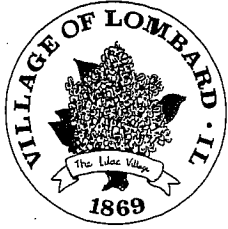


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**VILLAGE OF LOMBARD**

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

**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

August 5, 2005

To: Transportation and Safety Committee

From: Rick Soderstrom

Re: AAA Universal Taxi

As a trustee in the Village, and past chairman of the Transportation and Safety Committee for four years, I am writing to you to echo the concerns presented by staff regarding the performance of AAA Universal Taxi.

Over a two year period of time we have received fifteen documented complaints regarding AAA, with the vast majority dealing with drivers refusing to accept coupons and their offensive behavior towards the passengers. This total does not include what I am sure are numerous undocumented cases as well. It is apparent that AAA has not been able to take the necessary corrective measures to become a viable transportation source within our village. I am not aware of any other carrier licensed in the village that has had this type of unacceptable record. It also appears that the Village of Lombard is not alone in the inferior service that AAA provides as documented in the story regarding Elmhurst.

The Board of Trustees has requested that the Transportation and Safety Committee review the performance of AAA Universal Taxi and provide a recommendation back to the Board. I would encourage all of you to review closely the facts as they pertain to this company and make a recommendation that is in the best interest of the residents of our village.

Thank you for your time and consideration.

Rick Soderstrom  
District Six Trustee  
Past T & S Chairman

"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."

# UNIVERSAL TAXI HEARINGS

## AGENDA

HEARING WED APRIL 6, 2005

**TAXI # 202**

**DATE OF INCIDENT 03/23/05**

**INFORMATION**

**DRIVER WAS 10-8 WITH PASSENGER IN THE VEHICLE**

**PENALTY**

**4 HOUR 10-X**

**TAXI # 160**

**DATE OF INCIDENT 03/25/05**

**INFORMATION**

**DID NOT ARRIVE AT THE DISPATCHED LOCATION WITHIN REASONABLE TIME. DRIVER DID NOT CONTACT THE DISPATCHER TO UPDATE HIM ON HIS STATUS AND CUSTOMER CALLED BACK FOR ETA ON PICK UP.**

**PENALTY**

**24 HOUR 10-X SUSPENSION**

**TAXI # 312**

**DATE OF INCIDENT 04/01/05**

**INFORMATION**

**DRIVER NOT RESPONDING TO DISPATCHER IN ORDER TO COLLECT DAILY LEASE PRIOR TO SHIFT CHANGE.**

PENALTY \$25.00 PENALTY PAID BY DRIVER

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HEARING WED APRIL 13, 3005

TAXI # 251 DATE OF INCIDENT 04/04/05

INFORMATION DRIVER DID NOT CHARGE TO PASSENGER THE PROPER PREFERRED FLAT RATE, INSTEAD CHARGED THE REGULAR FLAT RATE.

PENALTY DRIVER PAID ENTIRE FARE TO UNIVERSAL TAXI MANAGEMENT WHICH IS TO BE FORWARDED TO CUSTOMER IMMEDIATELY WITH APOLOGIES. 2 HOUR TRAINING WITH SALES STAFF ON 4/6/05 FROM 11AM TO 1PM SPECIFICALLY ON RATES, PROFESSIONALISM AND CHARGE ACCOUNT PROCEDURES

TAXI # 103 DATE OF INCIDENT 04/08/05

INFORMATION CUSTOMER OVERCHARGE OF \$5.00 ON OHARE FLAT RATE

PENALTY DRIVER REFUNDED THE DIFFERENCE OF THE FARE FOR THE CUSTOMER AND IS TO BE RETRAINED ON CUSTOMER AND RATE POLICIES THIS WEEK WITH MANAGEMENT STAFF. UNTIL TRAINING IS COMPLETED DRIVER IS 10-XED DUE TO THIS COMPLAINT

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HEARING WED APRIL 20, 2005

TAXI # 275

DATE OF INCIDENT 04/12/05

INFORMATION

DRIVER DID NOT PICK UP ASSIGNED RIDE AT 11:00AM  
RESERVATION WAS DISPATCHED TO ANOTHER VEHICLE  
25 MINUTES PRIOR TO P/U TIME.

PENALTY

DRIVER WILL NOT RECEIVE ANY ASSIGNED RIDES IN THE  
FUTURE UNTIL AUTHORIZED BY MANAGEMENT.

TAXI # 161

DATE OF INCIDENT 04/15/05

INFORMATION

DRIVER OUT OF VEHICLE AT O'HARE AND NOT  
RESPONDING TO THE RADIO. DISPATCHER REMOVED  
UNIT FROM O'HARE.

PENALTY

FINE PAID IN ADDITION TO LEASE \$25.00

TAXI # 183

DATE OF INCIDENT 04/17/05

INFORMATION

CUSTOMER COMPLAINT THAT DRIVER WAS NOT  
FAMILIAR WITH DIRECT ROUTE FROM NAPERVILLE TO  
WATER TOWER CHICAGO, UNNECESSARY TIME ADDED.

