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March 28, 2024

VIA ELECTRONIC FILING

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, PA 17120

Re: Application of Chozen Transport Inc; Docket No. A-2024-3047583;
**RESPONSES OF CHOZEN TRANSPORT INC TO DATA REQUESTS OF
THE BUREAU OF TECHNICAL UTILITY SERVICES, SET I**

Dear Secretary Chiavetta:

Enclosed for filing with the Commission is the Data Responses of Chozen Transport Inc to the Data Requests of the Bureau of Technical Utility Services, Set I in the above-captioned matter.

Thank you for your attention to this matter. If you have any questions related to this filing, please do not hesitate to contact me.

Very truly yours,

Todd S. Stewart
Counsel for Chozen Transport Inc

TSS/jld
Enclosure

cc: David Canzoneri, Bureau of Technical Utility Services (via email - dcanzoneri@pa.gov)

**RESPONSES OF CHOZEN TRANSPORT INC
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- 1) In the attached information provided in your application, you mentioned leased vehicles multiple times, or transporting participants in personal vehicles. Please explain what you mean by leased or personal vehicles, and how that fits into the proposed service/business.

RESPONSE:

Leasing vehicles for our drivers who meet the screening process criteria but don't have vehicles up to our standards is a sensible approach. It ensures consistency in the quality of service provided to our clientele.

By requiring personal vehicles to undergo a rigorous inspection process similar to that of our leased vehicles, we maintain a high standard of comfort and quality across our fleet. This ensures that all vehicles used by our drivers meet the expectations of our clients.

Opting for leasing over purchasing vehicles offers flexibility and the ability to keep our fleet updated with newer models. This allows us to trade in vehicles that require less maintenance and attention, ultimately enhancing the comfort and care provided to our clients during their journeys.

Overall, our approach demonstrates a commitment to delivering a superior transportation service experience while effectively managing our fleet for optimal performance and client satisfaction.

Provided By: Anthony Jefferson

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- 2) You failed to adequately answer all aspects of question #5 of the Verified Statement of Applicant. Please review Title 52 Pa Code §29.501-509 Driver Regulations to see what is required of motor carriers.
- a. Your system for conducting criminal background checks;
 - i. How often will the criminal background checks be conducted?
 - ii. How will you maintain records of the criminal background checks performed?
 - b. Your system for conducting driver license/history checks;
 - i. How often will these checks be performed?
 - ii. How will you maintain records of such checks?

RESPONSE:

- ai. Criminal Background Checks will be completed biannually unless the following apply:

Nature of the Position: The level of risk associated with a particular role may influence how often background checks are conducted. For high-security positions or roles with access to sensitive information, more frequent checks may be warranted.

Changes in Employment Status: These background checks are not only for new hires but also periodically for existing employees, especially if they are being considered for promotion or if their job responsibilities change significantly.

- aii. **Documentation of Request:** Record the details of each request for a criminal background check. This should include the requester's name, date of request, reason for the check, and any authorization provided.

Consent Forms: Keep copies of signed consent forms from individuals undergoing background checks. These forms would clearly state the purpose of the check, the rights of the individual, and any relevant legal disclaimers.

Identification Information: Maintain accurate records of the individual's identification information, including full name, date of birth, Social Security number (or equivalent), and any other relevant identifiers.

Date and Time of Check: Record the date and time when the background check was conducted.

Results of the Check: Document the results of the background check, including any criminal history found, as well as any other relevant information gathered during the investigation.

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Actions Taken: Note any actions taken based on the results of the background check, such as hiring decisions, eligibility determinations, or other relevant outcomes.

Retention Period: All records will be kept during the duration of the employee's tenure with our company as well kept on file physically for 1 year after leaving and 2 years electronically.

Security Measures: Security measures to protect the confidentiality and integrity of the records, such as encryption, restricted access, and secure storage have been set in place Ensuring that our record-keeping practices comply with relevant laws and regulations governing background checks, such as the Fair Credit Reporting Act (FCRA) in the United States or similar legislation based on changes and/or updates of the jurisdiction.

Regular Audits: Conduct regular audits of record-keeping practices to verify compliance with internal policies and external regulations.

