

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

District

- Resolution or Ordinance (Blue)
- Recommendations of Boards, Commissions & Committees (Green)
- Other Business (Pink)

TO : PRESIDENT AND BOARD OF TRUSTEES

FROM: William T. Lichter, Village Manager

DATE : July 12, 2005 **B of T** July 21, 2005

SUBJECT: AAA Universal Taxi, Inc. performance review by the Transportation and Safety Committee

SUBMITTED BY: Barbara Johnson, Deputy Village Clerk
Jean Tufano, Licensing Specialist

BACKGROUND/POLICY IMPLICATIONS:

According to Village Code Title 11, Chapter 121 Section 121.02 F, "The President and Board of Trustees may, as deemed necessary, hold public hearings to evaluate the performance of any Business Licensee operating within the Village".

Due to many service complaints against AAA Universal Taxi, Inc. over the last two years, the Finance Department is requesting a motion to refer the matter of their performance to the Transportation and Safety Committee for review at their August 8, 2005 meeting.

It has been the Village practice in the past to have the Transportation and Safety Committee review performance and make a recommendation to the Board of Trustees. This matter has been reviewed by the Village Attorney.

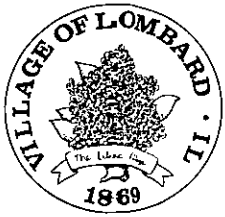
Fiscal Impact/Funding Source: None

Review (as necessary):

Finance Director Leonard Flood Date 7/13/05

Village Manager W.T. Lichter Date 7/13/05

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.



MEMO TO: William T. Lichter, Village Manager

FROM: Barbara Johnson, Deputy Village Clerk

DATE: July 12, 2002

RE: AAA Universal Taxi, Inc.

As you may be aware, the Village has been experiencing many complaints regarding AAA Universal Taxi, Inc. drivers over the last two years. Other companies licensed in the Village do not have these types of complaints filed against them. Although the owner does respond to the complaints with letters of apology and refund checks, many seniors are very frightened by the drivers' behavior. Many of the drivers are not willing to honor our Senior Taxi Subsidy program coupons, which is a condition of their license agreement.

The Finance Department would like to request that the Board of Trustees approve a motion to send this matter to the Transportation and Safety Committee for review at their August 8, 2005 meeting.