

GOVERNMENT OF THE DISTRICT OF COLUMBIA

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OFFICE OF THE D.C. TAXICAB COMMISSION

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PUBLIC HEARING

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FRIDAY
JUNE 20, 2014

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The Commission met in the Old City Council Chambers, 441 4th Street, N.W., Washington, D.C., at 10:00 a.m., Ron M. Linton, Chairperson, presiding.

COMMISSIONERS PRESENT:

RON M. LINTON, Chairperson
CYRIL CROCKER, Commissioner

STAFF PRESENT:

JUANDA MIXON
JACQUES P. LERNER, Chief Counsel
ERIN JOHNSON, Assistant General Counsel

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P-R-O-C-E-E-D-I-N-G-S

10:15 a.m.

CHAIRPERSON LINTON: Good morning, everyone, and welcome to this public hearing by the D.C. Taxicab Commission in the Old Council Chambers Friday, June 20th.

The time is 10:15 and the purpose of this hearing this morning is to undertake a review of the taxicab rate structure.

The commission does that under the mandate from its basic statute, 5317, which reads in part within 12 months of March 25th, 1986 and at least once every 24 months thereafter the commission shall undertake a review of the taxicab rate structure.

The review required by this section shall be undertaken by holding at least one public hearing upon notice with opportunity to comment.

Within 120 days of holding the public hearing the panel shall render a decision on whether a modification or

1 adjustment to the in rate structure is
2 warranted and if determined to be warranted
3 shall implement the modification or
4 adjustment.

5 Paragraph B of that statute reads,
6 importantly, the commission, in the
7 establishment and supervision of the taxicab
8 rate structure, shall balance equitably the
9 interest of owners and operators of taxicabs,
10 taxicab companies and associations and
11 dispatch services in procuring a maximum rate
12 of return on investment in labor against the
13 public interest in maintaining a taxicab
14 system affordable to a broad cross section of
15 public and shall establish nondiscriminatory
16 rates, charges, matrices, boundaries and
17 methodologies for the determination of taxicab
18 fares which is sure, reasonable and adequate
19 compensation and promote broad and
20 nondiscriminatory public access to taxicab
21 transportation facilities.

22 When that was enacted in 1985, it

1 was a lot easier to promulgate regulations
2 against than it is in the year 2014 and even
3 more difficult in the year 2015.

4 As we all know, over the last
5 several years tremendous changes in how
6 services can be afforded to people who want
7 rides in individual vehicles - automotive
8 vehicles from point to point has occurred and
9 has opened up a lot of conflict and
10 differences in approaches.

11 The commission has slowly been
12 learning and understanding all of this and I
13 think I could at this point paraphrase that
14 the direction we are trying to move the
15 policies in is to recognize that within the
16 District of Columbia there is multiple markets
17 demanding service from single operator
18 vehicles on a nonscheduled nonroute basis.

19 They generally, from our view,
20 fall into five categories. You have the
21 standard historic limousine service. You have
22 what has appeared on the scene two years ago

1 that we now characterize as the black car
2 service. You have the historic standard
3 metered vehicle that we note as the taxicab.

4 You have the new upstart that has
5 come along that is - they call themselves ride
6 share vehicles and we call them private
7 sedans, and we have the service that we are
8 working hard to find the answer to that
9 doesn't exist and that's the one to serve the
10 under served areas of the city where the
11 cruising cab or the availability of any kind
12 of public vehicle for hire is indeed very hard
13 to obtain.

14 Now, our view is is that there
15 must be open competition but that this
16 competition really exists between markets -
17 that each - that we need to promulgate
18 regulations that allow those who propose to
19 serve their specific market are allowed to
20 serve that market competitively with the other
21 markets but that those who serve a particular
22 market should not be able to unfairly

1 undermine the service provided in a different
2 market and that is, of course, where we get in
3 to the difficulties of understanding among the
4 difference on them.

5 If one market services such that
6 its cost and its efficiency and its
7 desirability outstrips all the others and
8 attracts all the customers to it, well, that's
9 the way it goes in competition.

10 But to be able for the service in
11 one market to act and operate in a way that
12 undermines one of the other markets aside from
13 those factors is not a fair way for
14 competition to function and it's the one that
15 the commission is going to address to keep a
16 balanced and fair relationship between those
17 who seek to service whichever market they
18 choose to service.

19 And servicing multiple markets by
20 a single company also is fine as long as that
21 company does not unfairly try to manipulate
22 the markets in a way that defeats the purpose

1 of what we're talking about.

2 So it's with that in mind that we
3 meet today to hear from members of the
4 management and members of the drivers to give
5 us their thoughts, their ideas and concerns
6 for us to consider as we take a look at the
7 issue of what should the rates be.

8 This is a learning hearing for the
9 commission. The commission, I think we all
10 understand, is not here to answer questions or
11 explain beyond what my opening statement is
12 what we are doing but to ask questions.

13 And I would let those who are
14 going to appear before us understand that at
15 this point Commissioner Crocker and myself are
16 the only ones here, that we will ask questions
17 as we think of them.

18 Hopefully, you will respond to
19 them, but that we are mostly interested in
20 your views and observations and concerns so
21 that we can consider them as we begin to look
22 at our responsibilities and what we have to do

1 under these paragraphs that I read to you.

2 So with that, I would like to at
3 this point ask Commissioner Crocker if you
4 have any opening remarks you want to add.

5 COMMISSIONER CROCKER: No, I
6 don't.

7 CHAIRPERSON LINTON: Thank you,
8 and you will feel free to grab the mike
9 whenever you are so moved.

10 We have preregistered a number of
11 individuals that have been divided into two
12 panels and we'll start with panel number one,
13 which is essentially representing operators of
14 companies, and I would invite Mr. Jeff
15 Schaeffer and Mr. Roy Spooner to the table for
16 panel one and for such presentation as you
17 desire to make to us at this time.

18 And given the paucity of those who
19 have said they wanted to or were expected to
20 come, you have no time limits on you.

21 MR. SPOONER: Good morning. We
22 just got a - there were a couple I'd like to

1 present to the commission. From the
2 perspective of the company scene, looking at
3 the value that we've accumulated over the last
4 two years, there are a couple of items that we
5 believe needs to be addressed.

6 During the time of meters and
7 before meters there was a condition where the
8 commission found it necessary from dusk to
9 dawn that drivers can ask for payment up front
10 based on some criteria.

11 When meters were introduced that
12 condition was removed from the rulemaking. A
13 while back, I presented a petition to that
14 effect and there are a couple things that
15 we're seeing. Lots of incidents of people
16 leaving drivers again adrift not making those
17 payments and those who -

18 CHAIRPERSON LINTON: Mr. Spooner,
19 I'd ask you, in deference to my old ears,
20 would you talk a little more into the
21 microphone just a little bit louder?

22 MR. SPOONER: Sure. We're seeing

1 more incidents of that occurrence and like I
2 said we have made the ruling - we had proposed
3 a rule about that - a petition about that and
4 that becomes some of the discussion but we
5 haven't seen any action on it.

6 We would like to see something to
7 that effect of the dusk to dawn that the
8 drivers can request payment up front. Most
9 credit card companies can do what's called a
10 preauthorized transaction.

11 Also, it tends to create a more
12 stable environment and for the drivers to feel
13 more comfortable because if you look at the
14 competitive services that are out there it's
15 somewhat payment guaranteed.

16 A payment guarantee is that, you
17 know, there's money ready on a credit card
18 somewhere and it's been authorized and you
19 know the trip and you pick it up that you're
20 going to get it taken care of and even if the
21 trip is cancelled you are going to be
22 satisfying at some level our drivers during

1 those hours, dusk to dawn, which seems to be
2 the time of night or day that you end up with
3 more of these incidents.

4 So we'd like to submit that for
5 consideration. In the District probably the
6 number we have used was a local trip up to \$20
7 and even going outside of the District at
8 least a \$35 up-front payment.

9 The second issue is it's something
10 that's pretty disturbing that we're seeing
11 right now and since we're two companies that
12 are running dispatchers, most of the
13 dispatchers in the city and no deference to
14 anyone else, but we are the two main
15 dispatching companies.

16 We are seeing less and less
17 drivers coming out in the evenings.

18 CHAIRPERSON LINTON: Coming out
19 what?

20 MR. SPOONER: Coming out during
21 the evening hours from, say, 9:00 o'clock to -
22 we're seeing a significant number drop and we

1 can understand why. Conditions on the ground
2 you have more of the private sedan services
3 operating openly during that time and they're
4 flooding the market and the drivers feel that
5 there's really no incentive to come out.

6 CHAIRPERSON LINTON: Well, they're
7 flooding the market by - in what fashion? By
8 taking street hails? Are they soliciting?

9 MR. SPOONER: There is -

10 CHAIRPERSON LINTON: Are they
11 flooding the market because they're getting
12 more electronic assignments?

13 MR. SCHAEFFER: They are flooding
14 the market and doing exactly both things that
15 you said - by being there with their trade
16 dress.

17 People who have confidence in that
18 service are walking up to cab - to these
19 drivers and using them and this is something
20 that I, of course, have observed by driving
21 the city between the hours of 12:00 and 3:00
22 just to understand the conditions on the

1 ground but also seeing the data.

2 I've seen about 40 percent a night
3 - and Jeff will attest to his company - I've
4 seen a 40 percent drop in the number of
5 drivers who come out during the evening at
6 that time from what we had before.

7 CHAIRPERSON LINTON: But if an
8 individual sees one of these private sedans in
9 their trade dress and elects to use them that
10 is not assigned a customer of that - let's
11 take the UberX - if they haven't signed up for
12 UberX, they get into an UberX car their credit
13 card is not on record. How then is the
14 financial transaction handled?

