



Vehicle for Hire Licensing Board

Vehicle for Hire Licensing Board - Wednesday, November 15, 2023, 5:30 PM, Queen City Room, 3rd Floor, City Hall, 149 Church St. Burlington, VT or Remotely via Zoom

Please click the link below to join the webinar:

<https://zoom.us/j/92197637214>

Webinar ID: 921 9763 7214

International numbers available: <https://zoom.us/u/auylZmUVk>

1. Agenda

Subject	1.1. Motion to amend/adopt agenda
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2. Previous Minutes

Subject	2.1. Previous Minutes Approval
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Minutes	1. VFH 10.18.23 Minutes - Draft
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3. Public Forum

Subject	3.1. PUBLIC FORUM - Verbal Comments
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4. Hearings

Subject	4.1. Easy Cab
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Meeting	November 15, 2023 - Vehicle for Hire Licensing Board - Wednesday, November 15, 2023, 5:30 PM, Queen City Room, 3rd Floor, City Hall, 149 Church St. Burlington, VT or Remotely via Zoom
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Type	
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Department	Clerk/Treasurer's Office
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Recommended Action	
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File Attachments

- | | | |
|----|------------------------------------|---|
| 1. | Courtney Rice & Easy Cab Complaint | Redacted Courtney Rice & Easy Cab Complaint.pdf |
| 2. | Fare receipt | Fare receipt - Redacted.png |

Subject **4.2. Queen City Transportation**

File Attachments

- | | | |
|----|--|---|
| 1. | Sara Jelen & Queen City Trans. Complaint | Redacted - Sara Jelen & Queen City Trans. Complaint.pdf |
|----|--|---|

Subject **4.3. Route 100 Taxi**

File Attachments

- | | | |
|----|---|---|
| 1. | Redacted - Rod & Route 100 Taxi Complaint | Redacted - Rod & Route 100 Taxi Complaint.pdf |
|----|---|---|

5. Deliberative Agenda

Subject **5.1. Deliberative session**

6. New Business

Subject **6.1. New Business**

7. Adjournment

Subject **7.1. Motion to adjourn**



Vehicle for Hire Licensing Board

Vehicle For Hire - Wednesday, October 18, 2023, 5:30 PM, Sharon Bushor Conference Room, 149 Church Street, Burlington. VT 05401 OR remotely via Zoom.

**Member Present: Paul Hines
Stephen Hamlin
Youness Jamil**

**Also present: Hayley McClenahan
Tenzin Chokden
Nic Longo
Councilor Mark Barlow**

Meeting start time: 5:40PM

1. Agenda

1.1. Motion to amend/adopt agenda
Motion to accept the agenda by Stephen Hamlin
Seconded: Youness Jamil
Approved unanimously.

2. Previous Minutes

2.1. Approval of Previous Meeting Minutes

Motion to accept the previous minutes by Stephen Hamlin
Seconded: Youness Jamil
Approved unanimously.

3. Public Forum

3.1. PUBLIC FORUM - Verbal Comments

Councilor Mark Barlow said that the memo to the City Council that the board sent was accepted and referred

to TEUC committee. He is going to add it to the agenda for the next TECU meeting in October and deliberate and work with Director Spencer on that.

4. New Business

4.1. Updating Taxi Rates

Paul Hines asked if this is the commission's job to set the taxi rates and if the board decided today that the rates should change, could that go into effect immediately.

Hayley McClenahan replied yes, it is board's job to set the taxi rates. However it's supposed to be on a licensing year basis and she would have to check with Sarah. She believes the licensing year runs with the fiscal year, but she will double check.

Councilor Barlow asked if the licensing does not run on fiscal year, does the board have any flexibility on making changes to the rate structure at any point.

Hayley McClenahan replied her understanding is that the past practice is that the rates have been set on a licensing year basis and that the licensing year has lined up with the fiscal year, but it does not explicitly state this anywhere in ordinance.

Paul Hines noted that he is concerned in general that the system is really not working right now. One of his colleagues was charged \$70 for a 3 mile trip from the airport, not using the meter. He thinks this is because the rates are really low and people don't know the rules.

Hayley McClenahan replied that for ease administration, the current licensing year should be completed before starting fresh. She described the current rates as only applying to vehicles for hire who are operating as taxis with a taximeter, and noted that there is not a rate schedule for vehicles for hire that are operating on a prearranged basis.

