

Memorandum



Date: June 6, 2013

To: Honorable Chairwoman Rebeca Sosa
and Members, Board of County Commissioners

From: Carlos A. Gimenez
Mayor 

Subject: Meeting Minutes for Limousine Advisory Group and Taxicab Advisory Group

At the July 3, 2012 Board of County Commission meeting, the attached Resolution No. R-599-12 directed the Mayor or designee to provide the Board with the votes taken and the minutes of the Limousine Advisory Group and the Taxicab Advisory Group on a quarterly basis and, where the votes taken or minutes of the advisory groups relate to pending legislation, to submit such information as soon as practicable in order to allow full consideration by the County Commission or committee of relevant jurisdiction.

In compliance with Resolution No. R-599-12, attached are copies of the Limousine Advisory Group's quarterly meeting minutes of February 13, 2013 and the Taxicab Advisory Group's quarterly meeting minutes of January 22, 2013. Also attached are meeting minutes for the Taxicab Advisory Group's Wheelchair Accessible Sub-Committee meetings held on July 10, 2012 and October 12, 2012.

Please direct any questions regarding this information to Jack Osterholt, Deputy Mayor/Director, Department of Regulatory and Economic Resources (RER), at 305-375-5695 or email: josterholt@miamidade.gov.

Attachments

c: Jack Osterholt, Deputy Mayor/Director, RER
Joe Mora, For Hire Transportation Division Chief

**Limousine Advisory Group
Meeting Minutes for February 13, 2013
140 West Flagler Street, 908
Miami, Florida 33130**

Members Present:

Neil Goodman	Aventura Limo, Industry Rep.
Freddy Castro	Signature Limo, Industry Rep.
Ron Hoye	Carey International, Industry Rep.
Mark Mitros	MIA Landside Operations
Antonio Meilan	Meilan Limo, Industry Rep.
Luciano Aoki	Consumer Representative
Freddy Wong, Jr.	Seaport Representative
William Talbert	GMCVB Representative

Members Absent:

Michael Solomon	USA Transp., Industry Rep.
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Staff Present:

Joe Mora	Division Director, For-Hire Transp.
Steve Bobes	Admin Officer, For-Hire Transp.
Raul Gonzalez	Special Project II, For-Hire Transp
Bridgette Newsome	Secretary, For-Hire Transp.

Mr. Mora conducted member roll call and informed the Vice-Chair, all members were present. Mr. Mora informed members he recently learned Chairwoman Judith Baron tendered her resignation to her employer which, therefore, disqualified her from sitting on this advisory group.

Vice-Chair Goodman commenced the meeting thanking participants for attending and welcomed members.

Approval of the Minutes:

Mr. Goodman requested approval of the October 29, 2012 Limousine Advisory Group minutes. Mr. Castro motioned to approve the October 29, 2012 minutes as written, seconded by Mr. Talbert, with unanimous approval.

Chairperson Position:

Mr. Mora re-stated the above, former Industry Representative & LAG Chairwoman Judith Baron was no longer qualified to hold a LAG seat. That being said, Mr. Mora advised members, a vote to fill the vacant seat needs to occur. After some discussion, members agreed Mr. Neil Goodman's role as LAG's Vice-Chair would remain status quo and members would nominate a new committee chair.

Nominations for LAG Chair commenced with Mr. Goodman nominating Michael Solomon and Mr. Meilan nominating Freddy Castro as possible candidates. Although, members placed their

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votes, the outcome was tied. Mr. Mora recommended given the tied vote to table this issue until the LAG's quarterly meeting in April.

UBER

Mr. Mora provided background information on an on-demand private business venture named Uber. Uber desires to establish business in the South Florida marketplace. Uber, based in various cities throughout the United States, is quickly becoming a concern for regulators and those in the taxi and limousine industries.

Mr. Mora further stated Uber dispatches the nearest driver to pick-up passengers. Customers are sent text messages indicating estimated time of arrival, as well as, arrival wherein a sleek black vehicle awaits. Upon arrival, customers provide drivers with their desired travel destination information. No monetary is exchange between drivers and customers.

