

VILLAGE OF LOMBARD
REQUEST FOR BOARD OF TRUSTEES ACTION
For Inclusion on Board Agenda

 X Resolution or Ordinance (Blue) X *Waiver of First Requested*
 Recommendations of Boards, Commissions & Committees (Green)
 Other Business (Pink)

TO: PRESIDENT AND BOARD OF TRUSTEES
FROM: Timothy Sexton, Acting Village Manager
DATE: October 25, 2013 (B of T) Date: November 7, 2013
TITLE: Amending Title 11, Chapter 121, Section 121.03A.(2) of the Lombard Village Code
Increase in the Number of Taxicab Licenses (My Personal Taxi & Livery)
SUBMITTED BY: Janet Downer, Business Administrator

BACKGROUND/POLICY IMPLICATIONS:

Attached for your consideration is an ordinance amending Title 11, Chapter 121, Section 121.03A.(2) of Lombard Village Code in regard to an increase in the number of Taxicab Business Licenses.

Please place this item on the November 7, 2013 Board of Trustees agenda.

My Personal Taxi & Livery is requesting a waiver of first reading.

Fiscal Impact/Funding Source:

Review (as necessary):


Village Attorney X _____ Date _____
Finance Director X _____ Date _____
Village Manager X _____ Date _____

NOTE: All materials must be submitted to and approved by the Village Manager's Office by 12:00 noon, Wednesday, prior to the Agenda Distribution.



MEMORANDUM

TO: Tim Sexton, Acting Village Manager

FROM: Janet Downer, Business Administrator 

DATE: November 7, 2013

SUBJECT: **Amendment to Title 11, Chapter 121, Section 121.03 of the Lombard Village Code in Regard to the Number of Public Passenger Licenses**

My Personal Taxi & Livery has applied for a license to operate a Taxi Company within the Village of Lombard. The business license application along with their operating rules and insurance information have been provided. Also attached is My Personal Taxi & Livery's rates and fare fees.

Deidre Pinnick, Secretary of My Personal Taxi & Livery, will be present at the Board meeting for any questions or concerns.

Attached is an Ordinance increasing the number of Public Passenger licenses to eleven (11). Please place this item on the Consent Agenda for the November 7, 2013 Board of Trustees meeting.

My Personal Taxi & Livery is requesting a waiver of first reading.

Village of Lombard
Taxicab Business License Application
Annual Fee: \$250.00

Business Licenses for Taxicabs shall be issued as of July 1 and shall expire on June 30 of the following year.







Name of Business My Personal Taxi & Livery Business Telephone # 630-338-3403
Business Address 1 Lincoln Center Suite 1500 Oakbrook Terr, IL 60181
Street City State Zip Code

Trade Name and Trademark of Business MPT
Please attach copy of company logo

Type of Business (check one): Corporation Partnership Single Owner

Type of service offered (check one): Exclusive Non-Exclusive Both
(Per section 121.02A of the Village Code)

List the names, addresses and telephone numbers for the business as follows: If the business is a corporation, provide the information for the President and Secretary. If it is a partnership, provide information for each of the partners. If the business is a single-owner, provide information for the owner.

Name <u>Roderick Pinnick (Pres)</u>	Name <u>Deidre Pinnick (Sec)</u>
Address 	Address 
	
Telephone # 	Telephone # 

Name _____	Name _____
Address _____	Address _____
_____	_____
Telephone # () _____	Telephone # () _____

Tax ID# 27-1210007

Attach copy of the company's Operating Rules and current rates charged.

PLEASE PROVIDE THREE MUNICIPAL REFERENCES AND INSURANCE INFORMATION

Signing below indicates that the Business shall comply with all aspects of the Village of Lombard's Taxi Ordinance.

Signature  Date 9/20/13

Please note that the License Fee shall double if all of the information and fees required are not received by July 1 of the licensing year.

My Personal Taxi

**1 Lincoln Center, Suite 1500, Oakbrook Terrace, Illinois 60181
(630) 338-3403**

September 20, 2013

To: Village of Lombard
From: My Personal Taxi & Livery, Inc.
Re: Application for license

We would like to apply for a license from the Village to provide taxi/livery service to the people of Lombard. We have been in business for 7 years, providing local and airport service. We believe in customer service and providing a quality service at a reasonable rate.

Our mission statement: Our mission is simple. We want to be the absolute best taxi service in the state of Illinois. We think that means having clean and courteous drivers in clean and well maintained vehicles. We will be on time. A service you can depend on to pick you up as promised and to deliver you safely to your destination. There is none of the nonsense that you have experienced in the past with some of our competitors. No "extra" charges after you get to your destination. When we say a flat rate that is exactly what we mean. You'll never pay for tolls or extra passengers when you ride with us.

At My Personal Taxi, we're proud of our staff. More importantly, we're proud of how they treat other people. They always go above and beyond to make sure that you are comfortable with your service. Whether it's going from point A to point B or handling the last minute time frame or multiple destinations, we are ready to see it through. After all, would you expect anything less from a company that calls itself My Personal Taxi?

