

VEHICLE FOR HIRE DIALOGUE (VHD): “ENSURING EXPECTATIONS ARE CLEAR” GROUNDRULES

1. What is the purpose of the process?

- a. Generally, to provide the opportunity for users, providers, regulators and other stakeholders to exchange ideas and search for new and innovative approaches to address the challenging questions related to the movement of people by vehicular means.
- b. Specifically, the outcome of the work of the Vehicle for Hire Dialogue will inform and shape a recommendation to be made by the staff of the City to City Council pursuant to a Motion by City Council on October 1, 2014 as set out below:

A. THAT Council affirm its commitment to ensure Vancouver's taxi service remains an industry leader in the provision of safe, timely, economical, accessible, green and innovative service.

B. THAT Council direct staff to immediately prepare an amendment to the Vehicles for Hire By-law to suspend the issuance of any new licenses with the exception of those referred to in C below, for a period of six months to allow for consultation with the Taxi Roundtable and other stakeholders and to report to Council at the end of that time on:

- i. measures necessary to expand service, while ensuring the industry responds to the needs of consumers and stakeholders in the tourism, hospitality and the disability community through innovation and best-in class standards for environmental standards, safety and service;
 - ii. a process to respond to the Passenger Transportation Board decision to allow suburban taxis to work in Vancouver during certain periods;
 - iii. the Vancouver Taxi Association's proposal to add 78 full-time accessible taxis to the city fleet, which is now under Passenger Transportation Board review;
 - iv. Measures to ensure customers achieve the full benefits of new "ridesharing" technology without undermining the existing industry's standards for safety, accessibility, driver training and green technology.
- c. The response of the staff was a recommendation that a Vehicle for Hire Dialogue of this nature should be developed. This recommendation was endorsed by City Council at a meeting on March 25, 2015 and the moratorium extended to October 31, 2015.

2. Who are the participants?

- a. The participants are identified in Schedule A as attached, which may be amended from time to time to include additional participants with the consensus of the participants.
- b. The Vehicle for Hire Dialogue includes representative perspectives from the different communities of interest that are directly or indirectly involved with opportunities and challenges associated with vehicle for hire mobility issues in the City of Vancouver. It reflects a diversity and integration of key interest and perspectives.
- c. The Participants are proceeding on the basis that the representatives are each keeping informed as appropriate their respective organizations, and that what is said or done by the representatives during the process is reasonably believed by the representative to reflect, or is likely to reflect, the concerns, interests and wishes of the participants whose interests they reflect, and where there is uncertainty as to whether that is the case, to make that known.
- d. Some of participants are here as individuals representing a particular constituency or organization. Others are participating to bring forward a perspective with which they are organizationally identified, not to “represent” the organization. All of the participants bring leadership and stature within their communities of interest.
- e. The participants in the Vehicle for Hire Dialogue will outreach within their constituencies to inform and be informed of different perspectives that should be folded into the discussions taking place around this table.
- f. Other organizations and institutions which may need to be connected to the work of the Vehicle for Hire Dialogue may be invited to participate in different ways and times as the participants may determine
- g. Different ways and levels of involvement for different participants is contemplated for not everyone has the same interest or concerns in respect of certain topics.
- h. Visitors to the meetings of this Table may be invited at the request of any party, and the concurrence of the others. If there is a wish to do this on a short notice, coordination will be through the facilitator.
- i. The participants will continue to consider from time to time whether other parties may need to be informed or involved – either on specific topics in Discussion Groups or directly at the table - and with a consensus, to take such actions as may be appropriate.

