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.

_____REPORTERS, INC._____
CAPTURING THE OFFICIAL RECORD
    617.786.7783 - www.reportersinc.com

INDEX OF AGENDA

<u>P R O C E E D I N G S</u>

- - -

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 licenses 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

are 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).

PAGE   LINE

_____ _____   CHANGE: _____

                   REASON: _____

_____ _____   CHANGE: _____

                   REASON: _____

_____ _____   CHANGE: _____

                   REASON: _____

_____ _____   CHANGE: _____

                   REASON: _____

_____ _____   CHANGE: _____

                   REASON: _____

_____ _____   CHANGE: _____

                   REASON: _____

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.

1:29:8;
1:36:3

reported [5] -
1:13:16;
1:15:5;
1:30:8;
1:31:8

Reporter [1] -
1:50:13

REPORTER [1]
- 1:50:17

REPORTERS
[1] - 1:1:17

reporting [3] -
1:31:5, 8;
1:32:12

reports [2] -
1:34:18

**REPRODUCTI
ON** [1] -
1:50:16

request [3] -
1:7:16; 1:9:9;
1:35:16

requested [1] -
1:23:15

requesting [1]
- 1:8:10

require [1] -
1:33:16

required [4] -
1:6:18;
1:30:2;
1:34:13;
1:42:16

required) [1] -
1:49:1

requirement [1]
- 1:36:2

reset [1] -
1:27:16

residents [2] -
1:40:6;

1:41:13

RESPECT [1] -
1:50:17

respect [1] -
1:32:3

restaurant [4] -
1:39:3;
1:40:3;
1:46:4

review [2] -
1:18:4;
1:19:1

rewriting [1] -
1:31:14

ride [7] -
1:7:17;
1:8:10,
17-18;
1:19:15;
1:20:2;
1:27:1

rides [1] -
1:7:14

Riordan [1] -
1:3:8

ROBERT [40] -
1:1:7; 1:6:17;
1:11:5;
1:13:8;
1:20:7, 16;
1:22:4;
1:24:4;
1:25:8;
1:28:6, 13;
1:31:18;
1:35:15;
1:37:5, 10,
14; 1:39:4,
13, 17;
1:40:4, 16;
1:41:7;
1:42:4, 13,
18; 1:45:5, 8,

11; 1:46:1, 7,
10, 13, 18;
1:47:4, 8, 11,
18; 1:48:3, 8,
11

Robert [2] -
1:3:9;
1:38:11

room [1] -
1:21:12

Room [1] -
1:1:13

route [1] -
1:45:3

routing [1] -
1:5:18

rules [4] -
1:14:17;
1:31:15;
1:36:14;
1:37:6

rush [2] -
1:8:3;
1:20:14

rush-hours [1]
- 1:8:3

S-A-H-A-G-U-N
[1] - 1:39:9

S-I-N-T-A-N-A
[1] - 1:39:11

safety [1] -
1:17:3

SAHAGUN [18]
- 1:39:9, 15;
1:40:2, 8, 15,
18; 1:41:5;
1:43:2;
1:44:18;
1:45:7, 10,
13; 1:46:3, 9,
12, 15;
1:47:3, 7

sales [1] -

1:45:14

SAME [1] -
1:50:16

sat [1] -
1:44:14

Saturday [1] -
1:8:4

screening [1] -
1:11:8

seamless [1] -
1:9:10

Seattle [1] -
1:46:4

second [2] -
1:3:17;
1:10:2

seconded [4] -
1:37:4, 18;
1:47:14;
1:48:9

see [10] -
1:9:8;
1:22:16;
1:24:8;
1:29:10;
1:32:12;
1:41:9, 18;
1:43:7, 13

seeing [1] -
1:32:10

sense [6] -
1:19:2;
1:21:4;
1:27:16;
1:30:7;
1:32:1;
1:33:7

separate [2] -
1:26:6;
1:28:4

seriously [1] -
1:18:2

serve [1] -

1:16:16

service [26] -
1:5:17;
1:6:18; 1:7:6;
1:11:9;
1:12:17;
1:13:2, 5, 18;
1:14:11;
1:16:12;
1:17:6;
1:18:15, 18;
1:19:5, 12,
16; 1:20:5;
1:21:6, 17;
1:24:7;
1:27:8;
1:28:7;
1:32:13;
1:44:14;
1:45:9

