Consumer Services Department
Office of the Director
140 West Flagler Street, Suite 903
Miami, Florida 33130-1561
T 305-375-1250 F 305-372-6321

miamidade.gov

Agenda
Taxicab Advisory Group
July 26, 2011 - 2:00 A.M.
140 West Flagler Street, Room 908
Miami, FL 33130

1. **Welcome and Introductions**

2. **Approval of the March 8, 2011 TAG Minutes**

3. **Selection of the 1st & 2nd Quarter, 2011 Chauffeur of the Quarter**

4. **Taxicab Stand Update**

5. **Legislative Update:**

   - **Review of adopted Ordinance amendments sponsored by Commissioner Diaz**

   - **Review of adopted Ordinance amendments sponsored by Commissioner Martinez**

   - **Commissioner Martinez proposed WAC Ordinance scheduled for RTC Committee meeting, September 12, 2011**

6. **Chauffeur Registrations Rear Display**

7. **Front Seat Usage**

8. **U/A & Smart Trip Sheets**

9. **Renewal Procedures**

10. **Adjournment**

(Please calendar 2011 Quarterly Meeting date: October 25, 2011)

Minutes of the Taxicab Advisory Group (TAG)
March 8, 2011 - 2:30 PM
140 W. Flagler Street, Room #908

Members Present:

Les Eisenberg	PSC Principal
Diego Feliciano	License Holder
Jerry Moskowitz	PSC Principal
Monica Beltran	MIA Representative
Fred Wong, Jr.	Seaport Representative
Robert Singer	Consumer
Dawood Akhtar	Chauffeur
Ilene Hyams	Office of ADA Coordination Representative
Anson Jean-Pierre	Chauffeur

Members Absent:

William Samek, Ph.D.	Consumer/Chairperson
Rolando Aedo	Visitor Industry Representative

Staff Present:

Joe Mora	Director, PTRD
Steven Bobes	AO3, PTRD
Ivan Cotayo	Taxi Stand Coordinator
Bridgette Newsome	Secretary, PTRD
Nancy Perez	Senior Executive Secretary, CSD

Mr. Mora conducted member roll call and informed the Vice Chair a quorum was present.

Vice Chair Moskowitz called the meeting to order, welcomed members and stated he would be presiding over the meeting as Dr. Samek had requested an excusal to attend a meeting in Tallahassee.

Mr. Moskowitz requested review of the October 26, 2010 minutes. Ms. Hyams moved the 10/26/2010 minutes, seconded by Mr. Feliciano, with unanimous Committee approval.

Chauffeur of the 4rd Quarter (2010): Mr. Wong nominated driver 4-3 as Chauffeur of the 4th Quarter, seconded by Mr. Ms. Hyams, with unanimous approval. The Committee also voted on the Chauffeur of the Year Award from the four quarter recipients. Ms. Beltran nominated the 3rd quarter recipient, seconded by Mr. Moscowitz, with unanimous Committee approval.

Taxicab Stand Update: Mr. Mora read into record newly created and reinstated taxicab stands located throughout Dade County. The locations identified were: The Grand Beach Hotel and a 4-car stand at the Airports new Rental Car facility. The stand at the American Airlines Arena was reinstated. Throughout the Art Basel event 15 temporary stands were available on Miami Beach together with a 9 car stand operating in Midtown Miami. A 5 car stand was established for the Homestead NASCAR event along with a 6 car stand at the Miami Beach Boat Show. In total: 187 taxi stands have been established, providing a total of 463 spaces, to exclude the Airport and Seaport locations..

Mr. Mora noted the taxicab stand information is updated monthly and available thru CSD Website. Mr. Feliciano congratulated County staff for their hard work and persistence. Ms. Beltran reiterated to the industry that taxi stand users must remember they are facility guests. Drivers should not use inappropriate language, behave badly or abuse the facilities premises or surrounding area.

Legislative Updates:
Commissioner Souto's Vehicle Age Extension Ordinance
Mr. Mora advised that Commissioner Souto's ordinance on vehicle age extension had been adopted March 1, 2011 by the Board. The newly created ordinance will affect a total of 47 vehicles. Most other vehicles had already been placed into service prior to the Commissioner's proposed ordinance to grant a December 2011 vehicle age extension.

