



Vehicle for Hire Licensing Board

**Vehicle for Hire Licensing Board/Transportation Energy and Utilities Joint Committee
- Tuesday, June 27, 2023, 5:00 PM, Zoom or Front Conference room at DPW (645 Pine
Street, Burlington, VT 05401).**

Join via Zoom, <https://us02web.zoom.us/j/84603122855>

To call into the meeting, including to speak during public comment:

Phone number: 312-626-6799, Webinar ID: 846 0312 2855

If you prefer to attend in a physical location, you may join us at 645 Pine St in the front conference room

1. Agenda

Subject	1.1. Motion to amend/adopt agenda
Meeting	June 27, 2023 - Vehicle for Hire Licensing Board/Transportation Energy and Utilities Joint Committee - Tuesday, June 27, 2023, 5:00 PM, Zoom or Front Conference room at DPW (645 Pine Street, Burlington, VT 05401).
Category	1. Agenda
Department	Council and Board
Type	
Recommended Action	

2. Previous Minutes

Subject	2.1. 3.01 Previous Minutes Approval
Meeting	June 27, 2023 - Vehicle for Hire Licensing Board/Transportation Energy and Utilities Joint Committee - Tuesday, June 27, 2023, 5:00 PM, Zoom or Front Conference room at DPW (645 Pine Street, Burlington, VT 05401).
Category	2. Previous Minutes
Department	Clerk/Treasurer's Office
Type	

3. Public Forum

Subject	3.1. PUBLIC FORUM - Verbal Comments
Meeting	June 27, 2023 - Vehicle for Hire Licensing Board/Transportation Energy and Utilities Joint Committee - Tuesday, June 27, 2023, 5:00 PM, Zoom or Front Conference room at DPW (645 Pine Street, Burlington, VT 05401).
Category	3. Public Forum
Department	
Type	

4. Hearings

Subject	4.1. 4.01 Prestige Taxi and Vermont Shuttle
Meeting	June 27, 2023 - Vehicle for Hire Licensing Board/Transportation Energy and Utilities Joint Committee - Tuesday, June 27, 2023, 5:00 PM, Zoom or Front Conference room at DPW (645 Pine Street, Burlington, VT 05401).
Category	4. Hearings
Department	Clerk/Treasurer's Office
Type	

5. Deliberative Session

6. Adjournment

Subject	6.1. Motion to adjourn
Meeting	June 27, 2023 - Vehicle for Hire Licensing Board/Transportation Energy and Utilities Joint Committee - Tuesday, June 27, 2023, 5:00 PM, Zoom or Front Conference room at DPW (645 Pine Street, Burlington, VT 05401).
Category	6. Adjournment
Department	Council and Board
Type	
Recommended Action	

7. Informational and Non-Discrimination Statements

Subject	7.1. This agenda is available in alternative formats upon request. For more information on access, call Lori Olberg, Licensing, Voting and Records Coordinator (802-865-7136)(TTY 802-865-7142). Persons with disabilities who require assistance or special arrangements to participate are encouraged to contact 802-865-7000 (voice) or 802-865-7142 (TTY) at least 72 hours in advance so that proper arrangements can be made. The City of Burlington will not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status, crime victim status or genetic information.
Meeting	June 27, 2023 - Vehicle for Hire Licensing Board/Transportation Energy and Utilities Joint Committee - Tuesday, June 27, 2023, 5:00 PM, Zoom or Front Conference room at DPW (645 Pine Street, Burlington, VT 05401).

Category	7. Informational and Non-Discrimination Statements
Department	Council and Board
Type	

Vehicle for Hire Licensing Board (Wednesday March 29, 2023)*Generated by Tenzin Chokden on Wednesday, March 29, 2023***Mark Barlow called the meeting to order at****Present: Mark Barlow, Youness Jamil, Gene Bergman, Paul Hines, Karen Paul, Kyle Clauss, Sarah Montgomery, Tenzin Chokden****1. Agenda**

Motion to approve made by Karen Paul. Seconded by Paul Hines. Passed unanimously.

2. Introductions

Mark Barlow introduced himself as a ward/district City Councilor, chair of the TEUC committee, and by default, chair of the Joint Committee.

Paul Hines introduced himself as a new member of the Vehicle for Hire committee.

Youness Jamil introduced himself as a new member of the Vehicle for Hire committee.

Karen Paul introduced herself as Ward 6 City Councilor and a member of this committee.

Kyle Clauss introduced himself as Assistant City Attorney who staff the board and committee.

Sarah Montgomery introduced herself as Assistant City Clerk.

Tenzin Chokden introduced himself as Associate City Clerk and staff person for Taxi licensing.

3. Previous Minutes

Motion to approve made by Karen Paul. Seconded by Paul Hines. Passed unanimously.

4. Public Forum

No member present for the public forum.

5. Communications**5.01 Taxi Complaint - Tim King**

Deferred the discussion to later in the meeting - Next Steps.

6. Hearings

Mark Barlow went over ground rules on hearings.

- Complainant will go first and then Vehicle for Hire company or representative will go next.
- Complainant can respond after.
- Committee will ask any questions and deliberate at the end of the meeting and a decision will be made and notice on decision will be sent by mail.

6.01 Hearing - Adria Taxi

Complainant not present for the hearing.

Kyle Clauss swore in Saud Bajramovic who is speaking behalf of driver, who is his father.

Saud Bajramovic described that the complainant took a ride from Adria Taxi at night and noticed the driver was driving slowly, stopped in the middle of the road, and asked too many questions on direction. She didn't feel safe because the driver was driving slowly at 1:00am.

Youness Jamil made a comment that from his business perspective if a customer does not feel safe riding a cab then it is not good for the business. They should do something about it, either not operate if they are tired or just call it a day if they feel like they are not able to operate safely.

Paul Hines asked: What can be done to improve the sense of safety for customers?

Saud Bajramovic replied: He might not work late at night anymore. The driver has glasses but he doesn't use them.

Youness Jamil added not only he is concerned about customers' safety, he also cares about driver's safety because he is a friend.

Saud Bajramovic replied that his father didn't have any accidents.

Mark Barlow asked Gene Bergman if he has any questions on this hearing.

Gene Bergman replied: No.

Karen Paul asked: Is the driver present in this hearing?

Saud Bajramovic replied: The driver is his father and he is present.

Karen Paul corrected Saud Bajramovic that according to the complaint form, the incident happened at 10:00pm not 1:00am.

Karen Paul asked Saud: Do you agree with the complainant's concern about the cognition of the driver?

Saud Bajramovic replied: It is because of the language barrier that he asks a lot of questions. The driver's first language is not English.

Karen Paul asked: Do most drivers use GPS?

