



September 11, 2013

Re: ADA Compliant Vehicles

To Whom It May Concern:

I am writing this letter on behalf of all the Dialysis patients that live in Key West. Dialysis is a life saving procedure for patients with End Stage Renal Disease (ESRD), without it these patients would die. ESRD is a disease that affects the kidneys and patients are required to come 3 times a week for 4-6 hours to get their blood cleaned and remove fluid. Many of our patients are elderly and are required to be in a wheelchair. Transportation is a problem for our patients and although Monroe County Transportation assists with some of our patients we still have patients that need transportation, especially during holidays when they are closed. For many of our patients they have no means of getting to dialysis and simply don't come on those days. Another problem is that the transportation company only can service so many people in wheelchairs at once and are unable to accommodate our patients who have a schedule treatment time on 3rd shift (3:00pm-7:00pm). Without the help of the local cab company with the wheelchair lift many of our patients would have had to find alternative transportation. With the support of an ADA compliant vehicle from cab companies our patients have another option for them to get to their treatment and live a normal life.

Please reconsider and support the need for ADA compliant vehicles for not only dialysis patients but also for all the disabled people in our community.

Cheryl Meister, RN
Facility Administrator
Key West Dialysis
1122 Key Plaza
Key West, FL 33040
305-294-8453



Serving Key West
and the Florida Keys

November 18, 2013

Re: ADA Compliant Vehicles

To Whom It May Concern:

I am writing this letter on behalf of all clients of A.H of Monroe County Inc. (AIDS Help). Clients with HIV/AIDS suffer from a weakened immune system causing multiple chronic illnesses such as kidney disease, liver disease, heart disease, and neuropathy. Many clients use walkers, canes and wheelchairs to assist them with mobility.

Transportation is a problem for our clients and has been for many years even with Monroe County Transportation. Monroe County Transportation is helpful with planned appointments however often times clients need to see a doctor on a moment's notice. Without the help of the local cab company with the wheelchair lift many of our clients would have had to find alternative transportation. With the support of an ADA compliant vehicle from cab companies our clients have another option for them to get to their medical appointments.

Please reconsider and support the need for ADA compliant vehicles for not only for AIDS Help clients but also for all the disabled people in our community.

Sincerely,

Scott Pridgen
Executive Director
A.H. of Monroe County

www.aidshelp.cc



Serving Key West
and the Florida Keys

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Before printing this email or any attachments, please think about your responsibility and commitment to the ENVIRONMENT.

From: Glenn Stevenson [mailto:gstevenson@keywesttaxi.com]
Sent: Monday, November 18, 2013 9:59 AM
To: Scott Pridgen
Subject: FW: ADA Taxi Key West
Importance: High

Hi Scott,

Nice to see you this Saturday and what a great turn out it was. Is there any way you can draft that letter we spoke about in relation to ADA taxi on demand services in Key West.

From: Glenn Stevenson
Sent: Monday, November 18, 2013 9:39 AM
To: 'tyaniz@keywestcity.com'
Subject: FW: ADA Taxi Key West
Importance: High

Good Morning Commissioner Yaniz,

Good to see you Saturday. We are on this week's agenda with the ADA issue and I wanted you to read this letter from one of my business associates in Tampa. This time we are asking for a conversion of two CVH to PVH in the hope that this will alleviate the concern from the last hearing, that by allowing existing operators the opportunity to add a ADA vehicle to their fleet would mean more vehicles on the road. This approach will not do so as we are attempting to convert two licensed vehicles to accommodate our community .

Thank you

From: Rob Searcy [mailto:rsearcy@tampa-taxi.com]
Sent: Wednesday, September 11, 2013 4:34 PM
To: 'Glenn Stevenson'
Subject: RE: ADA Taxi Key West

Glen and Honorable Key West City Mayor and City Commissioners,

By introduction to you, I am a 47 year member of the passenger ground transportation industry (having managed taxis, sedans, shuttle vans, limousines and motor-coaches in the State of Florida); 30 of those years as the Executive Vice President of Mears Transportation Group in Orlando and currently the President of Gulf Coast Transportation in Tampa ,and a six year Commissioner on the Florida Transportation Disadvantaged Commission and a 47 year member of the Taxicab, Limousine and Paratransit Association and their President in 2002.

