



**BURLINGTON VEHICLE FOR HIRE LICENSING BOARD
ZOOM OR FRONT CONFERENCE ROOM AT DPW (645 PINE STREET, BURLINGTON,
VT 05401).**

MINUTES OF MEETING

June 27, 2023

MEMBER PRESENT: Mark Barlow
Gene Bergman
Paul Hines
Hannah King

OTHERS PRESENT: Sarah Montgomery
Tenzin Chokden
Kyle Clauss

Councilor Mark Barlow called the meeting to order at 5:10 PM.

1. Agenda

Subject

1.1. Motion to amend/adopt agenda

Motion to approve made by Gene Bergman. Seconded by Hannah King.
Passed unanimously.

2. Previous Minutes

Subject

2.1. 3.01 Previous Minutes Approval

Motion to approve made by Gene Bergman. Seconded by Hannah King.
Passed unanimously.

3. Public Forum

Subject

3.1. PUBLIC FORUM - Verbal Comments

No member present for the public forum.

4. Hearings

Subject

4.1. 4.01 Prestige Taxi and Vermont Shuttle

Complainant was not present at the meeting.
Vehicle for Hire companies, Vermont Shuttle and Prestige Taxi were present.

Gene Bergman made the motion to introduce all of the documents posted in the agenda as part of the record. Seconded by Hannah King. Passed unanimously.

Kyle Clauss swore in Donald Corbett from Vermont Shuttle and Aziz Bakkali from Prestige Taxi.

Aziz Bakkali introduced himself as the owner of the Prestige Taxi and said he has collaborated with Donald Corbett with sharing business when he needed help.

Donald Corbett recalled giving this reservation to Aziz Bakkali in 2021 due to high demand of people going to Canada. He works alone so could not fulfill all the rides himself. He didn't have any idea of what happened until he saw the email from the complainant.

Aziz Bakkali wanted to know why did the customer waited this long to file a complaint about the service that was given in 2021. He has been in the business for five years and understands the importance of customer satisfaction and never had a complaint before.

Donald Corbett asked, what the does the complainant want out of this?

Mark Barlow answered: The complainant is not present today and we only have the written materials to understand the complainant's view.

Donald Corbett said that he has been working with Aziz Bakkali for the past five years and has given him a lot of business and never had a complaint against him. He has had customers who specifically request taxi service from Aziz Bakkali.

Gene Bergman asked if Aziz Bakkali remembers this customer and if he has seen what the customer is accusing him of.

Aziz Bakkali answered no, because this happened back in 2021.

Donald Corbett explained that, from the email, the customer is complaining about rude service and price gouging.

Gene Bergman stated the complainant is complaining about \$300 charge for taxi service from Burlington International Airport to Montreal.

Donald Corbett replied: He sent an email respond to Sarah Montgomery explaining the cost of a trip from Burlington to Montreal. If he had went by meter rate which is \$2.50/mile, 98 miles distance, plus \$7.50 start fee and waiting time, the total is \$275. He argued that if there was price gouging, the charge would have been way more than that.

Paul Hines asked: what's the typical cost for trip from Burlington to Montreal?

Donald Corbett replied \$300.

Gene Bergman asked how it was communicated to the customer on what the price would be prior to taking off to Montreal.

Donald Corbett replied probably by email, but he would have to look.

Gene Bergman noted from the evidence that the customer made the reservation and agreed upon the negotiated price. Therefore, he doesn't have any further questions.

Mark Barlow asked if the customer paid by credit card or cash and would he have charged \$275 cash or \$300 by credit card?

Donald Corbett said the reservation that he had sent to the customer was quoted \$275 cash.

Kyle Clauss asked if they were using a meter for the trip.

Donald Corbett replied 99% of business is flat rate. He owns three cars and none of them have a meter. He works as contract vehicle and service is done through reservation with price negotiated beforehand. He added he would have to know the price before he subcontracted to another driver because they need to know as well.

Kyle Clauss asked who received the reservation and who provided the service.

Donald Corbett replied: he received the reservation and Aziz Bakkali from Prestige Taxi provided the service.

Gene Bergman asked if they have any receipt of form of payment for the trip to show whether it was paid by cash or credit card.

Donald Corbett replied he doesn't because he didn't provide the service.

Aziz Bakkali said he doesn't remember because this happened in 2021.

Tenzin Chokden showed a receipt from the evidence submitted showing \$300 USD with signature on Prestige Taxi's business card.

Aziz Bakkali stated he gave this receipt to the customer and he normally writes cash if it was by cash and he believes the customer paid with credit card.

Donald Corbett asked if this complaint will be dismissed because the complainant didn't show up for the hearing.

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

5. Deliberative Session

The board deliberated on the hearing privately.

6. Adjournment

Subject

6.1. Motion to adjourn

The meeting was adjourned at 5:55pm.

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	