GOVERNMENT OF THE DISTRICT OF COLUMBIA

DEPARTMENT OF FOR-HIRE VEHICLES

PUBLIC MEETING

TUESDAY
JUNE 18, 2019

The Public Hearing took place in Suite 2032, 2235 Shannon Place, S.E., Washington, D.C., at 10:00 a.m., David Do, DFHV Director, presiding.

STAFF PRESENT:

CHAU TRAN
NAKEASHA S-SAMLL, ESQ., GENERAL COUNSEL
SHERRITA McMILLAN
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CHAIRPERSON JOLLY: Good morning. The time is 10:05. We're at 2235 Shannon Place SE in the hearing room, Suite 2032. I would like to call this meeting to order.

The first item on our agenda is a moment of silence.

(Moment of silence.)

CHAIRPERSON JOLLY: Thank you. Good morning and thank you for everyone who has taken time out of their schedule to be here today. Our meeting will probably move rather quickly today. Our first order of business is roll call. We do have a quorum so we'll move forward with that. The next would be our member opening remarks. I would like to start with Adviser Wade.

You had a few notes from the executive session yesterday that you would like to just briefly touch on before we get started. I know Director Do will sort of do it overview general
thing but you wanted to start first so we'll
start with you.

MS. WADE: Well, actually, we can
talk about discussion when we come to the vehicle
age extension because I do have some comments on
that.

CHAIRPERSON JOLLY: Okay. We'll let
you tag on after the director does his part.

MS. WADE: Right. I would like to
thank you for coming out and supporting
us. We can't be successful without your input
and feedback so thank you very much for coming
out.

CHAIRPERSON JOLLY: At this time let's
go right to our magnificent director David Do and
have you do your update for us, please.

DIRECTOR DO: All right. Good
morning, everybody. Can you hear me? The DFHV
first wants to welcome a few of our new team
members including Eileen Perry. I don't see her
in the room. She's our new HR specialist.

Charles Davis, our program analyst. He's not

However, we're not interfering with
the practices of the TNC companies themselves.
It's going to be totally separate and the status
quo will remain on that.

Just a couple of notes on this program
is that --

MS. WADE: Just a real quick question
on that.

DIRECTOR DO: Sure.

MS. WADE: I know that the other
vehicles for hire have their licenses for Lyft
and Uber. Will the cabs be displaying those and
the dome top lights?

DIRECTOR DO: Correct. Right now we
have agreements with Lyft and Via. Their trade
dresses will be shown so the trade dress is
either the Lyft symbol on the front of the
vehicle. They just let us know in advance where
they put those trade dresses.

Usually Uber is on the passenger back
rear side on the window. Then Via is a big
sticker on the side of the vehicles. Yes, they

here either.

Sherrita. Sherrita is here. Can you
wave Sherrita? Then Tyren Stover. Those are our
new team members. We are very excited to have
them on board. At this point we're very close to
a full team so I'm very excited about that.

We'll get right into it. The first
thing I want to discuss today and to let the
FHAC members know is the universal operator
license. We're exploring a new license and we're
working in conjunction with some of the TNCs.

We're still in discussions with Uber but I think
we've reached an agreement with both Lyft and Via
on how taxi drivers can perform on both
platforms.

In Mode A it would be on a taxi mode
which is regulated by our industry. Then Mode B
it will be their personal vehicle time so it's
going to be separate times, but we reserve the
right to enforce any violations during this
period as they traditionally would operate on
their private and public side of the coin.

are still required. Anything that is required
regulatorily by the law, they still have to
comply. It's just going to have both symbols
now.

MS. WADE: I just want to be clear.

The public could be potentially confused like I'm
getting potentially confused.

DIRECTOR DO: Okay.

MS. WADE: If they are on Via's
platform and Lyft's platform, they have to
display those two symbols as well as the lighted
dome?

DIRECTOR DO: Correct. So they have
to turn off their lighted dome while they are
operating as, let's say in this case, Lyft. What
I'm allowing and why the point of all this is
that I want to increase economic opportunities.

MS. WADE: Absolutely.

DIRECTOR DO: Our studies have shown
that 40 percent of the time a taxi cab is
occupied. We're hoping that now if they don't
have a street hail, that they can turn on one of
the apps that the providers have and get a ride that way.

