

COMMONWEALTH OF MASSACHUSETTS

CITY OF CAMBRIDGE

IN RE: LICENSE COMMISSION DECISION HEARING

LICENSE COMMISSION BOARD MEMBERS:

CHAIR ANDREA JACKSON

POLICE COMMISSIONER ROBERT HAAS

FIRE CHIEF GERALD REARDON

SUPERINTENDENT CHRISTOPHER BURKE

STAFF: ELIZABETH LINT, EXECUTIVE DIRECTOR

AT: Michael J. Lombardi Building
Basement Conference Room
831 Massachusetts Avenue
Cambridge, Massachusetts 02139

DATE: December 18, 2013

TIME: 10:00 a.m.

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P R O C E E D I N G S

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EXECUTIVE DIRECTOR ELIZABETH LINT: Okay.

This is the License Commission Decision-Making Hearing, Wednesday, December 18, 2013.

Before you are the Commissioners:

Chairman Andrea Jackson, Superintendent Chris Burke, Fire Chief Gerald Riordan, and Police Commissioner Robert Haas.

First order of business would be to approve the minutes from October 22nd at which time the Chief and Superintendent Burke were present.

FIRE CHIEF GERALD REARDON: Make a motion to approve.

SUPERINTENDENT CHRISTOPHER BURKE: I second that motion.

EXECUTIVE DIRECTOR ELIZABETH LINT: So

the hearings for Decisions were from November 12th, which was the matter of Cancun Taqueira.

They phoned and are stuck in traffic and will be late.

And from the November 26th hearing.

Hailo. And here they are.

HAILO

(Sitting Members: Fire Chief Gerald Reardon and Superintendent Christopher Burke)

CHAIR ANDREA JACKSON: So are you here from Hailo?

Please come forward.

Can you each state your name for the record please spelling your last name and your relationship to the application.

VANESSA KAFKA: Vanessa Kafka K-A-F-K-A.

And I am general manager of the Hailo Boston office and have been for the last year and a half.

TOBY CIOTTONE: I am Toby Ciottone
C-I-O-T-T-O-N-E.

I'm in operations for various different cities for Hailo.

I have been with the company for a year. Currently located in Boston.

CHAIR ANDREA JACKSON: Although I won't be participating on the vote at the time because I wasn't on the board, I was here at the hearing.

Can you tell me how do the drivers get paid? That's the one thing I don't know and would like to find out.

VANESSA KAFKA: The drivers when they actually register with the service, they can give us their routing and account number details. And

it is a daily payment from that point on.

So if they complete a job yesterday, they would have their payment processed and deposited either today or tomorrow, depending how quickly their bank receives that processing.

FIRE CHIEF GERALD REARDON: What is the initiation fee?

Is there any entry fee for them to pay to join the services.

VANESSA KAFKA: Nope.

It is free for them to join, which is certainly part of the value proposition for them.

They pay a 5 percent credit card processing. That is per job. Pay as you go. It is on the meter fair. So tolls, tip are exempt from the credit card processing costs.

POLICE COMMISSIONER ROBERT HAAS: Are they required to have card service then in order

to be part of Hailo?

VANESSA KAFKA: Yes. They have to be able to accept credit card jobs.

We only do credit card jobs.

CHAIR ANDREA JACKSON: What is the service fee?

5 percent?

VANESSA KAFKA: 5 percent for credit cards.

SUPERINTENDENT CHRISTOPHER BURKE: It is my understanding that the consumer pay a \$1 fee for every --

VANESSA KAFKA: That's correct.

There's a \$.99 fee during most rides, I would say, and the customer is fully aware of that pricing policy before they ever request a ride pick-up.

During peak hours we charge a fee of

\$1.99.

And peak hours are Monday through Friday morning and evening rush-hours and Friday and Saturday late nights, so 10 to 3 a.m.

FIRE CHIEF GERALD REARDON: What is the reason for the business model for that?

VANESSA KAFKA: It's to help us control demand.

So to make sure that the customers that are actually requesting the ride have that much more of a chance of actually getting serviced rather than experiencing really, really heavy demand because we want to make sure we are providing a good experience.

CHAIR ANDREA JACKSON: That's a flat fee?

VANESSA KAFKA: Yes.