- 3. What are the Principles participants have identified to guide their discussions?**
- a. Reaching outcomes that are, and are seen to be protecting and advancing the public interest by responding to the diverse range of needs of different user communities is paramount, while recognizing that industry viability and competition are key to achieving these outcomes.
 - b. Consideration of both current and potential future state scenarios and/or developments to inform discussions, while recognizing that technological advancements may create future states that are not reflected by historical patterns.
 - c. Looking at transportation through the lens of “integration” – and the need to achieve seamless integration across a variety of transportation modes:
 - Across different transportation mediums;
 - Different modes of the movement of people, and the implications of each and on each other;
 - Alignment with city/regional/provincial sustainable transportation services and plans as a component of a sustainable integrated transport system.
 - d. Safe, reliable, affordable and accessible service (for both the customers and service providers) reflecting the goals of equity, availability, and consumer choice in vehicle for hire transportation.
 - e. Development of a robust, credible information base, with appropriate interfaces, to support policy development and inform decision making by all players (e.g regulators, users and providers).
 - f. Advising with respect to the development of any wider process of consultation and outreach beyond the Vehicle for Hire Dialogue into the wider community that will address consultation “with whom and about what?”
 - g. “Helping build bridges where bridges need to be built”- recognizing the “silos” that exist externally, and considering how best to use a process like this to break them down, and draw them together.
- 4. What are the topics that the parties have identified for discussion (“Discussable topics”)**
- a. Evolving demand and supply patterns and their underlying factors
 - b. Special considerations for service during "peak load periods", especially for downtown entertainment districts, cruise ships, special events
 - c. Consumer experience with particular regard to tourism and hospitality communities

- d. Meeting particular needs of specific classes of users (e.g. disability community, seniors, etc.) and destinations (YVR, aquarium, etc.)
- e. Efficient and economically viable business setting for providers, where all providers play by applicable regulations.
- f. Effective enforcement, monitoring and compliance, with appropriate penalties.
- g. Consumer choice, availability, affordability and service levels of vehicles for hire in Vancouver compared to recent trends domestically and internationally
- h. The benefits of ridesharing for consumers and drivers and alternative measures to achieve standards for safety, accessibility, driver training and environmental performance, and the emergence of new technological platforms and implications for all players (e.g regulators, users and providers)
- i. Special programs and initiatives – e.g. training, standards, other related initiatives
- j. Potential for "growing the pie" (i.e. addressing "lost opportunities") and enhancing user confidence
- k. Jurisdictional clarity and co-operation
- l. Minimizing potential for altercations (e.g. crowd management and dispersal, ride refusals, improper pick ups, etc.)
- m. Understanding the regulatory system as it now exists, and the nature of changes in the regulatory setting that would be required to give effect to outcomes emerging informed by the discussions of the Vehicle for Hire Dialogue
- n. Further topics/questions such as may be identified over the course of discussions to further define and guide the work of the Vehicle for Hire Dialogue as set out in Schedule B.

5. What are specific commitments made at the outset of the process?

- a. At the first meeting of the Vehicle for Hire Dialogue it was agreed that everyone who was participating was doing so on the basis that what is done and said in the meeting (or any subsequent meetings) would not be used in any way in any legal or administrative proceedings underway, or in contemplation. It was also contemplated that a more complete set of understandings would be developed as "ground rules" ensure that the parties to negotiations have clear expectations regarding the purpose and nature of the process, responsibilities of the parties and roles and responsibilities of the "process manager(s)". They provide the "rules of the road" for the process. Participation would be on the condition that everyone agreed to abide by and work within them. To that end a working group was struck.
- b. The City of Vancouver Manager has given the VHD the following assurances in respect to its role and importance: "Given the extent of involvement of the stakeholders in this process, it is important that everyone understand that my goal is to take forward the whole package of recommendations arrived at by the Vehicle for Hire Dialogue to

Council for their consideration, and with my support. Obviously, in these situations it may arise that if there are any areas which I am unable to support. I don't anticipate that but, if it happens, I would take the time to discuss my concerns with the Vehicle for Hire Dialogue and ensure everyone is clear on why, and this would obviously be reflected in my comments which routinely go to Council in the written report. Please reassure the participants in the Vehicle for Hire Dialogue that all their recommendations and all of the staff commentary in the report to Council will be available, as per our longstanding practice, for public viewing on the city website when the report is placed on the Council Agenda. The process we are undertaking through the Vehicle for Hire Dialogue and with Glenn Sigurdson's assistance is designed to enable the sector and related stakeholders to arrive at a vision for the future together. The City's role ideally is as enabler and of course as the regulator to protect the public interest. We (the city) do not want to be creating the vision for this area of service to the public, rather we wish to reflect the needs and strategy of the sector itself and ensure that it meets the needs of the public. "

