

Communication File 131608

Communication from the License Division relating to Certified Taxicab Affiliations and credit card reader requirements.

6 Comments Received (copies attached) in Response to the Notice of March 20, 2014 (see below).

.....

March 20, 2014

Public Comment Sought on Quarterly Dispatch Records Report Requirements and Non-Cash Payment Acceptance Policy for Taxicabs

The City Clerk License Division will accept public comment on the Quarterly Dispatch Records Reporting Requirements and Non-Cash Payment Acceptance Policy for Taxicabs until April 21, 2014.

View the Quarterly Dispatch Records Report Requirements [here](#).

View the Non- Cash Payment Acceptance Policy for Taxicabs [here](#).

(Paper copies are available from the City Clerk License Division.)

Comments should be submitted in writing to:

City Clerk License Division
City Hall
200 E. Wells Street, Room 105
Milwaukee, WI 53202
Attn: Manager
Or
license@milwaukee.

.....

Cooney, James

From: Andre Robitaille [andre.robitaille@mac.com]
Sent: Monday, March 24, 2014 2:05 PM
To: License
Subject: taxi's and cc

Every major city I've travelled to this year has a high quality credit card reader that can be swiped from the back seat without handing the driver your credit card. It's time Milwaukee gets up to speed.

Cooney, James

From: Haytham Hammad [haytham8679@yahoo.com]
Sent: Tuesday, March 25, 2014 5:28 PM
To: License
Subject: Taxi cab rules

Dear sir, The now rules that city has made don't make much since , we need some body who have some kind of idea or experience about the taxi cab business and how it runs, now when you try to force the taxi cab holder's to join one of the only two dispatch companies in the city you basically support the monoboly by make them more rich, give them more control and increase the cab expenses almost (\$1200.00)per month for each cab(radio bill and credit card fees) the choice of being independent encourage the dispatch company to give better service and keep it will updated I am sure that those who choose to be independent will do everything they can be provided the city with all the information that needed for the data and the study that the city planning to do for that I will ask everyone involved in the new rules to reconsider those rules again, as far as the 100 new permits that was really joke 80%of the winners have nothing to do with the business and will never drive a cab. thoes cabs are only offered for lease some of them are already for sale that make the drivers and the existing owners life miserable the lottery should be for those who are willing to drive by them selves if you had made value for those cabs before you issues it you would have never given
A chance for those individuals to hunt for the easy way to take advantage of us those individuals who did not work for it while those who have worked so hard for so many years to make it happen have lost everything.
Thank you

Sent via the Samsung Galaxy S™ III, an AT&T 4G LTE smartphone

Carini, Ann Marie

From: License
Sent: Wednesday, April 02, 2014 7:16 AM
To: Carini, Ann Marie
Subject: FW: QDRRR and non-cash payment acceptance policy for taxicabs

Jonathan Koberstein
License Specialist III
City Clerk's Office-License Division
City Hall Rm 105
200 E. Wells St
Milwaukee, WI 53202
(414)286-2238 Office
(414)286-3057 Fax

-----Original Message-----

From: Mostafa Abdelhafez [<mailto:abdelhafez179@yahoo.com>]
Sent: Tuesday, April 01, 2014 8:56 PM
To: License
Cc: abdelhafez179@yahoo.com
Subject: QDRRR and non-cash payment acceptance policy for taxicabs

To whom it may concern, this is Mostafa Abdelhafez, owner and operator of Abdelhafez200 Taxi. I have been working at Mitchell Airport for fifteen years. Regarding the new quarterly report requirements, I will be more than happy to submit the required quarterly report at the specified times.

There will be an authorized credit card machine in my back seat. I have been accepting credit cards for the past ten years and I do receive a 1099 by end of year to submit with my income taxes.

The one thing that will hurt my business is signing up with a dispatch company. I will be forced to pay 600\$ a month plus 20% off my credit card sales. That will be a huge cut in my income.

I work at the airport , I don't depend on dispatch service for my rides.

I strongly disagree with that new requirement to belong to a dispatch company for the above reasons.

Please consider this issue so I wouldn't undergo a big decline in my income for service I do not need.

