

MEMO TO: Trustee Steven Sebby Chairperson
Transportation and Safety Committee Members

FROM: Barbara Johnson
Deputy Village Clerk

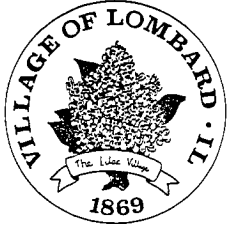
DATE: July 28, 2005

RE: Performance Review AAA Universal Taxi, Inc.

At their regular meeting of July 21, 2005, the Village President and Board of Trustees approved a motion to refer the performance of AAA Universal Taxi, Inc. to your committee for review and recommendations back to the Board of Trustees.

Over the last two years many more complaints have been received regarding AAA Universal Taxi, Inc. than any other taxi company. Some of the Taxi companies licensed in the Village have not been the subject of any complaints.

The Village Board is requesting review by the Committee and recommendations as to how we can improve taxi service to the residents of the Village of Lombard and the participants of our Taxi Subsidy Program.



VILLAGE OF LOMBARD

255 E. Wilson Avenue
Lombard, IL 60148-3926
(630) 620-5700 FAX: (630) 620-8222
TDD: (630) 620-5812
www.villageoflombard.org

Village President
William J. Mueller

July 28, 2005

Village Clerk
Brigitte O'Brien

Delivery by Personal Service by the Lombard Police Department

Mr. Gordon Simic
AAA Universal Taxi
PO Box 66
South Elgin, Illinois 60177

Trustees
Greg Alan Gron, Dist. 1
Richard J. Tross, Dist. 2
John "Jack" T. O'Brien, Dist. 3
Steven D. Sebby, Dist. 4
Kenneth M. Florey, Dist. 5
Rick Soderstrom, Dist. 6

1740 Armitage Ct.
Addison, Illinois 60101

Mr. Simic:

Village Manager
William T. Lichter

Please be advised that pursuant to Chapter 121, section 121.02(F) of the Lombard Code of Ordinances, the Village of Lombard Board of Trustees, at their regular meeting of July 21, 2005 unanimously voted to authorize the Lombard Transportation and Safety Committee to hold a hearing regarding the performance of your corporation operating within the Village of Lombard.

A senior representative of your corporation is required to appear at the hearing.

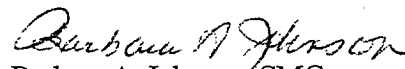
The date of the hearing has been set as Monday, August 8, 2005 at 7:00 p.m. at the Lombard Village Hall 255 E. Wilson Avenue, Lombard, Illinois. The hearing will be conducted in the Community Room.

"Our shared *Vision* for Lombard is a community of excellence exemplified by its government working together with residents and business to create a distinctive sense of spirit and an outstanding quality of life."

Attached, please find materials, which will be provided to the Transportation and Safety Committee, for your review.

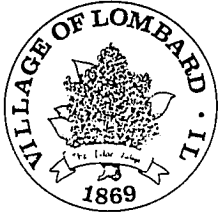
Also, please provide me with your incident logs for May June and July at your earliest convenience prior to the hearing. If you have any questions, please feel free to contact me.

"The *Mission* of the Village of Lombard is to provide superior and responsive governmental services to the people of Lombard."


Barbara A. Johnson, CMC
Deputy Village Clerk

c:

The Honorable Village President and Board of Trustees
Transportation and Safety Committee
Village Manager William T. Lichter
Director of Finance Leonard J. Flood
Village Attorney Thomas P. Bayer
Deputy Chief of Police Dane Cuny
Licensing Specialist Jean H. Tufano



MEMO TO: Trustee Steven Sebyy Chairperson
Transportation and Safety Committee Members

FROM: Barbara Johnson
Deputy Village Clerk

DATE: July 28, 2005

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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".

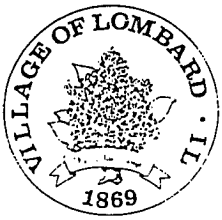
Due to many service complaints against AAA Universal Taxi, Inc. over the last two years, the Finance Department is requesting a motion to refer the matter of their performance to the Transportation and Safety Committee for review at their August 8, 2005 meeting.

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 J 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 *BJ*

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.

The following are performance issues reported by AAA Universal Taxi customers and Lombard residents: (See attached documentation)

- December, 2003- Driver refused to drive a patient after he had a dialysis treatment due to coupons
- December 16, 2003- Driver refused coupons, shouted in rage at the passenger and pulled to road side until passenger came up with cash
- February 7, 2004- Driver refused coupons demanded cash
- February 12, 2004- Driver refused coupons, demanded cash
- March 19, 2004-Driver pulled over, locked the doors, pounded on the steering wheel and shouted at the passenger refusing her coupons
- April 1, 2004- Driver refused coupons shouted at passenger
- May 21, 2004- Driver made a u turn on Route 53 at St. Charles at 4:15 p.m. hitting two cars and a house. No Insurance
- July 29, 2004- Dispatcher refused coupons
- January 9, 2005-Driver fell asleep and hit and damaged a house
- January 20, 2005-Driver took a swing at neighbor of a passenger who asked the driver not to blow the horn in the middle of the night
- April 30, 2005- Driver stopped the car until lady paid with a credit card and refused coupons, driver asked passenger for directions, didn't use a map.
- May 17, 2005- Refusal of coupons-overcharging by the same driver on two different trips (June 3, 2005)
- May, 2005-Pick up in family van with crumbs and chip bags, another trip Pick up by a lady in a personal car, waited over an hour
- June 21, 2005- Driver refused coupons-hour wait for pickup from medical appointment
- June 27, 2005- Driver refused coupons

Argus • Press • Spectator

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Council spars with taxi cab company owner

By James Pluta

Staff writer

Gordon Simic is fighting mad, and he doesn't appear ready to let down his guard anytime soon.

Simic is the owner of Addison-based Universal Taxi, which had its license to operate in Elmhurst revoked earlier this year as a result of a series of alleged violations of local taxicab regulations. He now wants his license back, but the City Council committee charged with deciding the fate of his business in the city is not giving him what he wants.

City officials said July 11 they are concerned that the firm has not learned its lesson, that it has not been as responsive as they would have liked and generally does not yet deserve to be reinstated as one of the main certified cab businesses in town. No final action has been recommended yet, and may not come for at least another three weeks.

In particular, aldermen and city police said the company's drivers have continued to show up in local municipal police reports, despite the fact the company's license was revoked for a 60-day period earlier this year.

"We have a grave responsibility for the safety of our citizens," argued Alderman Michael Bram, Ward 3, a member of the city's Public Affairs and Safety Committee. "My concern is we're seeing pretty serious things since your license has been revoked. Things are still happening, and they shouldn't be."

But Simic said he is not perfect and he is doing everything he can to assure his drivers are on the up-and-up. He said he has fired many drivers with records or who did not meet the new standards he demands. He has implemented more stringent drug testing and criminal background checks of all drivers, and claimed he has really clamped down and taken control of the complaint and response process, which has been in so much question by city officials.

Suggesting he is being singled out, Simic said he has worked hard to build "this business since 1996, and I'm getting pushed out. ... I must be doing something wrong."

With that, Police Chief Steve Neubauer lashed out at the company chief, letting him know there is no other cab company licensed to operate in Elmhurst

that has such an egregious record of complaints as Universal has had.

"These are not citizen complaints ... these are cases of undercover drug units following your drivers going to crack houses in Bellwood," he said. "We have not had similar scenarios (with other companies)."

Simic said the cases Neubauer and Bram were referring to were in the past and tried to assure the committee his drivers are no longer in trouble with the law. But Bram said a list of complaints out of neighboring Lombard, involving a driver allegedly falling asleep and hitting a building and one involving a driver hitting a customer, does not make things look good for Simic.

"On January 9, 2005, a (Universal) driver fell asleep and hit a house -- which is a huge concern for me -- and for me to put my name to a recommendation to reinstate your license is troubling to me," he said. "I'm not doubting you've made a lot of changes and we're not doing everything we can to prevent you from operating. ... But I'm seeing a continuous pattern, not potential, of dangerous reports, (and) their seriousness concerns me."

Even City Clerk Patty Spencer, who issues cab licenses, chimed in, saying she was tired of hearing the same old story.

"What I'm hearing is ... you haven't changed anything," she said, referring to Universal's police record in Lombard since the revocation proceeding began earlier this year. "If you're cleaning up your act ... then every town should not have complaints."

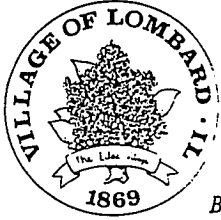
However, while committee Chairman Alderman Phillip Jordan, Ward 5, reiterated Bram's concern that the panel "has a responsibility to the citizens of Elmhurst" and in particular the dozens of senior citizens who use local cab services, Simic implored the committee to tell him what he can do to prove his case and get back in business in town.

So by Monday, July 25, Simic was directed to produce a log of complaints since Jan. 1, 2004, in attempts to prove how good the company has been in Elmhurst compared to other firms and to submit anything else to the committee he feels appropriate as evidence that he should be reinstated. Simic said he also may bring data showing how regular customers want him back.

"We want to make sure everyone driving in our town is safe," added Alderman Mark Mulliner, Ward 7. "I appreciate where you're at, and you've gotten a little upset. If I didn't see that, I'd be worried."

James Pluta's e-mail address is:
jpluta@libertysuburban.com

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Please feel free to e-mail suggestions, problems, or other issues to webmaster@libertysuburban.com.



Business License # 06-1633

Village of Lombard Taxicab Business License Application

Business Licenses for Taxicabs shall be issued as of July 1 and shall expire on June 30 of the following year.
(Please print or type)

Name of Business AAA UNIVERSAL TAXI, INC. Business Telephone # 630-617-5400
Business Address 1740 ARMITAGE CT ADDISON IL 60101
Street City State ZipCode

Trade Name and Trademark of Business SAME AS ABOVE
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 Gordon Simic / Pres
Address 410 Woodside Dr
Wood Dale IL, 60189
Telephone # (630) 392-0556

Name Yuri Shaprio / Sec
Address 607 Lyon Ct
Buffalo Grove IL 60089
Telephone # (647) 821-9138

Name _____
Address _____
Telephone # () _____

Name _____
Address _____
Telephone # () _____

Tax ID# 36-41222-88 A copy of the company Operating Rules attached: Yes No

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

Signature Gordon Simic Date 07-14-05

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.