6. How will the Vehicle for Hire Dialogue reach outcomes that form part of the recommendation?

- a. The purpose of the Vehicle for Hire Dialogue is advisory. The intent of this process is to provide the opportunity for all parties with a stake in the outcome to participate in a voluntary process to deal with issues and resolve disputes so that, whenever possible, final decisions are made on the basis of recommendations supported by a consensus as opposed to being unilaterally imposed. If that advice is able to reflect a view that enjoys the support of the entire membership of the Vehicle for Hire Dialogue - A single voice reflecting a consensus – it is acknowledged that this advice will speak more persuasively than advice based on separate voices.
- b. Consensus shall mean the “general agreement of all participants on a package of outcomes that will be put forward as recommendations” and endorsed by each participant . In order to ensure the broadest possible consideration of options and possibilities, all suggestions and proposals will be considered tentative until consensus is achieved on the entire package
- c. Achieving concurrence on every point may be optimistic to expect, and in the event that it is not possible, consensus may include the concept of reaching consensus on a total package that everyone can live with, with agreement on some points of disagreement and a concurrent commitment to explain the underlying reasons why agreement has not been possible. In no case shall there be a statement of what portion of the Members were in favor of or opposed to any provision on which there is remaining disagreement, unless there is a consensus to do so. While Consensus does not mean total concurrence

on every aspect, all participants must be willing to accept the overall package of outcomes that will form the recommendation.

- d. The goal is to build an effective dialogue as a group (not bilateral conversations between the City and the Passenger transportation Board and each individual participant), searching for what the group shares in common, while respecting differences that exist. The basis for that dialogue should be a firm foundation of knowledge and experience, seeking to build policy on solutions that work for everyone.
- e. In the effort to build a consensus, the Participants will recognize and seek to follow the following principles:
 - i. Each Participant has an obligation to fully explore issues and search for mutually acceptable solutions in a problem solving atmosphere; and articulate interests, propose alternatives, listen to proposals and endeavor to build agreements.
 - ii. Each Participant has the right to expect adequate time and opportunity to become informed and discuss issues as appropriate to their relative complexity and importance; and a full articulation of areas of agreement and disagreement. When unable to support a consensus the Participant has an obligation to explain how the matter at issue is of importance to that Participant whom she/he represents; describe how that Participant would be adversely impacted; and suggest an alternative that takes account of the interests of the other Participants
 - iii. The facilitator should work (and be accessible to the parties as they wish) on an ongoing basis as he considers appropriate between and among the participants to assist them in moving their discussions forward in their efforts to reach consensus (including assisting them to articulate reasons in relation those areas where they agree to disagree
 - iv. If a participant withholds agreement on an issue, that participant is responsible for explaining how its interests are adversely affected or how the proposed agreement fails to meet its interests. The participant withholding agreement must propose alternatives and other participants must consider how all interests may be met.
 - v. When initial agreement is achieved, some participants may need to take the agreement back to their constituencies or a higher decision making authority for ratification.
- f. All participants to a recommendation on which consensus has been achieved agree to exercise their rights, mandates, and responsibilities consistent with the recommendation and to take such further steps as may be necessary to give it effect.

- g. If no consensus is achieved through this process, each Participant will exercise its rights, responsibilities and mandates as it sees fit - unfettered as to its statutory decision making responsibilities and without prejudice to its rights and obligations by reason of having participated in the process.
- h. The parties also acknowledge the special status and distinct mandate of the Passenger Transportation Board and the limitations that will impose on the nature and scope of its involvement in the Process depending on the circumstances.

7. How is the Process structured?

- a. Discussion Groups to develop ideas to lead discussions with the full Vehicle for Hire Dialogue, and Working Groups with specific task will be established where appropriate to advance discussions on specific topics. These groups as may be established from time to time and will be included as Schedule C.
- b. Bilateral discussions between some but not all parties on some topics is also anticipated.
- c. The Workplan, Discussion/Working Groups, and Bilateral Discussions as may be established to move the process forward will reference those parties who will be full participants in the discussions on any given topic, and others who may only need to be kept advised.
- d. The manner in which the work of any discussion/working group or set of bilateral discussions will continue to connect with the work of the Vehicle for Hire Dialogue will be discussed when the workplan and related tasking is established so that expectations are always clear among the participants as to the connections – which shall be, at minimum, keeping informed all the participants in the Vehicle for Hire Dialogue of the nature, progress, and outcomes of all discussions.
- e. Any Discussion /Working Groups, as well as their composition and scope of work, formed to address particular issues or perform specific tasks shall be formed by consensus of the Table. These Groups may include participants who are not members of the table with the consensus of the participants. When the task is completed, the working group shall be disbanded.
- f. Notes in Summary Form will be prepared after each meeting, without attribution, identifying generally areas discussed, and actions and timelines agreed. These summary notes will capture the flow and content of the meeting so that the “history” of this continuing conversation is not lost and that each meeting is able to build from past discussions not start a fresh Notes Review Group – some representatives from each of

the main communities of interest will be asked to review and comment on draft Notes prepared initially by the facilitator after each meeting – prior to distribution., for further comment and approval at the next meeting. No participant shall make any electronic recording of any of the discussions within the process.