15 MR. SPOONER: It's a cash
16 transaction.

17 CHAIRPERSON LINTON: So they're
18 taking cash transactions?

19 MR. SPOONER: The driver makes
20 money on the side. He's make -

21 CHAIRPERSON LINTON: I'm trying -
22 I can't -

1 MR. SPOONER: The drivers is
2 making some money on the side. He's taking
3 the cash transaction.

4 CHAIRPERSON LINTON: So they're -
5 basically what you're saying is these drivers
6 are soliciting into their vehicles individuals
7 who have not any contact with Uber and then
8 taking cash payments to transport?

9 MR. SPOONER: I've observed that
10 but I'VE also observed passengers soliciting
11 drivers. We've seen passengers walk right
12 over to a mustache -

13 CHAIRPERSON LINTON: And say will
14 you take me?

15 MR. SPOONER: And will you take
16 me. The driver says yes. But the main issue
17 is not the solicitation of the street hails.

18 What we're seeing is because of
19 the perception and also the reality of more of
20 these services operating between that time, if
21 you read all of their blogs and read
22 everything they're doing, drivers are saying

1 that we make more money during the overnight
2 hours on Thursday, Friday and Saturday evening
3 - you know, Saturday going into - overnight
4 going into early morning when the night scene
5 picks up in the District starting on Wednesday
6 night. They make more of their money that
7 way.

8 CHAIRPERSON LINTON: What's the
9 overnight hours? What's the bracket of
10 overnight hours?

11 MR. SPOONER: Between 9:00 and
12 3:00.

13 CHAIRPERSON LINTON: 9:00 to 3:00.

14 MR. SPOONER: When dinner - the
15 dinner from the restaurants are letting out
16 all the way through to when the bars let out.

17 CHAIRPERSON LINTON: And this is
18 where you're seeing the 40 percent drop?

19 MR. SPOONER: We're seeing a -
20 yes. We are looking at the data up - your
21 run-up until past rush hour when you get the
22 first part of dinner and we do our corporate

1 accounts and right after that you see a
2 significant drop and drivers start to come
3 back in in the morning around 4:00 o'clock to
4 do airport trips and start their day because
5 there are people trying to get to work.
6 That's when you see that the volume starts to
7 rise again. What we're -

8 CHAIRPERSON LINTON: Let me ask
9 you this, Mr. Spooner. This is really a very
10 interesting point. At one time there were not
11 those vehicles out there as competition.
12 There were only the local taxis with the
13 meters.

14 So this then begins to change.
15 What is it that occurred? Why did the
16 customer begin to make the decision to shift
17 from using the standard market taxi to what
18 appeared to be a private vehicle that was
19 operating in some different fashion?

20 I mean, something had to happen.
21 You can go back to a time period when the only
22 vehicles available in the area for service at

1 that time of night would have been the taxi -
2 the common standard taxi.

3 Now you have a decline in those
4 who operate those from coming to the area
5 because people are using a nonstandard vehicle
6 - a nonmetered taxi, as I call it.

7 What was the reason for the
8 customer shift from one to the other? They
9 didn't quit when they first showed up and
10 before anybody used them.

11 MR. SCHAEFFER: And I just want to
12 interject. It's not only a customer shift.
13 What I'm seeing is I have 30 percent of the
14 request for transportation rides at night are
15 being abandoned - jobs that I cannot service.
16 So in addition to the drivers -

17 CHAIRPERSON LINTON: With the
18 dispatch requests?

19 MR. SCHAEFFER: Dispatch requests.
20 Yes, sir. So if a hundred trips come in, 30
21 of them are dismissed. You know, if 300 come
22 in, 90 of them weren't covered, you know, and

1 on Friday and Saturday night 30 percent is a
2 large number.

3 CHAIRPERSON LINTON: Let me make
4 sure I understand you. You've gotten - 30
5 were not responded to or -

6 MR. SCHAEFFER: Thirty percent I
7 could not cover.

8 CHAIRPERSON LINTON: Oh, you
9 didn't have -

10 MR. SCHAEFFER: Yes. Just more
11 than we had.

12 CHAIRPERSON LINTON: You didn't
13 have the number of vehicles available.

14 MR. SCHAEFFER: Correct. There's
15 more of a demand at night for requests and
16 there's been multi factors. One of them has
17 been the night life in D.C. that's increased
18 drastically. One of them has been the drivers
19 over years when there were only taxis there
20 used to be a lot of drivers out all night.

21 And then when robberies and the
22 streets changed a little bit in D.C. through

1 the '80s and it got really bad a number of
2 drivers would just stop working those hours.

3 And now in addition to that, with
4 the drivers who were working at night who just
5 predominantly know that hey, economically you
6 can make twice the amount of money at night
7 and the traffic considerations you just get
8 around - just less time.

9 You're taking three or four trips
10 to sometimes one. So any driver who's willing
11 to work at night definitely makes more money
12 at night.

13 However, the number of drivers are
14 diminishing, the number of trips are
15 increasing and we are trying to find a way to
16 get more drivers to respond at night to cover
17 that demand and everyone who is using the
18 service who wants transportation cannot use
19 some of these services whether they don't have
20 a credit card on file or they don't have a
21 smart phone because I have a lady at Hadley
22 Hospital that works at night that we have to

1 assign a driver to.

2 She gets off at 3:00 o'clock and,
3 you know, she's had to wait an hour many
4 nights, you know, for a driver to come back
5 over there to get her because of the limited
6 number of drivers out there.

7 So there's regulars we're covering
8 and she doesn't have the option to log onto a
9 smart phone and contact Uber to come to Hadley
10 Hospital to pick her up.

11 So it's multiple factors. It's
12 not just the fact that the TNCs are coming to
13 town but more importantly just trying to see
14 how can we get more cab drivers to work at
15 night to serve the demand, you know, in all
16 areas of the city.

17 CHAIRPERSON LINTON: But from a
18 regulatory standpoint, it seems to me from
19 just - from listening to you that the
20 fundamental step here is the enforcement
21 against the nonmetered vehicle undertaking
22 actions that they're prohibited from taking.

1 MR. SCHAEFFER: Yes, that's part
2 of it. That's part of it, sir. Absolutely.

3 CHAIRPERSON LINTON: What else do
4 you see from a regulatory standpoint that
5 would encourage the competition?

6 MR. SPOONER: I think it's the
7 enforcement side of it is one factor, as Jeff
8 alluded to. The second part of it is the
9 regular taxicab service at one point in time
10 because there's a lot of dispatch companies
11 there was a vacuum always out there.

12 There was always, like, 15 percent
13 we couldn't cover and that's the niche that
14 the Ubers of the world came in and grabbed
15 some of that.

16 Customers got accustomed to it and
17 use the service, support the service and now
18 it's expanded beyond what it was supposed to.
19 So they've taken their 15 percent that was
20 sitting on the floor and then they've gone
21 beyond that.

22 As the drivers see that occurring,

1 they are becoming more and more discouraged to
2 the point that where we have regulars who's
3 kept us - people we take to work at night and
4 bring them back early in the morning - there
5 is not a fleet to cover them anymore.

6 So that continues because you are
7 competing with a service of where there is
8 less - the safety factors are not the same.
9 A driver working overnight is exposing himself
10 to - himself or herself to a number of
11 different issues - public safety and their
12 personal safety, being paid on - being paid.

13 You have the competing services
14 that have more guarantees than they do and
15 there are also the surge pricing factor - that
16 the customers are willing to pay extra to get
17 home at that time - that the other side is
18 not.

19 So there's an economic side of it
20 and they're looking at it and saying we're not
21 on the same, to your point when you started,
22 by looking at fairness and equality. They are

1 seeing from that financial perspective that
2 this other entity has guaranteed payments,
3 more money to be made.

4 We're coming out exposing
5 ourselves to a number of different risk
6 factors and we are not seeing the business as
7 we used to. So that has created a level of
8 discouragement.

9 What we're proposing is that there
10 is some incentive given to bring back those
11 drivers onto the street because the way that -
12 because customers are still ringing our
13 phones. That's why we have 30 percent sitting
14 there. They're still believing in the taxicab
15 service.

16 They still want - and that's their
17 only method - so lots of them it's their only
18 method because they don't have the smart
19 phones and the credit cards and it's the only
20 way you can get home. But we don't have the
21 fleet to serve them.

22 CHAIRPERSON LINTON: Well, what

1 incentives would you suggest that need
2 regulatory approval to give?

3 MR. SPOONER: What we're
4 suggesting is a five - about a \$5 - what we
5 call a trip differential for the overnight
6 hours from 9:00 a.m. to 3:00 a.m. per trip
7 that would - because customers are saying to
8 us we are willing to pay more.

9 We understand the conditions that
10 we are in. We are willing to pay more, as
11 they do with these other private services.

12 CHAIRPERSON LINTON: So you're not
13 concerned that the competitors in the
14 nonmetered vehicles will have lower prices to
15 offer those customers?

16 MR. SPOONER: Not the time that
17 they - from what we have seen by tracking them
18 also between certain hours they go to surge
19 pricing because there is a demand and that's
20 how they constantly fluctuate it.

21 They create the demand - they
22 create a supply and demand issue and then they

1 artificially change the rates. So -

2 CHAIRPERSON LINTON: Now, you do
3 recall the pending - I think that this is in
4 terms of what you're saying - as to whether
5 this works in pending its regulation that
6 would allow your company as a dispatch company
7 to set whatever rates it wanted to set with
8 its pre-enrolled customers.

9 So you could do that with those
10 who already have their credit card online with
11 you. You're saying extend that to allow you
12 to do that to the choice customers who pick
13 you up on the street or just call you in for
14 a dispatch service.

