



NORMAN Y. MINETA  
**SAN JOSE**  
INTERNATIONAL  
A I R P O R T

## **Title 25 – Airport**

### **25.08.700 – Operations by ground transportation providers.**

E. In addition to the terms and conditions for such permits required by this chapter, such permits shall contain such other terms and conditions as the director or city council determine are necessary for the protection of the safety, convenience and welfare of the city and the general public.

### **25.08.710 – Application – Ground Transportation permits.**

C. The director may take into account any factors used to determine whether to issue, deny, or suspend or revoke a ground transportation permit, as provided in this chapter.

### **25.08.720 – Ground transportation provider – Requirements.**

E. The director may issue, and may revise from time to time, written rules and regulations regarding commercial activity at the airport, including rules and regulations implementing the provisions of this title. All ground transportation providers shall comply with these written rules and regulations, as amended from time to time.

### **28.08.730 – Ground transportation provider – Restrictions and requirements.**

A. Each ground transportation provider shall conduct commercial activities on the airport in strict compliance with, and shall ensure that any other person operating on the airport under the authority of such ground transportation provider's permit shall operate in strict compliance with:

1. The provision of this title; and
2. Any requirements or restrictions set forth in the ground transportation permit;
3. Any rules and regulations issued pursuant in this title.



B. Each ground transportation provider shall also strictly comply with the following requirements and restrictions:

C. Each ground transportation provider granted on-demand authorization in a ground transportation permit shall comply with all operating procedures as established by the airport on-demand system dispatch manager.

**25.08.756 – Driver airport access permits.**

F. A driver airport access permit holder is responsible for compliance with all laws, rules, regulations and permit conditions of their driver access permit by the holder or designee, regardless of the holder's legal relationship with the designee.

**25.08.08.760 – Requirements for ground transportation provider drivers, representatives, employees or other agents.**

-Each driver, representative, employee or other agent of a ground transportation provider shall operate in strict compliance with the provisions of this title and any applicable airport rules and regulations at all times. In addition, each driver, representative, employee or other agent of a ground transportation provider that is authorized to provide on-demand services at the airport pursuant to this title shall operate in strict compliance with all operating procedures as established by the airport on-demand system dispatch manager.

**25.10.030 – Ground for denials, suspensions, or revocations.**

A. Upon receiving the completed application and fees under Section 25.10.010 and conducting an investigation, the director may deny, suspend, or revoke a permit for any of the following grounds:

12. The person has failed to conform to the requirements of this title, or the terms and provision of the permit or other authorization to conduct commercial activity at the airport, or airport rules and regulations pertaining to the permittee's operation at the airport, or applicable federal, state or city laws;

13. The public's health, safety, welfare or convenience has been or would be adversely affected by such person's activities;

**25.10.040 – Denials, suspensions or revocations.**

In making a determination denying, suspending or revoking a permit, the director shall take into consideration:

E. The degree of injury to any person, including the city, either financial or physical caused by the violation.



## EXHIBIT A

### **SAN JOSE INTERNATIONAL AIRPORT COMMERCIAL GROUND TRANSPORTATION RULES AND REGULATIONS**

#### **1.0 PURPOSE**

The purpose of these rules and regulations is to maintain a high level of customer service and to make effective and efficient use of the Airport roadway and transportation infrastructure. In addition to general rules that are applicable to all Ground Transportation Providers, specific rules applying to the following categories of Ground Transportation Providers are included:

Category 1	Commercial Operators: Bus, Shuttle, Limousine
Category 2	Parking, Hotel/Motel, Company Courtesy Vehicle and Off-Airport Rental Car Operators
Category 3	Taxicab Operators - Pre- Arranged Taxicab Operators - On Demand And Pre-Arranged)
Category 4	Courier Operators
Category 5	Transportation Network Companies (TNC's)

#### **2.0 AUTHORITY**

The provisions set forth herein are promulgated under the authority of Chapter 25.01 of Title 25 of the San Jose Municipal Code. The Director of Aviation may modify these rules and regulations and may delegate his or her authority with respect to the enforcement of these rules and regulations.

#### **3.0 APPLICABILITY**

The following rules and regulations govern the operation of all Ground Transportation Providers on the San Jose International Airport premises, including,

11/18/15

## EXHIBIT A

approved to operate on Airport premises.

**“Waybill”** for Courier Operators means a document or electronic form containing the courier customer's name, the time of arrival at the authorized courier location and the airline on which the property, parcel or baggage to be picked up will arrive or to which the items are to be delivered by the Courier Operator.

**“Waybill”** for all Ground Transportation Providers except Courier Operators, means a document or electronic form containing the passenger's name(s), the number of persons in the party, the location of the pick up, and the airline and flight number on which the passenger arrived or will arrive.

### **6.0 GENERAL OPERATING RULES**

The following rules and regulations apply to all Ground Transportation Providers serving the San Jose International Airport.

- 1) No Ground Transportation Provider shall provide ground transportation service to the public at the Airport, including but not limited to, taxicab, limousine, van, bus, shuttle, courtesy van, courier vehicle, TNC or other ground transportation common carrier services, without a valid Permit issued by the Director; provided however, that a Ground Transportation Provider of taxicab or shuttle services may make on-demand (non-prearranged) passenger pickups in compliance with a valid agreement with the City.
- 2) A Ground Transportation Provider shall be limited to the Commercial Activity of stopping at locations specified by Director, subject to the terms of their Permit, and (i) picking up or discharging passengers, and their related baggage, or (ii) picking up or delivering parcels.
- 3) A Ground Transportation Provider shall acquire and maintain such certificates, licenses or other authorization required by Federal, State and Local laws to conduct its business as a Ground Transportation Provider.

All Ground Transportation Providers shall conduct business in compliance with all applicable Local, State and Federal laws and regulations.

- 4) Permits issued to any Ground Transportation Provider shall contain such terms and conditions as the Director determines to be necessary for the protection of the safety, convenience, and welfare of the City and the general public.

### **EXHIBIT A**

or on Terminal curbsides, without prior authority of the Director.

- 25) While operating on the Airport, Ground Transportation Providers and their drivers, agents and other representatives, must provide identification and follow all directions given by law enforcement officers, or duly authorized Airport Personnel. Ground Transportation Providers must move their Vehicles when requested by such persons.
- 26) All Ground Transportation Operators or other agents, employees or representatives of a Ground Transportation Provider are prohibited from performing any Vehicle maintenance, including checking fluid levels and raising vehicle hoods on Airport property (except emergency repairs limited to repair of flat tires and jump starts). Vehicles may not be washed or rinsed on Airport property.
- 27) Director may modify these rules or regulations or institute such additional rules and regulations and additional procedures as he or she deems necessary or useful.

### **7.0 GROUND TRANSPORTATION PROVIDER CONDUCT**

- 1) All Ground Transportation Providers shall conduct themselves in a professional manner and be courteous to the public, passengers, and Airport employees or representatives. Threats of physical harm, fighting, gambling, possession or use of any weapons, public intoxication or the use or possession of illegal substances on Airport premises are expressly prohibited.
- 2) No Ground Transportation Provider nor any driver, employee, representative or agent of a Ground Transportation Provider shall deceive the public or Airport through false representations or misleading statements concerning its prices or services or those of any other Ground Transportation Provider.
- 3) Each Ground Transportation Provider's drivers, employees, representatives and agents while on Airport property, shall wear identification name tags identifying his or her name and the name of the Ground Transportation Provider with whom he or she is associated.
- 4) Operators, drivers, and any other employees or representatives of Ground Transportation Providers that enter the Airport property shall be neatly attired.

## EXHIBIT B



Providing Exceptionally Managed On-demand Taxi and Door-to-Door Shuttle Service  
From *Milena San Jose International Airport* Since 2005

### TAXI DRIVER POLICIES & PROCEDURES

#### Asking customer's destination (Rule #1)

A driver may ask the customer's destination only after he has accepted the fare. The driver cannot decline the customer based on his or her destination. To do so is considered 'refusal of fare'.

#### Cell phone use

It is a violation of California State Motor Vehicle code to operate a vehicle while talking on a cell phone without a hands free device.

Drivers are obligated to provide courteous customer service which includes greeting customers and assisting with luggage. If a driver is talking on a cell phone it is assumed they will not be able to provide the greeting and luggage assistance. The customer will be assigned to the next available taxi in line.

#### Confrontations

Drivers have the right to question any policy, procedure or rule enforcement as long as it is done in a courteous manner. All disagreements that cannot be resolved in a civil manner should be escalated to the Supervisor or Operations Manager on duty. Any driver or TSJ employee using profanity, verbal abuse, and racial slurs or making threats of any kind will be subject to discipline or regulatory action. Disagreements and conflicts should not be handled curbside; they will be dealt with in staging. Calm courteous behavior is required at all times when curbside.