PENALTY

DRIVER REFUNDED ENTIRE FARE AND CREDITED BACK  
ONTO CUSTOMER CREDIT CARD. RETRAINING ON MAPS  
STREETS, AND ZONES WITH MANAGEMENT IMMEDIATELY.

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HEARING WED MAY 4, 2005

TAXI # 109      DATE OF INCIDENT 04/28/05

INFORMATION  
DRIVER CONTINUOUSLY INTERRUPTING RADIO  
TRANSMISSION. WARNED AND CONTINUED TO DO SO

PENALTY  
24 HOUR 10-X WITH \$20.00 FINE.

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HEARING WED MAY 11, 2005

TAXI # 156      DATE OF INCIDENT 05/07/05

INFORMATION  
DRIVER DID NOT VERIFY CHARGE ACCOUNT ESTABLISHED  
FARES AND CHARGED BY THE METER. CUSTOMER OVER  
PAID FOR GLENDALE HEIGHTS TO MIDWAY. ADJUSTED CHARGE ON  
MONTHLY INVOICE TO CUSTOMER FOR THIS RIDE  
SALES DEPT. TO FOLLOW UP WITH CUSTOMER.

PENALTY  
25.00 IMMEDIATE FINE. NO CHARGE ACCOUNT  
FARES TO THIS DRIVER UNTIL FURTHER NOTICE.

TAXI # 124      DATE OF INCIDENT 05/10/05

INFORMATION  
CUSTOMER CALL THAT DRIVER STOPPED FOR  
GAS DURING THE COURSE OF THE RIDE AND  
THIS WAS NOT ACCEPTABLE

PENALTY

DRIVER 4 HOUR 10-X SUSPENSION WITH IMMEDIATE  
REVIEW ON DRIVER PROCEDURES WITH MANAGEMENT  
BEFORE RESUMING BUSINESS

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HEARING WED MAY 18, 2005

TAXI # 108

DATE OF INCIDENT 04/30/05

INFORMATION

VILLAGE OF LOMBARD SUB CUSTOMER - DRIVER REFUSED SUB COUPONS FROM  
PASSENGER AND FORCED CUSTOMER TO USE CREDIT CARD FOR FARE, DRIVER  
DID NOT HAVE MAP AND DID NOT KNOW PROPER ROUTE.  
INEXCUSABLE BEHAVIOR, TO OUR PASSENGER  
DRIVER TOLD PASSENGER TO PAY IN CASH OR CREDIT OR TO EXIT THE  
VEHICLE.

PENALTY

DRIVER REFUSED TO COOPERATE WITH MANagements REGULATIONS  
TO RETRAIN BEFORE CONTINUING TO SERVICE ANY OF OUR CUSTOMERS.  
DUE TO THE SERIOUS BEHAVIOR TOWARDS OUR CUSTOMER.  
**DRIVER TERMINATION AS OF 5/18/05.**  
REFUND CHECK TO PASSENGER WITH APOLOGY

TAXI # 351

DATE OF INCIDENT 05/03/05

INFORMATION

DRIVER ON POST 1A WITH A MISSING HUBCAP. ROADMAN INSTRUCTED  
DRIVER TO OBTAIN A 4TH HUBCAP AND #351 DID NOT COMPLY.  
STATING IT WAS NOT HIS RESPONSIBILITY

PENALTY

24 HOUR 10-X AND DRIVER MUST BUY NEW HUBCAP, AND SHOW MGMT  
BEFORE RESUMING BUSINESS

TAXI # 107

DATE OF INCIDENT 05/09/05

INFORMATION

DRIVER DID NOT APPEAR FOR COMPANY INSPECTIONS

PENALTY

10-X UNTIL VEHICLE IS INSPECTED AND PASSED BY MGMT

TAXI # 240

DATE OF INCIDENT 05/09/05

INFORMATION

DRIVER DID NOT APPEAR FOR COMPANY INSPECTIONS

PENALTY

10-X UNTIL VEHICLE IS INSPECTED AND PASSED BY MGMT

TAXI #

301 DATE OF INCIDENT 05/09/05

INFORMATION

DRIVER DID NOT APPEAR FOR COMPANY INSPECTIONS

PENALTY

10-X UNTIL VEHICLE IS INSPECTED AND PASSED BY MGMT

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HEARING WED MAY 25, 2005

TAXI #

269 DATE OF INCIDENT 05/18/05

INFORMATION

DRIVER NOT RESPONSIVE TO RADIO CALL

PENALTY 10-XED UNTIL FURTHER NOTICE

**TAXI # 132 DATE OF INCIDENT 05/22/05**

INFORMATION DRIVER WAS CAUGHT SHORTBLOCKING ORDER BY OTHER DRIVERS

PENALTY FINED \$25.00

**TAXI # 132 DATE OF INCIDENT 05/24/05**

INFORMATION DRIVER DISAGREEING WITH DISPATCHER OVER ORDER HE RECEIVED OVER THE UNIVERSAL FREQUENCY.