Comm. Martinez proposed Ordinance
County Staff anticipates a return of Commissioner Martinez's proposed ordinance at the April 11, 2011 Regional Transportation Committee meeting.

Comm. Diaz proposed Ordinance
Commission Diaz proposed ordinance would allow veterans who have been honorably discharged to participate in an open lottery, conducted by the department, for 6 medallions. Vehicles must connect to a Passenger Service Company and operate 7 days a week, 24-hours a day, with a fixed base and be equipped with technology.

Much discussion pursued regarding the differences between these two proposed ordinances. Members discussed their desire to have both ordinances move together and the need for technology in vehicles. While the underlying question resonated, who would be responsible for payment. Those answers remained unsolved. Members believed a loss of technology is a critical part in their efforts to move this industry forward.

Members suggested writing a letter or schedule meeting with Commissioner Martinez to review TAG's concerns. Although, it was suggested this may delay or disrupt the legislative process.

Mr. Feliciano offered the following motion: TAG draft a letter of their desires to Commissioner Diaz and request in his proposed ordinance technology to vehicles be added and while moving thru the legislative process the two ordinances stay together, seconded by Mr. Moscowitz.

Members agreed there were substantive changes in these ordinances and the above motion would impede the movement, therefore could not vote for this motion. They suggested a conversation only with the Commissioner would be better appropriated.

Mr. Feliciano withdrew the above motion and offered the following: A phone call to Commissioner Diaz office to discuss technology package in lieu of a reduction in the

purchase price to $5,000.00, seconded by Ms. Hyams. Motion passed 7 in favor and 2 opposed

Gas Prices:
Mr. Mora stated due to the rising cost of gas prices CSD staff anticipates implementation of the fuel surcharge with an effective date of March 29, 2011. A public campaign will be launched along with various press releases to inform the public of the surcharge. And the decaling process would be conducted in various staging locations, at no cost to drivers.

Interior Blue Decals:
Mr. Mora requested members review and provide feedback of an interior blue decal the department created to display signage and lettering in a more prominent fashion. Members commented on the placement of the taxi number and suggested, the boxed area move upward, be printed in bold and visible in the dark.

Taxi Receipts – Section 31-86(a):
Mr. Mora reviewed the taxi receipt policy: all customer receipts whether hand-written or generated by a taximeter, shall contain the required pertinent contact information such as: driver name, Operating Permit #, Passenger Service Company Name & Telephone number along with the information to call "311". This information must be printed on all receipts as stated in the Code.

PSC Dispatching Rotation:
This item is in follow-up to an earlier discussion regarding a PSC dispatching rotation process suggested by Mr. Moscowitz for the handling of all wheelchair accessible vehicles. The thought process behind the suggestion was to utilize all 6 PSC companies on a rotation basis to better serve the disabled community. Concept: one fixed telephone number, one trip, six rotating passenger service companies with radio dispatching and GPS capabilities.

This topic created much controversy, many suggestions and opposition. Members agreed this matter should be placed on the next TAG agenda for further discussion.

OTC Tower II:
Mr. Mora informed member of the department's intent to relocate in May to the Overtown Transit Towers located at 601 NW 1 Court, 18th floor, Miami, Fl Mr. Mora assured the Committee, although he didn't believe the move would occur as early as May, the new facility would have ample office space, conference rooms an adequate parking to accomplish the department's mission.

Mediation Center:
Mr. Mora advised members of departmental procedure changes that will soon occur. CSD' Mediation Section will commence the handling of all for hire complaints. This reorganization will provide a greater enhancement to the complaint handling process and facilitate the division's enforcement officers in the performance of other related investigative duties.

Provided as general information, Mr. Mora discussed a press release regarding recent coverage of a "BOD" operation that was conducted throughout Dade County by CSD Staff with the assistance of the Police Department thru signage of an Interlocal Agreement.

Mr. Mora stated CSD Staff continue to work diligently with municipal law enforcement agencies to develop partnering opportunities and establish Interlocal Agreements such as the one for the City of Aventura.

Mr. Wong noted staging guidelines for Seaport were in the loop and would soon be accessible online.