15 MR. SPOONER: We're saying between
16 the night hours. The surge pricing I think I
17 confess, like, openly to the fact that I don't
18 believe in them. I believe there has to be
19 transparency. Fixed pricing - people plan on
20 that. Don't misunderstand.

21 CHAIRPERSON LINTON: I'm not
22 suggesting surge pricing.

1 MR. SPOONER: No, what I'm saying
2 but that's - you know, when we say we could
3 set rates at any point we're getting latitude
4 to do certain things and I believe in the
5 customer having transparency.

6 CHAIRPERSON LINTON: Well, of
7 course, it requires that you advise the
8 customer in advance of the booking.

9 MR. SPOONER: I understand.

10 CHAIRPERSON LINTON: You can't do
11 it after the fact. You have to do it -

12 MR. SPOONER: Absolutely, sir. I
13 understand that and this is what the others do
14 and we have the technology to do that.

15 But, again, that's just a
16 fundamental approach. In our company I can
17 say that we - people that we serve we want to
18 be able to give them that transparency to know
19 that it's a fixed pricing.

20 So what we're - what we're
21 recommending as a consideration to the
22 commission of looking at some per trip

1 differential for the 9:00 a.m. to the 3:00
2 a.m. where we've seen the significant loss of
3 the regular taxicab service and from what our
4 surveys have shown customers are willing to
5 pay a little extra to have the service - to
6 consider that ability.

7 CHAIRPERSON LINTON: I'm sorry.
8 We're -

9 MR. SPOONER: I'm finished.

10 CHAIRPERSON LINTON: We're
11 thinking of what you're saying in fact because
12 it is something I think is - we'll put on the
13 table here, clearly. Continue with your -
14 with your comments.

15 MR. SPOONER: No, that - those are
16 my comments.

17 CHAIRPERSON LINTON: Those are
18 your comments?

19 MR. SPOONER: Yes, sir.

20 CHAIRPERSON LINTON: Okay. Do you
21 want - do you want to ask a question? No?
22 Mr. Schaeffer.

1 MR. SCHAEFFER: Basically, I'm in
2 agreement with Mr. Spooner. Those are the
3 only two issues we're going to focus on.

4 CHAIRPERSON LINTON: Why - you say
5 that it would be helpful if you could - if the
6 driver could ask for payment in advance when
7 they get into the vehicle. You're going to do
8 that of every passenger that gets in?

9 MR. SCHAEFFER: No. I think they
10 should just have the right to do that.

11 CHAIRPERSON LINTON: Well, then
12 you raise, as you understand, some very
13 significant civil rights issues.

14 MR. SCHAEFFER: Right.

15 CHAIRPERSON LINTON: How does a
16 driver ascertain who he asks for an up-front
17 payment and who he doesn't ask for up-front
18 payment?

19 MR. SCHAEFFER: Well, most of them
20 tell me instinct the same way that they use
21 for where they drive by.

22 CHAIRPERSON LINTON: But instinct

1 is what led us over 400 years to
2 discriminatory practices in this country.

3 MR. SCHAEFFER: Right. Well, you
4 have a lot of drivers that -

5 CHAIRPERSON LINTON: Unless you
6 can give me some kinds of criteria that are
7 neutral in race, religion, creed and all those
8 other things that are in the law how do we
9 deal with the - with the issue that you're
10 allowing an individual to make a judgement on
11 somebody when they get into the vehicle?

12 MR. SCHAEFFER: Well, you could
13 make it mandated but even so there's mandates
14 now that the drivers aren't going to adhere
15 to, okay, this is a regulation. So, I mean,
16 if you have to make it mandated you have to
17 make it mandated.

18 One of the drivers have given me
19 several. Donna Burney, and I couldn't get in
20 touch with her, but she has several trips
21 documented from which she has taken people on
22 \$40 and \$50 rides to go to an apartment

1 complex out in Virginia at 2:00 or 3:00
2 o'clock in the morning and the driver - you
3 know, the passengers never came back.

4 So, you know, when you hear about
5 this happening it's like, you know, what is
6 the method that you can put in place for that.

7 CHAIRPERSON LINTON: Well, we
8 certainly would welcome that documentation
9 submitted if you can get her to submit it to
10 us.

11 Any documentation that helps us
12 address this kind of an issue because it's a
13 difficult issue. It isn't one that we can
14 just say yeah, we understand why you've got
15 the problem because there are a lot of
16 ramifications to it, as you understand.

17 So we need the documentation. We
18 need to understand clearly the fairest way to
19 approach that problem. Commissioner Crocker.

20 MR. SPOONER: Go ahead.

21 COMMISSIONER CROCKER: Hello.

22 MR. SPOONER: We can hear you.

1 CHAIRPERSON LINTON: You got to
2 push that little button on there that turns it
3 green.

4 COMMISSIONER CROCKER: It's on
5 now?

6 MR. SPOONER: No, it's on.

7 CHAIRPERSON LINTON: Okay. Go
8 ahead.

9 COMMISSIONER CROCKER: Okay. My
10 question has to do with the issue we're
11 talking about about asking for payment up
12 front.

13 How would that be differentiated
14 if the customer was going to pay cash versus
15 if they were a credit card customer?

16 MR. SPOONER: Well, let me first
17 address it. This condition that we're talking
18 about or we're asking to be reintroduced was
19 already on the books and already vetted that
20 stated that a driver had the right to ask.

21 It was already drafted in the
22 commission's procedure regulations. It was

1 taken out and so this argument about if it's
2 a discriminatory thing I think was already
3 vetted through.

4 The question that you just asked,
5 Mr. Crocker, is that how do - a cash customer
6 in the past like it was if you were paid by
7 cash you would pay a certain amount up front.
8 The driver - the way it was written the driver
9 can ask for a certain amount up front.

10 It was zoned at the time so there
11 was some calculated way of coming up with a
12 number. So you had to set some artificial
13 minimum number that the driver can ask for up
14 front to cover a standard fare in the
15 District.

16 If it's by credit card all credit
17 card companies can institute that in their
18 process. In all the marked cabs our drivers
19 can do a preauthorized transaction and 90
20 percent of them invoke it at all times. They
21 don't discriminate against anyone. They just
22 basically say may I have it.

1 Some of the customers object to it
2 but they say could you please swipe the card.
3 They hit the button and the driver can swipe -
4 the passenger can swipe in the back.

5 They put - the passenger puts in a
6 certain amount that they want to pay and they
7 know that the trip fare is guaranteed because
8 they go to Dulles Airport and they run out of
9 signal and they can't complete the
10 transaction.

11 So they do it from in town. They
12 get out there. The final fare comes down and
13 closes out the trip properly. So there is no
14 - that part of it is taken care of.

15 I understand the concern that the
16 commissioner has about how do you - you know,
17 is it going to be perceived - how is it going
18 to be perceived and how will you execute it.

19 But somewhere along the way this
20 was vetted and it was already on the books.
21 What we're asking you for whatever that
22 language was that was vetted and was on the

1 books and passed all scrutiny to please bring
2 it back up front and set some artificial
3 limits - I mean, some minimum limits to it.

4 CHAIRPERSON LINTON: Well, I
5 certainly think we should look hard at it but
6 I would suggest, Mr. Spooner, that when that
7 was vetted some many years ago that the
8 profile of the District of Columbia has
9 significantly changed since then, the
10 conditions under which.

11 And what I think you got to think
12 a little more about and we certainly have to
13 think about, you more than we because you're
14 in the business, is that what does that do
15 with the competitive drop.

16 Does that - are you - you're
17 telling me you really feel comfortable that by
18 putting more requirements on the use of your
19 vehicles than the market that is - that is
20 encouraged - incurring and taking your
21 customers away from you doesn't have - that
22 that's going to be an advantage for you?

1 I'm having a hard time on the
2 economics of this. People who use these
3 vehicles, the customers, they want the least
4 costly, the fastest response, the easiest
5 thing to do, the nicest people that they can
6 deal with.

7 I mean, that's what they're
8 looking for. Does this idea fit within that
9 framework?

10 MR. SPOONER: Let me - let me say
11 - state this and I think everybody has missed
12 this all along. Drivers are the backbone of
13 this whole thing.

14 Uber doesn't exist without
15 drivers. Their issues that they're facing
16 right now with the 20 percent that they take
17 from the drivers' pockets, those issues that
18 are arising for them is because they're not
19 learning and I'd like them to continue up
20 their path so they can end up having their own
21 device.

22 We are saying that in our industry

1 drivers are the delivering mechanism. These
2 are - if they're not taken care of properly
3 they're not going to pick up your passenger
4 and treat them the appropriate way.

5 That's their own passenger. So
6 when I talk about economics this is what I'm
7 saying. We're not getting the drivers on the
8 street because of certain conditions that they
9 are facing, and after examining those
10 conditions these are two things that can
11 encourage more drivers to be out there.

12 And the customers have vetted to
13 us that we see no problems with paying money
14 up front because as I said in our company we
15 have the preauthorized transactions and
16 customers do not balk.

17 As a matter of fact, they like it
18 because they're taking care of the payment up
19 front. When they get to the end at the
20 airport they just pick up the bags and leave.
21 They don't have to be fumbling with a credit
22 card.

1 CHAIRPERSON LINTON: Well, under
2 your license from us to operate as a digital
3 dispatch service, yes, they would. They would
4 - that's the way that service operates. You
5 can only do it by electronic payment -
6 electronic hail.

