass is,

PROCEEDINGS

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

but yeah.

There's a bunch of other apps out there which the IART calls the rogue apps. That is, what they like to do is they like to use Twitter, lots of people that bulldoze past regulations. Which is definitely something that I and my company is against. It's about doing it right because it's meant to be done right.

We are actually one of the only apps, actually I might be going out on a limb here by stating this, but we are the only application that actually does integrate with the meter. So all rides that are paid within the application, the information is directly fed electronically into, from the meter, from the central line pulsar meters. So when I saw that in the rules I applauded that because --

THE CHAIR: You're, pardon me, you're now operating --

MR. DEWILLERS: Not in New York.

THE CHAIR: Yeah, elsewhere in the U.S.?

1 PROCEEDINGS

2 MR. DEWILLERS: We're in 40 cities
3 in the United States, yes.

4 THE CHAIR: And in those places or
5 at least in some of them the fare is fed
6 directly from the meter without driver
7 intervention?

8 MR. DEWILLERS: Correct. Correct.

9 THE CHAIR: That's interesting.
10 And through the T-PEP like systems, there
11 are those that are sort of from the meter in
12 a bluetooth way?

13 MR. DEWILLERS: So it's actually
14 done through, because in many cities the
15 systems aren't regulated, it's open market.
16 So that what we do is we actually provide,
17 and this is more to my point that I was
18 going to bring up, we provide a dedicated
19 device, which you have also brought up as
20 well, that stays with the car. There's a
21 bluetooth download for all of the meters
22 that integrates into the device that's in
23 the car. And then that goes to the servers,
24 that then goes to the passenger's
25 application. So at the end of the ride you

PROCEEDINGS

1
2 just literally hit, you end the ride, and it
3 goes directly into our device that we
4 provide for the fleets for free, we work
5 with fleets in where it's applicable, and
6 then it goes to the driver. So the driver
7 actually -- or I'm sorry, it goes to the
8 passenger. So the passenger actually gets
9 the fare amount plus whatever extras, tolls,
10 things like that. And then they add their
11 tip on whatever they want to put it on,
12 approve it, and then it sends it back to the
13 driver's device that way.

14 My question is, it's pretty
15 apparent that by integrating with T-PEP and
16 also the meter, that having a driver having
17 it on their personal phone to actually
18 integrate with the meter is impossible. The
19 fail rate is just astronomically high for it
20 to actually integrate there. So in my
21 opinion that requires an in-car device that
22 stays with the car.

23 My question is, with this being
24 the case, is there going to be any
25 regulations as to how many devices are going

PROCEEDINGS

1
2 to be in the car and what kind of device
3 that's going to be in the car, and what else
4 also is it capable of. If it's left open,
5 I'm actually one for regulation because it
6 makes it so it's very clear-cut. It makes
7 it, without letting that happen it's like
8 the Wild West. It makes that you'll have a
9 Christmas tree of devices going off on the
10 dashboard, and you want to talk about not
11 safe.

12 THE CHAIR: I'm glad you raised
13 that because this is something that other
14 folks have raised also in their comments,
15 the advisability of a limitation as to how
16 many devices. You know, I think certainly
17 my inclination, you know, having a
18 conversation with yourself and the other
19 commissioners is that you do not want to
20 have six iPhones mounted on the dashboard,
21 that's just too distracting. So thank you
22 again for bringing that up.

23 MR. DEWILLERS: And thanks for
24 your time.

25 THE CHAIR: Thank you.

PROCEEDINGS

1
2 Well, thank you very much,
3 Commissioners. Thank you for your
4 participation throughout. And folks, thank
5 you for your patience. I think this was
6 extremely productive. I'll just tell the
7 people in the audience that I spoke with
8 some of the Commissioners before who had to
9 leave before they left. I think all of them
10 found it very, very informative, very
11 helpful to be able to narrow the issues. We
12 will continue to work with this for people
13 who have said, you know, that they have
14 raised issues that they want to discuss with
15 us, we are going to work with those over the
16 next couple of weeks. I do believe that we
17 will be in a position to finalize this in
18 December and vote on it at our December
19 meeting, so people should expect that. And
20 with that the hearing is concluded. Thank
21 you very much.

22 (Time noted: 2:30 p.m.)
23
24
25

1
2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

C E R T I F I C A T E

STATE OF NEW YORK)
) SS:
COUNTY OF ORANGE)

I, KARI L. REED, a Registered
Professional Reporter (Stenotype) and Notary
Public with and for the State of New York,
do hereby certify:

I reported the proceedings in the
within-entitled matter and that the within
transcript is a true record of such
proceedings.

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

IN WITNESS WHEREOF, I have
hereunto set my hand this 7th day of
December, 2012.

KARI L. REED, RPR

Taxi and Limousine Commission

November 29, 2012

\$	151 [1] 3:24	20 192:5,13
\$.50 [2] 92:6,13	16 [1] 109:20	26 [2] 11:14 52:20
\$.55 [1] 92:7	165 [1] 3:25	27 [1] 121:4
\$2.50 [2] 92:5,12	17 [1] 60:4	29th [1] 38:25
\$2.70 [1] 92:6	178 [1] 4:3	3
0	17th [1] 131:13	30 [5] 33:16 46:12 85:21 98:13 210:
07 [1] 142:3	18 [2] 35:21 54:2	14
1	182 [1] 4:4	30th [1] 38:23
1,500 [2] 40:8 158:20	19 [1] 6:6	33 [1] 5:20
1.0 [1] 100:10	190 [1] 4:5	34,000 [2] 199:24,25
1.2 [1] 48:12	1917 [1] 40:15	35 [2] 121:21,24
1/13,000 [1] 81:9	193 [1] 4:6	35,000 [1] 201:25
1:06 [1] 137:11	19-502 [2] 167:17 169:18	36 [2] 60:2 61:24
10:27 [1] 5:5	19-507(a) (1 [1] 170:5	4
100 [1] 3:14	19-511 [1] 171:13	4 [1] 19:20
109 [1] 3:15	1980s [2] 168:15 173:22	4.8 [2] 200:17,25
10th [2] 39:2,5	1982 [2] 41:4 149:21	40 [18] 3:3 27:24 42:5 46:13 47:10
11 [1] 109:18	1985 [2] 166:2 169:6	53:24 70:20 83:11,16 115:15 145:
115 [1] 3:17	1987 [1] 41:9	17,24 146:16,22 192:2,10 198:7
119 [1] 3:18	1994 [1] 74:20	215:2
12 [3] 109:18 147:5,24	2	45 [1] 28:19
12,000 [1] 178:15	2 [1] 170:6	5
12:30 [4] 95:18,23 109:22 119:11	2,000 [3] 80:16 115:18 158:20	50 [2] 13:25 181:18
12:40 [1] 137:6	2.0 [4] 15:20 20:14 99:14,15	50,000 [1] 42:16
12:45 [2] 95:21 119:12	2.2 [2] 200:20,21	500,000 [1] 14:5
120 [1] 71:21	20 [2] 97:8 147:4	51 [3] 3:4 121:4 168:5
125 [1] 178:13	20,000 [2] 108:17 121:6	55 [1] 29:9
128 [1] 3:19	2005 [1] 101:12	56th [1] 127:2
13 [2] 109:18 143:14	2007 [1] 96:16	58 [1] 3:5
13,000 [4] 42:19 80:10 121:7 200:	2008 [3] 13:24 21:23 96:22	6
4	2011 [1] 123:2	60 [4] 29:9 83:15 84:8 146:6
13,270 [1] 22:11	2012 [1] 10:20	62 [1] 3:7
135 [1] 108:10	2013 [1] 15:23	64 [1] 52:19
137 [1] 3:20	205 [1] 4:7	69 [1] 3:8
14 [2] 40:6 109:19	20th [1] 10:20	7
14,000 [2] 120:6 199:23	210 [1] 4:8	70 [1] 29:7
140 [1] 3:21	212 [1] 4:9	74 [1] 3:9
144 [1] 3:22	22 [1] 42:20	75 [4] 75:17 90:18,19 93:18
149 [1] 3:23	23,000 [1] 42:20	750,000 [1] 164:17
15 [2] 85:23 192:7	24 [1] 54:2	78 [8] 90:18 93:18,19,22 94:10
15,000 [2] 42:16 159:17	24/7 [1] 63:3	173:5,8
150 [2] 97:13,13	240 [1] 120:6	
	25 [13] 46:18 51:25 52:5 56:17 57:	
	17 68:4 74:18 147:4 151:7,7 174:	

STENO-KATH REPORTING SERVICES, LTD.
 (212)95-DEPOS (953-3767) * (914)381-2061
 stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>78-10(a) [1] 172:12 7th [1] 159:2</p> <hr/> <p style="text-align: center;">8</p> <hr/> <p>8,000 [2] 42:18,19 80 [1] 97:11 82 [1] 3:10 86 [1] 3:11 8th [1] 158:9</p> <hr/> <p style="text-align: center;">9</p> <hr/> <p>9,000 [1] 115:21 90 [3] 3:12 67:18 197:24 95 [1] 79:14 96 [1] 3:13 99 [1] 198:19</p>	<p>21 149:9 168:23 169:4 206:24 accessibility [2] 98:2 148:15 accessible [5] 17:17 97:18 138:16 148:16 183:6 accessibles [1] 117:22 accidents [1] 112:19 accommodate [2] 61:7 63:7 accommodation [3] 59:11,25 60:23 accomplish [1] 25:12 accomplishments [1] 98:21 according [3] 105:5 181:18 186:24 accordingly [2] 92:9 99:22 account [2] 76:8 119:5 accountable [1] 122:22 accounting [2] 19:25 81:25 accounts [1] 13:25 accrued [1] 174:17 accumulating [1] 188:18 accurate [1] 198:13 achieve [2] 114:6 155:4 achieved [1] 72:14 acierno [21] 3:3 38:18 39:8,25 40:3 43:4,7 46:16 47:6,9,13,18,25 48:6,8,18 49:10,20 50:2,19,23 acierno's [1] 94:3 acknowledge [2] 35:2 166:12 acquirer [1] 92:14 across [7] 98:10 101:3 103:5 108:18 118:14 141:11,11 act [2] 91:16,25 acting [2] 79:2 173:13 action [2] 11:24 122:6 actions [1] 204:24 active [1] 74:17 actual [5] 12:2 16:20 66:7 117:7 177:8 actually [41] 15:2 21:16 24:8 52:8,18 53:4 58:9 59:17 73:12 88:7 111:15 124:8 136:15 138:7 146:4 160:13 182:22 183:5 184:3,22,25 186:21 187:18 188:3 190:6,19,25 197:20 213:8,15,21 214:11,12,14 215:13,16 216:7,8,17,20 217:5</p>	<p>ad [1] 190:5 adapt [3] 144:9,12 181:16 adapting [1] 181:17 add [6] 71:22 89:13 186:25 199:3,7 216:10 added [1] 179:8 adding [3] 27:25 150:16 161:18 addition [9] 14:3 16:18 18:9 69:24 72:8 104:12 141:13 144:4 185:10 additional [13] 19:18 28:4 39:3 76:16 86:18 87:24 139:18 150:16 154:13 155:7 157:3 185:5 199:10 additionally [1] 113:25 address [17] 29:21 36:23 37:6,20 38:2 57:22 70:15 82:23 87:2 99:11 117:5,9 127:3 135:10 142:18 166:20 183:7 addressed [2] 82:8 94:25 addressing [1] 183:8 adds [1] 33:10 adhere [1] 30:12 adjusted [1] 92:8 adjustment [1] 92:2 administration [4] 79:6 80:6,19 194:14 administrative [3] 75:8 167:18 176:20 administratively [1] 79:5 adopt [3] 10:21 121:14 199:5 adopted [5] 11:4,17 12:11 68:11 107:25 adopting [1] 12:3 adoption [1] 105:7 advance [1] 6:14 advancement [2] 185:25 196:2 advancing [2] 115:24 178:25 advantage [2] 53:8 113:6 advertent [1] 47:2 advertising [5] 83:17,18 85:15 86:6 189:25 advisability [1] 217:15 advise [1] 144:8 advocacy [1] 58:17 advocating [1] 207:14</p>
<p style="text-align: center;">A</p> <hr/> <p>a.m [1] 5:5 ability [15] 19:5 26:2 28:15 29:10,12,13 34:12 60:15 62:7 71:12 111:19 142:7 148:7 167:11 209:6 able [29] 15:2,14 16:8 18:23 19:21 20:3 22:10,12 23:4 24:4 25:2 27:8,13 28:10,23 33:4 72:9 75:24 83:20 85:14 95:20 149:16 157:2,14 165:7 185:17 187:5 200:2 202:25 absence [1] 160:9 absolutely [7] 8:4,9 54:13 124:16 152:21 195:7 201:16 absorbed [1] 71:7 ac [1] 143:9 accents [1] 61:7 accept [21] 25:13 37:24 61:12 103:25 124:23,24 125:3,6 126:8 142:7 167:7,10,20 170:20 173:23 175:9,10 181:12 187:5,6 206:20 acceptance [4] 13:10 21:25 29:24 101:14 accepted [6] 112:25 113:2,13 125:16,23,24 accepting [7] 26:3 31:22 112:23 113:8 143:2,7 160:19 accepts [3] 101:4 107:6,7 access [8] 18:4 63:3 75:24 148:</p>		

STENO-KATH REPORTING SERVICES, LTD.
(212)95-DEPOS (953-3767) * (914)381-2061
stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>affected [2] 71:25 141:9 affects [1] 76:17 affiliated [3] 172:8,10 204:15 affiliation [1] 38:11 afford [1] 168:19 affordable [1] 71:19 afoul [1] 131:2 african-american [2] 116:25 210:20 afshar [3] 63:22 68:17 69:3 afternoon [10] 128:18 151:16 178:7,8,9 182:14,16 193:15 196:4 212:17 age [2] 14:17 179:2 agencies [2] 15:17 99:5 agency [3] 7:10 84:19 123:11 agency's [1] 22:3 agenda [1] 9:9 agent [2] 185:16 188:24 aggregate [1] 80:23 ago [17] 8:23 33:16 46:19 50:9,10 51:24 60:22 62:3 94:24 102:18 104:5 106:2 144:2 165:20 166:25 174:20 190:3 agree [7] 58:5 114:13 117:17 164: 11 186:15 198:12 207:15 agreed [2] 89:19,21 agreement [4] 67:17 73:5 94:3 160:6 ahead [8] 43:2 95:22 131:22 139: 10 140:4 156:20 198:10 208:12 aid [1] 183:9 air [3] 32:19 112:12 133:8 airport [1] 57:10 airports [1] 197:25 alarming [1] 196:25 alarmist [1] 102:10 alerts [3] 14:24 30:16 141:15 aligned [1] 19:2 alike [5] 129:24 130:19 131:5 145: 5 181:8 alison [6] 8:16,17,18,22 9:4 11:6 alive [1] 204:5 alliance [4] 4:4,5 178:5 182:19 allow [29] 16:3,12 18:10,15 23:11,</p>	<p>16 24:8,9 46:4 49:11 54:6 58:2 72: 16 94:13 98:18 100:3 104:25 111: 7 123:19 124:22,24 132:20,25 133: 4 170:20 173:18 194:9,11 197:5 allowance [1] 146:20 allowed [11] 41:3 47:2 54:11 64: 20 65:9 106:5 125:6 127:19 138:5 186:16 201:14 allowing [17] 18:19,22,24 19:12, 23 34:24 44:6 46:17 64:2 89:7 97: 17 150:3 176:16 177:7 182:5 208: 19,20 allows [12] 14:8 25:22 28:6,14 29: 2 46:23 93:23,25 111:14,25 149: 14 188:3 almost [6] 60:23 75:25 112:18 179:2,25 210:18 alone [3] 101:25 159:16 180:11 already [18] 9:2 16:24 22:13 28: 12,16 43:14 49:8 85:4 114:17 120: 10 135:17 142:15 148:14 149:9 163:20 164:6 185:6 209:18 alternate [1] 62:13 alternative [1] 207:25 although [4] 60:11 61:14,19 89:9 amazed [1] 7:6 amazing [1] 183:14 amber [1] 30:16 amend [1] 168:5 amended [2] 71:5 124:3 amendment [1] 91:15 amendments [2] 70:24 71:9 amends [1] 169:18 america [2] 58:14 59:6 american [2] 84:23 108:6 among [2] 10:5 170:25 amos [5] 3:9 68:19 74:15 84:17 85:11 amount [13] 28:13 53:13 79:9 82: 24 142:22 146:13,14 147:7,8 152: 4 155:4 208:23 216:9 analogy [1] 191:12 analysis [1] 197:3 analyze [2] 65:23 179:23 analyzing [1] 179:12</p>	<p>anat [1] 119:23 and/or [1] 53:3 anecdotally [1] 147:22 angela [1] 11:9 angeles [7] 4:3 151:14 178:4,6,9, 11 182:10 angelique [1] 11:13 angle [1] 175:16 ann [1] 59:23 announced [2] 64:24 117:12 announcements [1] 15:16 another [26] 6:12,17 14:20 28:21 44:9,12,17,20 67:12 68:3 73:2,16 84:2 91:19 106:7,7 109:21 127:4 146:5 159:20 162:18 177:23 190: 22 207:23 211:13 213:18 answer [15] 36:3 100:12 107:17 123:20 125:11 127:9 128:13 132:3, 23 134:10 166:5 176:3 182:7 200: 10 201:9 answering [1] 175:5 anticipation [1] 195:20 anti-technology [1] 66:16 anxiety [1] 62:23 anybody [6] 48:8 66:8 127:6 164: 20 189:3 195:5 anyway [3] 38:4 191:13 201:6 apart [2] 28:7 149:7 api [1] 93:8 apologize [2] 177:20 200:18 app [90] 21:14 23:25 24:11,20 26: 17,21,22 28:5 31:11 32:12 36:25 37:8,21,24 44:7 46:24 50:15 52:11 57:12 75:13,14 87:4,15 88:17 89:3, 20 90:6 94:17 96:8,22 97:6,19,20 98:17,19 110:18 113:15,18 124:5 126:23 128:4 130:19 131:10 132: 10 134:8,9 135:5 150:20 151:19, 20 152:5,20,23 153:2 156:5 157: 11,15 158:10 161:2 164:13,16 176: 16,17 177:11 180:24 181:3 183:24 187:12 190:12 191:17 197:16,21 202:17,24 203:7,7,9 204:2,2 206: 19 207:22 208:4,6,7,7,8 210:23,24 211:8,16</p>
--	--	---

STENO-KATH REPORTING SERVICES, LTD.
(212)95-DEPOS (953-3767) * (914)381-2061
stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>apparent [2] 175:2 216:15 apparently [2] 146:6 200:22 appear [2] 122:12 159:12 appears [4] 66:11 95:11,19 97:3 applaud [4] 116:20 117:7 183:23 212:23 applauded [1] 214:20 applause [3] 110:10,13 212:9 apple [1] 97:9 applicable [2] 172:15 216:5 application [25] 17:9 54:7 56:19 75:19 89:16 93:22 94:12 96:19 98:8 103:24 110:21 114:5 123:2 138:5,7 169:23 171:20,23 172:13,16,21 173:9 214:14,16 215:25 applications [31] 11:5,7,18 17:19 23:10 29:20 30:25 42:10,12,13 51:21 53:25 55:21 64:10 69:23 100:4 101:23 104:17 111:5 113:23 122:16 129:19 130:8 138:11,18,23 166:23 170:19 172:22 181:20 205:24 applied [1] 112:6 apply [4] 16:5,8 111:22 128:5 applying [1] 91:25 appreciable [1] 198:4 appreciate [11] 50:19 69:20 70:5,7 74:11 154:17 162:24 172:20 182:12 183:4 213:12 appreciated [1] 210:12 approach [5] 15:25 16:2 162:15 181:15 196:13 approaches [1] 162:6 appropriated [1] 178:16 approval [3] 11:15 90:22 179:17 approve [1] 216:12 approved [9] 11:19 24:18,20 92:24 104:5 111:24 113:18 132:17 150:11 approving [1] 71:2 approximately [11] 13:25 27:24 40:7,9 42:16,18,19,20 60:4 120:6 178:14 apps [84] 3:24 9:13 19:12,13 22:25 23:17 24:2,18,19 26:25 29:5,23</p>	<p>30:4,24 37:10 44:22 46:19 50:7 56:20 86:24 87:6 97:8 111:6,7,16 112:15 113:22 114:23 123:6,15,17 128:5,6 129:21 130:21,23,24 131:9,21 132:25 133:4,12 137:13 138:7,15 139:5 142:16,17 143:2 145:8,20 148:6,25 149:9 150:5,13 151:3,9,17 153:5 155:19 159:5 163:8 164:4,17 177:7 178:18 179:4 190:25 191:5 204:22 206:3,13,23,25 207:4,6 208:25 212:5 213:8,14 214:3,4,12 arbitrary [4] 174:11,16,24 175:8 area [2] 25:15 197:22 areas [6] 65:6,8 180:2,8 207:19 212:5 aren't [5] 25:19 44:18 127:20 187:25 215:15 argument [1] 122:12 argumentative [1] 207:21 arguments [3] 102:9,10,11 arlene [2] 6:20 110:2 arm [4] 102:22 107:10 138:21 157:22 around [22] 25:23 37:22,23 39:23 40:17 45:25 66:2 108:20 115:16 121:16 129:14 142:14,15,23 148:3 149:18 159:23 185:3 186:11 195:10 205:9 212:21 arout [4] 5:7 10:15 59:7 110:11 arranges [1] 133:23 arrive [1] 28:15 arrived [1] 112:20 art [1] 198:21 ascertain [1] 170:8 ashwini [11] 21:8,11 36:6,7,17 67:4 117:6 151:25 161:22 186:12 209:19 asian [1] 64:5 asks [1] 100:6 aspect [1] 103:16 assistance [2] 63:15 165:13 assistant [1] 8:19 associated [1] 79:6 association [11] 3:17 4:3 58:14</p>	<p>59:6 64:4,5 65:15 115:10 118:8 129:2 178:13 associations [1] 65:4 assume [5] 70:22 80:13 163:13 202:12,14 assumed [2] 192:23 200:23 assuming [2] 200:18 202:17 assumption [8] 170:23 201:24 203:6,12,16,22 204:6,7 assumptions [2] 202:23 203:5 assure [1] 119:15 assuredly [1] 112:18 astronomically [1] 216:19 attachments [1] 165:22 attempting [1] 112:17 attend [1] 204:20 attention [5] 27:9 100:14 140:19 162:11 199:24 attraction [1] 158:23 attractions [1] 180:20 attractive [1] 27:2 audible [1] 30:17 audience [4] 139:7,12,16 149:25 audio [1] 18:7 auditorium [1] 8:17 august [3] 151:21 158:9,9 australia [1] 135:14 authorize [1] 18:23 authorized [6] 15:25 16:2,6 73:8 90:21 159:5 authorizing [2] 16:9,19 automated [3] 13:17 26:18 41:24 avail [1] 34:5 availability [7] 122:9 128:9 187:7 201:19,20 202:19 206:19 available [26] 9:21 16:14 26:7 27:12 41:16 47:24 48:2,2,5 52:3 61:13 66:5 68:3 75:22 97:11 100:12 103:9 113:16 122:5 130:10 132:2 200:9 201:12,13,18 202:20 average [6] 48:4 83:8 102:19 121:25 147:3,5 avik [4] 3:18 115:6 119:8 120:3 aviv [1] 205:12 avl [1] 53:17</p>
---	---	---

STENO-KATH REPORTING SERVICES, LTD.
(212)95-DEPOS (953-3767) * (914)381-2061
stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

avoid [3] 31:6 33:22 66:17
avoided [1] 91:11
avoids [2] 31:11,12
award [1] 96:19
aware [5] 27:11,12 56:18,20 151:20
away [6] 27:10 30:21 101:6 118:17,21 201:20
eye [3] 10:23 11:19 12:4
eyes [2] 10:24 11:20