Saud Bajramovic: Yes. It would be better for the driver to use GPS so he doesn't ask so many questions.

Karen Paul noted that customers feel better when they are not asked too many questions on direction and especially when they are coming from a long flight.

Youness Jamil gave advice that the driver should really stop driving at night.

Mark Barlow told the driver that they will deliberate after the meeting and make a decision on this hearing and let them know. He closed the hearing.

6.02 Romp Taxi Service LLC-Stephen Romprey

Kyle Clauss swore in Stephen Alan Romprey and Florence McCloud.

Florence McCloud explained that she arrived at Burlington airport back in January and she saw Winooski Romp & Ride was first in the taxi queue. She asked the driver if he could take her to Farrell St in South Burlington and the driver agreed. She got in the cab and it was about a 5-10 minute ride and he charged her \$29 when she arrived at the destination. She didn't see any rate posted anywhere in the cab. She was upset about the charge and only give him \$20 and took her suitcase. She thought \$20 was fair. Then the driver got out of the taxi screaming and called her "Bitch" and asked for her name. She was really upset about being overcharged for her ride and his behavior towards her when she only gave him \$20.

Stephen Romprey testified that he had all his paper work right on the glove box and the meter was not running because he was charging her a flat rate. he calculated the gas price and distance and asked her for \$29. He admitted that the charge was high; he felt like \$25 would have been fair charge but wanted to see what she would do. He admitted he called her "Bitch" and that he called for her name but he didn't scream at her.

Youness Jamil asked: Why didn't you use the meter? The rule is you must use the meter when you are picking up someone from the airport.

Stephen Romprey replied: I just didn't use it. I'm sorry. I thought it was okay to have flat rate. He said that she could've asked him for the estimate but that he forgot to give her the estimate.

Paul Hines asked: Why are you not using their meter? Is it because the meter is not enough?

Stephen Romprey replied: He doesn't make enough from using the meter because he has to wait in queue for 4-5 hours before he finds a customer. He doesn't agree with charging someone under \$10 because it is not enough. He is charging people flat rates for short distances because it's only way he can make money but on a long ride, he will use his meter.

Gene Bergman asked: Did you give her an estimate before she got in the car?

Stephen Romprey replied: I did not give her the estimate and she didn't ask.

Karen Paul asked: If he goes by the meter rate, which is \$2.50/mile and for 4.4 miles plus \$6.50 would be around \$17.50 for the trip and that's how much she should pay. There is big difference between \$17.50 and \$29.

Stephen Romprey replied that is because he uses flat rate for short distance trip, therefore he charged her \$5/Mile for 4.4miles. He added that some cab drivers will add an extra \$4.

Gene Bergman asked if he is running a taxi cab with roof light.

Stephen Romprey replied: Yes, I'm all legal and also subcontract with Winooski Taxi. I paid for \$900 for the airport queue sticker.

Youness Jamil argued that the sticker cost should have been \$500.

Mark Barlow told the driver that this will be go under deliberation after the meeting and he closed the hearing.

7. Next Steps

7.01 Ordinance updates, etc.

Mark Barlow wants to go back to the discussion they had in the last meeting about rate structure and practices - some of which have been improvised to some extent, and are not necessarily in accordance with ordinance. The board talked about having a larger discussion around what they might to do to address some of these things. Mark Barlow proposed some of the ideas that he came up with in

preparing for this meeting: to review and update any ordinances related to taxi and vehicle for hire, update the fare structure and clarify and communicate rules with the taxi and vehicle for hire operators; Maybe survey current licensees to see what they think is working; Discuss the role of how Uber and Lyft fit into the equation; Look at what other airports are doing as well as if there's any best practice.

Youness Jamil suggested the first thing that every driver is complaining about right now is the lack of updating the meter rates. Even though the cost of living has increased significantly, the meter rate has stayed the same. Drivers' number one priority is to update the meter because it doesn't reflect either increased gas price or the cost of living. The drivers are refusing to use the meter because they are not making enough money if they use meter. Another problem is they don't have anyone in the state who can calibrate the meters. There used to be one company in Burlington but the owner moved to Florida. If they cannot use the meter then he suggested we go back to the old system when they charge by zone.

Paul Hines agrees with Youness Jamil stating that he also noticed that almost nobody is using meters at the airport. He used to pay to \$22 for his fair but lately its been \$30-\$60 and he agrees that it may be that they are not making enough money by using meters. He would like to see a new electronic system like Uber and Lyft - reliable, customers can schedule a ride, safe, and most importantly customers know how much they can expect to pay.

Gene Bergman asked if there is anyone at the airport who would communicate with drivers about the rules on the site.

Youness Jamil replied right now there is nobody. Sheila used to work at the airport and she would make sure that the drivers were following the rules and update them on what they can do and cannot.

Gene Bergman added: we have problems with the meters, not the least of which is they are not calibrated right and we don't have somebody here to calibrate. We also have not adjusted or had a process for triggering adjustments in the meter prices when the cost of living goes up, which we used to have. In addition, he noted that there were always zoned within Burlington, but he doesn't believe we ever had a zone from the airport to Burlington.

Youness Jamil also mentioned that right now there is no communication between drivers and the airport. Nobody is updating drivers about the ordinance and the drivers do whatever they want. The airport is the face of Burlington and Vermont and it doesn't look good when the tourists come to the airport experiencing bad taxi service. This is not good for tourism.

Gene Bergman asked: how much revenue is the city itself generating from the licensing of cabs? If we have an administrative structure to handle things, then you've got to be able to pay for it. If we are collecting, what are we using that money for?

Sarah Montgomery replied she doesn't know the number but she will follow up on that.

Youness Jamil mentioned there are other drivers who are on a long waiting list for the airport queue and are ready to work but they can't. There are 47 stickers and some of the drivers are not using them at all and holding the space.

Karen Paul commented the transparency is important and whatever we can to do to increase transparency is important. Most of the complaints that we've heard are similar in nature and most of them are just lack of communication or clear understanding of what people are going to be charged before they get in the cab.

Mark Barlow asked Saud Bajramovic if he has thoughts.

Saud Bajramovic commented that the meter rates need to be updated because nobody is using them except himself and few other drivers that he knows.

Mark Barlow asked Nick Longo from the airport to make comments on this discussion.