PENALTY DRIVER TERMINATED AT HEARING.

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HEARING WED JUNE 1, 2005

**TAXI # 318 DATE OF INCIDENT 05/31/05**

INFORMATION DRIVER WAS GIVEN AN ORDER IN BOLINGBROOK AT 7:00 AM. CUSTOMER CALL FOR ETA AND DRIVER WAS STILL 10 MIN. AWAY FROM P/U LOCATION STATING HE WAS STUCK IN TRAFFIC. ANOTHER UNIT HAD TO BE DISPATCHED AND P/U WAS 7 MINUTES LATE.



PENALTY 24 HOUR 10-X AND FURTHER TRAINING ON DRIVERS MANUAL, RADIO COMMUNICATION

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HEARING WED JUNE 8, 2005

**TAXI # 309 DATE OF INCIDENT 06/02/05**

**INFORMATION**

DRIVER WORKING WITH DIRTY VEHICLE. ROADMAN INSTRUCTED DRIVER TO WASH HIS CAR INSIDE AND OUT IMMEDIATELY.

**PENALTY**

4 HOUR 10-X DRIVER MUST BRING CLEANED VEHICLE TO UNIVERSAL OFFICE IN ORDER TO CONTINUE WORKING

**TAXI # 105 DATE OF INCIDENT 06/02/05**

**INFORMATION**

DRIVER WORKING WITH DIRTY VEHICLE. ROADMAN INSTRUCTED DRIVER TO WASH HIS CAR INSIDE AND OUT IMMEDIATELY.

**PENALTY**

4 HOUR 10-X DRIVER MUST BRING CLEANED VEHICLE TO UNIVERSAL OFFICE IN ORDER TO CONTINUE WORKING

**TAXI # 121 DATE OF INCIDENT 06/04/05**

**INFORMATION**

DRIVER DID NOT HAVE O'HARE STAMPS PRIOR TO ACCEPTING AN ORDER AT O'HARE AIRPORT RESULTING IN 5 MINUTE DELAY ON PICK UP

**PENALTY**

4 HOUR 10-X AND 25.00 FINE PAYABLE IMMEDIATELY.

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**HEARING WED JUNE 15, 2005**

**TAXI #**

**228 DATE OF INCIDENT 06/10/05**

**INFORMATION**

CUSTOMER CLAIMS THAT THEY WERE PICKED UP AT HYATT NAPERVILLE AND TAKEN TO THE LOOP AND WERE CHARGED THE REGULAR RATE INSTEAD OF THE PREFERRED CUSTOMER FLAT RATE.

**PENALTY**

24 HOUR 10-X FOR DRIVER AND PRICE DIFFERENCE REFUNDED TO CUSTOMER SALES DEPT TO THOROUGHLY REVIEW PRICES AND RATES WITH DRIVER FOR OUR ACCOUNTS, PACKAGES, REGULAR FARES AND FLAT RATES WITHIN THE 24 HOUR PERIOD. MUST COMPLETE BEFORE RESUMING WORK. DRIVER IS NOT ALLOWED TO RECEIVE ANY CORPORATE FARES, OR CHARGE ACCOUNT FARES FOR A PERIOD OF 30 DAYS. \$25.00 PENALTY DUE IMMEDIATELY FROM DRIVER,

**TAXI #**

**106 DATE OF INCIDENT 05/17/05**

**INFORMATION**

DRIVER REFUSED TO ACCEPT LOMBARD SUBSIDIZED COUPONS FROM PASSENGER (NEW DRIVER), UNPROFESSIONAL AND RUDE TO CUSTOMER STATING THAT OTHERS MAY ACCEPT COUPONS "BUT HE DOES NOT"

**TAXI #**

**106 DATE OF INCIDENT 06/03/05**

**INFORMATION**

2ND OFFENSE OVERCHARGE TO LOMBARD SUBSIDIZED CUSTOMER NOT ADHERING TO UNIVERSAL REGULATIONS.

**PENALTY**

DRIVER BEING FAELY NEW, WITH 2 OFFENSES, 10-XED UNTIL FURTHER NOTICE COMPLETE RETRAINING BY UNIVERSAL MANAGEMENT FOR 3 FULL DAYS, DRIVER PLACED ON DRIVER PROBATION. PASSENGER FARES REFUNDED WITH APOLOGY LETTER FOLLOW UP WITH DRIVER ON PERFORMANCE EVERY FRIDAY WITH MGMT.

