



October 23, 2015

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
400 North Street, 2<sup>nd</sup> Floor  
Harrisburg, PA 17120

RECEIVED

OCT 23 2015

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

RE: C-2015-2473654

Dear Ms Chiavetta,

This is to serve as notice that Yourway Transport, Inc. is contesting the complaint that has been filed against us by the Bureau of Investigation & Enforcement.

On March 24, 2015 at 9:58 PM our Taxi #8 picked up a client at the Lehigh Valley International Airport. The client instructed the driver to go to The Hampton Inn at 7471 Keebler Way in Allentown, PA. After exiting Route 100, the client then decided to go directly to the Lehigh Valley Hospital. Driver confirmed that the client wanted to go to the Cedar Crest campus and the client told him yes. Upon arriving at the Cedar Crest Campus, the client made a phone call and found out that she really needed to go to the Lehigh Valley Muhlenberg Campus. The driver then continued the trip taking the client to Muhlenberg Campus of Lehigh Valley Hospital in Allentown, PA arriving at 10:47 PM. The total fare for the trip was \$110.50. The client chose to pay with a Credit Card. The driver called in the credit card to the office. The dispatcher, at the office, was put on the phone with the client. The dispatcher, Shiraz Jaffer, verbally notified the client that there was a 3% convenience charge for use of a credit card. Please note that 3% of \$110.50 is equal to \$3.315 (rounded up to \$3.32). The dispatcher made a clerical error and entered the convenience fee in the tip category. \$3.32 is an odd amount left as a tip and even stranger that it is equal to our 3% convenience fee on the client's trip fare of \$110.50.

Sincerely,

Shiraz Jaffer  
Operations Manager

cc: Michael L. Swindler, Prosecutor

SJ/tmg

Allentown, PA  
3609 Barrington Drive  
Allentown, PA 18104  
Toll Free: 1.888.778.4555  
Office: 1.610.395.9198  
Fax: 1.610.391.9002

[www.yourwaytransport.com](http://www.yourwaytransport.com)

UK  
8 Stoneyfield  
Gerrards Cross, Bucks  
SL9 7LU  
Office: +44 (0) 1753 888881  
Fax: +44 (0) 1753 885289

ORIGIN ID: ABEA (610) 395-9198  
SHIRAZ JAFFER  
YOURWAY TRANSPORT  
6681 SNOWDRIFT ROAD

SHIP DATE: 23OCT15  
ACTWGT: 0.5 LB MAN  
CAD: 0513069/CAFE2912

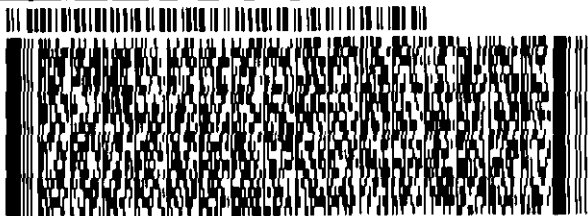
ALLENTOWN, PA 18106  
UNITED STATES US

BILL SENDER

TO **ROSEMARY CHIAVETTA**  
**PENNSYLVANIA PUBLIC UTILITY COMMISS**  
**400 NORTH STREET**  
**2ND FLOOR**  
**HARRISBURG PA 17120**

(610) 386-8188

REF: THERSEA



**FedEx**  
Express

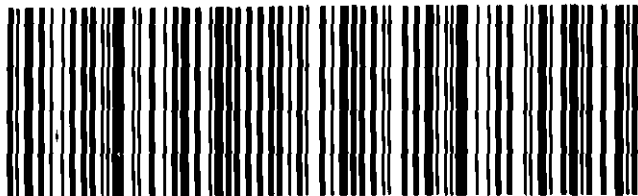


**WED - 28 OCT 4:30P**  
**EXPRESS SAVER**

TRK# **6422 9205 7855**  
0201

**SK MDTA**

**17120**  
**PA-US MDT**



Part # 156148-434 RIT2 02/14

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