Nick Long stated what they would like to do is propose some changes at the airport. Some of the the simpler improvements can be related to the physical infrastructure and signage at the airport. Updates that would allow passengers to easily understand what taxi cabs are required to have posted inside their vehicle. They are working on adding additional signage in the taxi area at the airport. At the airport commission meeting that is scheduled for next week, they will look at increasing the number of queue permits allowed to be sold at the airport: 47 permits are currently sold. He is not sure that this would solve the problem with late night flights, but it might add to the the folks that are available to do be there. Also, among the proposed amendments or changes is adding bigger infrastructure - adding geofencing and gate system into the airport, adding overflow lots for passengers, but also for the taxi lane. They have called dozens of airports to see how they facilitate administer taxis. From an administrative standpoint, he feels they could do much better with adding technology into the airport. Geofencing is very difficult and expensive, but some these needed systems could absolutely be accomplished. He acknowledged that this doesn't alleviate some of the concerns that he has heard with the quality inconsistency of what's being offered, meter and non-meter cash price gouging.

Paul Hines asked: How does it help us with gated system?

Nick Long replied: Maybe from the driver perspective, it might not help, but from an administration and an equitable standpoint, it would help because Lyft, Uber, and taxi drivers would all be using the same system.

Youness Jamil asked: Would we still have to pay for the queue sticker annually?

Nick Longo replied: it would be similar but these are preliminary ideas and are not yet being implemented. These are possibilities to clean up the administrative works.

Youness Jamil asked: Who will in charge of this? Is it the Airport or the City?

Nick Longo replied: The airport would be in charge as far as permit systems go.

Youness Jamil asked if the Airport has own geotag system like Uber and Lyft?

Nick Longo replied: No, we do not have a geotag system. The geotag is from their system. They report their pick up and drop offs on a monthly basis using their system.

Youness Jamil asked: How do you we know that their system is correct or honest?

Nick Longo replied: He is not insinuating that, but that's exactly the equitable standpoint that using one system for everybody that is going through the same gate would solve. Accounting for a tag on the inside the vehicle going through that system and allowing the same transaction to be recorded.

Gene Bergman asked: How many licenses are there at the airport currently?

Nick Longo replied: Right now 47.

Gene Bergman asked: Is it 24 hour license? Is it the same price? is there incentive for drivers to decide that it's worth it to go to the airport after midnight? The relationship between the commission and this board in terms of administrative changes - how do we coordinate ourselves?

Nick Longo replied: That's right and it's an annual price. The commission's authority is really just tied to the number of queuing permits allowed.

Gene Bergman asked: Would the airport commission be involved to some degree in the process, if this board were to come up with something innovative related to pricing and to try to incentivize drivers at different times of the night by lowering fees?

Nick Longo replied that they do have a companion rule and it's his understanding that the quantity of queue permits sold and the cost at what they are sold is the purview of the airport commission.

Youness Jamil agreed with Gene Bergman on incentive for driver's to work at night.

Mark Barlow commented that Geotag is great way to keep track of usage of queue permits and could help inform the airport on who should retain a permit or not.

Nick Longo agreed, but stated that the Geotag is very expensive.

Paul Hines agreed that we need to update the system whether it's using a phone app or something else. Paul asked if they could come up with questions about how small cities operate their taxis and forward to Nick to find answers from other small airports.

Nick Longo agreed.

Mark Barlow suggested we wait for the response from Nick Longo before updating the meter rates.

8. Deliberative Session

8.01 The board deliberated on the two hearings privately.

9. Adjournment:

Mark Barlow adjourned the vehicle for hire board at 7:56pm.

Sarah Montgomery

From: S NFA [REDACTED]
Sent: Thursday, March 23, 2023 6:14 AM
To: Mayor's Office; Jordan Redell; Samantha Sheehan; Erin Stoetzner; Megan Moir; Sarah Montgomery; nwildfire@burlingtonvt.gov; abryce@burlingtonvt.gov; bLowe@burlingtonvt.gov; jKaulius@burlingtonvt.gov; Mkanarick@burlingtonvt.gov; Nicole Losch
Subject: Fw: Formal notice
Attachments: vermontshuttle.pdf; prestige taxi vermont.pdf; official taxi tariff-quote-25 february 2023.pdf; reservation of shuttle from btv airport in usa to montreal.pdf; cross-border taxi.doc; vermontshuttle price on 25 february 2023.JPG; receipt of cross border taxi from btv airport to montreal.JPG; reply of vermontshuttle to formal notice.pdf

You don't often get email from [REDACTED] [Learn why this is important](#)

[WARNING]: This email was sent from someone outside of the City of Burlington.

Hi

I am sending to you this email as an escalation as I got a very rude reply from the taxi company. Their reply is actually a new proof of the issue.
Kindly find all the original attachments and also the reply of the taxi company.

Many Thanks

Signature

SHERIF NASHAAT FAHMY ANTOON

----- Forwarded Message -----

From: S NFA [REDACTED]
To: prestigetaxivermont@gmail.com <prestigetaxivermont@gmail.com>; vermontshuttle@yahoo.com <vermontshuttle@yahoo.com>
Sent: Sunday, February 26, 2023 at 07:12:47 AM EST
Subject: Re: Formal notice

Formal notice

quebec-quebec-canada, February 26, 2023

Table containing:

- Involved Taxi companies (they are joint partners in solidarity)

- trip details:

Taxi Company name (it acted as if will fulfill the trip but they only did the reservation and refer my trip to another sub-contractor taxi company did the actual trip):	vermontshuttle https://www.vermontshuttle.com/aboutus.html Vermont Shuttle is based in Burlington, VT. 34 Radford Ln Colchester, VT. 05446 (GV53+VV) (802) 343-3780 vermontshuttle@yahoo.com
Taxi Sub-Contrator Company (That performed the service (trip) and took the fare cash):	Prestige Taxi https://prestigetaxivermont.com/ https://prestigetaxivermont.com/elements/pages/contact/ CONTACT INFO Physical Address: 214 west Allen st appt winooski VT zipe code 05404 South Burlington, Vermont GMAIL: prestigetaxivermont@gmail.com Phone Number: +1 802-430-9398

Taxi Pickup point	Burlington International Airport, Vermont, USA
Drop off point	2111 Centre St, Montreal, QC H3K 1J4
Distance	94.1 miles
Trip Date and taxi pick up Time	17 june 2021, 5:30 PM
I was charged	300 USD
my method of payment	cash according to the receipt attached to this email
I accepted the principle of taxi ride Sharing with other taxi riders during reservation.	
Google maps of the trip: we crossed the border at the crossing of Saint-Armand	https://www.google.com/maps/dir/Burlington+International+Airport+(BTV),+1200+Airport+Dr,+South+Hwy+104,+Montreal,+Quebec,+Canada/73.8777879,9z/data=!3m1!4m1!4m13!1m5!1m1!1s0x4cca798ea89a943b:0xfe2b2367b561d512!2m2!1s73.5653967!2d45.4815058!3e0 https://www.google.com/maps/dir/Burlington+International+Airport+(BTV),+1200+Airport+Dr,+South+Hwy+104,+Montreal,+Quebec,+Canada/73.0934244,13z/am=t/data=!4m1!4m13!1m5!1m1!1s0x4cca798ea89a943b:0xfe2b2367b561d512!2m2!1s73.5653967!2d45.4815058!3e0
Driver's name as he told me:	Aziz

