



## Vehicle for Hire Licensing Board

**Thursday, May 30, 2024, 5:30 PM, Queen City Room, 3rd Floor, City Hall, 149 Church St. Burlington, VT 05401 Or Remotely via Zoom.**

### Join Zoom Meeting

<https://zoom.us/j/95242358723?pwd=YzVWeEVTbG1uZ01RS1dYanp6YUpoZz09>

Meeting ID: 952 4235 8723

Passcode: 712462

---

### One tap mobile

+13052241968,,95242358723#,,,,\*712462# US

+13092053325,,95242358723#,,,,\*712462# US

---

### Dial by your location

- +1 305 224 1968 US
- +1 309 205 3325 US
- +1 312 626 6799 US (Chicago)
- +1 646 931 3860 US
- +1 929 205 6099 US (New York)
- +1 301 715 8592 US (Washington DC)
- +1 507 473 4847 US
- +1 564 217 2000 US
- +1 669 444 9171 US
- +1 669 900 6833 US (San Jose)
- +1 689 278 1000 US
- +1 719 359 4580 US
- +1 253 205 0468 US
- +1 253 215 8782 US (Tacoma)
- +1 346 248 7799 US (Houston)
- +1 360 209 5623 US
- +1 386 347 5053 US

Meeting ID: 952 4235 8723

Passcode: 712462

Find your local number: <https://zoom.us/u/abZyL0yDe>

## **1. Agenda**

---

### **1.1. Motion to amend/adopt agenda**

File Attachments

## **2. Previous Minutes**

---

### **2.1. Approval of Previous Minutes**

## **3. Public Forum**

---

### **3.1. PUBLIC FORUM - Verbal Comments**

## **4. Communications**

---

### **4.1. Andrew Peissig Taxi Complaint**

### **4.2. Complaints against Abdi Dhere**

## **5. Hearings**

---

### **5.1. Airport Winooski Cab - Abdi Dhere**

## **6. Deliberative Session**

---

### **6.1. Deliberative Session**

## **7. New Business**

---

### **7.1. New Business**

## **8. Adjournment**

---

### **8.1. Motion to adjourn**



**BURLINGTON VEHICLE FOR HIRE LICENSING BOARD**  
**SHARON BUSHOR ROOM, CITY HALL, 149 CHURCH ST. BURLINGTON, VT 05401 OR**  
**REMOTELY VIA ZOOM.**  
**MINUTES OF MEETING**  
**April 30, 2024**

**Present: Paul Hines, Stephen Hamlin, Youness Jamil**  
**Also present: Hayley McClenahan, Tenzin Chokden**

---

Meeting start time: 5:32 PM

---

## **1. Agenda**

### **1. Agenda**

Motion to accept the agenda by Stephen Hamlin, seconded by Youness Jamil.  
Approved unanimously.

---

## **2. Previous Minutes**

Motion to accept the previous minutes by Stephen Hamlin, seconded by Youness Jamil.  
Approved unanimously.

---

## **3. Public Forum**

No members of the public commented.

---

## **4. Hearings**

### 4. Hearings: JDs Taxi

Hayley McClenahan swore in Gary Margolis, the complainant, and Josic Slobodan, the owner/driver of the company.

Gary Margolis stated that he had taken a cab home from the Burlington airport late one night and checked out the website. He would generally like to understand how much a taxi will cost to return home to Shelburne and read the process. According to information on the meter rate on the website, it should have cost about \$20 and ended up being \$40 for 7.5 miles. What he read online at the time was that meters were the way the fees were calculated.

The driver, while certainly pleasant enough, explained to him that the meter wasn't working and that they were using a zone system. He couldn't find anything about that online, but was told that a ride to Shelburne is automatically \$40. He said it was late at night, maybe after midnight at that point, and he paid the \$40 but just wasn't satisfied that that's what the fee should have been.

His understanding was that taxis needed to have working meters, and again, he could find nothing about zones. When he did raise the issue during the ride, the driver responded that he had already accepted the fare because he was driving away at that point.

Youness Jamil asked: when did the ride occur and was the price negotiated before he entered the cab?

Gary Margolis answered that he took the cab ride on February 7, 2024. He does not remember if the vehicle had already moved by the time the fare was stated or otherwise, but he remembers the meter didn't work. When the car drove off, he complained about it. He thinks he started this conversation once the vehicle began moving, when he started to realize that something wasn't right.