8. What understandings have been reached regarding the conduct of the discussions?

- a. In the interest of ensuring the broadest possible consideration of alternatives and options, all suggestions, possibilities and agreements be tentative pending agreement on a total package.
- b. The Parties understand that the broadest possible exploration of information and alternatives is necessary in order to ensure that the best solutions are found. All Parties agree that they will supply whatever information and data that it reasonably considers will be helpful in resolving the issues and to make it available on a timely basis.
- c. Where any participant perceives that words are being used or conduct is taking place in the course of the interactions which is unhelpful to the progress of the discussions, perhaps because there is a lack of awareness of its implications or sensitivities that it raises, the participant will raise it and the other participants will receive it in that spirit so that the matter can be fully and openly discussed and addressed.
- d. An independent facilitation team will assist the participants in moving the process forward with the responsibility to help lead and manage the process with and for the participants, and to work with each of them in advancing their interests within it.
- e. Meetings of the Principal Participants and the Working Groups, and any other meetings within the contemplation of the process, will not be recorded nor will formal minutes of the proceedings be kept.
- f. It is common ground between the Parties that their efforts are proceeding forward in good faith, and in that spirit, it is understood that any specific offers or statements made during the proceedings are not to be used by any other participant to attempt to bind any other party or person in any other Vehicle for Hire Dialogue including pending or future administrative procedures or litigation.
- g. The Parties recognize the special nature of the facilitators role and undertake not to seek or compel the testimony of the facilitators, or each other, in respect of anything said or done by them, or specific documents developed in the course of the Taxi Talks process or the production of their personal notes or work papers in connection with any administrative or legal process, except as may be jointly agreed by the Parties

9. What is the expected timetable and duration of the Process?

- a. Future meeting dates shall be identified prior to the conclusion of each meeting of the full Vehicle for Hire Dialogue for subsequent meetings.
- b. Any task identified by the table to be undertaken will attach responsibility and a timeline.

- c. Milestones will be identified from time to time at which progress to date will be assessed; any adjustments made as may be required, and confirmation sought that there is a consensus on the process continuing, and, if the process is to continue, set a date for a further milestone assessment of a similar nature.
- d. The first milestone of the VHD will be set as the 4th Full VHD meeting.

10. What is the understanding amongst the participants in respect to communication of their efforts beyond the Vehicle for Hire Dialogue?

- a. The expectation is that the participants will share and discuss information, and brainstorm and considering ideas and options (“what if’s”) that may or may not develop any traction in their efforts to reach a recommendation
- b. Consistent with this spirit, and to make this a comfortable place for fulsome exploratory conversations of this nature, the specifics of the conversations will not be shared beyond the participants and in the public domain prematurely– that is before there is something clear and concrete to take forward that the participants have agreed can be shared more broadly.
- c. The participants may reach agreement from time to time on the work of the Vehicle for Hire Dialogue, including some form of information or communication that can be more broadly shared.
- d. In discussions within the participant’s constituencies, information will be communicated about the nature of the deliberations in the same spirit as the information communicated in the Summary Notes, and specifically attribution of specific things said or not said by specific people will remain inside the Vehicle for Hire Dialogue
- e. If the participants are contacted by the media, after indicating they are part of the process they shall explain to the media that any specific questions regarding discussions actively underway shall be referred to the facilitation team for a response.
- f. This document “Ensuring Expectations are Clear” may be made available to the public as participants see fit.
- g. A Executive Summary of this Ensuring Expectations are Clear document may be developed. From time to time, the Vehicle for Hire Dialogue may agree upon a common statement for release to the public. Participants may also agree to develop interim summary updates on the process that they can share with their constituencies.