#### Credit cards

Drivers are required to accept all major credit cards for payment and they cannot apply a surcharge or establish a minimum charge.

## **TSJ Standard Operating Procedures**

### Customer's choice

Customers have the right to choose or decline any vehicle, company or driver without reason. Drivers are expected to accept the customer's decision and not question the customer's choice.

### Customer not ready

When the first customer in line is not ready to leave *and has not yet been assigned to a cab*, the customer will be asked to step aside while the next customer in line is loaded. If the customer has been assigned to a taxi, the driver will have the option to wait for that customer or take the next available customer *unless* the driver has already asked the customer's destination.

### Customer Refusal

If a customer refuses a driver because of unacceptable customer service, the incident will be investigated and the driver may be subject to regulatory action on the driver's permit. A full report will be done by the on duty Supervisor and submitted to the TSJ Manager for review.

### Drivers near Starters

Drivers are not allowed near the Starter other than to ask a question or request information. Drivers are only allowed inside the booth with consent of the Starter.

### Following directions

Drivers are required to follow the directions of TSJ staff. Drivers that do not follow directions may be subject to regulatory action on the driver's permit. All such incidents will be documented by the Supervisor.

### Hotel Vouchers

The customer should be informed that the normal procedure is for the customer to pay the driver and the driver will issue a receipt which the customer can exchange for reimbursement at the hotel. If the customer is either unwilling or unable to pay the driver, the Starter will offer to ask if a driver would be willing to accept the voucher and turn it in for reimbursement to the hotel. The customer will be informed that the driver is not obligated to accept the hotel voucher. If the driver refuses, it is not considered 'refusal of fare' because the voucher is a contract between the hotel and the customer.

### Infant/Child seats

Drivers cannot legally transport a small child or infant without an appropriate child/infant seat.

### Interaction with Starters and/other drivers

- Drivers are not permitted to congregate in the taxi lane or near the Starter.
- All non-fare related conversations must occur when customers are not present.
- The Supervisor will be called to address any issue concerning two or more drivers.
- Profanity, verbal abuse, racial slurs or threats of any kind will not be tolerated. Drivers or staff engaging in any of these activities may be subject to regulatory action on the driver's permit.
- Physical contact involving drivers and/or TSJ employees with the intent to do physical harm will result in automatic suspension to the fullest extent permitted by law. In the case of a TSJ

## **TSJ Standard Operating Procedures**

employee, such conduct may result in termination, and, in the case of a driver, TSJ will initiate proceedings to suspend or revoke any permit held by the driver.

- Drivers are not allowed in the office or Starter booths without TSJ consent
- Drivers are not allowed to use or access TSJ equipment without consent.

### Luggage capacity/loading

Drivers may not use the customer's destination to determine the luggage capacity of the vehicle. If a driver asks a customer's destination then the commitment has been made to accept the fare. The driver cannot claim 'too much luggage' to decline the fare after the destination has been revealed. Failure to accept the fare after the driver has asked the passenger's destination will constitute 'refusal of fare'.

### Passenger capacity

All cabs are required to have capacity to transport a minimum of four passengers.

### Passenger Loading Areas

- The taxi lane is the area from the front of the #1 cab extending to the designated end of the passenger loading area.
- The loading area is the area from the front of the #1 cab extending to the back of the #5 cab.
- Positioning of cabs - the Starter will ensure that all cabs are moved forward to eliminate any gaps before replenishing cabs in the taxi lane.
- Drivers parked in the loading area must remain with their vehicle at all times. Drivers on a cell phone will not be assigned a fare until they are ready to receive passengers.
- Drivers parked in position 6 through 10 may use the protected seating area adjacent to the taxi lane but must be in sight of their vehicle and ready to move as required and may not congregate with the first five drivers.

### Physical Abuse

Physical contact involving drivers and/or TSJ employees with the intent to do physical harm will result in automatic suspension to the fullest extent permitted by law. In the case of a TSJ employee, such conduct may result in termination, and, in the case of a driver, TSJ will initiate proceedings to suspend or revoke any permit held by the driver.

### Pre-Arranged pickups

Drivers picking up pre-arranged passengers must park in the designated parking spaces and cannot be in line for On-Demand service. An On-Demand driver wishing to pick up a pre-arranged passenger must first move to the pre-arranged lane and gain approval from the Starter indicating the status to "No Fare" before picking up the customer. Drivers may not pick up pre-arranged passengers while in the On-Demand line.

### Pre-Staging Backup

If a driver is rejected at the gate or has a pass back violation, the driver is to pull over until the matter is resolved. Drivers blocking the roadway may be cited and subject to regulatory action on the driver's permit.



## TSJ Standard Operating Procedures

- Disrespectful behavior and/or language toward other drivers, TSJ Staff, SJC/Airport Staff
- Non-compliance with SJC curbside rules regarding smoking

**Severe violations:** Severe violations are those which may result in a suspension or revocation of the permit TSJ will investigate and provide recommendations to Airport staff regarding the grounds for, and the duration of, any suspension. The right to appeal is governed by the San Jose Municipal Code Section 25.10.300 and following. TSJ personnel will assist Airport Operations in presenting evidence to support its recommendation including testifying at hearings if necessary.

TSJ may issue Airport Administrative Citations on behalf of the Airport and will provide background and investigation documents to the Airport. The right to appeal is governed by the San Jose Municipal Code Section 1.15 and following. TSJ personnel will assist Airport Operations in presenting evidence to support the Citation, including testifying at hearings if necessary.

Severe violations are those in the San Jose Municipal Code section 25.10.030 and include but is not limited to conduct such as:

- Driver uses or gives his or her permission to use any portion of the airport or terminals used by the driver under this permit for any illegal purpose.
- Driver has committed the same violation of the rules and regulations three times or more during a six month period.
- Driver does not possess all current and valid permits and licenses issued by the city of San Jose, State of California or any other agency that has been deemed necessary to operate as an on-demand taxi cab contractor.
- Violent behavior directed at any person, passenger or staff
- Brandishing a weapon in Staging or at any time on SJC property
- Theft of TSJ, SJC or passenger property
- Willful and purposeful destruction of TSJ or SJC property

If a severe violation represents an immediate threat to the public health, safety and welfare, TSJ will immediately contact the San Jose Police Department for response. Additionally, TSJ may request the Airport Staff initiate proceedings to summarily suspend the driver's permit, and the driver will be removed from the premises.

### Procedure for Appeal

Chapter 25.10, of Title 25 of the San José Municipal Code sets forth the rights of any person whose Airport permit has been suspended or revoked.

Group 1  
Class C  
Rank 095

CONDITIONAL:

PERMANENT:

(Airport Staff: check one)

**AIRPORT ACCESS PERMIT # 1C095  
FOR ON-DEMAND TAXICAB SERVICES AT  
MINETA SAN JOSE INTERNATIONAL AIRPORT  
BETWEEN**

Durrani, Iqbal

**AND**

**THE CITY OF SAN JOSE**

This Airport Access Permit For On-Demand Taxicab Services at the Norman Y. Mineta San Jose International Airport ("Permit") shall commence on the date set forth on the signature page of this Permit ("Commencement Date") and is issued by the City of San José, a municipal corporation of the State of California (hereinafter "City") to \_\_\_\_\_, a(n) [select one: INDIVIDUAL/CORPORATION AUTHORIZED TO DO BUSINESS IN CALIFORNIA/LIMITED LIABILITY COMPANY AUTHORIZED TO DO BUSINESS IN CALIFORNIA/OTHER] (hereinafter "Permittee").

**RECITALS**

**WHEREAS**, the City is empowered to grant the right and privilege to operate as a Ground Transportation Provider with on-demand passenger or parcel pick-ups at the Norman Y. Mineta San José International Airport (the Airport); and

**WHEREAS**, Permittee as a Ground Transportation Provider represents and warrants that it possesses the necessary abilities, experience and qualifications to operate as a Ground Transportation Provider with on-demand passenger pick-ups at the Airport; and

**WHEREAS**, the City's Director of Aviation is empowered pursuant to the provisions contained in Section 25.08.700 of the San José Municipal Code to grant to Ground Transportation Providers the right to conduct on-demand pick-ups of passengers or parcels at the Airport; and

**WHEREAS**, Permittee desires to be granted the non-exclusive privilege of operating as a Ground Transportation Provider with on-demand passenger pick-ups at the Airport by executing a permit granted by City; and

**WHEREAS**, in order to provide on-demand taxicab services and other ground transportation services in an efficient manner at the Airport, City has contracted with an

Access Permit as provided in Section 5 below. In the event of a conflict between directions received from City/Airport staff and directions received from the Manager, Permittee shall abide by directions received from City/Airport staff.