Sir/Madam:

I am writing to inform you that I am claiming the sum of USD \$ 181.803679697183 USD from you for the following reasons:

1. Vermont Shuttle and Prestige Taxi committed Price gouging making use of the era of COVID-19 crisis : **Similar cases were already condemned** in USA and especially in the state of Vermont:

<https://www.wcax.com/2020/12/21/state-settles-with-vt-man-accused-of-price-gouging/>

<https://www.wcax.com/2022/04/05/smart-final-pay-175k-egg-price-gouging-pandemic/>

<https://www.vermontpublic.org/programs/2020-03-26/vermont-ag-warns-of-coronavirus-price-gouging-hoarding-scams>

<https://vtdigger.org/2020/03/12/attorney-general-warns-of-covid-19-price-gouging-scams/>

<https://vtdigger.org/2021/01/03/pandemic-price-gouging-resolution-doesnt-end-verbal-sparring/>

<https://ago.vermont.gov/blog/2020/12/21/attorney-general-donovan-resolves-price-gouging-case>

https://www.americanbar.org/groups/government_public/publications/public-lawyer/2022-summer/price-gouging-and-pandemic-state-attorneys-general-enforcement-trends-and-developments/

2. price gouging and Taxi Fare overcharging: more than double the announced official Taxi Tariff !?

a. The announced tariff of vermontshuttle itself on 25 february 2023: 175 USD only!? Although *(inflation is currently catastrophic and extraordinarily high, never seen since more than 4 decades to the point that federal reserve is hiking rates to all-times high. Also, gasoline prices are high)*

<https://www.washingtonpost.com/business/2022/07/13/inflation-june-cpi/>

<https://www.cnbc.com/2021/07/13/consumer-price-index-increases-5point4percent-in-june-vs-5percent-estimate.html>

<https://www.usinflationcalculator.com/inflation/current-inflation-rates/>

This proves without any doubts that vermontshuttle and Prestige Taxi skyrocketed Prices (Price gouging) in 17 june 2021 to abuse the pandemic era (COVID-19)!?

b. The announced Tariffs for the cross-border services on 25 February 2023 *(inflation is currently catastrophic and extraordinarily high, never seen since more than 4 decades to the point that federal reserve is hiking rates to all-times high. Also, gasoline prices are high)*

taxi fare from **BTV** (122-140 Airport Cir, South Burlington, VT 05403, USA) to **Montreal Central Station** (1717 Rue Berri, Montréal, QC H2L 4E9, Kanada) estimated *on 25 February 2023*: 149.99 USD

Travel time: 106 min.

Travel distance: 96.3 miles (154.99 km)

<https://ta.en.aboutlist.org/taxi-fare/o7gsAA>

<https://ta.en.aboutlist.org/taxi-prices/us/burlington-vt>

This proves again without any doubts that vermontshuttle and Pestige Taxi skyrocketed Prices (Price gouging) in 17 june 2021 to abuse the pandemic era (COVID-19)!?

3. the timing of my trip 17 June 2021 was

-off-peak time: light traffic.

-inflation was low in comparison with now

4. Gasoline Prices on 17 June 2021 (trip date) were cheaper than prices *on 25 February 2023* according to history of Gasoline prices in USA as published by Trading economics:

<https://tradingeconomics.com/commodity/gasoline>

Gasoline Price USD/Galoon on 17 June 2021: 2.1562 USD

Gasoline Price USD/Galoon on 25 Feb 2021: 2.359 USD

percentage between the gasoline prices as published on Trading Economics is the same percentage if we use retail Gasoline prices: https://www.eia.gov/dnav/pet/hist/LeafHandler.ashx?n=pet&s=emm_epm0_pte_nus_dpg&f=m

5. In 2022, the terrible Inflation has pushed city councillors in USA and Canada to allow the increase of taxi fares. Hence in 2022, Taxi companies including Uber and Lyft **raised taxi fares**: this increase in **taxi fares in USA** is 24%

<https://www.foxbusiness.com/lifestyle/nyc-passes-taxi-fare-hikes-first-time-decade>

<https://montreal.ctvnews.ca/cab-fares-in-quebec-will-rise-by-more-than-17-per-cent-cent-in-september-1.5942843>

6. So the price of my trip on 17 June 2021 should be: 118.196320302817 USD

This opens for me the door to **file** complaints against your both companies at

a. the **Burlington City-Taxi Administration office**

b. the court of **Vermont**

N.B: I **already started to communicate with my community at your side in Vermont to get a lawyer!**

N.B.2: It is better for your companies to pay me the amount that I **claimed** before I go to court. If we reach the court, you will pay much more (compensatory damages (amount claimed + legal interest rate) + exemplary damages ...).

My legal action will be faster that you expect to maintain my rights and claim them during the statute of limitations:

<https://legislature.vermont.gov/statutes/fullchapter/12/023>

<https://www.findlaw.com/state/vermont-law/vermont-civil-statute-of-limitations-laws.html>

Proofs:

1) attachments to this email

2) At Border crossing from USA to Canada, the following information is recorded at CBSA (Canada Border Services Agency) surveillance cameras and records:

a. Prestige Taxi Driver's Passport

b. Prestige Taxi Plate Number

c. My Permanent Resident Card Number

d. the Prestige Taxi driver's face

e. my face

3) At BTV airport: Surveillance Camera of the airport has records of:

a. the Prestige Taxi driver's face

b. the Prestige Taxi driver's **car**

c. my face

4) Surveillance Camera of the church in Montreal has records of:

a. the Prestige Taxi driver's face

b. the Prestige Taxi driver's **car**

c. my face

This letter constitutes formal notice to pay me the sum of USD \$ **181.803679697183** USD within ten days. Otherwise, I may take legal action against you immediately and without further notice.

I hereby inform you that I will consider any proposal for mediation or negotiation before referring the case to the courts.

Please act accordingly.

Signature

SHERIF NASHAAT FAHMY ANTOON

[REDACTED]

téléphone: +1 [REDACTED]

[REDACTED]

Aboutlist

Taxi fare from **BTV** to **Montreal Central Station**

Jump to:

[#average fares](#) [#distance & time](#) [#Q & A](#)

Remember that below taxi fares are based on **estimated** taxi rates. How much you'll be actually charged for your ride between **BTV** and **Montreal Central Station** may vary due to the time of the day, tolls, road & weather conditions, inaccuracy of collected pricing data, etc.