B

baby [1] 60:8
back [40] 5:22 6:11 7:11 13:20 16:22 17:16 21:6 26:20 27:19,20 40:23,25 41:14 51:14 57:10 65:12 67:19 68:11,12 74:20 79:14 84:17 92:12 100:7 127:25 139:8,13 142:3 144:10 147:16 151:22 152:25 155:11 157:10,22 160:5 173:22 175:18 198:15 216:12
backbone [2] 17:14 205:21
backed [1] 130:17
background [2] 36:7 40:12
backseat [1] 15:12
bad [1] 55:15
banned [2] 112:22 174:3
bar [2] 134:14 207:3
barrier [1] 105:7
barriers [2] 152:10 157:3
base [24] 4:3 11:5,7,18 64:4,5 65:2,5,8 138:12 151:15 171:12,17,24 172:4,17 173:3,10 178:12,13,21 179:14 192:4 198:6
based [16] 32:8 70:19 73:4 90:21 98:11 146:12,17 158:11 167:5 169:15 170:24 171:9 174:8 192:21,22 205:10
bases [6] 11:14 40:7 120:6 180:7,11 181:7
basic [4] 18:14 67:23 148:22 203:6
basically [10] 22:14 31:3 44:8 49:15 64:8 74:21 132:12 201:18 202:14 212:24

basing [2] 138:11 192:15
basis [6] 42:7 76:13 130:2 166:7 167:7 210:15
bathroom [1] 147:16
bcac [6] 165:14 166:13,20,22 175:20 176:3
beach [1] 65:7
bear [1] 108:19
beautiful [2] 121:2 198:25
beauty [1] 157:18
beaver [2] 5:20 6:11
became [3] 40:22 62:2 140:21
become [9] 16:5,14 32:8 88:8 92:21 96:22 120:22 150:10 155:17
began [1] 40:17
begin [5] 9:8 82:3 90:19 149:13 166:11
beginning [5] 5:5 84:17 85:20 146:19,21
behalf [10] 51:3 64:3 96:5 110:15 118:8 129:4 155:19 158:16 165:14 176:3
behind [5] 52:7 107:14 145:7 171:7 204:7
believe [27] 16:12 23:10 27:2,15,17 29:4,20 30:9 35:3 36:24 37:3 65:16 66:6 84:4,19 85:18 104:9,19,24 113:11,12 120:12 121:10 138:4 141:25 145:8 177:10
believed [1] 187:18
believes [1] 203:8
beneficial [3] 156:25 193:4 210:7
benefit [11] 17:4 26:13 61:5 100:11 113:21 131:8 141:18 150:17 153:23 154:11 200:13
benefiting [2] 142:15 180:25
benefits [6] 26:24 28:7 80:10 145:3 174:17 210:22
bennett [1] 7:21
besides [1] 185:21
best [8] 64:18 71:23 72:5,9 106:12 113:23 134:20 143:17
better [14] 59:16 64:20 72:2 73:6,9 74:8 108:4 113:21 114:12 117:20 149:18 150:16 153:11 202:9

between [19] 28:20 29:8 35:6 53:15 57:8 81:20 113:14 128:21 147:3,20 152:25 159:12 160:6 166:4 175:4,15 187:20 198:23 213:5
beyond [1] 154:12
bhairavi [3] 4:4 178:4 182:17
bicyclist [1] 55:13
big [8] 31:16 122:11 130:20 138:17 151:4 152:18 189:18 201:3
bigger [1] 189:8
biggest [1] 71:15
bills [1] 82:5
birthday [3] 140:9,10,16
birthdays [1] 140:17
bit [14] 13:8 18:16 21:18,19 22:5 39:24 64:20 72:25 83:13 118:11 141:23,24 147:23 163:3
black [33] 3:25 7:15 23:2,24 34:23,25 35:11 40:6 41:11,17 42:6,17 43:24 47:13 48:15,17 50:5 56:19 57:8,9,12 102:8 104:13 107:8,24 137:14 150:8 151:13 165:13 174:13,21 175:10 194:11
blackberrys [1] 117:24
blast [1] 62:4
bless [1] 151:9
blessed [1] 121:19
blizzard [2] 211:20,22
block [2] 31:25 118:17
blocked [1] 113:19
blocks [3] 25:25 27:10 45:3
blood [1] 200:2
blooded [1] 49:4
bluetooth [2] 215:12,21
board [5] 58:18 65:17 67:19 118:14 128:2
bodies [1] 213:10
body [1] 155:18
bond [1] 136:6
bonded [1] 96:24
bonding [1] 157:5
bono [2] 128:25 130:2
booking [2] 96:10,20
bookkeeping [2] 81:6,8
books [1] 36:14

STENO-KATH REPORTING SERVICES, LTD.
(212)95-DEPOS (953-3767) * (914)381-2061
stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>boomer [1] 60:9 boon [1] 22:8 bordering [1] 180:8 boroughs [2] 19:22 115:22 borrow [1] 25:22 boston [3] 108:11,13 212:3 both [31] 9:10 12:16,21 17:3 18:7 27:14 35:24 39:5,16,17 41:3 44:6 52:14,18 55:7 67:14 69:21 70:2 75:8 83:14,21 84:14 85:9 116:3 128:5 143:10 150:6,8 182:18 183:13 205:19 bother [1] 133:13 bothering [1] 192:2 bottom [1] 149:11 bravery [1] 213:5 breach [1] 94:23 breaches [1] 94:22 break [12] 95:18,19,23 109:23 119:10 128:17,21 137:5 176:9 192:23 193:19 195:20 breaking [1] 146:15 breaks [6] 146:16,21 147:16,17 192:8 200:21 bregman [19] 3:14 90:15 95:15,25 100:17,19,24,24 105:24 106:10 107:12 108:5,8,16,23,24 109:6,13 146:2 bridge [1] 15:4 brief [7] 8:18 128:20 132:22 138:25 193:20 195:22 201:9 brighton [1] 65:7 bring [6] 23:12 145:2 152:15 162:2 163:3 215:18 bringing [6] 140:18 141:19 149:2 198:24 213:12 217:22 brings [3] 29:18 97:24 159:20 broadcast [8] 116:6,10 124:17 126:9,23 127:11 152:23 202:19 broadcasting [2] 124:15,22 broadcasts [1] 160:2 broader [1] 84:13 broadly [1] 86:5 brooklyn [2] 7:22 183:14 brother [2] 40:19 140:8</p>	<p>brothers [1] 118:12 brought [6] 56:25 145:23 157:18 159:22 162:10 215:19 brutal [1] 142:25 builders [1] 202:18 building [4] 5:23 6:9 22:13 124:16 built [4] 102:25 199:21,25 203:23 built-in [1] 148:14 bulldoze [1] 214:6 bunch [1] 214:3 burning [1] 27:14 bus [1] 52:4 buses [1] 55:16 business [38] 5:22 9:7 27:6,17,22 33:2 34:25 35:5 41:7 47:12 53:23 68:5 72:20,21 86:7 89:3 96:13 98:16 99:3,20 123:9 124:8 128:11 147:15 159:8 160:12 172:21,23 194:18 195:13 196:21 197:15,17 198:2 199:5,9 207:11 208:3 businesses [6] 22:10 28:25 86:10 182:3 189:23 190:5 button [4] 43:20 45:9,15 47:20 bypasses [2] 45:10,11</p> <hr/> <p style="text-align: center;">C</p> <hr/> <p>cab [49] 22:7 26:7,14 45:2,4 54:8,9,22 62:9,18 63:4 88:7 89:22 97:18 106:22 107:11 111:2,20 112:12 113:8 133:24 138:22 140:7,12 141:18,21 144:5,22 145:7,12,17 148:23 149:15 150:8,15 159:4,18 170:7 171:9 190:10 194:22,23 199:3,5 201:20 210:13,14,16,17 cabs [30] 13:24 14:23 15:13 18:12 19:5 33:16,19 42:14 57:9 62:22 103:8,9,19 106:5,17 107:9,10 108:15 112:8 115:16 116:11,13,17 143:3 148:16 149:21 150:25 158:20 194:9 210:21 cabulous [2] 4:9 212:20 calculates [1] 26:10 calculation [3] 26:12 80:11 200:13</p>	<p>call [12] 12:20 38:11 43:21 46:25 83:5 97:17,20 111:11 112:23 171:7 180:24 210:19 called [4] 40:20 41:20 97:20 212:20 calling [2] 35:11 47:21 calls [6] 33:20 42:8 102:20 175:9 210:18 214:4 came [9] 40:14 52:4 106:11 110:7 116:8 127:8 142:2 200:22 204:12 canada [1] 135:14 cancel [1] 207:6 cannot [20] 62:10,14 67:16 68:9 72:4,7 75:4 91:18 105:20 106:6 123:22,23,24 127:10,11 168:18 169:14 181:21 197:23 210:6 cap [2] 121:7 185:11 capa [1] 38:23 capabilities [1] 17:8 capability [5] 14:22 20:2 79:4 161:2,18 capable [2] 211:23 217:4 capably [1] 21:21 capacity [1] 96:15 capitalist [1] 120:17 capped [1] 135:23 capping [1] 89:8 capricious [4] 174:11,16,24 175:8 capture [1] 18:21 captured [1] 19:16 car [53] 3:25 23:3,24 29:3 31:24,25 34:23,25 35:11 40:7 41:11 42:6 43:19,21,24,25 45:10 47:14,20,22,23,25 48:2,5,15,17 50:5,14 54:25 56:19,19 57:12 102:8 104:13 107:24 112:5 118:17,20 137:14 138:8 150:8 151:13 165:13 174:14,21 190:16 194:11 208:24 215:20,23 216:22 217:2,3 card [24] 9:12 13:3,10,16,22 15:22 22:4,7,16 26:20 28:11 53:17 74:20 77:14,18 90:25 91:19 94:16 101:14 133:16 142:8 150:24 169:3 185:14</p>
--	---	---

STENO-KATH REPORTING SERVICES, LTD.
(212)95-DEPOS (953-3767) * (914)381-2061
stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>cards [11] 13:11 21:25 22:12 54:21 75:18 79:6 90:9 94:17,18 102:2 134:7</p> <p>care [6] 19:25 76:4 80:10 92:4 140:23 189:7</p> <p>carefully [5] 115:25 116:22 119:3 151:24 209:9</p> <p>carmel [1] 120:3</p> <p>carone [1] 5:7</p> <p>carriage [1] 107:19</p> <p>carry [1] 178:21</p> <p>cars [12] 7:15,15 31:9 41:18,25 42:11,17 44:5 57:8 107:7 175:10 197:14</p> <p>case [5] 55:4 77:12 154:24 181:21 216:24</p> <p>cases [8] 38:9 67:10 78:16,20 79:8 83:16 85:13 134:13</p> <p>cash [8] 22:15 26:19 81:18 91:18 92:9,10,12,16</p> <p>catch [2] 102:3 148:23</p> <p>category [1] 133:8</p> <p>cause [1] 175:17</p> <p>caused [2] 168:21 175:3</p> <p>caution [1] 179:10</p> <p>caveat [1] 172:10</p> <p>cease [1] 62:8</p> <p>cell [2] 112:20 199:20</p> <p>central [11] 27:6,17 147:15 180:9,12,18 197:15,17,21 198:2 214:18</p> <p>centrally [1] 81:8</p> <p>cents [8] 76:6 77:11 78:3 79:24 80:8 82:4 188:13,22</p> <p>ceo [4] 4:7 100:25 120:3 205:7</p> <p>certain [5] 41:20 85:6 152:11 171:6 176:23</p> <p>certainly [15] 32:23 34:11,18 35:15 83:22 94:6 100:12 153:12 155:11 162:23 163:9 187:11 189:20 201:25 217:16</p> <p>certainty [1] 150:21</p> <p>certificate [1] 204:21</p> <p>cetera [2] 76:12 89:15</p> <p>chairman [10] 96:2 100:19 110:15 128:19 137:3 158:15 160:7 178:</p>	<p>10 182:23 193:6</p> <p>challenge [1] 148:20</p> <p>challenges [1] 142:18</p> <p>chance [1] 34:9</p> <p>chances [1] 202:20</p> <p>change [9] 9:17 25:6 47:3,3 84:11 108:2 145:19 148:6 193:15</p> <p>changed [3] 52:9 94:13 150:25</p> <p>changes [4] 64:17 98:5 129:20 183:10</p> <p>changing [4] 44:24 45:7 74:4 178:23</p> <p>channel [6] 83:23,25 84:3,9 85:7,25</p> <p>channels [1] 96:10</p> <p>chapter [8] 58:18 90:18,19 93:19,22 168:5 173:5,8</p> <p>charge [18] 7:23 75:4,15,17 85:12 87:4,12,15 88:18 89:3,15 96:4,5,15,18 99:9,22 100:6</p> <p>charged [6] 37:12 87:11 88:7,11,21 89:20</p> <p>chargers [1] 103:22</p> <p>charges [3] 87:10,25 88:2</p> <p>charging [2] 96:20 138:19</p> <p>chased [1] 55:14</p> <p>chauffeur [1] 40:16</p> <p>cheapest [1] 208:21</p> <p>check [1] 126:2</p> <p>checks [3] 80:12,15,16</p> <p>cherry [2] 33:18 175:14</p> <p>chhabra [11] 12:25 20:23 21:10,11 36:13 117:6 146:12,23 147:2,11,14</p> <p>chicago [5] 108:11,13,15,17 212:4</p> <p>chicken [1] 156:15</p> <p>chief [2] 84:15 165:12</p> <p>child [1] 18:2</p> <p>chinatown [1] 55:14</p> <p>chip [1] 101:5</p> <p>choice [5] 83:24 84:7 92:22 111:15 208:5</p> <p>choices [1] 208:9</p> <p>choose [7] 83:25 135:4 136:23</p>	<p>156:10 167:9 175:4 202:3</p> <p>choosing [1] 155:19</p> <p>chorus [2] 10:24 11:20</p> <p>chosen [3] 84:3 97:20 172:3</p> <p>christmas [2] 210:11 217:9</p> <p>chunk [1] 145:6</p> <p>cira [4] 4:3 151:14 178:3,11</p> <p>cit [1] 82:22</p> <p>citation [1] 169:12</p> <p>cities [16] 23:23 31:2 66:2 96:23 102:3 108:7 120:21 121:15 130:5 135:13 142:14 205:9,11 213:10 215:2,14</p> <p>citing [1] 211:17</p> <p>city [82] 7:2 8:24 13:24 14:25 15:17 17:5 24:3 40:17 47:4 51:11 60:5 63:4,11 67:6 72:6 74:17 83:19 84:18,19 86:10 96:14 97:15,25 98:18 100:4 102:12 103:19 104:18,22 106:4 107:4 120:22,24 121:4,12,13,18,23 122:8 127:14,16,23 128:11 131:11 135:24 138:13 140:6,24 141:19 142:10,19 143:21 144:14 147:10 148:13,24 149:16 150:9,14 151:8 161:6 166:3,3 167:12,18 169:6,17 170:14 172:24 175:23 176:19 178:16 179:6,21 180:2,19 195:18,19 197:4,10 199:22 211:18</p> <p>city's [6] 61:5 120:14 122:10 143:16 145:3 172:24</p> <p>claims [1] 198:7</p> <p>clarification [2] 154:18 156:22</p> <p>clarified [1] 87:3</p> <p>clarify [2] 54:12 79:22</p> <p>clarity [7] 153:12 155:5,8 159:22 163:3 164:9 187:13</p> <p>class [1] 41:6</p> <p>clean [1] 156:13</p> <p>clear [13] 37:13 82:2,4 94:4 151:3 153:23 155:12 185:23 186:9 187:10,21 198:14 204:18</p> <p>clear-cut [1] 217:6</p> <p>clearer [1] 55:5</p> <p>clearly [1] 54:10</p> <p>clients [1] 85:2</p>
---	--	--

STENO-KATH REPORTING SERVICES, LTD.
 (212)95-DEPOS (953-3767) * (914)381-2061
 stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>climbed [1] 13:23 close [8] 53:24 63:5 95:20 102:24 112:7 145:14 204:8,25 closed [1] 140:11 closely [1] 161:24 closures [1] 15:5 co [1] 139:5 code [9] 17:24 19:20 92:10,11 167: 18 169:18 170:6 171:14 176:20 coffee [1] 22:19 cogency [1] 119:19 cogent [2] 115:5 119:18 cognizant [1] 32:4 cold [3] 8:2 49:4 168:20 collated [1] 56:10 colleagues [4] 62:20 117:11 193: 22 198:20 collect [14] 14:4 33:5 76:11,21 77: 6,9,15,18 78:18,21,22 79:9,14 114: 5 collected [2] 77:21 78:8 collecting [4] 78:5 79:16 82:3,6 collection [3] 13:18 18:17 77:5 collective [1] 196:2 collects [1] 78:19 columbia [1] 55:13 come [19] 21:6 37:14 45:12 54:23 89:16 116:13,14 124:3 128:3 132: 15 139:13,21 147:16 156:4 164:3 182:20 195:23 210:9 212:2 comes [13] 67:8 85:8 86:8 122:11 123:17 143:17 146:3 152:4 160:5 168:16 184:5 187:19 211:22 comfort [1] 207:2 comfortable [2] 168:17 196:3 coming [12] 52:10 115:13 123:10 127:4 145:25 147:14 185:14 188: 24,25 199:19 211:20,24 comm [62] 5:10 10:15 47:7,15,23 48:4,7 56:14,16,22 57:11,19 59:7 69:7 76:20 77:2,22 78:2 79:23,25 80:17 95:5,8,13 100:22 105:23,25 106:23 107:2 108:5,14,21,25 110: 11 125:8,10 126:13,17 132:7,10 135:2 143:20,23 144:6,15,19 145:</p>	<p>21 146:8,24 147:9,13 176:5,11 177:11,19,25 182:9 191:8,21,24 192:25 193:5 comment [10] 37:3 38:24 44:9 74: 22 75:20 76:3 81:12 93:19 94:9 172:10 comments [20] 36:3 39:3,23 52: 19,19 56:10 68:14 70:10,15 90:2, 18,19 93:17,18 94:4 99:24 138:2, 25 183:22 217:14 commerce [1] 153:21 commission [36] 5:6 10:21 11: 24 41:4 44:10 63:12,15 64:2 65:23 70:25 71:4 76:9 90:23 92:19 93:7 94:25 96:3 98:6 99:23 100:6 104: 4 111:23 119:3 128:20 131:23 143: 13 161:23 166:21 173:22 178:11 181:25 210:3 211:12,13,14,23 commissioned [1] 41:5 commissioner [28] 8:12,19 10: 17 12:25 20:23 21:12 58:22,24 59: 10 63:25 64:7 65:17 67:4 89:12,14 115:11 121:22 122:14,18 124:7,10 125:25 127:9 128:2 132:6 146:9 165:9 191:22 commissioners [39] 5:7,9 8:15 10:5,8,13 12:13 20:16,24 21:11 36: 2,6,16 38:4 56:6 74:2,15 86:21 90: 17 95:17 109:25 110:15 115:9 119: 12,14,16,22 120:2 122:24 127:24 130:12 137:3,7,15 165:20 190:20 193:6 212:12 217:19 commissions [1] 173:21 commission's [2] 69:20 70:17 commit [1] 63:16 commitment [2] 196:9 210:24 committee [6] 58:17 110:16 114: 9 131:9,10,15 committing [2] 61:15 204:16 common [3] 60:16 101:24 105:6 communicate [6] 15:5 50:8 59: 16 62:8,17 165:25 communicating [2] 50:7 61:3 communication [8] 30:7 53:14 59:21 62:21 63:3 104:8 157:23</p>	<p>171:19 communications [3] 91:8 171: 14 173:12 community [1] 149:10 commute [2] 192:12 200:19 companies [23] 50:4,6 52:25 53: 4 72:4 88:18 97:13 107:25 120:17 122:21 123:2,21,22 127:10,12 130: 18 136:2 171:25 181:3 184:11,23 187:12 198:19 company [20] 38:13,13 40:20,23 41:25 84:18 96:4,16 97:22 99:2,20 100:5 108:19 134:20 158:11 171: 22 173:2 198:18 212:19 214:8 company's [1] 123:9 compare [2] 121:12 189:5 compartment [1] 91:10 compete [1] 180:15 competing [2] 84:24 163:25 competition [6] 16:15 52:25 71: 18 85:9 105:14 130:10 complain [1] 122:4 complaining [1] 125:25 complains [1] 122:3 complaints [4] 86:15 87:19 88:9 211:8 complement [1] 19:7 complements [1] 17:10 complete [4] 18:24 43:2 60:19 187:13 completed [1] 19:14 completely [6] 118:24 120:14 143:10 191:4 194:17 199:14 complex [1] 207:17 compliance [3] 90:24 99:17,18 complicated [2] 98:7 133:15 complimented [1] 90:20 comply [2] 91:24 132:15 complying [1] 91:14 composes [1] 178:13 compounding [1] 67:11 comprehensive [1] 128:3 computer [1] 42:10 computers [1] 41:25 conceivable [2] 66:21,24</p>
--	---	--

STENO-KATH REPORTING SERVICES, LTD.
(212)95-DEPOS (953-3767) * (914)381-2061
stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>conceived [1] 105:16 concept [9] 121:14 168:2 195:21 198:14,25 199:4,7 202:21 203:2 concern [17] 30:19 31:17 32:22 33:25 34:4,22 35:2 37:19 67:13 84:15 118:10 129:16 138:17 140: 25 152:18 155:16 161:21 concerned [6] 55:10 57:22 135:6 186:8 187:9 189:12 concerning [1] 98:5 concerns [14] 37:5 38:3 52:15,21 64:11 71:15 99:8 117:10 118:9 129:23 130:4 134:3 182:6 185:3 conclude [2] 162:19 190:7 concludes [2] 20:13 192:3 conclusion [1] 68:10 conclusions [1] 192:23 conditioner [1] 112:13 conditions [4] 73:12,17 142:25 211:17 conduct [1] 71:6 conference [2] 65:14 131:13 confirm [2] 23:20 25:13 confirmation [2] 152:24 160:5 conflict [1] 129:6 conform [2] 158:12,14 conformance [1] 159:13 confusing [2] 162:8 206:13 confusion [2] 26:6 207:9 congratulations [2] 64:6 115:12 connect [5] 133:14 152:22 153:6 170:19 177:7 connecting [2] 149:7 150:17 connection [3] 143:24 165:17 177:9 consequences [5] 67:21 68:7 116:20 159:6 205:18 consider [5] 67:7 90:23 99:23 140:14 188:12 considerable [1] 142:21 considerably [1] 60:8 consideration [8] 70:17 91:2 100:15 104:20 131:17 132:4 135: 18 167:4 considerations [2] 67:12 119:4</p>	<p>considered [1] 66:16 considering [2] 61:5 98:6 consistent [2] 119:18 206:11 consistently [1] 97:7 consists [1] 114:21 consolidate [2] 68:24 69:12 constraints [1] 134:18 consult [1] 144:5 consultant [1] 144:7 consulting [3] 3:4,7 39:10 consumer [12] 37:7 87:19,21 88: 9,14 91:16 153:24 154:5 157:15 162:9 184:18 213:20 consumers [3] 131:3 135:4 184: 20 contain [2] 16:23 104:10 contemplated [2] 101:20 168:13 contemplates [1] 111:3 content [12] 15:14 17:7 18:3,5,7 83:16,19,20 84:7,9 189:14,21 contentious [1] 91:14 context [1] 21:18 continue [8] 13:9 17:14 63:16,19 70:13 82:10 141:16 208:10 continues [1] 142:11 continuity [1] 9:11 contract [12] 67:12,14,18 69:19 71:14,16,20 72:11 73:2,25 114:14, 17 contractor [1] 92:20 contracts [10] 15:22 16:10,25 72: 12,16 101:13,22 105:15 111:3 185: 2 contrary [1] 197:20 contribute [1] 83:20 contribution [1] 92:4 control [1] 167:11 convenience [6] 28:5 71:21 110: 22 111:8 142:18 197:8 convenient [5] 28:9 35:9 91:5 101:16 111:11 conversation [2] 209:19 217:18 conversations [2] 33:14 35:18 convey [2] 173:12 196:11 conveyed [1] 32:11</p>	<p>conveying [1] 171:15 conveys [1] 173:2 cooperative [1] 83:23 copies [5] 66:5 95:6 130:11 131: 24 176:10 copy [4] 68:5 120:19 176:11 200:9 corner [1] 116:16 corners [2] 25:23 45:25 corporate [1] 29:3 corporation [1] 165:13 correct [20] 48:10 57:4 77:13,15, 24 79:11,13 124:17,25 126:16 144: 16 146:23 153:10,19 163:24 176: 14 177:4,15 215:8,8 correlation [1] 191:9 correspondingly [1] 54:14 cost [6] 63:6 75:23 80:21 81:10 91: 5 185:17 costly [2] 91:7,8 costs [6] 75:8 76:17 80:19,23 81: 3 185:5 couldn't [2] 116:9 159:11 council [7] 19:3 166:3 167:12 169: 6,17 172:24 176:20 counsel [2] 128:23,25 count [2] 12:3 192:8 counting [1] 192:11 countries [1] 108:9 country [4] 60:3 129:7 142:14 213:2 couple [13] 5:15,20,25 7:19 8:23 58:20 73:21 133:19 136:13 138:2 144:2 190:2 193:18 course [13] 7:9,17 33:13 55:15 89: 10 122:11 135:4 144:10 157:15 165:4 185:11 188:20 200:16 court [2] 68:12 106:19 courtesy [1] 7:24 cover [1] 200:3 cradles [1] 103:22 create [14] 44:18,19 46:17 63:6 72:2 81:25 83:23 87:16 88:6 99: 19 101:13 116:2 156:24 206:2 created [5] 42:8 130:21 131:9 135:12 182:4</p>
---	--	--