7 MR. SPOONER: But this is not the
8 electronic. This is every credit card
9 transaction that's done in the cab.

10 CHAIRPERSON LINTON: All right.
11 Then you're talking about the normal dispatch,
12 not your -

13 MR. SPOONER: It's a - right.

14 CHAIRPERSON LINTON: - not your
15 Yellow Dispatch.

16 MR. SPOONER: But if you go to
17 street hails it's the same thing. What I'm
18 saying, sir, is that what we're proposing to
19 you today is based on what we see as the
20 driver - the drivers are, again, I keep saying
21 this - the cab drivers, the drivers are the
22 owner/operators of the vehicles.

1 They are the engine that makes
2 this move and there are two factors today.
3 Because of safety issues because of
4 nonguarantee of payment and because of the
5 fact that they're seeing them coming onto the
6 nights and there really is no incentive for
7 them to do it anymore.

8 They're feeling it and they're
9 acting on it. So when I get 30 percent of the
10 trips that Mr. Schaeffer is saying that we
11 can't compete - we can't complete, that 30
12 percent has an incentive to go somewhere else.

13 CHAIRPERSON LINTON: But if you
14 can't service those 30 percent now how would
15 you service them otherwise?

16 MR. SPOONER: When I get more
17 drivers on the street I'll service that.

18 CHAIRPERSON LINTON: But Mr.
19 Spooner, historically you have never been able
20 to serve the dispatch demand. The industry in
21 this city has never been able to meet the
22 dispatch demand. That's why we've got these

1 new electronic dispatch operators.

2 MR. SPOONER: And you're
3 absolutely correct, sir. That's why five
4 years ago or six years ago when I was chairing
5 a committee which - started by the council we
6 recommended that dispatching we mandate it for
7 every company.

8 But the point is their condition
9 on the ground today. Today the drivers are
10 using Hailo. They're using mytaxi. They are
11 being exposed to dispatching that they never
12 were before.

13 CHAIRPERSON LINTON: But that -
14 and we opened it up so they could do that.

15 MR. SPOONER: Right. So the point
16 that you're making, sir, is that as they're
17 experiencing - that people who were first
18 afraid of doing something are now experiencing
19 it and I'm just saying let's make this a
20 little bit more fair and a little more
21 guaranteed for them so that we bring them back
22 into the fold and bring them back out at night

1 because there is a market that depends on
2 them.

3 CHAIRPERSON LINTON: Then what we
4 need from you is your written commentary. Set
5 out for us what these conditions are and how
6 the regulation, in your view, would be worded.

7 You don't have to be legal but
8 give us at least a suggestion - a wording of
9 a regulation that would satisfy what you're
10 asking for.

11 MR. SPOONER: I can certainly do
12 that.

13 CHAIRPERSON LINTON: A
14 rationalization as to why.

15 MR. SPOONER: Okay.

16 CHAIRPERSON LINTON: How that -
17 how that maintains the fairness of competition
18 between different market servers.

19 MR. SPOONER: I can certainly do
20 that.

21 CHAIRPERSON LINTON: Well, that
22 would be very helpful.

1 MR. SPOONER: Okay.

2 CHAIRPERSON LINTON: Mr.
3 Schaeffer, do you have any other -

4 MR. SCHAEFFER: Yes, sir. Thank
5 you. Just to clarify on some of the - you're
6 absolutely right on the point that dispatch in
7 the city has never been able to satisfy the
8 requirements for customers calling into
9 dispatch and that's because it's only been
10 less than 20 percent of the cabs in the city
11 are dispatched.

12 However, when you can't service 10
13 percent a day but at night time it jumps to 30
14 percent that's a huge difference. At least we
15 could bring that up if I had the \$5
16 differential get more drivers on at night to
17 bring it back up to that 10 percent mark is
18 much better than 30 percent. Leaving people
19 abandoned at night it's triple.

20 And the only other thing I was
21 thinking you were talking about all the
22 competition. If we ask for this up front and

1 start to put all these other parameters on you
2 really wouldn't do that under the current
3 structure of the TNCs. But they're already
4 asking for payment up front and not only do
5 they -

6 CHAIRPERSON LINTON: Who's asking
7 for payment up front?

8 MR. SCHAEFFER: Uber already has
9 the credit card on file.

10 CHAIRPERSON LINTON: They have it
11 on file.

12 MR. SCHAEFFER: Right.

13 CHAIRPERSON LINTON: You could
14 have a credit card on file too.

15 MR. SCHAEFFER: Right, and they
16 also charge a cancellation or dismissal fee,
17 where I had drivers run across town and they
18 did not - they drove across town to pick up a
19 dispatch call for someone that's called five
20 times and had an emergency and you lean on a
21 driver and you send him across town.

22 He's now in a position to get it

1 but you cross two runs to go get this one and
2 then they're gone. So -

3 CHAIRPERSON LINTON: There's
4 nothing that prohibits you from being a
5 digital dispatch service either where you
6 would have your credit cards on file.

7 The Yellow has the authority to be
8 in the digital dispatch service and you are.
9 Aren't you doing some digital dispatch or you
10 have your app?

11 MR. SCHAEFFER: I've been -

12 MR. SPOONER: Yes, we have our
13 app.

14 CHAIRPERSON LINTON: Yeah. So you
15 could do the same thing. You could serve both
16 markets.

17 MR. SCHAEFFER: Understood. But
18 I'm just a percentage of the industry so I'm
19 looking at the industry as a whole because
20 every - all 5,500 cabs I don't think are going
21 to be using digital dispatch.

22 CHAIRPERSON LINTON: Well, that's

1 true. Yeah.

2 MR. SCHAEFFER: So I mean, I
3 agree, going digital dispatch we could - we
4 could cover these areas. You're 100 percent
5 correct. But I was defending the industry as
6 a whole for the ones that are not digital
7 dispatch.

8 CHAIRPERSON LINTON: When you
9 submit your written comments, would you
10 include a discussion from your standpoint of
11 the politically - of a two-shift industry and
12 what it would take to achieve that?

13 MR. SPOONER: A two-shift
14 industry? The issue that I would see with
15 that, sir, is that still 80 percent of the
16 vehicles in the city are privately owned by
17 independent - by owner/operators - by the
18 drivers.

19 It's not the other way around and
20 as such as long as we still have the open
21 system that we do there is nothing in a
22 company's purview to do anything like that.

1 Even from a - in a rental
2 perspective if the market could demand it we
3 could probably look at a two-shift situation.
4 The owner/operator situation that has to come
5 from regulatory. That couldn't be from -

6 CHAIRPERSON LINTON: I understand
7 it has to come from us but I want to get some
8 observations from you on its mechanical
9 operation or administrative.

10 You know, as a pseudo economist
11 who has grew up in the transportation
12 industry, I have a kind of a automatic
13 reaction about the idea that you take a lump
14 of money and you buy a piece of equipment that
15 you've invested in to earn money off of.

16 But you only use it 50 percent of
17 the time so that the customer for you is
18 paying for your down time.

19 So that in effect under this so-
20 called open system where you have an
21 owner/operator and he operates his vehicle
22 eight to 10 hours a day, five days a week the

1 customer being carried in that car is paying
2 a premium for all the time the vehicle is not
3 being used.

4 Now, if I were in the business -
5 if I were a driver that owned the vehicle I'd
6 be looking around at a cousin or a brother-in-
7 law or a friend and enter into an agreement
8 with him that when I wasn't driving that car
9 you drive it and now you're going to pay me
10 some money for the investment I made in
11 putting into it.

12 I don't know if that's workable in
13 our system. I would like you to think about
14 it and give us your comments on it.

15 MR. SPOONER: Well, I think it's
16 happening in some ways right now. A lot of
17 people are doing that - the new drivers that
18 come into the system that never showed up in
19 any of our companies and that's because they
20 have a legal basis and they're driving their
21 friend's car. I have a friend who is driving
22 Uber -

1 CHAIRPERSON LINTON: Without a
2 lease the only regulatory aspect - and then we
3 don't have anything that says you can't do
4 that except that the person who drives that
5 car - the person who owns it better understand
6 that everything the person that drives that
7 car does is legally impacting the person who
8 owns it.

9 So there better be - what you have
10 when you rent a car is that you have a
11 standard rental agreement -

12 MR. SPOONER: Right.

13 CHAIRPERSON LINTON: - because
14 you're driving it. So if I owned a car and I
15 gave it to my cousin here to drive I would
16 expect him to sign a similar kind of lease
17 while he's driving it.

18 MR. SPOONER: And, again, that's
19 for the owner/operator to make that decision
20 in what risk they're willing to take. I think
21 in the shifting operations, as I said, is when
22 you have a number of eagles (phonetic) set in

1 the city based on this that you can create
2 shifting operations.

3 With our open system, we -
4 generally a driver knows that if I work eight
5 to 12 hours and set a goal and they come out
6 with their private car and they work eight to
7 12 hours to meet that goal and the time ends
8 so they leave, that's within their purview to
9 do that.

10 But to try shoot up operations
11 here you have to reduce the number of vehicles
12 in order to create the demand for that to
13 happen.

14 CHAIRPERSON LINTON: Well, I'm
15 just wondering if the demand really isn't
16 there but that maybe there are too many
17 vehicles chasing too few customers during
18 given periods of time and that some adjustment
19 has to be made where that shifts and it's -
20 and that we have to maybe get to a point of
21 accepting that you're in business.

22 This is not your private vehicle.

1 This is a vehicle you bought to make money off
2 of and therefore it should be out there making
3 money all the time, and if you got a private
4 vehicle that's another vehicle you use that
5 has an ordinary tag on and sits at the house.
6 Think about that and give us your comments.

7 MR. SCHAEFFER: Yes, sir.

8 MR. SPOONER: I understand where
9 you're going with that but that's getting into
10 a private decision that that individual has to
11 make.