We currently have 11 vehicles (all with livery plates) and 17 drivers. Our drivers do not keep the vehicles 24/7. We have shift cars so they either driver the morning shift (4am-3pm) or the evening shift (3pm-3am). We do not have meters in the vehicles but all vehicles do have Magellan GPS units in the vehicles.

Our current local ride rates are \$2 "flag pull" and \$2 per mile. This rate is good for up to 3 people in a vehicle. Van upgrade is \$10 but we will make it \$8 for Lombard pickups. Rides to either airport are \$35. We do not charge surcharges for gas, tolls, etc. The only additional charge is we charge \$2 of the \$4 airport tax that the airports charge so rides from either airport to Lombard are \$37.

References:

Cars and Trucks, 6 W Roosevelt, Lombard 630-495-5277 John Weiland
Loquercio Insurance 1307 Butterfield Rd, Downers Grove (630) 271-0442 Elizabeth Loquercio
Molecular Imaging 230 E Ogden Ave, Hinsdale (630) 325-6300 Elisa Cornier
NTB – 1102 E Roosevelt Rd, Lombard, IL 60148 (630) 495-8473
Advance Auto: 696 Roosevelt Rd, Glen Ellyn, IL (630) 790-1232 Kayla



My Personal Taxi Driver Manual

How to do well in the taxi business – READ THIS MANUAL AT LEAST TWICE

- **LOGIN TO SILENT DISPATCH WHEN YOU WAKE IN MORN SO DISPATCH KNOWS YOU ARE UP FOR JOB**
- **IF EVENING SHIFT, LOGIN TO SILENT DISPATCH AT LEAST ONE HOUR BEFORE YOUR WORK TIME**
- **Greet every customer, then get out and load their bags and close their door**
- **Always make sure car is clean inside and out. Wash/Vacuum & check fluids daily.**
- Do not leave radio running or GPS on while car is off.
- Be courteous to customers no matter the disposition of customer
- Make sure to use deodorant and be clean and neat every day
- **BE PROFESSIONAL AND COURTEOUS AT ALL TIMES! NEVER ASK FOR A TIP!**
- **ALWAYS Arrive at pick up location 15 minutes early always if possible.**
- Call customer 30 minutes before pick up to let them know you are on the way
- Call & text customer for returns and leave a voicemail with your name/number so they know who to call once their flight lands. Call again after flight lands. Please speak slowly and clearly
- Any driver who has outstanding toll charges will be subject to \$100 immediate deposit.
- **COMMUNICATE COMMUNICATE COMMUNICATE-READ ENTIRE ORDER FOR SPECIAL DETAILS**
- **Take the fastest route to get customers to/from airports (usually the major highways)**
- Charge the radio/wireless credit card terminal while in the car each day.
- Keep tax stickers and slips for airports in hand (at least 3 at all times)
- Do not play radio loudly with customers in car. Ask customers if they mind the radio.
- Let dispatch know at least 2 days in advance when you are unavailable for work
- **Check car fluid levels daily and get oil changes every 3000 miles! Most important**
- **Wash & vacuum car daily and top off gas nightly so car is always ready to go**
- On time means to be at the pick up spot at least 10-15 minutes early! Most important
- **After you clear if you do not have an order, return to Lombard or Oakbrook area as quickly as possible . That gives you the best chance to pick up extra orders. Do not text or call dispatch asking for orders or you will probably be banned from getting orders for the rest of the day(10-X). Dispatch does not have time to continually answer drivers asking ' is it slow?' or 'how does later look', etc.**
- **NO SMOKING IN VEHICLES AT ANY TIME. Do not smoke and immediately get in the car. If you smoke during your shift, make sure you extinguish your cigarette AT LEAST 5 minutes before getting in car because the smoke smell does stay with you and customers will complain about the smoke smell in the car. ALL MPT VEHICLES ARE NON SMOKING VEHICLES. \$100 charge for smoking in vehicles.**
- **When going from one airport to the other, GPS will tell you to go I90, do not because that is too much traffic and slower. Always use 294/I55 instead.**
- **If you are involved in an accident- no matter how minor- call dispatch immediately. A police report must always be made for every accident. DO NOT MOVE THE CAR. TAKE PICTURE OF CARS ASAP**

Airport Pickups:

1. Call customer at least 30-45 min before flight lands and leave message on their voicemail and a text with your name and number to call once they have their bags.
 - a. If you are picking up a customer after 8pm. Call them immediately once you get the order to give them your information. Also remember to text your info to them also.
2. Call customer again after flight lands. **Call every 10 minutes until you reach them.**
3. Go to the holding lot to wait for your customer call then go to pick up customer.
4. When customer calls, remind them of your car color and number and that you are on the way.
5. Always pick up customer in the MIDDLE Island! Commercial loading area only.
6. At Midway, pick up outside door 2, at O'Hare, pick up at 1D, 1E, 2D, 2E, 3D, 3E OR 5D.
7. Always have "airport tax slips" ready to go when calling customer,
8. **Have airport slips prefilled in at all times as the airports don't care what's on them as long as a tax sticker is on them. Put a name and a destination city, You don't need complete address.**

ORD = O'Hare Airport, MDW = Midway Airport

Text codes: for if radio not working or to respond to dispatch texts

10-4 = yes, ok or I got the instruction or order 10-6 = I have customer in the car

Clr = clear or I dropped customer and have no more orders

Morning drivers expect morning orders by 6-7pm the night before. SO MAKE SURE YOU HAVE YOUR RADIO WHERE YOU CAN SEE/HEAR IT SO YOU DO NOT MISS YOUR MORNING ORDERS

Evening drivers should be at the office every day no later than 3pm to pick up their vehicles.