Approved: _____, Finance Department	Recd: <u>07/14/05</u> Total tendered: \$ <u>250.00</u> Total payment: \$ <u>250.00</u>
Fee: \$250 Annually	

File Number

5918-280-3



To all to whom these Presents Shall Come, Greeting:

I, Jesse White, Secretary of State of the State of Illinois, do hereby certify that

AAA UNIVERSAL, INC., A DOMESTIC CORPORATION, INCORPORATED UNDER THE LAWS OF THIS STATE DECEMBER 26, 1996, APPEARS TO HAVE COMPLIED WITH ALL THE PROVISIONS OF THE BUSINESS CORPORATION ACT OF THIS STATE RELATING TO THE FILING OF ANNUAL REPORTS AND PAYMENT OF FRANCHISE TAXES, AND AS OF THIS DATE, IS IN GOOD STANDING AS A DOMESTIC CORPORATION IN THE STATE OF ILLINOIS***

In Testimony Whereof, I hereto set my hand and cause to be affixed the Great Seal of the State of Illinois, this

day of

JULY

A.D.

5TH

2005



Jesse White

SECRETARY OF STATE

AAA UNIVERSAL TAXI, INC

1740 Armitage Ct.
Addison, Illinois 60101
(630)617-5400

July 11, 2005

Ms. Barbara Johnson
Deputy Village Clerk
VILLAGE OF LOMBARD
255 E. Wilson Avenue
Lombard, Illinois 601418

Dear Ms. Johnson:

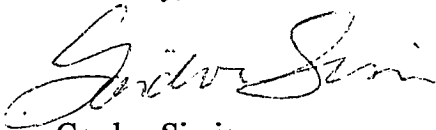
As per our conversation, please find the enclosed apology letters and refund checks for the Lombard residents that received unacceptable service while taking Universal Taxi.

Since being brought to my attention, both drivers have been firmly penalized, removed from the vehicles and completely retrained and tested on Driver Procedures and put on driver probation.

Ms. Johnson, I assure you that I take each incident very seriously and firm penalties, fines, retraining and or terminations have been applied to each driver incident. I completely understand the concern you and your citizens have when they receive less than professional service from our company.

I look forward to servicing the Lombard Citizens with an improvement in our service and constant professionalism. If I can assist you any further with these matters, please do not hesitate to call.

Sincerely,



Gordon Simic
President

AAA UNIVERSAL TAXI, INC

1740 Armitage Ct.
Addison, Illinois 60101
(630)617-5400

July 11, 2005

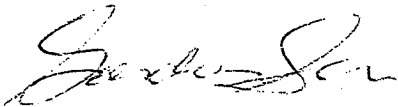
Ms. Lillian Johnson
c/o Ms. Barbara Johnson
Deputy Village Clerk
VILLAGE OF LOMBARD
255 E. Wilson Avenue
Lombard, Illinois 601418

Dear Ms. Johnson:

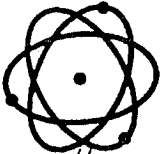
Your unfortunate travel with Universal Taxi on May 17, 2005 was recently brought to my attention for immediate resolution. I would like to apologize for the unprofessional behavior of our driver and the situation that occurred. Universal Taxi Management trains each driver thoroughly prior to letting them service any of our customers. However, this driver seemed to neglect the instructions that he had received during his training. Our drivers are always to accept the Lombard Subsidized Coupons - Hassle Free. No excuses are tolerated by our Management Staff.

Since the incident, this driver has been addressed accordingly and retrained. In an effort to correct the situation, please accept our apology once again and the enclosed refund check for your ride. I hope that you will give Universal Taxi an opportunity in the near future to service you with the Professional Transportation that we strive to provide.

Sincerely,



Gordon Simic
President



UMT SERVICES, INC.
P O BOX 66
SOUTH ELGIN, IL 60177

4251
70-2390/719

DATE 7/11/05

PAY
TO THE
ORDER OF

William Johnson

\$ 14.00

Fourteen + ⁰⁰ /100 Only

DOLLARS



 **Fifth Third Bank**
(CHICAGO)
CHICAGO, ILLINOIS

FOR Refund

Jeni Simic

MP

⑈004251⑈ ⑆071923909⑆ 7231841375⑈

IRLAND STYLE XPP

AAA UNIVERSAL TAXI, INC

1740 Armitage Ct.
Addison, Illinois 60101
(630)617-5400

July 11, 2005

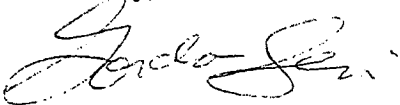
Ms. Eunice Fraizer
c/o Ms. Barbara Johnson
Deputy Village Clerk
VILLAGE OF LOMBARD
255 E. Wilson Avenue
Lombard, Illinois 601418

Dear Ms. Fraizer:

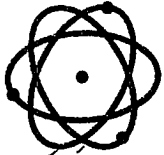
On behalf of our entire company, I would like to apologize for the unacceptable service that you received in our taxi on June 14, 2005. We are always open to comments and feedback from our customers whether it may be good or bad. I would like ensure you that Universal Taxi Management does not encourage or accept unprofessional conduct in any way from our drivers. Our drivers have been trained and instructed on the proper practices with Lombard Subsidized Coupons and there is no excuse for the driver and the situation that occurred. As a result of your comments, this driver has been addressed and completely retrained by company management to resolve this type of behavior immediately.

With our sincere apology for your inconveniences while taking our taxi, please accept this refund for your travel with Universal on that day. We look forward to serving you in the near future with the professional, courteous service that you deserve.

Sincerely,



Gordon Simic
President



UMT SERVICES, INC.
P O BOX 66
SOUTH ELGIN, IL 60177

4252
70-2390/719

DATE 7/11/15

PAY
TO THE
ORDER OF

Eunice Praizer

\$ 32.00

Thirty two 00/100 Only

DOLLARS



5 Fifth Third Bank
(CHICAGO)
CHICAGO, ILLINOIS

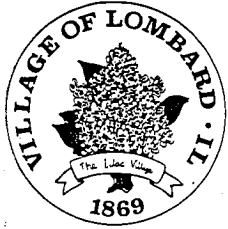
FOR

Refund

Lena Serric

⑈004252⑈ ⑆071923909⑆ 7231841375⑈

© MARLIND STYLE XPP



VILLAGE OF LOMBARD

255 E. Wilson Avenue
Lombard, IL 60148-3926
(630) 620-5700 FAX: (630) 620-8222
TDD: (630) 620-5812
www.villageoflombard.org

July 6, 2005

Village President
William J. Mueller

Village Clerk
Brigitte O'Brien

Trustees
Greg Alan Gron, Dist. 1
Richard J. Tross, Dist. 2
John "Jack" T. O'Brien, Dist. 3
Steven D. Sebby, Dist. 4
Kenneth M. Florey, Dist. 5
Rick Soderstrom, Dist. 6

Village Manager
William T. Lichter

VIA FACSIMILE & U.S. MAIL

Mr. Gordon Simic
AAA Universal Taxi
PO Box 66
South Elgin, Illinois 60177
1740 Armitage Ct.
Addison, Illinois 60101

Mr. Simic:

This letter is to advise you that in the absence of a proper application for your taxi company's license for 2005/2006, you must cease operations for pickups in the Village of Lombard effective 12:01 a.m. Friday. Your drivers and company will be subject to citations and fines by the Lombard Police if found picking up passengers within the Village of Lombard.

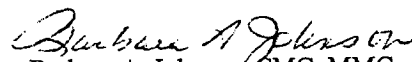
Upon examination of the documents from the Secretary of State's office in comparison with your application, the names are different. The Secretary of State is showing your corporation as AAA Universal, Inc.

Our records indicate that the 2004/2005 license was issued to AAA Universal *Taxi*, Inc. with the owner's name of Gordon Simic and a tax identification number of 364122288. This is the only entity that can apply for a renewal.

Your application, which you filled out on July 1, 2005, shows the business as AAA Universal Taxi, (no Inc.) which doesn't match our previous records nor the Secretary of State's records.

Pursuant to Chapter 121, section 121.03 A (7) (f), in order to renew your license, we will need an application with the correct corporate name as was used last year, along with documentation that that corporation with those officers and the correct tax identification is a corporation in good standing with the office of the Illinois Secretary of State. If the application meets the qualifications for renewal, we will issue your 2005/2006 license. If it does not, it is to be considered a new licensee subject to the availability of licenses and approval by our Transportation and Safety Committee and the Village Board of Trustees.

If you have any questions, please feel free to contact me.

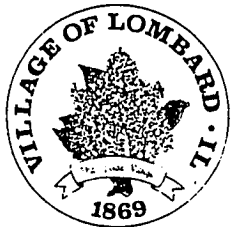

Barbara A. Johnson, CMC, MMC
Deputy Village Clerk

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"The *Mission* of the Village of Lombard is to provide superior and responsive governmental services to the people of Lombard."

c:

The Honorable Village President and Board of Trustees
Village Manager William T. Lichter
Director of Finance Leonard J. Flood
Chief of Police Ray Byrne
Village Attorney Thomas Bayer
Assistant Finance Director Tim Sexton
Licensing Specialist Jean H. Tufano
Bruce Rafalson



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William T. Lichter

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July 1, 2005

VIA FACSIMILE & U.S. MAIL

Mr. Gordon Simic
AAA Universal Taxi
PO Box 66
South Elgin, Illinois 60177
1740 Armitage Ct.
Addison, Illinois 60101

Mr. Simic:

This letter will confirm our telephone conversation of Thursday, June 30, 2005 during which I advised you that in the absence of a proper application for your taxi company's license for 2005/2006, and the status of dissolved with the Illinois Secretary of State, you must cease operations for pickups in the Village of Lombard effective 12:01 a.m. today. Your drivers and company will be subject to citations and fines by the Lombard Police if found picking up passengers within the Village of Lombard. Two other taxi companies are presently in the same situation.

Your application was found deficient for the following reasons:

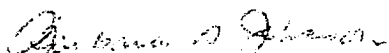
Our records indicate that the 2004/2005 license was issued to AAA Universal Taxi, Inc. with the owner's name of Gordon Simic and a tax identification number of 364122288. This is the only entity that can apply for a renewal.

The Illinois Secretary of State website indicates that the corporation by the name of AAA Universal, Inc and the assumed names of Universal Taxi and AAA Universal Taxi is dissolved.

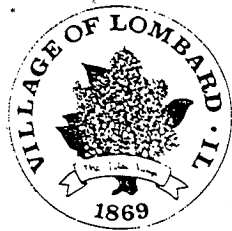
The original application that was submitted for 2005/2006 was in the name of Universal Taxi Dispatch with an owner's name of Yuri Shapiro and a tax identification number of 201455363. The "Revised" application was in the name of AAA Universal Taxi, Inc. owner Yuri Shapiro and a tax identification number of 201455363, neither was a proper application to renew your license.

