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DEPARTMENT OF CUSTOMER SERVICES
KA 'OIHANA LAWELAWE KUPA
CITY AND COUNTY OF HONOLULU

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September 23, 2025

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

Dear Chair Cordero and Councilmembers:

SUBJECT: Testimony on Bill 42 (2025), Proposed CD1, Relating to Taxicabs
HEARING: Wednesday, September 24, 2025, 9:00 a.m.

The Department of Customer Services respectfully offers comments to Bill 42 (2025), Proposed CD1, 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, baggage charges, and fuel surcharges 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.

CSD does not oppose deregulation of maximum fares, baggage charges, and fuel surcharges by the Director of Customer Services. However, we do recommend a five-year evaluation period of the deregulation of maximum fares, baggage charges, and fuel surcharges by the Director of Customer Services and adding a date by which the Director of Customer Services is directed to submit to the City Council recommendations regarding the repeal, modification, or extension of Chapter 36, Revised Ordinances of Honolulu. A specified evaluation period will allow for assessment of the deregulation action, and its impacts on the taxi industry over time.

DEPT. COM. 731 ITT

CSD respectfully recommends amending Section 3 of the proposed CD1 to add a new subsection (f) to Section 36-1.9 as follows:

"(f) No later than five years after the effective date of this ordinance, the Director of Customer Services shall submit to the City Council recommendations regarding the repeal, modification, or extension of Chapter 36, Revised Ordinances of Honolulu 2021."

Thank you for the opportunity to offer comments regarding Bill 42 (2025), proposed CD1.

Sincerely,

Digitally signed by Hashiro, Kimberly
Date: 2025.09.23 13:40:09 -10'00'

Kimberly M. Hashiro
Director

APPROVED:

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