It can be a three-mile ride or five-mile ride, it is the same fee.

FIRE CHIEF GERALD REARDON: So from your experience most of the cabbies use the smart phone device for the credit card?

VANESSA KAFKA: So there's two features of the Hailo app as far as credit card processing goes.

As a customer, I can use the Hailo app. I can see the cabs that are around me, I can request a pick-up and then the whole payment process from there is seamless.

I, as a customer, have registered a credit card that's preauthorized as part of the transaction, and then the driver takes payment at the end, and then they receive their end of the payment by direct deposit.

Hailo app actually also has a feature called Fast Pay that allows them to take credit card payments as part of the street pick-up.

That's an added value for them.

As far as that second feature drivers can pick and chose if they want to use that as their credit card processing tool, whether they want to use the existing dispatching devise or credit card processing hardware that they have in their cabs.

FIRE CHIEF GERALD REARDON: And that 5 percent credit card is obviously across the board at all times? Is there any additional fee on top of the 5 percent?

VANESSA KAFKA: No. Nope. It is not. It really depends on what their preferences are.

All drivers using Hailo are using a smart phone. They do bring their own smart phone to use.

FIRE CHIEF GERALD REARDON: Because you need location services and all --

VANESSA KAFKA: Yeah. And we support both Android and iPhone.

It depends on the device they are comfortable with.

POLICE COMMISSIONER ROBERT HAAS: You may have answered this question. I wasn't here for the hearing like the Chair.

What is your screening process for cab drivers when they apply for this service?

VANESSA KAFKA: So at a very basically level, obviously making sure they are a licensed taxi driver. And to do that, in each of the cities we operate in, and I'm speaking specifically to Cambridge, obviously, we make sure we understand the regulations as far as being a licensed taxicab driver.

So what kind of ID are they getting, what are the background checks processes, if there are

any.

So we rely a lot on what are the existing regulations are as part of our vetting process.

For Cambridge drivers, specifically a Cambridge driver who is interested in Hailo comes to our office and they have to bring their Hackney ID, they have to bring their Massachusetts driver's license. Because we understand that you have to have a Mass drivers in order to get the other one.

We make sure they are both in good standing and not expired.

We take a photo of them.

And then from there it is really their contribution to the network as far as good standing on the Hailo network goes.

So if we find they are using the service, or if they tend to cancel a lot of jobs on

customers, or they are just not using the service in a way that is a good experience for the customer, so doing a disservice to other drivers that are on the network who are performing a good service, then we will have a discussion with them and go through a discipline process with them.

POLICE COMMISSIONER ROBERT HAAS: And what prevents them from coming in, presenting a Hackney license and then operating their own vehicle, a gypsy cab, how do you control for that?

VANESSA KAFKA: The Hailo technology in and of itself does not prevent them from doing that. And we have had a couple customers that have reported that happening before.

In those instances we have banned the driver from the service. And during our training

procedures, we are very clear about this is completely against our policies.

You are supposed to be using a licensed taxi, and a license taxi from Cambridge, in the case of a Cambridge driver.

Because what is unique about this market is often drivers are licensed in Cambridge, then they are also in Medford.

We make it explicitly clear that to use Hailo you have to be driving a taxi that's been approved by our service. And if they don't, then they face those precautions.

I will also add that not only do they get kicked off the Hailo network but if they happens, we also do contact the appropriate regulator to make sure that they are aware that the driver is violating the rules.

CHAIR ANDREA JACKSON: So you have had

instances of that in past?

VANESSA KAFKA: We have.

In Boston specifically, we had one driver last December, a year ago, who a customer ended up reported had picked up in their private vehicle.

You know, the customer was fine. They said, I thought this was kinda weird I didn't get picked up in a taxi.

In which case we had the driver come in. We tried to understand what his thought process was behind doing that.

But ultimately did a full report of the incident, refunded the customer's charges, because, in our view, it would not be a good Hailo experience.

So we refunded those charges and then banned the driver from our network and then told

Hackney about it and then Hackney brought in the driver and spoke with them.

FIRE CHIEF GERALD REARDON: Have you had any instances of them using liveries?

VANESSA KAFKA: In the case of a private car, it was their livery licensed private car.