Mostafa Abdelhafez
414-687-4572
Abdelhafez179@yahoo.com

Sent from my iPad

Carini, Ann Marie

From: License
Sent: Monday, April 14, 2014 12:45 PM
To: Carini, Ann Marie
Subject: FW: Public Comment

Jonathan Koberstein
License Specialist III
City Clerk's Office-License Division
City Hall Rm 105
200 E. Wells St
Milwaukee, WI 53202
(414)286-2238 Office
(414)286-3057 Fax

-----Original Message-----

From: Vadim Zhukov [<mailto:va0427@ya.ru>]
Sent: Monday, April 14, 2014 12:33 PM
To: License
Subject: Public Comment

Dispatch service need for city job and let taxi cab drivers decide they need it or not. All taxi accepting credit cards and installing extra equipment just extra money from drivers pockets. Yours activity already did harm for taxi business, time to stop to kill taxi business!

Sent from my iPhone

Cooney, James

From: Gogi04virk [gogi04virk@yahoo.com]
Sent: Monday, April 21, 2014 11:28 AM
To: License
Subject: RE: QDRRR and non-cash payment acceptance policy for taxicabs

From my Android phone on T-Mobile. The first nationwide 4G network.

----- Original message -----

Subject: RE: QDRRR and non-cash payment acceptance policy for taxicabs
From: salahgamar <salahgamar@yahoo.com>
To: gogi04virk@yahoo.com
CC:

From my Android phone on T-Mobile. The first nationwide 4G network.

From: gogi04virk@yahoo.com
Date: 04/02/2014 2:06 PM (GMT-06:00)
To: license@milwaukee.gov
Subject: RE: QDRRR and non-cash payment acceptance policy for taxicabs

Sent via the Samsung GALAXY S#4, an AG LTE smartph06:0

To: license@milwaukee.gov
Cc: abdelhafez179@yahoo.com
Subject: QDRRR and non-cash payment acceptance policy for taxicabs

To whom it may concern, this is Harjinder singh virk owner and operator of Cab43
I have been working at Mitchell Airport for fifteen years.
Regarding the new quarterly report requirements, I will be more than happy to submit the required quarterly
report at the specified times.

There will be an authorized credit card machine in my back seat.
I have been accepting credit cards for the past ten years and I do receive a 1099 by end of year to submit with
my income taxes.

The one thing that will hurt my business is signing up with a dispatch company. I will be forced to pay 600\$ a month plus 20% off my credit card sales. That will be a huge cut in my income.
I work at the airport , I don't depend on dispatch service for my rides.

I strongly disagree with that new requirement to belong to a dispatch company for the above reasons.

Please consider this issue so I wouldn't undergo a big decline in my income for service I do not need.

Harjinder singh virk

(262)8804714

gogi04virk@yahoo.com

Sent from my iPad



TAXICAB SERVICES
646 South Second Street
Milwaukee, WI 53204
(414) 220-5010 • (414) 220-5016

April 21, 2014

City Clerk License Division
200 E. Wells St. Room 105
Milwaukee, WI 53202
Attn: Manager

RE: Response to Request for Public Comment on Quarterly Dispatch Records Report Requirements
and Non-Cash Payment Acceptance Policy for Taxicabs

American United Taxicab Services, Inc. appreciates the opportunity to provide comments on new policies under consideration as a result of the recent overhaul to City Ordinances regulating the operation of taxicabs.

As a general comment, many of the items being considered for inclusion in the quarterly reports are simply not available either because we have no way of knowing the requested information, our dispatch system is not capable of tracking the information requested or state laws governing the use of independent contractor-drivers prohibit us from requiring the driver to furnish the requested information. In some instances, all three of the aforementioned problems arise.

We are available for additional comment and further explanation of any of the feedback we included in the accompanying documents should you feel the need.

As Milwaukee's largest provider of taxicab services, we look forward to continuing to work with the City in modernizing and improving service to residents, visitors, drivers and owners alike.

Yours Truly,

A handwritten signature in black ink that reads "Robert Wilkening". The signature is written in a cursive style with a large, looped "R" and "W".