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**TAXI #**

211 DATE OF INCIDENT 06/20/05

HEARING WED JUNE 22, 2005

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**INFORMATION**

DRIVER NEGLECTED TO PICK UP PREASSIGNED RIDE ON THE MORNING OF 6/20/05. NO RESPONSE FROM DRIVER 30 MINUTES PRIOR WHEN CALLED BY DISPATCH TO CONFIRM DRIVER PICK UP ORDER WAS REASSIGNED TO ANOTHER UNIT

**PENALTY**

24 HOUR 10-X AND 25.00 FINE. DRIVER WILL NOT BE ASSIGNED ANY RESERVATIONS FOR A PERIOD OF 45 DAYS WHEN HE WILL THEN BE ON A DAY TO DAY SCHEDULE OF ASSIGNED FARES DRIVER PROBATION UNTIL FURTHER NOTICE

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**TAXI #**

151 DATE OF INCIDENT 06/14/05

HEARING WED JUNE 29, 2005

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**INFORMATION**

LOMBARD SUBSIDIZED RESIDENT CALLED FOR TAXI AND VERIFIED W/ DISPATCHER THAT SHE WAS ABLE TO USE SUBSIDIZED COUPONS. PASSENGER TRAVELED TO MIDWAY AIRPORT. DRIVER TOLD CUSTOMER DISPATCH HAD SENT THE WRONG DRIVER AND THAT HE DID NOT HAVE ANY LOG SHEETS, THEREFORE THE

CUSTOMER HAD TO PUT THE FARE ON HER PERSONAL CHARGE CARD.

PENALTY  
DRIVER PROBATION AND EXTENSIVE IMMEDIATE RETRAINING. NEWER DRIVER THAT HAD ALREADY UNDERWENT TRAINING, BUT DOES NOT PERFORM AS SUCH. DRIVER WILL BE 10-XED FOR ENTIRE TIME OF TRAINING AND BROUGHT BEFORE OWNER PRIOR TO BECOMING 10-8 WHEN TRAINING IS COMPLETE. DRIVER IS FINED \$32.00 FOR FARE REFUND. **DRIVER PROBATION UNTIL REVIEW IN 45 DAYS**

**TAXI # 357 DATE OF INCIDENT 06/25/05**

INFORMATION  
DRIVER NOT WORKING FOR 2 DAYS WITHOUT REASON, NO CONTACT.

PENALTY  
FINED \$50.00 FOR LATE LEASE, NO CONTACT

**TAXI # 169 DATE OF INCIDENT 06/27/05**

INFORMATION  
DRIVER PICKED UP WRONG PARTY AT HOTEL AND THE PROPER PARTY CALLED LOOKING FOR THEIR CAB AND DISPATCHER HAD TO SEND OUT ANOTHER UNIT TO COVER THE ORIGINAL FARE.

PENALTY  
DRIVER QUESTIONED ON PROPER PICK UP PROCEDURES AND 10-XED FOUR HOURS FOR THE DAY WITH A \$25.00 FINE AS PENALTY. WITH WARNING OF FUTURE CONSEQUENCES IF THIS HAPPENS AGAIN.

**TAXI # 211 DATE OF INCIDENT 06/28/05**

INFORMATION  
DRIVER GOT FLAT TIRE ON VEHICLE, DID NOT HAVE A JACK IN HIS TRUNK AS REQUIRED BY UNIVERSAL TAXI REGULATIONS, ANOTHER UNIT HAD TO BE DISPATCHED TO ASSIST DRIVER IN CHANGING THE TIRE.

**PENALTY**

**DRIVER IS 10-XED UNTIL COMPLETE INSPECTION IS PERFORMED AND VEHICLE  
PASSES WITH ALL REQUIRED EQUIPMENT IS WITHIN THE CAR FINED \$25.00 PAID IMMEDIATELY.**

# ***UNIVERSAL TAXI, INC.***

## **DRUG FREE WORK PLACE AGREEMENT**

### **1. POLICY**

1.1 UNIVERSAL TAXI. has a vital interest in maintaining a safe, healthy, and efficient working environment. Being under the influence of a drug or alcohol on the job poses serious safety and health risks to the user and to all those who work with the user. The use, sale, purchase, transfer, or possession of an illegal drug in the workplace, and the use, possession, or being under the influence of alcohol also poses unacceptable risks for safe, healthy, and efficient operations.

1.2 UNIVERSAL TAXI INC. has the right and obligation to maintain a safe, healthy, and efficient workplace for all of its employees, and to protect the organization's property, information, equipment, operations and reputation.

1.3 UNIVERSAL TAXI, INC. recognizes its obligations to our customers for the provision of services that are free of the influence of illegal drugs and alcohol, and will endeavor through this policy to provide drug-and alcohol-free services.

1.4 UNIVERSAL TAXI INC. further expresses its intent through this policy to comply with federal and state rules, regulations or laws that relate to the maintenance of a workplace free from illegal drugs and alcohol.

1.5 As a condition of employment, all employees are required to abide by the terms of this policy and to notify UNIVERSAL TAXI . Management of any criminal drug statute conviction for a violation occurring in the workplace immediately after such conviction.