12 CHAIRPERSON LINTON: Oh, yeah.

13 MR. SPOONER: I guess what we're -
14 at the present time what we see here is
15 regardless of the number of vehicles that are
16 registered in the city we're not seeing enough
17 vehicles at certain times of the night for two
18 separate conditions and we would like to see
19 that met because if that drain continues where
20 we're seeing less on that 30 percent that
21 we're not fulfilling can go to 40 and 50
22 because now someone else is siphoning off that

1 business and we are actually feeding that
2 beast. We continue to feed that beast. So
3 that's -

4 CHAIRPERSON LINTON: Well, that's
5 what I hope you will write us in your comments
6 so we can study and look at them very
7 carefully.

8 MR. SPOONER: Okay. Certainly.

9 MR. SCHAEFFER: Thank you, sir.

10 CHAIRPERSON LINTON: We thank you
11 both very much for your help -

12 MR. SPOONER: Thank you.

13 CHAIRPERSON LINTON: - and for
14 your comments. We'll look forward to your
15 submissions.

16 The second panel is composed of
17 the drivers in the system read by
18 representative from the new association that
19 represents the drivers, Mr. Royale Simms, Mr.
20 Gebreselassi, Mr. Ziena Abraha and Ms. Eartha
21 Clark. You're welcome to come to the table
22 and make whatever presentation you at this

1 time would like to make to the committee.

2 MR. SIMMS: Good morning. My name
3 is Royale Simms. I'm on behalf - speaking on
4 behalf of -

5 CHAIRPERSON LINTON: Royale, I
6 would ask you as I did Roy Spooner to move
7 closer - close in. Thank you.

8 MR. SIMMS: I might have to run a
9 little - run a little quicker, you know. Got
10 a flight to catch but it's not to see the
11 World Cup or anything like that. (Laughter.)

12 CHAIRPERSON LINTON: Oh, okay.

13 MR. SIMMS: So I'm speaking on
14 behalf of the Washington D.C. Taxi Operators
15 Association. Chapter 8 it allows for
16 additional - it doesn't have any additional
17 charges for luggage or passenger fees.

18 We'd like to make a petition for
19 those fees and regs that those be considered
20 and added to Chapter 8. And additionally, the
21 proposed rules increase taxing ability to
22 fluctuate on price for digital dispatch we

1 believe that will create a race to the bottom.

2 We don't - we think there should
3 be transparency and that there should be a
4 standard of fare set on time and distance or
5 meter read.

6 We don't believe in surge pricing
7 or dynamic pricing or any other term that you
8 want to use for it.

9 And since we're in Chapter 8, I
10 also wanted to address the receipt changes
11 that are coming up. We've seen a lot of -
12 some tickets where there has been confusion
13 over what 8031A means and it says taxicab
14 name, right.

15 There's a proposed rule that says
16 it should be the taxicab owner's name. We
17 think that that will create even more
18 confusion, especially with the rules that
19 there could be multiple owners of the vehicle.

20 We've interpreted the rule to mean
21 the name on the door should match the top of
22 the receipt.

1 So that first name and then on -
2 so if it's Yellow or if it's the driver's name
3 that should be at the top of the receipt and
4 we ask that the rules be adjusted to just say
5 that in plain language - the taxicab, the name
6 on the door and the phone number as 8031A.

7 And then finally, the manifest
8 requirement - we don't see the need for a
9 manifest requirement in the age of the modern
10 taxi system. We think the manifest is for the
11 personal records of the driver and it's been
12 used as an enforcement tool against drivers
13 from inspectors.

14 We've seen many tickets for not
15 having a properly filled out manifest when it
16 really doesn't ensure any accuracy, right.
17 It's just someone filling in their report.

18 While the driver can go to his
19 company and have it printed out with knowledge
20 - date, time, price fare, tip - and have
21 really accurate data.

22 So as a personal tool - as a

1 personal tool it's useful but I don't think it
2 should be - well, we don't believe that it
3 should be used against - as an enforcement
4 tool any longer.

5 CHAIRPERSON LINTON: So if we
6 didn't have the manifest available how then
7 would we enforce? Ask the driver where he's
8 been or what he's doing?

9 MR. SIMMS: What information - but
10 there's no guarantee of accuracy in the
11 manifest, right, so -

12 CHAIRPERSON LINTON: Well, the
13 guarantee of accuracy is whether or not you
14 get a notice of an infraction.

15 MR. SIMMS: Right. Well, but
16 there's no way - it's a filled out document so
17 there's no way that the officer can say -

18 CHAIRPERSON LINTON: So you're
19 saying you're lying anyway so why bother to
20 try to enforce it?

21 MR. SIMMS: No. But it's not - I
22 don't think it is achieving its end because

1 you can say - you can write an infraction for
2 going, you know, for saying the fare was too
3 high or if it was - let me think of an
4 example.

5 For instance, if the drop off
6 location isn't accurate you can get a notice
7 of infraction for that, you know, by saying
8 that the manifest was filled out improperly or
9 if he left it out of his schedule.

10 But it could be small differences
11 and he'd still get tickets and that's human
12 error. So I don't think it really achieves
13 its purpose of having, like, a fair
14 enforcement system, you know.

15 CHAIRPERSON LINTON: Then if it's
16 - if errors are made on it then what
17 difference does it make? I mean, what is the
18 imposition?

19 I'm not - I'm having a hard time
20 understanding why there is an imposition on
21 the driver for a quick notation on a - on a
22 piece of paper of what is asked for on the

1 manifest. What is the imposition?

2 MR. SIMMS: Well, I've seen - I've
3 seen tickets for idling really because the
4 driver was filling out his time.

5 CHAIRPERSON LINTON: I'm sorry. I

6 -

7 MR. SIMMS: For idling. So the
8 driver drops off a passenger and he's filling
9 out his manifest and then he gets a -

10 CHAIRPERSON LINTON: That's for
11 loitering, not idling. You're talking about
12 loitering.

13 MR. SIMMS: Well, it was an MPD
14 ticket.

15 CHAIRPERSON LINTON: Idling is if
16 you're sitting in your car running your
17 engine. We don't give tickets for that. DOE
18 does.

19 MR. SIMMS: Yeah. It was - it was
20 a MPD ticket. It wasn't -

21 CHAIRPERSON LINTON: DOE or MPD.
22 But we don't give tickets for idling. We give

1 tickets for loitering.

2 MR. SIMMS: But -

3 CHAIRPERSON LINTON: Loitering
4 means - you know what that means.

5 MR. SIMMS: Yeah, but it's the
6 same - it's the same thing where the driver is
7 stopped, was filling out his manifest, which
8 is for personal information. I think that the
9 benefits of the manifest really come from the
10 driver being able to keep their records.

11 CHAIRPERSON LINTON: Well, Royale,
12 I'll tell you, if we've got drivers who are
13 getting notices and infractions because
14 they're sitting at the side after a passenger
15 has gotten out and they're finishing their
16 manifest you need to bring those directly to
17 me.

18 MR. SIMMS: Well, that was for the
19 - that was for the MPD ticket and the
20 statement on the ticket said that we were

21 CHAIRPERSON LINTON: So you want
22 the manifest - get rid of the manifest so that

1 MPD can't give you tickets?

2 MR. SIMMS: Well, I don't think it
3 should be an enforcement tool. I think it's -

4 CHAIRPERSON LINTON: It's not
5 ours. You need to take that to the MPD or
6 take it to the city council. We are not
7 giving tickets for idling.

8 MR. SIMMS: Well, but you have -

9 CHAIRPERSON LINTON: We are not
10 giving MPD tickets.

11 MR. SIMMS: Well, you give tickets
12 for improperly filled out manifests, right,
13 and there's no way you can -

14 CHAIRPERSON LINTON: Yes, we do
15 but that's basically because of the history of
16 failure to haul because we get a lot of
17 drivers who say we were off duty - that's why
18 we didn't pick that person up. Let me see
19 your manifest. Well, it doesn't say that in
20 the manifest.

21 MR. SIMMS: And now with the
22 modern taxi system you can have all that

1 information -

2 CHAIRPERSON LINTON: Well, no
3 because you say - your people say you can't
4 have real time information. We're 24 hours
5 after the fact. It's not of any enforcement
6 value 24 hours after the fact.

7 We don't get real time. As
8 mentioned, we can't take and at the time the
9 hack inspector stops you look at and see what
10 your runs have been for that day.

11 We have to wait until they're
12 filed through the TCIS and go back and by that
13 time it's after the fact because unless a
14 complaint was made we're not going to do that.
15 So that renders the hack inspector useless.

16 Now, that doesn't mean we don't
17 want to look at this. We'll still look at
18 what you're suggesting.

19 But we have to have - if you're
20 going to push us to abandon the written
21 manifest then you're going to have to address
22 how we deal with enforcement issues that rest

1 upon being able to see the written manifest.

2 Now, with the nonmetered vehicles,
3 the regulation requires that their handheld
4 show the hack inspector when he asks for it to
5 look at it all the assignments on that shift
6 in real time. So consider that.

7 So let me ask you another
8 question, going back to your first suggestion.

9 MR. SIMMS: Yes.

10 CHAIRPERSON LINTON: And that's
11 this charging for a bag, charging for this,
12 charging for that. Given the competition you
13 have that's really trying to draw your
14 customers away and from the learnings that
15 we've had, the customers really resent nickel
16 and diming.

17 Do you really think that's going
18 to effectively improve your competitive
19 position as opposed to just simply having a
20 higher metered rate?

