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MINUTES OF THE September 20, 2023, BOARD MEETING

1. Call to Order

Chairman Dan Reaser called the meeting to order at 9:30 a.m. at the Nevada Business Center, 3300 West Sahara Avenue, Suite 400, Nevada Room, Las Vegas, Nevada 89102.

Present from the Nevada Taxicab Authority Board

Chairman Dan Reaser
Vice Chairman Donald Soderberg
Member J.D. Decker
Member Rusty Graf

Members Excused

Member Javier Trujillo

Also Present

Administrator Karl Armstrong
Chrcy E. Harris, Deputy Attorney General

2. Pledge of Allegiance

Member J.D. Decker led the Pledge of Allegiance.

3. Compliance with Open Meeting Law

Secretary Gail Gaison-Tyler confirmed that the meeting was noticed and posted in compliance with the Open Meeting Law.

4. Public Comment

Raquel Deets - United States Air Force, Department of Defense 99 Force Support Squadron:



I am requesting assistance from the Taxicab Authority Board for consideration and acceptance to allow Nellis Air Force Michael O'Callaghan Hospital to be included as a partner of the taxi assistance program known as TAP, or closely consider creating or collaborating with the Department of Defense for its own program. We are unable to provide transportation to civilians to be retrieved by their family members or friends from off the installation. During our research, we came across the TAP program that's been in place with the Department of Aging. I spoke with the Department of Aging representative, Yvette Sanchez, and explained to her the current transportation matter and asked if the TAP program would be something the military could apply for with the purchase of the vouchers. We would like to give the taxi authority the ability to make an informed decision and be included in taking advantage of this potential opportunity. I'd like to thank you for allowing me to speak on behalf of Nellis Air Force Base and the Michael O'Callaghan Hospital regarding our current dilemma. Currently, I'm able to talk to anyone.

Administrator Armstrong: I'd like your contact information so I can have a discussion with my administration as well as with the taxicab companies to work something out and explore this.

Chairman Reaser: Is there any other member of the public present in the room that would like to address.

Brent Bell - President of Blue Cab, Henderson Taxi and President of LOA: I come to you today representing the cab companies. The industry met last week to work on a special surcharge program that can be put in effect for F1 and future events like possibly the Super Bowl and of course EDC. I would like to present a simple plan and will answer any questions and if we have a consensus, we'll have Kimberly Rushton file a formal application to be approved next month and we should be set for F1. We got our heads together and decided the simplest way to move forward with respect to F1 is to use our existing zone system and charge a \$10 surcharge for every trip that is within the zone or to and from the zone since it makes sense to use the zones that are already established especially since the meters are already set up for that. If you're leaving or going to the airport and you're heading to one of those zones, you're going to be charged \$10. If you're in downtown Las Vegas and you'd like to go to Summerlin this won't affect you, and same thing for a customer that comes in from the airport and wants to go to a residence. It's a well-rounded price where we would like to put a red decal inside the cab where it can be seen by the customers with a very short explanation that would say something along the lines of F1 surcharge \$10 and then provide the times and the dates. Thursday, November 16th at 5pm is when the strip closes but we know from past experiences it closes earlier. With respect to the times and dates we would like to start it at noon on Thursday and we think it should end on Monday at noon. We felt that it was necessary to have all of Sunday and Monday morning because there's a lot of folks that are going to the airport and we want to incentivize those drivers to come in and provide the best service we can. These are the reasons for the timelines starting on Thursday, November 16th at noon and ending on Monday, November 20th, at noon. Lease drivers will earn the entire \$10.00 themselves, and the employee drivers depending on their company will earn an approximate \$4.30 for every trip with the cab companies retaining the remaining part of the fare of the surcharge. So once again, it's conceptual where we've kicked it around quite a bit last week and we had representatives of Lucky, Nellis, and Western in the room along with Mike Malloy from A-Cab and I've spoken with Mario this morning whose been brought up to speed and I believe everybody supports this and they'll tell us if they don't.

Administrator Armstrong: Is the incentive that you're talking about enough to get the drivers to want to participate in these situations?



Brent Bell: We've spoken to a few drivers, and they like the concept. It's one of those things that we won't know until we try it and that's why we've got to quit kicking the can down the road. It's not going to be anywhere close enough for EDC obviously. Since we're talking about the Golden Triangle area with the routes already in place, we believe there's going to be a lot of movement, action, and \$10 fees racking up. It doesn't sound like that much, but if you get 15, 20, 30 trips in a shift, it's a substantial amount of money. We believe it's a pretty good incentive, especially to get the lease drivers to come to work.