STENO-KATH REPORTING SERVICES, LTD.
(212)95-DEPOS (953-3767) * (914)381-2061
stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>creates [3] 129:22 152:10 168:23 creating [4] 85:9 142:2 143:13 174:13 creation [2] 135:15 174:20 credit [28] 9:12 13:3,9,11,16,22 15: 21 21:25 22:4,7,12,16 26:20 28:11 53:17 54:21 74:19 75:18 77:14,18 79:5 101:14 133:16 134:7 142:7 150:24 169:2 185:13 crew [1] 8:13 critical [2] 213:23,25 cross [1] 141:12 crucial [1] 28:19 cruise [1] 27:13 cruising [8] 27:4,9 103:8 145:18 147:20 200:25 201:15 202:7 crummy [1] 156:16 crystal [2] 155:12 187:21 cts [2] 3:15 100:18 curious [3] 57:13 157:24 173:16 current [16] 17:25 24:6 35:6 52: 16 61:6 72:11,12 73:5 87:11 88:19, 20 127:22 158:13 170:18 181:24 205:17 currently [25] 25:5,10 27:22 30:6 43:22 44:21 48:21 52:23 53:6,22 56:22 87:11 98:17 104:11,13 105: 16 108:9,12 145:17 168:4,9 178: 15 180:12 186:3 207:18 customed [1] 199:25 customer [7] 46:2 124:19 134:15, 23 156:18 201:21 202:23 customers [18] 22:20 29:16 41: 19,25 44:12,16 46:7 72:6 81:4 90: 12 112:16 136:14,22 156:11,14,17 157:20 169:10 cut [2] 188:20 200:5 cuts [1] 50:17 cvs [1] 22:18</p> <hr/> <p style="text-align: center;">D</p> <hr/> <p>dad [1] 40:19 daily [1] 42:6 damage [1] 175:3 damaging [2] 44:17 173:24</p>	<p>dangerous [4] 62:19 117:25 118: 4 170:17 dart [1] 202:21 dashboard [3] 67:2 217:10,20 data [14] 14:6 18:16 19:15 77:7 78: 5,5 83:6,7 84:4 88:5 91:8 101:14 138:12 146:13 date [1] 179:3 dau [2] 129:5 131:8 dave [1] 5:10 david [6] 3:15 95:15 100:18 109:4 117:17 149:22 day [21] 6:4,8,9 14:5 18:3 42:4 48: 12,13 56:18 64:25 103:16 140:9 149:11 178:20,24 179:2 184:13 185:13 189:8 204:19 210:8 days [5] 7:15 41:21 67:18 71:21 182:25 dead [1] 27:20 deadline [1] 38:24 deaf [3] 60:14 62:2 63:8 deal [4] 6:25 7:4 69:2 213:8 dealing [3] 8:22 179:24 213:2 deals [1] 72:9 dean [4] 3:11 86:20,21 89:5 death [1] 198:8 debate [1] 201:5 debits [1] 19:24 decades [4] 45:7 46:7 140:7 208: 19 december [5] 6:10 39:2,4 96:21 143:14 deceptive [1] 90:6 decide [5] 113:22 156:17 169:15 207:13 208:6 decided [6] 49:17 57:17 169:6 174:2 175:11 208:8 decision [9] 166:25 167:3,12 172: 25 174:5,6 175:21,22 198:6 decisions [2] 14:16 211:24 deckwiller [1] 193:10 declining [1] 170:24 decreasing [1] 122:8 dedicated [1] 215:18 deduct [1] 76:5</p>	<p>deeper [1] 168:24 deeply [3] 7:6 34:10 140:23 defend [1] 204:19 define [3] 47:16,18 169:21 defined [2] 160:9 168:6 defines [1] 167:19 definitely [4] 30:2 187:16 192:19 214:7 definition [9] 46:22,23 47:17 94: 7 167:23 168:10,22 169:7 206:22 definitions [2] 93:21 163:2 degree [1] 82:22 degrees [1] 60:12 delaneau [3] 3:23 139:20 149:20 delay [1] 211:12 deleted [1] 94:6 deliberate [2] 99:24 131:18 deliver [1] 89:18 delivered [2] 41:22 100:2 delivering [1] 172:23 demand [4] 29:4 121:9,20 208:24 demands [1] 98:24 department [4] 8:24 67:6,7 156: 14 dependency [1] 99:14 depending [1] 86:4 depends [1] 202:15 depriving [1] 85:8 deputy [6] 8:12,15 12:25 20:22 21: 11 67:3 deregulation [1] 195:10 desai [6] 4:4 178:4 182:14,17,17 183:19 describe [2] 99:8 208:3 described [2] 21:21 176:19 designed [5] 101:15 103:24 131: 2 149:5 191:17 designers [1] 86:9 desire [2] 35:4 194:13 despite [4] 101:16,22 102:16 211: 24 destination [8] 28:15 32:8,14 51: 20 93:5 126:5 170:9,14 destroy [1] 166:8 destroyed [2] 141:6 204:16</p>
--	---	---

STENO-KATH REPORTING SERVICES, LTD.
(212)95-DEPOS (953-3767) * (914)381-2061
stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>destruction [1] 183:2 detached [1] 122:10 detail [5] 24:24 36:10 54:17,20 208:3 detailed [3] 99:23 134:5 208:20 detailing [1] 119:17 details [3] 74:6 81:17 167:5 deteriorating [1] 62:2 determination [1] 143:15 determine [2] 93:3 173:23 detriment [1] 175:2 devastated [1] 65:6 develop [1] 63:20 developed [1] 134:9 developer [3] 66:22 151:19 208:7 developers [2] 23:25 25:17 developing [4] 61:19 63:9 158:10 172:22 development [2] 8:25 96:14 device [9] 93:25 157:14,16 215:19,22 216:3,13,21 217:2 devices [11] 30:7 66:19,23 67:2 112:2 165:16 166:2 186:14 216:25 217:9,16 dewillers [13] 4:9 193:11 205:4 209:25 212:11,18,19 213:7 214:23 215:2,8,13 217:23 dialogues [1] 35:19 difference [2] 28:20 201:4 different [16] 32:19 33:23 61:9 67:2 73:3 118:11 135:21 140:2 143:8 163:25 183:10 184:10 193:21 196:6 206:3 213:9 differentials [1] 57:7 differentiate [1] 159:11 differently [2] 73:15 75:12 difficult [4] 55:23 82:14 183:3 205:14 dim [2] 53:16 159:5 diminish [1] 194:23 diminishing [1] 201:17 direction [5] 116:21 117:14 194:14 195:9 199:12 directly [14] 10:14 15:5 19:24 42:11 75:3 78:11 81:19 149:8 156:4</p>	<p>210:9 213:9 214:17 215:6 216:3 director [1] 86:22 disability [2] 19:4 189:7 disabled [3] 148:13,15 156:5 disadvantage [1] 181:10 disallowed [1] 88:17 disaster [1] 183:9 disclose [1] 89:22 disclosed [2] 88:25 89:23 disclosure [4] 36:11 89:18 90:3, 8 discounted [1] 92:12 discounts [1] 91:18 discourage [1] 52:25 discover [1] 211:13 discrepancies [1] 73:14 discriminated [1] 45:21 discriminating [1] 211:5 discrimination [2] 125:13,14 discriminations [1] 46:18 discuss [5] 10:14 31:15 73:21 74:24 131:18 discussed [1] 169:25 discussing [2] 124:5,6 discussion [6] 10:6,7 19:8 70:11 131:21 162:25 discussions [2] 166:15,19 disingenuous [1] 57:25 dispatch [17] 17:17 40:23 96:24 113:8 117:22 118:14,15,21 135:23 161:2,16 162:6 172:2,9 205:24 208:19,20 dispatched [1] 97:3 dispatcher [1] 177:12 dispatchers [1] 33:24 dispatches [10] 41:3,20,21,24 42:8 102:21 171:20,22 173:2 198:23 dispatching [4] 160:13 171:15 198:17,22 dispensing [1] 7:23 displaced [3] 5:19 7:10 141:5 display [1] 15:15 disposing [1] 76:7 disregard [1] 120:14 disrespect [1] 195:12</p>	<p>disrupt [2] 30:23 127:22 disruptions [1] 102:25 disruptive [1] 162:8 distance [1] 176:23 distinct [1] 41:14 distinction [2] 9:2,3 distinguish [1] 60:15 distinguished [1] 12:10 distracted [6] 29:23,25 37:19 67:3,9 154:9 distracting [2] 112:11 217:21 distribute [2] 95:12 103:4 distributed [3] 92:24 103:22 165:19 distribution [1] 18:14 district [10] 27:6,17 147:16 180:9, 13,19 197:15,18,22 198:2 diverse [1] 61:6 diversity [1] 10:4 division [1] 8:20 doable [1] 61:14 document [2] 65:19 66:7 documents [2] 55:7 154:19 dodd-frank [1] 91:15 dodging [1] 55:15 doe [2] 38:13,13 doing [17] 5:22 13:4 70:13 72:10 73:24 80:22 107:22 108:3 118:10 160:21 161:14 163:5,15 179:11 199:5 210:17 214:9 dollar [2] 89:21 185:9 dollars [2] 101:6 107:23 done [14] 6:10 16:11 28:16 30:10 83:10 120:20 123:3,3,7 127:5 131:22 210:16 214:10 215:14 door [1] 171:5 doorman [1] 124:16 doorman's [1] 102:22 dottie [2] 6:25 7:9 double [3] 121:5,6 123:12 doubt [5] 133:12 154:22 155:3 164:18 171:17 down [23] 6:6 10:3 14:15 20:20 54:8 55:13 82:10 85:8,14,22 109:4 118:10 143:4 148:9 150:19 159:10,</p>
---	--	--

STENO-KATH REPORTING SERVICES, LTD.
(212)95-DEPOS (953-3767) * (914)381-2061
stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>18 175:14 198:14,16,22 200:5 211:21 download [3] 157:14,15 215:21 downloaded [1] 96:8 downloads [2] 158:22 210:24 downstairs [3] 43:21 45:16 47:21 draft [1] 131:19 drafted [3] 37:8 132:24 134:25 drafting [2] 154:25 155:3 draw [1] 192:22 drawing [2] 67:19 127:25 drew [1] 166:3 drive [4] 37:23 62:3 151:6 197:19 driven [2] 35:4 184:3 driver [9] 8:6,7 13:19 23:19 24:22 25:6,9 26:4,8 27:9 28:2,17 29:24 30:5,16 31:3 32:11,12,18 33:7,11 37:22,24 45:25 62:10 66:24 75:16,23 77:21 78:8 79:15,16 92:10,21 93:25 101:4 103:21 106:22 113:25 121:11 124:18 133:14,23 138:4,12,19 140:6,22 141:22 143:11,21 144:23 147:3 148:17 150:6,18 152:25 156:5 157:13 160:7,19 161:18 163:18 167:8 170:7,11,20 184:3 185:12,15,23 186:4,15 187:14,20,23 190:10 201:24 202:24 203:7,8 206:4,10 208:6 210:13,23 211:5 215:6 216:6,6,16 drivers' [5] 93:2 142:7 148:7 149:6 204:24 driver's [8] 92:22 93:6 94:19 106:13 167:12 184:4 189:2 216:13 driving [19] 29:23 30:2 37:19 40:17 63:4 67:3,9 115:16 138:6,8 140:7 144:5 149:21 150:8 154:10 206:12 210:14,16,17 drop [5] 75:25 92:2,5 114:22,25 dropped [1] 62:12 duane [2] 3:11 86:21 dublin [1] 108:10 due [4] 5:21 63:2 101:7 167:4 durbin [1] 91:15 during [13] 14:11,21,25 18:3 22:9</p>	<p>27:25 33:13 49:14 64:21 100:9 176:9 178:19 200:15 duty [7] 9:18,19,22,25 26:4 45:11,16 dynamic [1] 195:19</p> <hr/> <p style="text-align: center;">E</p> <hr/> <p>each [12] 39:12 69:12 74:24 81:9 90:18 92:20 93:5,7 101:5 118:23 143:6 177:6 earlier [2] 152:12 176:19 early [4] 15:23 41:21 168:15 193:2 earnings [1] 28:3 ease [1] 80:5 easier [9] 28:22 38:17 80:13,15,17 113:13 147:23 148:10 150:20 easiest [2] 82:12,13 easily [1] 168:13 economic [4] 85:10 110:23 142:4 180:7 economically [1] 75:6 economics [1] 184:5 edges [1] 117:16 e-dispatch [1] 160:3 effect [4] 23:12,18 45:13 72:3 effective [6] 60:12 61:2 63:6 85:11 86:10 112:16 effectively [1] 167:11 efficiencies [2] 49:18 202:22 efficiency [5] 49:3 194:6 197:10 198:17,21 efficient [14] 27:3 35:9 42:3 48:24 49:9,11,16 63:6 91:5 143:4 145:11 149:7 150:10 209:8 efficiently [1] 27:14 effort [3] 53:2 145:2,4 efforts [2] 70:8 97:10 e-hail [6] 17:10 19:7 24:9,12 25:7 29:23 30:4 32:18 33:5,8,12 35:10 39:5,14 40:4 51:20 52:11,14,18,20 53:7 54:6 69:22 75:18 86:24 93:22 94:7,12,16 98:8 99:10,25 100:21 101:2,5 104:9,23 105:7 110:18 111:20 112:4,8 113:8 143:7 166:23 167:14,17 170:4 171:11,20,23</p>	<p>172:13,16,20 173:9 205:13,18 206:16,20,25 212:24 e-hailed [1] 31:18 e-hailers [1] 102:10 e-hailing [12] 28:8 32:7 34:24 102:11 104:22 144:24 149:12 151:9 159:23,25 162:15 186:12 e-hails [6] 98:7 102:20,24 103:25 110:22 143:2 eight [1] 109:18 eighties [2] 40:24 41:2 either [10] 12:21 24:11 25:7 45:19 47:19 83:18 129:11 134:8 138:19 147:19 el [1] 87:13 elaborate [1] 27:7 electricity [1] 180:3 electronic [20] 14:4 18:21 19:16,24 30:7 46:24 53:13 93:25 96:10 152:23 165:16,25 168:7 169:22,24 173:24 175:6 185:5,21 186:14 electronically [6] 18:22 96:24 188:12,22 189:9 214:17 elements [3] 92:3 154:2,13 elevated [1] 62:25 eleven [1] 83:9 eliminate [3] 41:7 103:3 207:9 eliminated [2] 41:10 76:19 eliminating [1] 125:13 ellis [1] 40:15 eloi [5] 3:23 139:20 149:20,21 150:3 elsewhere [1] 214:24 email [2] 28:23 89:24 emails [2] 66:12 211:6 embrace [3] 142:13 181:14 205:15 embracing [1] 179:10 emergence [1] 129:18 emergency [1] 141:15 empaneled [1] 173:21 employed [1] 144:16 employees [2] 97:23 108:10 empty [11] 103:8 115:16 116:11 142:22 145:18,24 146:9 148:3 168:</p>
---	---	--

STENO-KATH REPORTING SERVICES, LTD.
(212)95-DEPOS (953-3767) * (914)381-2061
stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>20 192:10 200:25 en [3] 31:17 125:4,8 enable [7] 23:17,19 30:24 59:15 92:20 103:25 191:5 enabled [1] 13:11 enables [4] 14:3,22 133:23 176: 17 enact [1] 104:4 enacted [1] 167:13 encounters [1] 102:24 encourage [2] 161:23 164:21 encroaching [1] 118:22 end [10] 67:15 80:25 85:20 133:19 143:5 146:21 206:21 207:5 215:25 216:2 endanger [1] 32:24 enforce [1] 14:7 enforcement [2] 181:5 186:11 engage [1] 72:20 engaged [1] 166:14 engages [1] 26:8 engendered [1] 131:20 engine [1] 62:3 english [1] 61:4 engrained [1] 34:10 enhancements [1] 13:13 enjoyed [1] 193:19 enough [7] 55:9 85:24 114:6 194: 21 198:5 212:7,7 ensure [7] 30:24 32:7 94:15 105:6 131:5 142:10 188:6 ensures [1] 29:17 ensuring [1] 90:5 enter [5] 31:4 37:11 62:9 72:24 136:13 enterprise [2] 98:15 164:22 entertainment [1] 15:14 entire [6] 49:12,15 74:23 108:18 143:18 213:2 entirely [1] 52:24 entities [2] 51:3 80:7 entity [4] 39:18 80:9 84:21 212:25 entrepreneurial [1] 98:13 entry [2] 14:19 31:12 environment [1] 152:5</p>	<p>envision [3] 17:13 132:25 136:11 e-payment [1] 199:13 equal [3] 34:8 130:22 169:3 equipment [4] 15:22,24 16:21 112:12 equity [1] 130:17 equivalent [2] 107:9,20 eradicated [1] 209:2 error [4] 31:7,13 153:4 203:25 escalate [1] 60:7 escape [3] 55:11,18,20 especially [5] 65:5 98:22 170:17 183:14 198:5 espouse [1] 34:11 essential [3] 91:4 94:21 209:10 essentially [5] 84:24 85:3 86:13, 16 177:13 established [2] 130:18 175:12 estimate [1] 25:24 estimation [1] 192:19 et [2] 76:12 89:15 ethan [4] 3:16 109:5 115:6,9 evaluated [1] 36:2 even [17] 14:8 50:11 52:9 53:8 61: 8 65:9 100:5 121:12 126:25 146:5 153:15 164:2 168:24 185:13 187:2 188:14 189:18 evenhanded [1] 36:12 event [1] 84:22 events [2] 14:25 85:6 eventually [1] 79:17 everybody [11] 6:5,16 12:20 46: 15 53:10,11 109:10 194:5,20 195: 17 213:13 everybody's [1] 200:12 everyone [10] 11:13 34:7 38:17 50:7 52:24 56:3 60:23 73:17 200: 9 212:20 everything [6] 56:9 118:5 137:21 163:9 203:14 210:11 evidence [3] 88:10 102:11 188:4 evolution [1] 102:22 evolving [2] 50:3,13 exact [3] 104:10 108:17 201:7 exactly [5] 62:11 71:11 104:3 122:</p>	<p>2 169:5 examine [2] 74:3 130:3 example [6] 28:10 51:22 54:4 57: 10 135:24 147:3 examples [2] 17:17 62:20 excellent [2] 156:15 191:11 except [1] 51:16 exceptional [1] 155:2 excessive [2] 152:2 154:3 exchange [1] 129:16 exciting [1] 129:19 exclusive [4] 15:21 16:10 123:25 185:2 exclusively [1] 175:24 excuse [2] 168:4 194:8 executive [5] 3:3 38:19 39:8 40:5 98:14 executives [1] 98:12 exemption [1] 104:7 exhaustive [1] 174:8 exist [6] 56:23 72:17 120:12 123: 15 158:13 164:18 existed [1] 174:19 existing [6] 16:23 25:11 164:2 195:11,17 199:16 exists [4] 22:13 35:6 57:8 162:2 expand [2] 22:14 23:6 expanding [3] 18:5,6 20:2 expected [1] 60:7 expecting [1] 53:14 expects [1] 127:6 expensing [1] 96:20 experience [14] 17:4 28:25 83:12 98:14 99:11 100:8 148:18,18 149: 18 150:7,16 167:6 175:18 205:10 experts [2] 173:21 174:2 expire [2] 15:23 67:15 explain [7] 62:16 79:23 146:2 150: 4 197:5 198:16 210:6 explained [1] 66:20 explains [1] 166:2 explicitly [1] 32:10 exploring [2] 61:18 63:9 expose [1] 105:2 exposed [1] 53:8</p>
---	---	---

STENO-KATH REPORTING SERVICES, LTD.
(212)95-DEPOS (953-3767) * (914)381-2061
stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>express [1] 84:23 expressed [1] 67:13 extend [5] 23:18 30:9 64:6 67:18 184:20 extended [3] 6:18 104:25 187:2 extending [1] 184:22 extension [2] 126:10,11 extensive [1] 39:22 extent [2] 77:10 188:8 exterior [1] 91:9 external [1] 105:5 extinguish [1] 32:5 extra [7] 27:25 50:20 95:5 138:22 176:9 185:24 186:5 extras [2] 92:8 216:9</p> <hr/> <p style="text-align: center;">F</p> <hr/> <p>fabric [1] 101:18 face [3] 62:18 92:18 123:12 facilitates [1] 26:2 facilitating [1] 59:13 facing [2] 13:20 101:16 fact [14] 71:15 73:2,7 107:24 111:23 112:17 113:3 155:17 158:15 168:12 183:4 184:21 188:2 213:12 factors [1] 87:2 facts [1] 192:17 fail [1] 216:19 failed [1] 88:15 fails [1] 99:12 failure [1] 99:10 fair [8] 45:5 55:9 72:7 73:25 81:16 118:13 192:24 195:3 false [1] 88:6 falsely [1] 196:16 family [4] 6:19,24 141:4,8 fans [1] 189:18 fantastic [1] 155:14 far [12] 25:20 55:19 57:21 65:6 67:9 89:15 117:12 131:19 137:21 138:2 155:10 189:11 fare [44] 17:25 26:11,12,16,18,19 27:19 28:21 30:14,21 31:3,10 33:8 37:11,14 51:12,18 57:7 76:6 77:23 91:24 92:2,2,5,6,11,16 93:5 105:3</p>	<p>114:23,24 120:11 133:3 145:16 147:7 153:16 154:8 156:4 187:19 210:5 211:2,2 215:5 216:9 fares [18] 14:2 19:2,12 27:12,16 28:6 33:20 92:8 103:7 112:8 114:2 146:15 147:4,20,21 148:8 188:19 206:15 fashion [2] 86:8 158:7 fast [3] 51:17 66:14 116:4 faster [4] 111:10 202:5 203:11 209:8 father [1] 140:7 favor [7] 10:23 11:19 12:3 91:19 115:23,24 174:24 avored [1] 53:5 fear [3] 66:15 142:13 191:3 feasibility [1] 61:18 feasible [2] 63:18 75:6 feature [3] 14:20 21:24 138:9 features [3] 91:3,7 149:10 february [1] 67:16 fed [2] 214:17 215:5 federal [2] 91:25 172:15 fee [8] 19:25 75:5,16,25 76:4,6 185:10,14 feedback [5] 5:11 20:10 35:23 74:6 205:9 feel [10] 9:5 31:20 32:2 40:11 45:5 61:22 87:20 141:17 154:3 178:20 feels [1] 188:15 fees [4] 76:11 81:10 87:9 91:22 feet [1] 141:4 felt [3] 36:22 101:10 154:5 fema [1] 7:24 few [14] 17:20 18:19 19:18 20:5 27:10 70:15,23 97:2 110:17 128:21 133:20,25 165:20 213:8 fewer [2] 54:15 172:7 fhv [2] 21:20 23:2 field [17] 7:22 8:2 89:6 104:17 111:17 113:7,12 127:17 130:24 184:23 193:24,25 194:4,5,8 195:2 199:18 fifteen [7] 56:12 98:10 119:11 128:17 137:4 203:24 205:8 fifty [2] 77:11 78:3</p>	<p>figure [6] 55:17 82:11 90:12 134:19 146:5 203:25 filed [1] 92:23 fill [4] 143:4 148:9 150:18 209:3 final [8] 34:21 46:16 74:8 99:24 104:9 177:5 186:7 204:11 finalized [1] 70:11 finalizing [1] 209:13 finally [8] 15:9 57:17 62:24 92:17,18 104:19 150:11 205:23 financial [3] 72:9 99:12 140:22 financials [1] 36:14 find [16] 35:9 36:25 89:4 116:9,17 141:15 148:10 150:21 158:6 179:17 194:21 196:21,25 203:10,24 211:4 finding [2] 177:6 183:6 fine [2] 136:6 213:4 finish [4] 95:20,21 105:14 203:21 fire [1] 62:3 firm [6] 128:23,24 129:25 158:16 160:23 161:11 first [39] 5:14,17 12:25 13:2 38:18 39:7 52:7 58:21 59:9,12 64:12 70:18 74:19 75:2,7,20 77:11 82:21 103:21 114:19 116:24 117:3 130:16 133:21 137:11 152:6 158:9 167:16 174:13,21 179:11 182:22 183:22,25 199:19 203:23,24 209:15 212:23 fit [2] 144:9,13 fits [2] 135:22 179:6 five [20] 12:6 19:22 25:25 38:16 50:6,9,14 66:25 68:24 72:11 87:13 88:21 89:8 97:14 109:17 177:21,23 185:7 192:8 197:3 fixable [2] 176:22 177:2 fixed [2] 208:18,18 flag [3] 10:3 34:3 54:8 flail [1] 102:22 flat [2] 92:7 185:10 flatiron [4] 3:24 137:13 139:4 151:17 flawed [1] 44:13 fleet [5] 40:21 78:6 96:14,17 185:</p>
--	---	---