Mr. Talbert expressed, South Florida is a world class, high-end, global destination with tremendously huge events bringing massive tourist to the city. Mr. Talbert expressed his discontent, lack of understanding and rational regarding servicing customers. Mr. Talbert believed all vehicles picking up passengers must be fully equipped with a credit card system and modern technology to provide the motoring public, which is the customer, with convenience and overall service.

Mr. Mora noted at the International Association of Transportation Regulator (IATR) Conference held in Washington, D.C. Uber was a major topic for discussion. Mr. Mora stated IATR submitted their concerns to the California Public Commission in regards to Uber's-Digital Dispatching Service. IATR also question the Commission reasoning in regards to Uber's request to be license as a charter service under the State of California regulations. Mr. Mora remarked Washington D.C. operators expressed a huge concern with Uber not working with providers and passenger service companies. Mr. Mora indicated Uber believes their company should not be regulated.

Mr. David Cardenas introduced himself as a representative of Southern Strategy and indicated he would be lobbying on behalf of Uber. Mr. Cardenas further stated his company was familiar with the Codes of Miami-Dade County and emphasize no known regulations have been violated. Mr. Cardenas discussed Uber's intent to lobby for legislative change in three areas of the current Limousine Code. They were: 1) the one-hour pre-arrangement stipulation; 2) 2-hour minimum rates and they are questioning the laws that stipulates black cars pay more than taxicabs; and, 3) the amount of limousine licenses held within the industry.

Mr. Cardenas went on to say the company has seen a huge growth in the population, both culturally and economically over the last eleven years. The company believes the market place is the appropriate dictator for determining the volume and necessity for the number of limousines operating in today's market. Mr. Cardenas insisted, Uber was not stealing customers nor were they operating illegally, they are desirous in building a working relationship with the limousine industry throughout Miami-Dade County.

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Members raised several concerns and discussed compliance to the County's Limousine Codes. Industry members noted, they have tried unsuccessfully over the years to bring change to existing limousines laws but these changes have not been supported by the Commission. Members believed this industry needed to move forward and advance with current technology to satisfy customers and become better passenger service companies.

Member discussion pursued as well as engaging audience participations to determine the best methods for review and propose changes to the limousine ordinance. Mr. Goodman express concerns with Uber's customer disclaimer noted on the company's website, which read: "the quality of the transportation services scheduled through the use of the service or application is entirely the responsibility of the third party provider who ultimately provides such transportation services to you. You understand, therefore, that by using the application and the service, you may be exposed to transportation that is potentially dangerous, offensive, harmful to minors, unsafe or otherwise objectionable, and that you use the application and the service at your own risk."

Mr. Goodman also stated the Miami-Dade County Commissioners should be made aware of Uber's website's disclaimer.

Vehicle Entry Age:

Mr. Mora recapped the current laws regarding vehicle entry age standards for limousines. For luxury sedans: the entry age was five years; and, super-stretch is seven years with the retirement age remaining the same. While this change allowed operators the ability to purchase an older model year vehicle this legislation carries a sunset provision which will expire on all vehicles, December 31, 2013. Beginning January 1, 2014 model years for all vehicles would revert back to their original status. Mr. Mora stated the granting of additional years could only be approved by the Board of County Commissioners. Mr. Mora was aware several Board members during committee discussion, had voiced their concerns regarding the appearance and condition of older vehicles operating on the streets of Miami.

Vehicle Listing:

Mr. Mora reminded members the criteria and vehicle list for luxury limousine vehicles was developed by the department with a standard minimum vehicle price commencing at \$42,000. Members questioned how standards were set and suggested the list be modified to include the addition of the Chrysler 300 to the vehicle list. Members stated, the vehicle's starting price is \$38,000.00 for a 6 cylinder and the vehicle is an ego friendly hybrid car. Mr. Mora noted members concerns and advised he would discuss this matter with the department's Assistant Director.

Adjournment

Mr. Goodman offered a motion to adjourn, seconded by Mr. Meilan, with unanimous approval. There being no further business, the meeting adjourned.