CHAIR ANDREA JACKSON: In that instance if the customer decided they want to call to complain at that moment and it is 2 a.m., is there someone at Hailo who takes that call?

How does that work?

VANESSA KAFKA: So our customer service primarily is through email and through social media channels.

So at 2 a.m. phone calls, unfortunately, we couldn't serve.

In those instances, we would usually get the email the next morning and help then help

customer at that point.

We do encourage customers if they ever feel for their safety to certainly call Hackney. And the police department.

But as far as the Hailo experience goes and that service, no. Email and social media channels are the primary form.

And as far as those go, we are very reactive.

FIRE CHIEF GERALD REARDON: So when you got something like that, you would not make payment to the cab driver?

VANESSA KAFKA: Oh, certainly not. No. We refunded the customer. And the driver did not get paid for those jobs, which is too bad because he lost out on -- and not only on that job, he lost out on all jobs he did that night regardless of whether we he knew he was driving a

taxi or not.

So we take it very seriously.

SUPERINTENDENT CHRISTOPHER BURKE: Beyond the initial review of the Hackney license and Mass driver's license, are there any mechanisms in place where that would be done at another time periodically?

VANESSA KAFKA: Yes.

In the case of Cambridge, I understand that, obviously, the Hackney licenses expire.

So we do have mechanisms in our system that notify both the driver and us if a driver's license is about to expire, and if their license does expire, then they are not allowed to use the service until they have submitted their renewed form of identification.

But apart from that, it is really understanding, are they being good service

provider. And so it is an ongoing review process in that sense. Both good and bad.

Drivers, you know, that are in need of a little extra push in terms of providing good service, you know, we do the appropriate disciplinary procedures.

But drivers doing a great job, we also really try to I empower them to feel like they are doing a good job.

FIRE CHIEF GERALD REARDON: How do you do that?

Is there a rating service?

VANESSA KAFKA: There's a few mechanisms.

So the customer can rate at the end of their ride, either their perception of the driver's service delivery.

But I mentioned we have our email channels and we have our social media channel.

Any time we have a customer that says, My driver accepted my ride but showed up 15 minutes later than I expected, we would then talk to the customer. We would talk to the driver. Explain that's an unacceptable level of service quality and go then through that process.

POLICE COMMISSIONER ROBERT HAAS: Can you share those rating with the License Commission?

VANESSA KAFKA: Yes. Sure.

I would say that the rating is certainly a good -- it is a good point of reference as far as how a driver is performing.

But keep in mind that sometimes customers rush through it, so I wouldn't take that in isolation as a sole form.

POLICE COMMISSIONER ROBERT HAAS: I'm looking for reoccurring patterns. Complaints over and over with a certain cab. Discourteous

drivers.

VANESSA KAFKA: Certainly.

And anything like that, you know, if you ever wanted to get a sense of who are the Cambridge drivers use the Hailo network, what level of service are they providing, you know, how many jobs are they cancelling, that's all data we would be happy to share.

And we found -- we do have a Three-Strikes-You're-Out policy.

So we try to give drivers enough wiggle room at the beginning to learn the system.

Oftentimes they are changing habits that are bad that they have acquired and gotten away with over a few years.

And we are trying to sort've raise up the standard of service, so if they cancel a job and there's a good reason for it, then it is a strike

but it is not necessarily a reason to kick them off the system. So they have to sort've go through that process.

POLICE COMMISSIONER ROBERT HAAS: Would this substitute for the conventional radio services that we use now? Could they actually use it in place of --

EXECUTIVE DIRECTOR ELIZABETH LINT: They could use it in place of. They could use it in conjunction with.

But going back to your last question, I think that's information that would be invaluable for us because if there's a pattern with a driver that's cancelling jobs, and we have the same complaints, then that's a driver we want to invite in and have a conversation with and see what is going on.

VANESSA KAFKA: Right.

SUPERINTENDENT CHRISTOPHER BURKE: Now, am I to understand that you automatically share this information to the License Commission? Or are you telling us that you could share it?

VANESSA KAFKA: We could share it.

But we have no mechanism right now where you could create a log-in and get then the information automatically.

Although I think that is something that Hailo, as a company, is looking to develop in the future.

So right now the way it would work is if you said I would like to get a list of the drivers. We would like these stats.

We could pull a report as requested and provide that to you.