Pursuant to Chapter 121, section 121.03 A (7) (f), in order to renew your license, we will need an application with the correct corporate name as was used last year, with information of both the President and Secretary included on the application and the same tax identification number, along with documentation that that corporation with those officers and the correct tax identification is a corporation in good standing with the office of the Illinois Secretary of State. If the application meets the qualifications for renewal, we will issue your 2005/2006 license. If it does not, it is to be considered a new licensee subject to the availability of licenses and approval by our Transportation and Safety Committee and the Village Board of Trustees.

If you have any questions, please feel free to contact me.


Barbara A. Johnson, CMC, MMC
Deputy Village Clerk

c:
The Honorable Village President and Board of Trustees
Village Manager William T. Lichter
Director of Finance Leonard J. Flood
Chief of Police Ray Byrne
Village Attorney Thomas Bayer
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Bruce Rafalson



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Barb

Village President
William J. Mueller

June 28, 2005

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Kenneth M. Florey, Dist. 5
Rick Soderstrom, Dist. 6

Mr. Yuri Shapiro
Universal Taxi Dispatch Inc.
1740 Armitage Ct.
Addison, IL 60101

607 Lyon Ct.
Buffalo Grove, IL 60089

Village Manager
William T. Lichter

Re: Taxicab Business License Application

SENT VIA CERTIFIED AND REGULAR U.S. MAIL

Dear Mr. Shapiro:

We have received your application and fee for a license to operate a Taxicab Business in the Village of Lombard. However, business licenses are not transferable. Since the name of the corporation is different from the corporation that was licensed for the 2004/2005 licensing period this does not qualify as a license renewal. Therefore, you must apply as a new licensee.

We are returning your application and check number 4049 in the amount of \$250.00, to be resubmitted with a letter requesting license approval for Universal Taxi Dispatch, Inc., doing business as Universal Taxi. The letter should include an overview of the business, including the number of taxicabs, drivers and a photograph of one of the taxicabs displaying the logo of the company.

Approval of the Board of Trustees is required to increase the number of licensed Taxi companies. The Village's Transportation and Safety Committee will review your request for a license. This committee will decide on a recommendation to the Board of Trustees. Following the committee's recommendation, the Board of Trustees will vote on your request.

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"The *Mission* of the Village of Lombard is to provide superior and responsive governmental services to the people of Lombard."

After we have received your application, the Licensing Division will contact you regarding the date of the meeting when the Transportation and Safety Committee will discuss your request. A representative of Universal Taxi Dispatch, Inc. should plan to be present at this meeting in order to answer any questions the committee may have.

Please be aware that Universal Taxi is not licensed to operate in the Village of Lombard until the Board of Trustees approves a new license.

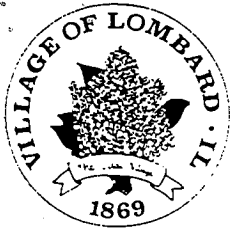
If you have any other questions in regard to the licensing procedure, or if I may provide additional information, please do not hesitate to contact me.

Sincerely,



Leonard J. Flood
Director of Finance

c: The Honorable Village President and Board of Trustees
George Wagner, Village Attorney
William T. Lichter, Village Manager
Raymond Byrne, Chief of Police
Barbara Johnson, Deputy Village Clerk
Jean Tufano, Licensing Specialist



VILLAGE OF LOMBARD

255 E. Wilson Avenue
Lombard, IL 60148-3926
(630) 620-5700 FAX: (630) 620-8222
TDD: (630) 620-5812
www.villageoflombard.org

Village President
William J. Mueller

June 27, 2005

Village Clerk
Brigitte O'Brien

Mr. Gordon Simic
AAA Universal Taxi
PO Box 66
South Elgin, Illinois 60177

Trustees

Greg Alan Gron, Dist. 1
Richard J. Tross, Dist. 2
John "Jack" T. O'Brien, Dist. 3
Steven D. Sebby, Dist. 4
Kenneth M. Florey, Dist. 5
Rick Soderstrom, Dist. 6

1740 Armitage Ct.
Addison, Illinois 60101

Mr. Simic:

Village Manager
William T. Lichter

I would like to call to your attention another incident, involving AAA Universal service.

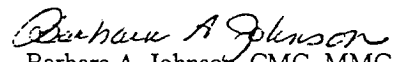
On June 14, a Ms. Eunice Fraizer called Universal and asked for a ride from Beacon Hill at 2400 S. Finley in Lombard, to Midway Airport. She told the dispatcher that she would be using Lombard's Taxi Subsidy Coupons. During the ride your driver asked her if she would be paying with cash or a charge card and she said coupons. Although the driver was nice about it, he said that dispatch had sent the wrong driver, that they should have sent a driver who had a form, because he said he doesn't have the form. I assume he meant the log sheet. Ms. Fraizer then had to pay by credit card. The driver did not write the amount that would be billed on her credit card on her receipt, nor did he have her sign for the charge. Please review the Village rules regarding the Subsidy program once again with your drivers.

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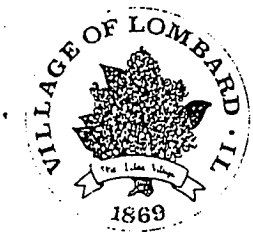
I am requesting a refund of Ms. Fraizer's fare, as she had not planned for that expense, and a letter of apology for her inconvenience. I sincerely hope you can impress upon your drivers the importance of accepting the coupons. Many seniors do not carry charge cards or much cash with them.

I call these matters to your attention in order to improve your company's service to our Lombard residents.

"The *Mission* of the Village of Lombard is to provide superior and responsive governmental services to the people of Lombard."


Barbara A. Johnson, CMC, MMC
Deputy Village Clerk

c:
The Honorable Village President and Board of Trustees
Village Manager William T. Lichter
Director of Finance Leonard J. Flood
Licensing Specialist Jean H. Tufano



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Village President
William J. Mueller

June 23, 2005

Village Clerk
Brigitte O'Brien

Mr. Gordon Simic
AAA Universal Taxi
PO Box 66
South Elgin, Illinois 60177

Trustees
Greg Alan Gron, Dist. 1
Richard J. Tross, Dist. 2
John "Jack" T. O'Brien, Dist. 3
Steven D. Sebby, Dist. 4
Kenneth M. Florey, Dist. 5
Rick Soderstrom, Dist. 6

1740 Armitage Ct.
Addison, Illinois 60101

Mr. Simic:

Village Manager
William T. Lichter

I would like to call to your attention some incidents that have occurred in Lombard, involving an AAA Universal service.

On June 21, Lillian Johnson requested a ride to the DuPage Medical Group at 1801 S. Highland from her home at 425 N. Craig in Lombard. On both her trip there and her trip back, she was told, by two different drivers that they are supposed to take coupons but they refused to take them. Please review the Village rules regarding the Subsidy program once again with your drivers. Ms. Johnson also reports that when the medical group called for her return trip home, they were told a taxi would pick up Ms. Johnson in ten minutes and she actually had to wait an hour for her ride. She did say that both of the drivers were very nice about not taking the coupons, and did not make her pay cash.

"Our shared *Vision* for Lombard is a community of excellence exemplified by its government working together with residents and business to create a distinctive sense of spirit and an outstanding quality of life."

A Mrs. Betty Vandinther complained of service she had in May, she could not remember dates but on one occasion she was picked up in a "family van", which had potato chip and cracker containers and crumbs all over the place. Another pick up was by a female driver in a personal car and on a return trip from the Glen Hill office park in Glen Ellyn, Ms. Vandinther waited over an hour to be picked up.

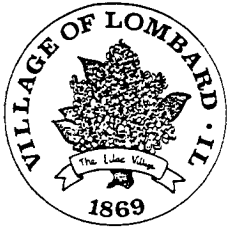
I call these matters to your attention in order to improve your company's service to our Lombard residents.

"The *Mission* of the Village of Lombard is to provide superior and responsive governmental services to the people of Lombard."

Barbara A. Johnson, CMC, MMC

Barbara A. Johnson
Deputy Village Clerk

c:
The Honorable Village President and Board of Trustees
Village Manager William T. Lichter
Director of Finance Leonard J. Flood
Village Attorney Thomas P. Bayer
Licensing Specialist Jean H. Tufano



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Village President
William J. Mueller

June 6, 2005

Village Clerk
Brigitte O'Brien

Trustees

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Richard J. Tross, Dist. 2
John "Jack" T. O'Brien, Dist. 3
Steven D. Sebby, Dist. 4
Kenneth M. Florey, Dist. 5
Rick Soderstrom, Dist. 6

Mr. Gordon Simic
AAA Universal Taxi
PO Box 66
South Elgin, Illinois 60177

1740 Armitage Ct.
Addison, Illinois 60101

Mr. Simic:

Village Manager
William T. Lichter

As I mentioned the last time we spoke, I have had another complaint regarding Universal Taxi drivers not accepting our taxi subsidy coupons. The incident occurred on May 17, 2005 with a pick up for Lillian Johnson at the DuPage Medical Group at 1801 S. Highland in Lombard and taking her to her home at 425 N. Craig. Your driver absolutely refused to take the coupons, stating that he was new and needed to make \$25.00 to start. When Ms. Johnson explained that the other drivers take the coupons, the driver said that the others may take them but he does not. She also thinks that the driver charged her \$1.00 too much for the ride to the DuPage Medical Group, which she has taken before.

On Friday June 3, the same driver picked up Ms. Johnson at her home and took her to Fifth Third Bank at 211 W. St. Charles Road and charged her \$14.00, a rate she has never paid for that trip. Even with a ten-minute wait, it seems \$10.00 would be more in keeping with the rates you are allowed to charge our Lombard residents.

"Our shared *Vision* for Lombard is a community of excellence exemplified by its government working together with residents and business to create a distinctive sense of spirit and an outstanding quality of life."

I request that a letter of apology and a refund be sent to Ms. Johnson as soon as possible. Thank you for your prompt attention to this complaint. If you have any questions, please feel free to contact me.

Barbara A. Johnson, CMC

Barbara A. Johnson
Deputy Village Clerk

"The *Mission* of the Village of Lombard is to provide superior and responsive governmental services to the people of Lombard."

c: The Honorable Village President and Board of Trustees
Village Manager William T. Lichter
Director of Finance Leonard J. Flood
Licensing Specialist Jean H. Tufano



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Kenneth M. Florey, Dist. 5
Rick Soderstrom, Dist. 6

Village Manager
William T. Lichter

May 13, 2005

Mr. Gordon Simic
AAA Universal Taxi
PO Box 66
South Elgin, Illinois 60177

1740 Armitage Ct.
Addison, Illinois 60101

Mr. Simic:

I would like to call to your attention an incident that occurred in Lombard, involving an AAA Universal driver.