Member Decker: If this is something we get on an agenda we can discuss it.

Brent Bell: Kimberly Rushton will file a formal application which will be on next month's agenda. We'll be able to answer any questions that you might have. We think it's a good start that it's not an obnoxious amount, but we've got to start someplace and go from there.

Chairman Reaser: Is there any other members of the public to address more? The record should reflect that Member Graf has joined us. Madam Secretary, I see that there are folks joining us remotely. Does anybody remotely wish to make public comment? Hearing none, we will close public comment.

5. Action Item: Approve Board Meeting Minutes from August 16, 2023, Board Meeting

Chairman Reaser requested a motion to approve the minutes from August. All Members in favor – *motion passes*.

6. Industry Discussion (For Discussion Only)

Chairman Reaser: This item is set forth on the agenda to provided members of the industry and opportunity to present matters of concern Such as proposed regulatory changes or other industry-related issues, Are there any member of the industry who wishes to address us?

Member Decker: Such as Nellis or an F1 surcharges.

Chairman Reaser: No further comments. Agenda item is closed.

7. Staff Report

A. Administrative Reports

i. Rate Increase Annual Hearing

Administrator Armstrong: First thing on our agenda deals with the rate increase annual hearing. We will have that sometime soon pursuant to statute, we must present before the board an annual hearing



relative to whether a rate increase is appropriate for that calendar year. The reason for this matter being on the agenda today is because it will give the public and the board a chance to have a preliminary discussion as to what they believe the mechanics of that type of hearing or that type of proceeding will be. It's time for us to take information back, try to distill it down into its best components and then go from there in terms of providing a framework in which the board can determine how they want to proceed relative to that and in terms of this item. The floor is open to anyone that has any ideas, I would welcome any ideas relative to how we should deal with this situation.

Chairman Reaser: The only context I would add is as the board members know we had a general rate case earlier this year and we haven't had them for seven years and we hadn't done annual reviews for couple years preceding that to my knowledge. I think the context in my thought process is now that we've gone through the general rate case and reset rates to market that gives us safe framework that we can now go forward and do the annual reviews and see if anything needs to be adjusted regarding what we heard in the general rate case.

Member Decker: Would you consider the rate case to check the box for the annual review this year?

Chairman Reaser: This matter is for next year and I asked that this be put on the agenda, not that we can take action today, but so we can have discussion of what our expectations are.

Administrator Armstrong: What metrics do we want to use and what trigger does exist in terms of what you want to set in terms of saying when it should be? It's akin to what we've done relative to the fuel surcharge because we want to create a situation in which once we meet certain triggers that I would help the board who would give me authority to just go ahead and raise the rate based upon that but we need to create a framework and also the metrics that we need to consider in order to make that choice so it's fair both to the companies as well as the general public.

Chairman Reaser: As an example, does the CPI have to go above a certain number before we even entertain an additional rate increase without a general rate case or is there some other economic factor that we want to incorporate? We need to have some guidance around this so that the industry knows what it needs to submit if it wants something different than what we're contemplating. Again, with my conversation with the Administrator, my view is, if the board agreed, we could reopen the order on the general rate case and provide this additional guidance, or we could do so by a special order related to annual reviews. I don't think we have to adopt a regulation to do this because it's under our rate making authority which is done by order.

Member Decker: I would have to refamiliarize myself with the statute, and I don't know if you have it, but the discussion might start with what that authority is and what our task is in order to do that but I would say one, I'd have an issue probably with delegating that authority based on triggers to the Agency without board input and secondly, my guess without having reviewed the statute is that it supports



responsibility to review the rates and determine whether we feel they're adequate or not and then request that industry provide input because I would have a problem making a determination to adjust the rates whether up or down without industry input and just say we've decided based on our metrics that we think we should do this. I think industry is far more capable of providing that data than we are compiling.

Vice Chairman Soderberg: I'm also in agreement.

Member Graf: If we're going to promulgate a rule or put it in order.

Chairman Reaser: I don't think we would promulgate regulations. Here there's a statute that requires us to conduct a certain process. I think we could enter an order that explains how we will satisfy this statutory process and either identify the kind of information that must be submitted or to Member Decker's point, we could simply place an item on the agenda and allow the industry to submit what licensees want to submit. We should consider whether we want to provide guardrails or guidance in that instance, so it might be a more or less productive process.

Member Graf: When CPI comes out of in January 1 and we decide whether or not there's significant change to trigger that sort of thing that would be my proposal January we put it on the agenda we consider the CPI and then if it has done then we announce and publish accordingly so that the industry can do what they want to do and then we've addressed it at that point in my opinion.