Robert Wilkening
Dispatch Manager

City of Milwaukee

American United Feedback

Taxicab Reports
 Information Requested
 For Each Ride

Field	Format	
Date Requested	00/00/0000	Information can be furnished
Time of Request (HH:MM:SS)	00:00 Military Time	Information can be furnished
Vehicle Requested	Van, Hybrid, Wheelchair Accessible	We can only differentiate between Accessible and Non-Accessible
Date of Ride	00/00/0000	Information can be furnished
Time of Pick Up	00:00 Military Time	Information can be furnished
Wait Time	0:00	Information can be furnished
Driver Name	Last, First, MI	Information can be furnished
Driver's PPLV License #	0000000000	Information can be furnished
Vehicle Permit #	0000	Information can be furnished
Zip Code of Pick Up Location	00000	Cannot furnish Zip Codes are not tracked in our dispatch program
Pick Up Shared Ride	Y or N	Cannot furnish Only street addresses are tracked in our dispatch not location names
Distance in Miles	0.000	Cannot furnish Number of passengers is not tracked in our dispatch program
Number of Passengers	0	Information can be furnished
Date of Drop Off	00/00/0000	Cannot furnish Number of passengers is not tracked in our dispatch program
Time of Drop Off	00:00 Military Time	Information can be furnished
Zip Code of Drop Off Location	00000	Cannot furnish Zip Codes are not tracked in our dispatch program
Drop Off Airport/Hotel or Hotel Fare	Y or N	Cannot furnish Only street addresses are tracked in our dispatch not location names
Fees	\$0.00	Cannot furnish Under state law drivers cannot be forced to report income from driving to other jurisdictions
Tips	\$0.00	Cannot furnish Under state law drivers cannot be forced to report income from driving to other jurisdictions
Method of Payment	Cash/Credit/Debit	Cannot furnish Dispatch program does not track method of payment
Total Amount of Payment	\$0.00	Cannot furnish Under state law drivers cannot be forced to report income from driving to other jurisdictions
Subsidized Ride	Y or N	Cannot furnish Dispatch program does not track method of payment
Complaint	Y or N	Cannot be furnished Dispatch program does not track complaints/comments
Type of Complaint	Response Time, Payment Dispute, Driver Behavior, Condition of Vehicle, Traffic Stop, Accident, Lost Article	Cannot be furnished Dispatch program does not track complaints/comments

Driver Information

Field	Format	
Name	Last, First, MI	Information can be furnished
Driver's PPLV License #	0000000000	Information can be furnished
Owner/Operator	Owner/Operator	Cannot be furnished Dispatch program does not track owner/operator/lessee etc
Total Number of Trips	00	Cannot be furnished Dispatch program does not track ride information for each driver only by zone
Total Number of Trips Rejected	00	Cannot be furnished Dispatch program does not track rejected rides
Complaints	Date, Time, Topic	Cannot be furnished Dispatch program does not track complaints/comments
Resolution		Cannot be furnished Dispatch program does not track complaints/comments
Avg Hours Worked Per Day For those days worked	00:00	Cannot be furnished Dispatch program does not track hours worked and status by prohibits

Vehicle

Field	Format
Date Joined	00/00/0000
Date Left	00/00/0000
Parent Number	0
Owner Operator	Y or N
Leased	Y or N
Hybrid	Y or N
CNG	Y or N
Electric	Y or N
Other Alternative Fuel	N or list type
Handicapped Accessible	Y or N
Total Hours in Operation	0000 00
Hours Idle	0000 00
Hours Out of Operation	0000 00
Number of Hours Used	0000 00

cannot/affiliates from requiring hours to be worked

Non-cash Payment Acceptance Policy

Requirement	Good as proposed
1 Acceptance of Non-cash Payment Required	Specify for Payment of Taxcab fares
2 Va Surcharge Permitted	No comment
3 No minimum distance or fare	Very good as proposed
4 Passenger Operates Processing Equipment	Very good as proposed
5 Receipt Required	Good as proposed
6 Vehicle out of Service if Processing Equipment Inop	Good as proposed
7 Passenger Rights to the pocket	Good as proposed
8 Penalty	Good as proposed

Passenger Rights

Operating Regulations	Good as proposed
Display of License	Clarify wheelchair passenger must be ambulatory. AIT's language utilized in Para Transit rules very good. Va can furnish upon request.
Service to Disabled Passengers Required	Good as proposed
Response Time	Good as proposed
Fare & Passenger Rights List Requirement	Good as proposed
Conciliant Information	Good as proposed
Payment Information	Good as proposed
Acceptance of Credit/Debit Card Required	No comment
Is Surcharge min distance fee or min fare permitted?	Very good as proposed
Receipt required upon request	Very good as proposed
Do I have to give my credit card to the driver	Very good as proposed
COMPLAINTS	
Your driver must accept	Good as proposed