#### **4.3 Alternate Day Access**

Permittee is authorized to provide on-demand taxicab service at the Airport subject to the following provisions, as may be changed from time to time by the Director of Aviation.

4.3.1 Permittee shall be authorized to provide on-demand taxicab service at the Airport only on those days of the week specified in **Exhibit A** to this Permit. Permittee will not work on days other than those specified in **Exhibit A** without prior authorization or request by the Manager or the Airport.

4.3.2 Notwithstanding the preceding subsection, if Permittee's vehicle meets the requirements of the City's Airport Clean Vehicle Policy, Permittee may utilize that vehicle to provide on-demand taxicab service at the Airport any day of the week without regard to **Exhibit A**. City's Airport Clean Vehicle Policy is available at the Airport.

4.3.3 "Authorized day", as shown on **Exhibit A**, shall begin at 3:00 A.M. and end 24 hours later at 2:59 A.M.

#### **4.4 Permit Conditions**

Permittee's compliance with all of the following requirements of on-demand taxicab service at the Airport is a condition of this Permit. Manager may refuse to provide dispatch services to Permittee in the event that Permittee fails to comply with all terms and conditions of this Permit. City may suspend or revoke this Permit in the event that Permittee fails to comply with all terms and conditions of this Permit. As further provided in Section 5.2 below, suspension or Revocation of this Permit may be appealed pursuant to the provisions contained in Chapter 25.01 of the San José Municipal Code, as amended from time to time.

##### **4.4.1 Customer Service Requirements**

Permittees shall:

- a. Courteously greet and interact with passengers
- b. Provide passenger door and luggage assistance
- c. Provide climate control (air conditioning or heat) at the request of the passenger
- d. Allow Passenger choice of music (radio or other device) or silence
- e. Provide direct transit to location(s) in the San Jose metropolitan area based on street address or names of public facilities
- f. Speak and understand the English language
- g. Maintain proper dress and appearance, including Permit and ID
  - i. Proper dress shall include: solid color, collared shirt or blouse; dark color slacks or skirt; closed-toed shoes. No shorts, sweat

ability, through their contracts with their affiliated Permittees, to pass all or some portion of the assessed liquidated damages to the Permittees. A copy of the current schedule of liquidated damages that may be assessed by the City to the On-Demand Ground Transportation Contractors is available at the Airport. The City shall provide notice to Permittee prior to the effective date of any revisions to the liquidated damages in the City's contracts with the On-Demand Ground Transportation Contractors at the Airport.

## **SECTION 5 REVOCATION**

City may revoke or suspend this Permit if Permittee at any time fails to conform with its terms, provisions and conditions or upon any changes to the Airport's On-Demand Taxicab Services system by the City of San José. Permittee with a revoked Airport Access Permit shall be ineligible for issuance of an Airport Access Permit for a minimum of 2 years from revocation.

### **5.1 Grounds for Revocation**

Any revocations or suspensions of this Permit are subject to the notice and appeal procedures set out in Section 5.2 below. Grounds for revocation or suspension of this Permit shall include, but not limited to, each of the following failures to conform:

- Permittee fails to have a contract, and provide written confirmation of that contract to the Director of Aviation, with an On-Demand Ground Transportation Contractor that is authorized to make on-demand ground transportation passenger pick-ups at the Airport at all times during the term of this Permit;
- Permittee uses or gives its permission to any person to use any portion of Airport, or Terminals used by Permittee under this Permit, for any illegal purpose;
- Permittee fails to comply with the Rules and Regulations;
- Permittee has committed the same breach of either this Permit or the Rules and Regulations three (3) times or more during a six (6) month period;
- Permittee does not possess all current and valid certifications, licenses, federal, state or local government approvals or other authorizations necessary to engage in taxicab on-demand ground transportation pick-ups at the Airport.
- If the first page of this Permit is marked "CONDITIONAL," this Permit may be terminated by the Director of Aviation at any time in the event the Director determines, in his sole discretion, that there are more on-demand taxicab service providers at the Airport than warranted by market conditions and passenger demand.

### **5.2 Procedure for Appeal of Revocation**

Part 3 of Chapter 25.01 of Title 25 of the San José Municipal Code sets forth the appeal rights of any person whose Airport Access Permit has been revoked or suspended. Permittee will be allowed to continue to operate pursuant to the terms of the Permit until such time as a revocation or suspension becomes final as provided below.

- 5.2.1 Upon determining the need to revoke an Airport Access Permit, the Airport will issue a written notice to revoke or suspend the Permit.

- 5.2.2 The notice will be final unless the Airport receives within fourteen (14) calendar days of such notice, a written statement from the Permittee accompanied by Permittee's evidence regarding the revocation.
- 5.2.3 The Director of Aviation or the Director's designee will schedule a hearing which shall be held as soon as reasonably possible after receipt of a timely request for hearing.
- 5.2.4 If written evidence is not received within the fourteen (14) day period or the revocation is upheld after review, the revocation will begin immediately upon expiration of the fourteen (14) day period.
- 5.2.5 In the event that the Director or the Director's designee upholds the decision to revoke or suspend the Permit, Permittee may file an appeal of the decision with the Norman Y. Mineta San José International Airport Commission.

## **SECTION 6 MISCELLANEOUS**

### **6.1 AVI System, Airport Identification**

Permittee shall maintain the AVI, or similar system, device or tag(s) and any required Airport vehicle identification in their vehicle at all times while working at the Airport. Permittee shall not avoid monitoring by the system, or any other device for recording activity.

### **6.2 Inspections**

Permittee will allow inspections of their vehicle when requested by City, including Airport and San Jose Police Department, or Manager staff.

### **6.3 Maintain Peace**

Permittee will maintain peace in the workplace and not encourage or provoke others to disrupt the service provided to the passengers of the Airport. Permittee will abide by the dispute resolution process in its contract with the On-Demand Ground Transportation Contractor that is authorized to make on-demand ground transportation passenger pick-ups at the Airport.

### **6.4 Public Safety Interruption**

City may interrupt or suspend Permittee's activities at the Airport and Permittee's use of the Airport if, in City's discretion, such interruption or termination is necessary in the interest of public safety. Permittee hereby waives any claim against the City for damages or compensation should its activities be interrupted or suspended for any period. In the event of any such suspension or interruption by City, Permittee shall be excused from its Service Obligations under this Permit for the period of any such suspension or interruption.

**6.5 Permittee Representations**

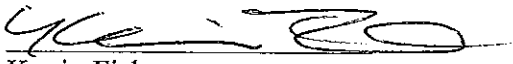
Permittee represents and warrants that Permittee: (a) holds a valid, current taxi Permittee permit for operation of a taxicab from City; (b) is affiliated by contract with a valid taxi company that has signed an Airport Access Contract; (c) will only drive a taxicab vehicle that has a valid permit to be operated from the City (d) maintains all training requirements of taxicab Permittees and (e) maintains the proper levels of insurance and other required permits to maintain a valid City operating permit.

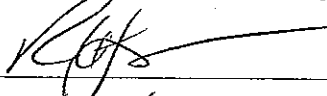
WITNESS THE EXECUTION HEREOF the day and year written beneath each party's name below.

EFFECTIVE DATE: 9/7/05 TERMINATION DATE: 9/1/07


APPROVED AS TO FORM:

CITY OF SAN JOSE municipal Corporation of the State of California

  
Kevin Fisher  
Sr. Deputy City Attorney

By:   
Name: Raza Lodh  
Title: City Ass. Mem

**PERMITTEE**

By:   
(SIGNATURE)  
Name: DURRAN J. IQBAL  
(PRINT NAME)

SJPD Taxi Permit Number: 9309

\* 1150 RANCHERO WAY #70  
SAN JOSE CA 95117  
408-809-9900

## RedLog Daily Report for 4/12/2017

MOD

Thu 6/22/2017 7:31 AM

To:Tran, John Q &lt;JTran@sjc.org&gt;;