Chairman Reaser: Would any member of the public like to provide any input on this?

Brent Bell: We'll talk about this amongst ourselves. The concept sounds like it makes sense from the industry standpoint. We've been meeting with Jeremy and discussing different metrics that we could propose to you that would hit those trigger points and then that way every year it's addressed whether we get a rate increase or not every year it's discussed and it's talked about and we get a small rate increase to keep up with the times and it takes place every year, unless there's no justification for it. You would make that decision based on the presentation, but we do have meetings scheduled, we've talked with Jeremy about coming back to you with some different metrics for you to look at that could be considered in that January meeting as Member Graf suggested. So, we will get that done within the next couple of months and we'll give you, our recommendations.

Chairman Reaser: My only thought to Member Graf's comment is whether it would be on the January, February agenda or later would depend on when we get the CPI data because my recollection is like the week of the 20th.



Member Graf: There's a lag and January is completely hypothetical, it could be February, March.

Cheryl Knapp – Blue Cab, Henderson Taxi: We'll have the information from Jeremy, and we'll make the presentation and then the board will decide. The annual review has not historically happened in the spring or in the fall it has happened whenever the board has decided or the administrator has decided to put it on the agenda for the industry to come in and make whatever presentations they self-fit so there's never been a hard, fast rule as long as it's done annually, there's no spring, summer or fall that has ever been dictated in the past.

Chairman Reaser: My thought is it's nice to have a routine about doing it.

Member Decker: So, if we calendar it to be heard annually, whenever that might be, then theoretically industry is going to present to us their data and their recommendation as to where the rate goes. It doesn't have to have a trigger or any of that. Whatever economic factors or go into their assessment can be presented at the board so we just need to calendar it.

Chairman Reaser: Yes.

Brent Bell: Thank you.

Chairman Reaser: Thank you, is there anyone who wants to comment on this? I think we have enough guidance.

Administrator Armstrong: I think we do and we have an idea in terms of how we can do this.

ii. Dispatching Department Presentation

Administrator Armstrong: The board asked for a deeper knowledge of all departments that are contained within the Taxicab authority Taxicab authority. This presentation will be on our dispatching function and our dispatching supervisor Marie Ua-Silvestri will be giving the presentation.

Marie Ua-Silvestri, Public Safety Dispatch Supervisor, Taxicab Authority: Good morning. Marie Ua-Silvestri, Public Safety Dispatch Supervisor, Taxicab Authority. At the taxicab authority we have a public safety dispatch, but we don't get 911 call service. The dispatchers basically make calls for service for the investigators, answering and documenting all agency incoming calls and



emails, documenting and executing calls of service that investigators are not needed for. We also run warrants, DMV, criminal history, and scope checks for all the investigators when they're on the road and every time an investigator pulls over a cab driver he or she is run in the system.

Chairman Reaser: Is this the type of technology you're using?

Marie Ua-Silvestri: I'm so glad you brought that up. Thank you but it's very close to that. We don't have a current radio system but we're getting one. We don't have a recorder but we're getting one and not quite like that, but we do have the regular phones to answer. We also do the TAC and APAC, we maintain the integrity of all the criminal history we have in my office. With dispatchers and public safety, their main duty is officer safety. We must know exactly where our officers are always. We get calls from passengers in cabs and dispatchers try to handle that. When marshalls, metro, dispatch from cab companies, anyone that calls it's the dispatcher that handles the call. We also monitor the agency's camera system, open and close the agency, escort and monitor all of the visitors due to them having to be escorted cause no one can just walk into our agency. We document complaints against staff, support with interviewing potential employees, assist with lease and medallion support, special assignments from Upper Leadership and maintain and assign the Court calendar. One of the biggest tasks we handle are bumper taps. Our inspection section trained all dispatchers to be able to take an accident that's called in and close that accident on the phone and via email, so we have a great relationship with the cab companies' road supervisors. We haven't had a problem with them, and they will go to the scene of the accident and if there is no damage, they'll send us pictures of the cab and if we see no damage that cab will be able to go back on the road instead of sitting for days and not make money. My duties are to supervise the dispatchers and I'm a working supervisor where if I don't have staff, I must be the dispatcher. I document all terminated cab drivers, document company submitted complaints, handle email complaints and lost property, HR liaison, payroll liaison, legal secretary, and handle court payments. I also help with the recruiting of workers for the TA, maintain the UPT hotline, coordinate the monthly potluck which is the most important thing because it creates bonding and family. We have a great relationship with the dispatch centers and taxi management. If a VDR is needed from our inspection section, it will be assigned to them, and they will go the yard to clear that vehicle. If we have an officer there, they will do their investigation and anything they need out we're going to get it for them whether it's to call the cab company, road supervisor, metro, ambulance, anything they need. Once everybody is done with the call it will get closed and used for our stats. Usually when the dispatcher handles the call, I must give props to the cab companies, employees, whoever we talked to because they do help us a lot in closing that call without having to assign an investigator. We went over bumper taps. Lost property is a big thing for people in cabs and it's handled differently. We ask a lot of questions. The first question is what cab and if they don't know then we ask how they paid for the cab, where did they get picked up at, dropped off. The reason for their drop off location is because some places will look on their cameras for them and at least get us the cab. If they don't then an email gets sent out to every cab company with the basic information we have and if it's located, they will contact the passenger. If we have the information, we automatically send them to the cab company so they can get their belongings. The stats that we put together are for this year to present. Our incoming calls have risen, events and not all incoming calls are events due to us answering all the agencies' phone lines.



