

From: Nadia Halunga - Jorge [nadia.realty1@gmail.com]
Sent: Tuesday, November 29, 2011 10:59 PM
To: Mercier, Betty
Subject: Nadia's notes

Hello Betty,

here are the notes I promised to e-mail you:

- Checker Limousine drivers are always on time, very polite, considerate which is not the same experience I have had in the past from other driver on other means of transportation.
- Checker cars are always immaculate clean and never smell like cigarette smoke.
- I like the fact that with Checker, I know exactly what my fare is going to cost me upfront as opposed to taking a cab and the cab driver takes the longest way possible and in the end it costs me 2 or 3 times more than it should normally cost as it has been my experience on so many occasions with cabs in London.
- On the point that everyone tried to make about hailing a cab vs a limo on the street, I would like to say: what if I have an emergency situation and my phone is dead (no battery), and I am on a street and need to hail a cab/limo but the only thing I can find driving by me is a limo, why should I not be able to get a ride if I need it as opposed to hopefully waiting until a cab passes by? Is that not an inconvenience for me as a consumer as well as an inconvenience to the general public if we can not do that or if limo drivers are not allowed to stop for someone that hails them on the street?
- When I had my day-surgery recently, I did not have anyone to come pick me up from the hospital after the surgery. The nurses made it clear that I was NOT allowed to take a cab home and when I asked if I was allowed to take a Checker limo home, they said that was ok because they know the cars are clean.

In the end, why should it not be my choice as to whom I get a ride from and if the limo companies in London make it affordable for the general public, why should this be turned into such a major issue?

As one of the speakers mentioned, it should be all about the consumer and if some companies, ie Checker, is capable of providing such great service at reasonable prices, then why would we (or the City) try to put a stop to than instead of encouraging the other cab companies to raise their standards too and provide safer and more reliable service to us as consumers?

Thank you.

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Nadia Halunga - Jorge