When I attended the first ADA Meeting in Washington, D. C. back in the 1980's, it was very clear that this was the law of the land and we would all comply or face the raft of the US Government, but more importantly it was the right thing to do for those that were transportation disadvantaged via some form of physical or mental disability. I am obviously a Baby Boomer at 64 and everything that I have read and meeting I have attended about this subject ends in the conclusion that there are not enough infrastructure both medically, long term care and transportation to handle the demand currently placed on the system now much less when this Baby Boomer generation becomes of full retirement and aged.

Most cities have made adjustments in their handling of taxicab permits by creating a separate class of permit called in some cases "HandiCab Permits" in order to help accommodate this need without causing the taxicab operator in that city to have to use one of his/her existing permits, with limitations such as a low percentage like 10% (i.e. 50 taxicab permits held would result in 5 ADA/Wheelchair Accessible Van or Minivans) or less of these type permits over and above the ones currently held by that taxicab service certificate holder in that city. Orlando sets a low percentage, but Tampa allows a "HandiCab Permit" over and above those held without limit (the amount of volume of Wheel Chair business will be self-limiting within the system).

Please remember the costs of ownership of a ADA Van or Minivan is somewhat punitive to the permit holder to fill and in most cases these ADA vehicles will cost more twice and sometimes four times what a standard sedan taxicab vehicle would cost, and on top of that the life expectancy of this ADA vehicle will actually be less than a standard taxi vehicle and on top of that more expensive on top of that to maintain. So, if you have a taxicab permit holder that is willing to purchase these ADA vehicles voluntarily it would be a good idea to take them up on it, plus you can announce to your citizen voters that you have made this service available as the right thing to do and to meet their demand for these enhanced Special Services.

The central point here is the ADA, Medicare and Medicaid and Veterans Administration transportation demand is not getting smaller, but requires the government/city to accommodate this ever growing demand that is fast approaching our society/business inability to keep up and over whelm the supply like the Taxi Industry of Key West. Please help by doing your part of correcting this potential problem in your community as others are already doing all over the State of Florida. It will get a little more meaningful to you if it is your loved one that can't get to or from their medical appointment because you did not act today to alleviate this problem that is growing bigger day by day. You will have to deal with this sooner or later, why not now?

Thanks for your consideration,

Robert A. Searcy

President of Gulf Coast Transportation, Inc.

Work Phone: 813-251-3107

From: Glenn Stevenson [mailto:gstevenson@keywesttaxi.com]

Sent: Tuesday, September 10, 2013 3:55 PM

To: 'Sandra Duffey'; 'Nadene Grossman'; 'Tiffany Horton'; 'Todd Berlin'; 'Allison Diange'; 'Libby Lemmerz'; michael.bellotti@hyatt.com; Jonathan Doepke; atif.awan@hyatt.com; 'Diane Schmidt'; 'Svetlana Vanhove'; Carina Primus-Gomez; 'Paul Bartush'; 'Kevin Speidel'; rzwilliams@hyattvoi.com; 'Derek Nelson'; Mark Lang; 'Mark Stanton'; marcel@ppsc.ca; bruce1015@aol.com; Catalina Rullan; Debra Peterson; Fowler, Doug; arnie_1@bellsouth.net; McCarthy, Linda (LCS-KIM); Michael B. Ingram; Jennifer R. Frederick; Jill Cameron ; John F. Madiedo Jr.; John Hally ; Karen Thurman; Kevin Bowes; kadenney@earthlink.net; Knox Frizzell; lliseno@admin.fsu.edu; Charmel Taylor; Magdelana Sulak Badon; Matt E. Turpin; Michael Dillon; hrnarabians@yahoo.com; Paul Bartush; pon.oupasene@hyatt.com; Rob Searcy; Stephanie Wiese; Svetlana Vanhove; Marlene; simon074@hotmail.com; Matt E. Turpin; Michelle Segre; Horton-Peter

Subject: ADA Taxi Key West

Importance: High

Hello my friends.

I have several meetings this week starting tomorrow with commissioners regarding ADA taxi in Key West and the lack of availability and as you know we are the only taxi company on the island who has taken an initiative to provided such service. Last week at a city meeting a first reading of a new ordinance failed due to a handful of commissioners thinking that by granting the 9 existing operators an opportunity to add one ADA compliant vehicle to their fleet would add more traffic congestion. While we are disappointed we have not given up the cause and I am asking my fellow business friends and personal friends to e mail me

displaying their support for such change within the transportation ordinance for the Taxi Industry of Key West so nobody is left out for ON Demand transportation.