Accidents: the first number of accidents is what our inspectors handle, and the second number is accidents that dispatchers handle, which is an important number because those 774 cars could be sitting there not making money. The email complaints, calls handled by dispatch and lost property calls. We also handle all emails that come into the agency.

Member Graf: Marie, you stated the radio systems were down, do you have an ETA when it's supposed to be back up.

Marie Ua-Silvestri: Go ahead Administrator.

Administrator Armstrong: The situation is that the state is switching to a digital system at this point, we went to the legislature and terms of last legislation, and we got about \$90,000 for an entire new radio system both for the cars as well as handheld devices for our officers. In the meantime, it's not quite true that they don't have communication at this point. We have developed secondary communication devices that we are using in the interim until such time as we can install the materials that we already have. It's not a situation where our officers are out of contact with either dispatch or out of contact with each other. We do have other ways in terms of using both their cell phones with the special features we're also going to buy a Sonim system that will also push to talk system for them until such time as we can install that we do not believe that the install is probably going to take place until probably first quarter 2024 reason being we are also in the process of getting 14 vehicles from lease services. We are trying to coordinate the time at which we do the installation for that and how we're going to do that in terms of timing, so we don't have to install new equipment in old cars and then pull that equipment out of the old car and put it in the new car. We are thinking about the possibility of providing handheld devices to everyone, buying that as the first line of defense and then maybe put docking stations within the vehicles. That device will work for the officers in terms of being a mobile type of operation. Whatever we can do in order to make it more efficient for the officers to be able to communicate with dispatch, each other and also communicate with metro if necessary.

Member Graf: What is the process to contact metro when you need to?

Administrator Armstrong: The officers contact metro through dispatch. If they say they need assistance dispatch will then contact metro.

Member Graf: One of my questions is this young lady is the fact that how she communicates with metro or 911. If officers in the field need to contact metro, they're calling dispatch and dispatch will call metro?



Marie Ua-Silvestri: That's correct. That's how it's handled. Even at NHP, if we had to call DMV, it would go to the dispatch. Everything must be documented, and they don't just call the metro substation, they have to go through the dispatch, and we have our own personal line for any legal agency that can call metro. If an officer is on, usually we know that metro must go already so we notify them, or metro will give us a call.

Member Graf: So, what's your communication and dispatch with metro or with the police?

Marie Ua-Silvestri: We call their dispatch and we advised them our officer needs assistance. Say they have a defraud, an assault or an accident with injuries that needs metro. Anything that they're needed for, they get called on? They ask us basic questions and send the officer. We go on a priority list, of course.

Member Graf: Do you think the existing communication system is sufficient for Formula One and the Super Bowl that are about to happen?

Marie Ua-Silvestri: Are you asking me that?

Member Graf: I'm asking staff.

Marie Ua-Silvestri: No

Member Graf: Why not?

Marie Ua-Silvestri: We're having a little issue with our push to talk. Hopefully our new ones like Nextel walkie talkies work better for us.

Member Graf: I'm specifically asking is this is this system that's in place sufficient to support? The officers in the field for Formula One and for the Super Bowl?

Marie Ua-Silvestri: I'll stick to my answer, it's no.

Member Graf: OK, because the new system is not going to be installed until the first quarter of next year?



Administrator Armstrong: That's correct.

Chairman Reaser: Would you put on next month's agenda so we can get an update on this topic?

Member Graf: I'd like to get a report on emergency procedures. What does an officer do if their phone doesn't work or there's no coverage in that area? And Decker may know that information, but I don't.

Member Decker: I wasn't aware of this so Marie are you saying that the former police radio system is no longer functioning whatsoever? Is it because it's analog, right?