STENO-KATH REPORTING SERVICES, LTD.
(212)95-DEPOS (953-3767) * (914)381-2061
stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>16 fleets [5] 30:13 97:14 99:6 216:4, 5 flexibility [1] 20:3 flexible [1] 51:4 flood [1] 110:6 floors [1] 6:6 flourishing [1] 108:3 flow [4] 78:10,10 81:18 82:12 flows [1] 78:23 floyd [1] 7:21 fly [4] 136:9,9 152:11,13 focus [1] 141:22 focused [1] 156:18 focuses [1] 43:11 folks [7] 5:16,18 6:18 7:9 8:6 137:10 217:14 follow [4] 107:13 131:7 202:10 209:21 followed [23] 39:9,25 40:18 63:22 64:14,15 68:17 90:14 95:15,15,24 100:17 115:6 119:8 126:5 139:5 141:7 151:12,14 178:4 193:8 205:3,4 followers [1] 96:12 following [4] 7:16 179:19 182:25 202:3 follows [1] 203:14 foolishness [1] 213:5 footing [1] 169:4 footnotes [1] 36:13 footsteps [1] 40:19 force [1] 72:23 forced [1] 58:3 forces [2] 63:5 181:15 forebear [1] 84:16 foresight [2] 141:23 142:2 forget [1] 133:13 forgone [1] 68:10 for-hire [16] 14:18 120:16 122:17 123:6,18 128:5,11 166:4,6 171:21,25 174:18,25 175:15 196:6 205:25 form [3] 81:10 99:25 185:22 formal [1] 70:14 formation [1] 14:7</p>	<p>formed [2] 40:20 41:15 formula [2] 198:16 202:16 formulate [1] 135:10 for-profit [1] 84:23 forth [9] 102:9 136:6 146:16 147:17 152:14,25 157:23 159:15 207:24 fortunately [1] 204:5 forward [6] 10:9 63:19 66:9 73:14 80:8 100:7 foster [1] 129:15 fought [2] 117:21 175:22 found [2] 97:7 195:14 founded [1] 96:16 founder [2] 100:25 137:19 four [13] 12:5 38:15 83:5,11 94:10 96:6 108:9 109:17,21 136:13 148:2 200:18,24 frame [1] 159:2 framework [2] 25:2 175:12 franchise [1] 40:8 francisco [5] 120:20 121:21,23,24 127:15 frankly [1] 181:13 free [11] 7:23 75:10 103:15,23 138:20 164:22 194:18,19,24 195:4 216:4 freezing [1] 8:2 frequency [1] 18:11 frequently [3] 84:3 157:25 158:6 friendly [4] 18:3 122:13 196:17 199:23 friends [1] 140:12 front [8] 10:22 18:18 51:12,23 52:6 56:17 100:2 213:13 fruitful [1] 35:19 frustrated [1] 197:22 fuel [4] 7:23 14:16 27:15 183:6 full [8] 36:11 56:9 62:4 79:9 85:12 92:18 119:16 202:8 fullest [1] 188:8 fully [2] 175:22 205:22 function [4] 22:25 25:12 155:23 202:2 functionality [3] 17:2,9,22</p>	<p>functions [2] 91:4,7 fund [3] 3:25 137:14 151:13 funds [8] 75:22,24 76:8 78:9,22 81:23 82:6,12 further [2] 10:11 136:24 future [3] 71:3 141:2 205:21</p> <hr/> <p style="text-align: center;">G</p> <hr/> <p>gadgets [1] 179:3 game [3] 44:3 48:11 116:15 gap [1] 209:3 gaps [1] 207:18 garage [2] 147:15 188:24 garden [1] 116:15 gary [1] 8:20 gas [6] 7:17,22 15:8,8 141:15 148:4 gate [1] 136:12 gateway [3] 93:4,8 94:20 gateways [1] 92:13 gathering [1] 101:15 gave [2] 165:21 176:8 general [5] 62:25 64:15 99:14,16,17 generally [3] 25:15 64:12 99:19 generated [2] 88:3 147:7 generating [1] 147:19 generator [1] 5:24 generous [1] 200:23 gentleman [2] 124:14 190:21 geo-fencing [1] 19:20 george [4] 3:4 39:9,25 51:9 georgia [1] 8:21 gerber [7] 3:16 109:5,16 115:6,8,9 145:23 gets [9] 37:12 48:16 80:25 107:11 168:16 188:20 211:7,8 216:8 gettaxi [3] 4:7 205:7,8 getting [9] 28:21 73:10 85:4 113:2 116:4,5 150:22 180:22 186:17 give [15] 14:23 15:3 18:25 20:3 32:16 51:22 66:22 78:2 83:13,24 84:6 103:14 132:22 176:6 207:5 given [8] 25:24 38:10 91:2 104:20 145:13 146:5 175:3 204:2</p>
---	--	--

STENO-KATH REPORTING SERVICES, LTD.
(212)95-DEPOS (953-3767) * (914)381-2061
stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>giving [5] 19:4,11 91:17 210:3,5 gjonaj [2] 64:7 115:11 glad [6] 110:2,8 184:6,8 186:2 217:12 gladly [1] 66:9 global [3] 3:6 94:22 205:11 globe [1] 141:12 goal [2] 66:13 195:4 god [1] 151:9 god's [1] 141:24 gold [1] 30:22 golden [1] 120:23 goldstein [13] 3:25 137:14 151:13 165:4,8,11,12 176:8,13,25 177:4,14,17 gonzalez [7] 5:8 47:7,15,23 48:4,7 146:8 google [1] 199:17 got [14] 5:10 28:11 29:7 34:7 42:17 50:18 85:22 148:2 162:13 164:19 192:20 201:5 204:18 211:20 gotten [3] 35:8,22 140:10 gouging [1] 184:16 govern [1] 123:5 governed [1] 181:21 government [1] 129:13 gps [2] 13:16 150:24 grace [1] 189:5 gracious [1] 69:13 grandfather [1] 40:18 grateful [2] 8:7 131:14 graying [1] 60:8 great [14] 9:2,3 54:20 108:24 109:7,13 111:8 115:17 117:12 133:10 149:22 158:22 181:10 202:22 greater [5] 3:16 101:10 115:10 118:7 142:5 great-grandfather [1] 40:14 greatly [1] 210:12 greg [1] 8:13 grew [1] 199:25 grievously [1] 6:19 gross [3] 3:10 82:17,18 ground [2] 120:14 169:6 groundbreaking [1] 63:10</p>	<p>grounds [4] 170:8,12,17,23 group [4] 38:15 40:6 129:12 202:2 groups [1] 20:8 grow [1] 152:17 growing [1] 149:10 guarantees [1] 197:18 guess [10] 48:9 49:22 78:20 109:21 137:23 184:12 189:24 190:3 198:8 201:23 guessing [2] 54:18 209:18 guidance [3] 87:3 99:13 170:16 guiding [1] 35:14 guy [5] 3:6 45:8 51:6 63:21 125:25 guys [4] 55:15 76:21 83:13 213:25</p> <hr/> <p style="text-align: center;">H</p> <hr/> <p>hack [1] 140:8 hail [60] 9:14 23:19 24:4,16 25:14 26:2,3 29:11 31:23 32:24 33:4,6,21 34:14 44:6 45:20 46:22,24 67:22 68:8 89:22 93:24 94:2 103:2,11 104:5 111:24 118:16,18,18 121:20 122:9 124:25 125:4 128:10 133:2,4,24 138:21 150:14 157:21 165:16 167:2,8 168:6,22 169:21 171:9 175:5,5,24 176:17 180:22,23 194:12 204:16 208:14,25 209:3,6 hailed [3] 121:18 133:6 168:16 hailer [2] 102:16 127:5 hailing [12] 24:15 31:19 34:9 152:23 157:20 160:9 161:7,8 162:2 163:6 167:25 201:21 hailo [39] 3:14,21,22,23 100:25 101:4,8 103:8,12,16,20,24 106:17,22 107:8,22 108:8 109:11 121:2 123:22 124:14 139:6,19 141:7,16 143:24,25 144:5,10,16 145:20 148:6,8,12 149:4,13 150:11 211:3,7 hailo's [2] 103:4 149:9 hails [18] 25:3 41:3,15 49:12 103:5,14 106:6 107:6 112:10 159:17,19 166:5 167:20 169:7,12 173:23 175:11 180:18 half [7] 22:24 23:4 60:6 75:24 95:</p>	<p>19 107:20 121:3 hammered [1] 198:8 hand [13] 10:3 32:19 45:2,3,18 52:6,8 116:23 117:2 125:7 126:11 133:7 189:6 handheld [1] 118:5 handle [3] 79:5 80:5 117:5 handling [1] 21:20 hands [1] 12:2 happen [11] 34:16,17 58:2,3 61:16 85:3 116:23 124:9 208:21 210:23 217:7 happened [5] 6:5,23 41:8 165:24 168:15 happening [3] 136:12 167:13 184:7 happens [6] 49:4 58:4 140:25 159:16 162:11 190:25 happiness [1] 190:4 happy [7] 36:3 82:10 84:6 85:5 86:5 176:3 200:10 hard [8] 69:21 85:18 91:23 114:15 117:22 143:15 175:22 198:15 hardship [1] 189:8 hardware [2] 13:14 67:15 harlem [1] 180:10 harm [3] 34:25 127:5 168:21 haves [1] 174:9 heading [2] 27:20 127:3 health [6] 19:25 76:3 80:9 92:4 156:14 189:7 healthy [1] 44:15 hear [10] 33:17 49:3 62:5,10,14 86:3 109:7 165:7 177:20 189:22 heard [3] 28:18 145:22 193:18 hearing [33] 9:10,16 10:10 12:12,17 17:11 20:7 21:2 22:19 36:18 38:6,16 58:14,16 59:5,12,15 60:3,10,13,16,24 61:25 62:2,24 63:8,18 71:7,12 131:12 166:18 182:13 184:10 hearings [1] 12:22 hears [1] 24:22 heartbeat [1] 69:2 heat [1] 180:3</p>
---	---	---

STENO-KATH REPORTING SERVICES, LTD.
(212)95-DEPOS (953-3767) * (914)381-2061
stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>heels [1] 91:23 heights [1] 180:10 heikel [26] 3:24 137:13 139:4 151:12,16,17 154:16,23 155:6,9,13 156:21 158:4,8 159:10 160:22,25 161:5,15,20 162:14,17,20,23 164:12 165:2 held [2] 65:14 122:22 hello [2] 62:14 144:21 help [10] 7:8 8:5 14:16 36:25 60:13 101:5 103:15 148:8,13 150:18 helped [1] 149:23 helpful [8] 21:17 22:9 35:23 36:12 62:15 74:7 79:21 164:25 helping [5] 14:12 105:11 141:9 144:12 148:20 helps [1] 14:6 herman [10] 4:7 193:9 205:3,6,7 206:10 207:14 208:10,13 209:23 hesitant [1] 90:10 hi [2] 137:18 140:5 hide [1] 171:7 high [3] 97:24 121:19 216:19 higher [4] 27:18 134:14 146:6 199:2 highlighted [1] 141:2 highly [4] 124:7 128:10 162:8 213:19 hike [1] 51:12 hire [1] 107:16 hired [1] 20:18 history [5] 161:7 165:24 166:9 179:21 181:24 hit [4] 22:5 130:19 141:3 216:2 hold [3] 38:25 65:12 161:10 holders [1] 94:16 holding [1] 117:23 holds [1] 204:6 home [7] 5:4 6:23 7:4 27:19 83:25 147:13 207:2 homes [1] 7:11 honestly [1] 201:3 hook [1] 126:19 hope [5] 61:21 70:12,24 143:14 209:13</p>	<p>hopefully [2] 63:9 90:22 horror [1] 33:17 host [2] 172:5 210:15 hotel [3] 102:23 124:15,17 hour [6] 95:19 147:4,10 192:13 200:19 201:2 hours [10] 101:7 110:5 147:24 148:2,2 192:4 200:17,18,20,24 house [4] 50:11,12 141:3 162:7 housing [1] 8:24 hov [1] 15:6 however [16] 5:23 24:6 52:13 57:6 61:17 66:8 67:5 71:19 72:18 88:14 129:21 166:18 172:25 179:16 181:15 205:14 how's [2] 5:12,13 huge [3] 53:4 145:5 203:5 hugely [1] 96:22 humility [1] 189:5 hundred [1] 179:22 hundreds [1] 149:8 hunting [1] 103:13 hurdle [1] 136:8 hurricane [14] 5:21 6:18 7:16 14:11,14,21 15:2 49:14 64:25 65:11 141:3 179:21 183:2 211:19</p> <hr/> <p>iacolucci [11] 3:5 39:20 40:2 51:6 58:8,12,13,25 59:2,5,9 iard [1] 214:4 iatr [14] 3:19 65:13,15,21 129:3,4,9,12,17 130:2 131:8,10,17 135:11 id [1] 93:2 idea [5] 60:20 61:10 110:20 188:11,21 ideal [1] 155:4 ideas [1] 129:16 identify [4] 39:13 65:6 154:2,14 ignore [3] 102:11 172:4 174:17 ignoring [1] 213:11 illegal [7] 117:25 118:4 122:18,25 131:4 169:19 209:2 illustrate [1] 106:12 image [1] 66:10</p>	<p>imagine [4] 63:3 159:7 168:14 208:14 immediate [3] 42:7 47:11,16 immediately [1] 7:16 impact [6] 33:3 101:10 107:15 142:5 179:12 180:7 impacts [1] 163:8 implement [3] 53:3 55:24 128:7 implemented [1] 127:21 implication [1] 49:7 implications [1] 209:12 importance [1] 52:11 important [18] 14:6,20 24:24 37:17 43:8,8 45:22 46:10 52:12 70:16 71:3 121:10 154:5 163:23 178:20 190:19,23 191:15 impose [1] 153:22 imposing [1] 156:7 impossible [4] 53:18 76:2 179:2 216:18 improve [8] 17:3 28:2 108:2 127:7 145:9 150:5 151:4 155:8 improved [2] 148:19 209:21 improvements [2] 17:7 18:10 improving [3] 148:7,17,22 inability [1] 99:19 inadvertent [2] 31:7 46:25 inappropriate [1] 135:19 inaudible [2] 137:20 203:19 inc [2] 3:11 69:18 in-cab [1] 29:5 in-car [1] 216:21 inclement [1] 211:24 inclination [1] 217:17 inclined [1] 27:16 include [4] 17:6 19:9 92:3 191:16 included [5] 17:2 61:11 88:3 97:9 131:11 includes [2] 147:9 157:4 including [9] 19:11 33:2 79:12,15 112:12 136:5 150:7 172:6 192:12 inclusion [1] 59:20 incomplete [1] 132:23 inconsistencies [1] 186:9 incorporate [1] 16:13</p>
---	--	--

STENO-KATH REPORTING SERVICES, LTD.
(212)95-DEPOS (953-3767) * (914)381-2061
stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>incorporated [1] 96:4 incorporating [2] 18:14 161:12 increase [11] 16:14 18:10 29:25 51:12 91:24 122:7 126:4 150:21 194:6 197:9,14 increased [5] 27:5 31:15 92:5,7 125:14 increases [1] 34:13 increasing [2] 142:6 198:21 increasingly [3] 22:16,20 197:22 incredible [2] 97:22 178:25 incredibly [2] 14:12 206:12 incremental [1] 103:5 indeed [3] 111:2 151:12 174:10 independent [3] 26:12 92:20 94: 14 indicate [1] 19:13 indicating [1] 68:3 indication [1] 159:25 individual [3] 78:17 79:3 80:24 individually [1] 81:7 induced [1] 60:10 induction [3] 59:13 60:11,17 industries [6] 41:14 44:14 102:7 106:8 116:4 196:10 industry [73] 5:18 7:3,7 8:6 20:8 22:8 23:13 34:23 40:13 41:11,12 42:6 43:9,12,14 44:8,23 47:14 49: 12,15 51:2 71:4 73:18 87:17,22 90: 25 106:7 107:3,6,7 111:7 112:21 113:5,19 114:16 116:3 117:14 120: 16 122:17 129:21 130:15,18 140: 24 141:2 149:3 166:14 174:14,18, 21,25 175:15 179:11,13,16,23 181: 9,13,15 184:2,6,18 188:17 189:3 194:22 195:10 196:3,6,7,23 199:2, 3 205:25 213:22 ineffective [1] 88:5 inefficiency [1] 101:8 inevitable [2] 102:21 210:19 infer [1] 190:4 inform [2] 87:7 211:19 information [24] 13:19 14:24 15: 3,7,11,17 25:9 28:12 32:11,15 77: 7 82:20 91:9 105:2,3 141:14 171:</p>	<p>15,21,22 172:2 173:3,13 189:24 214:17 informing [2] 122:23,24 infrastructure [2] 157:17 197:11 inherently [1] 148:19 inhibiting [1] 57:24 initially [1] 162:8 initiate [1] 19:21 initiated [1] 106:2 injury [1] 188:16 innovation [12] 71:22 102:2,6 105:11,14 117:18 130:9 142:12 152:7,7,15 207:16 innovations [2] 149:3 150:25 innovative [3] 17:15 105:12 129: 20 innovators [1] 156:23 inoperable [1] 30:5 input [7] 10:11 37:24 64:21 65:4, 11 95:4 182:7 insist [1] 156:3 inspection [2] 204:17,21 inspectors [4] 7:20 8:3,10 181:6 installation [3] 59:13 91:3 93:10 installed [1] 13:15 instance [1] 72:25 instances [2] 35:10 197:8 instant [1] 29:24 instead [7] 27:20 43:24,25,25 68: 25 167:23 181:16 institute [2] 196:14,19 insult [1] 188:16 insulting [2] 188:15 196:21 in-taxi [3] 9:12 13:3,9 integrate [6] 104:23 113:17 152: 20 214:15 216:18,20 integrated [3] 17:16 166:16 206: 16 integrates [1] 215:22 integrating [3] 31:10 63:17 216: 15 integration [11] 17:10 19:9,10 99: 13 100:8 113:14 114:3,4 153:14 154:7 179:15 integrity [1] 157:10</p>	<p>intelligently [1] 202:2 intended [2] 116:19 172:11 intends [1] 23:21 intent [1] 71:17 intention [5] 153:13,13 172:18 194:13 199:12 interact [1] 184:14 interacting [2] 104:15 143:9 interaction [2] 103:25 104:7 interactive [1] 15:18 interest [6] 24:2,4 35:15,16 182: 20 196:18 interesting [5] 115:13,20,21 211: 15 215:9 interests [1] 129:15 interfaces [1] 105:5 interfere [2] 123:9,17 international [3] 65:15 128:25 131:12 internationally [1] 23:9 internet [1] 42:9 interpretation [1] 154:19 interrelated [1] 12:18 interrupt [1] 153:9 interrupting [1] 203:20 intervening [1] 124:7 intervention [1] 215:7 interviews [1] 66:11 intricate [1] 56:8 intrigued [1] 144:3 intriguing [1] 193:24 introduce [2] 69:9 106:19 introduced [2] 13:24 97:16 introduction [3] 104:21 151:8 179:17 intuitive [1] 25:18 invalidate [1] 118:3 invest [1] 72:5 investigation [1] 130:25 investment [3] 71:23 72:8 152: 16 investors [1] 181:4 invitation [1] 68:21 invite [1] 38:14 involve [3] 133:2,25 160:19</p>
--	---	---

STENO-KATH REPORTING SERVICES, LTD.
(212)95-DEPOS (953-3767) * (914)381-2061
stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>involved [5] 40:13 65:18 114:16 153:15 160:11</p> <p>involving [1] 134:13</p> <p>iphones [2] 66:22 217:20</p> <p>ira [7] 3:25 137:14 151:13 165:4,5,7,11</p> <p>irrelevant [1] 9:25</p> <p>irreplaceable [1] 101:18</p> <p>island [3] 7:2 40:15 110:7</p> <p>isn't [5] 49:6 123:10 125:7 156:14 164:10</p> <p>issue [16] 34:20 40:11 65:14 82:7 91:14 117:8 123:5 124:11 131:10 132:14 140:18 156:18 171:18 173:25 180:4 181:11</p> <p>issued [2] 65:20,21</p> <p>issues [7] 29:19,21 43:15 73:22 76:16 119:17 186:11</p> <p>italy [1] 40:15</p> <p>itaxi [3] 3:20 137:12,19</p> <p>item [3] 92:19 93:23 94:10</p> <p>items [5] 9:7,9 93:22 94:5 135:19</p> <p>iteration [1] 111:2</p> <p>itself [2] 189:11 211:4</p> <p>itunes [1] 97:8</p> <hr/> <p style="text-align: center;">J</p> <hr/> <p>jahangir [4] 3:21 139:5,19 140:5</p> <p>jane [1] 38:13</p> <p>january [1] 123:2</p> <p>jason [8] 3:10 4:9 82:17 193:10,11 205:4 212:11,19</p> <p>jay [4] 3:14 90:15 95:15 100:24</p> <p>jeremy [4] 3:13 90:14 95:14 96:12</p> <p>jin [1] 205:7</p> <p>jing [3] 4:7 193:9 205:3</p> <p>joanne [3] 20:15,17 70:7</p> <p>job [6] 8:3 20:21 134:20 170:21,24 207:6</p> <p>jobs [2] 206:16,17</p> <p>joe [6] 13:4,6 20:20,25 21:5,20</p> <p>john [15] 3:3,8 4:8 38:13,18 39:8,25 46:11 48:9 63:22 68:18 69:17 107:18 193:10 205:3</p> <p>join [2] 63:5 195:16</p>	<p>joined [1] 8:23</p> <p>joining [1] 5:3</p> <p>joshi [5] 12:5,8 38:22 39:11,17</p> <p>judge [1] 191:10</p> <p>july [1] 185:8</p> <p>jump [1] 21:16</p> <p>jurisdiction [1] 135:21</p> <p>jurisdictions [1] 135:9</p> <p>jurisdiction's [1] 98:24</p> <p>justifiable [3] 170:8,12,16</p> <p>justified [2] 175:22 196:16</p> <hr/> <p style="text-align: center;">K</p> <hr/> <p>kabessa [13] 3:18 115:7 119:8,21 120:3 125:3,9,11,22 126:7,16,20 128:13</p> <p>keep [5] 71:18 86:13,16 184:10 186:5</p> <p>keeping [1] 28:23</p> <p>kept [1] 52:8</p> <p>key [7] 18:5 20:5 36:21 38:2 53:12 99:8 130:14</p> <p>keying [1] 26:17</p> <p>khan [12] 3:21 139:5,17,19 140:5,6,21 143:22,25 144:8,17,20</p> <p>kicked [1] 210:8</p> <p>kids [1] 50:9</p> <p>kind [13] 12:17 38:14 86:13 134:8,18 165:8 177:11 184:16 185:20 186:10 188:5 192:2 217:2</p> <p>kinds [1] 157:5</p> <p>kit [2] 103:15 149:5</p> <p>kitchen [1] 156:13</p> <p>knowing [1] 114:21</p> <p>knowledge [2] 138:13 198:15</p> <p>koch [1] 41:5</p> <p>krisher [5] 3:20 137:12,18,19,25</p> <hr/> <p style="text-align: center;">L</p> <hr/> <p>label [1] 66:17</p> <p>lack [6] 99:17 121:17,20 122:5 170:15 180:17</p> <p>landscape [2] 14:13 130:5</p> <p>lane [1] 128:24</p> <p>language [4] 18:5 61:4 101:25</p>	<p>205:17</p> <p>languages [2] 61:9 104:10</p> <p>large [5] 6:2 82:22 103:6 149:12 164:16</p> <p>larger [1] 96:23</p> <p>last [13] 6:5 35:22 58:6 76:3 82:21 84:16 111:2 133:8 159:16 163:22 179:22 203:22 212:13</p> <p>laszlo [19] 3:4,4 39:9,10 40:2 50:21 51:8,9,15 55:4,10,25 56:13,15,21,24 57:15,20 58:7</p> <p>late [1] 148:23</p> <p>later [4] 21:7 24:25 31:25 36:18</p> <p>latest [2] 146:3 179:3</p> <p>laughter [3] 140:20 150:2 198:11</p> <p>launch [4] 96:21 97:8 99:3 102:18</p> <p>launched [1] 17:18</p> <p>law [9] 67:8 128:23 164:2 166:24 167:16 170:4 171:11 172:15 197:13</p> <p>laws [4] 118:3 131:2 167:13,15</p> <p>lawyer [1] 36:8</p> <p>lawyers [2] 155:3 164:3</p> <p>lbo [1] 178:4</p> <p>lead [3] 16:15 70:23 129:10</p> <p>leader [2] 143:17 148:24</p> <p>leaders [3] 34:23 51:2 65:3</p> <p>leadership [2] 96:13 131:15</p> <p>leading [3] 58:15 102:5 129:12</p> <p>learned [3] 115:15 143:25 144:3</p> <p>lease [2] 92:21 185:11</p> <p>least [11] 55:7 64:18 70:23 71:6 72:15 82:14 92:15 167:15 174:12 186:3 215:5</p> <p>leave [9] 10:18 45:14 47:19 161:20 164:8 181:9 193:2 197:20 208:5</p> <p>leaves [1] 200:24</p> <p>leaving [2] 27:5 88:17</p> <p>left [4] 168:19 177:21 192:7 217:4</p> <p>legal [7] 70:3 71:13 99:6 122:17 164:5,6 177:10</p> <p>legally [3] 98:18,22,25</p> <p>legislation [3] 19:3 180:5 196:14</p> <p>legislative [3] 76:17 167:24 172:</p>
---	---	--