Please e mail at your earliest why you think the city should address this situation on our island and how it may impact your business if there was no such service available. Furthermore, have you received any complaints because of lack of availability recently?

Time is of the essence so a speedy reply is required.

Thank you.

Group Transportation &

Sales Director

6631 Maloney Avenue

Key West

Florida

33040

Office 305 296 1800

Fax 305 294 5678

Taxi website: www.keywesttaxi.com

Group Transport website: www.keywesttransport.com

email: gstevenson@keywesttaxi.com

 **ADA Compliant Vehicles.PDF**
22K

Glenn Stevenson <gstevenson@keywesttaxi.com>
To: "csmith@keywestcity.com" <csmith@keywestcity.com>

Tue, Dec 3, 2013 at 3:53 PM

From: Glenn Stevenson
Sent: Tuesday, December 03, 2013 1:31 PM
To: 'csmith@keywestcity.com'

Subject: FW: ADA Taxi Key West
Importance: High

A recent e mail from the casa marina.

From: Paul Bartush [mailto:Paul.Bartush@waldorfastoria.com]
Sent: Tuesday, September 10, 2013 4:06 PM
To: Glenn Stevenson
Subject: RE: ADA Taxi Key West

Glenn

I actually had a situation related to the availability of an ADA taxi for a guest at The Reach Resort just a few months ago. I had been working with him for several weeks on making his trip to Key West with his wife a wonderful one -- a time to relax and celebrate raising two boys who were both away to college.

One of the days during their stay, the guest and his wife stopped by the Casa Marina for a bite to eat and to meet with me. Upon completion of that meeting, they asked for a taxi for transportation back to The Reach Resort due to the pounding rain. On that particular day, your taxi was already spoken for. This guest used a motorized wheelchair and due to his condition, could not transfer out of the chair into a regular taxi.

After waiting for the taxi for well over a half hour and there not being another available resource, the guest and his wife were forced to walk back in the rain. As someone who worked in a world-renowned hospital for 13 years, there was nothing more embarrassing and heart-breaking than to have to inform the guests there were no other options on the island and that if they could not wait any longer, they would have to walk in the rain back to their hotel room.

This island is for everyone. There needs to be adequate services throughout the town to support tourism and exploration for all people.

Paul Bartush

Manager, Uniformed Services

Casa Marina

1500 Reynolds Street

Key West, FL 33040

Office: (305) 296-3535

Paul.Bartush@waldorfastoria.com

waldorfastoria.com

From: Glenn Stevenson [gstevenson@keywesttaxi.com]

Sent: Tuesday, September 10, 2013 3:55 PM

To: 'Sandra Duffey'; 'Nadene Grossman'; 'Tiffany Horton'; 'Todd Berlin'; 'Allison Diange'; Libby Lemmerz; michael.bellotti@hyatt.com; Jonathan Doepke; atif.awan@hyatt.com; 'Diane Schmidt'; 'Svetlana Vanhove'; Carina Primus-Gomez; Paul Bartush; Kevin Speidel; rzwilliams@hyattvoi.com; 'Derek Nelson'; Mark Lang; 'Mark Stanton'; marcel@ppsc.ca; bruce1015@aol.com; Catalina Rullan; Debra Peterson; Fowler, Doug; arnie_1@bellsouth.net; McCarthy, Linda (LCS-KIM); Michael B. Ingram; Jennifer R. Frederick; Jill Cameron ; John F. Madiedo Jr.; John Hally ; Karen Thurman; Kevin Bowes; kadenney@earthlink.net; Knox Frizzell; lliseno@admin.fsu.edu; Charmel Taylor; Magdelana Sulak Badon; Matt E. Turpin; Michael Dillon; hrnarabians@yahoo.com; Paul Bartush; pon.oupasene@hyatt.com; Rob Searcy; Stephanie Wiese; Svetlana Vanhove; Marlene; simon074@hotmail.com; Matt E. Turpin; Michelle Segre; Horton-Peter

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To: "csmith@keywestcity.com" <csmith@keywestcity.com>

Tue, Dec 3, 2013 at 3:53 PM

From: Glenn Stevenson
Sent: Tuesday, December 03, 2013 1:52 PM
To: 'csmith@keywestcity.com'
Subject: FW: ADA Taxi Key West
Importance: High

Last one I promise, and the first reading appears to have awoken other Taxi operators and Limo operators interest and they are concerned we will flood the island with ADA Taxis by replacing our CVH fleet of 13! Not the case as these are keep very busy with contract work. Please remember this is for ON Demand transit not pre arranged. City commission were split in September due to the fact they did not want to hand out additional PVH ADA licenses to the existing 9 operators, which was a democratic and fair approach suggest by Shawn Smith. So to enable the transition we offered 2 CVH for 2 PVH to make all concerned satisfied with 1, enabling passengers with ADA restrictions and 2 , not increase the number of the already capped PVH and CVH licenses.