21 MR. SIMMS: I don't think the
22 customer will view a luggage fare or, you

1 know, having extra passengers and charging for
2 that as nickeling and diming. I think -

3 CHAIRPERSON LINTON: Come look at
4 our complaints.

5 MR. SIMMS: I think it was stated
6 clearly enough and it's not, you know, it's
7 not transparent - I'm sorry. And it's
8 transparent and I don't think that they'll
9 view it as nickel and diming.

10 I think it's - I think it will
11 increase drivers' willingness to pick up, of
12 course, luggage and multiple passengers and
13 improve the market.

14 COMMISSIONER CROCKER: Are you
15 basically then suggesting that - to start
16 charging by weight and not by trip?

17 MR. GEBRESELASSI: Let me answer
18 these questions.

19 CHAIRMAN LINTON: Both of you
20 could.

21 MR. GEBRESELASSI: Okay.
22 Regarding to the luggage which is like -

1 CHAIRPERSON LINTON: Is your mike
2 - is your mike on? I think you have to put it
3 -

4 MR. GEBRESELASSI: Is it on? Sir,
5 can you hear me now?

6 CHAIRPERSON LINTON: You got to
7 talk more aggressively.

8 MR. GEBRESELASSI: Okay. In this
9 service which is like drivers are giving very
10 clean service when it comes to the luggage.
11 For instance, they have to step out of their
12 car and load in their luggage.

13 They have both at Union Station in
14 the middle of the street but not compensated
15 for what that - the service they are offering.

16
17 They might not come out from their
18 car to just loading their luggage and the
19 customer they might not get the service they
20 deserve. So a driver - at the same times they
21 might not compensate the service they are
22 given.

1 To compensate that the luggage
2 service need to be restored back because the
3 drivers can give that service with their good
4 ability.

5 COMMISSIONER CROCKER: So what
6 then is the additional service when there's an
7 additional passenger? Because you asked if
8 you could get additional passenger rates also.
9 What's the - what's the extra service that the
10 driver is providing there?

11 MR. GEBRESELASSI: One, additional
12 passengers - there is a time now. For
13 instance, when you see UberX and other illegal
14 groups are they are lowering their price.

15 We understand it. They have their
16 prices very much lower than ours because of
17 the competition. They just give a lowest
18 fare. But the driver of this van they used to
19 get additional passengers and the luggage
20 compensation.

21 They have not given that - the
22 money not anymore. But the competitions give

1 their - the illegal drivers still function on
2 the street. But we choose at least for our
3 service to get compensation.

4 CHAIRPERSON LINTON: But are we
5 comparing - are you comparing what - the
6 District rates and the suburban rates? Is
7 that what you're saying or - I'm kind of lost
8 in your response there.

9 MR. GEBRESELASSI: Additional
10 passenger, clearly, we understand that clearly
11 we used to charge them \$1.50 for each
12 additional passenger.

13 CHAIRPERSON LINTON: It was a
14 dollar.

15 MR. GEBRESELASSI: We are not
16 charging anymore. We are only charging \$1
17 whether we have four people or five we just
18 charge them only \$1. Some drivers have bought
19 a van to give that -

20 CHAIRPERSON LINTON: Some guy with
21 a what?

22 MR. GEBRESELASSI: A van - a

1 bigger car, they both -

2 CHAIRPERSON LINTON: Or a van.

3 Okay.

4 MR. GEBRESELASSI: Yes, exactly.

5 So but now that their van is supposed to have,
6 like, six or seven seats to be filled. Some
7 drivers do not even want to pick up additional
8 passengers because they are not get paid for
9 it.

10 So, clearly, our service is not
11 the way we wanted to give, especially on
12 luggage issues because I have to come out from
13 my car to load or unload the customer's
14 luggage but I never get paid for it.

15 CHAIRPERSON LINTON: Well, you
16 know the van issue came up and the whole
17 matter came up when we eliminated the extra
18 passenger charge because of what was occurring
19 at hotels where a taxi van would come up for
20 a passenger and the doorman would load onto it
21 everybody going to National in the same van
22 and these people didn't know each other.

1 That was an illegal ride but
2 nobody would ever come in and report it to us
3 so we could deal with the hotel that they're
4 not allowed to do that.

5 You can - you can't take
6 passengers at a hotel who don't know each
7 other and put them in the same vehicle unless
8 they pre-agree to do that with the driver on
9 whatever arrangement they make because that's
10 not a ride share allowance on that.

11 So in an attempt to offset that we
12 did put the \$1 back in to sort of deal with
13 the hotel situation. If they're not dealing
14 with it we're going to have to address it
15 again.

16 But I think there's a basic thing
17 that's argued to us that you need to help us
18 overcome and that is that the argument for the
19 extra packages and the extra passengers is
20 that it increases the stress on the vehicle,
21 the cost of maintaining and operating the
22 vehicle, and I must say that we have attempted

1 to find any studies, anything at all that will
2 give us the credibility of understanding that.

3 We don't find anything that
4 suggests that if a vehicle traveling 300,000
5 miles with only one passenger per trip is less
6 costly to operate than a vehicle traveling
7 300,000 miles with four passengers in every
8 trip.

9 If you've got documentation that
10 will help us understand that then we would
11 take a serious look at it.

12 But the thing that is - that you
13 have to overcome is comparing the District to
14 the surrounding suburbs where their rides are
15 long rides and the bulk of our rides are short
16 rides.

17 So that operating in the District
18 the object is to get as many rides per hour as
19 you can and operating in Virginia the object
20 is to get as much money out of a passenger on
21 any one ride as you can.

22 It's two different - entirely

1 different formats of service and you need to
2 come back to us with something in writing
3 that's convincing on the economics of it that
4 if you start charging for all kinds of things
5 that that's not going to dissuade people from
6 using your vehicles and move to the other
7 competing market vehicles that are being
8 available. It doesn't appear to our studies
9 to be warranted. Ms. Clark.

10 MS. CLARK: I am not sure whether
11 I should start with my speech or answer that
12 question.

13 CHAIRPERSON LINTON: Either way.
14 You get to do both.

15 MS. CLARK: Thank you. Since we
16 are on that subject, I drive a van and in the
17 past history of D.C., services that cab
18 drivers presented to our customers were
19 personal service.

20 We had shared riding. We had
21 group riding. When people go out to party or
22 whatever they choose to do, they get in as a

1 group. They don't want to separate.

2 We always got paid for those extra
3 passengers. It was a \$1.50 in the past.
4 However, you reduced it at some point in 2012
5 when you had the van introduced and you said
6 you could charge if you had four people at one
7 time in a van - you charge \$1 per person over
8 one.

9 It does provide and creates stress
10 on that vehicle. The more weight you put in
11 it and the more people you ride, yes, it costs
12 us more.

13 Number one, in addition to the
14 extra people that you have, when people have
15 luggage that luggage is packed very heavy in
16 most cases because a lot of people travel.

17 They spend months at a time on the
18 road and when they come you have six bags and
19 they're not small bags a lot of times. You
20 have to put six bags in that car. In
21 addition, a lot of times it's six people at
22 one time.

1 Sometimes some of them have two
2 bags per person. Our luggage is one thing
3 that don't bend and when you pile all that
4 luggage in the rear we have overloaded because
5 it tells you how many people to put in the
6 van. When it comes with the vehicle as a
7 whole it tells you how much weight you have on
8 it.

9 It creates stress and it costs
10 maintenance for us to do that. When I have to
11 put six people in my van which I take seven
12 with myself - with six people it's pretty
13 crowded and when you have all that baggage you
14 got the safety factor, watching out for the
15 traffic, all the little other things that goes
16 with it and with all the potholes in the city
17 it is not easy.

18 And safety issue is another one,
19 lifting and putting bags in the vehicle. When
20 you get to Union Station, yes, that happens.
21 Everybody get in the van does not be at Union
22 Station. You pick people off the street, the

1 five and six people sometimes.

2 You have to put that luggage in or
3 you risk getting tickets because that's
4 another safety issue as well. It takes time.

5 When you're moving along you got
6 people coming and you're usually in the right
7 lane as you try to get them in. Passengers
8 want to stand outside and they want to - they
9 don't get in the car.

10 You have to tell them you have to
11 get in the car, move it quickly so we can move
12 the traffic and then a safety issue as well.
13 It takes time for that.

14 We provide that service. We
15 always have in the past. We always got
16 compensated for it. Personal services as well
17 go with it. We don't get any of those
18 anymore.

19 Uber, since he's come along or
20 whatever, not only does passengers.
21 Passengers ask cab drivers to do a lot of
22 things. They even want us to take bicycles in

1 our vans.

2 We have a news reporter that has a
3 lot of equipment that we take. We don't get
4 compensated for those kind of things at all at
5 the present. We used to.

6 We don't anymore. When the
7 inspector comes and you're taking too long or,
8 you know, you got to hurry up, a person got to
9 figure out the money or pull out the credit
10 card now because you sign the ticket for that,
11 a lot of people don't even want to do that
12 anymore.

13 What they do they want to get in
14 that vehicle and get out. You have to sign
15 the ticket, Ms. or Mr. Sometimes they want a
16 receipt. A lot of times they don't. But it
17 takes time anymore when you have the credit
18 card ready before we have the cash.

19 No, it doesn't because they do
20 that and here, again, it does cost more for me
21 to maintain my van when I have six people in
22 that vehicle, five or three, because I have to

1 make sure that that - those luggage is secure
2 in my vehicle as well when I put it in there.