### **2. PURPOSE**

2.1 This policy outlines the goals and objectives of UNIVERSAL TAXI , INC.'S drug and alcohol testing program and provides guidance to supervisors and employees concerning their responsibilities for carrying out the program.

### **3. SCOPE**

3.1 This policy applies to all departments, all employees and all independent contractors. The term employee includes contracted employees.

### **4. DEFINITIONS**

4.1 Alcohol means any beverage that contains ethyl alcohol (ethanol), including but not limited to beer, wine and distilled spirits.

4.2 Company premises means all property of including, but not limited to , the offices, facilities and surrounding areas, cities, villages and towns, parking lots, vehicles, and storage areas. The term also includes UNIVERSAL TAXI, INC. -owned or -leased vehicles, as well as vehicles that affiliated with UNIVERSAL TAXI, by means of independent contractors.

4.3 Contraband means any article, the possession of which on UNIVERSAL TAXI , INC. premises or while on UNIVERSAL TAXI INC. business, causes an employee to be in violation of UNIVERSAL TAXI INC. work rule or law. Contraband includes illegal drugs, alcoholic beverages, and drug paraphernalia,

4.4 Drug testing means the scientific analysis of urine, blood, breath, saliva, hair, tissue, and other specimens of the human body for the purpose of detecting a drug or alcohol.

4.5 Illegal drug means any drug which is not legally obtainable; any drug which is legally obtainable but has not been legally obtained; any prescribed drug not legally obtained; any prescribed drug not being used for the prescribed purpose; any over-the-counter drug being used at a dosage level other than recommended by the manufacturer or being used for a purpose other than intended by the manufacturer; and any drug being used for a purpose not in accordance with bona fide medical therapy. Examples of illegal drugs are cannabis substances, such as marijuana, cocaine, heroin, methamphetamine, phencyclidine (PCP), and so-called designer drugs and look-alike drugs.

4.6 Legal drug means any prescribed drug or over-the-counter drug that has been legally obtained and

is being used for the purpose for which prescribed or manufactured.

4.7 Reasonable belief means a belief based on objective facts sufficient to lead a prudent person to conclude that a particular employee is unable to satisfactorily perform his or her job duties due to drug or alcohol impairment. Such inability to perform may include, but not be limited to, decreases in the quality or quantity of the employee's productivity, judgment, reasoning, concentration and psychomotor control, and marked changes in behavior. Accidents, deviations from safe working practices, and erratic conduct indicative of impairment are examples of "reasonable belief" situations.

4.8 Under the influence means a condition in which a person is affected by a drug or by alcohol in any detectable manner. The symptoms of influence are not confined to those consistent with misbehavior, nor to obvious impairment of physical or mental ability, such as slurred speech or difficulty in maintaining balance. A determination of being under the influence can be established by a professional opinion, a scientifically valid test, such as urinalysis or blood analysis.

## **5. EDUCATION**

5.1 Supervisors and other management personnel are to be trained in:

- a. detecting the signs and behavior of employees who may be using drugs or alcohol in violation of this policy;
- b. intervening in situations that may involve violations of this policy;
- c. recognizing the above activities as a direct job responsibility.

5.2 Employees are to be informed of:

- a. the health and safety dangers associated with drug and alcohol use;
- b. the provisions of this policy.

## **6. PROHIBITED ACTIVITIES**

### **6.1 Legal Drugs**

a. The undisclosed use of any legal drug by any employee while performing UNIVERSAL TAXI, INC. business or while on UNIVERSAL TAXI DISPATCH, INC. premises is prohibited. However, an employee may continue to work even though using a legal drug if UNIVERSAL TAXI, INC. Management has determined, after consulting with UNIVERSAL TAXI, INC. health and/or human resources officials, that such use does not pose a threat to safety and that the using employee's job performance is not significantly affected. Otherwise, the employee may be required to take leave of absence or comply with other appropriate action as determined by UNIVERSAL TAXI INC. Management.

b. An employee whose medical therapy requires the use of a legal drug must report such use to his or her supervisor prior to the performance of UNIVERSAL TAXI INC. business. The supervisor who is so informed will contact UNIVERSAL TAXI S human resources officials for guidance.

c. UNIVERSAL TAXI INC. at all times reserves the right to judge the effect that

a legal drug may have on job performance and to restrict the using employee's work activity or presence at the workplace accordingly.

### **6.2 Illegal Drugs and Alcohol**

a. The use, sale, purchase, transfer, or possession of an illegal drug or of alcohol by any employee while on UNIVERSAL TAXI, INC. premises or while performing UNIVERSAL TAXI business is prohibited.

## **7. DISCIPLINE**

7.1 Any employee who possesses, distributes, sells, attempts to sell, or transfers illegal drugs on UNIVERSAL TAXI INC. premises or while on UNIVERSAL TAXI business will be terminated immediately.

7.2 Any employee who is found to be in possession of or under the influence of alcohol in violation of this policy will be subject to termination of employment.

7.3 Any employee who is found to be in possession of contraband in violation of this policy will be subject to immediate termination.