Taxicab Advisory Group
Amended Meeting Minutes for January 22, 2013
140 West Flagler Street, Conference Room #908
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TAG Members Present:

Dr. William Samek	Chairperson/Consumer
Monica Beltran	MIA Representative
Jerry Moskowitz	PSC Principal
Les Eisenberg	PSC Principal
Diego Feliciano	License Holder
Fred Wong	Seaport (PortMiami) Representative
Robert Singer	Consumer Services
Rolando Aedo	Visitor Industry Representative
Heidi Johnson-Wright	MDC ADA Coordination Representative
Anson Jean-Pierre	Driver Representative

TAG Members Absent:

Dawood Akhtar	Vacated TAG seat
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Staff Present:

Joe Mora	For-Hire Transportation Director
Raul Gonzalez	Sp. Projects, For-Hire Transportation
Steve Bobes	Adm. Officer, For-Hire Transportation
Bridgette Newsome	Secretary, For-Hire Transportation
Nancy Perez	Senior Ex. Secy., Business Affairs Div.

Mr. Mora conducted member roll call and advised the Chair a quorum was present. Mr. Mora advised the Chair, he recently learned TAG Member Mr. Dawood Akhtar recently sold his interest in his for-hire license which therefore disqualified him to fill his TAG seat as a Taxicab Owner/Driver Representation.

Dr. Samek commenced the meeting welcoming members and set the agenda.

Approval of the Minutes:

Dr. Samek requested members review and approve the minutes of the October 23, 2012 TAG meeting. Mr. Feliciano offered a motion to approve the October 23, 2012 TAG minutes, seconded by Mr. Moskowitz, with unanimous approval.

Chauffeur of the 4th Quarter:

Mr. Aedo nominated driver 4-4 to be recipient for the Chauffeur of the 4th Quarter award. Ms. Beltran seconded the nomination, with unanimous member approval.

Chauffeur of the Year 2012:

Mr. Moskowitz nominated driver 2-1 to be recipient for the Chauffeur of the Year 2012 award. Mr. Feliciano seconded that nomination, with unanimous member approval.

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Taxicab Stand Update:

The updates below reflect the division's taxicab stand accomplishments for the fourth quarter of 2012. As a result of the division's request, the below taxicab stands were established, re-established or increased:

- In addition to the taxicab stand by the Dolphin Mall main entrance, a one (1) car stand with a four (4) car feeder-line was established by the food court entrance.

The Division coordinated the activation of a temporary taxicab stand at Sun Life Stadium - Gate 4 for the following sporting event(s):

- Orange Bowl Game held on January 4, 2013
- BCS Championship Game held on January 7, 2013

It should be noted, that we had enforcement staff at all these events to ensure for-hire vehicles were in Code compliance" "

In partnership with the City of Miami Beach Parking Department temporary taxicab stands were established at Miami Beach's Convention Center in an effort to provide additional transportation services to the following events:

- A seven (7) car stand was established at the Miami Beach Convention Center, 1900 Convention Center Drive, Miami Beach

Staff coordinated the establishment of temporary taxicab stands at the following events, in an effort to provide additional transportation service to the motoring public.

2012 NASCAR Championship Races:

- A five (5) car temporary stand was established at the NE corner of SW 336th Street & SW 137th Avenue.

2012 Art Basel / Art Miami

- A seven (7) car stand was established at Midtown Miami adjacent to the Rubell Collection 95 NW 29th Street.

For a complete listing of taxicab stand locations throughout Miami-Dade County, please visit the Department of Regulatory and Economic Resources website at: <http://www.miamidade.gov/business/library/forms/taxi-stand-locations.pdf>.

Uber – Digital Dispatching Service:

Mr. Mora provided background information on an on-demand private business venture named "Uber", desiring to establish business in the South Florida marketplace. Mr. Mora

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stated the company is based in various cities throughout the United States and quickly becoming a concern for the taxi and limousine industries.