Youness Jamil added that this discussion is about pick up from the airport. Taxi drivers are supposed to use a meter when picking up from the airport and picking up street hails from downtown or anywhere else. There are two different rates between airport and downtown.

Paul Hines shared proposed new meter rates on a spreadsheet and asked the board if they have any opinions on how the rates should be set and how the change should be implemented.

Youness Jamil asked to put into consideration when calculating new rates that we are a small city compared to other big cities. We don't have the level of traffic that they do - these cities have more planes, and more tourists. As far as implementation, he knows the person in Florida who used to calibrate meters in Burlington; perhaps the city can hire him to calibrate all the meters with new rates.

Paul Hines asked Youness Jamil what would be an ideal charge for a 5 miles ride from the airport. Youness Jamil replied the price should be set between \$35-\$40.

Nic Longo mentioned airport queue permits at the airport will be increased to 90. They are also thinking about splitting the queue permits between an early shift and a late shift because the airport queue line can only hold up to 18 taxis at once.

Stephen Hamlin asked if there is going to be a way to tell the difference between two queue permits.

Nic Longo replied yes. There are obviously some concerns with the expired queue permits that are operating at the airport. Monitoring this is very labor intensive and his team is responsible for the security element of

the airport but also the queue permit side.

Paul Hines is interested to see if there is way to solve this problem by looking at a mobile app based system to replace taximeters. Especially, with the night time problem. If there is nobody in a queue, you could send out messages to everybody who's a driver and notify them and alert them that there are people who want to ride.

Mark Barlow asked what the current rates are. Tenzin Chokden answered that the starting fee from anywhere in the city is \$2.50. Pick-ups from the airport incur an additional \$4.00 surcharge. The rate after that is .25 cents per 1/10 mile (\$2.50/ mile), with a minimum final charge of \$7.50.

The board proposed the rate change as noted here and also in the spreadsheet in this minutes.

1. Fixed Charge =\$4.00
2. Airport Surcharge = \$4.00
3. Extra Night Charge =\$4.00
4. Per Mile = \$3.50
5. Per Minute = \$.50

Hayley McClenahan asked: When is the board proposing that the rates would be effective? Her recommendation to the board would be to wait until we can confirm the licensing cycle. If the cycle operates on the fiscal calendar, the board may want to consider having the rates be effective with the new licensing year. Even if the board consider doing it midyear, she recommended giving a minimum of 30 day notice to the businesses.

Paul Hines agreed with giving 30 day notice.

The motion is to adopt the rates, as mentioned, starting January 1st, and the rate won't change for at least one year after that, unless the board hears back from the Vehicle for Hire administration that they are impractical.

Stephen Hamlin made to motion to accept, seconded by Youness Jamil.

Approved unanimously.

Location	State	Fixed fee (<1/7 mi	Airport extra	Night extra (10pm - 5am)	Per mile	Per minute	Per minute idl	5mi, 15min from airport	10mi, 25min from airport	Notes	Source
Newark airport	NY/NJ	\$3.50	\$20.00		\$1.00	\$3.50		\$41.00	\$58.50		
Philedelphia	PA	\$2.70	\$12.00			\$2.50	\$0.56	\$27.20	\$39.70	\$12 is min fare from airport, flat \$32 from airport to city	
Harttfor-Bradley airpor	CT	\$3.75			\$3.60		\$0.80	\$21.75	\$39.75		https://www.m7ride.com/rates/
Albany	NY				\$1.00					Based on zones. Highest rate is \$11.5	
Portland	ME									Flat rates. Lowest was \$48	
Bangor	ME	\$2.50				\$2.50	\$0.42				
Burlington	VT	\$2.50	\$4.00		\$2.50			\$19.00	\$31.50		
Proposed											
Burlington	VT	\$4.00	\$4.00		\$4.00	\$3.50	\$0.50	\$33.00	\$55.50		
Lyft								\$20.00		According to the App	

4.2. Signage at the Airport

Paul Hines started the discussion on the signage at the Airport, the key points that would be important to note

in signage are noted below.

“Passenger Rights

As a passenger using Taxis in the City of Burlington you should expect to:

- Ride in a clean vehicle with a courteous and professional driver, and review the taxi license.
- Understand how much you will be charged. Most rides should use the city-approved taxi rate. If you choose you may agree to a different fare before starting your ride.
- Obtain a printed or electronic receipt for your ride.