STENO-KATH REPORTING SERVICES, LTD.
(212)95-DEPOS (953-3767) * (914)381-2061
stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>25 less [7] 27:15 32:17 80:23 84:4,5 111:8 195:15 lessen [1] 63:7 letter [2] 70:14 121:22 letting [2] 18:13 217:7 level [12] 89:6 104:16 111:17 113: 7,12 121:17 127:17 128:8 130:23 162:3 180:5 197:7 leveling [5] 193:23,25 194:3,7,25 levels [2] 63:2 183:4 leverage [5] 15:15 22:11 25:11 26:15 29:2 liability [1] 82:5 license [13] 24:19 93:2 111:25 134:11 140:8,17 156:12 171:17 172:5,17 173:4,11 191:10 licensed [15] 75:13 94:11 101:4 113:18 114:4 134:9 138:14 155:17 163:11,20 164:20 171:16 191:2,18 206:4 licensee [3] 87:4 113:15 172:13 licensees [3] 75:14 87:25 104:23 licenses [1] 172:14 licensing [12] 8:19 11:14,17 98:7 140:15 155:23 156:2,9,17 157:4 164:15 190:23 licensure [1] 131:6 life [6] 40:14 101:19 112:21 141: 17 145:9 198:9 lifeline [1] 62:6 lift [1] 163:17 lifting [1] 14:17 light [16] 9:20 11:25 12:4 26:5 31: 24 32:6 45:11 102:23 120:25 124: 15,17,23 125:15 130:4 186:23 187: 3 lightly [1] 167:3 lights [4] 9:17,19 52:9 191:6 likelihood [3] 27:18 29:25 34:13 likely [2] 208:16 209:2 limb [1] 214:13 limit [10] 14:17 32:10 33:6 71:16 132:17 134:16,17 136:2,10 207:16 limitation [2] 70:2 217:15</p>	<p>limitations [1] 82:25 limited [4] 60:15 87:8 145:12 152: 14 limiting [2] 71:19 91:3 limos [2] 41:18 42:18 limousine [7] 5:6 44:2,10 63:12 129:13 181:18,25 limousines [1] 130:9 line [6] 41:17 101:9 145:13 149:11 213:4 214:18 lines [1] 8:7 lip [2] 62:6,17 list [7] 20:11 29:22 35:17 36:9 38: 8 109:7 205:5 listed [3] 11:18 40:16 54:10 listened [1] 119:22 listening [1] 115:14 literally [1] 216:2 little [18] 13:8 18:15 21:18,18 22:5 39:24 64:20 72:25 83:13 118:11 135:6 141:23,23 147:23 163:3 192: 6,9 200:19 lived [1] 45:6 liveries [6] 41:18 42:20 111:23 112:22 118:13 175:10 livery [32] 4:3 7:14 23:24 34:23,25 35:11 43:25 50:5 56:19 102:8 104: 6,13 107:16,24 110:3 111:7,24 118:9,19 120:4,6,7 151:14 178:12 179:14 180:5,7,11 194:11 195:24 196:3,12 living [3] 7:14 150:5 202:15 loaded [1] 28:12 lobby [1] 124:20 local [8] 59:20 65:5 86:6 99:5 141: 10 172:15 189:22 190:4 located [2] 151:18 180:12 location [12] 6:12 32:13,14 62:11 114:22,22 115:2 135:23 150:23 171:2 202:6 203:10 log [1] 88:5 logic [1] 18:15 logical [1] 149:2 login [1] 93:2 london [24] 102:18 105:25 106:2,</p>	<p>3,11,16 107:3,8,19,21 108:6 120: 20,22,22,23 121:3,5,7,11 127:15 144:11 148:14 205:11 212:3 london's [1] 121:14 long [8] 7:2 32:17 111:6 166:25 182:12 189:20 204:4 212:17 longer [9] 91:21 105:20 114:15 119:25 147:6 174:15 175:13 185:8 198:20 longstanding [1] 148:20 look [15] 23:7 25:23 46:21 54:16 57:6,7 73:3 81:17 99:3 126:25 135:21 146:25 164:22 212:2,4 looked [3] 14:13 151:23 158:17 looking [9] 18:2 37:23 38:7 53:19 87:22 142:22 145:19 148:4 162:5 looks [3] 100:7,7 161:24 loop [4] 59:14 60:17 83:6,15 loops [1] 60:12 lose [2] 113:21 114:2 losing [2] 68:5 119:14 loss [14] 58:14,16 59:5,12,16 60:3, 10,13,17,24 61:25 62:25 63:8,19 lost [5] 7:3 14:8 101:6 113:3 136:4 lot [19] 16:23 33:13 36:21 50:18 74: 5,5 134:4,5 135:9 141:24 144:11 152:12 160:11 161:8 178:19 192: 14 193:21 211:16 213:10 lots [8] 52:15 53:9 71:8 144:11 206:6,7 209:3 214:6 love [3] 40:20 127:13 205:13 low [1] 91:5 lrt [2] 3:18 4:6 luck [1] 141:24 lucky [1] 110:8 lucrative [1] 33:20 lunch [3] 147:16 192:4,13 luxury [1] 64:4</p> <hr/> <p style="text-align: center;">M</p> <hr/> <p>made [18] 8:8 43:9 52:19 56:10 64: 17 66:18 71:10 88:10 100:9 111: 10 158:16 160:10 166:25 167:3 172:25 175:23 195:18 210:24 madison [2] 116:14 127:2</p>
---	--	--

STENO-KATH REPORTING SERVICES, LTD.
 (212)95-DEPOS (953-3767) * (914)381-2061
 stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>magic [8] 3:13 96:6,18,22 97:6,9,11,22</p> <p>main [4] 52:21 85:7 170:23 185:3</p> <p>maintain [5] 112:13 143:16 157:9 189:16 206:2</p> <p>major [6] 14:18 66:2 97:9 130:5 135:13 205:16</p> <p>majority [3] 81:17 103:13 187:24</p> <p>maker [1] 113:18</p> <p>makers [1] 113:15</p> <p>mallah [19] 4:6 193:7,8,13,17 194:17 195:7,9 198:12 200:7 201:7,11,17 202:16 203:13,16,20 204:8,12</p> <p>man [1] 149:22</p> <p>manage [1] 20:19</p> <p>management [2] 98:14,15</p> <p>manager [1] 13:7</p> <p>managing [1] 20:18</p> <p>mandate [1] 173:15</p> <p>mandated [3] 88:2 104:23 169:8</p> <p>mandates [2] 114:2 152:19</p> <p>mandating [1] 88:4</p> <p>mandatory [1] 138:9</p> <p>manhattan [8] 14:19 19:22 27:6 58:17 147:15 180:9,12,18</p> <p>manner [2] 35:13 129:22</p> <p>mantle [1] 102:5</p> <p>manual [2] 26:17 31:12</p> <p>manually [2] 31:4 206:18</p> <p>many [35] 7:2,6 8:21 12:18 32:25 38:6,9 41:23 44:4 48:11 50:4,5 51:3 55:22 60:17 64:25 69:25 108:14,15,25 132:17 140:12 142:14 158:2 164:19 183:3 196:20 198:19 205:25 206:13,14 213:20 215:14 216:25 217:16</p> <p>map [3] 18:6 97:4 202:21</p> <p>marino [47] 5:8,10 56:14,16,22 57:11,19 69:7 77:22 78:2 79:25 80:17 95:5,8,13 100:22 105:23,25 106:23 107:2 108:25 125:8,10 126:13,17 137:16 143:20,23 144:6,15,19 145:21 146:24 147:9,13 176:5,11 177:11,19,25 182:9 191:8,21,22,24 192:25 193:5</p>	<p>mark [1] 187:6</p> <p>market [25] 26:14 74:18 101:8 105:12 113:3 118:24 136:14,21 142:11 150:9 151:5 152:8,16 157:19 158:12 161:6 164:4 184:4,9,21 194:18,19 206:14 213:19 215:15</p> <p>marketing [2] 24:2 97:10</p> <p>marketplace [4] 90:11 134:17,18 153:3</p> <p>markets [7] 23:8 37:10 97:11 98:10,23 161:3 208:17</p> <p>marketshare [1] 35:6</p> <p>martin [5] 3:24 137:13 139:4,7 151:17</p> <p>marx [1] 128:24</p> <p>mascialino [9] 3:8 63:23 68:19 69:6,11,15,17 74:10,13</p> <p>mason [1] 107:18</p> <p>mass [2] 213:23,25</p> <p>master [1] 73:5</p> <p>match [5] 41:25 101:5 116:12 186:10 198:3</p> <p>matches [1] 148:15</p> <p>material [2] 36:21 179:24</p> <p>materially [1] 28:3</p> <p>math [1] 147:23</p> <p>matter [9] 45:24 46:2 58:3,4 87:5 111:12,13 117:25 127:16</p> <p>matthew [1] 129:5</p> <p>maximize [1] 206:15</p> <p>maximum [2] 72:13,13</p> <p>mayor [1] 41:5</p> <p>mayor's [1] 173:20</p> <p>mcdonough [6] 4:8 193:10 205:4 209:24 210:2 212:16</p> <p>meal [1] 191:10</p> <p>mean [22] 6:19 48:16,24 49:6,13,24 74:4 124:18 132:15 161:25 164:17 183:12 184:10 188:17 189:14 191:25 195:3,6 198:13 202:20 207:10,20</p> <p>meaning [1] 64:9</p> <p>means [7] 9:21 31:23 49:7 79:4 103:18 189:24 197:18</p> <p>meant [2] 156:9 214:9</p>	<p>measure [1] 99:17</p> <p>measures [3] 99:18 100:9 197:2</p> <p>mechanism [3] 90:6 156:3,7</p> <p>mechanisms [1] 190:24</p> <p>medallion [14] 13:15,22 16:16 78:11,24 80:11,24 81:4,5,9 91:20 185:16 196:7 197:11</p> <p>medallions [1] 115:19</p> <p>media [1] 3:10</p> <p>meera [2] 38:20 176:9</p> <p>meet [4] 16:4 24:21 131:5 134:6</p> <p>meeting [7] 5:4,5 6:3,11 10:21 20:8 160:8</p> <p>meetings [4] 35:21 59:25 117:13 163:14</p> <p>melissa [7] 3:22 106:10,13,15,21 139:20 144:22</p> <p>member [8] 42:22 58:13,18 120:4 131:17 139:7,12,16</p> <p>members [10] 63:25 95:17 96:3 128:19 131:8 166:13 178:10,22 196:20,22</p> <p>mention [2] 74:18 88:15</p> <p>mentioned [14] 19:6 23:22 28:8 67:4 70:6 72:22 85:12 88:13,18 111:18 114:14 120:9 132:18 186:12</p> <p>mentioning [1] 169:20</p> <p>mentions [1] 135:6</p> <p>merchant [10] 78:12,14,15 79:2 81:19 92:13,21,22,23 94:19</p> <p>merchants [1] 91:17</p> <p>merits [1] 74:3</p> <p>mesh [1] 32:20</p> <p>message [7] 14:23 20:2 25:10 30:12,13,18 97:19</p> <p>messages [1] 20:4</p> <p>messaging [3] 13:18 14:22 30:15</p> <p>met [9] 20:16 35:20 122:14,18 124:10 134:12 136:3 151:24 196:17</p> <p>meter [23] 26:9,10,13,14,16 31:4 33:9 37:15 53:16 88:4 107:11 143:9 154:7 156:4 184:14 187:18 188:7 214:15,18 215:6,11 216:16,18</p>
--	--	--

STENO-KATH REPORTING SERVICES, LTD.
 (212)95-DEPOS (953-3767) * (914)381-2061
 stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>metered [4] 30:21 31:10 33:8 37:9</p> <p>metering [1] 157:9</p> <p>meters [3] 26:21 214:19 215:21</p> <p>method [7] 25:21 82:2 168:7 169:22,24 173:24 175:6</p> <p>methodology [1] 113:16</p> <p>methods [2] 113:2 168:23</p> <p>metrics [1] 14:10</p> <p>michael [3] 3:20 137:12,19</p> <p>middle [3] 6:4 81:23 85:20</p> <p>might [18] 6:3 32:16 36:25 51:4 58:9 82:13 107:12 135:21,22 151:20 152:15 157:6 159:15 163:4,8 186:8 207:22 214:12</p> <p>migration [1] 91:8</p> <p>mike [1] 5:11</p> <p>mile [1] 75:25</p> <p>miles [2] 102:17 147:8</p> <p>million [9] 40:9 48:12 60:2,6 61:24 96:6 102:17 107:22 121:4</p> <p>millions [2] 96:9 101:6</p> <p>milliseconds [1] 42:2</p> <p>mind [4] 53:23 66:13 108:19 204:18</p> <p>mindful [2] 32:23 34:2</p> <p>minimizing [3] 154:9 198:22,23</p> <p>minus [5] 146:18,19,20 192:20 201:2</p> <p>minute [7] 28:20 83:4,6 128:17 133:17 137:5 192:8</p> <p>minutes [23] 10:18,20,22 11:3 39:12 42:23 48:6 50:25 51:5,25 52:5 56:17 57:17 58:20 68:25 83:5,9,10 102:19 118:21 119:11 128:21 147:5</p> <p>misleading [2] 192:6,9</p> <p>mispronounced [1] 58:25</p> <p>miss [3] 22:5 145:16,16</p> <p>mission [1] 129:14</p> <p>mistaken [1] 202:12</p> <p>mistakes [2] 66:18 175:19</p> <p>mitigate [1] 33:24</p> <p>mitt [1] 49:2</p> <p>mittendorf [1] 128:24</p>	<p>mobile [5] 96:19 97:14 142:16 202:17 204:22</p> <p>model [20] 65:13,19,25 85:10 99:3,20 103:4,14 123:9 127:12 128:11 131:13,16,20 135:12,15,22 181:17 195:11,13</p> <p>models [1] 124:8</p> <p>modernizing [1] 181:8</p> <p>modicum [1] 54:24</p> <p>mohan [3] 4:5 182:18 190:9</p> <p>moment [7] 6:22 8:18 53:10 137:15 162:18 202:5 203:9</p> <p>moments [1] 110:17</p> <p>money [16] 79:2 120:17 123:22,23,24,25 127:10,11 141:12 143:5 149:17 188:18,23 189:4 210:9,11</p> <p>monitor [6] 13:19 15:11 25:9 34:18 167:11 189:24</p> <p>monitors [1] 82:20</p> <p>month [3] 20:9 159:16 179:25</p> <p>months [8] 20:18 54:2 60:22 104:5 144:2 151:21 165:20 190:3</p> <p>morning [21] 5:2 11:12 13:5 21:10 40:3 51:9 58:11,12 63:24 74:14 86:20 109:24 115:8,11 119:21 120:2 161:22 178:7 193:14 205:6 212:17</p> <p>moscow [1] 205:11</p> <p>most [21] 15:10 21:24 22:9 43:17 49:16 53:5 54:15 63:17 80:14 81:23 83:16,19 86:10 91:13 105:12 110:4 121:10 129:19 142:3 199:19 208:16</p> <p>motion [11] 25:4 30:6,8 37:25 55:2 62:19 104:2 112:5,9 117:8 156:6</p> <p>mou [5] 72:24,25 73:9,12,16</p> <p>mounted [2] 112:2 217:20</p> <p>move [9] 10:9,14,15,21 11:16 21:5 39:23 100:3 139:8</p> <p>movement [1] 44:11</p> <p>moves [1] 44:8</p> <p>movie [1] 55:12</p> <p>moving [4] 44:15 90:21 116:21 195:19</p> <p>ms [34] 11:9,12 12:5,8 13:5 38:22</p>	<p>39:11,17 58:9,10,12,25 59:2,5,9 106:15,21,25 107:5 140:2 144:21 147:22 178:6,9 182:10,14,17 183:19 205:6 206:10 207:14 208:10,13 209:23</p> <p>mta [14] 14:15 76:12,21 77:5,9,20 78:7,18,19,21 79:12,15,16 91:24</p> <p>much [36] 5:3 47:6 50:22 53:15 56:2 62:23 69:16 73:3 74:11 78:7 84:13 89:15 100:16 105:21 109:14 115:5 119:14 128:15 131:20,22 132:5 133:10 134:14 138:24 139:3 142:5 153:18 155:22 161:13 162:16 165:3 175:25 184:25 189:8,13 212:15</p> <p>multiple [2] 38:9 66:19</p> <p>must [15] 16:21 91:24 92:25 93:3,4,7 94:12,13 105:9 111:13 171:16 172:14 173:3 179:9 181:14</p> <p>mutual [2] 67:17 129:15</p> <hr/> <p style="text-align: center;">N</p> <hr/> <p>naive [1] 194:21</p> <p>name [23] 11:13 32:15 38:12 51:9 58:13 74:15 82:17 86:21 96:12 106:20,21 120:3 128:22 137:18 140:5 144:21 149:20 151:19 165:11 178:11 196:22 205:7 212:19</p> <p>namely [2] 81:4 99:10</p> <p>names [1] 39:20</p> <p>nation [1] 121:16</p> <p>national [2] 58:18 59:20</p> <p>nation's [1] 58:15</p> <p>nationwide [1] 23:8</p> <p>natural [1] 123:16</p> <p>nature [1] 69:25</p> <p>near [2] 101:16 199:18</p> <p>nearby [1] 27:13</p> <p>nearing [1] 85:21</p> <p>nearly [1] 53:18</p> <p>necessary [7] 10:12 19:15 152:16 166:10 181:14 189:19 209:11</p> <p>necessitated [1] 174:20</p> <p>necessity [1] 140:22</p> <p>neck [1] 65:7</p>
---	---	--

STENO-KATH REPORTING SERVICES, LTD.
 (212)95-DEPOS (953-3767) * (914)381-2061
 stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>need [37] 10:2 29:15,16 30:17 31:11 32:3 34:5,18,20 37:6 43:16 46:11 47:21 55:5 57:6 60:18 62:16 87:2 89:22 104:25 112:8 114:12 118:22 120:19 140:16 141:22 142:12 148:11 152:17,21 153:11 156:2,25 157:16 163:10,19 184:11</p> <p>needed [1] 82:7</p> <p>needs [11] 29:15 44:13 66:8 89:22 90:8 96:25 104:20 112:6 120:15 122:10 200:3</p> <p>negative [1] 205:18</p> <p>negotiating [1] 196:19</p> <p>negotiations [1] 196:24</p> <p>neighborhood [2] 211:3,6</p> <p>neighborhoods [1] 171:6</p> <p>neighbors [1] 110:7</p> <p>neither [1] 91:19</p> <p>network [4] 3:7 98:15 108:19 141:11</p> <p>never [5] 72:14 76:10 85:12 184:4 189:25</p> <p>newly [1] 48:22</p> <p>news [1] 15:13</p> <p>next [18] 17:20 21:8 31:14 41:16 48:2 50:6 53:25 63:21 68:18 90:13 128:16 130:19 139:8,14 149:2 151:4 160:16 162:3</p> <p>nfcs [1] 199:21</p> <p>nice [1] 189:22</p> <p>night [4] 136:9,9 148:23 152:13</p> <p>nightmare [2] 81:25 88:9</p> <p>nights [1] 152:11</p> <p>nine [1] 109:18</p> <p>nobody [3] 127:5 136:16 187:13</p> <p>noise [1] 60:9</p> <p>non [1] 136:9</p> <p>none [1] 164:3</p> <p>nor [1] 91:20</p> <p>norm [1] 26:9</p> <p>no-show [2] 121:24 122:3</p> <p>notable [1] 21:24</p> <p>note [3] 5:17 85:16 98:9</p> <p>noted [2] 60:25 114:20</p> <p>notes [3] 5:15 9:8 139:13</p>	<p>nothing [4] 52:10 102:14 123:3,4</p> <p>notice [1] 6:14</p> <p>notices [1] 159:4</p> <p>notification [2] 24:23 186:18</p> <p>notion [1] 34:8</p> <p>november [2] 38:25 131:12</p> <p>nowhere [1] 101:10</p> <p>number [28] 14:5 29:12 94:10 97:6 103:5,6 121:6 123:11 131:24 134:17 136:2,10 142:6 146:17 159:17 170:21 183:3,21 189:6 192:2,15,16 197:8,11,14 198:4,13 203:5</p> <p>numbers [7] 60:7 108:17 189:25 190:5 192:21 197:24 199:23</p> <p>numerous [3] 97:10 116:18 130:5</p> <p>ny [2] 4:4,5</p> <hr/> <p style="text-align: center;">O</p> <hr/> <p>objections [2] 74:21,23</p> <p>obligated [1] 73:8</p> <p>obligation [1] 54:19</p> <p>obligations [1] 119:13</p> <p>observed [1] 106:16</p> <p>obtain [2] 172:14,17</p> <p>obtaining [1] 35:13</p> <p>obvious [2] 61:5 174:7</p> <p>obviously [4] 17:19 53:6 62:19 98:20</p> <p>occupation [1] 40:16</p> <p>occupied [5] 9:23 10:2 27:23 52:4 200:14</p> <p>occurred [1] 46:18</p> <p>occurs [1] 104:8</p> <p>o'clock [2] 137:6,8</p> <p>october [1] 38:23</p> <p>odd [2] 46:12,13</p> <p>odds [1] 198:2</p> <p>offense [1] 120:18</p> <p>offer [8] 28:8 72:5,9 91:17 127:19 131:16 160:18 208:8</p> <p>offering [1] 149:13</p> <p>office [4] 107:19 108:11 173:20 207:2</p> <p>officer [1] 165:12</p>	<p>offices [1] 5:20</p> <p>often [4] 28:20 30:14 62:18 189:16</p> <p>okay [20] 10:16 12:9 47:15 48:7 49:25 68:2 79:18 108:21 109:13 118:20 124:2 133:20 154:21,23 155:6,9,13 162:20 163:19 195:8</p> <p>once [7] 36:2 63:10 64:22 83:10 113:18 126:17 149:15</p> <p>on-demand [1] 168:8</p> <p>onerous [3] 52:24 53:9 188:14</p> <p>ones [4] 42:13,14 53:5 180:25</p> <p>only [49] 27:24 32:12 33:4 44:4 46:23 87:12 91:4 94:8,9,18 97:2 98:17,25 102:19 103:17,18 104:4 106:5 108:19 121:19 128:6,7 147:25 151:8 153:14,22 156:17 159:3 163:5 166:5 169:16 180:25 181:8,21 182:2 187:10,22 188:8 190:12 191:2,17 192:7 203:7,12,17 204:6 208:9 214:11,14</p> <p>open [10] 11:6 39:2 71:18 125:16 140:15 180:4 184:9,21 215:15 217:4</p> <p>opening [1] 184:25</p> <p>operate [14] 33:15 37:10 40:6 94:12 100:4 108:10 111:16 129:22 130:22,23 151:2 166:6 169:15 180:13</p> <p>operated [1] 96:17</p> <p>operates [3] 99:2 108:9 205:8</p> <p>operating [13] 97:12 98:18,22,25 104:14 107:8 122:25 163:11,13,16 164:14 165:12 214:22</p> <p>operation [3] 31:2 40:22 183:13</p> <p>operations [1] 131:4</p> <p>operators [1] 64:4</p> <p>opinion [3] 10:5 181:22 216:21</p> <p>opinions [2] 70:22 192:15</p> <p>opportunities [1] 30:15</p> <p>opportunity [9] 65:3 69:16 91:13 102:4 110:23 170:24 176:2 178:17 182:6</p> <p>oppose [1] 120:8</p> <p>opposed [5] 10:25 11:21 12:7,8</p>
---	--	--