This also allows, for example, a taxi company to rent to a TNC or a taxi driver at the same time or one by one, whatever they see as beneficial.

But, I mean, there’s warnings to that like you said yesterday at the executive session. The vehicle age and mileage requirements will still apply to the taxis. They can always remove the trade dresses and dome light and everything else and become a TNC and get to that 10-year minimum, but we are still part of the eight years or 175,000 miles. I'll get into details about that in a little bit.

So, like I said, if a taxi operator is on a TNC call, their dome light must be off. If a taxi operator operates in another jurisdiction, they need to prove they are operating on a TNC platform because outside of the airport you cannot pick up and drop off in surrounding jurisdictions. You cannot pick up, I’m sorry, in surrounding jurisdictions.

Ms. WADE: But the others can?

DIRECTOR DO: The TNCs, yes, they can.

You need to prove to those jurisdictions that you are picking up Uber, Lyft -- sorry. I can’t say Uber -- Lyft or Via. Potentially we’re working with the regulatory side to try to make this happen.

Ms. WADE: Thank you.

DIRECTOR DO: Any other questions about this?

CHAIRPERSON JOLLY: Quick question.

Some of the taxis I know now pay the fee at the airport. What is the airport fee to get a license?

DIRECTOR DO: Get a license, right.

CHAIRPERSON JOLLY: Is there is a similar fee if they are working in the TNC mode?

If they are working for Lyft or Via, is there a pathway for them to do Via or Lyft ride?

DIRECTOR DO: So I’m not getting into, for example, the business practice of what the airport does or does not. If they want to queue up with the taxis they must still pay that fee. If they want to queue up with a TNC, those business practices --

CHAIRPERSON JOLLY: They have to work through the TNC. I got it. Great. Okay. Thank you.

MR. DAGNEW: So explain to me this universal license. What does that mean?

DIRECTOR DO: So a universal operator license is going to be the same price. I don’t know the actual price yet but it’s not going to be more than a face ID.

Basically it just allows you to operate on the platforms that I described including having a face ID. It’s your face ID normally plus the ability to work on these platforms.

MR. DAGNEW: So drivers must pay another fee to obtain another license to drive?

DIRECTOR DO: No, the universal operator license is the same as a face ID. They are interchangeable. You can now get a face ID and operate just a taxi, same price, or you can get a universal license and operate as your face ID, too, and as Lyft and Via. There is no price increases.

MR. DAGNEW: Now a technical issue. As a taxi cab driver am I allowed to do both?

I’m just giving you an example. Drive a taxi, street hails. In the meantime put my gadget on, see if I can have a fare, and I would do both at the same time. Can I do that?

DIRECTOR DO: You can do it co-currently. If you have an e-hail, then you have to turn off your dome light. If you have a street hail, you have to turn off your app.

MR. DAGNEW: This is what I’m saying. That is confusing right there. Now we are talking about progress of everybody has to be in compliance with your meter on. Now, if I have an e-hail, that means I need another switch to make it on and off inside my car. Is that how it works? We have to shut that light off for an e-
hail.

DIRECTOR DO: Right. With the new AI regulations you need to have the ability to shut off that dome light -- your dome light remotely.

MR. DAGNEW: When you pick up a passenger automatically it goes off. That is in progress?

DIRECTOR DO: Yes.

MR. DAGNEW: Tell me about the e-hail.

DIRECTOR DO: So that’s part of -- I mean, the onus is going to be on the driver to turn off the dome light no matter how you operate. I'm not going to tell you how to turn it on or off, but you need to follow the rules and regulations of the new AI.

MS. WADE: That’s minor when you consider the fact that now you are able to actually increase your ridership to hit a little button.

MR. DAGNEW: Why is this even our issue? If the driver wants to sign in to e-hail, just do so independently. Why do you have us do it? We cannot do anything. It is between the driver and the e-hail company. Why is it even our issue?

DIRECTOR DO: So we're just working with the e-hail company to allow this and they have prohibited this type of experience in the past. We're making a break through with the companies working with them to provide more economic opportunities.

At the end of the day, we're not going to change any practices of any driver. If you want to remain on a face ID, that's your business. If you want to get a universal operator license, same ID including taxi license within it, you can do that. It's not one or the other and it's not an additional cost for anyone. It’s just one option.