Marie Ua-Silvestri: Yes, it's analog and some of the handhelds and the car radios don't work we had problems with it.

Member Decker: So, you're using a commercial stopgap system until you get a new digital push to talk.

Marie Ua-Silvestri: Yes, we're using a push to talk AT&T, it's a first responder.

Member Decker: So, it gives you a channel priority and that kind of thing. It would be an issue as to whether those are capable of, you know, allowing the officer in the field to communicate with you reliably.

Member Graf: Does the officer have the option to emergently contact police, fire or ambulance directly as opposed to calling you.

Marie Ua-Silvestri: If they use their cell phone.

Member Decker: We generally don't do that; everything goes through dispatch. It's easier because one of contact as opposed to pulling a phone numbers, which metro zone am I in and which substation. So generally, even with DPS dispatch, everything goes through dispatch whether you need tow, EMS, other officers, whatever it is, you ask dispatch, and they have the time to deal with that while you're dealing with the scene.



Chairman Reaser: They also get responded to by metro faster.

Member Decker: Right, if it comes through dispatch. If I'm at a traffic stop, I'm not sitting on the phone waiting for someone to answer to get metro out because you're dealing with the scene. But I am concerned, like you said with an officer in the field that can't reliably communicate with dispatch is in a very dangerous situation. So, are you having problems with the Nextel system?

Marie Ua-Silvestri: It's not a Nextel system.

Darryl Stokeling, Management Analyst, Taxicab Authority: It's AT&T FirstNet. It's mainly a modification if anyone who's worked with iPhones knows that there's limitations with iPhones so with that being noted, and the analog system not being fully reliable, we've just got approval to move over to Sonim 5XP which is almost exactly like the digital handheld phones so this phone that works like push talk walkie talkie system in general should be a lot clearer.

Member Decker: To answer your question is they're basically currently using a cell phone with FirstNet push to talk priority app at this point, and you've got a different stopgap measure, which is a push to talk, which is somehow hosted on a commercial network which isn't the same as the state police radio network.

Darryl Stokeling: No, that's a well involved plan that we're trying to work through right now. That's probably about a good two to four months out that we get it.

Member Decker: 2 to 4 months you're going to get your new state radio system, though I thought. Is that what you're talking about.

Darryl Stokeling: Right.

Member Decker: Is that what you're talking about?

Darryl Stokeling: Right.

Administrator Armstrong: No, we're not talking about the Sonim system because we just got the approvals from fiscal to buy those systems. Those systems should be rolled out within a month or so.



Member Decker: So, you're going back on the state system in two to four months. Currently they're using cell phones, which Member Graf questioned. Have you tested it during a major event where there's a million people in town on that commercial network?

Darryl Stokeling: That's why it's FirstNet which came after 911, so it's this specific federal grant that AT&T has where there's whole separate cell towers and priority specific for first responders. And so, within that system, it gives us tracking and certain things for hospital, traffic, and the whole bit. We could even develop it to connect with other agencies, things like that but I don't think metro has FirstNet I believe NHP has it, but I don't believe metro is using it at this time.

Administrator Armstrong: At this point the problem is possibly hardware relative to the iPhones and incompatibility with certain parts of the iPhone technology in terms of using that program on it. We have one or two choices that we could make at that point once we begin to run into those problems. Either buy an Android system or buy a system that we found was more reliable. We bought push talk when we began to have problems with the radio system and at that time that was the technology that we knew of which we tried to use as a solution to the problem. The Sonim system was something that we became aware of after we had purchased a stopgap system because we thought that would be an appropriate stopgap to do what we needed to do. Since the Sonim solar system is better, we're still having problems with the iPhone interconnectivity and those things of that nature that is the reason why we pushed it very hard in order to get the other system, because we still have to have some way to communicate with dispatch and communicate with each other relative to what's going on until such time as like you say, we can get the other systems in place because that system was already planned some years back because of the change in unlocked digital in terms of the system for the state. So, what we're trying to do is both deal with the stopgap situation and as well as deal with when we must ultimately upgrade everything so it's compatible with the state system.

Member Decker: One is that every law enforcement agency in Nevada has upgraded to that system. When I was the interim administrator of the TA it's been a few years in the works, legislative approval had to be achieved for the funding. The TA started with a very, very old radio system, so that's the system. Is that what you call Sonim?

Administrator Armstrong: No, Sonim is the stopgap new system that's going to be the successor to the push talk.