7.4 Any employee who is found through drug or alcohol testing to have in his or her body a detectable amount of an illegal drug or of alcohol will be subject to immediate termination,

## **8. DRUG AND ALCOHOL TESTING OF JOB APPLICANTS**

8.1 All applicants for employment, including applicants for part-time and seasonal positions, independent contractors, and applicants who are former employees, are subject to drug and alcohol testing.

8.2 An applicant must pass the drug test to be considered for employment.

8.3 An applicant will be notified of UNIVERSAL TAXI INC. drug and alcohol testing policy prior to being tested; will be informed in writing of his or her right to refuse to undergo such testing; and will be informed that the consequence of refusal is termination of the pre-employment process.

8.4 An applicant will be provided written notice of this policy, and by signature will be required to acknowledge receipt and understanding of the policy.

8.5 If an applicant refuses to take a drug or alcohol test, or if evidence of the use of illegal drugs or alcohol by an applicant is discovered, either through testing or other means, the pre-employment process will be terminated.

## **9. DRUG AND ALCOHOL TESTING OF EMPLOYEES**

9.1 UNIVERSAL TAXI INC. will notify employees of this policy by:

a. Providing to each employee a copy of the policy, and obtaining a written acknowledgment from each employee that the policy has been received and read.

b. Announcing the policy in various written communications and making presentations at employee meetings.

9.2 UNIVERSAL TAXI INC. may perform drug or alcohol testing:

a. Of any employee who manifests "reasonable belief" behavior.

b. Of any employee who is involved in an accident.

c. On a random basis of any employee.

d. Of any employee who is subject to drug or alcohol testing pursuant to federal or state rules, regulations or laws.

9.3 An employee's consent to submit to drug or alcohol testing is required as a condition of employment and the employee's refusal to consent will result in immediate termination.

9.4 An employee who is tested in a "reasonable belief" situation may be suspended pending receipt of written tests results and whatever inquiries may be required.

## **10. INSPECTIONS AND SEARCHES**

10.1 UNIVERSAL TAXI INC. may conduct unannounced general inspections and searches for drugs or alcohol on UNIVERSAL TAXI, INC. premises or in UNIVERSAL TAXI, INC. vehicles. Employees are expected to cooperate.

10.2 Search of an employee and his or her personal property may be made when there is reasonable belief to conclude that the employee is in violation of this policy.

10.3 An employee's consent to a search is required as a condition of employment, and the employee's refusal to consent will result in immediate termination..

10.4 Illegal drugs, drugs believed to be illegal, and drug paraphernalia found on or in UNIVERSAL TAXI, INC. property will be turned over to the appropriate law enforcement agency and the full cooperation given to any subsequent investigation.

10.5 If an employee is the subject of a drug-related investigation by UNIVERSAL TAXI, INC. or by a law enforcement agency, the employee may be suspended pending completion of the investigation.

## **11. CONFIDENTIALITY**

11.1 All information relating to drug or alcohol testing or the identification of persons as users of drugs and alcohol will be protected by UNIVERSAL TAXI, INC. as confidential unless otherwise required by law, overriding public health and safety concerns, or authorized in writing by the persons in question.



I \_\_\_\_\_ fully agree to the terms of this DRUG FREE WORK PLACE CONTRACT that UNIVERSAL TAXI is implementing and I understand that non-compliance to the terms of this contract will result in immediate termination.

\_\_\_\_\_  
EMPLOYEE SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
UNIVERSAL TAXI, INC.

\_\_\_\_\_  
DATE

# UNIVERSAL TAXI

\*\*\*FAX TRANSMISSION\*\*\*

TO : BARBARA JOHNSON VILLAGE OF LOMBARD	FROM: TERRI SIMIC
	COMPANY: UNIVERSAL TAXI
FAX : 630-620-8222	FAX:
PHONE: 630-620-5700	PHONE: CELL 630-202-1307
PAGES: 9 PGS	

urgent  respond  \* review  comment

Mrs. Johnson:

I am sending you the July print out of our hearings. Also our Management is currently finishing a Mandatory Driver Meeting that has been going on for the most part of the day. Gordon is also there today and every driver is required to attend. An outline of the meeting follows and their topics to be discussed regarding Lombard Customers.

I am confident this will put this issue with the Subsidized Coupon dilemma and the past complaints to rest.

If you have any further questions, please give me a call.

Thank you for your cooperation with this matter. I will see you tonight.

Terri Simic

- \* Also, our inspection outline.
- \* Lombard / Westmont + PGS from our driver manual that each driver receives

# UNIVERSAL TAXI DRIVER ANNOUNCEMENT

August 4, 2005

To: All Universal Taxi Drivers

From: Management

On Monday, August 8, 2005 Universal Taxi is having a MANDATORY DRIVER MEETING FOR ALL UNITS. This meeting will be at the Universal Taxi Office located at 1740 Armitage Ct. Addison, Illinois. All 100 units are to be present at the Universal Office at precisely 10:00AM. All 200 units are to be present at the Universal Office at 11:30AM and all 300 units are to arrive at 1:00PM.