This taxi fare from **BTV** (122-140 Airport Cir, South Burlington, VT 05403, USA) to **Montreal Central Station** (1717 Rue Berri, Montréal, QC H2L 4E9, Canada) was estimated *just now*.

Average fares by taxi class

STANDARD

Approx. examples:

Uber X,

Lyft.

▽ Fare Breakdown

Initial Fee: **3.60 \$**

Cost of travel time: **21.20 \$**

Cost of distance : **125.19 \$**

Total taxi fare
estimated average:
~ 149.99 \$

XL

Approx. examples:

Uber XL,

Lyft XL.

[▽ Fare Breakdown](#)Initial Fee: **5.40 \$**Cost of travel time: **42.40 \$**Cost of distance : **279.27 \$**

Total taxi fare
estimated average:
~ 327.07 \$

Distance & time

[▽ Click](#) to show route

Travel time: 106
min.

Travel distance:
96.3 miles (154.99
km).

Taxis from **BTV** to **Montreal Central
Station**

To get from BTV to Montreal Central Station, the following taxis are available:

No info available yet.

Q & A

TRAVEL TIME from BTV to Montreal Central Station?

DISTANCE between BTV and Montreal Central Station?

-

Aboutlist.org - [uber app not working?](#) - [fr](#) - [Privacy](#) - [Contact us](#)

[CONTACT US](#)

SEND US AN NOTE

PHONE NUMBER

Call +1 802-430-9398

PHYSICAL ADDRESS

214 west Allen st appt winooski VT zipe code 05404
South Burlington, Vermont

EMAIL ADDRESS

prestigetaxivermont@gmail.com

MAIN MEN

Home

About

Contact

SEARCH



CONTACT INFO

Physical Address:

214 west Allen st appt winooski VT zipe code 05404

South Burlington, Vermont

GMAIL: prestigetaxivermont@gmail.com

Phone Number:

+1 802-430-9398

[HOME](#) [ABOUT](#) [CONTACT](#)

Copyright 2023 © ALL RIGHTS RESERVED

Re: Formal notice

From: vermontshuttle@yahoo.com (vermontshuttle@yahoo.com)

To: s [REDACTED]

Date: Sunday, February 26, 2023 at 07:35 AM EST

What is this number?

USD \$ 181.803679697183

looks like you did a lot of work for this email

good luck trying to collect after you agreed to the price BEFORE GETTING INTO THE TAXI

On Sunday, February 26, 2023 at 07:12:53 AM EST, S NFA <s [REDACTED]> wrote:

Formal notice

quebec-quebec-canada, February 26, 2023

WITHOUT PREJUDICE

Table containing:

- Involved Taxi companies (they are joint partners in solidarity)

- trip details:

Taxi Company name (it acted as if will fulfill the trip but they only did the reservation and refer my trip to another sub-contractor taxi company did the actual trip):	vermontshuttle https://www.vermontshuttle.com/aboutus.html Vermont Shuttle is based in Burlington, VT. 34 Radford Ln Colchester, VT. 05446 (GV53+VV) (802) 343-3780 vermontshuttle@yahoo.com
Taxi Sub-Contrator Company (That performed the service)	Prestige Taxi https://prestigetaxivermont.com/

(trip) and took the fare cash):	https://prestigetaxivermont.com/elements/pages/contact/ CONTACT INFO Physical Address: 214 west Allen st appt winooski VT zipe code 05404 South Burlington, Vermont GMAIL: prestigetaxivermont@gmail.com Phone Number: +1 802-430-9398
Taxi Pickup point	Burlington International Airport, Vermont, USA
Drop off point	2111 Centre St, Montreal, QC H3K 1J4
Distance	94.1 miles
Trip Date and taxi pick up Time	17 june 2021, 5:30 PM
I was charged	300 USD
my method of payment	cash according to the receipt attached to this email
I accepted the principle of taxi ride Sharing with other taxi riders during reservation.	
Google maps of the trip: we crossed the border at the crossing of Saint-Armand	https://www.google.com/maps/dir/Burlington+International+Airport+(BTV),+1200+Airport+Dr,+South+Burlington,+VT+05403,+United+States/2111+Centre+St,+Montreal,+Quebec+H3K+1J5/@44.9740972,-73.8777879,9z/data=!3m1!4b1!4m14!4m13!1m5!1m1!1s0x4cca798ea89a943b:0xfe2b2367b561d512!2m2!1d-73.1516037!2d44.4706939!1m5!1m1!1s0x4cc91a7dfc91beed:0x599855b921e566bb!2m2!1d-73.5653967!2d45.4815058!3e0 https://www.google.com/maps/dir/Burlington+International+Airport+(BTV),+1200+Airport+Dr,+South+Burlington,+VT+05403,+United+States/2111+Centre+St,+Montreal,+Quebec+H3K+1J5/@45.0301739,-73.0934244,13z

	/am=t/data=!4m14!4m13!1m5!1m1!1s0x4cca798ea89a943b:0xfe2b2367b561d512!2m2!1d-73.1516037!2d44.4706939!1m5!1m1!1s0x4cc91a7dfc91beed:0x599855b921e566bb!2m2!1d-73.5653967!2d45.4815058!3e0
Driver's name as he told me:	Aziz

Sir/Madam:

I am writing to inform you that I am claiming the sum of USD \$ 181.803679697183 USD from you for the following reasons:

1. Vermont Shuttle and Prestige Taxi committed Price gouging making use of the era of COVID-19 crisis : Similar cases were already condemned in USA and especially in the state of Vermont:

<https://www.wcax.com/2020/12/21/state-settles-with-vt-man-accused-of-price-gouging/>

<https://www.wcax.com/2022/04/05/smart-final-pay-175k-egg-price-gouging-pandemic/>

<https://www.vermontpublic.org/programs/2020-03-26/vermont-ag-warns-of-coronavirus-price-gouging-hoarding-scams>

<https://vtdigger.org/2020/03/12/attorney-general-warns-of-covid-19-price-gouging-scams/>

<https://vtdigger.org/2021/01/03/pandemic-price-gouging-resolution-doesnt-end-verbal-sparring/>

<https://ago.vermont.gov/blog/2020/12/21/attorney-general-donovan-resolves-price-gouging-case>

https://www.americanbar.org/groups/government_public/publications/public-lawyer/2022-summer/price-gouging-and-pandemic-state-attorneys-general-enforcement-trends-and-developments/

2. price gouging and Taxi Fare overcharging: more than double the announced official Taxi Tariff !?

a. The announced tariff of vermontshuttle itself on 25 february 2023: 175 USD only!? Although (*inflation is currently catastrophic and extraordinarily high, never seen since more than 4 decades to the point that federal reserve is hiking rates to all-times high. Also, gasoline prices are high*)