Member Decker: So currently you're using cell phones so FirstNet as I understand it when you say NHP uses it we're all signed up for it. But my understanding of FirstNet is it's an emergency system so that if in an earthquake or some kind of major emergency cell towers aren't working for the general public, law enforcement communications have priority if you're signed up, but it's not a daily usage type of system, I can't imagine that AT&T is not pushing back on a regular usage of that program it's not great, but one of the problems is if you're an officer in the field communicating with dispatch through your cell phone, no one else in the agency has any idea



what that communication is, as opposed to a police radio where if you're out on a traffic stop and you say hey I need some backup, everybody hears that and we make our way over. So that means dispatch must now manage officer response.

Marie Ua-Silvestri: I have it set up where it's our channels and we're all on it.

Member Decker: Do you all get a text message?

Marie Ua-Silvestri: No, it's like a radio so when I talk everyone can hear me. There are various problems with that. Cell towers when they go on this strip, there's some areas that are blackouts and it's not hardware. We were told that at the beginning and this was a solution to get us through because we had no radios working for a few officers and there's times it's the phone issue where we must take the app off and put it back on.

Member Decker: Just so you know, in my experience there isn't a law enforcement app or system that's compatible with an iPhone for whatever reason nothing works on an iPhone.

Marie Ua-Silvestri: It's very challenging and it not an easy task to do.

Member Graf: So, what's the impediment to getting the stopgap in place before Formula 1?

Administrator Armstrong: It will be in place there's no question about that. We will have that because we've gotten the fiscal approvals for it and all we must do is just get the materials in and then pass them out. It's not going to be a long-term kind of situation that will be in place before Formula One.

Member Graf: I was hearing 2 to 4 months.

Administrator Armstrong: What we're talking about is the actual digital radio system that we bought with the legislative money.

Member Decker: So, you're going to have a new stopgap system like before.

Administrator Armstrong: Yes



Chairman Reaser: Theoretically the digital system may be up and operating before too, right?

Administrator Armstrong: Right

Darryl Stokeling: Just to be clear, the state that we have had our conversations with DPS is that there's been an issue statewide with that new system as well. There are upgrades pending on that as well.

Member Decker: There are no problems with it beyond the problems with the old system. It doesn't work everywhere, there's some dead spots and the radios are temperamental, but it is the best system that we have. I wasn't aware that the system went down, and I think that is a critical item. So, if you need help taking care of that please let us know because that's an officer safety issue.

Member Graf: So, if we need to bump this in front of somebody or some other whatever given the two huge events.

Administrator Armstrong: We're solving that problem in terms of the new radios, it's just more of a timing issue than anything else. It's not a situation in which we don't care about officer safety or the things that we're dealing with. We're trying to come up with whatever we can do to make sure that they have adequate and responsive communications, no matter what, whenever they're out in the field, because that is a major concern of the entire agency.

Chairman Reaser: So, I would still like to hear more at next month's meeting.

Administrator Armstrong: Yes.

Member Decker: And I would make one more suggestion. In a major event, something like that, there are larger agencies than mine that could loan you state radios that work on these state radio channel if you needed it for a weekend for an event specifically where you think that officer safety might be an issue.

Chairman Reaser: Meaning, like from November 16 to 20, right?

Member Decker: Right.



Member Graf: And if that's the case, then we need to have that directed and make that request to DPS or whoever on what we need to do and that's why I'm having this conversation with you. Officer safety is the main reason why I'm asking because I feel like I work for you and that's the reason why I'm asking.

Chairman Reaser: Officer safety and the traveling public. Any other questions on this issue? I have a totally different question. So lost property you have year to date 598, what's our report card?

Marie Ua-Silvestri: You'd be surprised how good the cab companies are with their lost property. It's not like they just take the lost property and throw it away. They have a special department for people to get their things back. You want a percentage?

Chairman Reaser: I want a percentage.

Marie Ua-Silvestri: 85. That's fair.

Chairman Reaser: That high. I didn't realize I thought it would be in the 60's.

Marie Ua-Silvestri: There's a lot of parts to a lost property call.

Chairman Reaser: The only reason I say this is I think that's one of those issues where the traveling public, you don't want to get a bad rap as a town where your lost stuff can never be found or on eBay the next day.

Marie Ua-Silvestri: We haven't had those in a long time.

Chairman Reaser: Any other questions for our presenter? Thank you very much.

Marie Ua-Silvestri: Thank you.

Chairman Reaser: And you will select another department?



Administrator Armstrong: I will select another department.

Chairman Reaser: I'm finding this very helpful.