The purpose of this meeting is to review and re-enforce the Village of Lombard Subsidized Program, Driver Professionalism, Safety Standards and answer any questions regarding the Program and the Coupon Validity. Universal Management has received complaints in the past regarding driver behavior and the acceptance of the Subsidized Coupons. As you are aware, any driver behaving improperly and not following Universal Taxi regulations for our Customers will inevitably receive firm penalties, suspension and/or termination. This type of behavior will not be tolerated.

Any driver who does not appear for this mandatory meeting will be terminated immediately, no excuses.

Topics for the Meeting are as follows.....

- 1) Subsidized Customers Photo Id cards
- 2) No coupon limit for 1 ride
- 3) Required log sheet completion
- 4) Customer service, professional and safe
- 5) Coupon redemption for the driver
- 6) Penalties for Driver negligence towards our customers

Thank you for your cooperation.

Universal Taxi Management

# UNIVERSAL TAXI INSPECTIONS

Vehicle Inspections are Universal Taxi's way of ensuring that your cab meets company requirements for Safety and Cleanliness in order to maintain an upstanding level of service that our customers deserve. It is extremely important that all cabs are maintained in pristine condition. You must remember, Universal Taxi is unlike our competitors. We offer a safe reliable transportation service.

Inspections are held once a month at the Universal Taxi Garage. Your vehicle must meet the following requirements:

- 1) Clean vehicle inside and out.
- 2) No body damage, dents or rust.
- 3) No rips, holes or stains on seats.
- 4) A trunk that is carpeted.
- 5) Universal stickers, flat rates, logos and numbers in proper places.
- 6) Fully functional top light, meter, radio and pager.
- 7) Spare tire and jack.
- 8) Charge tickets, credit card slips, credit card machine, village log sheets, business cards.
- 9) Four hub caps.
- 10) Six county atlas.
- 11) Jumper cables.
- 12) Flash light.
- 13) Insurance papers & insurance sticker.

Any drivers that do not meet the requirements set forth by Universal Taxi Management will fail the Vehicle Inspection. Drivers who do not pass inspection, will receive a failure list of items and a new inspection date, allowing the necessary time for vehicle improvements. However the driver will remain at a 10-x status until their vehicle is reinspected by Universal Taxi Management and passes the inspection.

The purpose of our regular inspections is to maintain our vehicles for safe travel, and regulate drivers and their performance while transporting our clients.

# LOMBARD & WESTMONT SUBSIDIZED PROGRAMS

Universal Taxi services customers in the Villages of Lombard and Westmont also. Often times such customers are affiliated with the Subsidized Senior Programs within these Villages. Universal Taxi honors and services these customers as well as all other residential and business clients.

The Village of Lombard supplies Seniors and Disabled participants with coupons for transportation in denominations of \$2.00. Upon entering our taxi the customer should provide the driver with their Lombard Photo ID card validating their participation in the Lombard Subsidized Program. The driver can not accept coupons without verifying participation by means of the ID card. The Subsidized Participant is then able to use the Lombard coupons for payment of their taxi ride. There is no limit to the amount of coupons that the Customer may use for one ride. The coupons are valid for travel to or from any destination. Upon reaching the destination, the driver must complete the Lombard Log Sheet that they are required to have in their vehicle at all times. The form must also be signed by the customer and all entries must be completed. For immediate redemption, the coupons must be attached to the proper Log Sheets and the completed log can be turned into Universal Taxi Management Mon-Fri from 8AM-5PM for full face value (\$2.00/coupon).

Universal Taxi also honors the Village of Westmont Subsidized Program. This program also supplies their participants with travel coupons, however these are in denominations of 50cents and \$1.00. These coupons also do not have a limit for one single ride and must accompany the completed Westmont Log Sheet that all drivers are required to have in their vehicle at all times. The coupons must be attached to the completed Westmont Log Sheets, signed by the customer and turned into Universal Management Mon-Fri from 8AM-5PM for immediate redemption for full face value of the coupons (50cents or \$1.00 each)

As with all of our customers, each Village Subsidized Participant is to receive a courteous, safe, professional ride when taking Universal Taxi. Anything less will not be tolerated and firm penalties will be enforced.

## Taxi Subsidy Program Log Village of Lombard

No.	Origin	Destination	Date	Pick-Up Time	Meter Amount	Coupons Used	Passenger Signature	ID No.
1					\$ .	\$ .00		
2					\$ .	\$ .00		
3					\$ .	\$ .00		
4					\$ .	\$ .00		
5					\$ .	\$ .00		
6					\$ .	\$ .00		
7					\$ .	\$ .00		
8					\$ .	\$ .00		
9					\$ .	\$ .00		
10					\$ .	\$ .00		
11					\$ .	\$ .00		
12					\$ .	\$ .00		
13					\$ .	\$ .00		
14					\$ .	\$ .00		
15					\$ .	\$ .00		
<b>Total</b>						<b>\$ .</b>	<b>\$ .00</b>	

Cab Number

Taxi Operator's Permit Number

Taxicab Company

PENALTY DRIVER IS 10-XED UNTIL COMPLETE INSPECTION IS PERFORMED AND VEHICLE PASSES WITH ALL REQUIRED EQUIPMENT IS WITHIN THE CAR FINED \$25.00 PAID IMMEDIATELY.