A Mrs. June Gecan was picked up at 2222 S. Stewart Avenue in Lombard on April 30, 2005 at 4:45 p.m., bound for Halsted Street in Greek Town. Mrs. Gecan had advised the dispatcher that she would be using our subsidy coupons for part of the fare and was told that that would be fine.

The driver refused to take the coupons, pulled off the roadway into a Walgreens parking lot and told her that if she didn't pay him cash she would have to leave the taxi and find another way to get there. He further stated that he had spent \$78.00 on this cab today and had only made \$18.00. Mrs. Gecan was quite upset by this, as she didn't have enough cash with her. When the driver would not relent, she finally settled the matter by using a credit card. Along the way it was necessary for Mrs. Gecan to give the driver directions, as he did not know how to get there or have a proper map.

This incident is inexcusable and happens frequently with your drivers. I think that you should know, Mr. Simic, that I do not receive these complaints of other taxi companies. Please provide me with a letter of apology for Mrs. Gecan and a check for a refund of her fare that evening, at your earliest convenience. Also please provide me with proper assurance that this driver will be disciplined and retrained, should he stay in your employ.

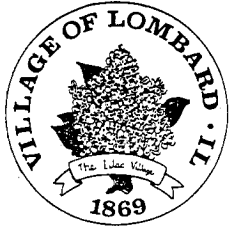
Barbara A. Johnson, CMC, MMC

Barbara A. Johnson
Deputy Village Clerk

"Our shared *Vision* for Lombard is a community of excellence exemplified by its government working together with residents and business to create a distinctive sense of spirit and an outstanding quality of life."

"The *Mission* of the Village of Lombard is to provide superior and responsive governmental services to the people of Lombard."

c: Mrs. June Gecan
The Honorable Village President and Board of Trustees
Village Manager William T. Lichter
Director of Finance Leonard J. Flood
Village Attorney Thomas P. Bayer
Licensing Specialist Jean H. Tufano



VILLAGE OF LOMBARD

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www.villageoflombard.org

Village President
William J. Mueller

February 3, 2005

Village Clerk
Brigitte O'Brien

Trustees
Greg Alan Gron, Dist. 1
Richard J. Tross, Dist. 2
John "Jack" T. O'Brien, Dist. 3
Steven D. Sebby, Dist. 4
Kenneth M. Florey, Dist. 5
Rick Soderstrom, Dist. 6

Mr. Gordon Simic
AAA Universal Taxi
PO Box 66
South Elgin, Illinois 60177

1740 Armitage Ct.
Addison, Illinois 60101

Mr. Simic:

Village Manager
William T. Lichter

I would like to call to your attention two incidents, which occurred in Lombard in which your drivers were involved.

One incident involved an AAA Universal driver honking the horn outside of an apartment building at 2255 S. Highland Avenue at 1:30 in the morning. The resident says this is a chronic problem with the Universal Taxis at night in the parking lot. On January 20, 2005, the honking was going on at 1:30 am and our resident (who was not the one who called for a Taxi) went out to tell the driver to ring the bell of an apartment and not to honk the horn and wake the neighbors. He reports that at that point, the Universal driver not only took a swing at him, he kept urging the resident to "come on, get a piece of this" while patting his jacket and motioning inside his jacket as though he had a gun. Although the resident returned to his apartment and called the Police, the driver left before they could arrive.

"Our shared *Vision* for Lombard is a community of excellence exemplified by its government working together with residents and business to create a distinctive sense of spirit and an outstanding quality of life."

The other incident, which was reported to the Village, involved your driver Sidney C. Williams who fell asleep at the wheel and hit the front of a home on January 9, 2005 at 9 in the morning.

These incidents are reprehensible and cause great concern for the safety and well being of our citizens and those Lombard residents who use your service. Please respond in writing as to what is being done to remedy these situations by Friday, February 18 to avoid further action by the Village of Lombard.

"The *Mission* of the Village of Lombard is to provide superior and responsive governmental services to the people of Lombard."

Barbara A. Johnson, CMC, MMC

Barbara A. Johnson
Deputy Village Clerk

c: The Honorable Village President and Board of Trustees
Village Manager William T. Lichter
Director of Finance Leonard J. Flood
Licensing Specialist Jean H. Tufano

Elmhurst to revoke cab firm's license

By Matt Baron
Special to the Tribune

In 2003, Elmhurst Mayor Tom Marcucci suspended AAA Universal Taxi for one week after finding out it had allegedly committed a variety of violations.

"I hoped it would be a wake-up call," said Marcucci. In the mayor's view, however, it wasn't.

At Tuesday's City Council meeting, Marcucci said the company's license would be revoked Feb. 1. At a hearing last month, Marcucci found the business had continued a pattern of "irresponsible" behavior, he said.

Universal's allegedly errant ways included operating taxis in Elmhurst during the 2003 suspension, an instance of a driver operating without a valid driver's license and two instances of drivers acting in a "disrespectful, contemptuous and actually dangerous manner."

In one case, a driver did not aid an elderly woman in his back seat who had a severe leg puncture that required emergency-room assistance, the mayor said. In another case, the company gave an elderly man "the runaround" for months as he tried to obtain information to file an insurance claim, said Marcucci.

Any taxi company may drop off people in Elmhurst, but only those licensed with the city are permitted to pick up people in the city.

Marcucci said he set the Feb. 1 revocation date to give advance notice to residents and businesses that rely on Universal. In addition to Universal, whose address is listed as a post office box in South Elgin, three other companies are currently licensed to pick up people in Elmhurst: Auto Ride, 303 Taxi and American.

Gordon Simic, Universal Taxi's president, said the company began in 1995 and serves about 40 other communities. It has been licensed in Elmhurst since 2003.

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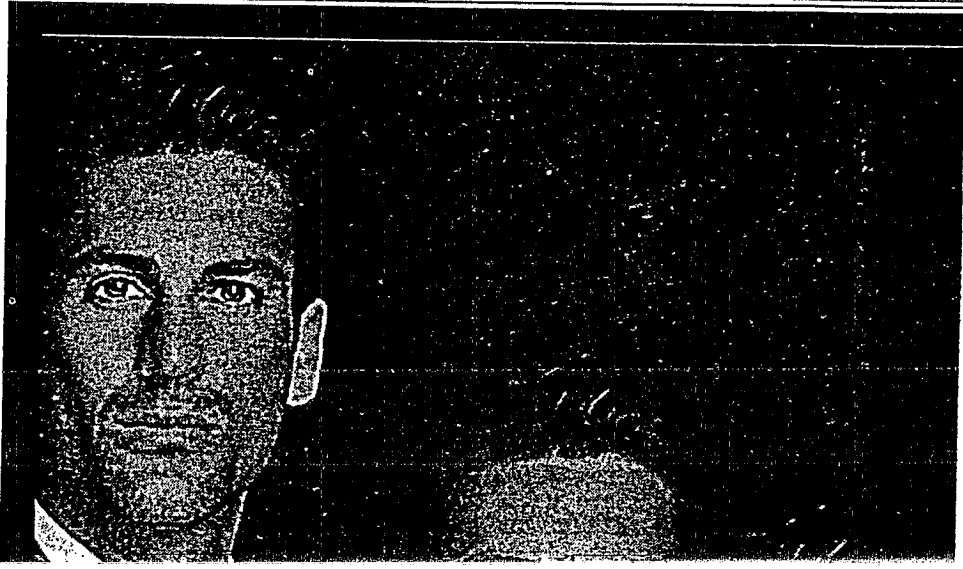
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3

YES...PAY FO

did," said Simic. "We don't agree with the decision that he made."

Simic said he has retained an attorney who will appeal Marcucci's decision. He declined to provide the attorney's name. Simic said that if an appeal does not succeed, he planned to reapply for a license after 60 days. Marcucci said that before he grants another license, the company would need to convince him that it had changed its ways.

"We just need them to be responsible and responsive," said Marcucci.

Because it appeared likely late last year that the city might revoke Universal's license, Elmhurst reimbursed the company for its licensing fee, which is \$150 plus \$100 for each licensed cab in its fleet.

Dan Ryan pothole jams area traffic

A 4-foot-wide pothole forced highway officials to shut down three lanes of the Dan Ryan Expressway for most of Thursday, delaying traffic for hours.

Highway workers shut down a portion of the Dan Ryan between 17th and 18th Streets about 7:30 a.m. after they discovered that part of the elevated road's concrete had "disintegrated and punched all through the road deck," said Mike Claffey, Illinois Department of Transportation spokesman.

For traffic-control purposes, officials said they were forced to close the Monroe Street entrance to the southbound Kennedy Expressway and the Roosevelt Road entrance on the Ryan during the repairs.

Crews worked Thursday to repair the center lane of the five-lane highway using quick-curing concrete, Claffey said. Officials said they hope to have all the lanes open for Friday morning's rush hour. If the affected lane is still unsafe to drive on Friday morning, only that portion of the expressway will be shut down, Claffey said.

Wear and tear and winter conditions on the busy expressway were to blame for the break that exposed the reinforced steel bars of the highway and a view of the street below, Claffey said. Officials urged drivers to use alternate routes including Lake Shore Drive during the traffic slowdown.



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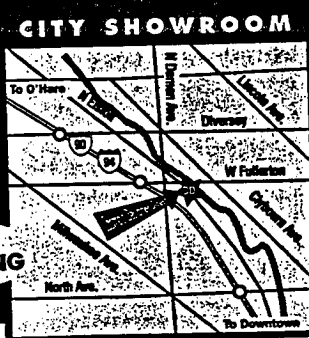
*
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Incl. French Cuff
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Socks
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Casual Slacks
\$12

*
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ILLINOIS TRAFFIC CRASH REPORT

