



J. Jeffrey Munger
Chairperson of the Board

William Keogh
Vice Chairperson

Taxi Licensing Board

Administrative Offices
149 Church Street
Burlington, VT 05401
Tel: 802-865-7011
Fax: 802-865-7014

Taxi Licensing Board Agenda
Conference Room 2, Burlington International Airport
Thursday, January 14, 2016
9:01 AM

PRESENT: Jeff Munger (JM), Chair
Bill Keogh (BK), Vice-Chair, present at 9:07
SGT Brad Trombley (BT), BPD
Adam Roof (AR), License Committee Member
Gregg Meyer (GM), Assistant City Attorney
Isaac Trombley (IT), Airport Representative
Ashley Bryce (AB), Taxi Administration
Kelling Colling (KC), Director of Operations

1. AGENDA

On a motion by Commissioners Keogh and Roof adopted the agenda as is.

2. PUBLIC FORUM

Nobody present.

3. DISCUSSION:

3.01 Handling Taxi Complaints and Airport Issues

Commissioners Roof and Munger motion to move to Discussion 3.01.

GM explained reasoning of this discussion was to try figure out how ambassadors can handle these complaints without having to go through the lengthy procedures. AR questioned if there is lack of help for cultural disputes on the line. IT replied yes, after the last meeting the same two drivers had another dispute two days later, it was not physical or as aggressive so they can be handled informally. The reason for the drivers to come to the board is because they have become physical and/or threatening that makes it beyond the informal complaint system. IT believed if they had a policy, things in the line could get

better. JM stated that there isn't a fast enough response time or authority to deal with these types of situations. IT would like to have some sort of point system. That way if they get to a certain point, they will then be disciplined. Currently, there is no impact to stop incidents from occurring again. JM inquired if this would be airport or Taxi Board issue after the new ordinance. GM asked KC what would help her staff to control the issues better. KC stated she needed more time to think about this. If it is safety related issue and it is more than an informal complaint and they are not equipped to handle the problem is why it comes to board. GM asked when physical threats are involved, shouldn't police be involved. BT explained that police should be called for physical or criminal violence. Parks people can issue tickets, which he believed Isaac and ambassadors should have that ability. Either to make a point system or some other system work. AR asked if someone would like to appeal tickets where would that go, questioned if the board would want all those complaints? GM replied they were separating airport and taxi licensing. Where would this stand. GM stated airport should deal with operations of rules. JM stated if they separated it out most issues that come up will be airport related. GM asked what the authority is and how they can come up with rules to manage the queue line? They should take time to think about the different processes. AR asked how the formal tickets would increase the number of appeals. GM stated all members needed to think more about this on how to handle. He questioned KC and IT on what they would like to see and how they think they can manage the queue line more efficiently. He would like to make ground transportation rules be more formal. AR asked if they could have an appeals hearing officer, to periodically address issues that come up. KC agreed, but would like something stated that the ambassadors will to be protected.

3.02 Consideration of Taxi Operations in the City with Respect to Enforcement

BK explained his past experience with Zab Cab. Enforcement needs to be addressed. The police department has more going on than regulating taxi drivers. He would like to know where the City Ordinance Committee is with rewriting the ordinance. JM wanted to know when an officer for taxi licensing will be starting. GM stated it is budgeted for FY16 BPD for an enforcement officer. Draft in the ordinance does state what the policer officer duties will be. Taxi drivers aren't as much of a massive problem as the board thinks it is. GM believed the City needs more enforcement on the queue line before down town. BK asked if there is a way for a ghost rider to get into cabs to check for violations. JM stated he was very worried about the safety of the public. He is opposed to Uber doing their own background checks. The board has had two incidents in the past, one attempted rape, the other was a driver taking a girl to the Intervale. He pointed out the City needs enforcement for those types of issues. The same Green Cab driver has been smoking in his car and he has contacted Charlie and he still sees it. At 2 a.m. police are not watching taxis they have more issues going on. GM answered anyone can do the background checks but that is not the only safety component. BK asked IT how many drivers

are working with Zab Cab or Uber. IT responded with about 12-15. AR asked when they have an enforcement officer would they learn more of the violations and would they take care of them. BT stated that with revenue from tickets the Taxi Officer could put the money toward ghost riding in the taxis. AB stated licensing revenue has not increased in years. JM stated the fee situation needs to be addressed after the new ordinance is written.

4. MINUTES:

4.01 Taxi Licensing Board 12/10/2015

On Motion by Commissioners Keogh and Roof the minutes were adopted as is.

5. ADJOURNMENT

On a motion by Commissioners Keogh and Roof the Taxi Licensing Board Meeting was adjourned at 9:50 a.m.



Taxi Licensing Appeals Panel

J. Jeffrey Munger
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Taxi Licensing Appeals Panel Agenda
Conference Room 2, Burlington International Airport
Thursday, January 14, 2016
Time: 9:53

PRESENT: Same as Taxi Licensing Board
Farkad Abdulkrazak (FA), 89 Taxi
Ali Abdulkrazak (AA), 89 Taxi
Christopher Bennitt (CB), Green Cab
Jessica Summers (JS), Complainant

1. AGENDA

On a motion by Commissioners Roof and Munger adopted the agenda as is.