<https://www.washingtonpost.com/business/2022/07/13/inflation-june-cpi/>

<https://www.cnbc.com/2021/07/13/consumer-price-index-increases-5point4percent-in-june-vs-5percent-estimate.html>

<https://www.usinflationcalculator.com/inflation/current-inflation-rates/>

This proves without any doubts that vermontshuttle and Prestige Taxi skyrocketed Prices (Price gouging) in 17 june 2021 to abuse the pandemic era (COVID-19)!?

b. The announced Tariffs for the cross-border services on 25 February 2023 (*inflation is currently catastrophic and extraordinarily high, never seen since more than 4 decades to the point that federal reserve is hiking rates to all-times high. Also, gasoline prices are high*)

taxi fare from **BTV** (122-140 Airport Cir, South Burlington, VT 05403, USA) to **Montreal Central Station** (1717 Rue Berri, Montréal,

QC H2L 4E9, Kanada) estimated *on 25 February 2023*: 149.99 USD

Travel time: 106 min.

Travel distance: 96.3 miles (154.99 km)

<https://ta.en.aboutlist.org/taxi-fare/o7gsAA>

<https://ta.en.aboutlist.org/taxi-prices/us/burlington-vt>

This proves again without any doubts that vermontshuttle and Pestige Taxi skyrocketed Prices (Price gouging) in 17 june 2021 to abuse the pandemic era (COVID-19)!?

3. the timing of my trip 17 June 2021 was

-off-peak time: light traffic.

-inflation was low in comparison with now

4. Gasoline Prices on 17 June 2021 (trip date) were cheaper than prices *on 25 February 2023* according to history of Gasoline prices in USA as published by Trading economics: <https://tradingeconomics.com/commodity/gasoline>

Gasoline Price USD/Galoon on 17 June 2021: 2.1562 USD

Gasoline Price USD/Galoon on 25 Feb 2021: 2.359 USD

percentage between the gasoline prices as published on Trading Economics is the same percentage if we use retail Gasoline prices: https://www.eia.gov/dnav/pet/hist/LeafHandler.ashx?n=p&s=emm_epm0_pte_nus_dpg&f=m

5. In 2022, the terrible Inflation has pushed city councillors in USA and Canada to allow the increase of taxi fares. Hence in 2022, Taxi companies including Uber and Lyft raised taxi fares: this increase in taxi fares in USA is 24%

<https://www.foxbusiness.com/lifestyle/nyc-passes-taxi-fare-hikes-first-time-decade>

<https://montreal.ctvnews.ca/cab-fares-in-quebec-will-rise-by-more-than-17-per-cent-cent-in-september-1.5942843>

6. So the price of my trip on 17 June 2021 should be: 118.196320302817 USD

This opens for me the door to file complaints against your both companies at

a. the Burlington City-Taxi Administration office

b. the court of Vermont

N.B: I already started to communicate with my community at your side in Vermont to get a lawyer!

N.B.2: It is better for your companies to pay me the amount that I claimed before I go to court. If we reach the court, you will pay much more (compensatory damages (amount claimed + legal interest rate) + exemplary damages ...).

My legal action will be faster that you expect to maintain my rights and claim them during the statute of limitations:

<https://legislature.vermont.gov/statutes/fullchapter/12/023>

<https://www.findlaw.com/state/vermont-law/vermont-civil-statute-of-limitations-laws.html>

Proofs:

1) attachments to this email

2) At Border crossing from USA to Canada, the following information is recorded at CBSA (Canada Border Services Agency) surveillance cameras and records:

- a. Prestige Taxi Driver's Passport
- b. Prestige Taxi Plate Number
- c. My Permanent Resident Card Number
- d. the Prestige Taxi driver's face
- e. my face

3) At BTV airport: Surveillance Camera of the airport has records of:

- a. the Prestige Taxi driver's face
- b. the Prestige Taxi driver's car
- c. my face

4) Surveillance Camera of the church in Montreal has records of:

- a. the Prestige Taxi driver's face
- b. the Prestige Taxi driver's car
- c. my face

This letter constitutes formal notice to pay me the sum of USD \$ **181.803679697183** USD within ten days. Otherwise, I may take legal action against you immediately and without further notice.

I hereby inform you that I will consider any proposal for mediation or negotiation before referring the case to the courts.

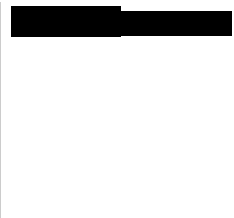
Please act accordingly.

Signature

SHERIF NASHAAT FAHMY ANTOON

[REDACTED]

téléphone: +1 [REDACTED]



Re: Vermont Shuttle Airport Transportation - Sherif Antoon

From: vermontshuttle@yahoo.com (vermontshuttle@yahoo.com)

To: [REDACTED]

Date: Wednesday, June 9, 2021, 11:42 AM EDT

okay cash it is

Please leave us a review on [Trip Advisor](#) or [Google](#) or [Yelp](#)

It is always a good idea to confirm your reservations with a phone call.

Thank you for choosing [Vermont Shuttle](#). If you have any immediate questions or concerns, please call us at (802) 343-3780

On Wednesday, June 9, 2021, 10:18:46 AM EDT, S NFA <[REDACTED]> wrote:

Hi

Either sms [REDACTED]

Or

Send a message on signal to [REDACTED]

Or email

I prefer the cash option

Sent from my iPhone

On Jun 9, 2021, at 08:24, Donald Corbett <vermontshuttle@yahoo.com> wrote:

We need a number in case the driver can't locate you, that's why.
Reserved \$275 cash or \$300 CC

[Sent from Yahoo Mail on Android](#)

On Wed, Jun 9, 2021 at 5:10 AM, S NFA

<[REDACTED]>

Flight number

AA 5060

Sent from my iPhone

On Jun 9, 2021, at 00:08, S NFA <[redacted]> wrote:

My canadian number is not roaming .

For this reason, I did not add it.
But if you want it

It is [redacted]

You can reach my Canadian number on signal .

Sent from my iPhone

On Jun 8, 2021, at 21:47, vermontshuttle@yahoo.com wrote:

reservation confirmed
can i get your flight information?
do you also have a north american phone number?

Please leave us a review on [Trip Advisor](#) or [Google](#) or [Yelp](#)

It is always a good idea to confirm your reservations with a phone call.

Thank you for choosing [Vermont Shuttle](#). If you have any immediate questions or concerns, please call us at (802) 343-3780

On Tuesday, June 8, 2021, 12:51:44 PM EDT, Sherif Antoon <noreply@formresponse.com> wrote:

 Vermont Shuttle Airport Transportation

Is this a Price Quote or a Reservation?	Reservation
Are you crossing the US Canadian Border?	Yes
Which country is	Egypt

your passport from?