HEARING WED JULY 6, 2005

TAXI # 312 DATE OF INCIDENT 07/02/05

INFORMATION DRIVER DID NOT HAVE CREDIT CARD VOUCHERS IN HIS VEHICLE WHEN CUSTOMER WAS GOING TO PAY FOR FARE

PENALTY DRIVER IS 10-XED FOR 6 HOURS AND FINED \$25.00 DRIVER WAS QUESTIONED ABOUT THE NECESSARY ITEMS TO HAVE IN CAR AND HE WAS AWARE

TAXI # 215 DATE OF INCIDENT 07/04/05

INFORMATION DRIVER DID NOT HAVE CAR WASHED BY 12:00NOON WORKING STILL

PENALTY 4 HOUR 10-X UNABLE TO WORK UNTIL VEHICLE APPROVED AT UNIVERSAL OFFICE REPORTED BY ROADMAN

TAXI # 107 DATE OF INCIDENT 07/04/05

INFORMATION DRIVER DID NOT HAVE CAR WASHED BY 12:00NOON WORKING STILL

PENALTY 4 HOUR 10-X UNABLE TO WORK UNTIL VEHICLE APPROVED AT UNIVERSAL OFFICE REPORTED BY ROADMAN

HEARING WED JULY 13, 2005

TAXI # 225 DATE OF INCIDENT 07/11/05

INFORMATION DRIVER LEFT CHARGE WITHOUT NOTIFYING THE DISPATCHER OF HIS STATUS

PENALTY DISPATCHER SUSPENDED THE DRIVER IMMEDIATELY FOR 4 HOUR 10-X HEARING DRIVER TO PAY \$25.00 FINE AND REVIEW RADIO PROCEDURES WITH MGMT.

TAXI # 176 DATE OF INCIDENT 07/11/05

INFORMATION DRIVER DID NOT REQUEST CREDIT CARD AUTHORIZATION FOR CREDIT CARD CHARGE OF \$55.00

PENALTY 4 HOUR 10-X AND DRIVER TO REVIEW CREDIT CARD PROCEDURES

TAXI # 108 DATE OF INCIDENT 07/12/05

INFORMATION DRIVER WAS 5 MINUTES LATE TO ORDER AT HOTEL AND GUEST HAD ALREADY LEFT BY HOTEL VEHICLE

PENALTY DRIVER WILL NOT RECEIVE ORDERS AT ANY HOTELS FOR A MINIMUM OF 30 DAYS AS PER MGMT DISCRETION

HEARING WED JULY 20, 2005



TAXI # 351 DATE OF INCIDENT 07/18/05

INFORMATION DRIVER WAS CAUGHT SHORTBLOCKING ORDER BY DISPATCHER, AND WAS DISAGREEING ABOUT THE SITUATION OVER THE UNIVERSAL TAXI RADIO

PENALTY DRIVER IS 10-XED FOR 2 DAYS UNABLE TO WORK AND TRAINED ON TERRITORY, MAPS, AND DRIVER BIDDING PROCEDURES FOR THOSE TWO DAYS.

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HEARING WED JULY 27, 2005

TAXI # 117 DATE OF INCIDENT 07/24/05

INFORMATION DRIVER DID NOT WASH VEHICLE BY SPECIFIED TIME AND WAS REPRIMANDED BY ROADMAN

PENALTY DRIVER 10-XED FOR 4 HOURS AND NOT ACTIVATED UNTIL VEHICLE WAS APPROVED BY UNIVERSAL MGMT

TAXI # 330 DATE OF INCIDENT 07/24/05

INFORMATION DRIVER DID NOT WASH VEHICLE BY SPECIFIED TIME AND WAS REPRIMANDED BY ROADMAN

PENALTY DRIVER 10-XED FOR 4 HOURS AND NOT ACTIVATED UNTIL VEHICLE WAS APPROVED BY UNIVERSAL MGMT

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TAXI #

141

DATE OF INCIDENT 07/25/05

**INFORMATION**

DRIVER DID NOT CONFIRM ASSIGNED RIDE PICK UP 30 MINUTES PRIOR TO ETA AND  
THE DISPATCHER HAD TO DISPATCH RIDE TO ANOTHER UNIT

**PENALTY**

1 DAY 10-X TO DRIVER, NO FUTURE ASSIGNED RIDES ARE TO BE GIVEN  
TO DRIVER PER G.S.