Mr. Mora further stated Uber developed a mobile application which connects passengers with drivers. Customers can request 24 hour transportation services from anywhere by utilizing the "apps" on their iPhone or Androids or email: m.uber.com.

Mr. Mora discussed Uber's business model and website which reads "Ride in Style." Uber dispatches the nearest driver to pick up passenger. Customers receive text messages indicating estimated time of arrival as well as arrival wherein a sleek black vehicle awaits. Customer then provide drivers with destination information and away they go."

The iPhone and Android apps are used to establish pick-up location and map trips. By utilizing Uber's website: m.uber.com., clientele can type their address or text info within the US and Canada by using their address and City to: 827-222. Uber advertises "Leave the Cash at Home". Upon arrival at their destination(s), Uber automatically charges the credit card on file to avoid handling of payments by drivers other than, receiving "gratuities." Fare prices begin with a base fare. Thereafter, fees depend on travelling speed over 11mph, a distance fee for traveling below 11mph, and a time fee.

Mr. Mora advised Uber's future plans are to expand operations to include non-taxi ridesharing. Mr. Mora understood, in several jurisdictions Uber is being accused of operating an illegal taxicab operation.

Members raised various concerns and discussed compliance of the County's Limousine laws in regards to the one-hour pre-arrangement provisions. Mr. Eisenberg noted he did not have an issue with Uber as long as their operation was in compliance to the County's For-hire Codes.

Mr. Eisenberg proffered a motion to support the continuation of the uniform meter rates along with the one hour pre-arrangement clause. Mr. Eisenberg stated members could approve or withdraw the motion as he was willing to further discuss issue. Motion was not seconded. Mr. Feliciano suggested discussion of that motion.

Mr. Feliciano urged the advisory group to reach out to their County Commissioners to inform Commissioners TAG members would stand behind the current for-hire Code pertaining to taxi/limousines services.

Mr. Feliciano noted Uber has a contract with the City of Miami. Mr. Feliciano suggested enforcement staff investigate whether company was utilizing license or non-license limousine companies and if so, ascertain which local companies were leasing these vehicles.

Mr. Moskowitz believed revising existing laws for luxury sedan vehicles would not only greatly affect the limousine industry but would also have a major impact on the taxi industry.

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Mr. Eisenberg motioned to support existing laws regarding luxury sedans to include rate, year, make of vehicles and prearrangements. Mr. Feliciano seconded Mr. Eisenberg's motion.

Mr. Aedo suggested the motion regarding luxury sedans vehicles be withdrawn. He noted this was a Taxi Advisory Group meeting and questioned why the main focus was on luxury limousine sedans, their existing laws such as the one-hour prearrangements provision and uniform rates. Mr. Aedo said he had no knowledge of the limousine industry and opted not to support Mr. Eisenberg's motion. Ms. Beltran and Ms. Wright-Johnson both agreed with Mr. Aedo and therefore, were not supportive of Mr. Eisenberg's motion.

Mr. Aedo suggested a joint meeting be considered for TAG and LAG to further discuss the Uber topic.

Dr. Samek suggested Commissioner's be informed of Uber's website. It clearly states, "Your car will arrive in minutes". Dr. Samek questioned whether their webpage statement breached the Codes governing the limousine industry in Miami-Dade County.

Mr. Mora stated, Uber is in violation of the County Codes with a motto of "Your car will arrive in minutes". But Uber's website advertises worldwide. Mr. Mora advised Uber supports pre-arrangement and have stated, they would like to get rid of the one-hour prearrangement clause in the Code.

Mr. Eisenberg modified his motion to read, enforce existing limousine laws under the luxury sedan category and suggested the taxi industry seek to improve areas for technology to include credit cards and dispatching. Mr. Feliciano seconded the motion. Five members were in favor, none opposed, and four members sustained. Motion passed

Credit Cards:

Mr. Eisenberg discussed usage of credit cards in taxicabs and believed the gas station model should be explored. Mr. Eisenberg stated he reached out to a meter shop employee to explore methodologies for implementing a discount fee in taximeters to would show passengers their taxi fare. Passengers could opt whether to pay with cash and receive a discounted rate applied to their fare.