Do you want to go
only to the border? No

Your Name: Sherif Antoon

Your Email
Address: [REDACTED]

How Many
Passengers? 1

Your Cell Phone # [REDACTED]

Pick-Up Date: 06/17/2021

Pick-Up Time 5:30 PM

Departing From?
Where you want us
to pick you up from: BTV airport

Your Destination?
Where you want us
to transport you to: Montreal down town

Airlines Info: (Arrival
Time, Flight
Number and Flight
Carrier) (optional) .
If you have a
connecting flight,
we only need the
flight number for the
airport you are
being picked up,
not your original
departure flight
number.

4:46 PM
American Airlines

Special Requests: I prefer text and email
(Optional)
I need to go to berri uqam in downtown montreal

Is your Pick-Up
location more than
30 minutes away
from Burlington, Vt? No

Would you share
the ride with
someone else for a
reduced fee? Yes, I Would Share

Do You Need A Doesn't Matter

Minivan, Large Car
Or Luxury Car?

Do You Need A
Child's Car Seat? No

Would You Like To
Prepay For The No
Service?

You can [edit this submission](#) and [view all your submissions](#) easily.

[Home](#)[Reservations](#)[Services](#) ▼[Questions](#)[About Us](#)

Vermont Shuttle is based in Burlington, VT.

[\(802\) 343-3780](tel:(802)343-3780)**Please Call or text**

Vermont Shuttle provides transportation for colleges, weddings, airport transportation, medical appointments, beer tours, and leaf-peeping tours. We are a reliable, friendly, and honest airport shuttle service. Better Business Bureau-accredited Great rates, Burlington Shuttle to Montreal. We provide luxury Honda Odyssey transportation for your comfort and safety. We have been transporting customers to and from Montreal for 10+ years now. We are very familiar with Montreal. The Vermont Shuttle can transport you anywhere within a 300-mile radius. We accept cash, business checks, and all major credit cards. We care about our customers and are courteous and friendly. We are always on time, and we have our headquarters in Burlington, Vermont.

I have been in this business for the past 15 years. That's a minimum of 50,000 miles per year. I find it very odd to say that there are still many locations in Vermont that I have never seen. We have a very small state compared to the majority of states in the country.

Today, March 9, 2020, I was transporting this family to Smugglers' Notch ski resort. The family consisted of two parents and their twin sons. The mother said that they were crossing things off the father's bucket list of things to do. Skiing was one of them. She said that she didn't have a bucket list. Then, the mother asked her son what he wanted to do on his bucket list. He is only 9 years old. Kaitlin M. from Memphis, Tennessee (the 9-year-old boy) replied, "My only thing on my bucket list is to **Email Us** anyone about **Book Now** was quite surprised by this answer.

Please check out our [Google](#) and [Yelp](#) customer reviews. We can provide references if you need them. Burlington, Vt Airport Shuttle services.

Call a BTV taxi service that you can trust.

[Home](#)

[Reservations](#)

[Services](#) ▼

[Questions](#)

[About Us](#)



[Book Now](#)

[Email Us](#)

[Home](#)[Reservations](#)[Services](#) ▼[Questions](#)[About Us](#)

Hours of Operation

Sunday 7:00 am - 11:00 pm

Monday 7:00 am - 11:00 pm

Tuesday 7:00 am - 11:00 pm

Wednesday 7:00 am - 11:00 pm

Thursday 7:00 am - 11:00 pm

Friday 7:00 am - 11:00 pm

Book Now

Email Us

Saturday 7:00 am - 11:00 pm

[Home](#)[Reservations](#)[Services](#) ▼[Questions](#)[About Us](#)

Vermont Shuttle is based in Burlington, VT.

34 Radford Ln

Colchester, VT. 05446 (GV53+VV)

(802) 343-3780

[My Business On Google](#)

[Vermont Shuttle On Yelp](#) (You can leave a review here)

[Vermont Shuttle on Bing](#)



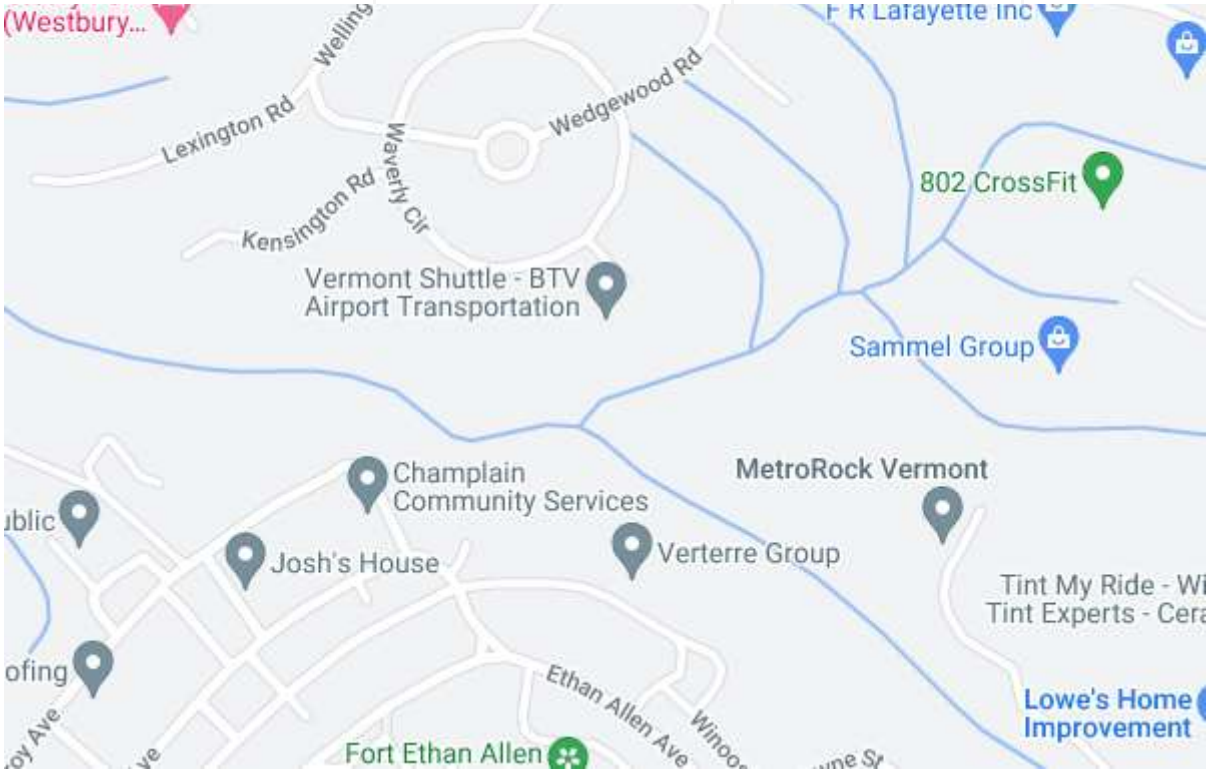
[Home](#)

[Reservations](#)

[Services](#) ▼

[Questions](#)

[About Us](#)



[Home](#)

[Reservations](#)

[Services](#) ▼

[Questions](#)

[About Us](#)



Vermont Shuttle

Burlington, Vermont

[1-802-343-3780](tel:1-802-343-3780) Please Call or text

We Accept      debit and cash.