**Norman Y. Mineta San José International Airport  
Daily Activity/Event Report****Tuesday, April 11, 2017**

<b>Time</b>	<b>Event Description</b>
00:01	Runway Closure - Runway 30L/12R was closed by Airport Operations per NOTAM 04/019 due to rubber removal activities. Runway 30L/12R was inspected and re-opened at 0530 hours.
00:19	Late Arrival - American Airlines (AAL), Flight 140, B737-800, due to weather in DFW. Curfew Intrusion Report was initiated.
00:25	Late Arrival - Delta Airlines (DAL), Flight 5737, E175, due to unknown reason in SEA. Curfew Intrusion Report was initiated.
00:31	Late Arrival - United Airlines (UAL), Flight 1883, A320, due to ATC in ORD. Curfew Intrusion Report was initiated.
00:34	Late Departure - Southwest Airlines (SWA) Flight 1119, B737-700, with no prior notification. Curfew Intrusion Report initiated.
01:26	Late Arrival - Southwest Airlines (SWA) Flight 1119, B737-700, with no prior notification. Curfew Intrusion Report was initiated.
06:06	Late Arrival - Hawaiian Airlines (HAL), Flight 46, A330, due to mechanical in OGG. Curfew Intrusion Report was initiated.
08:02	Fire Alarm - Terminal A, Gate 6. Airport Operations Center received notification of the Terminal A Gate 6 smoke detector going off and immediately reset. Airport Operations and Airport Electrician responded. Airport Operations was able to determine that no active fire was occurring. Airport Electrician swapped out the faulty smoke detector. Airside Superintendent & Terminal Management notified.
09:30	Parking - Daily Lot 5. Contract Parking Management reported Lot 5 closed due to reaching capacity. The lot was re-opened at 1100 hours.
10:55	Flight Information - All Nippon Airways (ANA) Flight 172, B787-8, arrived and parked at Gate 15 with 123 passengers, 1 passenger connecting through SJC. ANA Flight 171 departed with 93 passengers.
11:45	Itinerant - Kaiser Air (KAI) Flight 65/525, B737-500, OAK-SJC-YEG, arrived and parked at the FBO ramp as a ferry flight. The aircraft departed at 1335 hours with 46 passengers as a NHL charter flight. Itinerant Aircraft Report was completed.

- 12:48 Itinerant Aircraft - Alaska Airlines (ASA) Flight 9992, Bombardier Q400, SLC-SJC-PDX, arrived and parked at Spot 29 as a live flight. The aircraft departed at 1822 hours as a ferry flight. An Itinerant Aircraft Report was completed.
- 13:15 Parking - Economy Parking Lot 1. Contract Parking Management reported Lot 1 closed due to reaching capacity. The lot was re-opened at 1428 hours.
- 14:10 Hazardous Material Spill - Hydraulic Oil - SJFD Station 20 reported that two SJFD mechanics had Aircraft Rescue and Fire Fighting (ARFF) rig 20D at the south wash rack for inspection due to a transmission leak. While at the wash rack, the mechanics could not get the vehicle to change gears and observed all the transmission fluid leak out. SJFD mechanics observed that the transmission filter had come out, causing the transmission fluid leak. Airport Operations responded but did not observe any spill at the wash rack. Airport Environmental Services reported to Airport Operations that the spill was adjacent to the wash rack, located on the Vehicle Service Road (VSR). Airport Operations and Facilities responded. Airport Operations observed a medium spill with approximately 2.5 gallons of hydraulic oil spilled with approximately 1.5 bags of dry sweep on the spill area of 8ftX24ft. Airport Operations applied another .5 bag of dry sweep to the spill area and cleaned the spill per established procedures. No storm drains were affected. An Airport Spill Report completed.
- 16:58 Itinerant Aircraft - Alaska Airlines (ASA) Flight 9990, Bombardier Q400, PDX-SJC-BOI, arrived and parked at Gate 28 as a ferry flight. The aircraft departed at 1718 hours as a live flight. An Itinerant Aircraft Report was completed.
- 17:10 Parking - Economy Parking Lot 1. Contract Parking Management reported Lot 1 closed due to reaching capacity. The lot was re-opened at 1917 hours.
- 18:03 Flight Information - Flight Information - British Airways (BAW) Flight 279, Boeing 787-9, arrived and parked at Gate 18 with 147 passengers, 10 passengers connecting through SJC. BAW Flight 278 departed with 130 passengers.
- 19:09 Emergency Medical Service - Taxi Staging Area, 2470 Airport Blvd. SJFD Dispatch reported responding out for medical services for two cab drivers that were involved in a physical altercation. SJPd, SJFD, Airport Operations and an ambulance responded. Both male individuals were transported to local hospitals. Pictures available in the red log. Airport Security Coordinator (ASC), Landside Manager and Deputy Director of Airport Operations notified by email. Event: 17-101-0769.
- 20:20 Air Traffic Control Tower (ATCT) - Flight crew reported runway centerline lights that were brighter than others and angled up in such a way that the flight crew first thought another aircraft was on Runway 12L while on approach. Airport Operations responded and performed a runway inspection. The centerline lights in question are both north of Taxiway Foxtrot intersection. Airport electrical group notified since no electrician was on duty. Airside Superintendent and Manager notified by email.

### Wednesday, April 12, 2017

Time	Event Description
00:57	Late Arrival - Southwest Airlines (SWA) Flight 2081, B737-700, with no prior notification. Curfew Intrusion Report was initiated.

*Redlog*



*Wbrandy*



NORMAN Y. MINETA  
**SAN JOSE**  
INTERNATIONAL  
AIRPORT

05/05/2017

SJPD Operations Support Services Division (OSSD),

Hope all is well. There was a recent event that occurred on 04/11/17 at Mineta San Jose International Airport, case #17-101-0769, between two permitted airport taxi drivers involved in a physical altercation that included a knife.

From this event – both drivers violated San Jose Municipal Code Section 25.08.730(B): 2.No on-duty driver, representative, employee or other agent of any ground transportation provider may do any of the following on the airport: (b) possesses or use any weapons.

We are currently in the process of revoking their taxi operating permits - pursuant to Section 25.10.030 of the San Jose Municipal Code.

Our Airport Operations department is requesting an official police report to provide to our City Attorney – Kevin Fisher. If possible, we would like to expedite our request of this event's report to finalize our findings. There aren't any monetary payments with this request – if needed then please let me know and I will submit any documents needed to satisfy this request. If any additional information is needed, please any individuals below:

John Tran – Airport Operations Supervisor – Ground Transportation  
[jtran@sjc.org](mailto:jtran@sjc.org) or 408-392-3541

Bob Swensen – Airport Operations Manager – Landside Services  
[rswensen@sjc.org](mailto:rswensen@sjc.org) or 408-392-3514

Kevin Fisher – Chief Deputy City Attorney  
[Kevin.fisher@sanjoseca.gov](mailto:Kevin.fisher@sanjoseca.gov) or 408-535-1943

Colleen Winchester –  
[Colleen.winchester@sanjoseca.gov](mailto:Colleen.winchester@sanjoseca.gov) or 408-535-1987

Very Truly Yours,

John Tran  
Airport Operations Supervisor  
Ground Transportation

*To: John Tran  
FROM: SJPD Records  
Fax# 408-392-1144*





**SAN JOSE POLICE DEPT**

**LAW ENFORCEMENT/CRIMINAL JUSTICE AGENCIES HARDCOPY  
DO NOT DUPLICATE\*\*\*OFFICIAL USE ONLY\*\*\***

GO# SJ 2017-171010769

245A1-1 245A1 PC ASSAULT W/O FIREARM

**DO NOT DUPLICATE\*\*\*OFFICIAL USE ONLY\*\*\***

Purpose: **GOVERNMENT AGENCY**

Date released: **May-05-2017 (Fri.) 1426**

Authorized by: **1331N**

Released by: **1331N**

**RELEASED TO**

Business name: **SAN JOSE INTERNATIONAL AIRPORT**

Surname: **TRAN JOHN**

Job title: **AIRPORT OPERATIONS SUPERVISOR**

**GENERAL RELEASE INSTRUCTIONS**

**FAXED**

**\*\*\*DISCLAIMER\*\*\* This is a system generated report. It is not authorized for third party release.  
Do not duplicate.**