Sheet 1 of 1 Sheets

DRUG	PREV	TRIG	WEST	DRVA	VIS	VEHD	LGHT	COLL	MANV	FPA	PRL
U1	U2	U1	U2	U1	U2	U1	U1	U1	U1	U1	U1

INVESTIGATING AGENCY: **LOMBARD**

ADDRESS NO: **390 N. GRACE ST**

NAME OF INTERSECTION OR ROAD FEATURED: **PLEASANT AVE**

DATE OF REPORT: **11/10/98**

INJURY AND/OR TOW DUE TO CRASH: **Yes**

AGENCY CRASH REPORT NO.: **2005109-1169**

NAME (LAST, FIRST, MI): **WILLIAMS, SIDNEY, C**

DRIVER LICENSE NO.: **W452.7834.8320**

DATE OF BIRTH: **11/10/49**

VEHICLE MAKE: **FORD**

VEHICLE MODEL: **Crown Vic**

VEHICLE YEAR: **1996**

VEHICLE VIN: **1F331TX PL 205**

STREET ADDRESS: **VILLA PK PL 60181**

CITY: **VILLA PK IL 60181**

STATE: **IL**

CLASS: **1**

VEHICLE OWNER (LAST, FIRST MI): **ANTHONY UNIVERSAL TAXI**

OWNER ADDRESS (STREET, CITY, STATE, ZIP): **1808 34th St Addison IL 60101**

TELEPHONE: **630-935-0232**

EMERGENCY: **Refused**

EMERGENCY # **63**

DATE OF BIRTH: **1/1/71**

VEHICLE MAKE: **ACCORD**

VEHICLE MODEL: **EX**

VEHICLE YEAR: **1994**

STREET ADDRESS: **VILLA PK PL 60181**

CITY: **VILLA PK IL 60181**

STATE: **IL**

CLASS: **1**

VEHICLE MAKE: **ACCORD**

VEHICLE MODEL: **EX**

VEHICLE YEAR: **1994**

VEHICLE OWNER (LAST, FIRST MI): **ANTHONY UNIVERSAL TAXI**

OWNER ADDRESS (STREET, CITY, STATE, ZIP): **1808 34th St Addison IL 60101**

VEHICLE MAKE: **ACCORD**

VEHICLE MODEL: **EX**

VEHICLE YEAR: **1994**

VEHICLE MAKE: **ACCORD**

VEHICLE MODEL: **EX**

VEHICLE YEAR: **1994**

VEHICLE VIN: **1F331TX PL 205**

VEHICLE MAKE: **ACCORD**

VEHICLE MODEL: **EX**

VEHICLE YEAR: **1994**

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VEHICLE YEAR: **1994**

VEHICLE MAKE: **ACCORD**

VEHICLE MODEL: **EX**

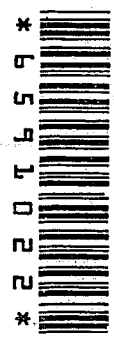
VEHICLE YEAR: **1994**

VEHICLE VIN: **1F331TX PL 205**

VEHICLE MAKE: **ACCORD**

VEHICLE MODEL: **EX**

VEHICLE YEAR: **1994**



DATE OF CRASH: **11/10/98**

TIME: **9:01 PM**

NUMBER OF VEHICLES INVOLVED: **ONE**

LARS CODE: **ONE**

VEHICLE DAMAGE: **ANY SINGLE VEHICLE/PROPERTY DAMAGED OVER \$500**

VEHICLE DAMAGE: **Yes**

VEHICLE DAMAGE: **ANY SINGLE VEHICLE/PROPERTY DAMAGED OVER \$500**

VEHICLE DAMAGE: **Yes**

VEHICLE DAMAGE: **ANY SINGLE VEHICLE/PROPERTY DAMAGED OVER \$500**

VEHICLE DAMAGE: **Yes**

VEHICLE DAMAGE: **ANY SINGLE VEHICLE/PROPERTY DAMAGED OVER \$500**

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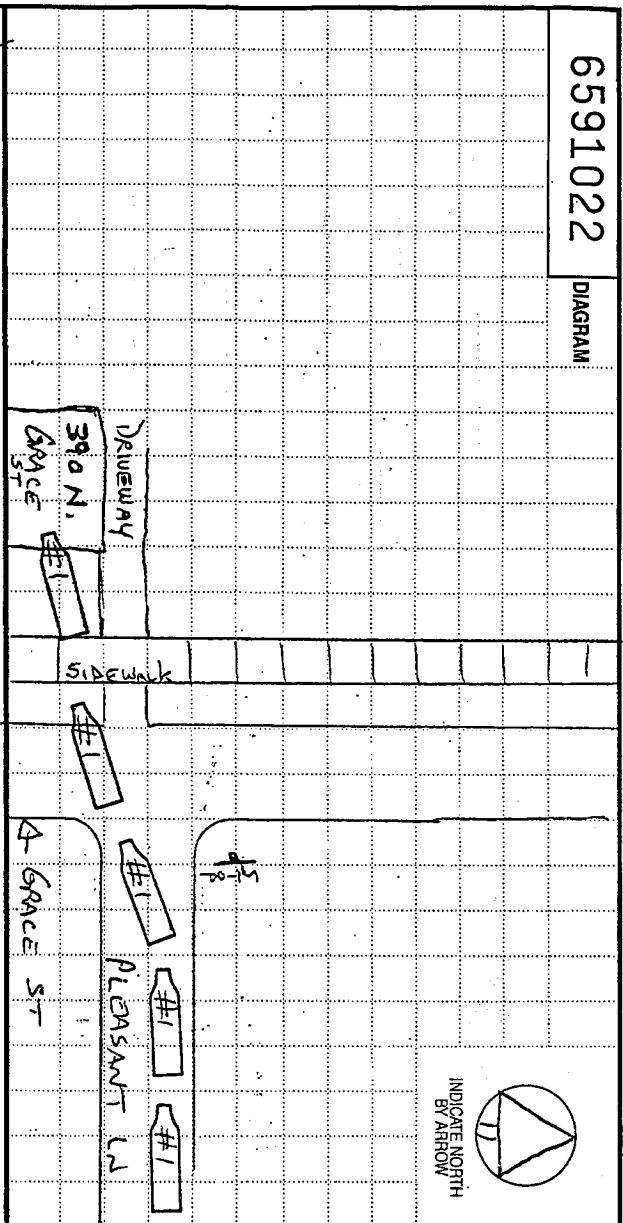
VEHICLE DAMAGE: **Yes**

*IF YES TO HAZMAT SPILL OR COM VEH ABOVE, COMPLETE COMMERCIAL VEHICLE AREA ON BACK OF FORM



6591022

DIAGRAM



NARRATIVE (Refer to vehicle by Unit No.)
 Driver #1 was WLB Pleasant Ln at Grace St Driver #1
 said the fall asleep and drove over Grace St onto
 the parkway and hit the home at 390 N. Grace St.

LOCAL USE ONLY

U1 color White U2 color White

U1 Towed by 1740 ARBITRARY ADDRESS U2 Towed by DMB

NOT TO SCALE



COMMERCIAL VEHICLE UNIT NO.

CARRIER NAME _____ ADDRESS _____

STATE ZIP _____

LOG BOOK DRIVER PAPERS SIDE OF TRUCK SOURCE

US DOT _____ ICOMC _____

HAZARDOUS MATERIALS: 1-Digit _____

HAZARDOUS MATERIALS: 4-Digit _____

HAZARDOUS MATERIALS: 1-Digit _____

HAZARDOUS cargo released from truck? Y N Unk

Violation of HAZMAT regs. contribute to crash? Y N Unk

Violation of MCS regs. contribute to crash? Y N Unk

HAZMAT Y N Unk

MCS Y N Unk

Out of Service? Y N Unk

Out of Service? Y N Unk

TRAILER PERMIT # _____

TRAILER WIDTH(S) _____

TRAILER LENGTH(S) - # _____

TRAILER 1 09' 97-102" Over 102" _____

TRAILER 2 _____

WIDE LOAD Y N Unk

VEHICLE LENGTH (TOTAL) - # _____

NO. OF AXLES _____

IN CITY OF / NEAREST CITY: _____ Miles N E S W of: _____

VEHICLE CONFIGURATION _____ CARGO BODY TYPE _____ LOAD TYPE _____

COMMERCIAL VEHICLE UNIT NO.

CARRIER NAME _____ ADDRESS _____

STATE ZIP _____

LOG BOOK DRIVER PAPERS SIDE OF TRUCK SOURCE

US DOT _____ ICOMC _____

HAZARDOUS MATERIALS: 1-Digit _____

HAZARDOUS MATERIALS: 4-Digit _____

HAZARDOUS cargo released from truck? Y N Unk

Violation of HAZMAT regs. contribute to crash? Y N Unk

Violation of MCS regs. contribute to crash? Y N Unk

HAZMAT Y N Unk

MCS Y N Unk

Out of Service? Y N Unk

Out of Service? Y N Unk

TRAILER PERMIT # _____

TRAILER WIDTH(S) _____

TRAILER LENGTH(S) - # _____

WIDE LOAD Y N Unk

VEHICLE LENGTH (TOTAL) - # _____

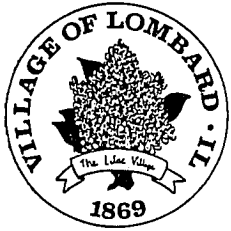
VEHICLE CONFIGURATION _____

Driver 1: Caucasian African American American Native American / Alaskan

Hispanic Asian Pacific Islander

Driver 2: Caucasian African American American Native American / Alaskan

Hispanic Asian Pacific Islander



VILLAGE OF LOMBARD

255 E. Wilson Ave.
Lombard, Illinois 60148
630/620-5700 FAX: 630/620-8222
TDD: 630/620-5812
www.villageoflombard.org

July 30, 2004

Village President
William J. Mueller

Mr. Gordon Simic
AAA Universal Taxi
PO Box 66
South Elgin, Illinois 60177

Trustees

Joan DeStephano, Dist. 1
Richard J. Tross, Dist. 2
Karen S. Koenig, Dist. 3
Steven D. Seby, Dist. 4
Kenneth M. Florey, Dist. 5
Rick Soderstrom, Dist. 6

Village Manager
William T. Lichter

Mr. Simic:

Please be advised that the Village of Lombard received an additional complaint regarding Universal drivers' refusal of the Taxi Subsidy Program Coupons. Please respond in writing if the drivers are still in your employ and if so what is being done to correct their inappropriate behavior.

Both incidents involved fares from Edward and Dolores Komaniecki, the first trip from 1 Elizabeth Court in Lombard to O'Hare. The first incident occurred on Saturday February 7, 2004 at 4:30 a.m. Mr. Komaneicki had asked when he called for the ride if he could use coupons and was told definitely, yes. When he went to pay the driver the driver demanded cash and said he could not accept coupons on a trip to O'Hare. That driver was #121. On the return trip from O'Hare to Lombard on February 12, 2004 driver #190 told Mr. Komaniecki the same thing and also demanded cash. Mr. Komaniecki paid between \$25.00 and \$30.00 for each trip

"Our shared *Vision* for Lombard is a community of excellence exemplified by its government working together with residents and business to create a distinctive sense of spirit and an outstanding quality of life."

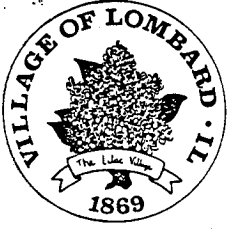
"The *Mission* of the Village of Lombard is to provide superior and responsive governmental services to the people of Lombard."

A written statement from your company, relative to the foregoing matter, must be provided to the undersigned no later than Friday, August 13, 2004 to avoid further action by the Village of Lombard. Please also provide the undersigned a letter of apology to this customer along with reimbursement for the rides. If the information is not received by the above date, the Village will have no choice but to call a hearing regarding the suspension or revocation of Universal's license. If you have any questions, or if I may provide additional information, please do not hesitate to contact me.

