



Vehicle for Hire Licensing Board 6/14/2018

Vehicle for Hire Licensing Board

Thursday, June 14, 2018 at 10:00 AM

Conference Room 12, City Hall

Members present

Bill Keogh, Charles Herrick, Adam Roof

Also present

Christine Dunbar, C/T; Anthea Dexter-Cooper, Asst. City Attorney; Chris Rice, Uber representative

Meeting called to order at 10:26 AM

1. Agenda

Action, Procedural: 1.01 Adopt/Amend Agenda

Adopt/Amend Agenda as is

Motion by Adam Roof, second by Bill Keogh.

Final Resolution: Motion Passes

Aye: Bill Keogh, Charles Herrick, Adam Roof

2. Public Forum

2.01 Public Forum

3. Communication

3.01 Christopher Rice - Uber Representative

BK voiced his concerns about not having a direct contact to the Uber Company as Chris described that he is just the liaison



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between the City and Uber. BK stated that Uber drivers are continuously rude and disrespectful to the VFH Compliance Officer. CH stated that Uber drivers continuously drive around with no identification on their vehicle and repeatedly pick up and drop off in unsafe locations throughout the City. Chris said he would take all issues/concerns the Board has to the Uber staff and then report back to CD. CD asked for a direct contact to someone at Uber for when she gets call/complaints from Uber customers that cannot file a complaint through the app. CH asked if it was possible for the Uber app to display the driver's picture so that the compliance officer would be able to verify that the driver is in fact who they say they are. Chris will take back all concerns to Uber and will report back to CD at the next Uber audit.

3.02 Monthly fees

Burlington Cab has not paid monthly fees and could not be reached after several attempts made by Ashley Bryce and CD.

****Burlington Cab has since come in and is current on monthly fee payments.**

3.03 VFH Audits

Next audits will be performed in mid-July

****All three audits have been conducted and memos are in process.**

3.04 Commissioner items

BK asked about an update with the Compliance Officer position.

****AD and CD since had a meeting with HR and the job description is being rewritten and will be posted in the coming weeks.**

CH asked about the VFH monthly fees and what happens to those fees if they have exceeded the set budget. CD was looking into this matter and additionally asked the Board for their support in purchasing a software program for taxi licensing if there were any additional funds available. The Board gave their support and AR offered to help select a software program if it ever gets to that point. CH asked about the agreement to adjust the fees if they were bringing in more fees than what the budget was set at. AD stated that they will have to look into this further and will report back.

****AD has a follow up on this issue for 8/1/18 VFH Board meeting.**

4. Minutes

Action: 4.01 May 11, 2018

Approve the minutes

Motion by Adam Roof, second by Bill Keogh.



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Final Resolution: Motion Passes

Aye: Bill Keogh, Charles Herrick, Adam Roof

5. Adjournment

Action: 5.01 Adjourn

Adjourn meeting at 11:20AM

Motion by Bill Keogh, second by Bill Keogh.

Final Resolution: Motion Passes

Aye: Bill Keogh, Charles Herrick, Adam Roof