Thank you for you time..

From: Rob Searcy [mailto:rsearcy@tampa-taxi.com]
Sent: Wednesday, September 11, 2013 4:34 PM
To: 'Glenn Stevenson'
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President of Gulf Coast Transportation, Inc.

Work Phone: 813-251-3107

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email: gstevenson@keywesttaxi.com



Cheri Smith < csmith@keywestcity.com >

FW: Key West Taxi Companies - discriminate against mobility-handicapped visitors

1 message

Glenn Stevenson < gstevenson@keywesttaxi.com >
To: "csmith@keywestcity.com" < csmith@keywestcity.com >

Tue, Dec 3, 2013 at 3:53 PM

From: Glenn Stevenson
Sent: Tuesday, December 03, 2013 1:32 PM
To: 'csmith@keywestcity.com'
Subject: FW: Key West Taxi Companies - discriminate against mobility-handicapped visitors

A letter of complaint last year.

From: Speidel, Kevin [mailto:kspeidel@luxuryresorts.com]
Sent: Tuesday, February 08, 2011 11:14 AM
To: Glenn Stevenson
Subject: Fwd: Key West Taxi Companies - discriminate against mobility-handicapped visitors

FYI - do you want to respond to this one?

----- Forwarded message -----

From: ruth taaffe < ruth.taaffe@rogers.com >
Date: Tue, Feb 8, 2011 at 10:03 AM
Subject: Key West Taxi Companies - discriminate against mobility-handicapped visitors
To: editor@keysnews.com
Cc: kjohnson@luxuryresorts.com, kspeidel@luxuryresorts.com, masimpkins@sympatico.ca, gerald.taaffe@rogers.com, qmb13@sbcglobal.net

TO: Key West Citizen; Key West Chamber of Commerce & Florida Keys Visitor Center,
402 Wall St., Key West, Florida 33040

I am writing this letter to voice my concern about taxi service in Key West that seems to discriminate against people with mobility impairments. My husband and I have been visitors to Key West over the last 30 years, and have returned every year or two in the winter because we, retired Canadians, love this island and its people. This year, however, we have found a snake in what was for us a Garden of Eden. I'm referring to the taxi situation in Key West. A few years ago, my husband developed a mobility impairment that requires the

use of a walker. He cannot get into a van or SUV that requires stepping up and is in danger of falling backwards.

Last year, during our 2-3 week January stay, taxis were readily available, ordinary sedans. This year, there are at least two large taxi companies that offer vehicles that are vans or SUV's exclusively, companies that the larger, more expensive hotels tend to call for their guests. A third, smaller taxi service continues to provide sedans, but their numbers are few and thus harder to access, with very long wait-times that frustrate mobility-handicapped visitors that need sedans, as well as well-intentioned hotel staff that make the calls.

It has been so frustrating, in fact, that we are considering never to return to Key West again, unless the taxi situation changes. Is there any way to regulate taxi services so that companies are required to provide vehicles that are safe (sedans) for mobility-impaired individuals? This kind of discrimination should not be tolerated in your city. What has happened in the last year or so to allow this kind of blatant discrimination?

Sincerely,

Ruth Taaffe, Ottawa, Canada



Cheri Smith < csmith@keywestcity.com >

FW: Per our conversation

1 message

Glenn Stevenson < gstevenson@keywesttaxi.com >
To: "csmith@keywestcity.com" < csmith@keywestcity.com >

Tue, Dec 3, 2013 at 3:53 PM

From: Glenn Stevenson
Sent: Tuesday, December 03, 2013 1:31 PM
To: 'csmith@keywestcity.com'
Subject: FW: Per our conversation

From: Joe Maher [mailto: jmaher@cheeca.com]
Sent: Tuesday, September 10, 2013 1:33 PM
To: gstevenson@keywesttaxi.com
Subject: FW: Per our conversation

Glenn,

As we discussed, Cheeca Lodge and Spa is looking to enter into a contract to provide transportation for a disabled guest or guest's to meet the ADA requirements of the Hotel.

