

9/25/2018

**PAULS CAB SERVICE INC.  
735 MARKET ST.  
SUNBURY PA. 17801  
570-259-5661**

**TO THE HONORABLE ROSEMARY CHIAVETTA**

I Carl W Hovenstine Vice President/Secretary Pauls Cab Service Inc. do not wish to challenge this complaint, Docket# C-2018-3003132. I am just stating the circumstances regarding the incident that occurred on June 30th 2018. The driver Mr. Jim Hunter recieved a call from the complaintant to be picked up in Sunbury Pa. and taken to Milton Pa. to fill a prescription. The complaintant told the driver at the time he would be in and out in a matter of a couple of minutes. After waiting a longer period of time the driver told the complaintant that he had other calls and had to get going. The complaintant did not come out for sometime so the driver left. We do not contest these facts. I have had a talk with Mr. Jim Hunter and all other drivers regarding this situation. I explained that if you pickup a passenger no matter how long you must wait you run the meter till the passenger returns and complete the calls. Like I had mentioned I am not disputing the complaint at all and would like to settle this matter as soon as possible. The only thing I am disputing is the amount of the fine. I have been in this business since 2003 and have given excellent service to our community without a single complaint filed with the P.U.C by any customers. We have strived to take care of our needs of our community and also do our best to update our vehicles to provide a safe and pleasant environment for our passengers. The current situation in the taxi businesses our profits have been drastically reduced due to shared the ride services such as Lyft and Uber. We have also seen other competition come into our service area by the granting of authority to another cab service. I am just asking if you could please consider reducing the fine to a more fair and resonable amount. Please let me know as soon as possible so we can close this matter. We will work very hard in the future by explaining and going over the rules with our drivers that are set forth by the P.U.C. In closing I would like to thank you for your consideration of this matter.

Sincerely,  
Carl W Hovenstine Vice President/Secretary  
Pauls Cab Service Inc.

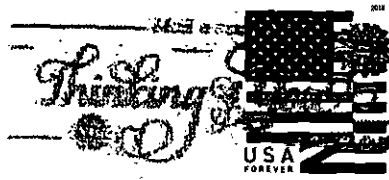


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