Training and Awareness: Provide training to personnel involved in conducting background checks on the importance of accurate record-keeping and compliance with relevant laws and regulations and organizational standards of Chozen Transport.

By following these guidelines, Chozen can effectively maintain records of criminal background checks while ensuring compliance with legal requirements and safeguarding the privacy rights of individuals.

- bi. Driving record/history Checks will be completed during the onboarding process and quarterly and at random thereafter unless the following apply:

Nature of the Position: The level of risk associated with a particular role may influence how often the driving records are reviewed. For high-security positions or roles with access to sensitive information, more frequent checks may be required.

Changes in Employment Status: Driving record reviews are not only for new hires but quarterly for all existing employees unless circumstances require otherwise. If an employee is being considered for promotion or if their job responsibilities significantly change, their driving record will be reviewed at that time.

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bii. **Policy:** Provide individuals with the policy outlining the requirements for driving records. Determine which positions require driving, the frequency of checks, and the criteria for disqualification.

Consent Forms: Obtain consent from all employees or potential hires to conduct driving record checks. This is completed during the onboarding process.

Perform Regular Checks: Conduct driving record checks at regular intervals for employees in driving positions. This will be conducted quarterly, unless otherwise required.

Review Driving Records: Evaluate driving records thoroughly, looking for any violations, suspensions, or other issues that could impact an employee's ability to safely operate a vehicle for work purposes.

Maintain Records Securely: Keep all driving records and related documentation in a secure and confidential manner both physically and electronically, being intentional to adhere to data protection regulations of PA.

Stay Informed: Stay up to date with relevant laws and regulations regarding driving record checks in our jurisdiction understanding that regulations often vary by region and change over time. Periodically reviewing and assessing the effectiveness of our driving record check process. Adjust as necessary to ensure it remains compliant, efficient, and aligned with your company's goals and values.

Provided By: Anthony Jefferson

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- 3) Please identify the role Anthony Jefferson in this enterprise. Will he be a driver? As noted in the Verified Statement of Applicant, Mr. Jefferson was convicted of a misdemeanor (DUI) in 2022, and would therefore disqualify himself from operating as a driver under Title 52 Pa. Code §29.5005(a)(3). Please clarify what duties Mr. Jefferson will be responsible for in this venture.

RESPONSE:

I (Anthony Jefferson) would be solely the owner of Chozen Transport and would **not** be operating (**driving**) any of the vehicles neither now nor after restrictions have been lifted at any time. As the owner my role is ensuring the smooth and efficient operation of the business while prioritizing the safety and satisfaction of all our passengers. I have listed a more detailed description of responsibilities below.

1. **Business Management:** Overseeing the day-to-day operations of the business, including staffing, scheduling, and administrative tasks.
2. **Compliance:** Ensuring compliance with all relevant regulations and licensing requirements for operating a transportation service.
3. **Vehicle Maintenance:** Maintaining a fleet of vehicles in good working condition, including regular inspections, repairs, and upkeep.
4. **Safety:** Implementing safety protocols and procedures to ensure the well-being of passengers and staff during transportation.
5. **Staff Management:** Hiring, training, and managing drivers and support staff, including ensuring they have the necessary qualifications and certifications.
6. **Customer Service:** Providing excellent customer service to clients, including addressing concerns, handling complaints, and ensuring a positive experience.
7. **Billing and Payment:** Managing billing and payment processes, including invoicing clients, processing payments, and handling insurance claims.
8. **Route Planning:** Optimizing transportation routes to ensure efficient and timely service delivery.
9. **Record Keeping:** Maintaining accurate records of trips, expenses, and other important business information.
10. **Marketing and Growth:** Developing marketing strategies to attract new clients and expand the business.
11. **Financial Management:** Managing the finances of the business, including budgeting, forecasting, and financial reporting.

Provided By: Anthony Jefferson

VERIFICATION

I, Anthony Jefferson, President, Chozen Transport Inc, hereby state that the facts set forth in the foregoing discovery responses are true and correct (or are true and correct to the best of my knowledge, information, and belief) and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 4904 (relating to unsworn falsification to authorities).

Date: 03/28/2024

Signature:  _____