Mr. Eisenberg proffered a motion, requiring all taxicabs to accept credit cards utilizing the gas station model to cover card fees and placement of these credit card machines on the back side of the driver's seat. Ms. Beltran favored an increase per mile instead of upfront fees but would support the will of this committee. Mr. Moskowitz suggested a \$2.50 drop fee, with an additional \$1.00 each 1/6 of a mile. The motion, seconded by Mr. Feliciano, was unanimously approved. Motion passed.

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Taxi Growth Formula update:

Mr. Mora requested a TAG Subcommittee be created to review new technology and methodologies for establishing a taxi growth formula that would involve all Passenger Service Companies. TAG members selected Mr. Eisenberg as their sub-committee chair. Audience member Robert Fuentes volunteered his services to this sub-committee.

While several TAG members left the meeting, Mr. Mora advised he would reach out to inform them of the formation of this sub-committee. Mr. Mora will establish a date for the first sub-committee meeting and inform members.

Updates: Taxi Renewals & Taxicab Advisory Group Vacancies:

Mr. Mora informed members taxi renewals will commence on February 1, 2013. As part of the request for the 2013 Taxi Renewals process, permit holders as well as drivers, will be required to submit their passenger service company agreements.

Industry members were warned of this legislative change. Mr. Mora noted if agreements are not submitted when renewal applications are received, deficiencies will be issued. The application process will not be placed on hold for lack of compliance. Permit holders will be contacted in order to make necessary changes and/or come into compliance.

Mr. Mora advised, the division is seeking applicants to fill 5 vacant TAG seats. Deadline submission for applications is March 29, 2013. These applications are posted on the department's webpage.

Dr. Samek advised remaining TAG members, a quorum was not present therefore casting votes would not be valid.

Adjournment

There being no further business, Mr. Samek moved to adjourn meeting, unanimously approved by all. Meeting adjourned.

**TAG's Wheelchair Accessible (WAC) Sub-Committee
Meeting Minutes for the July 10, 2012
140 West Flagler Street, Suite 908
Miami, Florida 33130**

Members Present:

Dawood Akhtar	Driver Representative
Monica Beltran	MIA Representative
Jerry Moskowitz	SC Principal
Les Eisenberg	PSC Principal
Diego Feliciano	License Holder
Ray Gonzalez	American Shuttle
Loren Wray	Global Strategic

Staff Present:

Joe Mora	Division Director, For-Hire Transp.
Steven Bobes	Administrative Officer, For-Hire Transp
Raul Gonzalez	Special Project Admin, For-Hire Transp.
Bridgette Newsome	Secretary, For-Hire Transportation
Nancy Perez	Senior Ex. Secretary, Business Affairs

Mr. Moskowitz welcomed members and introduced Ms. Heidi Johnson-Wright, ADA Coordinator for Miami-Dade County's ADA Office.

Mr. Moskowitz proffered a motion to appoint Ms. Heidi Johnson-Wright to preside as Vice-Chair for TAG's Wheelchair Accessible Sub-Committee, seconded by Mr. Eisenberg, was unanimously approved. Ms. Johnson-Wright graciously accepted the position as Vice-Chair.

Wheelchair Accessible Cab (WAC) Ordinance:

Staff distributed a current version of the taxi ordinance. Exerts taken from the taxi ordinance identified areas covering the definition and the rules and regulations pertaining to wheelchair accessible cabs (WAC).

Mr. Mora encouraged members to review and utilize the information provided as a reference tool to determine the current Code verses this Committee's suggested Code modifications, additions or language changes. Mr. Mora echoed, the Sub-Committee may seek future Code amendments. Be mindful, all suggested revisions require Board approval, and if receive, such changes would deliver highly needed services to the disable community.

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Mr. Mora informed members the Board of County Commissioners requested the department submit information to them of all items relating to the For-hire Industries as well as, pertinent information voted upon by the two Advisory Groups, TAG/LAG.