If that was something you wanted six months or ad hoc for a specific driver because

you want to corroborate with other complaints, that's all certainly things that we could pull within a few days.

POLICE COMMISSIONER ROBERT HAAS: I think the other information important to us is the number of Cambridge cabs that are taking advantage of this service and we would like to see if that's growing or if --

VANESSA KAFKA: Sure. Yeah.

It is growing. And that's something we would be happy to share. And certainly as far as, like any pool of supply, you are going to drivers that are superstars and you are gonna have drivers that are gradually starting to use it and then drivers that are registered but for whatever reason have not quite gotten there.

And we can show you the development of all that.

CHAIR ANDREA JACKSON: You may have mentioned this before.

How many Cambridge cabs do you have registered with the Hailo network?

VANESSA KAFKA: At the time of the November hearing I think we had 132 and now we closer to 150.

POLICE COMMISSIONER ROBERT HAAS: Those are drivers, not medallions?

VANESSA KAFKA: Those are drivers.

We don't track medallions specifically.

We know the medallion that a driver last used when they were driving but because drivers are often using different cabs, that's not the point to track.

EXECUTIVE DIRECTOR ELIZABETH LINT: Not to -- obviously, I can't advocate one way or another. But one thing that was very helpful,

was we had a call -- an email from an individual who left his phone in a cab.

And through Hailo we were able to track who the driver was. And he is no longer driving here for the city. He basically stole that phone. Lied to Officer Szeto on three separate occasions.

They were great being able to give us pictures and what phone the pictures were taken on and all of that. So it was worked out very well.

SUPERINTENDENT CHRISTOPHER BURKE: What is your typical rating period?

You said you maintain a rating on each driver. What does that look like?

VANESSA KAFKA: So, you know, the rating is ongoing.

As far as, like, that specific mechanic

where a customer rates at the end of a ride, that's just averaged over time. So you can get the rating over the life of their activity on the Hailo network.

But as far as sort've their contribution to the network over times, you know, ratings bit also cancellations, anything that's a good service or a bad service, we would monitor over the life of their contribution.

But if say they had two strikes on our network where they cancelled twice and they didn't have a great reason for it, but then six months past without any issue occurring again, that's when we would let the slate go blank, and then if they started having issues again, it would reset. If that any makes sense.

And that's because we want to make sure that if a driver had some trouble at the initial

point that they were learning and then there's just one mistake they make nine months later after never having anymore issue, like we are not penalizing them for very separate time periods and incidents.

POLICE COMMISSIONER ROBERT HAAS: So would you notify us if you discontinued a service with a driver?

VANESSA KAFKA: Oh, sure. Yeah. That's something we can do.

We don't do it very regularly.

Luckily drivers learned.

POLICE COMMISSIONER ROBERT HAAS: I'd be courteous.

CHAIR ANDREA JACKSON: How long do you keep your past data?

Do you hold on to it for a year?

Or do you --

VANESSA KAFKA: Forever right now.

The data is certainly useful for us to keep historical.

I would say that probably the things the data from a year ago, we might not be able to get the realtime today. But it exists.

It would just be a matter of asking our operation for a report.

SUPERINTENDENT CHRISTOPHER BURKE: I think overall I see the value in Hailo.

I think Cambridge drivers are operating at a disadvantage, it seems, by not having it, because their inability to pick up fares in other cities and towns.

But I'm concerned about the lack of regulations that the License Commission has on this topic.

I think that you indicated that there's a

lot of things that you could do but not necessarily are required to do.

And I think that the regulations clearly if a driver is deficient, or performing poorly, we really don't want to wait until it is a three strike situation.

I think it would make better sense if we knew as these deficiencies were reported to you folks. But I'm concerned there's no set mechanism right now for that to happen.

VANESSA KAFKA: Uh-huh.

SUPERINTENDENT CHRISTOPHER BURKE: I'm a little bit concerned that we don't have that.

I think the product, the opportunities, added opportunities, for the drivers would be beneficial.

I think the opportunity to have the rearranged pick-ups in other cities and towns is

also beneficial.

But I'm quite concerned that those mechanisms that we talked about aren't currently in place.

VANESSA KAFKA: As far as reporting?

And --

SUPERINTENDENT CHRISTOPHER BURKE: As far as reporting. What would be reported. When it would be reported.