Barbara A. Johnson

Barbara A. Johnson
Deputy Village Clerk

c: The Honorable Village President and Board of Trustees
Thomas P. Bayer, Village Attorney
William T. Lichter, Village Manager
Leonard J. Flood, Director of Finance



VILLAGE OF LOMBARD

255 E. Wilson Ave.
Lombard, Illinois 60148
630/620-5700 FAX: 630/620-8222
TDD: 630/620-5812
www.villageoflombard.org

April 9, 2004

Village President
William J. Mueller

Mr. Gordon Simic
AAA Universal Taxi
770 N. Church Road
Elmhurst, Illinois 60126

Trustees

Joan DeStephano, Dist. 1
Richard J. Tross, Dist. 2
Karen S. Koenig, Dist. 3
Steven D. Sebby, Dist. 4
Kenneth M. Florey, Dist. 5
Rick Soderstrom, Dist. 6

Village Manager
William T. Lichter

Dear Mr. Simic:

Please be advised that the Village of Lombard received an additional complaint regarding a Universal driver yesterday. Please include details of remediation regarding this complaint along with the others by April 15, 2004.

On April 1, 2004, a woman called for a ride from Area Wide Automotive at 620 E. North Avenue in Lombard to her home on Fountainview Lane in Lombard. As in previously reported incidents, when the woman said she wanted to use Taxi Subsidy coupons *and a coupon that Universal Taxi, Inc, itself is distributing at her mechanic's shop*, the driver began shouting at her about the coupons and the price of gasoline. Due to vision problems, the woman was unsure of the taxi number.

A written statement from your company, relative to the foregoing matter, must be provided to the undersigned no later than Friday, April 15, 2004 to avoid further action by the Village of Lombard. Please also copy the undersigned on your letter of apology to this customer. If the information is not received by the above date, the Village will have no choice but to call a hearing regarding the suspension or revocation of Universal's license. If you have any questions, or if I may provide additional information, please do not hesitate to contact me.

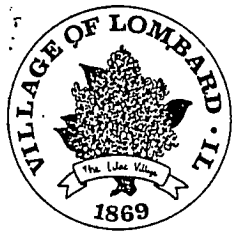
Barbara A. Johnson

Deputy Village Clerk

"Our shared *Vision* for Lombard is a community of excellence exemplified by its government working together with residents and business to create a distinctive sense of spirit and an outstanding quality of life."

"The *Mission* of the Village of Lombard is to provide superior and responsive governmental services to the people of Lombard."

- c: The Honorable Village President and Board of Trustees
Thomas P. Bayer, Village Attorney
William T. Lichter, Village Manager
Leonard J. Flood, Director of Finance
Ray Byrne, Chief of Police
Nora Hardy, Director, York Township Senior Citizen's Center
William Murphy, Chair, DuPage County Inter-Agency Paratransit Council



VILLAGE OF LOMBARD

255 E. Wilson Ave.
Lombard, Illinois 60148
630/620-5700 FAX: 630/620-8222
TDD: 630/620-5812
www.villageoflombard.org

April 6, 2004

Village President
William J. Mueller

Mr. Gordon Simic
AAA Universal Taxi
770 N. Church Road
Elmhurst, Illinois 60126

Trustees

Joan DeStephano, Dist. 1
Richard J. Tross, Dist. 2
Karen S. Koenig, Dist. 3
Steven D. Sebby, Dist. 4
Kenneth M. Florey, Dist. 5
Rick Soderstrom, Dist. 6

Village Manager
William T. Lichter

Dear Mr. Simic:

Please be advised that the Village of Lombard requires a written statement of remediation from your company in regard to three (3) very serious complaints against Universal Taxi drivers. The statement should describe how the Universal drivers are trained regarding the Village's Taxi Subsidy Program, whether the drivers against whom these complaints were lodged are still in your employ, and if so, what disciplinary steps have been taken to ensure better service to Taxi Subsidy Program coupon users.

The following incidents must be addressed:

December 16, 2003, around 2:00 P.M., a woman was picked up from South Grace Street by the driver of Taxi number 106. The driver pulled the vehicle to the side of the road, and shouted in a rage, because the woman was using Subsidy Program coupons instead of cash. He did not continue to drive until the woman paid him in cash. This incident was reported to you previously, with no response to the Village or the customer.

"Our shared *Vision* for Lombard is a community of excellence exemplified by its government working together with residents and business to create a distinctive sense of spirit and an outstanding quality of life."

During the 2003 Holiday Season, the Village received a complaint from the DuPage County Office of the Public Guardian regarding a call for a taxi at the Renal Care Center at 200 E. North Avenue in Villa Park. The advocacy group and the Center stated that a patient was refused taxi service, by one of your company's drivers, after he had just undergone dialysis, because of the intended use of Subsidy Program coupons. This incident was reported to you previously, again with no response to the Village or the customer.

"The *Mission* of the Village of Lombard is to provide superior and responsive governmental services to the people of Lombard."

On March 19, 2004 a woman residing on West. St. Charles Road. called to be taken to her dentist in Wheaton. When the driver (taxi number 117) learned that the woman intended to use Subsidy Program coupons, he pulled over, locked the doors, shouted at the customer and pounded on the steering wheel. He told her that until the woman came up with \$21.00 in cash, he was not going anywhere.

Mr. Gordon Simic
AAA Universal Taxi
April 6, 2004
Page 2

The dentist's office is willing to describe how upset the woman was when she arrived. She called a manager at Universal from the dentist's office to complain and ask for a refund, and was told her money would be refunded. When the money was not forthcoming, she called again, and was told that another manager would call her back. To date, no one from your company has contacted her or refunded her money. Such, also, has been the Village's experience in the response of Universal to problems.

This type of behavior by your drivers and your company will not be tolerated.

A written statement from your company, relative to the foregoing matter, must be provided to the undersigned no later than Friday, April 15, 2004 to avoid further action by the Village of Lombard. Please also copy the undersigned on your letters of apology and any checks sent to reimburse the two (2) customers who were coerced into paying cash. If the information is not received by the above date, the Village will have no choice but to call a hearing regarding the suspension or revocation of Universal's license. If you have any questions, or if I may provide additional information, please do not hesitate to contact me.

Barbara A. Johnson



Deputy Village Clerk

- c: The Honorable Village President and Board of Trustees
- Thomas P. Bayer, Village Attorney
- William T. Lichter, Village Manager
- Leonard J. Flood, Director of Finance
- Ray Byrne, Chief of Police
- Nora Hardy, Director, York Township Senior Citizen's Center
- William Murphy, Chair, DuPage County Inter-Agency Paratransit Council

Jeffrey P. Jenkins
1939 N Washington St
Wheaton, IL 60187

.....
July 9, 2004

Village of Lombard
Finance Department
255 E. Wilson Ave.
Lombard, IL 60148-3969

Attention: Finance Department – Taxi licensing authority

Dear Sirs:

AAA Universal Taxi of 1740 Armitage, Addison, IL 60101, also known as **Gant Incorporated** has operated in Lombard, IL without insuring all of their vehicles.


On Friday, May 21, 2004 a vehicle co-owned by me (Jeffrey P. Jenkins) and my son (Joshua C. Jenkins) was involved in an automobile accident involving a Universal Taxi driven by Mark W. Seifert. Lombard Police Report #04 0521-23362.

Mark Seifert provided false insurance information, indicating that the vehicle was insured by the Alliance Insurance Agency, Policy number, C2EM9E5593.

We were then provided information by the Lombard Police Department that AAA Universal Taxi was insured by American Insurance. We filed a claim for damages (claim number 33GBLG 04007064). American Insurance initially indicated that they carried insurance on the vehicle in question.

After seven weeks of dealing with American Insurance, Norma Herrera advised us that the AAA Universal taxi driven by Mark Seifert was not covered by their agency.

It is my understanding that public transportation vehicles such as taxis are required to provide proof of liability insurance. I would appreciate any information or documents that you could provide to assist me in resolving this issue.

Sincerely,

Jeffrey P. Jenkins
Work 630 752-5557
Home 630 221-1239

.....



American Service Insurance
150 Northwest Point Blvd
Elk Grove Village, IL 60007
www.ASILINK.com

Jul 08, 2004

Claim#: 33CBLG04007064
Carol Lewkowich
60 N Rte 53
Lombard, IL 60148-2135

RE: Loss Date: May 21, 2004
Our Policy #: 998914
Our Insured: Grant Inc
Your Policy/Claim #: .
Your Client/Insured:

Dear Sir/Madam:

We have completed our investigation of the facts and circumstances pertinent to the above captioned claim. As an insurer, our obligation is to reimburse for damages only if a valid insurance contract existed and our insured was legally responsible for the accident. We are not obligated to pay all claims as presented.

Upon fair and proper evaluation of all information and reports available to us regarding the occurrence in question, we wish to advise we are unable to honor the claim which has been presented for the following reason(s):

Insured vehicle not on the insurance policy on the day of this loss.

Part 919 of the Rules of the Illinois Department of Insurance requires we advise you, if you wish to take this matter up with the Illinois Department of Insurance, it maintains a Consumer Division in Chicago at 100 W. Randolph St., Suite 15-100, Chicago, IL 60601 and in Springfield at 320 W. Washington St., Springfield, IL 62767.

If you should have any additional information which would affect this decision, we suggest you contact us.

Sincerely,

AMERICAN SERVICE INSURANCE COMPANY
Norma Herrera
847-472-6054
DEN1(with 919) /

ILLINOIS TRAFFIC CRASH REPORT

Sheet 1 of 2 Sheets



990.

