



DEPARTMENT OF TRANSPORTATION

Isiah Leggett
County Executive

Al R. Roshdiah
Director

August 26, 2016

Ms. Theresa Powers
18120 Chalet Drive, #103
Germantown, MD 20874

RE: Taxi hotline # 4514

Dear Ms. Powers,

The Taxicab Regulations Office received the complaint you filed against the Regency Cab driver for failing to transport you and Mr. Osborne. I sent a copy of the complaint to Regency and they identified the driver as Arif Iqbal.

I interviewed Mr. Iqbal yesterday; he told me that he had a bad experience previously with a large dog and is afraid of dogs. I told him that Montgomery County Taxicab Regulations mandate that all taxi drivers must transport customers with "service animals". I wrote him a warning notice, and told him that if this happens again his Taxicab Driver ID Card will be revoked. He apologized and assured me this will not happen again.

I am closing your complaint at this time, but if you have any other concerns please contact the Call N Ride Program Office at 301-948-5409.

Sincerely,

Paul Grauman
Taxicab Code Enforcement Inspector

Cc: Michael Pollard
Denise James
Helen Ojwang
CNR Program Manager
Regency Cab

Division of Transit Services

101 Monroe Street, 5th Floor • Rockville, Maryland 20850-2540
240/777-5850, TTY 240/777-5869, FAX 240/777-5801 • www.montgomerycountymd.gov/content/dpwt/transit
Located one block west of the Rockville Metro Station