B. Enforcement/Compliance Report: NONE

C. Statistics

Administrator Armstrong: The monthly trips look like they're down about 5%. Part of that may be the construction that is going on all around town at this particular point because it's terrible trying to get anywhere in Las Vegas right now, I won't say it's terrible it's miserable trying to get any place in Las Vegas at this particular point, and I would presume that impacts even more cab drivers in terms of trying to get from point A to point B. That's something we need to keep an eye on, but we must go with how we do traffic relative to that. Our employee revenue trip as well as our lease revenue per trip pretty much are up last year like \$18.50 to \$20.80 for employee revenue and lease revenue per trip \$19.16 versus \$21.06. Our trips are up this year versus the same time last year, we had about 8,815,000 trips last year this time and we have about 9,000,000 trips at this point this time this year. We're doing better in terms of the number of trips that we're dealing with at this point. The medallions pretty much stayed the same, we haven't done anything in terms of increasing the number of medallions. There has been some movement between lease medallions and employee medallions because the companies are making operational decisions as to which type of medallions they want to have. It doesn't increase the number of medallions they have in total, but it does deal with the ratios that they have.

Member Decker: Just a question, is there a process administratively by the agency.

Administrator Armstrong: Yes, they requested it. Disabled and elderly ride looks like it's a little bit down in terms of the rides requested is down from this time last month, about 1,078,000 rides were requested in July of 2023 versus 1,041,629 requested in August of 2023. I need to have a discussion with the aging and disability services about the entire program and how exactly it's operating because we are transferring monies on a quarterly basis to them for their for their tickets and things of that nature that they're doing in terms of their program, we want to get some more data from them in terms of how they are utilizing the money and how they're doing and what they're doing. One of the things that I reviewed which I didn't know at the time is that income requirement relative to getting the tickets too. It's not just disabled and elderly but if you're 300% above poverty value, you can't get the medallion. It sounds like an income requirement also involved in relative to the TAP program and I would like to kind of know that because I always thought it was like elderly and disabled and you could buy the tickets and therefore use them on the cabs but that's not 100% true. Also, I found when I did a little bit of research in the program that they only accept applications by mail only. It's not a situation in which you can go into any office and buy tickets. That's something that is somewhat disconcerting. The customer service on this seems to be a little bit lacking, so I need to talk to them about that in terms of how they're working that part program and that's something that I want to do probably this month. And then they report back to you next month. Credit card transactions are up. I don't have an administrative attorney, so citations are down from July 23 versus August of 23 and the person who has been the chief cook and



bottle washer relative to the court system has been me. I have been both administrators, administrative hearing officer and the agency currently. When citations and UPT's come in, I'm the one that's doing the hearings on those matters and I'll be doing that until further notice until such time as we can get an administrative attorney on board, we're having some problems in filling that position, partly because we don't have a lot of attorneys in Clark County that are looking for jobs. I'm going to have to beat the bushes to try to find an administrative attorney to work at the agency.

Member Decker: You converted the chief investigative position to a deputy administrator.

Administrator Armstrong: Yes.

Member Decker: And that position is currently vacant?

Administrative Armstrong: Yes.

Member Decker: You're currently overseeing investigations?

Administrator Armstrong: Yes.

Member Decker: And you're currently the administrative law judge.

Administrator Armstrong: Yes.

Member Decker: Have you run that by DAG?

Member Decker: I don't know probably the Chair has more to say about that, but there is at least the appearance of conflict.

Chricy Harris: I think that's possible?

Chairman Reaser: I think what Member Decker is talking about is the 233 B prohibition on the hearing officer being also the investigative enforcement person.



Administrator Armstrong: Technically I am an enforcement person because I oversee the agency.

Chairman Reaser: I get what he's indicating, and we probably should find out how the AG's office views this issue.

Administrator Armstrong: I will do that.

Chairman Reaser: It might mean that the DAG needs to temporarily assign for hearings.

Administrator Armstrong: What we could do is we've also been utilizing some of the Commissioners of the NTA as well as the administrative Hearing Officer in business and industry. We can move more toward that.

Chairman Reaser: We don't want full scale challenges to your agency. But on the flip side, appreciate the fact that you're wearing several hats.

Administrator Armstrong: It's harder for me to wear several hats considering I'm trying to juggle all the things that we're trying to juggle at this point and we're trying to juggle a situation in terms of a redo of our budget because our budget is not in sync in terms of what we said when we spend money on. I'm having a discussion with fiscal relative to that operation and trying to get the budget into a more usable. Any questions?

Chairman Reaser: Any other questions on statistics?

Vice Chairman Soderberg: Well, I wanted to ask the administrator, and as I always do, where are we, how's our vacancies and how's our hiring since we've seen you last. I was just told you have two very big positions that are vacant.