11. What information is needed?

- a. The parties recognize the importance of developing the information base (including data, expert reports, etc) which will support these discussions. Accordingly the parties agree to share relevant information with the Vehicle for Hire Dialogue with the understanding that some of the relevant information might be sensitive commercially or in a regulatory sense, and thus require confidentiality understandings.
- b. "Information - to what end" is acknowledged to be a key question that must guide efforts to build the information base which will include a consideration of what is currently available and what additional information may be necessary to develop ("known and unknown")
- c. Expert assistance may be needed to develop this information base in ways that are helpful to the Vehicle for Hire Dialogue, in which event consideration will be given to resources needed to support that work and how the participants, or some of them, can contribute to that effort to complement those of the City.
- d. The work of the Information Discussion/Working Group will be ongoing to lead these efforts.

12. What are the roles and responsibilities of the facilitation team?

- a. Developing, and reviewing with the parties from time to time, a process through which to manage their relationship.
- b. Assisting the parties to define critical areas in that relationship, including factors contributing to success and potential trouble areas.
- c. Identifying specific realities of the situation, and the parties, that must be taken into account and accommodated in the relationship.
- d. Developing procedures and mechanisms for feedback, and changes necessary to be responsive to that feedback.
- e. Training in collaborative problem solving within and between organizations.
- f. Facilitating meetings, assisting in preparations for them, and preparing Meeting Notes.
- g. Mediating in respect of matters in issue.
- h. Assisting in structuring third party relationships relevant to the negotiations and agreements reached.
- i. Recommending dispute resolution alternatives and procedures that might be appropriate in respect of any differences that may exist or arise between the parties, or the parties and third parties.
- j. Fact finding in relation to a specific dispute in circumstances where the process manager is comfortable doing so and has the expertise and the parties wish them to undertake the assignment.
- k. Coordinating and assisting in the preparation of a single text of any agreement that the parties may conclude.

13. Endorsement of these Expectations

These understandings have been developed and agreed to by the participants in the Vehicle for Hire Dialogue as the basis upon which they are going forward with these discussions.

This agreement is reflected in summary notes prepared after the 3rd Full Vehicle for Hire Dialogue meeting on June 16, 2015.

Schedule A – Vehicle for Hire Dialogue Participants as of May 6, 2015.

This list is anticipated to evolve slightly over the course of the process.

Name	Affiliation
Carolyn Bauer	Vancouver Taxi Association
Kulwant Sahota	Yellow Cab
Saif Ullah	Black Top Cab
Gurpal Nagra	MacLure's Taxi
Balbir Rana	Vancouver Taxi
Satnam Jaswal	Yellow Cab
Jas Sidhu	MacLure's Taxi
Harry Judge	Vancouver Taxi
Robbie Dhillon	Black Top Cab
Amandeep Garcha	Black Top Cab
Gurdip Sahota	North Shore Taxi
Charles Duncan	Delta Sunshine and Tsawwassen Taxi
Sarj Sanghera	Newton Whalley Taxi
Peter Stamm	Kimber Cabs
Paul Gill	Sunshine Cabs
Patti Gleeson	Guildford Cab
Mohan Kang	BC Taxi Association
Sarb Nagra	BC Limousine Association
Peter Gall	on behalf of the Vancouver Taxi Association
Bill McLachlan	on behalf of the Suburban Taxi Companies
Chris Schafer / Michael van Hemmen	Uber
Timothy Weigelt	COPE 378
Kara Loy	CERES
Alison Chow	CERES
Carmen Ortega	Port Metro Vancouver
Whitney Gordon	Port Metro Vancouver
Jan Broocke	Passenger Transportation Board
Kristin Vanderkuip	Passenger Transportation Branch
Kevin Barker	Vancouver Police Department Taxi Detail
Harry Randhawa	Justice Institute of BC
Sat Gill	YVR

James Raymond	Vancouver Economic Commission
Rob McKay-Dunn	Vancouver Board of Trade
Vance Campbell	Vancouver Liquor Primary Association
Charles Gautier	Downtown Vancouver Business Improvement Association
Dellie Lidyard	Seniors Advisory Committee, Transportation
Cathy Browne	Persons with Disabilities Advisory Committee
Laura Mackenrot	Persons with Disabilities Advisory Committee
Andreea Toma	City of Vancouver
Sarah Hicks	City of Vancouver
Mike Gilbert	Vancouver Police Department Taxi Detail
Mano Virk	BC Limousine Association
Moonyem Mohammad	Surrey Metro Taxi
Paul Storer	City of Vancouver
Maheshinder Sidhu	Delta Surrey Green Cabs / Delat Sunshine Taxi
Craig Jangula	Jangula & Company / Gvt Relations for VTA
Merrilee Ashworth	Translink – Accessible Transit / Taxi Saver
Scott Ricker	Seniors Advisory Cte on Transportation
Heather McCain	Citizens for Accessible Neighbourhoods
Ella Huang	Richmond Centre for Disability
Etc.	