Mr. Mora stressed the Commission voiced their concern regarding matters pertaining to the for-hire industries. They strongly believed written clarification of this information would be beneficial to them when casting votes on all for-hire matters. Mr. Mora advised information requires submission thru the Mayor's office for distribution to the Board of County Commissioners.

Identify Problem Areas:

Ms. Johnson-Wright expressed the importance of wheelchair accessible services throughout Miami-Dade County instead of just certain areas of the County. Ms. Johnson-Wright reiterated services for ADA clientele becomes increasingly more difficult during the evening hours.

Owner for Super Yellow Cab Company Mr. Gilberto Hernandez stated taxi drivers do not want to pay for radio service, nor answer the radios and/or transport disable passengers. Mr. Hernandez expressed drivers pay radio dues but do not answer their radios when called upon.

Mr. Feliciano stated Passenger Services Companies have tried to provide services, to no avail. Thus said, these type services are a failure within this industry.

Mr. Moskowitz insisted these radio companies do not have any authority over drivers refusing to answer these calls. And sadly in the end, these disadvantage customers have had to find other means for transportation instead of relying on taxicab services.

Members suggested the following scenario as a solution: if a taxi driver operating an accessible vehicle is dispatched and then refuses transport of a disable customer, the Passenger Service Company providing technological services should be allowed to disconnect their services from the driver's equipment.

Another huge problem in servicing disadvantage customers was, out of the 81 WAC vehicles, only 2 WAC were equipped with a GPS system. Ms. Johnson-Wright

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expressed, beware of the assumption about the demand of calls dispatcher receive. Ms. Johnson-Wright believed the volume of calls were not the issue. She expressed, the biggest issue were drivers operating WAC have not been reliable and were not responsive to radio dispatch services.

Mr. Mora read the following exert from House Bill 1392, it reads: the Office of Program Policy Analysis and Government Accountability shall conduct a study to determine the availability of accessible taxicabs operating in metropolitan and tourist destination areas, including but not limited to, Miami-Dade County, Broward, West Palm Beach and Palm Beach County, Orange County, Hillsborough County, Duval County, Lee County, Escambia County and Volusia County.

Mr. Moskowitz restated his solution for WAC radio dispatched taxicabs. Mr. Moskowitz believed all lottery wheelchair taxicabs must have a GPS radio dispatch service and utilize a central telephone number. A wheelchair taxicab must call in to check-in at the start and/or end of shift.

Mr. Moskowitz stressed, four PSC companies would be able to dispatch 81 WAC for a two year period. Drivers would be able to select any PSC to operate their vehicles. One PSC company should be designated to be responsible for the dispatching WAC vehicles in order to control the dispatch operation with drivers in servicing customers with disabilities. The County must establish a penalty system for PSC companies handling these type dispatches and driver refusals.

Identify Possible Solutions:

Mr. Eisenberg discussed his solution for handling these type calls. Mr. Eisenberg suggested changing the laws regarding radio dispatching. Eisenberg further stated, Passenger Service Companies (PSC) must hire reliable personnel to coordinate daily activities of the WAC, thus providing a better forum for communication between drivers and disadvantage customers.

Mr. Moskowitz suggested those dispatched drivers refusing to respond to these type calls must be cited for refusing to pick-up disadvantaged passengers along with receiving a citation in the amount of \$250.00. Should a second passenger refusal offense occur from the same driver that citation should double to \$500.00. A third offense for refusal to pick-up passengers with disabilities should be grounds for automatic suspension and/or revocation.

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Mr. Mora responded the above language was recently adopted in an ordinance sponsored by Commissioner Heyman. Mr. Mora reiterated passenger refusal by drivers, after their second offense, mandates revocation of their chauffeur license.

Adjournment:

There being no further business slated for the WAC Sub-Committee, Mr. Moskowitz moved to adjourn, with unanimous member approval by all. The meeting adjourned.