Prior to adjourning, Mr. Mora reiterated to members, to please forward their agenda items to him in advance of scheduled meetings. This will facilitate discussion with the Chair when establishing an agenda for future meetings.

Adjournment:
There being no further business, Mr. Akhtar moved to adjourn, seconded by Mr. Eisenberg, and approved by all. Therefore, the meeting adjourned.

CHAUFFEUR NOMINATIONS
January – March 2011
1st Quarter

Nomination #1-1
CR original application 12/09/1994
Citations 3 – Complaints 0

In an email to the Consumer Services Department the passenger writes:

I recently took a taxi in Miami and received a very nice man that took me to my destination. After dropping me off I was at a restaurant with friends, when it came time to pay I realized that I did not have my wallet with me and automatically knew that I had dropped it in the taxi.

Me being the very vigilant person that I am I remembered the taxi number and automatically got in contact with him. For that moment in time I knew that my wallet was gone and the money which was about $960. I remember as soon as he dropped me off he called my cell phone by mistake and did not realize it, but I did not pay any attention to it and just hung up and that is how I had his number to contact him.

I automatically called the taxi driver and asked, begged and pleaded to go look in his car and look for my wallet. He went in and checked and stayed with me on the phone until he found it. I was so happy to know that my money wasn't gone. I am a student in Miami so that money was all I had to survive. He very kindly drove back to my destination and brought me my wallet back with every single dollar in there.

The reason I am writing this letter is to show gratitude to this man. He is a very nice man and above all you can tell that he has a clean heart. I know that if it were any other taxi driver, I'm not necessarily saying that all taxi drivers are bad but I was very lucky to have found such a good and honest man to bring my belongings with nothing missing, because if it were any other incident I know for a fact all my money would have been gone.

This man deserves an award or some kind of thankful gesture for doing what he does. I know that being a taxi driver you are not paid much, and for the fact that he brought me back my wallet knowing there was a lot of money inside shows me that this is an honest and God fearing man. I told my family and all my friends about this incident and everyone was shocked and surprised to what an amazing man he truly is. The cab number is xxxx and his license number is xxxxx.

Thank you very much.

Nomination #1-2
CR original application 03/26/2002
Citations 2 – Complaints 0

In a letter to the Consumer Services Department, the passenger writes:

Dear Sir,

I was in Florida recently and I am writing to sing the praises of our driver from (taxi company) named (nominee). I was staying at the Marriott and he drove me to purchase a car. The nominee was so nice and honest and helpful that I had to write a letter. It made me think well of Miami and its people. Thank you (nominee) and you are lucky to have him.

Thank you,

Emma Currigan
Wilmington, North Carolina

Nomination #1-3
CR original application 02/11/2010
Citations 0 – Complaints 0

In an email to the Consumer Services Department, the passenger writes:

Steven,

Yes, I was fortunate enough to ride with a driver named (the nominee). I was returning to Miami from a cruise on Jan. 2. We were late for a flight to Pittsburgh and (the nominee) got us quickly to the airport.

Upon leaving the cab I dropped my wallet in the front seat and did not realize it until we were about to board the flight. Just then I heard my name paged in the airport and called (the nominee). He had found the wallet and had been waiting for 30 minutes in a place which is difficult for drivers to wait.

I could not miss the flight to meet him and he agreed to send the wallet by overnight mail. It arrived just as he said it would. As you may know, losing your wallet can be a painful experience. (The nominee) went above and beyond the call of duty to spare me the aggravation of replacing the contents of a lost wallet. I have good memories of Miami because of a considerate driver named (the nominee).

Gregory M. Molinda
National Institute for Occupational Safety and Health (NIOSH)
Pittsburgh, Pa.

Nomination #1-4
CR original application 06/19/1981
Citations 1 – Complaints 2

In an e-mail submitted to the Consumer Services Department the passenger writes:

The weather for Tues. Jan, 25, 2011 performance of "Tales of Hoffman" at the Adrienne Arsht Center for the Performing Arts was a rainstorm of operatic proportions. (the nominee) rose to every challenge of the slippery streets with the skill of a seasoned, careful driver. My daughter, Margaret and I say "Bravo!"