**SAN JOSE POLICE DEPT**

**LAW ENFORCEMENT/CRIMINAL JUSTICE AGENCIES HARDCOPY  
DO NOT DUPLICATE\*\*\*OFFICIAL USE ONLY\*\*\***

GO# SJ 2017-171010769

245A1-1 245A1 PC ASSAULT W/O FIREARM

**General Offense Information**

Reported on: Apr-11-2017 (Tue.) 1909

Occurred on: Apr-11-2017 (Tue.) 1905

Report submitted by: 4111

Address: 2470 AIRPORT BL

Municipality: SAN JOSE County: SANTA CLARA COUNTY

District: DD Beat: D3 Grid: 350

Felony/Misdemeanor: FELONY

**Offenses (Completed/Attempted)**

Offense: # 1 245A1-1 245A1 PC ASSAULT W/O FIREARM - COMPLETED



**SAN JOSE POLICE DEPT**

**LAW ENFORCEMENT/CRIMINAL JUSTICE AGENCIES HARDCOPY  
DO NOT DUPLICATE\*\*\*OFFICIAL USE ONLY\*\*\***

GO# SJ 2017-171010769

245A1-1 245A1 PC ASSAULT W/O FIREARM

**Related Person(s)**

**1. Victim # 1 - DURRANI, IQBAL**

**(Case Specific Information)**

Sex: **MALE**

Race: **ASIAN INDIAN**

Date of birth: **Dec-28-1964**

Address: **1150 RANCHERO WY Apartment: 70**

Place: **RANCHERO PLAZA APTS**

Municipality: **SAN JOSE, California 95138-**

District: **DN Beat: Grid: 25**

**Phone Numbers**

Cellular: **(408) 802-9900**

**Particulars**

Occupation: **TAXI DRVR**

Employer: **GREEN TAXI**

Driver's license: **A6810804 California**

Ethnicity: **ASIAN INDIAN**

Height: **6'0 Weight: 300 lbs.**

Eye color: **BROWN**

Hair color: **BLACK**

**2. Arrest/Cite # 1 - SINGH, PUSHPINDER**

**(Case Specific Information)**

Sex: **MALE**

Race: **ASIAN INDIAN**

Date of birth: **Aug-17-1964**

Address: **4663 MILDRED DR**

Municipality: **FREMONT, California 94536-**

**Phone Numbers**

Home: **(408) 661-6605**

Business: **(408) 661-6605**

**Particulars**

Place of birth: **India or Sikkim**

Occupation: **TAXI DRVR**

Employer: **GREEN TAXI 4663 MILDRED DR FREMONT CA 945**

Driver's license: **B7942879 California**

Ethnicity: **ASIAN INDIAN**

Height: **5'10 Weight: 180 lbs.**

Complexion: **DARK**

Eye color: **BROWN**

Hair color: **BLACK**



**SAN JOSE POLICE DEPT**

**LAW ENFORCEMENT/CRIMINAL JUSTICE AGENCIES HARDCOPY  
DO NOT DUPLICATE\*\*\*OFFICIAL USE ONLY\*\*\***

GO# SJ 2017-171010769

245A1-1 245A1 PC ASSAULT W/O FIREARM

**Related Text Page(s)**

Document: SYNOPSIS

Author: 4111 - CEBALLOS MICHAEL

Related date/time: Apr-12-2017 (Wed.) 202

---

On 4/11/17 at approximately 1905 hrs, An assault with a deadly weapon occurred in the taxi staging area located inside the San Jose Airport at 2470 Airport Blvd in San Jose. The suspect had an ongoing dispute with the victim. The suspect tried to stab the victim the abdomen area while the two were in the bathroom. The suspect used a knife he had gotten from the kitchen area. The victim was able to fight off the suspect and stop the fight. The suspect was identified at the scene and later booked into county jail.



**SAN JOSE POLICE DEPT**

**LAW ENFORCEMENT/CRIMINAL JUSTICE AGENCIES HARDCOPY  
DO NOT DUPLICATE\*\*\*OFFICIAL USE ONLY\*\*\***

GO# SJ 2017-171010769

245A1-1 245A1 PC ASSAULT W/O FIREARM

**Related Text Page(s)**

Document: NARRATIVE

Author: 4111 - CEBALLOS MICHAEL

Related date/time: Apr-12-2017 (Wed.) 203

---

On 4/11/17 at approximately 1910 hrs, I was dispatched to a weapons disturbance call at the San Jose Airport. The location was the taxi staging area within the airport grounds. It was reported that two males had gotten into an fight and one of them had used a knife. Both of the parties had minor injuries from the physical altercation. Upon my arrival at the taxi area I was greeted by Airport personnel and they escorted me to where the parties were seated separately. I then made contact with an Indian male who identified himself as Pushpinder Singh and he provided the following statement:

**SAN JOSE POLICE DEPT****LAW ENFORCEMENT/CRIMINAL JUSTICE AGENCIES HARDCOPY****DO NOT DUPLICATE\*\*\*OFFICIAL USE ONLY\*\*\***

GO# SJ 2017-171010769

245A1-1 245A1 PC ASSAULT W/O FIREARM

**Related Text Page(s)**

Document: STATEMENT

Author: 4111 - CEBALLOS MICHAEL

Related date/time: Apr-12-2017 (Wed.) 203

---

P. Singh stated that he was in the bathroom with another male. He stated that the two had an ongoing problem and P. Singh does not like the other male. He stated that while they were in the bathroom the other male said that P. Singh smelled and was dirty. P. Singh stated that he was tired of him being mean to him and calling him names and he left the bathroom area and went to kitchen. P. Singh got a 12 inch kitchen knife and went back to the bathroom where the other male was. P. Singh stated that when he went into the bathroom that the two began fighting and P. Singh fell to the ground and the knife dropped to the ground. He stated that other males came into the bathroom and separated the two. A bystander came and secured the knife and hid it in his taxi until PD arrived. P. Singh and the other male were kept separate until police arrived at the scene.



**SAN JOSE POLICE DEPT**

**LAW ENFORCEMENT/CRIMINAL JUSTICE AGENCIES HARDCOPY  
DO NOT DUPLICATE\*\*\*OFFICIAL USE ONLY\*\*\***

GO# SJ 2017-171010769

245A1-1 245A1 PC ASSAULT W/O FIREARM

**\*\*\* END OF HARDCOPY \*\*\***



Fw: Iqbal Durrani, CA Lic. A6810804, cab driver of Green Cab #1563

Tran, John Q

Mon 5/8/2017 4:16 PM

Sent Items

To: Winchester, Colleen <Colleen.Winchester@sanjoseca.gov>;

Below are the communication efforts between Taxi San Jose and Mr. Durrani Iqbal from the physical altercation incident.

**John Q. Tran, A.C.E.** | Airport Operations Supervisor  
Landside / Ground Transportations  
Office: 408.392.3541 | [jtran@sjc.org](mailto:jtran@sjc.org)

---

Mineta San José International Airport  
1701 Airport Blvd. Ste B-1130, San José, CA 95110  
[flysanjose.com](http://flysanjose.com) | [facebook](#) | [twitter](#) | [linkedin](#)

---

**From:** [durraniiqbal@yahoo.com](mailto:durraniiqbal@yahoo.com) <[durraniiqbal@yahoo.com](mailto:durraniiqbal@yahoo.com)>  
**Sent:** Monday, May 8, 2017 3:35 PM  
**To:** Tran, John Q  
**Subject:** Fwd: Iqbal Durrani, CA Lic. A6810804, cab driver of Green Cab #1563

Sent from my iPhone

Begin forwarded message:

**From:** Faamoana Paminsan <[FPaminsan@taxisj.com](mailto:FPaminsan@taxisj.com)>  
**Date:** April 26, 2017 at 12:00:10 PM PDT  
**To:** "[durraniiqbal@yahoo.com](mailto:durraniiqbal@yahoo.com)" <[durraniiqbal@yahoo.com](mailto:durraniiqbal@yahoo.com)>  
**Cc:** Taxi San Jose Supervisor <[taxisupervisor@taxisj.com](mailto:taxisupervisor@taxisj.com)>  
**Subject:** RE: Iqbal Durrani, CA Lic. A6810804, cab driver of Green Cab #1563

Hello Durrani Iqbal,

I apologize for the delayed response. We are still trying to piece together what occurred on the evening of Thursday, April 11th. Per the airport administration: In regards to public safety and major violations of the Airport Rules & Regulations as well as the Taxi San Jose Standard Operating Procedures you are under a temporary suspension until we've investigated the incident fully or until the revocation hearing [whichever comes first]. I have been in contact with April of SJPD and we are trying our best to get to the bottom of the incident.

If you have any further information that you believe is necessary for us to know to help speed up the investigation, please, do not hesitate to give me a call at any time.

Faamoana Paminsan  
Operations Manager  
[FPaminsan@TaxiSJ.com](mailto:FPaminsan@TaxiSJ.com)  
Cell Phone: 408-921-6807  
Taxi San Jose Inc

“To achieve excellence in ground transportation and parking services, unmatched convenience and support, and an exceptional travel experience for all customers”

-----Original Message-----

From: [durraniiqbal@yahoo.com](mailto:durraniiqbal@yahoo.com) [<mailto:durraniiqbal@yahoo.com>]  
Sent: Tuesday, April 18, 2017 2:26 PM  
To: Faamoana Paminsan <[FPaminsan@taxisj.com](mailto:FPaminsan@taxisj.com)>  
Subject: Re: Iqbal Durrani, CA Lic. A6810804, cab driver of Green Cab #1563

Dear Faamoana Paminsan.  
Dear taxi San Jose bored.

Good afternoon

I have been informed that I could not work at the airport . previously I remember two incidents, in which the airport and San Jose Police permit Department revoke airport access and taxi driving permit respectively in both cases the derivative were reinstated on appeal till they have hearing with Aviation director and the police chief.