TAG's Wheelchair Accessible (WAC) Sub-Committee
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Members Present:

Rene Carella	MIA Representative
Jerry Moskowitz	PSC Principal
Les Eisenberg	PSC Principal
Diego Feliciano	License Holder
Ray Gonzalez	American Shuttle
Heidi Wright-Johnson	ADA Coordination
Ernie Martinez	CODI

Staff Present:

Joe Mora	Division Director, For-Hire Transp.
Steven Bobes	Administrative Officer, For-Hire Transp
Bridgette Newsome	Secretary, For-Hire Transportation

Mr. Moskowitz welcomed attendee's and proceeded with member roll call.

Approval of the Minutes:

Mr. Mora advised the July 2012 meeting minutes would be available for review prior to the next scheduled sub-committee meeting.

Identify Problems/Possible Solution:

Mr. Eisenberg distributed copies of a New York City ruling which amended provisions of Title 35 of NYC's Taxi and Limousine laws relating to the operation of accessible cabs. Mr. Eisenberg noted the City of New York adopted a pilot program in December 15, 2011 to afford accessibility to their mobility impaired community. Adoption of this Pilot Program enabled New York City to provide organized and quality service to mobility impaired individuals and/or disabled customers.

Mr. Eisenberg suggested an incentive such as NYC be provided to Miami-Dade's WAC drivers. He further stated, offering drivers an incentive will in turn saturate the community with WAC vehicles and motivate drivers to provide better services to the motoring public. Mr. Eisenberg reiterated coordination and driver motivation is the ultimate key to promoting better service to passengers.

Mr. Eisenberg also noted Central Cab was fully equipped with technology and best suited to operate wheelchair dispatched services for the mobility impaired community in Miami-Dade County.

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Mr. Mora advised, wheelchair accessible cabs were property rights, it would be very difficult to now change the terms and condition of these licenses.

Mr. Mora noted, yes, if technology was currently in place, obtaining information from such database could supply needed reports that would indicate whether or not a taxicab was available for passenger pick-up and/or determine passenger refusal.

Mr. Moskowitz discussed his ideas for WAC vehicles. He believed cabs must connect with a wheelchair accessible radio dispatched plan. All lottery wheelchair accessible cabs must belong to one GPS radio dispatch service. A primary telephone number for all callers should be established and publicized to the community. The County must set-up a penalty system with dispatch companies. WAC drivers should be mandated to call-in at the beginning/ending of their shift. Mr. Moskowitz stated having a system in place such as this will report trip refusals and locate vehicles in areas where service is so desperately needed.

Mr. Moskowitz suggested extending an invitation to all wheelchair accessible drivers to attend their sub-committee's next WAC meeting as it would be practical and beneficial to listen to driver's comments regarding this topic.

Upon conclusion of this discussion members agreed to, extend an invitation to wheelchair drivers to attend the sub-committee's next WAC meeting.

Mr. Martinez expressed his extreme dissatisfaction with the wheelchair taxicabs servicing the disable community. Mr. Martinez stated in general, WAC drivers are very rude and disrespectful to their clientele and drivers fail to provide good customer service.

Mr. Gilberto Hernandez stated his company has not received calls from customers with disabilities. Mr. Mora retorted, please clarify that statement, by suggesting that fact "not receiving calls", it is because of poor customer services or because of prior bad experiences?

A lengthy discussion ensued among members and guests regarding the definition of "poor customer service."

Associated Cost:

Mr. Goderich discussed government grant opportunities and the possibilities of ascertaining whether there were available dollars or other possible avenues the

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County could pursue. Mr. Goderich encouraged members to commence recommendation submissions, to not rely only on one option, as this could become more problematic to accomplish.

Ms. Johnson-Wright discussed the importance of grant money and the varied purposes it could be spent on and noted receiving grant money is terrific although, it may not be reliable or always available.

Mr. Mora recapped the Sub-Committee's suggestions, they were: conduct an auction; research availability of grant money; instill a surcharge and/or renewal fee increase assessed to Permit Holders and/or Passenger Service Companies.

Mr. Moskowitz requested Mr. Mora add to his list the possibility of conducting a future lottery and felt that was also a good recommendation.

Adjournment:

There being no further business before this Sub-Committee, Mr. Moskowitz motioned for adjournment, unanimously approved by all.