serviced [1] -
1:8:12

services [3] -
1:6:9;
1:10:18;
1:22:6

serving [1] -
1:47:5

set [6] -
1:30:9;
1:36:14;
1:44:6;
1:50:7, 9

seven [2] -
1:34:9, 14

seven-digit [1]
- 1:34:9

share [6] -
1:20:8;
1:21:8;
1:23:2, 4-5;
1:24:11

SHEET [1] -

1:1:16

tip [1] - 1:6:15

TO [1] - 1:50:16

TOBY [1] - 1:5:4

Toby [1] - 1:5:4

today [2] - 1:6:4; 1:29:6

together [1] - 1:33:5

tolls [1] - 1:6:15

tomorrow [1] - 1:6:4

tool [1] - 1:10:4

top [1] - 1:10:10

topic [1] - 1:29:17

touch [1] - 1:33:7

touch-points [1] - 1:33:7

toughest [1] - 1:43:9

towns [2] - 1:29:14; 1:30:18

track [4] - 1:25:11, 15; 1:26:3; 1:33:8

traffic [2] - 1:4:3; 1:43:13

training [4] - 1:13:18; 1:45:9; 1:46:2; 1:47:1

transaction [1] - 1:9:13

TRANSCRIPT [1] - 1:50:16

transcript [4] - 1:48:16, 18; 1:49:10

treat [1] - 1:34:5

treated [3] - 1:34:10; 1:36:12, 15

tried [1] - 1:15:11

trouble [1] - 1:27:18

true [1] - 1:50:8

try [2] - 1:19:8; 1:21:11

trying [1] - 1:21:16

twice [1] - 1:27:11

two [6] - 1:9:4; 1:27:10; 1:38:5; 1:39:2; 1:44:13

type [1] - 1:34:17

types [1] - 1:32:14

typical [1] - 1:26:13

ultimately [1] - 1:15:13

unacceptable [1] - 1:20:5

UNDER [1] - 1:50:17

unfortunate [1] - 1:36:8

unfortunately [1] - 1:16:15

unique [1] - 1:14:6

UNLESS [1] - 1:50:17

up [13] - 1:7:17; 1:9:9, 18; 1:15:5, 9; 1:20:2; 1:21:16; 1:29:13; 1:39:5; 1:43:14; 1:44:6

ups [1] - 1:30:18

useful [1] - 1:29:2

value [3] - 1:6:12; 1:10:1; 1:29:10

VANESSA [33] - 1:4:18; 1:5:16; 1:6:10; 1:7:2, 8, 13; 1:8:7, 16; 1:9:4; 1:10:12; 1:11:1, 10; 1:13:13; 1:15:2; 1:16:5, 12; 1:17:13; 1:18:8; 1:19:13; 1:20:9; 1:21:2; 1:22:18; 1:23:5; 1:24:9; 1:25:5, 10;

1:26:16; 1:28:9; 1:29:1; 1:30:11; 1:31:5; 1:33:1; 1:35:2

Vanessa [1] - 1:4:18

various [1] - 1:5:6

vehicle [2] - 1:13:11; 1:15:6

versus [1] - 1:40:6

vetting [1] - 1:12:3

view [2] - 1:15:15; 1:43:12

violating [1] - 1:14:17

violation [1] - 1:34:17

volume [1] - 1:48:18

vote [1] - 1:5:11

wait [1] - 1:30:5

waiting [1] - 1:41:9

walking [2] - 1:40:2; 1:43:13

wall [1] - 1:43:11

Washington [1] - 1:45:15

Wednesday [1] - 1:3:5

weird [1] -

1:15:8

Western [1] - 1:41:17

WHEREOF [1] - 1:50:9

whole [1] - 1:9:9

wiggle [1] - 1:21:11

wine [1] - 1:45:17

Winery [1] - 1:45:14

WITNESS [1] - 1:50:9

writing [1] - 1:31:14

written [1] - 1:36:1

www. reportersinc. com [1] - 1:1:18

year [5] - 1:5:2, 8; 1:15:4; 1:28:17; 1:29:5

years [1] - 1:21:15

yesterday [1] - 1:6:2