I respectfully ask to be reinstated . tell the heading day.

Thank you  
Durrani Iqbal

Sent from my iPhone

On Apr 12, 2017, at 12:51 PM, Faamoana Paminsan <[FPaminsan@taxisj.com](mailto:FPaminsan@taxisj.com)> wrote:

Good afternoon Mr. Iqbal Durrani,

For reasons pertaining to public safety and violations against rules and regulations during the incident that occurred on the evening of Tuesday, April 11th, 2017, your SJC Airport On-Demand access permit is undergoing a revocation process. Effective immediately, you are no longer eligible to operate in the on-demand program.

If you have any questions at all or for further information, you may contact me at any time at 408-921-6807.

Faamoana Paminsan

Operations Manager

[FPaminsan@TaxiSJ.com](mailto:FPaminsan@TaxiSJ.com)<<mailto:FPaminsan@TaxiSJ.com>>

Cell Phone: 408-921-6807

Taxi San Jose Inc

"To achieve excellence in ground transportation and parking services, unmatched convenience and support, and an exceptional travel experience for all customers"

<winmail.dat>

## RE: Knife Incident Report

Faamoana Paminsan <FPaminsan@taxisj.com>

Fri 5/5/2017 9:36 AM

To: Tran, John Q <JTran@sjc.org>;

John,

I will absolutely forward any and all information received [if any].

**Faamoana Paminsan**  
Operations Manager  
[FPaminsan@TaxiSJ.com](mailto:FPaminsan@TaxiSJ.com)  
Cell Phone: 408-921-6807  
Taxi San Jose Inc



*"To achieve excellence in ground transportation and parking services, unmatched convenience and support, and an exceptional travel experience for all customers"*

**From:** Tran, John Q [mailto:JTran@sjc.org]  
**Sent:** Friday, May 5, 2017 9:35 AM  
**To:** Faamoana Paminsan <FPaminsan@taxisj.com>  
**Subject:** Re: Knife Incident Report

Mo,

I will forward our email over to our City attorney as a report document from TSJ's behalf for our revocation case. If possible, please provide any information related to this case. Thank you for your timely response and cooperation.

-John T.

**John Q. Tran, A.C.E.** | Airport Operations Supervisor  
Landside / Ground Transportations  
Office: 408.392.3541 | [jtran@sjc.org](mailto:jtran@sjc.org)

---

Mineta San José International Airport  
1701 Airport Blvd. Ste B-1130, San José, CA 95110  
[flysanjose.com](http://flysanjose.com) | [facebook](#) | [twitter](#) | [linkedin](#)

---

**From:** Faamoana Paminsan <[FPaminsan@taxisj.com](mailto:FPaminsan@taxisj.com)>  
**Sent:** Friday, May 5, 2017 9:28:13 AM  
**To:** Tran, John Q  
**Subject:** RE: Knife Incident Report

The statement from Pushpinder Singh that I sent over was the only statement I received personally.

According to Dan, Mr. Durrani had stated to him that once Mr. Singh returned into the restroom with a knife, he [Durrani] proceeded to beat the s\*\*\* out of him [Pushpinder].

Other than that, we have no further information.

**Faamoana Paminsan**  
Operations Manager  
[FPaminsan@TaxiSJ.com](mailto:FPaminsan@TaxiSJ.com)  
Cell Phone: 408-921-6807  
Taxi San Jose Inc



*"To achieve excellence in ground transportation and parking services, unmatched convenience and support, and an exceptional travel experience for all customers"*

**From:** Tran, John Q [<mailto:JTran@sjc.org>]  
**Sent:** Friday, May 5, 2017 9:25 AM  
**To:** Faamoana Paminsan <[FPaminsan@taxisj.com](mailto:FPaminsan@taxisj.com)>  
**Subject:** Re: Knife Incident Report

Besides the SJPD reports, did TSJ conduct any interview between Durrani and Pushpinder to collect their stories/information regarding the physical altercation?

John Q. Tran, A.C.E. | Airport Operations Supervisor  
Landside / Ground Transportations  
Office: 408.392.3541 | [jtran@sjc.org](mailto:jtran@sjc.org)

---

Mineta San José International Airport  
1701 Airport Blvd. Ste B-1130, San José, CA 95110  
[flysanjose.com](http://flysanjose.com) | [facebook](#) | [twitter](#) | [linkedin](#)

---

**From:** Faamoana Paminsan <[FPaminsan@taxisj.com](mailto:FPaminsan@taxisj.com)>  
**Sent:** Friday, May 5, 2017 8:54:39 AM  
**To:** Tran, John Q  
**Subject:** RE: Knife Incident Report

Good morning John,

I did not receive a statement from Durrani but have been going off of the statement he had made on the police report.

Pushpinder Singh stated on Wednesday, April 26<sup>th</sup>, 2017 that for a length of 9-10 months, Iqbal Durrani had been harassing him inappropriately in front of their community peers. The harassment included taunting, making smart remarks, making crude jokes and 'making him [Pushpinder Singh] look bad'. Mr. Singh continuously brushed off Mr. Durrani's childish remarks up until the day in question, April 11<sup>th</sup>, 2017. On this day, Iqbal Durrani was doing his usual verbal harassing of Pushpinder Singh in the morning hours in the Staging area of Taxi San Jose. Mr. Singh continued to ignore him and had gotten dispatched. After returning during lunch time, Mr. Singh was using the restroom to wash up and Mr. Durrani had come into the restroom and pushed Mr. Singh. For the record: It is unknown whether Mr. Durrani had gone into the restroom specifically for Mr. Singh or not. After Mr. Durrani pushed Mr. Singh, a scuffle broke out immediately.

It is unknown for how long it lasted but thereafter, Mr. Singh left the restroom and returned quickly with a knife in hand. The scuffle continued and drivers tried to intervene while police were called.

**Faamoana Paminsan**  
Operations Manager  
[FPaminsan@TaxiSJ.com](mailto:FPaminsan@TaxiSJ.com)  
Cell Phone: 408-921-6807  
Taxi San Jose Inc



*"To achieve excellence in ground transportation and parking services, unmatched convenience and support, and an exceptional travel experience for all customers"*

**From:** Tran, John Q [mailto:JTran@sjc.org]  
**Sent:** Thursday, May 4, 2017 11:44 AM  
**To:** Faamoana Paminsan <FPaminsan@taxisj.com>  
**Subject:** Knife Incident Report

Hi Mo,

Can you please provide us the statement report you retrieve from Pushpinder and Durrani regarding the physical altercation on 04/11/17?

Thank you,

John T.

**John Q. Tran, A.C.E.** | Airport Operations Supervisor  
Landside / Ground Transportations  
Office: 408.392.3541 | [jtran@sjc.org](mailto:jtran@sjc.org)

---

Mineta San José International Airport  
1701 Airport Blvd. Ste B-1130, San José, CA 95110  
[flysanjose.com](http://flysanjose.com) | [facebook](#) | [twitter](#) | [linkedin](#)



NORMAN Y. MINETA  
**SAN JOSE**  
INTERNATIONAL  
AIRPORT

May 3, 2017

Mr. Durrani Iqbal  
1150 Ranchero Way #70  
San Jose, CA 95117

RE: Notice of Decision to Revoke Airport Access Permit # 1C0095

Dear Mr. Iqbal:

This letter serves as Notice of Decision that the City of San Jose intends to revoke your Airport Access Permit (Permit #1C0095) for On-Demand Taxicab Services at Mineta San Jose International Airport (hereinafter, "Permit") pursuant to Section 25.10.030 of the San Jose Municipal Code.

#### I. FACTUAL BACKGROUND

On September 7, 2005, you accepted and agreed to comply with the terms and conditions of Airport Access Permit #1C0095 for On-Demand Taxicab Services at Mineta San Jose International Airport.

On April 11, 2017, you were engaged in unprofessional conduct and were involved in a physical altercation on airport property (Incident).

According to the investigation, on April 11, 2017, you were in the bathroom with another taxi-driver, Pushpinder Singh (Singh). Singh explained that the two of you have had an ongoing disagreement. Singh stated that you called him dirty and stinky.

However, you state this was a misunderstanding because you "shouted with anger" at Taxi San Jose management. Singh hates you, so he thought you were calling him bad names. In any event, there was pushing and shoving, and Singh returned with a knife and the two of you began fighting. Police were called, and noted injuries to both you and Singh. Both you and Singh were transported to the hospital for injuries.