Mr. Edward Chambers
Miami

Nomination #1-5

CR original application 05/16/2003
Citations 1 – Complaints 0

In an e-mail to the Consumer Services Department, the passenger writes:

Hi Steven,

Thank you again for calling me back. I would love to tell you about the great experience I had with a taxi driver last week in Miami.

Last Saturday, January 22nd, my friend and I hailed a cab from the downtown area and took it to Coconut Grove. When we got to her house I paid the driver and accidently left my wallet on the backseat. Because we had hailed the cab we had no idea which company it was. We called all the companies to see if they could send out a message but had no luck in doing so.

On Monday, the 23rd, I received a call from the taxi cab driver (the nominee). He left me a message asking if I had left anything in a cab over the weekend. When I spoke with him he did NOT tell me what was left in the cab and instead asked ME to describe it. He also told me that he had picked up various people after my friend and I and had called many of them (he, of course, did not have my phone number in the system because we had hailed him on the street).

He was truly a pleasure to speak with. He told me he had found my wallet under the seat of the car and its contents were scattered everywhere. I have a feeling one of his other passengers saw it, took the cash and threw it under the seat. He found my driver's license and then found a business card with my phone number on it and was able to track me down.

I told him that I'd send someone to get it from him (I live in Colorado and was already back here at this point) and he said that he would be happy to mail it, since I was a paying customer. Not only did he go out of his way to find me and make sure I was the rightful owner, but he went even more above and beyond by offering to mail it himself (which will obviously cost him money). I cannot tell you how appreciative I am and how truly happy I was to receive this call.
You have an excellent person working for you and he certainly, without a doubt, deserves recognition. It's people like him that remind me that there are still good people in the world today!

Thank you for you attention and please feel free to contact me with any questions.

Melissa Cipriani

Vice President
Granby Ranch Operations
Granby, Colorado

Nomination #1-6

CR original application 09/17/1990
Citations 3 – Complaints 0

In an e-mail forwarded to the Consumer Services Department, the passenger writes:

I was a passenger in a cab on Friday, January 28th at approx. 11 p.m. (The nominee) picked me up at Lincoln Road and Pennsylvania Avenue. He had just found a cell phone that a passenger had left in his cab. He was determined to figure out whose phone it was and how to get the phone back to the customer. The phone showed a number to call if the phone was found. After calling the number and speaking to the owner's wife (John Mayer from Tennessee), the driver drove all the way down to 101 Ocean Drive to take the phone back to Mr. Meyer. I really hope there is a way that we can get this information back to the cab company. This driver should be recognized from his service above and beyond. Thanks.

Lynn W. Bernstein,
Office of the City Manager
City of Miami Beach

Nomination #1-7

CR original application 06/22/1993
Citations 0 – Complaints 0

In an e-mail to the Consumer Services Department, the passenger writes:

My husband and I recently rode in a Miami cab driven by (the nominee) of car xxxx. He was very helpful in getting us to the airport (from the seaport) on time, along the way, he gave us a wonderful verbal overview of the city and made us feel very welcome. He'd be a great recipient of the chauffeur of the quarter award.

Sincerely,
Yuzhi

Nomination #1-8

CR original application 06/19/20008
Citations 3 (paid) – Complaints 2 (insufficient information)

In an e-mail to the Consumer Services Department, the passenger writes:

Good evening Steven,

as per our telephone conversation earlier today I would like to share with you our gratitude to one of the Taxi Drivers, under the (taxi company). Unfortunately we do not have the Taxi #, however his name is (the nominee).

On Friday 11th Feb, My Husband (ALY) landed at MIA, he got in the taxi at approx. 6 p.m. and made the journey home to Pembroke Pines. When they arrived Aly paid the driver and then exited the car to retrieve his luggage. Approximately one hour later we realized Aly no longer had his phone in his possession, however we did know he had

had it in the taxi as he had spoken to me to let me know how long it would be before he got home.

After the realization had set in that this was more than likely the last time we would see the phone, we went through what to do next - inform work of the lost company property. Call the provider to cancel the service.

Before doing any of this Aly was relentlessly calling his own number in the hope someone would answer, as I called (the taxi company) again unfortunately the lady I spoke to was not very helpful and told me if I wanted I could call back in 15 mins, but the driver had picked someone else up and claimed he didn't have the phone in his car?