So I'm a little bit concerned on that front.

EXECUTIVE DIRECTOR ELIZABETH LINT: You could build that into any decision that you make.

And since I'm rewriting or writing the rules and regs in regard to smart phone apps, that's something I can build into the regs as well but that could be a contingency.

POLICE COMMISSIONER ROBERT HAAS: Well, I

think the contingency would make sense as long as it is agreeable that once we promulgated a regulation with respect to the technology that you would be subject to that.

Obviously, I think we'd consult with an applicant beforehand, before we promulgate it, saying that you can't do that. But I think at the end of the day, I know a lot of the questions that the Board and the Commission's asked are things that we would be interested in seeing in our regulations. So we want to have the reporting. We want to see when a taxicab driver is no longer allowed to use your service.

Those types of things are what we are concerned about from a consumer affairs standpoint.

We don't want a driver that's not having, you know, the best --

VANESSA KAFKA: I understand. Either do we.

And please know that we are very open to working with you as far as what sort of data do we have available as we are putting together those regulations and you want to understand what touch-points make the most sense for you to track, we would be happy to work with you on that.

FIRE CHIEF GERALD REARDON: I think at this stage the genie is out of the bottle with these apps.

This is where it is going with a lot of people we can't stop.

But at the same time this is a dispatch license. And we don't require this of the other radio dispatchers right now. I think we need to do this.

EXECUTIVE DIRECTOR ELIZABETH LINT: They are supposed to notify us.

FIRE CHIEF GERALD REARDON: You getting any?

Well, I'm just saying we have to treat them all the same. So maybe we build into our radio dispatch procedures the same thing for everybody regardless, so that it is very clear to all of them whether you call a seven-digit number or do a Hailo, this should be treated the same in terms of what we expect.

CHAIR ANDREA JACKSON: Would it be too cumbersome if we were required, if approved, to submit something to us say within seven days or within 48 hours? I'm just throwing out random numbers or a time frame. So notifying us within 48 hours if there was any type of violation or monthly reports or quarterly reports.

Is that too cumbersome on you?

VANESSA KAFKA: Monthly and quarterly should be feasible, especially if we know that's the frequently that's expected, then we have that built into our processes.

48 hours, in general, probably isn't an issue. It is just going to depend on the data point that we are looking for.

So if it's, I would like to understand how this driver has been performing. Get back to us in 48 hours. That's easy for us to pull.

If it's, I would like know what happened in June of 2012, then that might be harder for us to pull in 48 hours.

POLICE COMMISSIONER ROBERT HAAS: Moving back to the Fire Chief's and Chair's request, and I think one of the things we are very interested in is not a delay in egregious complaints. I

think we're gonna need to make that a written requirement. We need to find out whether it's an app or a standard dispatcher, they didn't report it and there's a complaint --

FIRE CHIEF GERALD REARDON: The radio dispatch licensee should have some (inaudible) and not doing it the same way. It's unfortunate these are in categories and this category we have a number of people out there with radio dispatch licenses right now.

Although I agree, that being said, I want to make sure that they are all treated the same, and whatever process you use to get the cab, you should have the same set of rules applying so the general public is treated fairly.

SUPERINTENDENT CHRISTOPHER BURKE: So given that, I would make a motion to approve based on the contingencies that we stated.

I think that, Ms. Lint, if you could spell those out more clearly, that would be helpful.

FIRE CHIEF GERALD REARDON: Seconded.

POLICE COMMISSIONER ROBERT HAAS: And subject also to future rules and regulations promulgated by the License Commission.

EXECUTIVE DIRECTOR ELIZABETH LINT: Understanding that would be a public hearing.

POLICE COMMISSIONER ROBERT HAAS: Yeah. I'm saying --

EXECUTIVE DIRECTOR ELIZABETH LINT: With an opportunity to be heard and comment.

POLICE COMMISSIONER ROBERT HAAS: Right. Right.

CHAIR ANDREA JACKSON: I abstained.

SUPERINTENDENT CHRISTOPHER BURKE: So there's a motion on the floor and seconded.

All in favor say aye.

FIRE CHIEF GERALD REARDON: Aye.

SUPERINTENDENT CHRISTOPHER BURKE:

Opposed? No.

