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DEPARTMENT OF CUSTOMER SERVICES
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May 28, 2025

The Honorable Radiant Cordero, Chair
and Members
Committee on Planning, Infrastructure, & Transportation
Honolulu City Council
530 S. King Street, Room 202
Honolulu, Hawai'i 96813

Dear Chair Cordero and Councilmembers:

SUBJECT: Testimony on Bill 42 (2025), Relating to Taxicabs
HEARING: Wednesday, May 28, 2025, 9:00 a.m.

The Department of Customer Services respectfully offers comments to Bill 42 (2025), Relating to Taxicabs, which proposes to amend Chapter 36 of the Revised Ordinances of Honolulu 2021 (ROH). Pursuant to Section 36.1.9, ROH, the maximum fares and baggage charges that may be charged to passengers of taxicabs shall be established by the Director of the Department of Customer Services (CSD). CSD appreciates the opportunity to offer the following comments for the Council's consideration.

Section 2 of the bill amends Section 36-1.1, ROH, by amending subsection (b) to add definitions for "Digital Dispatch Taxicab Company" and "Digital Network", and Section 4 of the bill amends Chapter 36, Article 1, ROH, by adding a new section allowing a taxicab driver or a taxicab company to pass on to a passenger the taxes and nonrefundable third-party fees charged to the taxicab driver or taxicab company for transporting the passenger from the place of pickup to the destination(s).

Section 3 of the bill amends Section 36-1.9, ROH, by amending subsection (c)(1) to make fares "only applicable when engaged at the direction or on behalf of the passenger." However, the term "engaged" is not defined in Chapter 36, ROH, and is an ambiguous term that has more than one meaning which may result in inconsistent interpretations and applications of this subsection. Therefore, CSD respectfully recommends defining the term "engaged," in Chapter 36, ROH.

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Section 3 of the bill further amends Section 36-1.9, ROH, by amending subsection (c) to add an exemption for a "digital dispatch taxicab company" from rate-setting regulations set forth in Chapter 36, ROH. This exemption will provide for disparate regulations for digital dispatch taxicab companies versus non-digital dispatch taxicab companies. CSD respectfully recommends application of uniform rate-setting regulations to ensure fairness to businesses, workers, and customers, regardless of dispatch service model.

Thank you for the opportunity to offer comments regarding Bill 42 (2025).

Sincerely,

Digitally signed by Hashiro, Kimberly
Date: 2025.05.28 08:03:48 -10'00'

Kimberly M. Hashiro
Director

APPROVED:

Michael D. Formby, Managing Director
Office of the Managing Director