3

4 But yes, it maintains my brakes,
5 my maintenance. I use more gas and everything
6 else for that vehicle.

7 CHAIRPERSON LINTON: Well, I
8 certainly - the commission would appreciate
9 any documentation or any studies that you can
10 supply us with that -

11 MS. CLARK: What are you looking
12 for?

13 CHAIRPERSON LINTON: Pardon?

14 MS. CLARK: What are you looking
15 for?

16 CHAIRPERSON LINTON: Anything that
17 is - that establishes that this is an
18 accurate, analyzed and proven thing. I mean,
19 I appreciate your empirical discussion but we
20 would like to see - if there are any we would
21 certainly like to see any studies that show
22 that the increased weight is an increased cost

1 of operation on a vehicle, that it increases
2 the demand for gas.

3 Any studies that have been done
4 that will substantiate what you're telling us
5 would be very helpful.

6 MS. CLARK: All right. My next
7 question to you - you said something about -

8 CHAIRPERSON LINTON: We don't
9 answer questions but -

10 MS. CLARK: - the drop rate - we
11 discussed that or somebody mentioned something
12 about increase or that we - the drop rate we
13 were referring to for an increase.

14 Somebody mentioned something about
15 that. Was it the drop rate? It was something
16 in the beginning and it wasn't the luggage.
17 Maybe I misunderstood what you said.

18 I am - we would ask - the average
19 cost of gas is, like, \$3.89. I don't use
20 regular gas in my car and whatever so I
21 maintain it and when I load up, as I've spoken
22 to that, but it is hard for me to maintain

1 because you are saying - when I go to pick up
2 a passenger and you mentioned one or two
3 people and if I got six people in there - I'm
4 not nonprofit and I'm getting paid for two,
5 I'm compensating a free service.

6 Airlines get paid for their
7 service. Metro gets paid for their service
8 and you pay for baggages.

9 Everybody gets paid but the cab
10 driver here. I want to know what's the
11 difference. We're all in transportation.
12 We're all for profit.

13 So I want to know what's the
14 difference, and you don't have to answer that
15 at this point. But my point is we're in the
16 transportation business. We are for profit
17 like they are but we're not getting
18 compensated for it.

19 CHAIRPERSON LINTON: Well,
20 notwithstanding that what you're presenting
21 may and does require a new analysis and a look
22 at to see whether compensation should not be

1 increased, there seems to be a propensity
2 among the industry drivers to discount any
3 increases that have been granted and I got to
4 tell you, frankly, I get a little tired of
5 that.

6 We added \$6 million to the pot
7 that goes to drivers when we increased their
8 drop fee from \$3 to \$3.25 and I find it very
9 hard to find a driver who acknowledges that it
10 went up.

11 MS. CLARK: Okay.

12 CHAIRPERSON LINTON: Now, that's -
13 when you calculate the charges that are
14 incurred over a one-year period against that
15 you find that that's actually about a 4
16 percent increase of revenues over what
17 preceded the increase.

18 So while I don't dispute that
19 maybe we have to look at further increases,
20 please don't come and tell the commission that
21 we have always just taken money away from you
22 and never given you anything.

1 MS. CLARK: Could I say something?

2 CHAIRPERSON LINTON: When I became
3 chairman, you had the lowest meter rate in the
4 entire United States of America. You had lost
5 approximately 20 percent of your revenues that
6 you had before the meters came in.

7 We changed that and we brought it
8 back up and gave you meter rates that put you
9 back up in the middle. Nobody ever gave us
10 any credit for that.

11 MS. CLARK: Can I say something?

12 CHAIRPERSON LINTON: When we put
13 the MTS in we increased the rates from \$3.00
14 to \$3.25 and by the estimate of the number of
15 rides per year, and we know that's pretty
16 accurate now from what we're getting, that
17 accounts for about \$6 million in increased
18 revenue.

19 MS. CLARK: Can I -

20 CHAIRPERSON LINTON: So don't stop
21 asking for more. But when you do, don't leave
22 the impression that the commission has then

1 failed to address the fact of fair revenues
2 for the drivers because I don't think that's
3 true.

4 MS. CLARK: Can I say something?

5 CHAIRPERSON LINTON: Yes.

6 MS. CLARK: When you said the drop
7 rate of \$3.25 can I address this? Because the
8 \$3.25 is the drop rate. That's the \$3.25.
9 We're collecting \$.25 for DCTC and that is
10 your -

11 CHAIRPERSON LINTON: No. You're
12 not - you're only a pass through. It's not
13 your money.

14 MS. CLARK: I'm collecting. DCTC
15 gets that \$.25 - the first \$.25 for the drop
16 rate. Out of that \$.25 I am paying - when I
17 say I, I mean the - we are paying to process
18 your \$.25, that other quarter. We are paying
19 the credit card company.

20 CHAIRPERSON LINTON: Ms. Clark, I
21 understand what - I know what you pay because
22 we ran all those figures in advance and you

1 are not collecting \$.25 for yourself from your
2 entitlement.

3 We raised the drop fee to \$3.25.
4 We cut the surcharge from \$.50 to \$.25.
5 That's an extra charge. It doesn't go through
6 your accounts.

7 We multiply the average cost of
8 all the PSPs to determine what they would be
9 in the course of one year and they are less
10 than the increase of \$.25 per ride.

11 MS. CLARK: The PSPs - I don't
12 have a PSP in my company.

13 CHAIRPERSON LINTON: Well, yes,
14 you do. If you have a meter system you have
15 a PSP.

16 MS. CLARK: I have - no. My money
17 goes to my account. My PSP - all PSPs do not
18 -

19 CHAIRPERSON LINTON: No, no. We
20 don't need to get into that today. That's not
21 what we're here for.

22 MS. CLARK: I'm not saying -

1 CHAIRPERSON LINTON: You simply
2 don't understand how the system works.

3 MS. CLARK: I understand -

4 CHAIRPERSON LINTON: No taxi - no
5 taxi in the District of Columbia that's
6 entitled to operate on the street is without
7 a PSP. Otherwise, you're illegal and you're
8 going to be impounded. So you have a PSP.

9 MS. CLARK: We're not - I am
10 legal.

11 CHAIRPERSON LINTON: There's no
12 way you can operate without one.

13 MR. GEBRESELASSI: Just like -

14 CHAIRPERSON LINTON: Little louder
15 please.

16 MR. GEBRESELASSI: - on our
17 discussion I really have to share that the
18 time we got and the call that I got from your
19 hack inspector meter which is like on the city
20 issues. We have a discussion about what they
21 need to active on the receipt and -

22 CHAIRPERSON LINTON: I'm sorry.

1 I'm not understanding you.

2 MR. GEBRESELASSI: On the receipts
3 which is our meter receipt. On the meter
4 receipt after I have a discussion with a chief
5 hack inspector we try to at least be on the
6 same page, not solve these problems which need
7 to be appealed on the receipt. And the nine
8 or the 10 dates back to appear on the receipt.

9 After the discussion we try to be
10 on the same page. I really appreciate that
11 help that we are getting on behalf of the
12 driver.

13 At the same time, just like on the
14 manifest issue that we do have, the manifest
15 issues, clearly, is part of the card. After
16 we have the PSP provide us which is the credit
17 card providers on that chapter it does
18 eliminated the manifests.

19 But since you explained to us the
20 manifest it needed to be carried by the driver
21 but, clearly, I don't understand why it is
22 doubled.

1 For instance - for instance, one
2 driver stopped by - if he don't have the
3 manifest. This man might give him a \$25 fine
4 but he gets after 10 days off. So the same
5 issue.

6 That penalty will double to \$50 or
7 \$100 without anything which is like that line
8 of penalty it need to be considered to be
9 stopped because it does hurt. From a \$25
10 penalty it goes to \$50.

11 From \$50 it goes to \$100 for the
12 same fine - a manifest issue. That needs to
13 be considered and need to be stopped. Thank
14 you.

15 CHAIRPERSON LINTON: Yeah. Well,
16 it's essentially to stop the repeating
17 violation. But you certainly submit all of
18 this to us now and follow up your oral
19 discussion with your specific request and the
20 regulatory language that you would like to see
21 on that and we will certainly give it very
22 careful consideration.

1 MR. GEBRESELASSI: Okay. I really
2 appreciate that.

3 CHAIRPERSON LINTON: Everything's
4 on the table and we thank you very much for
5 your time and for appearing this morning.

6 MR. GEBRESELASSI: Thank you.

7 CHAIRPERSON LINTON: Mr. Frankel,
8 yes, we will allow you to make your comments
9 to the commission even though you didn't
10 register on that.

11 MR. FRANKEL: Thank you for -

12 CHAIRPERSON LINTON: So but we'll
13 probably -

14 MR. FRANKEL: - saving my
15 nervousness on it.

16 CHAIRPERSON LINTON: Good morning.

17 MR. FRANKEL: Good morning.

18 CHAIRPERSON LINTON: Let the
19 record show - you will introduce yourself with
20 your affiliation so that the record will show
21 that pretty clear.

22 MR. FRANKEL: Sure. My name is

1 Larry Frankel. I'm a cab driver with 19 years
2 experience and a taxi van - a D.C. resident of
3 38 years. I have no other - I'm not
4 associated with anybody else or any
5 association any longer.

6 I'm just an individual cab driver
7 and this is how I'm speaking for myself today.
8 I would like to address everything that this
9 commission has said and I can do it in a very
10 short manner.

11 I have come here many times and
12 asked for enforcement - real enforcement in
13 the evening, to which there is none.

14 This commission caused the
15 problems that I'm having in keeping my head
16 financially above water. There were 2,000
17 illegal - at least 2,000 illegal drivers
18 driving in the evening between midnight and
19 8:00 a.m. before there were any of the digital
20 dispatch services.

21 Now, many a driver and myself came
22 here and reported that these drivers were

1 driving pseudo taxicabs. In other words, they
2 looked like real taxicabs and they were
3 picking up passengers and robbing us. Now,
4 this problem became much worse.