MR. DAGNEW: Pending a regulation about this shared riding, it has conflicts here. We are competing for the solutions. We are both competing for one another, taxi versus for-hire vehicles.

We are confusing one another. If we are competing and this regulation would come up, somehow we say we’ll get this regulatory authority to regulate Uber. What are we going to say about what we’re doing now?

DIRECTOR DO: As the regulatory framework changes, we’ll work with that. Right now this is the framework we’re working in. This is what is available to us and it’s working with the individual TNCs to make this happen.

I mean, again, this is an optional program. It doesn’t diminish your business but increases your business and that is at the end of the day my goal. It’s to provide more economic opportunities for our drivers and more options.

If you as a driver don’t want to participate, you’re not required to. What we’re saying is, hey, 40 percent of the time we see that you have a passenger in there via dispatch or street hail. Now you have another option to do business.

During maybe a slow time you might catch an e-hail and that’s to your advantage.

It’s not this or that. We’re not taking anything away from anybody. We’re just enhancing your ability to be more efficient and to operate and get more money at the end of the day.

Jeffery.

MR. SCHAEFFER: Thank you. Jeffery Schaeffer. As a fleet operator, I think it’s wonderful because I’ve actually seen drivers, as you stated, are competing and feel they have to go one or the other.

The TNCs would never allow taxis in so I’ve seen drivers take their vehicles out of trade dress and pay $300 or $400 to paint their car all one color to be allowed to use it for TNC. Then find out all that glitters wasn’t gold and come back and go back into a taxi.

Now it actually allows that driver to stay in the fleet and work both sides. I just had two questions. Lyft and Via, if appears, are willing to allow the taxis to work but Uber has not yet?
DIRECTOR DO: We’re working on that.
It’s not like it’s a complete no.
MR. SCHAEFFER: Okay. So it’s possible that Uber will allow it as well?
DIRECTOR DO: Yes. I would hope that we can work through their concerns to make sure we can get this done.
MR. SCHAEFFER: The only other question is you stated the license is the same fee. Do the drivers have to wait until one expires to purchase another one or can they trade one in if they want to start sooner or will they have to purchase?
DIRECTOR DO: I’ll look into the details as we get to that point. I’m hoping to have it --
MR. SCHAEFFER: Yeah, maybe if there’s only six months left and they want to swap out or something for some kind of nominal fee just to cover the expenses.
DIRECTOR DO: Maybe not even a fee.
MR. SCHAEFFER: Okay.

CHAIRPERSON JOLLY: I would say that if I go back four years ago when we tried this same idea, it was called X-class, and a lot of you all remember that, it died on the vine. The regulatory framework wasn’t there and the TNC’s decision. I think the fact that you’ve got it done now that’s a huge leap. I mean, congratulations are in order.
Dawit, I think to your point, as I sat here and listened, yes, if I’m a taxi driver and I’m driving in the mode of my meter and I do get indication that there’s an e-mail, then I do have to find a way to turn the meter off. I switch off the digital meter but that dome light doesn’t go out. I have to figure that out. Those are some of the logistics we have to work out.
I think overall if I’m that same taxi driver and I’m not getting e-hails and I’m just driving around or I’m sitting in line at a hotel for an hour or two and I get an e-hail, that’s business and I’m going to make some money. The logistics of it, you know, we have to work that out.

MS. WADE: So the willingness of Via and Lyft to now work with taxis is an indication of what I’ve been saying all along. It’s really difficult to get a name tag. It’s easy to get but it’s difficult to maintain part-time drivers, whereas taxi drivers are considered professional. That shows to me that they are willing to open up and add more jobs to their queue.
DIRECTOR DO: Correct.
MR. SCHAEFFER: Well, let’s not be naive. There is also another factor involved and it’s called wheelchair accessible vehicles.
MS. WADE: Right. Absolutely.
MR. SCHAEFFER: Via and Lyft are salivating at the wheelchair accessible vehicles that they now can persuade to come in and join our system when the written rule before was if you have a taxi, you can’t even think about that. Now it allows them to -- we can get the wheelchair people.
MS. WADE: Right.
MR. SCHAEFFER: Just another point.
to write down your destination like in the old
days. Things are so much easier.

CHAIRPERSON JOLLY: Mr. Director.

DIRECTOR DO: Okay. All right. The
next thing is the sunset of our support for DFHV
meter. As you know, last year we went into the
digital meter age and there were a few meters on
the market including iCabbi, Curb, and then the
third option was DFHV meter.

We are sunsetting the support for that
meter but we are also bringing in a bunch of new
meters. The three companies that are going to be
affected are finding new options so we’re working
with them to diligently make that happen.

The sunset occurs on August 31st.

September 1st there’s going to be new meters, new
DTSs out there supporting our driving industry.
That’s just an FYI. Any questions on that?
CHAIRPERSON JOLLY: One question and
we preliminarily started discussing this. In
Title 31 -- we don’t have to do it here today but
there are different -- there’s 2.65 for the DTS
and square at 2.75. Correct?

DIRECTOR DO: Yes.

CHAIRPERSON JOLLY: We just need to --

MS. WADE: Square?

CHAIRPERSON JOLLY: Square 2.75 and
DTS 2.65. We would like to find a way to
standardize that.

MR. SCHAEFFER: I think the way it was
written it was 2.75 and you had to -- there was
something at the beginning of the language if you
used an alternative meter, you have to beat that
rate.

CHAIRPERSON JOLLY: Which is where the
2.65 came in. There are still different
companies. Some are at 2.75 and some are 2.65.

MR. SCHAEFFER: Correct. And then I
guess the overall goal in the new application I
believe you can’t go over 2.75 as well.

CHAIRPERSON JOLLY: Mr. Director, I
guess our input on that would be is there a way
as some point in time to look at standardizing
that. Or, if not, we’ll clarify the language.

DIRECTOR DO: Let me look into that.
Thank you.
The next item on the agenda is the
vehicle age extensions. This has been the talk
of our council for, I think, awhile. We have
come up with, I think, a good compromise that
helps us hit all the points that we wanted to
with the vehicle age limit.
Basically the outline here is that you
can drive your vehicle up to 10 years if you have
175,000 miles or less and you pass a 150-point
inspection. We have had drivers come in and
successfully do this and we are very excited that
it’s a program that is working and putting money
back into the hands of our drivers, the pockets
of our drivers.

We are also incentivizing, I think,
the public good by also making EVs and wheelchair
accessible vehicles 10 year age limit no matter
the mileage. We have had a struggle to maintain
the wheelchair accessible vehicle fleet.
Also as we enter towards a more green
weeks. The first program is called Taxi-to-Rail. It is for residents and visitors of east of the river.

Basic what we know is that many of our residents east of the river have faced a more than 15 minute walk to the Metro stations. This is helping to solve the first and last mile problem of connecting people to our transit east of the river. Basically we’ve worked with Yellow Cab and with UVC to provide more taxis east of the river. It’s a $3 program and it can take you to and from Metro stations east of the river. Basically anyone can use it. You call the phone number, (202) 727-372 to get a ride.

Basic what I have envisioned this as is you take the Metro to Congress Heights, you go for a concert or a game, and then maybe you may want to go from the Congress Heights Metro, which is next to the Entertainment and Sports Arena, and go to Bus Boys and Poets in downtown Anacostia, and then go back to the Metro station.

If you all have any input on how we can reach out to more residents, that’s always going to be helpful. You can say it now or you can talk to me after the meeting.

MS. WADE: I need some more information on that.

DIRECTOR DO: Okay, sure. I don’t know if we have information on the program but we’ll try to get some flyers down here.

DIRECTOR DO: A Metro station.

MS. WADE: -- from a Metro station east of the river to your destination.

DIRECTOR DO: Correct. There’s eight that are qualified, seven or eight.

MS. WADE: That’s a good deal.

DIRECTOR DO: Yes, and we subsidize the rest.

MS. WADE: And this is the pilot?

DIRECTOR DO: This is the pilot. I can’t answer any additional questions.

MS. WADE: I was just -- the $3 sounds really like a great option.

DIRECTOR DO: So we’re working with --

MS. WADE: Instead of the bus.

DIRECTOR DO: Um?

MS. WADE: Instead of the bus.

DIRECTOR DO: Yes. So, I mean, like sometimes we want folks to use any option that is available to get them to and from anywhere that they see fit. This just adds to the transportation network so whatever they want to use, it’s just an additional option for them.

MS. WADE: It keeps us in the mix.

DIRECTOR DO: Yes, that’s right.

Since you’re really helping to fix the transportation disparities that are obvious in Ward 7 and Ward 8. You’re a driver so let me ask you this. Is that enough of an incentive for drivers to now start focusing on Ward 7 and 8?

MR. DAGNEW: That’s a good question.

Maybe Jeff would be the best person to ask.

DIRECTOR DO: Jeff, what do you think?

MR. SCHAFFER: I think it gives work to Wards 7 and 8, but I don’t know if it will actually have a lot of drivers head over because it’s new and marketing --

DIRECTOR DO: But it’s at the Metro so would they at least focus more on Metro stations in 7 and 8?

MR. SCHAFFER: Yes, I’m sure certain
1 drivers in the two fleets are aware and going
2 around the Metros more so you should see a spike
3 in cab ridership from those Metros during the
4 period of this, absolutely. As Ms. Wade said,
5 it’s very reasonable price.
6 DIRECTOR DO: And we’re working with
7 UVC in order to have web booking and also app
8 booking in the near future. Both Yellow and UVC
9 have an app-based portion so we hope to utilize
10 that to get more riders.
11 MS. WADE: Would this be a regular
12 hail or would you have to --
13 DIRECTOR DO: You would have to
14 preschedule it with the companies. Right now
15 it’s calling the phone number but soon you can do
16 it on the net. I always suggest that you
17 schedule it with the individual companies to make
18 sure that you are going to get a ride. Here are
19 some of the flyers.
20 The next grant program that we’re
21 working on is another first-and-last-mile
22 solution. We’re working with Transco, Jeff’s

23 me to make this program a successful. I think in
24 the future innovative things like this is what is
25 going to be part of the evolution of what the
26 for-hire industry is all about. Thank you so
27 much.
28 Do you have anything to add, Jeff?
29 MR. SCHAFFER: No, I think you summed
30 everything up. Right now it’s a very big zone.
31 We’re going all the way from Georgia and Eastern
32 all the way through Ivy City. The original fare
33 in the zone was $3.00 anywhere in that zone. As
34 the Director added, it’s free until September
35 30th.
36 We’re excited. There are six vehicles
37 working it now. They are eight-passenger
38 vehicles and we should be getting a couple more
39 vehicles in the near future. I’m just excited
40 working with it. We’ve had some challenges.
41 It’s run by Via. We still have people
42 calling in but we’re working all those out and
43 trying to take people who are unbanked, people
44 who don’t have smartphones as well, and working
45 group. It’s called DC Microtransit. It’s a
46 shared ride service and it’s in partnership with
47 not only Transco and Via, but DFHV. It covers a
48 lot of Ward 5, Ward 1, and Ward 4.
49 There’s no set schedule or route that
50 you have to follow. It’s an on-demand service.
51 So basically you go onto the Microtransit DC app
52 and request a ride. We’re aiming for a six
53 minute response time from one of these eight-
54 passenger vans. It’s operational seven days a
55 week and right now it’s free through September
56 30th.
57 It’s Share Ride and it’s in a van. We
58 have about six vehicles that are operating
59 throughout the zone as of today. The hours are
60 6:30. They start at 6:30 and end at 12:30 on the
61 weekdays, 7:00 a.m. on Saturdays to 1:30 a.m.
62 Then it starts at 8:00 a.m. on Sundays and go
63 through 12:30 a.m. on Sunday evening.
64 This was launched in late May and it’s
65 very exciting because we’ve seen a lot of trips.
66 I want to thank Jeff for working so closely with
67 them all through the system so it’s inclusive of
68 everybody.
69 CHAIRPERSON JOLLY: I took a ride on
70 the Georgia Avenue Microtransit and I talked to a
71 lady who was on there and I asked how she found
72 out about it. She said that her son found out.
73 I said, well, how do you think this could be
74 better advertised? You know what she told me?
75 She said she goes to several senior
76 exercise classes at like Fort Sevens. She said
77 you’ve got to advertise with some of the DPR rec
78 centers because that’s where she goes during the
79 day. Then she said if you don’t do it there, you
80 should go to some of the senior centers.
81 She was shocked that I was on there.
82 She was like aren’t you a little young for this?
83 I said I don’t think this is just for seniors.
84 Her ideas were very interesting about
85 advertising.
86 DIRECTOR DO: Yes, we’ve marked toward
87 the senior rec centers.
88 CHAIRPERSON JOLLY: I noticed
We're fast rides program and tablets are time. Walmart and Microtransit busier. We're doing.

Howard issues were after the Metrobus stopped running so there were a lot of people who would come out and start riding it. When they were late they would use it. Then they started using it all the time. DFHV implemented the software now so we are now covering apps as well. We got a couple tablets in some restaurants in Ivy City and the whole thing is getting ready to blow up and change and go to another level.

MS. WADE: And then after that?
DIRECTOR DO: We're going to -- like Microtransit we're going to evaluate both program, see where we can improve it, see where we can build on our successes, and learn from some issues that have come up and see what we can do.

MS. WADE: Will there be funding available to extend the program?
DIRECTOR DO: Yes, but it depends on --

MS. WADE: The success.
DIRECTOR DO: The success on the use of it and who uses it and where do they use it to and from. Just evaluating the whole entire program holistically. I see success as not only rides but the people who use it. And are we bolstering the transportation network or is it already robust?
I don't know that. You know, we're fast moving. We're trying to be innovative. We're trying to use all the options that we have in front of us to try all types of different programs.
Theoretically this program, Taxi-to-Rail, might transform into a Microtransit program where there's more pool rides where we can have more people in one van so we can reduce the cost of having a taxi. I mean, you know, I'm always balancing the cost of the program and how we can make things better.

MS. WADE: Thank you.
DIRECTOR DO: All right. The next program is -- the next grant program is the Transport DC Pool Rides. This program was opened to the entire for-hire industry. Basically the goal was to incentivize our Transport DC riders to take more pool rides in our Transport DC program.
We are evaluating how we are going to do this. Previously we tried to do pool rides with the entire universe of Transport DC contractors. This time it's going to be one provider focusing on actually matching rides.
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<td>Then we also but the incentive onto the riders because there is no longer a co-pay for our riders. Previously it was a $5.00 co-pay in order to get a ride. Here you pay zero if matched going to get to your destination. This is also another program that will run through the fiscal year and we're going to look at the success of this program and see how we can improve and incentivize pool rides for the Transport DC program in the next fiscal year. This is what we call the Beta and the Alpha which is a similar program that also reduced the reimbursement rate that the riders had to pay previously. The match rate wasn't as high as I wanted it which was around 14 percent match. Hopefully we get to 40 percent, 50 percent, and 60 percent. That's what I'll measure success by, what the match rate is by the provider that gets this grant. That's my remarks. Thank you so much, Mr. Chairman.</td>
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<td>CHAIRPERSON JOLLY: Thank you, Mr. Director. Congratulations again to you and your team at DFHV. This has been a very impressive update. As I said before, four years ago the regulatory framework wasn't there and now, obviously, everything is changing. You've got greater cooperation and collaboration with the TNCs and I think that's good. It's done in a way to provide more opportunities for taxi drivers and build up the eco-system so that everybody can share and share alike. Once again, congratulations. Public comment. Are there any persons here that would like to testify? Anybody who is not registered? Okay. Well, let me ask my fellow advisers, any final comments? MS. WADE: No, I think this was a great meeting. I think we got a lot accomplished. We still look forward to hearing from you and your comments on any of these items. I'm sure you know they are available on our webpage.</td>
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<td>DIRECTOR: Coming next month we're going to have our next Title 31 hearing scheduled so that we can finalize the Title 31 rewrite in the coming weeks and months. Look out for that as we proceed on that project. We had our first round back in January and now we've made the changes and we've taken all the comments in. Now we're going to take the next step of presenting the next set of changes. Then hopefully we can finalize that and go through the process for that in the near future. That's it for me. CHAIRPERSON JOLLY: That being said, it is 10:46 and we are adjourned. Thank you. (Whereupon, the above-entitled matter went off the record at 10:51 a.m.)</td>
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<tr>
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<td>25:12</td>
</tr>
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