STENO-KATH REPORTING SERVICES, LTD.
 (212)95-DEPOS (953-3767) * (914)381-2061
 stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>102:8 opposes [2] 166:22 196:13 opposite [2] 72:2 122:2 opposition [1] 129:11 option [9] 18:20,25 28:9 48:19 91:17 150:22 164:8 185:21 201:22 optional [1] 183:24 options [7] 37:4 82:14 85:24 114:11 119:2 199:10,11 order [14] 12:20 24:20 34:5 39:20 43:19,24 50:14 94:15,21 104:25 112:7 123:24 126:20 206:15 ordered [2] 44:7 193:16 ordering [2] 42:9 44:5 orders [2] 41:22 96:25 organic [1] 144:13 organization [5] 58:15 59:3,17 84:24 195:25 organizational [1] 38:11 original [3] 72:17 101:21 199:12 originally [1] 40:21 other [72] 5:9 7:9 12:19 14:18,25 15:16 17:15 23:8,23 30:15 31:2 37:9 43:11 46:9 49:5,20 50:3 51:13,16 56:18 65:24 66:23 68:22 72:23 73:21 77:17 81:2 84:23 88:25 92:7 94:8,9 96:9 102:3 105:3 109:11 112:11 113:19 119:13 120:21 121:15 127:16 130:23 133:11 135:18 141:15,18 150:25 155:15,15 157:5 160:15 161:3 163:8 166:13 167:8 170:25 171:25 172:6 175:2 176:21 177:6 189:6 191:3 196:23 205:10 207:19 208:17 213:20 214:3 217:13,18 others [10] 68:9 117:18 127:20 135:14 141:9 159:13 164:5 173:11 207:4,7 other's [1] 118:23 otherwise [9] 21:5 27:10 38:5 95:22 103:7 154:15 156:6 199:20 203:11 out [72] 6:14 7:3,7 8:5 18:11 21:4 25:20,25 28:16 37:5 38:12 41:7 45:23 48:25 49:9 51:19 55:17 66:</p>	<p>22 70:8 80:7 82:11 94:8 114:2 116:13,14 129:6 130:17 132:19 136:8,12 138:21 140:22 141:13 145:16,16 146:15 151:21 157:2,12,22 158:8,19 159:3,4,17 161:6,22,25 162:25 163:4,5,21,23 164:13,18 165:21 188:20,24,25 191:25 192:4 195:15 196:20 199:14 200:25 203:25 204:3 211:4 213:10,24 214:3,12 outrage [1] 6:4 outrages [1] 6:2 outcome [4] 34:15,19 180:6 208:16 outer [1] 115:21 outlined [1] 16:4 outlines [1] 16:6 outlining [1] 16:18 out-of-town [1] 19:21 outreach [1] 183:9 outset [1] 154:4 outside [8] 27:16 102:23 168:19 173:14 197:15,17,19,21 outstanding [1] 20:21 over [35] 24:23 25:6 26:25 30:17 35:22 41:8,23 68:13 70:20 73:20 83:25 84:16 89:25 91:19 94:24 97:13 98:13 102:17 107:22 112:18 139:15 146:21 186:19,20,22 187:4 188:13,22 189:4,10 190:8 192:7 201:25 202:8 210:14 overall [1] 202:10 overcame [1] 179:20 overcharge [1] 30:20 overcharged [1] 87:20 overcharges [1] 188:2 overcharging [1] 184:17 overdue [1] 111:6 overlap [1] 202:18 overload [2] 189:13,20 overlooked [1] 91:13 overnight [1] 7:25 overreaching [1] 155:16 oversight [1] 164:15 overview [2] 20:13 21:19</p>	<p>overwhelming [1] 62:21 own [6] 34:12 65:22 89:16 169:2 192:22 197:24 owned [1] 29:8 owner [10] 77:21,22 78:3,11,18,24 81:9,21 178:14 185:16 owners [24] 4:3 14:9 16:17 64:5 65:2,5,9 71:17 72:10,14 78:6,6 79:3 80:11,24 81:5,5,20 87:5 91:20 151:15 178:12,21 179:14 owner's [3] 76:23 77:8,23 oxymoron [1] 123:10</p> <hr/> <p style="text-align: center;">P</p> <hr/> <p>p.m [2] 51:24 137:11 pace [1] 105:10 package [1] 20:14 page [5] 3:2 4:2 11:6 65:19 66:7 paid [5] 77:11,12 79:10 185:15 214:16 paired [1] 124:19 pairing [1] 177:5 pairs [1] 133:22 palumbo [5] 3:6 51:7 63:21,24 68:2 paper [7] 89:24 117:15 165:19,23 167:5 169:13 173:19 papers [2] 199:9 201:8 paperwork [1] 149:24 paradigm [6] 44:24,25 45:7,23 46:5,5 paramount [1] 103:20 pardon [1] 214:21 parmigiana [1] 156:16 part [15] 19:16 24:11 97:23 101:18,24 103:14 118:12 131:25 165:21 167:19 168:6 170:7 179:13 185:11 201:14 partially [1] 193:25 participate [3] 61:23 150:4 184:24 participated [1] 59:18 participation [1] 149:25 particular [6] 35:16 183:21 201:4 202:5,6 205:15</p>
--	--	--

STENO-KATH REPORTING SERVICES, LTD.
(212)95-DEPOS (953-3767) * (914)381-2061
stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>particularly ^[3] 183:12 186:13 210:10</p> <p>partners ^[2] 85:11 99:4</p> <p>parts ^[2] 43:12 44:22</p> <p>party ^[2] 57:24 136:5</p> <p>pass ^[5] 31:18 78:23 81:18 143:14 168:20</p> <p>passed ^[9] 41:6 42:24 71:11 72:18 81:3 116:23 117:2 185:8 210:21</p> <p>passenger ^[80] 9:24 13:12,20 15:11 17:3,25 18:6 23:17,21 24:10,16 26:6,8,19 27:8,11 28:14,18 30:24 31:5,18,24 33:10 34:8 35:8,12 36:24,25 37:4,12 51:17 77:12,19 78:22 79:10 82:20 88:6,11,15,25 89:4,18 92:9 93:24 94:16 112:24 127:2 132:25 133:22,24 143:11 145:14 146:19 148:18 150:6,17 153:2 158:21 160:6,20 167:25 168:3 170:9,10,13,13 171:8 176:17 187:14,20,22 188:9 189:23 200:17,24 202:5 203:10 211:6 216:8,8</p> <p>passengers ^[60] 9:14 15:18 18:22,25 19:4 23:16 24:3,8 27:3 28:5,6 29:17 31:19,20 35:8 48:12 49:8 83:21 85:24 87:5,20,25 96:7 101:7 102:14,18 110:22,25 111:11,14 113:4,20,22 114:11 116:11 141:20 142:6,20,23,23 145:5,19 147:25 148:10,13 149:8 150:20 158:2 165:24 167:7,10,21 170:20 177:6 187:11 189:17 197:17,21 205:19 212:4</p> <p>passengers' ^[1] 91:10</p> <p>passenger's ^[4] 32:15 94:17 170:25 215:24</p> <p>passing ^[1] 81:24</p> <p>past ^[11] 16:12 20:9 22:24 23:4 64:14,15 72:10 160:8 171:5 175:19 214:7</p> <p>pat ^[4] 3:19 119:8 128:16,22</p> <p>patience ^[4] 95:2 182:12 203:4 212:16</p> <p>patronage ^[1] 206:9</p> <p>pave ^[1] 133:11</p>	<p>paving ^[1] 124:8</p> <p>pay ^[29] 19:5,23 22:7,12,15 23:5 24:5,10 28:6 29:13 75:3 76:16 77:22,23 79:13 80:19 82:5 91:21 133:5,5,18 185:7,8,11,24 186:4 199:16,24 207:4</p> <p>paying ^[5] 138:22 154:8 185:9 188:19,23</p> <p>payment ^[41] 9:12 14:2 17:8 18:18,23 19:13,15 24:13 28:4,9,16 33:7,11 37:15 54:9,18 75:7 90:25 92:13 93:4,5,8 94:16,17,20 124:2,13 133:2 134:2 136:4 152:24 153:15,15,16 157:8 163:9 185:21 187:19 199:10,11 206:17</p> <p>payments ^[15] 26:23 30:25 74:23 75:19 77:19 80:8 91:18 94:23 132:13 134:13 142:8 150:24 157:5 187:17 188:7</p> <p>pays ^[4] 26:19 31:6 81:9 92:9</p> <p>penalize ^[2] 207:7,23</p> <p>penn ^[1] 116:13</p> <p>people ^[63] 6:14,25 7:6,13,18 10:6 22:11,16,18 24:18 29:2 33:2 38:8,10 42:4 43:17 44:4,8,18,21 45:11 46:13,19,23 47:4 48:13 49:3 50:18 58:16 59:12 60:2,6,17 61:3,24 62:24 63:8,18 66:6 68:23 70:20 86:5 105:18 109:11,19,20 120:19 121:15 122:4 132:13 136:13 139:18,18 140:16 158:17 169:3 181:22 189:15 192:14 206:23,25 211:16 214:6</p> <p>people's ^[3] 54:20 178:23 203:4</p> <p>per ^[7] 14:5 28:2 40:10 80:8 132:16 185:8 188:13</p> <p>percent ^[37] 14:2 27:24 29:7,9 42:5 47:10 60:4 68:4 75:17 79:14 83:11,15,17 84:4,8 85:22 87:13 88:21 89:8 115:15 121:21,24 145:18,24 146:6,8,17,22 181:19 185:7 192:2,5,7,10,13 197:24 198:7</p> <p>perception ^[2] 31:16 34:10</p> <p>perhaps ^[8] 6:12,13 29:22 61:8 71:5 84:5 109:22 153:11</p>	<p>period ^[4] 20:18 41:8 54:4 176:23</p> <p>permanently ^[1] 71:25</p> <p>permissible ^[1] 66:21</p> <p>permission ^[1] 210:3</p> <p>permit ^[10] 24:7,8 25:5 26:11 31:2 37:14 87:24 165:15 175:8,10</p> <p>permits ^[3] 26:22 172:14 176:16</p> <p>permitted ^[9] 54:13,23 75:17 87:4 88:16 164:10,11 167:7,20</p> <p>permitting ^[1] 24:25</p> <p>person ^[16] 32:17 34:13 41:17 45:20 116:24 117:3 125:6 126:22 139:9,14 161:19 168:8,11,16,18 212:13</p> <p>personal ^[4] 120:18 157:14,16 216:17</p> <p>personally ^[1] 57:9</p> <p>perspective ^[6] 36:23 86:6 98:16 99:7 106:13 112:24</p> <p>phillips ^[6] 3:13 90:14 95:14,24 96:2,12</p> <p>phone ^[13] 37:23 41:22 42:8 50:11,12 97:2,14 112:23 169:23 170:2,3 210:18 216:17</p> <p>phones ^[3] 112:20 117:20 199:20</p> <p>phone's ^[1] 97:4</p> <p>phraseology ^[1] 25:22</p> <p>physically ^[1] 167:25</p> <p>pick ^[29] 23:21 25:13 26:5 32:2,13 41:16 42:7 45:12 47:11,16 48:3 49:16 54:9,23 97:4 103:17 105:13 106:5 112:7 114:21 127:5 145:15 156:10 160:7 161:19 167:9 175:14 180:22 197:19</p> <p>picked ^[4] 41:19 52:2 160:2 201:13</p> <p>picking ^[4] 31:17 33:18 155:19 211:2</p> <p>picks ^[1] 26:8</p> <p>picture ^[1] 136:11</p> <p>piece ^[3] 112:11 148:5 177:5</p> <p>pieces ^[1] 159:24</p> <p>pike ^[1] 211:21</p> <p>pilot ^[1] 59:18</p> <p>piloting ^[1] 162:6</p>
--	--	---

STENO-KATH REPORTING SERVICES, LTD.
(212)95-DEPOS (953-3767) * (914)381-2061
stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>pim [2] 17:23 53:16 pin [1] 17:7 ping [2] 118:16,20 pinged [2] 116:24 117:3 pings [1] 210:25 place [15] 30:12 46:6 53:15 111:19 139:11 152:3 158:24 167:24 173:7 174:22 184:15 190:17,24 196:20 197:25 placed [2] 97:2 196:22 places [1] 215:4 plagued [1] 142:19 plan [1] 95:18 planning [2] 21:12 86:22 platforms [2] 83:14 97:14 plaut [12] 3:22 106:15,15,21,22,25 107:5 139:20 140:2 144:21,22 147:22 play [1] 105:8 players [1] 113:19 playing [13] 89:6 104:17 111:17 113:7,12 127:17 130:24 184:23 193:24,25 194:4,8 195:2 plead [1] 211:11 please [13] 39:13 43:2 81:13 93:20 110:11 140:4 154:14 156:20 176:12 204:10 208:11,11 211:12 pledge [1] 105:17 plug [1] 62:7 plus [4] 109:19 192:20 201:2 216:9 pocket [2] 188:25 189:2 pockets [1] 143:6 point [28] 9:23 34:21 35:20 38:20 44:25 45:23 50:17 58:6 73:24 74:2 85:21 90:3 109:22 119:15 126:13 138:20 144:17 159:21 163:4 173:16 179:18 181:2,10 186:23 190:19 191:14,25 215:17 pointed [3] 161:22,25 163:23 points [11] 14:19 36:22 39:12 46:16 64:10 70:11,16 82:23 100:14,15 197:3 polanco [6] 76:20 77:2 132:6,7,10 135:2</p>	<p>police [2] 67:6,6 policy [9] 14:7,16 21:12 35:3 117:13,14 166:24 198:6 201:4 pollack [10] 3:15 95:16 100:18 109:4,15,24 110:14 115:5 117:17 149:23 polled [1] 14:10 poor [1] 121:16 popularity [1] 151:2 popularly [1] 96:23 population [5] 59:16 60:4,9 61:6 168:25 portion [4] 59:15 66:19 147:18 165:18 posed [1] 83:3 position [7] 129:10 143:16 151:25 160:23 161:11 189:16 202:25 positive [1] 141:17 possesses [1] 169:17 possibility [2] 27:21 154:10 possible [5] 51:19 81:15 119:24 153:21 206:15 possibly [3] 27:4 131:2 188:12 potential [9] 30:20 31:12 32:21 33:3,19 60:22 110:23,25 171:2 power [4] 5:24 6:3 118:2 167:9 powered [2] 5:24 97:21 pr [2] 158:16,17 practical [1] 154:17 practice [2] 84:14 100:9 practices [3] 90:25 207:12 208:4 praised [3] 59:19 128:10 195:17 prearrange [1] 121:25 prearranged [16] 106:6 123:19 125:10,16,23,24 126:3 166:7 173:18 174:15 175:9 179:13 180:16 194:10 199:15 200:2 prearrangement [19] 46:4,6 49:13 50:15 94:5 114:21 120:10 121:17 122:4,7 125:4,5 126:10,12 160:10,12 169:16 177:9 199:6 preblock [1] 77:7 predecessor [1] 101:12 preexisting [1] 129:5 prefer [2] 72:19 162:14</p>	<p>preliminary [1] 20:10 preload [1] 133:16 preloaded [1] 28:14 premature [1] 179:18 premise [2] 153:19,20 premium [1] 55:12 preparation [1] 20:7 prepare [1] 193:20 prepared [5] 90:17 93:17 131:25 139:24 193:17 prepay [1] 28:10 presence [2] 141:17 193:3 present [3] 5:6 11:10 186:25 presentation [7] 12:16 13:4 70:7 87:21 88:13,15 193:14 presentations [1] 12:24 presented [6] 43:23 60:20 88:13 123:18 131:11 135:17 presenter [1] 21:9 presenting [1] 11:7 preservation [1] 8:24 preserve [5] 35:5 128:10 161:7 162:4 182:3 president [5] 40:5 74:16 110:3 129:4 131:8 press [5] 43:20 45:9,15 47:20 92:10 pressured [1] 61:15 presumably [2] 80:22 172:3 pretty [7] 54:19 119:14 138:24 190:6 204:3 213:16 216:14 prevail [1] 134:22 prevalent [1] 205:24 prevent [8] 19:20 35:12 94:22 102:25 105:10 138:7 167:13 184:16 previous [5] 56:7 57:3 174:5 195:18 198:18 previously [3] 48:19 91:12 96:17 price [5] 85:13 88:23 154:6 156:19 184:16 prices [2] 71:18,24 pricing [8] 16:16 72:13,13 80:25 89:11 90:7,8,11 pride [1] 97:23</p>
--	---	---

STENO-KATH REPORTING SERVICES, LTD.
(212)95-DEPOS (953-3767) * (914)381-2061
stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>primarily [1] 120:9 primary [2] 21:23 61:4 principle [1] 35:14 prior [4] 22:2,2 90:2 175:18 private [9] 35:16 104:12 107:16 130:17 153:21 166:13,16 173:7 175:17 privilege [1] 165:6 pro [2] 128:24 130:2 probably [6] 15:9 106:12 119:9 190:6 194:21 211:20 problem [12] 49:23,25 53:12 55: 17 57:5 66:23 67:11 101:9 116:8 177:3,10 207:22 problems [2] 87:16 205:16 procedures [1] 64:16 proceed [3] 119:3,3 179:10 process [11] 16:7,19 56:8 57:14 64:13,19,21 77:5 80:7 90:22 157:4 processed [1] 94:19 processes [1] 92:14 processing [15] 13:3,16 15:24 74:22 75:5,7,19 76:18 80:23 87:9 94:14 102:2 185:6,18 188:19 processor [1] 94:20 procurement [1] 96:15 produce [1] 105:5 produced [1] 41:11 product [5] 49:11 74:8 96:6 160: 17,18 products [1] 16:16 proffered [1] 174:10 profiling [1] 171:10 profitability [1] 171:2 profitable [3] 145:10 149:6 150: 19 profoundly [1] 60:14 program [7] 13:13 15:7 17:18 20: 19 21:22 64:22 97:24 progress [1] 179:15 prohibit [7] 30:6 160:15,16,21 161:14,15,17 prohibited [1] 94:5 project [2] 13:6 59:18 proliferation [1] 191:6</p>	<p>prologue [2] 83:4,10 promise [1] 56:5 promote [3] 71:18 85:5 86:11 promoting [1] 84:21 promulgated [1] 64:23 promulgating [1] 173:8 promulgation [1] 64:13 proof [1] 204:20 properly [1] 179:23 property [1] 14:9 proposal [1] 61:12 propose [1] 112:22 proposed [53] 9:17 12:4,13,15,21 13:2,9 15:20 17:23 18:19 19:2,3 21:14 23:15 24:7 30:3 38:22 46: 22 69:23 91:23 98:5 99:9,25 100:3 113:10 114:10 116:6 120:8 127:25 152:10 165:15 166:8,22 167:14,16, 22 168:22 169:19,21 170:4,15 171: 4,11 172:11 173:5,17 174:11,23 175:7,16 178:18 191:16 197:4 proposes [1] 168:5 prospective [1] 170:13 protect [4] 30:3 127:16 131:3 134: 15 protected [1] 188:9 protection [7] 37:7 87:22 88:14 91:16 153:24 154:6 156:18 protections [1] 184:19 protects [3] 29:17 187:22,23 proud [2] 98:21,22 prove [5] 125:22 126:14 134:12 136:3 188:3 proved [1] 166:10 proven [2] 61:2 102:12 provide [31] 16:20 17:4 18:20,25 19:11,14 21:18 25:17 40:8 48:21, 22 53:6,19 59:11 65:11 93:8 99:13 111:4 114:11 129:15 134:22 143:3 164:9 170:6 173:18 174:15 197:2, 7 215:16,18 216:4 provided [7] 75:10 85:23 104:6 107:18 129:25 130:11 131:23 provider [20] 15:25 16:2,3,6 75:3, 4,12,22 76:15 80:4 89:7 93:3 98:9, 17 99:11 114:5 124:2 127:18 171: 20 172:13 providers [34] 16:8,9,11,19 18:20, 24 19:23 69:19 72:24 73:15 75:13, 16 76:5,10 80:15 81:7,11,19 87:7, 12,15 88:20 98:8 99:16 104:21 105:4,8 113:14,17 114:7 171:23 172:16,21 173:10 provider's [1] 76:25 provides [5] 13:16 15:13 149:5 172:12 179:8 providing [8] 18:3 42:2 43:14 70: 21 78:4,6 103:6 149:17 provision [1] 75:11 provisions [1] 176:20 psas [1] 84:5 public [39] 6:3 9:10,15 10:10 12: 12,17,22 15:10,15 21:2 34:10 35: 15 38:24 43:10 59:25 64:18 66:10, 11 71:10 87:17 88:8 95:18 100:11 107:19 127:17 129:23 131:12 138: 12 155:20 156:25 162:9 166:24 167:10 173:25 175:3 181:19,22 184:14 213:16 publicly [3] 7:20 66:12,14 publish [1] 71:5 published [5] 38:23 65:18,22 130: 7 146:4 pull [5] 30:17 62:7 112:18 186:18, 19 pulled [2] 186:21 187:4 pulling [1] 69:21 pulls [2] 24:23 25:6 pulsar [1] 214:19 purchases [1] 22:18 pure [1] 163:6 purpose [5] 92:4 93:6 135:11 175: 3,13 purposes [1] 29:3 pursuant [1] 41:4 push [2] 18:11 95:21 pushing [1] 122:16 put [13] 6:13 73:13 79:24 90:9 115: 18 138:21 163:21 183:16 190:24 211:8,18,21 216:11</p>
--	--

STENO-KATH REPORTING SERVICES, LTD.
(212)95-DEPOS (953-3767) * (914)381-2061
stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>puts [1] 45:10 putting [7] 102:9 103:9 133:7 157:21 159:4 190:12 212:21</p> <hr/> <p style="text-align: center;">Q</p> <hr/> <p>quality [2] 97:25 145:9 quarter [1] 199:19 queens [1] 65:10 question [19] 48:10 56:14 57:2, 23 79:22 80:2,3 86:4 105:23 106:14,24 107:14,15 123:16 132:8 134:10 143:20 216:14,23 questions [17] 20:25 21:4,7 36:4, 16,18 38:5 47:8,9 100:13 115:3 116:18 128:14 132:3 176:4 182:8 200:10 quick [5] 23:14 47:7,9 51:17,22 quickly [6] 9:5 51:19 52:21 71:13 191:25 204:3 quite [2] 84:10 181:13 quo [1] 86:13 quote [1] 206:24</p> <hr/> <p style="text-align: center;">R</p> <hr/> <p>radio [7] 33:20 40:22 102:20 112:13 143:8 169:10 171:7 radios [9] 33:16,18,24 41:2,7,9,23 169:9 174:3 raise [5] 29:20 45:2 107:10 116:23 141:12 raised [6] 43:15 117:6 119:18 191:14 217:12,14 raises [3] 45:3 76:15 117:2 raising [1] 125:7 ran [2] 29:5 138:8 range [4] 201:5,25 202:8,13 rapid [1] 59:24 rarely [2] 64:16 206:23 rate [8] 17:24 19:20,21 37:9 85:19 88:11 92:16 216:19 rates [2] 87:8 92:12 rather [9] 12:22 16:9 35:10,16 38:15 80:10 81:5 109:12 173:9 rationale [1] 80:4 rationing [1] 15:8</p>	<p>rausen [3] 13:5,6 20:17 raw [1] 192:21 reach [1] 23:18 reached [2] 7:3,7 reaching [2] 70:8 141:11 read [8] 55:6,7,19 56:5,11 66:4 195:14,22 reader [1] 185:21 readers [1] 22:4 reading [3] 62:6,17 154:18 ready [8] 11:24 47:19 52:2 149:13 168:3,4,9 206:24 real [4] 34:22 54:24 71:13 209:12 reality [2] 125:13 181:23 realize [2] 36:7 102:4 really [34] 5:16 7:21 8:13 14:6 15:3 20:20 25:19,21 35:7,7 57:25 65:2 71:10 81:16,22 86:9,12 133:9 144:2 152:3 159:23 164:8,15 183:4,5,23 187:9 189:18,21 190:21 192:16 194:2 198:13 200:15 realtime [2] 53:15 61:9 reason [9] 51:16 75:9 84:10 107:13 123:20 163:4 190:22 213:15,19 reasonable [1] 85:7 reasons [6] 120:9 170:22 174:12 176:19 179:19 213:21 rebuild [1] 141:16 recall [2] 117:21 160:8 recast [1] 105:11 receipt [4] 28:24 88:3,6 89:23 receipts [1] 18:21 receive [3] 33:7 87:19 94:2 received [4] 25:16 190:2 200:10 204:13 receives [1] 25:7 receiving [2] 33:11 159:19 recent [2] 49:14 142:4 recently [5] 17:18 29:5 65:13 111:23 210:6 recess [1] 137:9 recession [1] 22:10 recognizable [1] 15:10 recognize [1] 118:22 recognized [3] 66:15 112:25 129:</p>	<p>18 recognizes [1] 168:24 recognizing [2] 49:6 82:13 recommendation [1] 11:17 reconsider [1] 175:21 reconvene [4] 137:5,6,8,11 record [11] 28:22 39:2 70:14 78:13,15,15 79:2 92:22 126:2,18 182:23 records [2] 14:4,5 recouping [1] 65:10 red [4] 52:9 141:12 186:23 187:3 reduce [1] 202:22 reduced [3] 27:2 197:6 202:9 reducing [1] 128:8 reduction [1] 32:21 reexamined [1] 154:20 referenced [1] 101:21 reflect [1] 166:19 reflected [2] 80:25 135:16 reform [1] 91:16 refusal [2] 125:21 126:5 refusals [6] 31:16 32:9 103:3 131:4 186:13 187:8 refuse [2] 121:11 170:11 refused [2] 31:21 32:3 regard [4] 10:12 98:6 112:4 113:10 regarding [9] 9:10,11,13 69:22 99:9 100:13 135:6 165:14 183:9 regardless [2] 86:2 98:23 regards [1] 183:20 registered [1] 108:18 registration [1] 36:9 regrets [1] 129:7 regs [2] 158:13,19 regular [4] 8:3 57:8 112:9 170:2 regulate [5] 37:6 44:23 89:11 182:2 207:11 regulated [12] 23:13 92:15 105:9 122:22 127:20 184:9,22 188:3,8 208:22 213:19 215:15 regulating [4] 44:15 90:10 153:21 213:9 regulation [10] 152:2,4,6 153:18</p>
---	---	---