**The city approved taxi fare for a ride from the airport is
\$X + \$Y/mile + \$Z/minute + [after 10pm fee]**

For a full description of your rights see:

<https://www.codepublishing.com/VT/Burlington/html/Burlington30/Burlington3008.html>

[insert QR code]

If you feel that your rights as a passenger have been violated, you may file a complaint at {XYZ}”

Stephen Hamlin suggested the passengers should have the right to see taxi driver’s license.

Nic Longo mentioned that he had great conversation with his teams, ambassadors and ground transportation and they had great ideas. Some of the ideas include having a chart of how much a passenger can expect to pay for certain miles and also having printed material that would be translated. Another idea was using a QR code for easy access on information. He mentioned they interact with drivers and can ask the drivers if they have bill of rights posted in their vehicle and check on them.

Stephen Hamlin expressed how important is it for the board on take on this action because the past complaints in the last meetings were complaints about not having a clean car.

Paul Hines suggested the Airport to create signage with the current rates even though no one will use and then put up new version in January. Nic Longo suggested having a QR code that will directly link to passengers to file complaints to the Taxi Administration and that all drivers should accept credit card.

Youness Jamil agreed that all drivers should accept credit cards and he knows a company who is avoiding using to credit cards to avoid paying taxes and he tells his drivers to not accept credit cards.

Tenzin Chokden added all the taxis should have a copy of the bill of rights and the current rates. They are being reminded and issued a copy of these, whenever they renew their license.

The motion to recommend to the Airport Director or designee that signage substantially similar to that presented be implemented at the Airport as soon as possible.

Stephen Hamlin accepted the motion, seconded by Youness Jamil. Approved unanimously.

5. Adjournment

5.1. Motion to adjourn

Youness Jamil made the motion to adjourn.
Seconded by Stephen Hamlin.
The meeting ended at 6:52pm.



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:* Courtney Rice
Address: * [REDACTED] City, State, Zip* Tampa, FL 33611
Daytime Phone Number: * [REDACTED] Email: [REDACTED]

Incident Information:

When did the incident occur date/time?* 10/11/2023
Location of Incident: * Burlington Location of Pick-Up:* Airport
Name of the Taxi Company: Easy Cab Driver's Name: ?
Taxicab License Plate Number (if known): ?
Taxicab Number: ? No info posted

Please explain the nature of the incident

I grabbed a taxi at the airport and an Easy Cab driver picked me up and told me the fare would be 30.00. He noted that they don't use meters in Burlington anymore. After thinking the fare seemed high and researching, it appears that is not true at all. I have a receipt with the driver's picture and he charged my card using a square.

If needed, would you be willing to attend a brief hearing regarding this incident? I live out of town.

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

Let EASY CAB VT know how your
experience was

\$35.00

Custom Amount \$30.00

Purchase Subtotal \$30.00

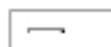
Tip \$5.00

Total \$35.00

 Right-click or tap and hold
here to download pictures

EASY CAB VT
802-557-2472

MasterCard  (Swipe)



COURTNEY L RICE

Oct 11
2023 at
4:45
PM
#DzBK
Auth
code:

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
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Taxi Administration Office

Clerk/Treasurer's Office
149 Church St., Burlington, VT 05401
Phone (802)865-7011. 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) 256-2100.

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

Personal Information:

First and Last Name: * ROD REHWINKEL

Address: * [REDACTED] City, State, Zip * So. Burl Vt. 05403

Daytime Phone Number: * [REDACTED] Email: [REDACTED]

Incident Information:

When did the incident occur date/time? * 10/24/23 - 11:45 PM

Location of Incident: * Airport Location of Pick-Up: * Curb @ Airport

Name of the Taxi Company: Route 100 Taxi Driver's Name: N/A

Taxicab License Plate Number (if known): N/A

Taxicab Number: N/A

Please explain the nature of the incident

DRIVER PLACED BAGS IN TRUNK ASK FOR DESTINATION -
Then informed me the FEE WAS \$40.00 - I informed him
that was too much for a 3 mile ride - and he should use
his meter - He said no meter was needed at Straight
40.00 Fee - I removed the BAGS from car and got a ride with
another cab (which did use meter) (charge was \$13.50)

If needed, would you be willing to attend a brief hearing regarding this incident? No - will be out of town and too busy - just wanted to inform city of the incident

What happened? Please check any of the appropriate boxes.

- ☐ Driver operated vehicle in an unsafe manner or refused to provide insurance information after accident
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