Youness Jamil asked Gary if he had ever taken a taxi cab from the airport to Shelburne before for \$20.

Gary Margolis responded that the fare was roughly calculated according to rates posted on the website. He had since taken a taxi cab and now knows to ask if the meter is working before getting in a cab and he has paid around \$25 but not \$40 since the last ride.

Josic Slobodan told the complainant it would be \$40 for the ride and the complainant said he didn't have time to wait and had to go. On reaching the destination, the complainant was surprised by the price of the trip. He told the board that his meter was broken and no one in town serviced the meter. The meter is now repaired and calibrated to the new price and he would be happy to use his meter and offer a refund if desired.

Gary Margolis stated that he is not seeking compensation from the driver and wants to bring the matter before the board to investigate what is happening with the airport taxi service.

The board will deliberate on this hearing and a decision notice will be sent by mail.

## **5. Deliberative Session**

---

### **5. Deliberative Session**

The board entered a deliberative session at 5:53 PM and ended at 6:00 PM.

## **6. Discussion of the new rates**

---

### **6. Discussion of the new rates**

Youness Jamil suggested adding another third and fourth meter rate, especially for long-distance rides because he feels like the drivers should get compensation for their time when they agreed to pick up a customer at a certain time and wait for the customer to come out of the airport.

Paul Hines stated that the new rates have time and distance elements incorporated. He asked Youness Jamil if that was not sufficient enough.

Youness Jamil replied it is sufficient for short distances that are local but not for long distances.

Paul Hines questioned if that's in the board's purview.

Stephen Hamlin said if a ride originated from the airport then it certainly is.

Paul Hines has been working with Councilor Barlow to add to the ordinance to require all taxis to use taxi meters if they are operating from a taxi stand. He suggested instead of using a complicated rate system for long distances, why not set a boundary of distance for taxis to use their meters and if they go above the distance then it's up to the drivers.

Hayley McClenahan said that if the ordinance is to be updated to require the use of meters at airport pick-ups, some reasonable parameters need to be set about that.

Youness Jamil asked if a taxi from another city that drops off passengers at the airport requires a license from the City of Burlington.

Hayley McClenahan said that they are not required to get a license.

The board discussed setting a distance between 50 – 60 miles and will revisit this at the next meeting.

## **7. Discussion of signage at the airport**

---

### **7. Discussion of signage at the airport**

Paul Hines wanted to make sure we have been communicating with the airport on signage on the new rates.

Youness Jamil said he saw new signs with new meter rates and passenger bills of rights posted on the booth at the taxi queue line.

## **8. Discussion for other updates**

---

### **8. Discussion for other updates**

Paul Hines shared an update that he had discussed with Councilor Barlow on updating two items on the ordinance. The first one is requiring taxis to use rates from the airport queue line and will add discussion on the distance limit of 50 miles. The second is requiring drivers to accept credit card payments.

Youness Jamil suggested finding another member on this board to meet a quorum if one of the members is out because it takes three members to meet a quorum.

Hayley McClenahan stated that Councilor Barlow's request on credit card requirements is under internal review.

Tenzin shared that over 30 taxi vehicles have been calibrated to new meter rates and thanked Byron for all his help. Byron has also trained Youness Jamil and Yacine from Nation Cab to calibrate meters and they are now both certified.

Youness Jamil asked if the board had a meeting on an incident that happened at the airport between Abdi Dhere and Muhaideen Batah, a ramp agent at the airport. He also heard that Abdi Dhere was recently arrested and failed to show up at a court hearing.

Tenzin, upon receiving a formal complaint from the Muhaideen, will inquire further about Abdi Dhere and seek a hearing.

## **9. Adjournment**

---

### **9. Adjournment**

#### **9.1. Motion to adjourn**

Motion to adjourn the meeting by Stephen Hamlin, seconded by Youness Jamil.  
Approved unanimously. The meeting was adjourned at 6:40 PM.



Taxi Administration Office  
Clerk/Treasurer's Office  
149 Church St., Burlington, VT 05401  
Phone: 802-865-7019, Fax: 802-865-7014

### Taxi Complaint Form

If you have experienced a problem while using a taxi and would like to file a formal complaint, please fill out the form below. If your complaint involves a traffic offense, please contact the Burlington Police Department at (802) 658-2700.