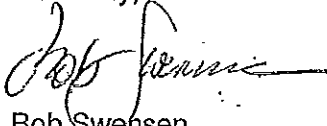




Director of Aviation  
Attn. Landside Operations  
Mineta San Jose International Airport  
1701 Airport Blvd., Suite B-1130  
San Jose, CA 95110

If you do not file a written request for hearing, this revocation becomes final. If you have any questions regarding this matter, please contact the Ground Transportation Office via e-mail at [airportgt@sjc.org](mailto:airportgt@sjc.org).

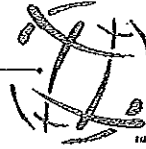
Sincerely,



Bob Swensen  
Airport Operations Manager  
Landside Operations



NORMAN Y. MINETA  
**SAN JOSE**  
INTERNATIONAL  
AIRPORT



SILICON VALLEY'S AIRPORT

July 6, 2017

First Class Mail

Mr. Iqbal Durrani  
1150 Ranchero Way #70  
San Jose, CA 95117

Re: DECISION OF THE DIRECTOR OF AVIATION OF THE NORMAN Y.  
MINETA SAN JOSE INTERNATIONAL AIRPORT TO REVOKE ACCESS  
PERMIT #1C0095

Dear Mr. Durrani:

On June 22, 2017, pursuant to San José Municipal Code Section 25.10.310, a hearing was held before me appealing the Notice of Decision to Revoke Airport Access Permit #1C0095 that was issued on May 3, 2017 by Bob Swensen, Airport Operations Manager for the Norman Y. Mineta San José International Airport. You appeared at the hearing and presented testimony.

Bob Swensen and John Tran, Airport Operations Supervisor, appeared to provide testimony on behalf of the Airport.

According to the May 3, 2017 Notice of Decision to Revoke Airport Access Permit #1C0095, the Decision was based on the incident on April 11, 2017 in which, according to the investigation, you were engaged in unprofessional conduct and involved in a physical altercation with another taxi driver, Mr. Pushpinder Singh. San Jose Police Department, San Jose Fire Department, Airport Operations, and an ambulance responded to the disturbance. The police filed a report accordingly.

I have decided to maintain the revocation of the Airport Access Permit #1C0095 from April 12, 2017 to May 29, 2017 that you have already served. In addition, you are to complete an anger management counseling program. You must have enrolled and begin counseling by an anger management professional therapist. Proof of enrollment into the program shall be delivered to the Director's Office by July 31, 2017. Failure to complete the anger management counseling program will result in further action by the Director's Office. The reason to maintain the time served and counseling is for your inappropriate reaction during the incident. Quotes from your statements include "I could

not control my anger", "shouted with anger at Taxi San Jose Management", and the pushing and shoving participation in the fight within the restrooms in the taxi staging area. In addition, the investigation indicates that you had an ongoing, unprofessional relationship with Mr. Pushpinder Singh and through a series of unprofessional statements, you contributed to a series of events that lead to the physical fight. The Airport Rules and Regulations (Section 7.0) require all ground transportation providers to conduct themselves in a professional manner and be courteous to the public, passengers, and Airport employees or representatives.

#### Evidence and Testimony Offered at the Hearing

- John Tran, Airport Operations Supervisor

Mr. Tran reviewed and provided copies of the following:

1. April 11, 2017 Daily Activity Log identifying at 19:09 the Emergency Medical Service response to the taxi staging area for two cab drivers that were involved in a physical altercation. SJPD, SJFD, Airport Operations, and ambulance responded.
2. Email to Dan Fenton and Faamoana Paminsan, Taxi San Jose, from Bob Swensen, dated April 12, 2017 transmitting a further enhanced description of the April 11, 2017 altercation. It went into defining the aggressor as Mr. Pushpinder Singh and the victim as Mr. Iqbal Durrani. The email identifying that the Airport will move forward with revocation and drivers will have an opportunity to appeal their case.
3. Letter dated May 3, 2017 to Mr. Durrani from Bob Swensen providing notice that the City of San Jose intends to revoke your access permit and outlines the Factual Background, Reasons for Revocation, Conclusion and your Rights.
4. Email dated May 4, 2017 transmitting Mr. Pushpinder Singh and Mr. Iqbal Durrani's statements from Taxi San Jose to the City of San Jose. Mr. Pushpinder Singh statements indicated that you had been taunting, making smart remarks, making crude jokes, and making him look bad and you had been doing so in the morning at the taxi staging area the day of the physical altercation. Your statement to Taxi San Jose indicated that you stated to Dan Fenton (Taxi San Jose) that once Mr. Pushpinder Singh returned into the restrooms with a knife, you (Mr. Iqbal Durrani) proceeded to beat the s\*\*\* out of him (Mr. Pushpinder Singh).
5. Email from Faamoana Paminsan to you (Mr. Iqbal Durrani) dated April 12, 2017 identifying that for reasons pertaining to public safety and violations against rules and regulations during the incident on April 11, 2017, the Airport On-Demand access permit was undergoing a revocation process and that you were no longer eligible to operation in the on-demand program.

6. Email from you (Mr. Iqbal Durrani) to John Tran providing your statement of the series of events of April 11, 2017. You identified what ignited the fight was the dirty, stinky, unhygienic conditions of the restrooms, not cleaned by Taxi San Jose. It continues to state that Mr. Pushpinder Singh thought you had called him bad names when you "shouted with anger" at Taxi San Jose. You continue to state that you felt you were targeted by Taxi San Jose and referenced the San Jose Police Report.
7. Email to "The Manager of Ground Transportation" from Mr. Iqbal Durrani May 16, 2017 stating your version of the April 11, 2017 incident and requesting an appeal.
8. San Jose Police Report describing the incident of April 11, 2017 identifying suspect (Mr. Pushpinder Singh) and victim (Mr. Iqbal Durrani).
9. Airport Access Permit #1C0095 for Iqbal Durrani was presented inclusive of Permit compliance of conditions for permit including "Provide professional conduct towards customers, fellow Permittees, Manager, City and Airport Staff", "Permittee fails to comply with Rules and Regulations", "Maintain peace in the workplace and not encourage or provide others to disrupt the service provided to the passengers at the airport", and "City may interrupt or suspend Permittees activities at the Airport at the Airport and Permittee's use of the Airport if, in the City's discretion, such interruption or termination is necessary in the interest of Public Safety."
10. Commercial Ground Transportation Rules and Regulations state in Section 6.0 4) "Permits issued to any Ground Transportation Provider shall contain such terms and conditions as the Director determines to be necessary for the protection of the safety, convenience, and welfare of the City and general public" and Section 7.0 1) "All Ground Transportation Providers shall conduct themselves in a professional manner and be courteous to the public, passengers and Airport employees and representatives. Threats of physical harm, fighting, gambling, possession or use of any weapons, public intoxication or the use or possession of illegal substances on Airport premises are expressly prohibited."
11. Taxi San Jose Operating Procedures state "Interaction with Starters and/or other drivers" section "Profanity, verbal abuse, racial slurs, or threats of any kind will not be tolerated. Drivers or staff engaging in any of these activities may be subject to regulatory action on driver's permit. Physical contact involving drivers and/or Taxi San Jose employees with the intent to do physical harm will result in automatic suspension to the fullest extent permitted by law." Further states in "Physical Abuse" section "Physical contact involving drivers and/or Taxi San Jose employees with the intent to do physical harm will result in automatic suspension to the fullest extent permitted by law. In the case of a Taxi San Jose employee, such conduct may result in termination, and, in the case of a driver, Taxi San Jose will initiate proceedings to suspend or revoke any permit held by the driver."

- Iqbal Durrani, Taxi Airport Access Permit #1C095

You testified that you have been a taxi driver at the airport a long time. You describe the events that you went to the restroom and the smell was very bad. As you entered the door, you stated that you shouted that it was dirty and stinky and your anger was focused at Taxi San Jose. Mr. Pushpinder Singh was in the partitioned area. You proceeded to enter and use the urinal and next to you was "Bhat". (This is the only mention of Bhat in the discussion or documentation.) You identified that Mr. Pushpinder Singh hates you. Mr. Pushpinder Singh left the restroom and came back with a knife. He swung the knife and you felt he was going after your neck. You protected yourself by pushing him down, the knife fell, and you fought until other drivers separated you. You further clarified the locations by drawing a map of the restroom.

You showed a video taken by one driver outside of the restroom as individuals were coming out.

Mr. Seyoum Asrat was present to provide a character witness. Tony Alexander, JW Consulting, arrived late to provide assistance to you during the hearing.

#### Findings of Fact and Decision

I have decided to reverse the Notice of Decision to revoke your permit subject to your compliance with all of the following condition not later than sixty (60) days from the date of this decision:

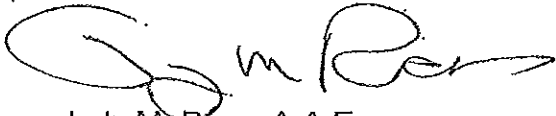
- You must complete the anger management counseling program offered by ACT for Mental Health and enroll in individual counseling in their 12 session program to learn anger management skills. ACT may be reached at 408.287.2640. Upon completion of the program, you must submit proof of completion to the Director's Office not later than one hundred and twenty (120) days from the date of this decision.