Schedule B- Key Topics / Questions Identified - to be further developed by Working/Discussion Groups

The following key questions have been identified as important to address.

How can we agree to define demand?

- Need to consider/define demand in context of current situation and future trends.
- More broadly link this solution to wider transportation grid in Metro Van generally
- Need to understand demand of persons with disabilities and seniors community getting accessible safe service
- Demand from perspective of provider and user

How can we reliably measure demand?

- Passenger Transportation Board to link decisions with stats/info on trends in demand
- Transportation peak periods vs taxi peak periods
- Consumer choice, availability, affordability and service of vehicles for hire in Vancouver compared to recent trends domestically and internationally
- The benefits of ridesharing for consumers and alternative measures to achieve standards for safety, accessibility, driver training and environmental performance

How will we adapt as demand changes?

- How can demand be best served? What are supply options?
- How can we more efficiently use existing licenses (limo, other) to meet demand?
- How can VFS service more effectively serve diverse needs of users within a sustainable regulatory environment?
- How can we support and improve driver training for all lower mainland?

How can regulators work in concert with one another?

- Who are the regulators?
- What do they do?
- Is there concurrent overlap?
- How are we going to move forward with technology? Will it be in a regulated or non-regulated environment?
- How can the current legacy based regulatory environment better support/serve demand based environment?
- How can we understand demand that exists outside regulatory environment?

Schedule C – Discussion / Working Groups

Discussion groups were established to advance work prior to the 2nd large group meeting. They were then modified and reframed to inform the 3rd large group meeting. It is anticipated working and discussion groups will be formed and disbanded as needed over the course of the process.

Information Discussion Group, Demand Working Group

CoV – Paul Storer, Thor Kuhlmann

PTBranch – Kristin VanderKuip

VTA – Carolyn Brauer, Kulwant Sahota, Gurpal Nagra, and counsel

BCTA – Mohan Kang, Gurdip Sahota and counsel

BC Limo Association – Sarb Nagra

Uber – Chris Shafer or Michael van Hemmen

Vancouver Economic Commission – James Raymond

CoV Disabled Community Advisory Board – Laura McKenrot, Cathy Browne

Translink: Merrilee Ashworth

Groudrules Discussion Group:

CoV – Andreea Toma

PTBoard – Jan Broocke or Michael McGhee
VTA – Carolyn Brauer, Kulwant Sahota, Gurpal Nagra and counsel
BCTA – Mohan Kang, Bill McLachlan, Gurdip Sahota
BC Limo Assoc – Sarb Nagra
Uber- Chris Schafer or Michael van Hemmen
JIBC – Harry Randhawa
YVR – Sat Gill
CoV Disabled Community Advisory Board – Laura McKenrot, Cathy Browne

Standards/Training Working Group:

CoV – Pam Hayes
PTBoard – Jan Broocke
VTA – Carolyn Brauer, Kulwant Sahota, Gurpal Nagra and counsel
BCTA – Mohan Kang, Gurdip Sahota and counsel
BC Limo Assoc – Sarb Nagra
Uber- Chris Schafer or Michael van Hemmen
CERES – Kara Loy or Whitney Gordon
Tourism Vancouver – Jana Remisova
JIBC – Harry Randhawa
CoV Disabled Community Advisory Board – Laura McKenrot, Cathy Browne
COSCO – Lorraine Logan
Richmond Centre for Disability – Ella Huang
Citizens for Accessible Neighbourhoods – Heather McCain

Schedule D: Information Matrix, Standards Matrix and other documents

Online Google Drive accessible to group at:

https://drive.google.com/open?id=0B_xyizUh0p7DfjUzai04UHRwNEF6bDF3eki0Ymx3bng1QXJISmRDM2xYUWw5SUJxa3IIN2s&authuser=1