STENO-KATH REPORTING SERVICES, LTD.
(212)95-DEPOS (953-3767) * (914)381-2061
stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>154:2 187:21 188:6 207:15,15 217:5</p> <p>regulations [36] 35:12 41:6,14, 15 53:9,13 55:19 65:20,21 98:24 104:24 110:18 113:11 123:15 128:4 131:13,16,20 135:12,16 155:25 159:21 161:12 164:22 172:6 180:14 183:11 184:12,13,15 191:15 209:10 211:10 213:22 214:7 216:25</p> <p>regulators [8] 65:16,25 99:4 129:2,13,23 130:25 195:13</p> <p>regulatory [10] 35:3 99:5 123:11 130:4 135:9 155:18 163:7 166:9 173:14 175:12</p> <p>reign [1] 164:23</p> <p>reins [1] 105:13</p> <p>reject [3] 170:21 171:6,8</p> <p>rejected [2] 157:7 169:5</p> <p>related [1] 91:7</p> <p>relates [1] 54:18</p> <p>relation [2] 30:14 81:20</p> <p>relations [1] 88:8</p> <p>relatively [2] 133:24 208:19</p> <p>released [1] 66:12</p> <p>relevant [2] 167:19 170:6</p> <p>reliable [1] 29:18</p> <p>remain [3] 73:17 188:7 197:12</p> <p>remainder [1] 205:5</p> <p>remained [1] 183:5</p> <p>remaining [2] 90:24 193:8</p> <p>remains [2] 101:22 141:16</p> <p>remarks [1] 193:19</p> <p>remedy [1] 91:13</p> <p>remember [2] 51:11 87:18</p> <p>reminded [1] 36:8</p> <p>remit [1] 92:15</p> <p>removed [1] 169:9</p> <p>renewal [1] 105:16</p> <p>reopen [1] 171:5</p> <p>repeat [4] 62:11 68:21 168:14 175:19</p> <p>repeatedly [2] 123:4,6</p> <p>repetitive [1] 12:23</p> <p>replace [2] 15:21 150:13</p>	<p>replacing [2] 8:21 83:18</p> <p>report [7] 56:9 119:16 130:8,10 131:7,19,24</p> <p>reporter [1] 106:19</p> <p>represent [6] 39:18 43:12 69:17 120:5 139:24 196:2</p> <p>representative [1] 192:16</p> <p>representing [7] 47:12 51:10 58:15 59:2,4 69:10 195:24</p> <p>represents [1] 42:15</p> <p>request [12] 23:2,17,20 59:24 61:17 62:13 94:2 96:10 112:4 127:2 168:7 172:18</p> <p>requested [4] 17:22 20:6 130:3 196:15</p> <p>requesting [1] 169:21</p> <p>requests [1] 99:22</p> <p>require [13] 19:19 29:24 30:4 92:25 93:3,7 103:23 105:2 153:13 163:9 172:16 181:6 190:23</p> <p>required [6] 76:11 91:21 92:15 105:4 166:20 172:14</p> <p>requirement [9] 94:11 136:7 153:22 156:8 167:24 168:10 171:13,24 172:4</p> <p>requirements [11] 16:4 19:19 54:15 98:3 99:11,15 131:6 133:25 134:13 135:3 136:3</p> <p>requires [1] 216:21</p> <p>requiring [6] 22:4 37:21 90:23 154:7 173:9 204:22</p> <p>requisite [1] 131:24</p> <p>research [5] 130:7,13 174:6,8,9</p> <p>reservation [2] 170:3 177:9</p> <p>reserve [2] 82:24 175:23</p> <p>reserved [2] 84:20 167:2</p> <p>resistance [1] 101:17</p> <p>resolution [1] 196:8</p> <p>resolve [1] 196:9</p> <p>resources [1] 152:14</p> <p>resourcing [1] 180:8</p> <p>respect [1] 182:7</p> <p>respective [1] 196:10</p> <p>respond [5] 25:3 62:13 111:20 112:3 186:24</p>	<p>respondents [2] 29:8,9</p> <p>responding [1] 180:23</p> <p>response [10] 11:2,22 29:6 59:24 62:22 69:4 112:2,10 129:25 136:25</p> <p>responsibility [6] 61:22 76:14, 24,25 77:8 182:2</p> <p>responsible [9] 44:10 61:21 76:7, 12 81:6,8 82:19 162:21 204:23</p> <p>responsive [1] 29:15</p> <p>rest [2] 181:9 200:8</p> <p>restaurant [3] 168:18 191:9 207:3</p> <p>restaurants [1] 156:11</p> <p>resting [1] 147:20</p> <p>restore [1] 102:5</p> <p>restrained [1] 153:20</p> <p>restraints [1] 72:19</p> <p>restrict [1] 71:22</p> <p>restricted [1] 75:15</p> <p>restriction [5] 14:17 54:24 111:19 112:14 184:24</p> <p>restrictions [4] 15:6 84:12 87:10 111:22</p> <p>restrictive [1] 54:3</p> <p>result [10] 41:13 60:9 74:9 112:15, 18 130:7,13 142:7 159:7 198:5</p> <p>resulting [2] 143:5 181:6</p> <p>results [2] 18:12 34:15</p> <p>resume [1] 119:11</p> <p>resurging [1] 180:8</p> <p>return [3] 36:18 72:7 174:18</p> <p>reunite [1] 14:8</p> <p>revenue [3] 85:8 147:19 189:25</p> <p>revenues [1] 76:17</p> <p>reversal [2] 174:7,10</p> <p>reverse [1] 174:5</p> <p>review [2] 20:9 70:12</p> <p>reviews [2] 165:23 173:20</p> <p>revise [1] 16:12</p> <p>revisions [1] 114:9</p> <p>revisit [1] 34:20</p> <p>richard [2] 3:12 90:13</p> <p>ride [24] 15:7 24:10 29:14 51:18 83:8 88:7 96:4,5,15,18 98:12,20</p>
--	---	---

STENO-KATH REPORTING SERVICES, LTD.
 (212)95-DEPOS (953-3767) * (914)381-2061
 stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>99:9,22 100:6 111:15 112:4 113:2 114:12 121:11 124:23 145:17 215: 25 216:2 rider [2] 55:18 138:19 riders [2] 97:17 148:16 ridership [1] 51:10 rides [5] 24:5 96:21 113:4 150:21 214:15 riding [5] 15:10 87:17 100:11 148: 3 181:19 risk [6] 30:20 31:7,14,15 34:14 53: 4 risks [5] 36:10 75:9 161:22,24 162: 10 road [4] 104:7,15 146:14 147:24 rockaway [1] 65:7 rogue [4] 130:8,23,24 214:4 role [5] 43:6 104:20 105:8 129:10 131:15 roll [1] 157:2 rolled [4] 151:21 158:8 159:3 161: 6 romney [1] 49:3 roof [7] 9:17 11:25 12:4 26:4 31: 23 32:5 110:6 room [3] 62:4 136:20 137:16 rose [1] 8:4 roughly [1] 60:6 roundtable [4] 110:4 120:4 195: 25 196:12 route [5] 31:17 55:18 62:14 125:5, 8 routed [1] 42:11 routes [2] 55:11,20 routing [2] 93:4,8 rule [27] 9:10,13,17 10:9 12:4,11, 21 13:2 19:3 24:7 42:21 43:7,10 45:13 46:17 61:11 76:14 84:14 98: 5 112:6 113:9 140:15 167:19 172: 12 176:15,16 186:25 rule's [1] 116:19 run [4] 84:5 118:5 204:4 212:19 running [2] 131:2 142:22 runs [1] 63:4 rush [5] 55:12 66:10,17 67:16 71:</p>	<p>2 rushing [2] 67:21 68:7 russo [8] 3:19 119:9 128:16,18,22 132:9 135:8 137:2</p> <hr/> <p style="text-align: center;">S</p> <hr/> <p>safe [8] 29:17 51:18 91:5 101:16 143:10 156:13 170:22 217:11 safeguards [1] 102:25 safer [1] 209:8 safest [1] 117:19 safety [10] 37:7 103:20 110:16 114:9 138:3 148:22 153:24 154:9 156:19 213:20 sales [2] 84:25 96:14 salute [1] 111:9 same [38] 22:23 29:12 37:16 38: 10,13 42:12 46:18 52:5 56:11 64: 15,25 67:22 68:8 73:17 77:23 84:8 102:7 104:3 106:3,8 107:2 112:6 113:7 118:19 134:2 139:22,25 163: 7 171:24 173:10 174:19 180:16 184:19 190:17 194:4,5,12 197:12 san [5] 120:20 121:21,22,24 127: 15 sanchez [2] 6:20 110:3 sandy [9] 5:21 6:18 14:11,14,21 15:2 64:25 65:11 141:3 saves [3] 28:17,17 133:18 saving [1] 27:14 saw [4] 55:12 121:21 183:13 214: 19 saying [24] 44:24 45:8 47:21 77: 18 78:21 89:2,3,5,17 139:22 146: 22 156:15 158:17 159:5 160:14 163:18 183:17 194:24 195:4 198: 25 201:18 207:16,22 212:5 says [9] 58:9 62:10 85:4 123:7 126:8 193:9,14,23 195:23 scale [1] 102:13 scanlon [1] 8:12 scenario [1] 181:2 scenarios [1] 162:12 scene [1] 150:15 scheduled [1] 9:16</p>	<p>scheduling [1] 20:3 scheme [2] 156:2 195:18 scope [2] 70:10 173:14 scopes [1] 180:13 scrambling [1] 130:19 screen [6] 13:20 15:12,18 17:23 18:8 189:19 screens [5] 18:5 29:6 60:21 61: 21 62:7 se [1] 132:16 seamless [1] 143:10 season [1] 210:10 seat [2] 26:20 184:5 seated [1] 170:10 sec [1] 36:9 second [18] 30:19 37:18 46:21 63: 5 64:9 82:25 83:23 85:25 92:19 114:18 130:21 145:22 152:9 153:9 157:11 170:4 174:23 185:20 secondarily [1] 84:12 secondly [3] 59:22 72:22 75:11 seconds [4] 28:19 101:3 133:20, 20 section [7] 74:24 76:18 167:17 169:18 170:5 171:13 172:12 sections [1] 69:25 sector [9] 23:2 35:5 44:11,12,16, 17,20 180:16 181:8 sectors [2] 35:7 43:9 secure [2] 54:21 134:7 security [8] 94:15,22,23 99:16,18 100:8 134:3 136:4 see [46] 6:21,22 18:2,12 31:3,24, 25 32:12,13 33:3 34:19 35:17 43: 17 45:25 53:25 54:5,10 68:22 74:3 78:9 79:18 82:19 95:23 107:17 127:4 133:12 135:16 136:14 145:4, 15 148:7 151:8 154:13 157:19 159: 9,22 160:24 162:3 184:6,8 185:4 186:2 191:5 201:23 205:16 209:21 seeing [1] 41:17 seek [4] 29:21 31:6 33:21 170:7 seeking [2] 25:17 113:4 seem [4] 88:16 138:18 174:7 198: 3</p>
--	---	---

STENO-KATH REPORTING SERVICES, LTD.
(212)95-DEPOS (953-3767) * (914)381-2061
stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>seemed [1] 80:12 seems [4] 73:3 87:9 110:24 189:21 seen [4] 84:15 142:24 184:2 199:22 sees [1] 23:20 segment [4] 21:20 113:5 168:25 174:25 segmented [1] 169:4 segmenting [1] 174:18 segments [3] 175:15 196:6,23 segment's [1] 111:9 segregate [1] 49:17 select [1] 92:21 selected [2] 80:9 93:8 self-regulating [2] 211:4,9 send [2] 80:12 127:25 sends [2] 129:7 216:12 senior [2] 8:16 74:16 sense [12] 12:14 32:16 51:3 61:22 100:9 136:4 154:17 157:25 160:11 161:9 177:15 194:3 sent [1] 141:13 sentiment [1] 196:11 separate [6] 9:18 28:7 35:21 160:17 163:5 168:23 separately [1] 74:25 separating [2] 136:8 162:25 separation [2] 166:4,9 september [4] 10:20 97:16 106:16 159:2 serious [2] 66:18 129:22 serve [5] 17:14 43:10 136:7 180:17 184:20 served [3] 8:25 9:6 41:18 servers [1] 215:23 serves [2] 155:24 175:13 service [32] 15:15 23:18 27:5 29:18 35:13 43:15 48:21,22 75:5,7,9 89:21 91:6 97:25 102:6 103:2,11 111:12,14 113:21 114:12 121:17,20 122:7 134:22 149:14 167:3 168:8 169:10 174:15 175:24 208:24 serviced [3] 44:22 46:7,20 services [14] 15:24 23:24 48:21</p>	<p>67:15 81:2 102:8 104:13 107:16 108:3 111:9 130:2 165:17 172:24 173:19 -serving [1] 9:3 set [11] 15:22 28:13 64:9 71:5 88:23 117:8,15 138:6 173:6 205:15 211:13 sets [3] 69:21 90:17 93:17 setup [1] 107:3 seven [7] 12:6,10 51:24 62:2 109:18 110:5 202:17 several [13] 43:9 44:22 60:22 64:10 67:10 70:23 71:9 87:2 96:11 98:23 127:12 141:5 184:15 shall [4] 92:14 170:7,10,11 shame [1] 10:18 share [6] 83:7 98:12,20 110:17 113:3 153:18 sharing [1] 15:7 sharp [3] 137:7,8 166:4 shazam [1] 45:10 shed [1] 120:25 sheet [3] 13:17 14:4 19:17 shelters [1] 141:10 she's [1] 20:17 shield [1] 171:7 shift [21] 27:25 28:2 35:4 44:20 45:24 46:4,5 48:20,20 93:6 143:6 146:18,18,21,21 147:2,4,24 150:19 200:16 208:23 shifted [1] 48:16 shifting [1] 57:5 shifts [4] 48:14 143:4 145:10 149:6 shoes [1] 177:12 shop [1] 22:19 shops [1] 86:9 short [4] 74:4 135:25 159:2 189:14 shortage [1] 7:17 shortages [2] 15:8 183:8 shorten [1] 169:25 shorter [1] 147:6 shortly [1] 212:2 shouldn't [1] 35:12</p>	<p>shout [1] 21:4 show [7] 12:2 27:23 116:15 136:15 156:12 204:20 210:15 showed [3] 87:21 136:16,18 showing [1] 24:4 shown [2] 8:14 23:25 shows [4] 52:10 83:7 210:17,17 shut [1] 14:15 shy [1] 21:5 side [3] 49:5 118:19 173:6 siegel [2] 8:16 11:9 sight [3] 41:17 101:9 145:13 sign [4] 45:16 118:7,8 206:14 signal [1] 30:17 signatures [1] 18:21 signed [10] 12:19 38:8 46:13 101:12 109:11,20 139:19 140:8 158:20 212:13 significant [3] 64:17 145:6 147:18 significantly [2] 62:25 71:24 signing [1] 16:10 similar [4] 42:13 72:17 102:9 111:22 simple [8] 70:25 105:3 114:6 123:21 142:17 143:3 186:16 206:11 simply [11] 30:9 51:10 54:5 80:5,13 88:24 132:25 133:5,22 157:13 177:3 since [16] 13:23 21:23 56:25 70:19 93:17 96:21 97:8 102:17 103:21 123:2 125:15 149:21 185:7 197:11 198:19 210:7 singh [8] 4:5 182:18 190:8,9,9,18 191:14,19 single [7] 51:25 111:25 113:16 149:11 178:24 184:13 189:8 sir [3] 109:6,6 137:17 siren [1] 62:4 sit [3] 20:20 37:22 82:10 site [2] 97:19 130:11 sitting [1] 66:25 situation [2] 62:19 174:19 situations [1] 62:21 six [15] 12:6 66:25 68:25 76:5 79:</p>
---	---	--

STENO-KATH REPORTING SERVICES, LTD.
(212)95-DEPOS (953-3767) * (914)381-2061
stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>24 80:7 82:4 109:17 134:21 147:25 177:24 188:13,22 202:17 217:20</p> <p>sixties [2] 40:23,25</p> <p>sixty [1] 146:8</p> <p>size [1] 70:10</p> <p>skill [1] 141:23</p> <p>skip [2] 18:14 139:15</p> <p>sky [1] 157:22</p> <p>slide [2] 20:12 24:14</p> <p>slides [1] 17:20</p> <p>slight [2] 5:11 155:2</p> <p>slightly [1] 197:7</p> <p>slow [1] 152:7</p> <p>slowdown [1] 142:4</p> <p>slowing [2] 105:10 118:10</p> <p>slowly [1] 115:25</p> <p>small [7] 22:17 79:3 86:8,9 91:25 103:5 197:8</p> <p>smart [7] 45:8,12 63:6 90:12 178:18 199:20 201:24</p> <p>smartphone [70] 9:13 17:9,19 19:12,13 21:14 22:17,25 23:3,6,9 24:6,11,15,17 25:7 26:21,24 29:8,11,14,19 31:5,11 34:5,7,12 35:24 37:11 42:9,12,13 43:16,18,20 45:9,19 75:18 97:18 101:23 103:22 110:21 112:3 122:15,25 123:14 124:5,11 127:10 128:4 129:18 130:8 131:21 145:2,20 148:6 166:15 168:19 169:2,23 170:18 171:18 181:3 183:24 185:22 190:14,15 199:17 205:23 209:4</p> <p>smartphones [7] 43:17 96:7 101:24 104:8,15 151:3 185:4</p> <p>smith [1] 41:4</p> <p>socioeconomic [1] 171:9</p> <p>software [5] 13:14 60:21 61:7 93:9 98:15</p> <p>solutions [1] 3:10</p> <p>solve [1] 49:24</p> <p>solved [1] 116:7</p> <p>solves [1] 101:9</p> <p>solving [2] 49:23 148:19</p> <p>somebody [6] 48:14,16 54:6,21</p>	<p>133:14 153:10</p> <p>somehow [2] 48:14 188:14</p> <p>someone [13] 11:8 32:2 45:2,17 60:14,14 85:4 89:21 111:17 118:16 145:6 151:6 209:19</p> <p>someplace [1] 6:13</p> <p>sometimes [4] 116:15 142:24 164:7 198:14</p> <p>somewhat [1] 123:10</p> <p>son [1] 40:18</p> <p>soon [2] 62:9 149:14</p> <p>sooner [1] 37:2</p> <p>sophisticated [1] 18:16</p> <p>sophistication [1] 102:13</p> <p>sorry [26] 38:20 55:3 58:9,23 69:7 76:9,13,20 77:3,25 79:22 99:15 100:22 106:18 121:23 125:2 139:7 145:21 156:20 165:5 189:19 193:2,11 203:17 208:12 216:7</p> <p>sort [9] 24:14 25:23 137:22 157:2 159:24 163:2,17 164:15 215:11</p> <p>sorts [1] 55:16</p> <p>sounds [2] 60:16 200:23</p> <p>source [1] 97:23</p> <p>space [6] 18:8 82:24 83:2 84:20,21 85:2</p> <p>spanish [2] 18:4,4</p> <p>speaker [9] 3:2 4:2 38:18 39:8,12 57:3 63:21 100:23 137:12</p> <p>speakers [9] 18:4 38:6 68:18,22 69:8 109:2 114:14 177:21 193:8</p> <p>speakers' [1] 116:8</p> <p>speaking [9] 8:15 51:2 64:3,12 96:5 165:14 187:25 196:4,5</p> <p>spearheaded [1] 63:11</p> <p>special [4] 104:19 128:23 131:9 165:6</p> <p>specific [6] 19:10 98:23 104:6 106:24 176:18 209:20</p> <p>specifically [6] 20:19 43:11 59:23 101:21 140:17 174:14</p> <p>specifications [4] 15:23 16:21,24 24:22</p> <p>specified [1] 76:8</p> <p>specify [1] 19:10</p>	<p>speech [2] 60:16 137:21</p> <p>speed [1] 178:24</p> <p>spend [3] 103:12 142:21 145:17</p> <p>spent [2] 110:5 145:6</p> <p>split [2] 18:25 41:10</p> <p>spokesperson [1] 178:12</p> <p>sponsored [1] 84:22</p> <p>spreadsheet [1] 52:17</p> <p>square [3] 68:13 116:14 151:18</p> <p>stability [1] 99:12</p> <p>staff [16] 5:16 8:16 42:22 56:6,7,8 70:6,8,12 74:3 119:17 128:3 140:13 151:25 163:14 182:24</p> <p>stakeholder [3] 20:8 35:18,21</p> <p>stakeholders [6] 20:11 39:22 70:9,21 71:8 74:7</p> <p>stalled [1] 102:3</p> <p>stand [6] 8:17 110:12 116:16 139:21 142:23 196:5</p> <p>standalone [1] 24:12</p> <p>standard [11] 28:13 30:22 101:14 104:3 105:6 120:23 123:13 125:5 142:11 150:5 206:3</p> <p>standards [4] 16:13 90:21 99:13 134:5</p> <p>standing [10] 45:14,18 51:23 52:5 168:11,19 171:8 186:20 187:3 201:21</p> <p>standpoint [3] 70:3,4 71:14</p> <p>start [8] 38:5 109:25 114:19 151:23 152:13 161:25 162:5 210:4</p> <p>started [6] 5:15 85:19 102:3 105:15 144:10 159:4</p> <p>starting [1] 158:23</p> <p>startup [1] 151:19</p> <p>startups [4] 130:18 152:10,12 156:24</p> <p>state [5] 21:19 164:2 172:15 180:20 197:13</p> <p>stated [1] 152:19</p> <p>statement [4] 87:14 194:12 200:8 201:7</p> <p>statements [4] 36:9 66:11 131:25 158:16</p> <p>staten [1] 110:6</p>
---	--	---

STENO-KATH REPORTING SERVICES, LTD.
 (212)95-DEPOS (953-3767) * (914)381-2061
 stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>states [7] 97:12 98:10 108:13 130:6 135:13 172:19 215:3 stating [2] 210:20 214:13 station [10] 7:22 116:14 171:12, 17,24 172:5,7,17 173:4,11 stations [1] 178:14 statistic [2] 115:17 145:23 statistics [3] 27:23 115:14 146:3 status [2] 86:13 206:18 stay [2] 177:25 179:3 staying [2] 182:13,15 stays [2] 215:20 216:22 steadily [1] 13:23 steel [1] 8:21 step [5] 28:16 81:22 149:2,15 173:6 stepping [1] 177:12 steps [1] 135:10 stick [3] 10:2 50:25 51:5 sticker [2] 204:17,17 sticking [1] 212:21 still [19] 5:12,23 31:24 57:22 65:10 117:24 159:16 180:2,4 185:15 186:20,24 187:3,5 189:16,17 197:23 204:5 209:5 stop [4] 31:25 90:7 112:17 163:15 stopped [1] 111:21 stories [2] 33:14,17 storm [1] 141:10 straightforward [1] 213:17 strain [1] 63:2 strange [2] 72:25 191:6 strangely [1] 104:11 strategic [1] 86:22 street [65] 5:20 6:11 9:24 31:19 32:24 33:3,6,21 44:7 45:20 49:12 67:22 68:8 91:16 103:2,10,11,13, 18 104:5 106:5 107:6 111:24 112:10,24 113:5 115:19 118:16,18,18 121:18,20 122:6,9 124:25 125:3,7 127:4 128:9 138:21 150:14 166:5 167:2,8,21 168:2,11 169:7,12 171:8 175:5,11,24 180:5,18,22 194:12 201:21 204:16,24 206:21 208:15, 25 209:2,6</p>	<p>streets [1] 206:5 stress [2] 63:2,7 strive [1] 198:24 strongly [4] 40:11 119:2 175:20 186:5 structure [7] 106:3,9 166:17 173:6 175:14 179:7 181:24 stuck [1] 102:2 studies [2] 173:22 174:9 study [8] 61:23 68:3,6 121:25 131:9 146:5 174:6 195:14 studying [1] 173:25 stuff [1] 55:16 style [1] 102:13 subject [4] 157:7 166:18 171:24 173:10 submit [3] 39:5 56:4 70:13 submitted [5] 39:4,21 52:17 68:15 165:18 submitting [2] 98:4 129:3 subset [1] 164:21 substantial [1] 197:9 substantially [3] 139:22,25 145:8 success [2] 111:10 196:9 successful [6] 163:17,20 164:14 195:15 199:8 208:25 suffer [2] 121:16 187:14 suffered [2] 6:19 94:23 sufficient [1] 95:11 suggest [3] 43:23 65:23 153:5 suggested [6] 65:19,20,24 66:7 114:8 126:22 suggesting [4] 88:23 89:14 160:20 207:11 sum [6] 44:3 46:12 48:11 67:25 93:12 99:2 summarize [2] 17:20 35:25 summarized [1] 20:11 summary [3] 23:14 88:12 127:14 summer [1] 160:8 summons [2] 204:13,18 summonsable [1] 126:6 summons [1] 181:7 sunday [1] 140:11</p>	<p>superior [1] 16:16 supervisor [1] 11:14 supplant [1] 103:11 supplement [2] 60:18 103:10 suppliers [1] 111:4 supply [4] 32:22 67:14 121:18 208:17 supplying [1] 67:14 support [10] 7:8 61:18 85:15 105:17 129:11 174:6 185:19 187:16 188:5 196:24 supports [1] 114:10 supposed [1] 136:19 surcharge [2] 87:13 88:24 surcharges [1] 88:16 surfaced [1] 33:14 surprise [1] 124:4 survey [3] 17:8 18:9 29:6 surveys [3] 18:11,13 86:3 sustainable [1] 99:20 swift [1] 42:2 swipe [1] 133:18 swiping [3] 26:20 28:9 134:4 switch [1] 31:23 switches [1] 148:15 switzer [1] 59:23 symbol [1] 150:14 system [27] 13:14 25:8 32:24 33:4 37:16 42:11 64:9 76:7 94:13 97:16 117:19,20,20 118:6 126:25 127:23 143:2,18 157:9 162:4 168:12 171:19 173:8,12 175:18 196:19 206:11 systems [9] 9:12 30:11 53:3,17 93:10 96:25 171:14 215:10,15</p> <hr/> <p style="text-align: center;">T</p> <hr/> <p>table [1] 90:9 tablet [1] 112:3 tailoring [1] 176:22 take-aways [1] 130:14 talked [5] 50:10 137:22 152:11 160:4 164:5 tamam [24] 3:9 68:19 69:6 73:20 74:14,15 76:23 77:6,13,16,20,25</p>
--	---	---