2. TAXI DRIVER APPEAL HEARING:

3.01 Christopher Benitt; Green Cab

GM explained the procedure to be followed and introduced the Taxi Appeal Panel and swore Christopher Benitt in for testimony.

CB began by explaining the last violation was only a warning not sure why it came through as a ticket. He explained that he did an unlawful U Turn as there was a person walking down the road and he wanted to pick him up and take him home. As it was night, the guy did not have appropriate attire on and didn't want him being hurt. The speeding tickets were from in the middle of the night. One was over by 7 miles per hour and he believed he was in control and safe. BK asked how the board would know he will keep the customers safe. CB stated he had worked 3 years straight for Green Cab; he works flexible hours. AR asked if any violations occurred when driving cab. CB responded the night it was icy but he was only going 28 in 25. GM asked why he waited to apply. CB stated he had tried 3 times prior to IT but missed him as he doesn't get up early in the morning to meet with IT. Started, in July but finally saw IT in December and handed his

paperwork into City Hall. GM stated CB has been driving in Burlington without license since July. AR asked if the violations were from 2013 and 2014 why he had received his license in 2015. GM mentioned that when he received the ticket in June it had put him over the limit for violations within three years to have a license. AR told CB, as of right now, he had no license when he leaves the meeting and he no longer can drive until he is notified if he can or cannot get his license. Then he needs to go the speed limit for the safety of passengers.

CB closed with apologizing to the board for driving without license.

On a motion by Commissioners Keogh and Roof, Taxi Licensing Board Meeting went into executive session at 10:10 a.m. to deliberate.

On a motion by Commissioners Keogh and Roof, Taxi Licensing Board Meeting went out of executive session at 10:12 a.m.

3. COMPLAINT:

2.01 89 Taxi; Ali Abdulrazak

GM explained the procedure to be followed and introduced the Taxi Appeal Panel and swore in Ali Abdulkrazak, Farkad Abdulrazak and Jessica Summers (on phone) in for testimony.

JS began with explaining what had occurred on Christmas Eve morning. She lives in Essex Junction, Vermont, she had a flight on the 23rd but was it cancelled. United booked her a flight out of Manchester, NH, they sent a taxi to her house on the morning of the 24th to give her a ride. She stated the drive should have taken 3 ½ hours but only took 2 hours 15 minutes. Driver sped over 100 mph a few times. She felt unsafe at that speed. It was foggy in places and the driving was too fast for conditions. She stated the driver was talking on both an iPhone and a flip phone. It is illegal to be on phone, driver was not wearing seatbelt which is illegal too. She called Taxi Company, they told her she could have a free ride. BK asked if she could see the speedometer. She claimed no but her fiancé could and he took pictures. She had an APP on her phone that showed the car was going over 100 mph. BK asked about how much of the ride was foggy. She answered with about 15%. BK asked if driver was texting with left or right hand. She answered right. AR inquired about the pictures from her fiancé if she shared with anyone. She said no. AR asked if she could send them to IT.

FA responded that he was the driver not AA, as AA was in Jersey. GM asked what taxi she rode in. She answered 89 Taxi. FA stated 89 Taxi had two taxi vehicles, FA and AA were the only two drivers. FA stated he was talking Arabic as AA's transmission blew when he was gone and he was trying to get him back to Vermont without towing.

GM asked FA if he was talking on the phone, texting, and speeding?

FA denied texting but admitted he was talking. FA asked JS to say who was in the vehicle. She stated her and her fiancé as well as another passenger going to another airport. FA wanted to know what time she was dropped off at Manchester. She claimed 9:58, FA said he went through the tolls right before that time and he dropped her off at 10:29. FA exclaimed the time would be 3 hours not 2 hours 15 minutes. He might have been driving at higher speed when you go down the hill in Randolph, Vermont. FA said he had talked to the passenger that was in the front seat and he was willing to testify to the speed. AA stated the APP on the phone is not always accurate. GM would like keep the case open for five days to get more information from each party. BK asked JS if she received a response from United Airlines. She answered they said it could take up to two months. JS said the pick-up time was about 7:30. GM stated board will close the testimony but leave record open for 5 days to get additional information.

On a motion by Commissioners Keogh and Roof, Taxi Licensing Board Meeting went into executive session at 10:37 a.m.to deliberate.

On a motion by Commissioners Keogh and Roof, Taxi Licensing Board Meeting went out of executive session at 10:42 a.m.

4. MINUTES:

3.01 Taxi Licensing Appeals Panel 12/10/2015

On Motion by Commissioners Keogh and Roof the minutes were adopted as is.

5. ADJOURNMENT

On a motion by Commissioners Keogh and Roof the Taxi Licensing Board Meeting was adjourned at 10:43 a.m.