

**Subject:** Outstanding Service from Taxi Driver Aden Osman

Greetings,

My husband and I have been visiting DC this week and have taken several taxis. We have had Diamond twice and both times have had exceptional service. The first time I did not get the driver's ID, but in that case I had left my glasses case in the cab and he took it back to my hotel.

This evening we had Driver ID 77033, cab K114. The driver was a delightful young man, very friendly and helpful. He is an example of what a visitor would hope for-a great ambassador for the city.

Sally Miley  
Madison, Wisconsin

**Subject:** Outstanding Service from Taxi Driver Aden Osman

Dear DC Taxi Commission,

Last week I was in DC for a few days for several business meetings. On the night of Tuesday, March 24 I was returning to my hotel with two other colleagues, all of us at different hotels. We took a taxi together with mine being the last drop. My friends urged our driver to take good care of me... and he certainly did.

It was late, and after a while back in my room I discovered my cell phone was missing. I called the venue I had just returned from and it was not there, so I called my phone. Taxi driver Aden Osman, CAB #A219, answered it with a reassurance that he had my phone and was excited to get it back to me.

Mr. Osman remembered me, and that my friends had asked him to take care of me, and he said he would make good on that promise. He had another customer in his car and apologized profusely that he wouldn't be able to return to my hotel to give me my phone for 45 minutes or so... in light of the cost of my new iPhone 6 that I just purchased two weeks prior, that was a very minor inconvenience...and especially since I was the one who left the phone in his car.

Mr. Osman made arrangements to meet me. He did, and I got my phone back. This kind of service is so rare these days – the reason I had just gotten a new phone was that my partner had done the same with his phone while we were on vacation... except he didn't have Aden Osman driving.

I am in his debt, and have told this story over social media, to my international colleagues, and to our local authorities as an example of service excellence, of the good feeling I have about DC because of Mr. Osman's courtesy, and as evidence that kindness and courtesy still exist in some places.

I am a seasoned traveler, and as a result a skeptical one... Aden Osman stands out as a shining star in your city. I hope you celebrate him.

Best regards,

Tammy Blount  
President & CEO  
Monterey County Convention & Visitors Bureau

**Subject:** Muhammed, driver of Universal Cab #K437

Dear DC Taxi Commission,

I would like to commend Muhammed (sorry if I have missed his name and I don't know his last name!) for going out of his way to return my cell phone to me. Not only did he make an extra effort to connect me to my cell phone (I had no idea where I had lost it yesterday) but he went out of his way to return it to me today. It's drivers like that who keep me and others who heard my story loyal to DC Taxi drivers. I would appreciate it if you would place this special thanks to Muhammed in his record and formally note my gratefulness!

Thank you!

Laurie Heim

**Subject:** excellence in service

We just took a cab ride home from DCA airport and would like to commend Driver Face ID 98370 driving Empire E-340 for his friendly and cheerful personality... a nice way to come back home.

Lancy Carr

**Subject:** Great Service

I was in Washington on Monday March 23-Wednesday March 25 and I lost my iPad in a cab as soon as I got into town. I contacted the Commission by phone and also by the website on Monday. I filled out the lost item form on line. On Tuesday I received a call from John Richardson and he explained what he was doing to assist me and gave me the name of the cab driver and his company, that was on file. I contacted the company and the driver no longer worked for them. I called the commission back and relayed that information. By the time I went to bed Tuesday I had not heard anything and had resolved that I had lost the iPad for good.

On Wednesday morning I got a call from Mr. Richardson and was told that he had spoken to the cab driver and the driver had my iPad. A few minutes later I got a call from the driver and by 10:00 he had returned my iPad. I want to thank the DC Cab Commission, John Richardson and the driver Yohannes Demissie for such great service.

Thank you for the great service!!!!

*Jimmy Durant*

**Subject:** complementing a taxi driver

I would like to say thank you to Christopher, cab number E491 with Dial Rental cab company. I left my phone in his cab and after tracking it down and calling his cell phone, he answered cheerfully and offered to drop my phone off at my office. I know I am very lucky to have my phone back and truly appreciate his coming out of his way to bring it to me.

**Rebecca Mond**

Director, Federal Government Affairs  
Toy Industry Association, Inc.

**Subject:** A Commendation to a DC Cab Driver

To Whom It May Concern,

Few weeks ago, I took a ride in a DC Cab to Reagan National Airport and mistakenly left my I-Pad and cell phone in the Cab #E241 driven by Mr. Mihret Sisay. When I got back home, I immediately called my cell phone and Mihret answered the phone. He informed me that he found both the I-Pad and the cell phone in the cab and was hoping for me or somebody to call. He really displayed a smart and intelligent part of him when he asked me to describe the items and whether I could tell him the subject of my conversation with the driver, if there was one, during the ride. I gave him the description of both items and a synopsis of our conversation. He then said to me, you are the rightful passenger and owner of the items and if, you gave me your mailing address, I will mail your items to you.

I gave him my mailing address and offer to send to him the cost of the postage via Money Gram or Western Union, but he refused the money and said his religious believes dictate that he should not take anything in return for doing what he supposed to do for his fellow human beings. He certainly mailed my items to me the next day using overnight delivery. I was quite surprised and very impressed by his professionalism and kindness. I wish every cab driver in our cities will take heart and treat their customers like Mihret.

For the good of Washington City, DC and its Cab Community, let this story of Mihret and many similar ones being told of your kind and professional cab drivers in the district be disseminated in any ways possible to Cab drivers.

May God, the Almighty, continue to bless Mihret and others that behave like him.

Best regards,

C. Garsamba Weay, Jr.

**Subject:** Thanks and Compliments

I forgot a turquoise plastic tote bag with valueless contents in a cab some weeks ago and filed a notice about it, but it seemed to have disappeared. Today, though, a cab driver left it off at the desk in my apartment building. I am very sorry I didn't have a chance to thank him, but I am now thanking him and the taxi cab commission for managing to return this bag, which had personal value to me. Many many thanks to all those who took the trouble to reunite me with my tote bag, and a happy 2015 to you all!

Sincerely,

Elaine Blume

**Subject:** Taxi Driver for Silver Cab 21

To Whom This May Concern,

I want to let you know that Getachew Getu is a very honest taxi driver. I lost my wallet last weekend and he found it in his cab. He called me the next day before I even knew it was lost. He delivered it to me promptly. He is an excellent example of what all DC cab drivers should be. I hope you award him with some token, if just a thank you.

Steve Fontaine