STENO-KATH REPORTING SERVICES, LTD.
(212)95-DEPOS (953-3767) * (914)381-2061
stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>78:4,12,16,25 79:11,13,20 81:12, 14 82:16 89:12,20 tamped [1] 159:10 tap [8] 102:19 103:25 111:25 112: 10 126:25 143:2 186:17 187:5 taps [1] 97:2 tarek [3] 4:6 193:7,8 target [1] 18:13 task [1] 105:15 tax [10] 76:12,21 77:5,9 78:7,18,19 79:12,15,16 taxes [1] 92:17 taxicab [15] 13:12 16:22 17:16 21: 14 43:24 45:16 75:3 93:24 96:17 97:25 157:17 168:8,16 169:22 170: 11 taxicabs [19] 9:14 13:12,15,21,23 14:2 29:3 41:8 74:20 100:5 130:9 157:19 169:7,9,11,15 171:5 175:4 213:24 taximeter [2] 92:11,11 taximeters [1] 131:3 taxis [57] 7:14 14:17 21:20,23 22: 4,11,21 24:3 27:23 28:25 33:15 41: 2,10,15 42:14,19 44:6 52:3 55:16 57:8 68:4 101:15 103:17 111:16 121:5,6,8,9 122:5 128:9 142:16, 21 145:3 146:13 148:10,21 158:6 167:2,6,19 168:20 169:4,10 173: 18,23 174:4,14 175:9,24 180:15, 17,23 206:7 208:18,21,24 taxi's [1] 9:20 team [2] 13:6 96:13 tear [1] 175:13 tech [5] 25:17 122:13 148:25 196: 16 199:22 technical [4] 16:20,24 69:25 73: 22 technological [1] 70:2 technologically [1] 37:5 technologies [4] 16:13 17:15 138:6 199:16 technology [69] 13:17 16:3,7,11 21:19 22:13,17,21 23:12 25:11,18 31:8 33:23 34:6 47:3 50:4,13 57:</p>	<p>21,24 59:14,19 60:18 61:13,19 63: 10,18 66:21 71:23 72:6 107:22,25 111:10 115:23,24 116:3,7,10 120: 12 122:19,20 124:12,13,21 127:21 128:8 137:20 142:12,13 144:3,9, 12 145:2 166:15 171:18 178:23,25 179:5,10,16 181:12,14,16,17 184: 3 196:14 197:16 199:4,18 205:21 tel [1] 205:11 television [1] 15:12 tells [2] 84:17 200:14 temporal [1] 47:17 temporarily [1] 5:19 temporary [1] 5:4 ten [10] 48:6 50:10 83:10,11 101:3 109:18 118:20 147:24 172:7 185:9 tens [2] 96:8 158:21 term [4] 47:16 71:20 72:25 73:25 termination [1] 71:21 terminologies [1] 193:22 terms [13] 71:14 73:11,16 135:7 152:3 153:23 154:6 161:12 162:25 183:6 186:13 187:8 196:19 test [1] 59:18 testify [4] 38:14 100:21 176:2 178: 18 testifying [1] 70:20 testimonies [1] 193:23 testimony [17] 43:2 54:17 56:4 64:18 70:22 81:14 98:4,11 107:18 129:3 132:2 165:18 166:11 176:5, 15 190:7 193:18 testing [2] 136:5 162:5 text [7] 13:18 14:21 20:2 50:9 60: 21 61:6 97:19 thaler [8] 3:12 90:14,16 93:11,13, 16,21 95:7 thankful [1] 182:5 thanking [1] 210:5 thanks [4] 156:21 212:20,21 217: 23 theirs [1] 156:16 themselves [5] 69:10 86:11 122: 16 187:12 188:10 therefore [5] 120:15 169:11 171:</p>	<p>4,23 194:12 there'll [1] 45:15 there's [63] 10:4,11 21:2 26:6,17 27:21 29:4 31:6 34:4,14 36:20 38: 4 48:11 53:6 55:20 67:9 73:13 80: 14 84:10 86:18 88:10 89:11 90:5 99:16,18 116:17 128:20 132:14 134:16 135:25 136:10,20 146:20 147:17 152:2,3 153:14,23 154:11 159:23,24 160:3,4,6 162:9 164:17, 17,19 168:25 169:12 180:2 184:14, 15 192:7,19 193:21 198:9 200:11 203:5,6 213:10 214:3 215:20 they'll [3] 134:22 202:14 204:3 thinking [2] 22:3 114:18 third [4] 39:19 136:5 171:11 175:7 thirteen [2] 65:18 66:7 thoroughly [2] 55:8 56:5 though [5] 6:21 47:24 54:17 134: 16 182:20 thoughts [1] 110:17 thousand [1] 96:11 thousands [3] 42:3 104:12 158: 21 three [34] 12:5 25:25 35:22 39:12 42:23 50:25 51:5 55:7 65:8 68:25 72:16 80:6,13,14 82:14,21 93:23, 25 94:6 102:17 109:17 133:21 134: 21 136:13,21 139:18 159:3 167:15 174:12 192:4 205:16,23 208:9 211: 7 three-quarters [1] 43:13 thrilled [2] 86:7 189:23 throgs [1] 65:7 throughout [8] 36:17 38:16 130: 6 149:16 178:16 182:4,13 210:16 throw [1] 202:20 ticket [1] 22:17 tighter [1] 90:4 timely [1] 15:3 timing [1] 64:24 tinker [1] 117:15 tip [3] 28:13 33:9 216:11 tips [2] 35:8 92:17 tlc-created [1] 168:2</p>
---	--	--

STENO-KATH REPORTING SERVICES, LTD.
(212)95-DEPOS (953-3767) * (914)381-2061
stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

tlc's [7] 18:6 66:20 97:20 131:14 168:22 172:18 197:24	traffic [7] 14:24 67:8 112:19 118:3 183:11 186:22 187:3	trustees [1] 58:19
today [61] 9:9 10:10 11:15 13:11 15:19 17:12 19:8 22:15 23:3 25: 10 30:12 33:23 38:24 39:4 41:23 42:5,15 43:18,18,19 45:14 64:3 69: 17 70:16 77:5 86:23 97:10 99:8 104:16 110:4,9,19 115:15 124:4 130:12 132:2 135:17 137:22 142:9 150:4 152:19,21 153:3 157:12 158: 13,14 160:4 162:2 163:11,13,17 164:6,14 165:22 166:21 176:2 195: 24 199:16 204:13 205:10 206:7	training [1] 61:7	truth [3] 57:16 146:9 192:17
today's [3] 5:4 20:7 61:11	transaction [9] 24:12,13,15 72: 21 91:22 92:14 93:5 94:14 185:9	try [7] 32:20 63:5 67:20 83:14 133: 13 203:4 206:14
together [6] 38:14 69:21 182:21 183:16 209:14 212:22	transactional [1] 36:8	trying [9] 7:13 54:7 63:2 86:12 144:15 148:23 171:9 183:7 200:5
token [1] 118:19	transactions [3] 94:21 107:23 185:14	tuner [1] 112:13
tokenized [2] 94:18,20	transcends [1] 142:17	tunnel [1] 15:4
tokenizes [1] 94:17	transfer [3] 188:13,22 189:9	turn [7] 73:20 85:25 124:23 125: 15 175:18 189:4 190:8
tokyo [1] 108:12	transferred [1] 190:15	turned [2] 7:21 107:11
tolls [2] 92:17 216:9	translate [1] 61:8	turning [4] 62:18 85:21 143:8 189: 15
tomorrow [1] 59:14	translates [1] 60:5	turnoff [1] 85:19
tons [1] 52:3	transmitted [1] 26:16	turns [1] 26:4
tony [6] 3:5 39:19 40:2 51:6 58:9, 13	transportation [31] 3:3,6 14:13 38:19 39:9 40:6,9 42:3 44:11,16 47:4 65:16 91:6 97:13 120:15 121: 13 127:18,19,23 129:2,20 148:25 150:9 166:14,17 172:23 173:7,19 175:17 179:7 197:10	tweak [1] 67:20
took [2] 41:15,21	travel [6] 44:19 97:8 168:3,4,9 206:24	twelve [7] 83:6 141:4 147:4 192:5, 11,11 200:25
tool [5] 46:2 103:15 143:3 149:5 199:2	traveled [1] 102:17	twenty [1] 192:8
tools [1] 78:7	treated [1] 73:15	twitter [2] 96:11 214:6
top [6] 7:17 29:22 97:7 98:12 148: 12 180:19	treats [1] 75:11	two [54] 9:8,11 12:5,15,22,24 27: 25 36:21 37:5 38:2,2 39:11 40:9 45:3 46:16 47:7,9 65:21 68:18,22 69:18 80:6,14,15 82:14,22,23 84:4 90:17 93:17,17,23,23 94:5 102:19 106:7 109:5,16,17,19 112:25 114: 8 118:17 123:14 130:14 134:21 136:21 154:4,12 159:24 163:2 168: 23 205:20 211:7
topic [1] 39:13	tree [1] 217:9	two-thirds [1] 43:13
toronto [2] 108:11 135:14	tremendous [4] 8:11 141:25 152: 15 208:23	two-way [2] 40:22 169:8
total [5] 49:10 94:15 109:19 148:3 200:21	trial [1] 203:25	type [6] 60:16 133:3,21 134:2 162: 6 164:13
totally [1] 194:2	tried [3] 37:20,25 62:15	types [3] 14:25 66:22 133:21
touch [2] 104:9 157:17	tries [2] 55:17 173:6	typical [1] 150:13
touched [4] 6:17 7:5,6 133:9	triggers [1] 172:5	typically [2] 14:23 83:14
tourist [1] 180:20	trip [29] 13:17 14:4 18:23 19:16 23: 5 27:19 28:11 29:24 33:12 48:13, 15,15 80:8 88:5 91:9 125:23,24 126:3 133:3,5,6,19 146:20 147:5 160:19 171:3 188:13 189:14 198:3	
tourists [2] 33:2 180:21	trips [13] 25:20 27:5 28:2 33:5,6, 21 40:10 80:22 92:18 171:6 187: 25 197:24 198:4	
toward [1] 185:17	true [8] 37:2 126:11 157:20 159:24 163:6 165:10 204:2 207:24	
towards [1] 127:3	truly [4] 128:7 145:8 152:22 178: 25	
track [1] 167:23	trust [1] 126:21	
tracking [1] 96:20		
traditional [2] 103:11 133:7		

U

u.n [4] 51:23 56:17 57:13 116:9
u.s [2] 130:25 214:25
uber [2] 123:23 159:15
ultimately [4] 61:20 77:8 113:20
134:21
umbrella [1] 195:25
unable [1] 208:14

STENO-KATH REPORTING SERVICES, LTD.
(212)95-DEPOS (953-3767) * (914)381-2061
stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

<p>unadopted [1] 10:19 unanimously [2] 174:2 196:13 unassisted [1] 19:5 unavailable [3] 9:22 48:19 169:11 under [20] 20:22 24:25 48:6 54:13 76:9 83:8 85:23 87:11 88:17,20 93:21 99:21 127:11 130:24 141:4 142:25 168:12 171:13 184:13 197:12 underlying [1] 153:19 undermining [1] 85:9 underscore [3] 36:20 163:23 190:20 underscored [1] 8:8 underserved [1] 180:22 understand [13] 14:12 42:25 43:5 61:12 84:10 109:9 132:11 155:23 157:8 176:15 181:23 194:13 209:12 understanding [8] 49:2 60:19 61:20 64:19 73:4,7,9 75:14 understood [2] 79:19 82:9 undertaken [1] 130:14 unequivocally [1] 107:17 unfair [3] 34:15 75:6 130:10 unfairly [1] 34:25 unfinished [1] 101:22 unfortunately [8] 61:10 66:16 70:9 129:6 140:10 177:19 207:7 208:15 unfounded [1] 76:4 unified [2] 196:8 203:2 unilaterally [1] 169:14 unintended [2] 116:19 205:18 union [1] 151:18 unique [3] 98:16 149:4 150:9 unit [3] 92:2,6 158:10 united [6] 97:12 98:10 108:13 130:6 135:13 215:3 universal [4] 21:25 101:13,17 114:4 universally [2] 113:13 187:24 unknowns [1] 162:10 unlawful [1] 176:18</p>	<p>unless [3] 95:19 169:17 199:15 unlike [3] 135:23 206:22 208:17 unnecessary [6] 76:16 91:6 154:3,14 189:21 196:15 unquote [1] 206:24 unreasonable [2] 75:21 76:4 unregulated [6] 118:24 191:4,5 194:18,19 195:4 unrepresented [1] 76:10 unstable [1] 5:25 unstudied [1] 195:21 unsure [1] 71:10 untested [1] 131:3 until [6] 39:2,4 44:25 87:13 111:21 169:18 up [92] 10:3 12:19,20 19:8 23:21 25:13 26:6,8 31:17 32:2,13 38:8 41:16,19 42:7 43:9 44:25 45:12,18 46:12,13 47:11,16 48:3 52:2,6,8 54:9,23 56:25 67:25 72:16 83:4 89:16 93:12 97:5 100:2 102:3 103:17 105:13,16 106:5 107:13 109:11,20 114:22 116:12 127:5 128:3 131:7 136:15,17,18 138:21 139:19,21 140:8 145:15,17,24 146:7 157:10 158:20 160:2,7 161:19,20 162:3 169:25 179:3 180:23 182:20 186:6,10 197:20 198:3 199:25 201:13 206:14,21 207:5,5 208:5 209:22 210:21 211:2,13 212:13 213:13 215:18,19 217:22 update [1] 206:18 updates [1] 17:7 upend [1] 175:21 upgrades [4] 17:2,6,21 20:6 upkind [1] 53:19 ups [2] 49:16 112:8 upside [1] 151:8 urban [1] 8:25 urge [4] 105:13 118:6 119:2 186:5 urges [1] 175:20 usa [2] 4:7 205:8 usable [1] 191:2 usage [2] 13:22 101:25 useful [3] 14:12,21 63:17</p>	<p>user [1] 84:7 users [1] 83:24 uses [2] 50:12 202:8 using [16] 15:18 19:24 22:17 24:17 26:19,22 60:20 97:18 103:23 107:21 149:9 156:5 158:5 190:14 197:21 202:23 usual [3] 5:23 67:20 119:19 utilities [1] 105:9 utilize [1] 200:3 utilized [1] 205:22</p> <hr/> <p style="text-align: center;">V</p> <hr/> <p>validation [1] 136:5 value [5] 92:18 133:10 142:17 179:9 194:23 varied [1] 150:7 variety [1] 111:4 various [7] 24:21 65:4 70:21 73:14 131:6 162:12 173:21 vast [1] 187:24 veer [1] 30:21 vehicle [17] 25:3,16 30:5,8 32:8 37:25 59:17 67:8 89:4 104:2 111:21 118:3 124:18 156:6 167:20 170:10 201:13 vehicles [20] 7:24 14:18 42:16,18 48:25 49:8 106:6 131:5 146:15 166:5,6 171:16 172:2,8,9 178:15 197:12 200:4 204:23 208:22 vendor [8] 90:22 94:24 132:11,12,14 135:3 188:11,20 vendors [13] 61:20 67:14,17 73:8 82:5 83:21 84:25 92:25 93:9 101:25 105:2 132:16,18 vendor's [1] 188:25 venture [1] 120:17 verifone [14] 3:8,9,10,11 68:20,23 69:10,18 72:4 73:21 74:16 82:18,20 86:22 version [1] 160:17 versus [3] 121:4,6 199:23 via [4] 13:12 23:5 93:24 104:9 vice [1] 74:16 video [1] 60:20</p>
---	---	--

STENO-KATH REPORTING SERVICES, LTD.
(212)95-DEPOS (953-3767) * (914)381-2061
stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

view [2] 9:24 156:23 viewpoints [1] 163:25 viola [2] 11:12,13 violable [1] 177:3 violate [5] 166:24 167:14,17 170:5 171:12 violated [1] 176:21 violation [2] 94:4 158:18 violations [1] 90:24 virtual [2] 157:21 163:6 visa [1] 78:10 visibility [1] 17:24 vision [2] 101:23 102:5 visiting [1] 180:21 visitors [1] 121:3 visual [2] 18:7 19:4 vital [1] 141:13 voice [6] 60:21 61:6 97:19 178:21 182:6 195:16 void [1] 187:15 voluminous [1] 69:24 voluntarily [1] 33:10 volunteering [1] 141:10 vote [6] 9:16 10:14,15 12:9 66:3 186:7 voted [2] 104:4 115:18	waste [1] 204:19 wasted [1] 101:7 wasting [1] 148:4 watch [2] 85:24,25 water [1] 141:4 waters [1] 110:6 way [51] 5:9 6:17 25:20,25 29:16 33:14 46:8 47:3 48:20 50:14,16 52:23 55:6 57:21,25 63:7 77:23 82:12 83:3 85:14,22 86:4 97:4 98:25 112:20 119:18 122:17 124:9,22, 22,24 126:18 127:22 128:7 133:7, 11 150:25 159:18 160:8,25 176:23 177:8 179:6,22 180:6 186:15 202:3 210:5 213:17 215:12 216:13 ways [4] 12:18 86:10 166:15 209:20 wbai [1] 210:15 weather [3] 142:25 211:17,25 web [2] 97:19 130:11 week [7] 6:5 7:23,25 51:24 86:8 107:23 158:20 weekly [1] 210:15 weeks [10] 5:21 7:19 8:23 35:22 65:22 131:22 141:5,7 159:3 182:25 weighed [1] 135:15 weinshall [5] 5:8 79:23 108:5,14, 21 weiss [1] 8:20 welcome [2] 10:7 51:14 welcomed [1] 100:5 well-known [2] 97:24 165:5 west [4] 130:17 132:19 135:8 217:8 whatever [13] 8:5 33:8,9 37:4 79:14 80:9 81:3 88:19 189:15 194:20 211:3 216:9,11 wheel [1] 145:7 wheelchair [2] 97:17 138:15 wheelchairs [1] 148:21 wheels [2] 97:21,21 whether [18] 9:22,25 12:18 26:7 32:17 39:14 45:24 48:3 82:6 85:16 112:5 125:21 140:14 148:19	173:23 185:12 187:3 201:2 whistle [1] 102:23 white [5] 165:19,23 167:4 169:13 173:19 whole [8] 40:14 141:24 172:5 175:14 195:10 199:4,4 212:25 whom [1] 61:3 who's [3] 27:10 165:5 189:3 widespread [3] 23:22 150:12 151:2 wild [4] 130:16 132:19 135:8 217:8 williamsburg [1] 180:10 willingness [1] 59:11 windels [1] 128:23 window [2] 125:17 199:14 winning [1] 96:19 win-win [2] 110:24,24 wish [1] 123:17 wished [1] 41:19 wishes [1] 35:14 within [10] 19:22 50:6 75:24 130:22 170:14 180:13 186:6 201:5 213:22 214:16 without [22] 46:19 62:5 103:9 112:4 123:15,21,23 127:19 128:8 142:3 164:14 165:21 167:4 170:8,12 173:24 174:5 179:11 186:18 189:7 215:6 217:7 woman [2] 52:5 110:5 women [1] 148:22 wonderful [2] 120:21 195:19 woodside [2] 7:21 183:13 word [5] 60:19 61:2 62:6 194:25 204:11 words [7] 77:17 81:2 88:25 133:11 160:15 176:21 191:3 work [31] 6:9 8:11 42:5 47:10 63:16 69:21 77:5 81:25 82:11 98:11 101:20 103:18 120:21 143:15 155:8,24 179:5 184:12 193:2 195:12 197:4 198:18 199:6,15 202:22 203:17 205:13 207:13 209:14 213:16 216:4 worked [7] 66:3 85:18 86:14 100:
--	--	--

W

STENO-KATH REPORTING SERVICES, LTD.
(212)95-DEPOS (953-3767) * (914)381-2061
stenokat@verizon.net

Taxi and Limousine Commission

November 29, 2012

10 118:25 136:19 198:19
workers [4] 4:4,5 178:5 182:19
working [6] 8:20 28:25 66:4 152:
21 153:3 212:6
works [9] 20:22 24:15 32:25 102:
12 103:17 162:4 185:12 199:2,6
world [18] 49:24 66:2 101:3 102:5
105:13 117:22 118:23 129:14 130:
6 142:11,15 143:18 164:16 169:5
180:21 195:11 205:9 209:12
worlds [2] 148:25 178:24
worry [1] 57:4
worse [1] 116:25
worst [2] 179:20,21
worth [1] 169:20
worthwhile [1] 8:9
would've [1] 140:9
wow [2] 97:20 121:13
write [2] 199:9 201:8
writing [3] 93:14 176:6,7
written [15] 52:16,23 53:22 56:4
60:19 61:2 62:5 75:4 86:25 165:
21 186:3 207:8,18 209:9,9

Y

yassky [13] 5:7 58:22 59:10 63:25
90:16 96:3 122:14,18 128:19 137:
15 158:15 178:10 182:23
year [16] 22:24 23:4 40:10 71:16,
20 72:16 84:16 94:24 102:18 106:
2 108:20 114:15,17,18,19 199:19
years [24] 33:16 41:9 46:19 50:6,9,
10,14 53:24 61:25 62:3 72:11 74:
18 82:21 98:13 123:14 151:7,7
173:25 174:20 179:22 182:4 205:
25 210:14,16
yellow [38] 29:2 68:4 97:18 103:
19 106:4,17 107:10 110:25 111:20
112:14,21 115:16 116:11,13 120:
13 121:8 122:5,8 124:12 125:4
128:5,9 141:21 144:22 145:7 149:
15 150:8 180:15 191:18 194:7,9,
22,23 199:3,5 201:20 210:13,21
yellows [3] 23:7 124:5 128:6
yielded [1] 119:23

york [89] 3:16 13:24 15:16 23:11,
23 24:3 40:7 51:11 60:5 61:5 63:4,
11 67:5,6 72:6 74:17 84:18 97:15,
25 98:18 100:4 101:18 102:6,12
103:19 104:14,17,22 105:11,18
106:4 107:4 115:10 118:8,25 120:
14,22,23 121:4,13,18,23 122:8
127:14,23 128:11 131:11 135:19,
24 140:6,24 142:10,19 143:16,21
144:10,13 145:3 148:13,24 150:9,
14 151:7 161:6 165:17 166:3,25
167:18 168:14 169:5 172:24 174:4,
19 175:23 178:14,16 179:6 180:19,
20 195:18 197:5,12 199:22 205:14
208:18 209:8 211:17 212:8 214:23
yorker [2] 206:6 208:13
yorkers [8] 32:25 45:6 98:2 105:
20 145:4 149:17 209:4,5
york's [7] 107:9 148:8 166:24 167:
5 171:12 173:7 175:17
yourself [3] 34:6 106:20 217:18
yup [1] 193:9

Z

zapkab [3] 151:20 157:12 190:22
zero [2] 44:3 48:11
zohrah [2] 63:22 68:17

STENO-KATH REPORTING SERVICES, LTD.
(212)95-DEPOS (953-3767) * (914)381-2061
stenokat@verizon.net