We knew this not to be true later, as we didn't know the taxi number so neither did she and that she hadn't attempted to contact the driver.

In the meantime I continued to call the phone and unbelievably (the nominee) picked up, as soon as he answered he said he had found the phone in his cab, at this point my Husband took over the conversation. (The nominee) quite plainly told us we had nothing to worry about he had the phone and would return it to us, we then made arrangements to meet (the nominee) at taxi 1. We jumped in the car and as soon as we arrived at Taxi 1 (the nominee) recognized Aly and straight away returned the phone to us as well as restoring our faith in humanity.

Again unfortunately in this day and age we know we have been extremely lucky, and as easy as it could have been for (the nominee) to deny any knowledge -he was honest and truthful. We are both so grateful to (the nominee) and would like in some way for him to be recognized for being a good man and yes an outstanding citizen.
THANK YOU!

If you have any questions please do not hesitate to contact us,
Best regards,

Sarah & Aly Meneguzzi

Nomination #1-9

CR original application 09/27/02
Citations 1 – Complaints 0

In an e-mail to the Consumer Services Department, the passenger writes:

Dear Sir,

As we spoke on the phone, I would like to let your institution know the great service received by (the nominee). Last Friday afternoon, my family and I took the taxi from the Miami Airport to Aventura after a 20 hours trip and forgot a backpack with very valuables electronic gadgets with a value of $500+. Once (the nominee) realized that the backpack belonged to us, (the nominee) brought it to our house, with no charge and nothing missing in the backpack.

I do realize that (the nominee) has high values and a very high concept of honesty which I think should be recognize and that is why I took my time to make the call and write this email. This rare quality should be presented to everybody who does a public service as an example.

Thanks for your time,

Isaac Benzadon

3530 Mystic Pointe Dr #1609
Aventura, FL 33180

Nomination #1-10

CR original application 10/13/1998
Citations 1 – Complaints 0

In a letter to the taxi company and forwarded to the Consumer Services Department, the passenger writes:

Dear General Manager:

I would like to draw your attention to the extraordinary service that one of your cab drivers provided us two weeks ago.

We flew to Miami on February 26th and took a cab from the airport to the Marriott Biscayne Bay Hotel. I realized after the cab driver left the hotel that I had forgotten to take my briefcase with me. The briefcase contained my passport and my husband's passport. Imagine our distress. We were booked on a cruise the next day and our passports were required for us to board the ship.

The desk clerk at the Marriott made a few calls but we did not remember the name of the taxi company that picked us up. Fortunately, my husband remembered the name of the taxi driver. Although we were not successful that evening in locating the cab, my husband called the taxi lot dispatcher at the airport on Sunday morning and the dispatcher radioed out to all drivers the driver's name and the fact that we had left a briefcase in the cab. Someone recognized the driver and called the driver. The driver's name is (the nominee) and the cab number is (xxxx).

The nominee called us on our cell phone and, although Sunday was the driver's day off and the driver lived in Broward County, the driver drove all the way to the cruise ship terminal to return my briefcase and our passports. Thanks to the nominee we were able to take our cruise.

I cannot tell you how grateful we are for the nominee and to the company for employing such an exceptional person. If your company has an employee recognition program I would like to nominate this driver for an award.

Nomination #1-11

CR original application 02/06/1992
Citations 0 – Complaints 0

In a nomination form submitted to the Consumer Services Department, the passenger writes:

Customer Service: Was going to the hospital. Driver opened the door and helped me get out of cab (I have a cane).

Drivers Knowledge: As soon as I gave him the name of the hospital he knew address and its location.

Vehicle: Clean

Professional Attire: Dress shirt. Casual but nice.

Nomination #1-12

CR original application 02/04/2009
Citations 4 – Complaints 0

In an e-mail to the Consumer Services Department, the passenger writes:

I believe it was March 27 2011 that our driver (the nominee) took us to my brother-in-laws from the Miami Airport. My wife left a pair of shoes that were very meaningful to her. (The nominee) called us and told me that she left them in the cab after he dropped us off. Once I gave him my address, the shoes showed up within a couple of days. He would not accept money for doing this. I am not used to a cab driver doing this. He deserves a lot of credit for this.