Fields marked with an \* indicates required information. We will contact you within 15 business days.

#### Personal Information:

First and Last Name: \* Andrew Peissig \_\_\_\_\_

Address: \* \_\_\_\_\_ City, State, Zip\* South Burlington, VT 05403 \_\_\_\_\_

Daytime Phone Number: \* \_\_\_\_\_ Email \_\_\_\_\_

#### Incident Information:

When did the incident occur date/time?\* Even time I take a taxi from BTV airport home

Location of Incident: \* BTV airport \_\_\_\_\_ Location of Pick-Up:\* Taxi stand \_\_\_\_\_

Name of the Taxi Company: all \_\_\_\_\_ Driver's Name: all \_\_\_\_\_

Taxicab Number: many \_\_\_\_\_

#### Please explain the nature of the incident

I have flown out of BTV +10 times in the past 18 months and four times in the past two months. In each instance when I took a taxi from the airport home, the taxis were not using a meter leading to an inevitable dispute about pricing/the fare. The lack of meter use is so predictable that I negotiated the price for my ride home upfront on my most recent trip knowing that the meter would not be used (which was only resolved once I threatened to use another taxi). I have found the BTV taxi experience exasperating! Further, based on conversations with my friends, they have all had similar experiences. The taxi issue is a real turnoff of using BTV and will make me reconsider future travel options. Please address.

Would you be willing to attend a brief hearing regarding this incident?  Yes  No

**What happened? Please check any of the appropriate boxes.**

- Driver operated vehicle in an unsafe manner or refused to provide insurance information after accident
- Driver failed to take most direct route or take passenger to requested destination
- Driver overcharged, charged for service or attendant animal, or charged additional fee for wheelchair, crutches or other medical devices
- Driver picked up another passenger without consent
- Driver refused to transport passenger
- Driver discourteous or physically abusive
- Driver was sleeping
- Driver was using pornography
- Driver smoked in vehicle/vehicle smells of smoke
- Driver using cell phone unless in the case of emergency
- Zone descriptions and rates not in vehicle or visible
- Fare receipt not provided after request
- Taxi meter rates not posted, or taximeter not working, not used, not visible
- No air conditioning or heating
- Doors and/or windows did not operate easily or close securely
- Interior/trunk compartment of vehicle not clean

May 23, 2024

Re: Complaint on Abdi Dhere from 5/23/24

Around 0905 this morning, I was first on the Airport queue line when another driver and I were walking over to the grass area to share breakfast. I did not see anybody come to the cab line from the front, but when we got to the grass area the other driver Ibrahim noticed a customer in Abdi's car, which was behind me second in line. I tried to ask, "why did you do that" and he rolled his window up and drove away.

Abdi continues to take fares from the person in the front of line, which is a first come first serve system.



Ali Osman  
Moon Cab VT  
802-343-9278

May 23, 2024

Re: Statement on Abdi Dhere from 5/22/24

Around 6:20pm a customer was talking to an ambassador outside of door 2. I was first on the line and Abdi was behind me. Abdi left the line and walked up to the customer outside door 2. At that time the ambassador stopped talking and Abdi kept talking to the customer. Abdi then took the customer to his vehicle which is when I got out of my car and tried asking him why he was taking my customer. He raised his voice and began yelling at me in front of the customer that it was his customer. I tried telling him that was not a good idea. The customer tried walking over to my car but Abdi didn't let that happen and they got in his car and drove away.

Ibrahim Aden  
USA Taxi  
802-497-8133





Taxi Administration Office  
 Clerk/Treasurer's Office  
 149 Church St. Burlington, VT 05401  
 Phone: 802-865-7019 Fax: 802-865-7014

**Taxi Complaint Form**

If you have experienced a problem while using a taxi and would like to file a formal complaint, please fill out the form below. If your complaint involves a traffic offense, please contact the Burlington Police Department at (802) 658-2700.

Fields marked with an \* indicates required information. We will contact you within 15 business days.