In the event that you do not comply with the condition listed above within sixty (60) days from the date of this decision, your permit will be revoked on the forty-sixth (61<sup>st</sup>) day from the date of this decision.

#### Right to Appeal

If you are dissatisfied with this Decision, you have the right to appeal written decision of the Director to the Airport Commission. Unless the undersigned receives a written request for a hearing from you within ten (10) calendar days of the date of this Notice, this decision will become final.

Sincerely,

A handwritten signature in black ink, appearing to read "Judy M. Ross". The signature is fluid and cursive, with the first name "Judy" being the most prominent.

Judy M. Ross, A.A.E.  
Interim Assistant Director of Aviation

cc: John Aitken, Interim Director of Aviation  
Robert Swensen, Airport Operations Manager  
John Tran, Airport Operations Supervisor  
Faamoana Paminsan, Taxi San Jose

1 PROOF OF SERVICE

2 CASE NAME: *DECISION OF THE DIRECTOR OF AVIATION OF THE NORMAN Y.*  
3 *MINETA SAN JOSE INTERNATIONAL AIRPORT TO REVOKE ACCESS PERMIT*  
4 *#1C0095*

5 I, the undersigned declare as follows:

6 I am a citizen of the United States, over 18 years of age, employed in Santa Clara  
7 County, and not a party to the within action. My business address is 1701 Airport  
8 Boulevard, Suite B-1130, San Jose, California 95110-1206, and is located in the county  
9 where the service described below occurred.

10 On July 7, I caused to be served the within:

11 **DECISION OF THE DIRECTOR OF AVIATION OF THE NORMAN Y. MINETA SAN**  
12 **JOSE INTERNATIONAL AIRPORT TO REVOKE ACCESS PERMIT #1C0095**

13  by placing a true copy thereof enclosed in a sealed envelope, with postage  
14 thereon fully prepaid, for collection and mailing at my place of business following  
15 ordinary business practices. Said correspondence will be deposited with the United  
16 States Postal Service at San Jose, California, in the ordinary course of business;  
17 and there in United States mail at the place so addressed below.


18 Party Served:

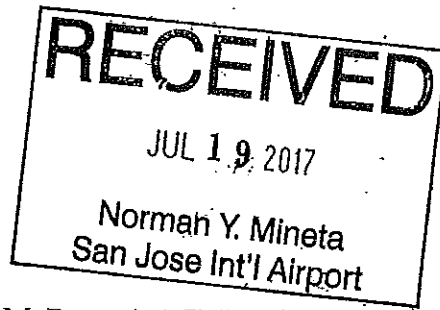
19 Mr. Iqbal Durrani

20 Party's Business Address:

21 1150 Ranchero Way #70  
22 San Jose, CA, 95117

23 I declare under penalty of perjury under the laws of the State of California that the  
24 foregoing is true and correct. Executed on July 7, 2017, at San Jose, California.

25   
26 \_\_\_\_\_  
27 Janelle Adams  
28



From: Iqbal Durrani  
1150 Ranchero Way #70  
San Jose, CA 95117

To: The Director of Aviation  
SJC Airport, San Jose

Attention: Judy M. Ross, A.A.E. Interim Assistant Director

CC: Robert Swensen, Airport Operations Manager

Dated: July 18, 2017

**Re: DECISION OF THE DIRECTOR OF AVIATION OF THE NORMAN Y. MINETA  
SAN JOSE INTERNATIONAL AIRPORT TO REVOKE ACCESS PERMIT # 1C0095**

Dear Judy M. Ross, A.A.E.,

I am in receipt of your letter dated July 6, 2017 on Tuesday July 11, 2017 advising me to complete an anger management counseling program and also to notify me to revoke my subjected Access Permit if I don't complete this program.

I thank you for proposing this program to me but I think I don't need to undergo this program because I did not commit any such crime where I need to undergo for this program. I had submitted my statements in my previous letters that I was targeted by other driver on no fault of mine and the Police Department has already cleared me for no fault of mine.

However, it is needless to argue that how I was attacked and harassed on no fault of mine, but I like to state that I am an aged person and looking after my family by honestly working hard. It is a human nature to get upset when someone is in bad situation like I was that day. I don't think I got mad or angry on anyone without any reason and you have already punished me by blocking me from working at airport, even though I was not at fault. I can again explain to you verbally if you give me chance.

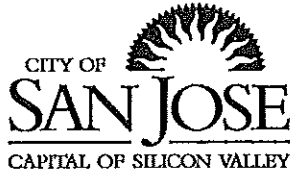
I request you to please accept my appeal because I am not an angry man by nature or by habits. Like other human beings, I did what you mentioned in your letter.

Thank you and I need your cooperation.

Sincerely,

IQBAL DURRANI





*Office of the City Attorney*  
RICHARD DOYLE, CITY ATTORNEY

KEVIN FISHER  
Chief Deputy City Attorney  
Direct Line: (408) 535-1943

August 1, 2017

First Class Mail

Mr. Iqbal Durrani  
1150 Ranchero Way #70  
San Jose, CA 95117

Re: NOTIFICATION OF HEARING BEFORE THE NORMAN Y. MINETA SAN JOSE INTERNATIONAL AIRPORT COMMISSION WITH REGARD TO THE DECISION OF THE DIRECTOR OF AVIATION OF THE NORMAN Y. MINETA SAN JOSE INTERNATIONAL AIRPORT TO REVERSE THE NOTICE OF DECISION TO REVOKE ACCESS PERMIT #1C0095

Dear Mr. Durrani:

The City has received your Request for Hearing from the decision of the Director of Aviation to reverse the Notice of Decision to revoke your Airport Access Permit.

Pursuant to San José Municipal Code Section 25.10.330, this letter serves as notice that a hearing before the Norman Y. Mineta San José International Airport Commission has been scheduled for **Monday, August 14, 2017 at 5:00 p.m.** at:

**Norman Y. Mineta San José International Airport  
Administrative Offices  
1701 Airport Boulevard  
Boeing/McDonnell Conference Room  
San Jose, CA 95110-1206**

The hearing will proceed under the following procedures:

- The presentation of evidence shall be informal and not subject to technical compliance with the Evidence Code.
- The City shall have the obligation to proceed with its evidence in support of the Notice of Decision to revoke the Airport Access Permit first.

- You will be given the opportunity to testify and present evidence concerning the decision to revoke your Airport Access Permit.
- Copies of the Notice of Decision to revoke your Airport Access Permit, the Director's Decision to Reverse the Notice and Decision and any other documentation that City staff is submitting to the Airport Commission in regard to this matter will be posted to the Airport Commission website: <http://www.flysanjose.com/airport-commission> no later than seven (7) days prior to the hearing date. If you intend to present any written evidence to the Airport Commission, please submit any such evidence to the Director of Aviation at 1701 Airport Boulevard, Suite B-1130, San Jose, CA 95110-1206, with a copy to the undersigned.
- The Airport Commission shall consider any relevant evidence if it is the sort of evidence on which responsible persons are accustomed to rely in the conduct of serious affairs. The Chair of the Airport Commission may exclude from consideration irrelevant or cumulative evidence, or other evidence found to be unduly time consuming or inflammatory.
- The rules of privilege shall be effective to the extent that they are otherwise required by law to be recognized.
- The parties shall have the right to call and examine witnesses, and present relevant documentary and physical evidence.
- All oral testimony shall be under oath or affirmation.
- The parties shall have the right to present impeachment or rebuttal witnesses and evidence, and shall have the right to cross-examine witnesses on any matter relevant to the issues whether or not that matter was raised in direct examination.
- Parties to the hearing may be represented by legal counsel.
- The hearing shall be recorded by audiotape. The parties may use a court reporter at their discretion and expense.
- The duration of the hearing and any procedural issues that arise are within the sole discretion of the Chair of the Airport Commission, whose rulings on such procedural issues are final.
- The Chair of the Airport Commission is authorized to make changes and additions to the hearing rules if such changes are deemed useful or necessary.

After closing the hearing, the Airport Commission shall render a decision sustaining, reversing or modifying the Director's Decision and shall list the reasons for that decision. A written determination of appeal shall be mailed or delivered personally to you at the address stated in your permit. The decision of the Airport Commission shall be the City's final determination

Very truly yours,

RICHARD DOYLE, City Attorney

By:   
KEVIN FISHER  
Chief Deputy City Attorney

cc: Airport Commissioners  
Jim Webb