Thank you.
Neil Marko

CHAUFFEUR NOMINATIONS
April – June 2011
2nd Quarter

Nomination #2-1
CR original application 02/04/2009
Citations 5 – Complaints 0

In an email to the Consumer Services Department the passenger writes:

I believe it was March 27 2011 that our driver (nominee) took us to my brother-in-laws from the Miami Airport. My wife left a pair of shoes that were very meaningful to her. The nominee called us and told me that she left them in the cab after he dropped us off. Once I gave him my address, the shoes showed up within a couple of days. He would not accept money for doing this. I am not used to a cab driver doing this. He deserves a lot of credit for this.

Thank you.
Neil Marko

Nomination #2-2
CR original application 02/06/1992
Citations 0 – Complaints 0

In a chauffeur nomination form submitted to the Consumer Services Department a passenger writes:
Customer Service: He was amazing. He was nice. I left my wallet and he held it. It was intact with everything. Very trustworthy. Nice guy.
Driver's Knowledge:
Vehicle Condition:
Professional Attire:

Nomination #2-3
CR original application 02/11/2010
Citations 0 – Complaints 0

In a telephone call to the Consumer Services Department, the passenger states:

On Saturday night 4/9/2011 they took a cab from South Beach to Rustic Pizza and she forgot her wallet in the vehicle. The driver returned to the pizza place, but they had departed, then called the hotel but was told she was not there. A while later she called the taxi company and 5 minutes later the driver called them and returned the wallet with all its contents within half hour.

Melissa Nunes
89 Saxony Dr.
Warwick, Rhode Island 02886
Phone (401) 230-0189

Nomination #2-4
CR original application 03/26/2002
Citations 8 – Complaints 0

In a telephone call to the Consumer Services Department, the passenger states:

Mr. Baran explained that the nominee dropped him off at MIA. Shortly after, his daughter realized that she had left her cell phone in the cab. Mr. Baran called his hotel located in South Beach, where the driver had returned. The driver verified that the cell phone was in his cab. The nominee drove back to MIA to deliver the cell phone to the passenger at no cost.

Mr. Baran was very impressed with the nominee's kindness and outstanding customer service.

Mr. Mark Baran
Illinois

Nomination #2-5
CR original application 02/11/2010
Citations 0 – Complaints 0

In an email to the Consumer Services Department, the passenger states:

My name is Dan Gorges and my wife and I were traveling in Miami the 4th through the 8th of June. While visiting, I lost my wallet in the back of a Yellow Cab. Obviously, very devastated and wondering how I might get home without ID. It was reported to your company, and although we did not recover it before we had to depart Miami, it was returned to me by mail the following week.

I would like to take an opportunity to thank (the nominee) for personally finding my wallet and taking the time to return it to my home. Please let him know how much we appreciate it.

Sincerely,

Dan Gorges
Omaha, NE 68118

Nomination #2-6

CR original application 08/22/2006
Citations 1 – Complaints 0

In a telephone call to the Consumer Services Department, the passenger states:

He wanted to give a compliment for the above referenced driver. He was picked up on 6/17/11 at approximately 3:00 PM and taken from Nikki Beach in Miami Beach to Sanctuary Salon & Spa in Miami Beach. He left his wallet in the car and the driver returned it to him the next day.

Ed Halbach

Nomination #2-7
CR original application 05/14/1994
Citations 1 – Complaints 0

In a telephone call to the Consumer Services Department, the passenger states:

She wanted to give a compliment for the above referenced driver. The consumer was picked up on 6/22/11 at approximately 3:30 PM and taken from the Fontainebleau Hotel to the Raleigh Hotel. Consumer stated the driver was very nice.

Ms. Teresa Riggs

Nomination #2-8
CR original application 01/23/1987
Citations 3 – Complaints 1

In a letter to the Consumer Services Department, the passenger writes:

I am writing to tell you of the exceptional service I received from my taxi driver (nominee). In March I exited his cab and left my cell phone. Upon returning to Detroit I called my phone, he answered and kindly agreed to send me back my cell phone which for a 22 year old college student is a life line! He was so conscientious (he called to make sure I got it) and was the best taxi driver. I thought you should know.

Kurt Tech
Gross Point Farms, Michigan