5 Now, when the digital dispatch
6 services came in, they added illegal drivers
7 from Maryland to Virginia. That was the limo
8 drivers that would not be able to pick up in
9 the District and deliver within the District
10 their passengers and yet they were doing so.

11 So we added those thousands of
12 drivers. Now, going down a few more months we
13 have added the ride sharing drivers and those
14 are picking up passengers beyond their digital
15 dispatching services.

16 They have become a menace in
17 themselves beyond. So we have three different
18 distinct groups that have just exploded with
19 the amount of cars and drivers that are
20 sitting there robbing drivers - legitimate
21 drivers of their fares.

22 And I'm not only - want to say for

1 myself but even for the legal L tag drivers in
2 the District they have unfair competition.
3 Now, every course of regulation is broken.

4 The ride share drivers are making
5 deals with hotel doormen. They are sitting
6 outside of the hotels and businesses that use
7 vehicles.

8 They solicit the passengers as
9 they come out of the hotels and other
10 businesses - restaurants and nightclubs. They
11 are brazen in front of the police because
12 there are no hack inspectors after midnight to
13 8:00 a.m.

14 Now, their brazenness has
15 continued to earlier in the evening, just like
16 Mr. Spooner had stated. It starts at 9:00
17 p.m. now.

18 Now, there's a few hack inspectors
19 out and I have seen them actually do and
20 perform their jobs on a few of the noticeable
21 black cars that are breaking the law.

22 But, of course, they can't tell

1 usually if it is a ride sharing vehicle. But
2 if they were to sit there and watch just like
3 I have to they - you see who is.

4 Now, they've gotten - now UberX
5 and Lyft have gotten so brazen that they use
6 a mustache and they use a big U lighted up in
7 their window at night.

8 So they have dome lights basically
9 and they have a way for the passenger now that
10 comes out and might be using a Lyft or Uber
11 but it's becoming an illegal engagement that -
12 in other words, you might have Uber.

13 You see Uber. You go into an Uber
14 driver. You place your app. That part is
15 happening, and the other aspect is happening
16 where passengers come out, see that it is
17 Uber, have heard about it but they tell the
18 Uber driver, look, I don't have a Uber account
19 and the - or the driver solicits and says they
20 make a cash deal.

21 So cash deals are being made.

22 Drivers like myself are not coming out. I

1 have not worked after midnight for the last
2 six months because I can't make a living and
3 I was a night time driver.

4 I was one of the few night time
5 drivers that started at 8:00 o'clock at night
6 and went until 6:00 o'clock in the morning six
7 days a week and I can't do that.

8 Not only that, I'm being
9 intimidated at hotels. I'm being intimidated
10 at nightclubs because I am legal. I can't sit
11 in most of the places because there is no taxi
12 stands.

13 But there's other taxi stands that
14 suddenly I am being - the enforcement is being
15 brought upon my head by police officers and
16 earlier in the day sometimes by hack
17 inspectors that are giving tickets to drivers
18 at the same time the illegal drivers are
19 sitting there not getting ticketed.

20 So the frustration as a driver is
21 high. It's why the drivers don't come here.
22 They blame this commission. This commission

1 is the center of our problem.

2 Not necessarily the individuals
3 here but the excuse - that we have drivers
4 that have been in the business for many years
5 - is the fact that each commission tells us
6 they're doing a better job for us than the one
7 before.

8 As much as this commission has
9 done many things, very positive things, the
10 enforcement is lacking and I will give you the
11 - I agree.

12 You've given us back some of the
13 income that we didn't have that was taken away
14 from us by the previous administration and the
15 previous commission. Thank you.

16 But if there was enforcement and
17 predictable enforcement and a realistic
18 enforcement I wouldn't have to ask for another
19 dime. Neither would any driver.

20 If everybody played by the game
21 including all the new services, I could still
22 make an income.

1 Now, part of my recommendation is
2 other than enforcement, which is a must. Taxi
3 cab stands need to be - more taxicab stands
4 need to be invented.

5 There are nightclubs and hotels
6 and areas that need taxicab stands which would
7 allow not only the passenger to know where to
8 get a legal cab but would also have us in
9 areas and in places that we now get ticketed
10 for loitering.

11 Many residential areas that are
12 under served could be served if we had those
13 taxicab stands. I'll give you an example.

14 I live five doors away from
15 Stadium Armory Metro and I cannot sit at that
16 Metro even so it is in a residential area
17 that's under served and a metro system that is
18 under served from that point.

19 The most I can do is continue to
20 go - circle around the block if I want to or
21 break the law. Taxi cab stands are a must,
22 and I understand there's 410 taxicab stands.

1 We need to invent them throughout the city.

2 You need them on Connecticut Avenue, the full
3 length. We need Massachusetts Avenue, the
4 full length.

5 We need Martin Luther King Avenue,
6 the full length. These are part of the
7 reasons why these people are not getting
8 picked up and we are not in place to pick them
9 up.

10 CHAIRPERSON LINTON: Larry, would
11 you be willing - we would appreciate it if you
12 could take the time and submit it to us a
13 document that identified where you believe
14 taxi stands ought to be set up and the number
15 of vehicles per stand would be very helpful.

16 Now, you understand this
17 commission has no authority to establish taxi
18 stands. That's the Department of
19 Transportation.

20 But we certainly would be willing
21 to accept a study that shows the need, confirm
22 it and become an advocate with DDOT in an

1 effort to get more taxis.

2 MR. FRANKEL: Well, maybe we can
3 make the process easier than it is at this
4 point or at least try to help that process.

5 I know hotels right now that are
6 in the process of trying to get those and they
7 have come up against a lot of red tape and a
8 confusing system for it.

9 CHAIRPERSON LINTON: But if you
10 just document for us where they ought to be
11 then we will look at it and see how best to
12 expand that.

13 MR. FRANKEL: Okay.

14 CHAIRPERSON LINTON: And speaking
15 of the hotels as you did, it would be
16 interesting if you could document for us what
17 hotels you believe are entering into those
18 kind of arrangements since they're in
19 violation of our regulations.

20 The bulk of your comments,
21 however, about your concerns I would direct
22 your attention to the city council rather than

1 to this commission because we're not the
2 originators of much of what you consider to be
3 a problem.

4 MR. FRANKEL: I understand. But I
5 do believe that the enforcement is - the
6 responsibility is here with this commission.

7 CHAIRPERSON LINTON: Absolutely,
8 and the enforcement is being addressed.

9 MR. FRANKEL: Okay. Let's see -

10 CHAIRPERSON LINTON: And we thank
11 you very much.

12 MR. FRANKEL: Could I comment on
13 one - a couple things some more, just that you
14 brought up - the two-shift system?

15 CHAIRPERSON LINTON: Okay, if - a
16 couple more minutes, Larry, and then we'll -

17 MR. FRANKEL: Okay. Until this
18 problem can be solved - well, two problems
19 with the two-shift problem is that one,
20 business for us cab drivers is in some very,
21 like you said, some very short amount of hours
22 that are different but day by day - day by day

1 actually of the week and parts of the day.

2 So I actually split my shifts up
3 because of that. I work three hours in the
4 morning, I work three hours in the afternoon
5 and I work three hours at night and I have to
6 cherrypick those because those are the only
7 ones I can make money without this type of
8 enforcement.

9 The second part of the shift,
10 though, a 12-hour shift is very difficult and
11 we have older taxicab drivers that are legal.
12 I mean, I myself was one of the youngest and
13 I am now 61.

14 So it's getting pretty difficult
15 to do eight hours a day, nine hours a day. I
16 can't imagine trying to do 12 hours at one -

17 CHAIRPERSON LINTON: Well, you
18 have to understand that doesn't mean driving
19 12 hours. The New York system is a double
20 shift system of 12 hours for 12 hours but the
21 drivers only drive eight hours - any eight
22 hours within the 12 hours of their shift.

1 MR. FRANKEL: Okay. But in other
2 words what I'm saying it would still not -

3 CHAIRPERSON LINTON: We're not in
4 favor upon anybody, any driver regardless of
5 age driving 12 consecutive hours. That's
6 unsafe.

7 MR. FRANKEL: It is unsafe, and
8 like I said it also reflects back to the
9 financial - that if we were sure of there was
10 an income to be had in almost a 24-hour day
11 then there would be no question of it.

12 But there isn't any formula right
13 now to figure out when we are needed and when
14 we're not. So thank you.

15 CHAIRPERSON LINTON: We thank you
16 very much. Do you have any question? Thank
17 you, Mr. Frankel, for appearing.

18 We appreciate it, and with that we
19 will conclude this public hearing.

20 (Whereupon, the above-entitled matter
21 went off the record at 11:44 a.m.)

22

A				
\$1 64:16,18 66:12 69:7	55:6 73:18 77:16	39:4	77:5	Avenue 91:2,3,5
\$1.50 64:11 69:3	accustomed 21:16	agree 44:3 89:11	area 16:22 17:4	average 74:18 79:7
\$100 82:7,11	achieve 44:12	agreement 28:2	90:16	B
\$20 11:6	achieves 55:12	46:7 47:11	areas 5:10 20:16	B 3:5
\$25 82:3,9	achieving 54:22	ahead 30:20 31:8	44:4 90:6,9,11	back 9:13 16:3,21
\$3 76:8	acknowledges 76:9	Airlines 75:6	argued 66:17	20:4 22:4 23:10
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C E R T I F I C A T E

This is to certify that the foregoing transcript

In the matter of: Commission Meeting

Before: DC Taxicab Commission

Date: 06-20-14

Place: Washington, DC

was duly recorded and accurately transcribed under my direction; further, that said transcript is a true and accurate record of the proceedings.



Court Reporter

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