**Personal Information:**

First and Last Name: \* Muhaideen Batah  
 Address: \* [REDACTED] City, State, Zip \* Colchester, VT 05446  
 Daytime Phone Number: \* [REDACTED] Email: [REDACTED]

**Incident Information:**

When did the incident occur date/time? \* None  
 Location of Incident: \* BTV & Winooski Post Office Location of Pick-Up: \*  
 Name of the Taxi Company: Winooski Cab Driver's Name: Abdi Dhere  
 Taxicab Number: \_\_\_\_\_

**Please explain the nature of the incident**

The first incident with him was at the parking of Winooski Post Office. He was parked and I got there to mail a letter and he looked at me and started cursing me for no reason. The second time at the airport when I was at the rest room standing to ~~pee~~ urinate and he came in and started cursing me and threatening me. Some of what he said was: I want to fuck you ass hole, bastard, mother fucker. I complained to the Airport police and they have in in record.

Would you be willing to attend a brief hearing regarding this incident?  Yes  No



POLICE DEPARTMENT  
CITY OF BURLINGTON

# Public Records Request

Pursuant to 1 V.S.A. § 310-320, I, Tenzin Chokden, am requesting the following records from the Burlington Police Department:

Copy of report 24BU000967 involving Muhaideen Batah and Abdi Dhere DOB 01/01/66

Request Date: 05/14/24

Please clarify or explain your request if necessary:

You have the right to appeal a determination that a record is exempt to the agency head, pursuant to 1 VSA § 318. Such an appeal will be decided within 5 business days of the receipt of your appeal. If you are aggrieved by a denial by the agency head, you may then appeal to the superior court pursuant to 1 VSA §319.

If you need assistance please contact the Records Department via phone (802)540-2370 or email [recordsgroup@bpdvt.org](mailto:recordsgroup@bpdvt.org).

## RECORDS USE ONLY

This record is redacted by RAK on 05/15/24. The reasons for redaction, narrowing, or denial are that releasing these records:

- Could reasonably be expected to interfere with enforcement proceedings
- Would deprive a person of a right to a fair trial or an impartial adjudication
- Could reasonably be expected to constitute an unwarranted invasion of personal privacy
- Could reasonably be expected to disclose the identity of a confidential source
- Would disclose police techniques and procedures, risking circumvention of the law
- Could reasonably be expected to endanger the life or physical safety of any individual
- Other:

ANTONIO B. POMERLEAU BUILDING • ONE NORTH AVENUE • BURLINGTON, VT 05401



# Records Request Summary

Ticket Number : 30429

Wednesday, May 15, 2024

### Requestor Information

Requestor Name Chokden, Tenzin  
 Requestor Email SMTP:  
 {tchokden@burlingtonvt.gov}  
 tchokden@burlingtonvt.gov  
 Callback Number 802-865-7019

### Ticket Information

Ticket Description Records Request Form  
 Subject Description General Incident(s) Request  
 Incident Number 24BU000967  
 Open Date and Time 5/14/2024 11:43:05 AM

### Involved Parties

Party #1 Dhere, Abdi  
 Party #2 Batah, Muhaideen

Additional Information: To provide proof at the Vehicle for Hire Licensing Board hearing next week, I need a police report on an incident that Muhaideen reported involving Abdi Dhere at Burlington Airport.

### Technician Information

Technician Name Rachel Kahlig  
 Phone 802-540-2370

Requester Business/Agency: City of Burlington  
 Party #1 DOB: Sat, 1966-01-01  
 Party #2 DOB:  
 Incident Number: 24BU000967  
 Requester Name: Chokden, Tenzin  
 Requester DOB:  
 Requester Phone Number: 802-865-7019  
 Requester Email Address: tchokden@burlingtonvt.gov

### Incident Detail - : 261: Thayer, Lee R

**Incident Number:** 24BU000967  
**Call Time:** 2024-01-13 20:05:55 -0500  
**Call Type:** Threats/Harassment  
**Primary Ofc.:** 261: Thayer, Lee R  
**Owner.:** 261: Thayer, Lee R