* 6272992 *

DRWG	TRFD	TRFG	WEAT	DRWA	DRVA	VEHD	VEHD	VEHD	VEHD	PPL
1	1	1	1	1	1	1	1	1	1	1
U1	U2	U1	U2	U1	U2	U1	U2	U1	U2	U1

INVESTIGATING AGENCY: **Lombard**
 HIGHWAY or STREET NAME: **N. 8253**
 CITY/TOWNSHIP (Circle One): **Lombard**
 COUNTY: **DuPage**
 AGENCY CRASH REPORT NO.: **04 251-2362**

DATE OF REPORT ON SCENE: **5/21/04**
 DATE OF CRASH: **5/21/04**
 TIME: **16:15**

TYPE OF REPORT: A. No Injury / Drive Away
 B. Injury and / or Tow Due to Crash
 INTERSECTION RELATED: Yes No
 PRIVATE PROPERTY: Yes No
 HIT & RUN: Yes No

NAME (LAST, FIRST, MI): **SEIFERT, MARK W.**
 DATE OF BIRTH: **3/19/56**
 SEX: **M** SAFT: **AIR**
 INJURY: **0** ELEC: **9**

STREET ADDRESS: **1055 S. 8253**
 CITY: **Lombard**
 STATE: **IL** ZIP: **60148**

DRIVER LICENSE NO.: **5163-5595-609788**
 CLASS: **D**
 STATE: **IL**
 CLASS: **D**

EMERGENCY SERVICE: **REFUSED**
 EMERGENCY SERVICE: **REFUSED**

NAME (LAST, FIRST, MI): **TEAKINS, TOSHUA C.**
 DATE OF BIRTH: **8/18/78**
 SEX: **M** SAFT: **AIR**
 INJURY: **0** ELEC: **9**

STREET ADDRESS: **386 E Red Oak St**
 CITY: **Bensenville**
 STATE: **IL** ZIP: **60106**

DRIVER LICENSE NO.: **766-7504 7525-4337-8235**
 CLASS: **IL D**
 STATE: **IL**
 CLASS: **IL D**

EMERGENCY SERVICE: **REFUSED**
 EMERGENCY SERVICE: **REFUSED**

NAME (LAST, FIRST, MI): **REBECCA DOBSON**
 ADDRESS: **54 N. COLUMBIAN, Lombard, IL 60148**
 PHONE: **629-0820**

EMERGENCY SERVICE: **REFUSED**
 EMERGENCY SERVICE: **REFUSED**

NAME (LAST, FIRST, MI): **SEIFERT, MARK**
 ADDRESS: **60 N. COLUMBIAN / LOMBARD**
 CITY: **Lombard**
 STATE: **IL**
 ZIP: **60148**

ARREST NAME: **SEIFERT, MARK**
 ARREST NAME: **SEIFERT, MARK**

OFFICER ID: **718**
 SIGNATURE: **M. Seifert**

BEAT / DIST: **21**
 SUPERVISOR ID: **M-863**

DATE OF CRASH: **5/21/04**
 TIME: **16:15**
 LARS CODE: **70000CLB**

ANY SINGLE VEHICLE / PROPERTY DAMAGED OVER \$500: Yes No
 CIRCLE NUMBER(S) FOR DAMAGED AREA(S): **10**
 00 - NONE
 10 - UNDER CARRIAGE
 11 - TOTAL (ALL AREAS)
 12 - OTHER
 99 - UNKNOWN

INSURANCE CO.: **ALLIANCE INS. GROUP**
 POLICY NO.: **82CM 2855 93**

INSURANCE CO.: **PROGRESSIVE INS.**
 POLICY NO.: **99 433 828 01-0**

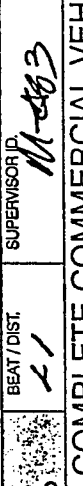
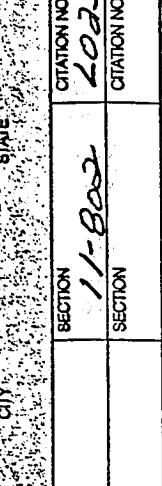
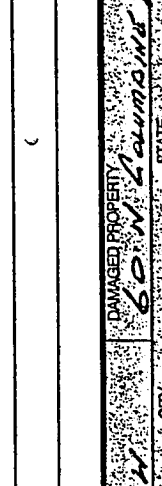
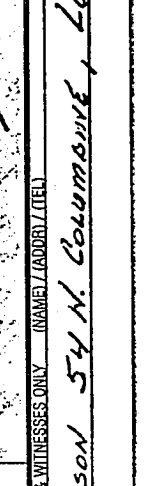
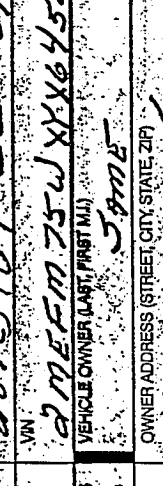
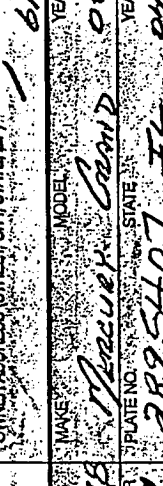
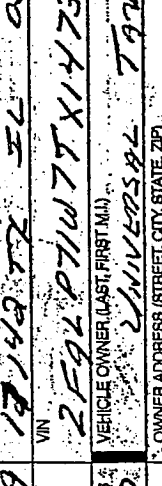
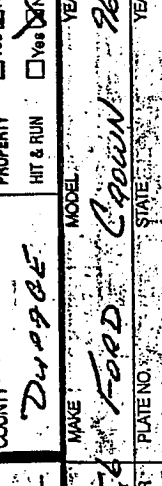
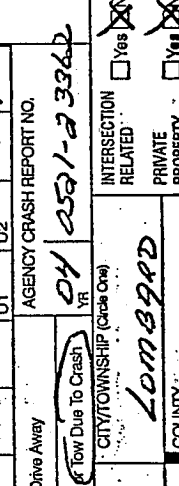
INSURANCE CO.: **PROGRESSIVE INS.**
 POLICY NO.: **99 433 828 01-0**

INSURANCE CO.: **PROGRESSIVE INS.**
 POLICY NO.: **99 433 828 01-0**

INSURANCE CO.: **PROGRESSIVE INS.**
 POLICY NO.: **99 433 828 01-0**

INSURANCE CO.: **PROGRESSIVE INS.**
 POLICY NO.: **99 433 828 01-0**

INSURANCE CO.: **PROGRESSIVE INS.**
 POLICY NO.: **99 433 828 01-0**



P1201

DATE NOTIFIED: **5/21/04**
 TIME NOTIFIED: **16:15**
 COURT DATE: **5/21/04**

CONTRIBUTORY FAULT: **06**

CITATION NO.: **11-803**
 CITATION NO.: **10235841**

BEAT / DIST: **21**
 SUPERVISOR ID: **M-863**

OFFICER ID: **718**
 SIGNATURE: **M. Seifert**

UNIT 1: 1
 UNIT 2: 2

* IF YES TO HAZMAT SPILL OR COM VEH ABOVE, COMPLETE COMMERCIAL VEHICLE AREA ON BACK OF FORM

ILLINOIS TRAFFIC CRASH REPORT

Sheet 2 of 2 Sheets

UNIT	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	00
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INVESTIGATED BY: Lomgard
 ADDRESS NO. (OPTIONAL): 60
 HIGHWAY OR STREET NAME: N. Rt 53
 NAME (LAST, FIRST, MI.): TAMBURO, JAMES J.
 STREET ADDRESS: 340 N. Elizabeth St.
 CITY: Lomgard, IL
 STATE: IL
 ZIP: 60148
 DRIVER LICENSE NO.: 495-2540
 DATE OF BIRTH: 3/8/44
 SEX: M
 INJURY: 0
 STATE CLASS: EL D

TYPE OF REPORT:
 ON-SCENE
 NOT ON-SCENE
 POLICE
 SUPPLEMENTARY
 A No Injury / Drive Away
 B Injury and / or Tow Due to Crash
 INTERSECTION RELATED: YES
 PRIVATE PROPERTY: YES
 HIT & RUN: YES
 DATE OF CRASH: 5/1/94 TIME: 16:15
 NO. MOTOR VEHICLES INVOLVED: 3

INSURANCE CO.: Same
 POLICY NO.: 22153481194
 TELEPHONE: Farmers Ins
 CIRCLE NUMBER(S) FOR DAMAGED AREA(S):
 00 - NONE
 10 - UNDER CARRIAGE
 11 - TOTAL (ALL AREAS)
 12 - OTHER
 99 - UNKNOWN
 POINT OF FIRST CONTACT: 6
 FROM: FRONT TO: REAR

OWNER ADDRESS (street, city, state, zip): Same
 MAKE: CHRY MODEL: VENTURES YEAR: 1989
 PLATE NO.: 916 2989 STATE: IL
 VIN: 1GNDX13E732053188
 VEHICLE OWNER (LAST, FIRST MI.): Same

DATE OF BIRTH: 3/8/44
 SEX: M INJURY: 0
 STATE CLASS: EL D
 DRIVER LICENSE NO.: 495-2540
 DATE OF BIRTH: 3/8/44
 SEX: M INJURY: 0
 STATE CLASS: EL D

OWNER ADDRESS (street, city, state, zip): Same
 MAKE: CHRY MODEL: VENTURES YEAR: 1989
 PLATE NO.: 916 2989 STATE: IL
 VIN: 1GNDX13E732053188
 VEHICLE OWNER (LAST, FIRST MI.): Same

PROPERTY OWNER NAME: Lomgard
 PROPERTY OWNER ADDRESS: 340 N. Elizabeth St.
 CITY: Lomgard STATE: IL ZIP: 60148
 ARREST NAME: Lomgard
 ARREST ADDRESS: 340 N. Elizabeth St.
 CITY: Lomgard STATE: IL ZIP: 60148

PROPERTY OWNER NAME: Lomgard
 PROPERTY OWNER ADDRESS: 340 N. Elizabeth St.
 CITY: Lomgard STATE: IL ZIP: 60148
 ARREST NAME: Lomgard
 ARREST ADDRESS: 340 N. Elizabeth St.
 CITY: Lomgard STATE: IL ZIP: 60148

OFFICER ID: 718 SIGNATURE: T. Tamburo
 BEAT / DIST.: 11
 SUPERVISOR ID: M 883
 DATE POLICE NOTIFIED: 5/1/94 TIME NOTIFIED: 16:15
 COURT DATE: 5/1/94 COURT TIME: 16:15



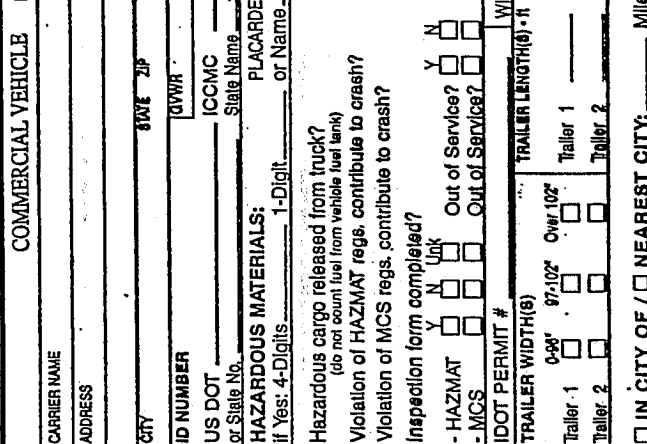
P0198

ADDL UNITS

*IF YES, COMPLETE COMMERCIAL VEHICLE AREA ON BACK OF FORM

6272992

DIAGRAM



ST. EPIPHANIE

NARRATIVE (Refer to vehicle by Unit No.)
 Unit #1 Told me he was making a U-turn and struck Unit #2. Unit #1 did not see Unit #2.
 Unit #2 told me he was N/B Rt 53 when Unit #1 made a U-turn and struck his car. Unit #2 then spun around "clipping" Unit #3. Unit #2 then drove on the lawn at 60 N. Rt 53.
 Unit #3 told me he was N/B Rt 53 when he was struck by Unit #2.