CHAIR ANDREA JACKSON: Two abstentions.

Good luck.

CANCUN TAQUEIRA

(Sitting Members: Police Commissioner

Robert Haas and Fire Chief Gerald

Reardon)

EXECUTIVE DIRECTOR ELIZABETH LINT: In
the matter of Cancun Mexican Grill, LLC, doing
business as Cancun Taqueira from the November 12
hearing.

The reason that was put over was for the
applicant to bring in more support.

I did receive one email signed by one

two, three, four, five individuals in support of the restaurant getting their liquor license.

POLICE COMMISSIONER ROBERT HAAS: You can come up.

CHAIR ANDREA JACKSON: Good morning. If you can both state your name for the record and spell your last name.

ARELI SAHAGUN: A-R-E-L-I S-A-H-A-G-U-N.

FELIX SINTANA: Felix, F-E-L-I-X
S-I-N-T-A-N-A.

CHAIR ANDREA JACKSON: Thank you.

POLICE COMMISSIONER ROBERT HAAS: So you have something for us?

ARELI SAHAGUN: Yes.

Here we go with the petition.

POLICE COMMISSIONER ROBERT HAAS: Can you describe how you went about collecting those signatures?

ARELI SAHAGUN: A lot of walking and talking to our customers at the restaurant.

POLICE COMMISSIONER ROBERT HAAS: If you were to guess the percentage of Cambridge residents versus out of city, what do you think the ratio is?

ARELI SAHAGUN: Probably a good 70 percent are Cambridge and 30 percent are Somerville, Arlington, Boston.

Also Oberion theater helped us across the street.

EXECUTIVE DIRECTOR ELIZABETH LINT: Are those the abutter notifications?

ARELI SAHAGUN: Yes.

POLICE COMMISSIONER ROBERT HAAS: Did you count the number of signatures?

ARELI SAHAGUN: Yes.

I think it is about 800 last time I

counted.

EXECUTIVE DIRECTOR ELIZABETH LINT: We don't need that. How many?

ARELI SAHAGUN: 800.

CHAIR ANDREA JACKSON: Any questions?

POLICE COMMISSIONER ROBERT HAAS: No.

The only -- Ms. Lint indicated. The only thing I was waiting to see whether or not there was overwhelming support for an alcohol license.

EXECUTIVE DIRECTOR ELIZABETH LINT: Well, the email from the five individuals are all Cambridge residents.

CHAIR ANDREA JACKSON: All in support?

EXECUTIVE DIRECTOR ELIZABETH LINT: Yes.

One email from all five of them. From Western Ave as a matter of fact.

CHAIR ANDREA JACKSON: May I see?

EXECUTIVE DIRECTOR ELIZABETH LINT:

(Forwarding email.)

What was your question?

POLICE COMMISSIONER ROBERT HAAS: I was looking at my notes. The only thing I was concerned about was making sure we have had sufficient evidence that there was overwhelming support.

You didn't get the abutter notices last time?

EXECUTIVE DIRECTOR ELIZABETH LINT: A few.

POLICE COMMISSIONER ROBERT HAAS: Okay.

EXECUTIVE DIRECTOR ELIZABETH LINT: You may recall, that the amendment back in '08 required for a new license that abutters within 300 feet be notified.

POLICE COMMISSIONER ROBERT HAAS: So how has business been?

ARELI SAHAGUN: Doing okay.

We are happy we got our sign. Customers now know where we were at. Still hard to find us because we are down below.

FIRE CHIEF GERALD REARDON: I noticed you now. It is still hard to see the -- it is still kind of hard to see the sign.

FELIX SINTANA: I think the toughest part is there's that ramp there, and they built that concrete kind've like wall about this high, and so that really blocks the view if you are driving. Walking traffic they can see us good. It is picking up.

FIRE CHIEF GERALD REARDON: I guess I have to say I don't have an issue with approving this based on the backup information we have.

I know when they came in, they weren't looking for this, but with all the testimony,

they honestly didn't plan to go in this direction when they started.

FELIX SINTANA: No, we didn't. And, you know, the biggest thing was when we first opened we had everything set up that first day we opened, we had everything set up to be something like Filippi's -- I don't know if you have been there. You know, really fast-going pace.