Please respond with any information you can to meet our needs.

Thanks,

Joseph Maher
Director of Security

Cheeca Lodge & Spa

Phone: 305-395-8937

jmaher@cheeca.com



Cheri Smith < csmith@keywestcity.com >

FW: Wheelchair lift taxi's

1 message

Glenn Stevenson < gstevenson@keywesttaxi.com >
To: "csmith@keywestcity.com" < csmith@keywestcity.com >

Tue, Dec 3, 2013 at 3:53 PM

From: Glenn Stevenson
Sent: Tuesday, December 03, 2013 1:30 PM
To: 'csmith@keywestcity.com'
Subject: FW: Wheelchair lift taxi's

A recent testimonial.

From: maigreadm@aol.com [mailto:maigreadm@aol.com]
Sent: Tuesday, November 12, 2013 1:40 PM
To: Glenn Stevenson
Subject: Wheelchair lift taxi's

Dear Glenn and staff,

We are writing to express our gratitude for your much needed services provided by Five-Six's Taxi in Key West. My husband is a quadriplegic from a car accident in 1985. He enjoys an active quality of life but needs services such as yours to be able pursue his love of traveling. If there isn't ground transportation for wheelchairs, we aren't able to visit, plain and simple! Without your taxi equipped with the wheel chair lift we would not have been able to have visited Key West. Our driver, Jeff, met us at the airport in Key West when we arrived. He was well versed in the challenges facing people with disabilities and had told us he made arrangements to ensure that he didn't have another call to go out on in case we ran into a problem. He stayed with us while we dealt with missing luggage and my husband's wheelchair being broken by airline. His calm confidence was the assurance we needed that at least we would be able to get to our hotel without a glitch.

When we got our problems with the airline resolved, we enjoyed being in Key West so much that we extended our stay by 3 days! The only reason we were able to do this is because we knew we had transportation with Five-Six's Taxi to get us around Key West. Our only wish would be that there were more wheelchair lift taxis available because we weren't able to get to certain places in the evening and weekends. I would hope the city of Key West would recognize the benefit of having more wheelchair lift taxis so everyone would be able to have the same access as the able bodied.

I am an RN by profession and work with a lot of people who are in wheelchairs. I will definitely let people know how Five-Six's Taxi literally made our trip a reality. We will definitely be back next year. I hope the city of Key West in the coming year will recognize your much needed service and commission more of the wheelchair lift taxis.

With much gratitude,

Maigread and Michael Brigham

Open with

1 of 1

THE WESTIN KEY WEST RESORT & MARINA
235 Front St., Key West, FL 33090-4903 United States
T 305.854.4000 F 305.234.1088
www.in.com/usa/keywest

November 1, 2014

To Whom It May Concern:

It is extremely important to offer the ability to transport handicapped guests transportation in Key West and The Lower Keys. We are finding more and more guests are requiring special accommodations of some nature. Please consider Key West Taxi's kind and generous offer to provide the vehicles needed to provide the service needed.



Sincerely,

Diane Schmidt
General Manager

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Subject:
To: Glenn
Sent: Tue
From: Glenn
Origin:

Please ad

Hi Cherme

Subject: C

Sent: Tue

From: Glenn

Origin:

Thank you

to me

Glenn Sit

FW: ORDINA

- Compose
- Mail
- Inbox (1)
- Starred
- Important
- Sent Mail
- Drafts (1)
- Alyson
- Barry
- Billy
- Boats
- Budget
- Carolyn
- Carolyn Sheldon
- Chamber of Comm...
- Code Enforcement
- Collin Baenziger
- Commissioners
- Craig Marston
- CRM
- Cynthia
- David F.
- Diane N.
- Thorn Message

November 18, 2013

Dear Mr. Stevenson

I am in support of additional ADA transportation in the Keys. My mother-in-law, Fran Ford, although not wheelchair bound, uses a wheelchair when she goes out for safety reasons. The Monroe County Transportation is only available during the week and only to be used Dr. appointments. It is very important for Miss Fran to get out into the community and enjoy events of the community, attend church and visit the Cemetery and her Park. Without this service, Miss Fran would be house bound and her quality of life would diminish.

Best Regards

Greta Philips-Ford
1227 Washington Street
Key West, FL