Answer every text from dispatch so they know you got the message.

When you answer 10-4, always include something with it so the dispatcher knows what you are saying 10-4 in regards to. i.e. if you received an order, send 10-4 (and the location i.e. ... 10-4 lisle). When an order is sent to you, you need to accept the order on the radio asap. If it takes too long to hear back from you, dispatch will probably cancel the order from you and send to someone else.

Dress Code: While dress is casual, no sandals, tank tops, shorts, raggedly clothes, clothes with holes in them nor head rags are allowed. No t-shirts with offensive sayings. Everyone should be neatly dressed at all times. We want the customer to feel they are in a professional environment. Collar shirts are suggested for guys.

Supplies: Several Pens, paper, airport logs, stickers, airport slips, driver manual, large flashlight, change for \$20, clipboard

Cash out and paying lease is done on Saturdays. If you are not working on Saturday, you must arrange a time on Saturday to cash out. Cash out is normally done between 1-2 pm either before or after your shift change.

NEVER make unscheduled stops with customer in car w/o calling dispatch(Never make stops with kids who are customers or medical patients-only take them directly to the drop address).

Calling off on Saturday or Sunday without at least 2 days' notice will incur a \$50 fine no matter the reason for the call of. If you need a weekend day off you MUST notify dispatch no later than noon on Thursday to avoid the penalty. You will also be responsible for working both Sat and Sun the following weekend since you missed your scheduled weekend day.

Manual Credit Card Slips Processing (Only if Credit Card machine not working)

FARE	ORD	40
TAX		10
TOTAL		50

The following should be filled out on all credit card slips: **credit card information must be called in with customer in the car. DO NOT LET CUSTOMER LEAVE WITHOUT GETTING AN APPROVAL CODE OR YOU WILL NOT BE PAID FOR THE CHARGE.**

1. Customer Name
2. Credit Card number (write in if imprint is not clear)
3. Expiration Date
4. Date of Ride
5. Pick up and drop locations, customer billing address
6. Amount of fare, Tip amount and Total
7. Driver Name
8. Approval Code (received after credit card info is texted in to office)
9. Customer Signature (most important – can not be credited without signature!)
10. If ride is prepaid make sure to mark PPD on the slip (no approval code or signature needed)

FARE		50
TAX		10
TOTAL		60

My Personal Taxi & Livery Inc.
1 Lincoln Center, Suite 1500, Oakbrook Terrace, IL 60181

October 30, 2013

To: Janet Downer
From: Deidre Pinnick
Re: Waiver of first reading

On November 7th our item is going to be on the agenda to operate a taxi service in Lombard and to get approved for a business license for the village. I am requesting a waiver of the first reading so the ordinance is approved on November 7th. If you have any questions, feel free to email me or call me at 630-338-3403.



Deidre Pinnick, Secretary
My Personal Taxi & Livery, Inc.

ORDINANCE _____

**AN ORDINANCE AMENDING TITLE 11, CHAPTER 121,
SECTION 121.03 OF THE LOMBARD VILLAGE CODE IN
REGARD TO PUBLIC PASSENGER LICENSES**

**BE IT ORDAINED BY THE PRESIDENT AND BOARD OF TRUSTEES
OF THE VILLAGE OF LOMBARD, DU PAGE COUNTY, ILLINOIS** as follows:

Section 1: That Title 11, Chapter 121, Section 121.03A.(2) of the Lombard Village Code is amended to read as follows:

(2) Number

There shall be eleven (11) Business Licenses issued by the Village. No additional Business Licenses shall be issued unless approved by the Board of Trustees.

Section 2: That the change in the number of Public Passenger Licenses set forth in Section 1 above, is a result of granting a business license to My Personal Taxi & Livery d/b/a MPT located at 1 Lincoln Center, Suite 1500, Oakbrook Terrace, Illinois.

Section 3: This Ordinance shall be in full force and effect from and after its passage and approval as required by law.

Passed on first reading this _____ day of _____, 2013

First reading waived by action of the Board of Trustees this _____ day of _____, 2013.

Passed on second reading this _____ day of _____, 2013

Ayes: _____

Nays: _____

Absent: _____

Approved this _____ day of _____, 2013

Keith T. Giagnorio
Village President

ATTEST:

Janet Downer
Deputy Village Clerk