Administrator Armstrong: I have other positions that are vacant and the problem that we're having is as everybody knows that we have gone back to the new system relative to personnel matters there are time which attempting to do things, or I won't say are easy in terms of trying to get positions filled. One of the things that I've been doing in terms of people that are more experienced is trying to get them a five step bump relative to that, that process has been excruciating in terms of certain situations because every time we do a position, it seems that the rules the personnel has relative to that they change on us and then sometimes we have to go back and do it again or provide them additional information in terms of what's happening. So that is slowing down our hiring process. Also, the other thing that's slowing down the hiring process is we were told that we could not actually bring anyone on board until October



2nd because the problems that are existing relative to the salary increase that was created by the legislature in the last session, since those monies were not specifically designated to our budgets and that money was such a large hit, what usually happens when we have salary increases of that nature not that large but like 3 to 4% will be absorbed that salary savings and positions that are open. No agency within the state of Nevada could absorb and increase of that size. So, they're in the process of trying to rejigger everyone in the state's budget to put that money into where it correctly must be. And if you're in that situation, fiscal doesn't approve the actual hiring and putting new people on the payroll, even though you have empty positions. That is another complicated factor that I'm working through to try to get those positions. Also, the director of B&I has been trying to get us the authority or the dispensation to be able to do that before the October 2nd date that we're talking about. I must work with the state in terms of how we hire, what we hire and how we do it.

Vice Chairman Soderberg: October 2nd is 12 days away.

Administrator Armstrong: Hopefully I'll have like three to four additional employees that would be coming on board at that time, including two enforcement officers, I believe that I also have a secretary on board at that point. I was having problems with the attorney, and I have a problem with the deputy administrator position partly because one of the requirements of that position is that the person must be post certified and that post certification issue seems to be knocking certain cabinets off. The position unclassified which has less security than the classified position which is another problem that we're having relative to that position because of that requirement needs to be there because of the supervision of sworn personnel.

Member Decker: The need to HR issue is something that every agency in the states deals with, so it's not necessarily a barrier to hiring people, it's just something you must deal with. The other issue is I want to clarify you said that no agency can absorb the pay increases, but the reality is every agency is absorbing, let me finish. In fact, that was the legislative intent is that we're giving these pay increases, we're not funding them you'll find the money, so that is something that we're able to do. I will say the administrator is limited by what the director will allow him to do, but I will point out that your situation you have a very large reserve in fact larger than it should be in my opinion, because it hasn't been touched in those emergencies in which it probably was intended for. I don't know if that's a department edict that you can't hire until October 2nd, but that's something individual that's not a state thing. There are no other agencies that are on those edicts, so that may be a budget thing that you could push back on, or you may have been directed by the B&I director and that's what it is. I would also not characterize the post-certified deputy as a problem, I think that's exactly what the agency needs. I think it's extremely important that you hold out for the right position, and you hold that for someone who wants to be a classified hold out for someone who's both certified. It's going to be good for the agency and if that takes perfectly happy waiting, but the board members may feel differently, but that is a key position at this agency.

Administrator Armstrong: Yes. It took me six months to get repair money for vehicles in terms of fiscal creating situations in terms of doing the work programs that we need done. Part of our problem is that it's not in our level it's a level higher than us in terms of trying to get materials through that system to be



able to purchase things that we need to purchase, and they don't look at us as being an agency that is funded from non-tax dollars. The rules that do apply to everyone else, we still must follow those rules too. Even though I keep telling them what we are not and when the money is there, why can't we just get some way around that, but at this point we must follow those policies and procedures. I must follow the procedures that B&I sets down for us.

Chairman Reaser: Any questions? No. Agenda item 7 closed.

8. Public Comment

Members of the public must identify themselves for the record and are then invited to use three minutes to comment on items on the meeting agenda or on items not contained therein. Comments shall be directed to the Board and presented in a professional demeanor and not in a threatening, profane, vulgar, or abusive manner. *The Board may limit repetitive comments to balance time constraints.

Chairman Reaser: Is there any member of the public present in the room who would like to address us, seeing none, Madam Secretary, is there anybody online who would like to address this? Seeing none.

-No public comments at this time.

9. Adjournment (Action)

Chairman Reaser: I will entertain the motion to adjourn.

Member Decker: Second

Chairman Reaser: All those in favor signify by saying aye.

All in favor of adjournment – Motion passes.



Approved by:

Dan R. Reaser

Dan Reaser
Chairman

10.18.2023

Date

Karl W. Armstrong

Karl Armstrong
Taxicab Authority Administrator

10/18/23

Date