Book Now

Email Us

Book Now

Email Us

[Home](#)

[Reservations](#)

[Services](#) ▼

[Questions](#)

[About Us](#)



Vermont Shuttle | (802) 343-3780 | <https://www.vermontshuttle.com>



ANTOON SHARIF
(802) 430-9398



**PRESTIGE
TAXI**

From:

BTV

To:

Montreal.

price:

300 ^{\$}USD

Date:

06/14/2021

[Signature]

Create

June 2021

S	M	T	W	T	F	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

Search for people

- My calendars
- ☒ Don Smith
 - ☐ Reminders
 - ☒ Tasks

Other calendars

	SUN 13	MON 14	TUE 15	WED 16	THU 17	FRI 18	SAT 19
GMT-04							
1 AM	2 am Hampton inn 1 – 2am	9 am, best western 1 – 2am	12:45 pm 1 person 1 – 2am	430 am holiday inn 1 – 2am	5:20 am doubletree 12:30 – 1:30am	9 pm 1 person, He 12:30 – 1:30am	7:50 pm Jessy Lin 12:30 – 1:30am
2 AM	3 am lacolle borde 2 – 3am	10:40 am dollar re 2 – 3am	12 noon, AA 56 16, 2 – 3am	3 pm 1 person, Ale 2 – 3am	12:00 noon pm 1 p 1:30 – 2:30am	5:30 pm btv hertz 1:30 – 2:30am	10:30 am 1 person 1:30 – 2:30am
3 AM	5:45 am 98 north d 3 – 4am	12:25 pm AA 5075 3 – 4am	1 pm, 1 person, Jo 3 – 4am	4:30 pm 1 person, 3 – 4am	4 pm 2628 Airport 2:30 – 3:30am	10 am Charlotte fe 2:30 – 3:30am	11:30 am, 2 people 2:30 – 3:30am
4 AM	3:30 pm 1 person, 4 – 5am	11:30 am btv, AA 5 4 – 5am			12:30 pm, 2 people 3:30 – 4:30am	12:50 pm, 1 perso 3:30 – 4:30am	10:15 am 25 gore 3:30 – 4:30am
5 AM	1 pm 1 person, Rob 5 – 6am	9 pm UN 4364, 1 p 5 – 6am	4:45 pm 1 person, 5 – 6am				3:30 pm united 14 4:30 – 5:30am
6 AM	12 noon, 1 person, 6 – 7am	11 pm 1 person, L 6 – 7am	4 pm 1 person, 6 – 7am				2 pm UN 3936, Erik 5:30 – 6:30am
7 AM	2 pm door 3 at btv 7 – 8am	5 pm, 2 people, ra 7 – 8am	7:45 pm 1 person, 7 – 8am				8 pm AA 5380, 1 p 8:30 – 9:30am
8 AM	7:50 pm 1 person, 8 – 9am	8:45 pm United 43 8 – 9am	10:30 pm 1 person, 8 – 9am				9 am 150 overla 7:30 – 8:30am
9 AM	6:30 pm 3 people P 9 – 10am		730 am 1217 old s 9 – 10am		8:30 – 9:30am	8:30 – 9:30am	11:45 pm 1 person 8 – 9am
10 AM	11 pm AA 5515 2 p 10 – 11am						3:30 pm Blair Morg 9:30 – 10:30am
11 AM	11:40 pm 1 person 11am – 12pm						11 pm Michael Bel 10:45 – 11:45am
12 PM		5:30 pm, 2 people, 11:30am – 12:30p					
1 PM							
2 PM							
3 PM	9 pm, 1 person, Ch 3 – 4pm		11:45 pm delta 46 2:15 – 3:15pm				
4 PM							

5:30 pm 1 person Sherif Antoon, no cell, AA 5060 to Montreal...

Thursday, June 17, 2021 • 8:30 – 9:30am

5:30 pm 1 person Sherif Antoon, no cell, AA 5060 to Montreal downtown, will share, [REDACTED] \$275, prestige taxi

30 minutes before

Don Smith

Sarah Montgomery

From: vermontshuttle@yahoo.com
Sent: Wednesday, June 21, 2023 5:16 PM
To: Sarah Montgomery
Subject: Re: Vermont Shuttle and Prestige Taxi Complaint
Attachments: Image1234.jpg

[WARNING]: This email was sent from someone outside of the City of Burlington.

this is not price gouging
the metered rate is \$2.50 per mile plus \$7.50 start fee
This is a contract reservation, if the customer agrees on the price, then that is the price that is reserved at
the mileage according to google maps is 98 miles

98 x \$2.50 per mile = \$245 plus \$7.50 start fee
plus we have border wait time
I quoted them \$275 not \$300
My rate is almost exactly what the meter would be

As you can see from my google calendar, that is what price i sent to Prestige taxi. please view attachment and google maps

<https://www.google.com/maps/dir/Burlington+International+Airport,+1200+Airport+Dr,+South+Burlington,+VT+05403,+United+States/2111+Centre+St,+Montreal,+QC+H3K+1J4,+Canada/@44.9735709,-73.9649601,9z/data=!3m1!4b1!4m13!1m5!1m1!1s0x4cca798ea89a943b:0xfe2b2367b561d512!2m2!1d-73.1516037!2d44.4706939!1m5!1m1!1s0x4cc91a7dfc91beed:0x599855b921e566bb!2m2!1d-73.5653967!2d45.4815058!3e0?entry=ttu>

Please leave us a review on [Trip Advisor](#) or [Google](#) or [Yelp](#)

It's a good idea to confirm your reservations with a phone call a few hours before your pick-up time .

Thank you for choosing [Vermont Shuttle](#). If you have any immediate questions or concerns, please call us at (802) 343-3780

On Wednesday, June 21, 2023 at 09:13:45 AM EDT, Sarah Montgomery <smontgomery@burlingtonvt.gov> wrote:

Dear Donald Corbett: