

Sent: Wednesday, September 17, 2014 3:04 PM
To: ATD DCTC
Subject: Compliment for driver #00072967

Hello,

Last Tuesday, I was dropped off at the airport by cab# J038, driver #00072967. I cannot recall his name. Upon checking in at the baggage counter, I realized I forgot an extremely important bag in the cab – one that I needed to make my business trip a success. I was growing more and more upset as the DC Cab line was closed (this was past 4:30 pm) and was surprised and thrilled when the driver walked in a good 15 minutes later to give a US Airways employee my extra bag!

I am so appreciative of his help and commend him for his service.

Thank you,
Kristen

Sent: Thursday, September 11, 2014 2:23 PM
To: ATD DCTC
Subject: Commendation for Taxi Cab Driver

I am writing you to commend a driver for exemplary service. His name is Tedoa, he is an independent driver, his phone number is 7035178016 and he is from Alexandria, Virginia. On 8/24/14 Tedoa was giving my wife and I a ride from the National Mall to the Washington Plaza Hotel. As I was getting money out of wallet to pay the fare, it must have slipped between the seat or onto the floor. As we entered the hotel I realized I no longer had my wallet and Tedoa proceeded with another route. Realizing I was never going to see my wallet again, I left my name and information with the hotel in case of a miracle that it was returned. In a time crunch we had to immediately return on our drive home to Southwestern Pennsylvania. Halfway home we received a phone call from the hotel saying that Tedoa had return our wallet. A passenger had found it in the back seat of the cab. They stated that Tedoa returned it immediately and was very concerned because we needed the assets in my wallet to get home. We got his number and called him to give him our heartfelt gratitude. Personally we feel like that isn't enough for his honesty and selfless service and he should be rewarded for his professionalism and sincerity. Thank You

Sent: Monday, August 25, 2014 2:43 AM
To: ATD DCTC
Subject: Commendation for a taxi driver

Hello:

My name is Chris. I visited Washington DC last week and would like to let you know about an outstanding taxi driver. I do not know the name of the company, I only know his name is Singh.

Some friends and I took a cab to our hotel. I wanted to give the driver a small tip so gave him what I thought was \$20. He handed it back to me and said this is a \$50. I was jet lagged and not so familiar with the US currency so wouldn't have even noticed this if he hadn't mentioned it. The story doesn't end here.

I also dropped my I-pad. I did not know the cab company so had no way of contacting it but fortunately, the driver (who wasn't quite sure which passenger could have lost it) went out of his way to check to see if it was lost. He found me and returned it. He also refused to accept any money as a reward. He was very modest and does not seek recognition.

Regardless, I would like to mention these two acts of honesty, and thoughtful and gracious service. It prevented a situation that could have been bad and allowed me to fully enjoy my visit to Washington DC and more importantly, serves as a shining example of what it means to be of service, and a good person. He did not seem to want recognition (and I can respect that) but hope there is a way to do this in a way that respects his humility.

Thank you.

Sent: Wednesday, July 30, 2014 1:18 PM

To: ATD DCTC

Subject: Excellent service

I am sorry this is a couple weeks late but I wanted to drop a note and tell you what a great experience I had with one of your taxi drivers on my recent trip in DC. I had driver Admasu Abebe, cab J120 and he was just the most pleasant and friendly driver I had ever had. His cab was clean and well kept (looked brand new even though a year old) and he drove me out to Dulles on July 17th from the downtown area in midmorning traffic without hesitation or any complaint. While I know he got a good fare from me, I am sure it kept him from making additional money by having to drive me out there and drive back during rush hour. He made sure he took the most economical route for me even listening to the traffic to determine the best way to get there during traffic.

I hope that when I come back to DC I am lucky enough to find him again. He clearly cares about his business and makes sure he treats passengers well.

I just thought you should know that you have one great cab owner in Admasu. I am not sure if there are awards given but if so please feel free to pass this along to the right people.

Thank you for your time today.

Sent: Wednesday, July 30, 2014 4:23 PM

To: ATD DCTC

Subject: Employee Recognition

I want to take a moment to recognize the efforts of Inspector Gregory Wallace of the Taxicab Commission. I frequently experience Uber/UberX vehicles ignoring signage and my personal efforts to stop them from using a small and restricted parking area for pick up and drop off of customers. On many occasions this small area has been so completely congested with Uber and Taxi vehicles that the traffic comes to a complete stop. The Uber drivers have been rude and voiced opposition to our policies in sometimes foul language. Inspector Wallace has made stops in the vicinity of my location and checked the license and insurance of several vehicles. While he is doing so, I have witnessed him being considerate and very professional even when being confronted by drivers. I have watched as he patiently explains DC Law and why he may be issuing citations.

From what I have seen he has not only acted in the Cities best interest, he is acting in the interest of passengers, drivers and business owners. I have experienced the ire of these drivers when they don't like something and am impressed at the ability of Inspector Wallace to maintain such a calm and professional demeanor. I would welcome his occasional visits in our area as well as more frequent visits by the Taxi Commission. Thank you Inspector Wallace for the services you provide!

Sent: Monday, July 28, 2014 1:51 PM

To: Linton, Ron (DCTC)

Cc: DCTC Agency Mailbox (DCTC); Person, David (DCTC)

Subject: Commendation for Sherry Tillman

Dear Chairman Linton,

I am writing to both thank and commend your employee, Sherry Tillman, for her excellent service in the DC Taxicab Commission.

After losing a precious bag in one of DC's taxicabs, I contacted the lost and found office, with very little hope for its return. Not only did Sherry seek me out after finding my bag, but the diligence and professionalism of her service was a refreshing change from what I've come to expect from many municipal government agencies and employees. I'm sure Sherry was "just doing her job," but I'd like you to know that she handled my case with a level of courtesy and responsibility that far exceeded expectations and should make your office proud.

I hope you can take my recommendation into account when evaluating her performance. Thank you for providing the office with such great staff.