FIRE CHIEF GERALD REARDON: I don't. But lots of my employees go there.

FELIX SINTANA: But, you know, when the first two tables or two customers came in, they sat down and wanted table service.

So that's -- that kind of got us thinking that, well, maybe people around here want this instead of something fast paced.

ARELI SAHAGUN: We had to hire more people.

FELIX SINTANA: We had to hire more people and go another route and that's what made us change really.

POLICE COMMISSIONER ROBERT HAAS: Who is the manager of record?

ARELI SAHAGUN: Yes I am.

POLICE COMMISSIONER ROBERT HAAS: Have you had any training on the alcohol service?

ARELI SAHAGUN: Yes.

POLICE COMMISSIONER ROBERT HAAS: Tell me again what it is.

ARELI SAHAGUN: I was international and national sales manager for Cougar Crest Winery in Washington.

I did all the distribution work with the wine being placed in different countries and different states.

POLICE COMMISSIONER ROBERT HAAS: Any

formal training or certifications?

ARELI SAHAGUN: Yes. My husband's brother has a restaurant in Seattle. And I was in charge of managing his restaurant and it included the bar area.

POLICE COMMISSIONER ROBERT HAAS: Did you go through any certification program?

ARELI SAHAGUN: Yes, I did. Uh-huh.

POLICE COMMISSIONER ROBERT HAAS: Which are those?

ARELI SAHAGUN: The mixologist license.

POLICE COMMISSIONER ROBERT HAAS: What is that again?

ARELI SAHAGUN: The mixologist license.

EXECUTIVE DIRECTOR ELIZABETH LINT: 21 Proof.

POLICE COMMISSIONER ROBERT HAAS: You need to get 21 Proof. It's training that's

specific to Cambridge.

ARELI SAHAGUN: Yes.

POLICE COMMISSIONER ROBERT HAAS: I would suggest any employees serving alcohol also take advantage of that.

ARELI SAHAGUN: Okay.

POLICE COMMISSIONER ROBERT HAAS: I am prepared to makes a motion.

FIRE CHIEF GERALD REARDON: Fine.

POLICE COMMISSIONER ROBERT HAAS: I make a motion to approve the application for an all alcohol license.

FIRE CHIEF GERALD REARDON: Seconded.

CHAIR ANDREA JACKSON: I abstain.

FIRE CHIEF GERALD REARDON: With the conditions on the 21 Proof as stated.

POLICE COMMISSIONER ROBERT HAAS: Okay.

All in favor?

FIRE CHIEF GERALD REARDON: Aye.

POLICE COMMISSIONER ROBERT HAAS: Aye.

EXECUTIVE DIRECTOR ELIZABETH LINT: Who
is making a motion adjourn?

CHAIR ANDREA JACKSON: I make a motion
adjourn.

POLICE COMMISSIONER ROBERT HAAS:
Seconded.

CHAIR ANDREA JACKSON: All in favor?

POLICE COMMISSIONER ROBERT HAAS: Aye.

FIRE CHIEF GERALD REARDON: Aye.

(Whereupon the proceedings were
adjourned.)

ERRATA SHEET

INSTRUCTIONS: After reading the transcript of this hearing, note any change or correction to and the reason therefor on this sheet. DO NOT make any marks or notations on the transcript volume itself. Sign and date this errata sheet (before a Notary Public, if required).

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I have read the foregoing transcript of the hearing, and except for any corrections or changes noted above, I hereby subscribe the transcript as an accurate record by me.

CERTIFICATE

Commonwealth of Massachusetts

Norfolk, ss.

I, Jill Kourafas, a Notary Public in and for the Commonwealth of Massachusetts, do hereby certify:

That the hearing herein before set forth is a true and accurate record of the proceedings.

IN WITNESS WHEREOF, I have hereunto set my hand this 29th day of December 2013.

Jill Kourafas
Certified Shorthand Reporter
License No. 14903
Notary Public
My Commission expires:
February 2, 2017

THE FOREGOING CERTIFICATION OF THIS TRANSCRIPT DOES NOT APPLY TO ANY REPRODUCTION OF THE SAME IN ANY RESPECT UNLESS UNDER THE DIRECT CONTROL AND/OR DIRECTION OF THE CERTIFYING REPORTER.

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