LOCAL USE ONLY 6583-09
 6649-03

COMMERCIAL VEHICLE UNIT NO. 6272992

CARRIER NAME: _____ UNIT NO. _____
 ADDRESS: _____
 CITY: _____ STATE: _____ ZIP: _____
 ID NUMBER: _____
 US DOT: _____
 HAZARDOUS MATERIALS: _____
 if Yes: 4-Digit 1-Digit _____ or Name _____

HAZARDOUS cargo released from truck? (do not count fuel from vehicle fuel tank) Y N Unk
 Violation of HAZMAT regs. contribute to crash?
 Violation of MCS regs. contribute to crash?
 Inspection form completed? Y N Unk
 - HAZMAT Out of Service?
 - MCS Out of Service?
 IDOT PERMIT # _____
 TRAILER WIDTH (ft) _____
 0-96" 97-102" Over 102"
 Trailer 1 _____
 Trailer 2 _____
 TRAILER LENGTH (ft) _____
 Trailer 1 _____
 Trailer 2 _____
 WIDE LOAD
 VEHICLE LENGTH (TOTAL) - ft _____
 NO. OF AXLES _____
 IN CITY OF / NEAREST CITY: _____ Miles N E S W of: _____
 (Circle)

INSERT APPLICABLE NUMBERS FROM CHOICES ON BACK OF TEMPLATE TWO
 VEHICLE CONFIGURATION _____ CARGO BODY TYPE _____ LOAD TYPE _____

COMMERCIAL VEHICLE UNIT NO. _____

CARRIER NAME: _____ UNIT NO. _____
 ADDRESS: _____
 CITY: _____ STATE: _____ ZIP: _____
 ID NUMBER: _____
 US DOT: _____
 HAZARDOUS MATERIALS: _____
 if Yes: 4-Digit 1-Digit _____ or Name _____

HAZARDOUS cargo released from truck? (do not count fuel from vehicle fuel tank) Y N Unk
 Violation of HAZMAT regs. contribute to crash?
 Violation of MCS regs. contribute to crash?
 Inspection form completed? Y N Unk
 - HAZMAT Out of Service?
 - MCS Out of Service?
 IDOT PERMIT # _____
 TRAILER WIDTH (ft) _____
 0-96" 97-102" Over 102"
 Trailer 1 _____
 Trailer 2 _____
 TRAILER LENGTH (ft) _____
 Trailer 1 _____
 Trailer 2 _____
 WIDE LOAD
 VEHICLE LENGTH (TOTAL) - ft _____
 NO. OF AXLES _____
 IN CITY OF / NEAREST CITY: _____ Miles N E S W of: _____
 (Circle)

INSERT APPLICABLE NUMBERS FROM CHOICES ON BACK OF TEMPLATE TWO
 VEHICLE CONFIGURATION _____ CARGO BODY TYPE _____ LOAD TYPE _____

COMMERCIAL VEHICLE UNIT NO. _____

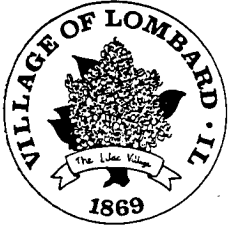
CARRIER NAME: _____ UNIT NO. _____
 ADDRESS: _____
 CITY: _____ STATE: _____ ZIP: _____
 ID NUMBER: _____
 US DOT: _____
 HAZARDOUS MATERIALS: _____
 if Yes: 4-Digit 1-Digit _____ or Name _____

HAZARDOUS cargo released from truck? (do not count fuel from vehicle fuel tank) Y N Unk
 Violation of HAZMAT regs. contribute to crash?
 Violation of MCS regs. contribute to crash?
 Inspection form completed? Y N Unk
 - HAZMAT Out of Service?
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 IDOT PERMIT # _____
 TRAILER WIDTH (ft) _____
 0-96" 97-102" Over 102"
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 TRAILER LENGTH (ft) _____
 Trailer 1 _____
 Trailer 2 _____
 WIDE LOAD
 VEHICLE LENGTH (TOTAL) - ft _____
 NO. OF AXLES _____
 IN CITY OF / NEAREST CITY: _____ Miles N E S W of: _____
 (Circle)

INSERT APPLICABLE NUMBERS FROM CHOICES ON BACK OF TEMPLATE TWO
 VEHICLE CONFIGURATION _____ CARGO BODY TYPE _____ LOAD TYPE _____

Driver 1: Caucasian African / American Native American / Alaskan
 Hispanic Asian / Pacific Islander
 Driver 2: Caucasian African / American Native American / Alaskan
 Hispanic Asian / Pacific Islander

UT Color: WHT U2 Color: CORRY
 U1 Towed by / to: _____ U2 Towed by / to: _____
 Driver: DRIVER #3 CONCASSION / SILVER CAR
 27 E WILLOW / 10 Ave.



VILLAGE OF LOMBARD

255 E. Wilson Ave.
Lombard, Illinois 60148
630/620-5700 FAX: 630/620-8222
TDD: 630/620-5812
www.villageoflombard.org

July 30, 2004

Village President
William J. Mueller

Mr. Gordon Simic
AAA Universal Taxi
PO Box 66
South Elgin, Illinois 60177

Trustees

Joan DeStephano, Dist. 1
Richard J. Tross, Dist. 2
Karen S. Koenig, Dist. 3
Steven D. Sebby, Dist. 4
Kenneth M. Florey, Dist. 5
Rick Soderstrom, Dist. 6

Mr. Simic:

Please be advised that the Village of Lombard received an additional complaint regarding Universal's refusal of the Taxi Subsidy Program Coupons.

Village Manager
William T. Lichter

The incident involved a resident planning to travel to Midway Airport. She called your company yesterday to inquire whether she could use the coupons for the entire fare to the airport and was assured that she could. When she called today to make reservations she was told that she could not use the coupons to travel to the airport.

In refusing the coupons, your company is not following the provisions of the Lombard Village Code, which has been provided to you, and is a condition of the approval of your license in the Village. A written statement from your company relative to the foregoing matter, must be provided to the undersigned no later than Friday, August 13, 2004 to avoid further action by the Village of Lombard. Please provide the information as to what training you are giving your drivers and dispatchers.

"Our shared *Vision* for Lombard is a community of excellence exemplified by its government working together with residents and business to create a distinctive sense of spirit and an outstanding quality of life."

Barbara A. Johnson

Deputy Village Clerk

"The *Mission* of the Village of Lombard is to provide superior and responsive governmental services to the people of Lombard."

c: The Honorable Village President and Board of Trustees
Thomas P. Bayer, Village Attorney
William T. Lichter, Village Manager
Leonard J. Flood, Director of Finance

UNIVERSAL TAXI, INC.

1740 Armitage Ct.
Addison, IL 60101
(888)344-8294

April 19, 2004

Re: Universal Taxi Driver Misconduct

CATHERINE GARVEY
2250 S. GRACE #201
LOMBARD IL 60148

To Whom It May Concern:

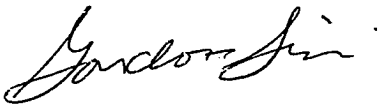
Please accept this sincere apology on behalf of Universal Taxi, Inc and our affiliated drivers for any inconvenience caused by the unacceptable behavior of our driver when you retained our services for your transportation requirements.

Unlike other taxi companies, Universal Taxi was built with customer satisfaction in mind. Therefore, when situations occur such as your experience with our company, it is a total embarrassment for our entire company.

In an effort to restore the dignity tarnished by an unprofessional driver, please accept the enclosed reimbursement check for your travel with our company. This in no way can erase the incident which occurred, but perhaps give us an opportunity in the future to provide you with the transportation service that you deserve.

If we can assist you with matters of travel in the future, please feel free to contact us anytime.

Sincerely,



Gordon Simic
President
AAA Universal Taxi, Inc.

c: Barbara Johnson, Village of Lombard

UNIVERSAL TAXI, INC.

1740 Armitage Ct.
Addison, IL 60101
(888)344-8294

April 19, 2004

Re: Universal Taxi Driver Misconduct

NATI CATANESSE
123 W ST. CHARLES
LOMBARD IL 60148

To Whom It May Concern:

Please accept this sincere apology on behalf of Universal Taxi, Inc and our affiliated drivers for any inconvenience caused by the unacceptable behavior of our driver when you retained our services for your transportation requirements.

Unlike other taxi companies, Universal Taxi was built with customer satisfaction in mind. Therefore, when situations occur such as your experience with our company, it is a total embarrassment for our entire company. In a constant effort to employ drivers who conform to our high standards, the *loss of this driver* remains to be our gain.

In an effort to restore the dignity tarnished by an unprofessional driver, please accept the enclosed reimbursement check for your travel with our company. This in no way can erase the incident which occurred, but perhaps give us an opportunity in the future to provide you with the transportation service that you deserve.

If we can assist you with matters of travel in the future, please feel free to contact us anytime.

Sincerely,



Gordon Simic
President
AAA Universal Taxi, Inc.

c: Barbara Johnson, Village of Lombard

UNIVERSAL TAXI, INC.

1740 Armitage Ct.
Addison, IL 60101
(888)344-8294

April 19, 2004

Re: Universal Taxi Driver Misconduct

SEND TO
RENAL CARE CENTER
200 E. NORTH AV
VILLA PARK IL 60181

To Whom It May Concern:

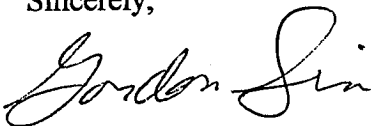
Please accept our deepest apologies for the lack of professionalism our driver displayed when you attempted to retain our taxi service following your dialysis. Universal Taxi Management always intends to provide superb service and when we fall short of this it is inexcusable.

In an effort to redeem ourselves, please use this correspondence as authorization for one free ride with Universal Taxi. Hopefully, we will be given one more opportunity to provide you with the service that you deserve and should have received.

Upon contacting our office for travel arrangements, please inform them of this apology voucher valid for one free Universal Taxi Ride authorized by Gordon Simic. If I can be of any further assistance to you, please do not hesitate to contact me.

Again, I apologize for any inconvenience we may of caused.

Sincerely,



Gordon Simic
President
AAA Universal Taxi, Inc.

c: Ms. Barbara Johnson, Deputy Village Clerk Lombard