**Occurred From**  **Occurred To**  **Invest./Primary Officer** 261: Thayer, Lee R

**Attachment**  **Description**  **Uploaded at**  **Employee name**

**Confidential**

- TRO/FRO Exists**
- Alcohol Involved**
- 911 Call Exists**
- Medical Release**
- Audio Recordings**
- DCF Notified**
- Crisis Svc Involved**
- Swabbings**
- SIU Contacted**
- SVU Contact**
- Video Recordings**
- Photos Taken**
- Prints Lifted**
- Diagrams**
- Clothing Evidence**
- K9**
- Miranda Warning**
- Other Evidence**
- Crime Scene Processed**
- Lpr Used**

**Evid. Search Conducted**  **Physical Evidence**

**Media/Press Summary**

**Secondary call type**

<i>Violation</i>				<i>Offense Cat</i>	<i>Offense SubCat</i>	<i>NIBRS Vio Type</i>	<i>Counts</i>	<i>#Premises</i>
				<input type="text"/>	<input type="text"/>		<input type="text"/>	<input type="text"/>
<i>Comm/Att</i>	<i>IBR Scene/Loc Typ</i>	<i>IBR Crim Act Typ</i>		<i>IBR Gang Affil</i>	<i>IBR Agg.Ast/Hom.</i>	<i>IBR Weapon Type</i>	<i>NIBRS Override</i>	
<i>Point Of Entry</i>	<i>Force/No Force</i>	<i>Point of Exit</i>	<i>Campus Code</i>	<i>Justifiable Homicide</i>			<i>Significant Event</i>	

*Narrative Type*  
Report

*Officer*  
261: Thayer, I

*Narrative Template*  
*Confidential*

## Narrative

On the above date and time, I was on duty at the Burlington International Airport and was on the second floor mezzanine assisting with an unrelated incident when a male subject on the first floor exited the men's restroom and began yelling that he was just threatened by a cab driver while using the bathroom.

I met with the complainant, identified as American Airlines employee Muhaideen Batah( ). Batah advised that he was using the men's bathroom on the first floor and was using the urinal when a subject he knew from previous interactions, subsequently identified as Abdi Dhere (1/1/66), approached him without provocation and began verbally harassing and threatening him. Batah advised that nothing physical in nature occurred and he left the men's restroom.

I found that Batah was in an emotionally excited state and there was a language barrier present. I asked Batah to point out Dhere for me so that I could speak with him about the incident. I followed Batah into the male restroom, where I briefly spoke with cab driver . advised that he was in the bathroom during the incident and heard the yelling, but advised that he wasn't certain what was being yelled or who the primary aggressor was.

I followed Batah outside, where he located Dhere in the taxi lane, assisting customers in loading luggage into his vehicle. There was a language barrier present when speaking with Dhere. Dhere acted confused and advised that there was no issue between himself and Batah. I advised both Dhere and Batah to stay away from each other to avoid further issues. Batah indicated that the cause of the dispute may be an old court case which both he and Dhere were involved in.

I subsequently spoke with several airport ambassadors on duty at the time. The ambassadors advised that Dhere causes frequent issues with other cab drivers and employees while performing his job at the airport. The ambassadors advised that Dhere was recently suspended for racist comments toward another cab driver. They advised that Dhere was suspended for approximately 9 months, but was recently allowed to resume business operations at the airport.

Batah advised that he would be filing complaints about Dhere with the airport administration and the taxi commission.

No further action taken.

<i>Offense Suspect</i>	<i>Offense Victim</i>	<i>IBR Victim-Offender</i>	<i>Bias/Motivation (anti)</i>
<i>V. was LEO</i>	<i>V was LEO Assignment</i>	<i>Other ORI</i>	<i>LEOKA Narrative</i>
			<input type="text"/>

Tracking Number:

Remove X

70180680000043541353

Copy Add to Informed Delivery

### Latest Update

Your item was refused by the addressee at 2:27 pm on May 23, 2024 in WINOOSKI, VT 05404 and is being returned to the sender.

Get More Out of USPS Tracking:

USPS Tracking Plus®

### Alert

#### Refused

WINOOSKI, VT 05404  
May 23, 2024, 2:27 pm

#### Available for Pickup

WINOOSKI  
50 MAIN ST  
WINOOSKI VT 05404-9998  
M-F 1000-1700; SAT 0900-1300  
May 23, 2024, 9:30 am

See All Tracking History

Feedback

What Do USPS Tracking Statuses Mean?

Text & Email Updates



USPS Tracking Plus®



Product Information



See Less ^

Track Another Package