

Docket No. A-2024-3050479
SERVICE MANDATE LLC

Request for Information

1) Under #3 on the verified statement questions, you describe your business experience and elaborate on services rendered under a company named EasyUdo Services. Before we can continue to process your application, we would need you to clarify further, please.

a. Are all transportation services you describe in your application to the Commission performed exclusively for a related corporate parent or subsidiary? Yes / No.

No. Service Mandate is not a subsidiary of any corporation, nor will it only provide services to a single authority.

b. Since you are using the phrase "majority focus" when describing Service Mandate's intentions to start transporting EasyUdo Services clients, can we assume that transportation service will also be rendered to others?

EasyUdo and Service Mandate are two different and distinct entities owned by the applicant. The phrase "majority focus" was meant to imply that each entity will work with people with intellectual disabilities and/or autism, but each provides different types of services. Service Mandate will render transportation services to others.

If so, who are these people? Can these riders (not EasyUdo Services clients) be considered the general public (people not receiving any services from EasyUdo)?
Yes / No.

Yes.

c. Also, will additional services be offered as soon as PUC certification is finalized or is this something you may or may not consider later?

Service Mandate's focus is to provide transportation services. Any other services would be considered at a later date.

VERIFIED STATEMENT OF APPLICANT

RCVD PUC SEC BUR
AUG 12 2024 AM 10:48

Service Mandate, LLC

Legal Name of Applicant

N/A

Trade Name, if any

1288 N Mountain Rd. Harrisburg, PA 17112

Street Address City State Zip Code

1. Israel Uchendu; Owner.
2. No affiliation with any other carrier.
3. Since 2014, Applicant has been the owner/operator of EasyUdo Services, an agency which works with individuals with intellectual disabilities and those on the autism spectrum. Part of his duties in this capacity is transporting individuals to and from appointments, work and other community activities. He coordinates transportation of individuals with clients, family, co-workers and County personnel. He provides annual training to his staff on the rules and regulations of transporting these consumers; safety precautions; instructions on securing wheelchairs in vans; vehicle safety checks; supervision of clients in vehicles; and client interventions as needed. Transporting these same individuals will be a majority focus for Service Mandate. Finally, Service Mandate has secured the assistance of a Certified Business Consultant to assist through the startup phase of this venture. Nye Morgen Business Consulting is working directly with the owner to assure a successful beginning.
4. Service Mandate is headquartered on N Mountain Rd. in Harrisburg. This physical location has offices, lobby and a meeting room. Office equipment includes desktop computers, printers, copier/scanner and telephone.
There is ample private parking to maintain all vehicles for the business as well as staff's personal vehicles.
All records and documents will be kept in the owner's office in a locked file cabinet. (See Attachment #1: Record Management_Policy)
An Office Manager will be on duty during all business hours. This position will manage all drivers' schedules as well as take calls for customer requests for transportation services. Transportation services will be arranged via contracts with County personnel working with the ID/A population (Intellectual Disabilities/Autism). This will result in transporting individuals to and from providers of Day Programs, Pre-vocational services, Life Sharing, Homes and Community Habilitation, etc.. These contracts will include the names of individuals to be

transported, to and from addresses, times for pick up and drop off, frequency of services (daily, weekly, etc.) and any special needs of the individual.

As contracts are secured, the Office Manager will coordinate the drivers' schedules to assure all riders can be serviced as per contract or request call.

Each vehicle will have an assigned cell phone through which driver and office will have continuous communication.

Service Mandate will have the following office hours:

Monday – Friday: Office opened 8 am to 5 pm (Driving will begin at 7 am and end at 8 pm)

Saturday & Sunday: Office opened 9 am to 2 pm (Driving will begin at 9 am and end at 7 pm)

5. In addition to the owner, Service Mandate has staff in his EasyUdo agency who are prepared to begin transportation duties upon demand. Schedules will be staggered and coordinated to assure all transportation requests and contracts can be fulfilled.

When Service Mandate secures additional contracts for transporting individuals that warrant the hiring of another driver, ads will be placed and/or offers will be made to EasyUdo staff who express interest.

For hiring standards, background checks and alcohol and drug use (5a, b, d and e), please see Attachment #2: Employee Qualifications_Policy..

5c. Please see Attachment #3: Employee Training_Policy.

6. Service Mandate currently has one vehicle to use in the business. As business increases and more contracts are secured, additional vehicles will be acquired. We believe that this vehicle will sufficiently cover the territory we intend to service during the start-up phase of this business. The vast majority of trips for the ID/A population referenced above occur Monday-Friday between 7:30-9:00 am, and 2:00-4:30 pm.

Vehicles –

<u>Year</u>	<u>Make</u>	<u>Model</u>	<u>Capacity</u>	<u>Vehicle ID</u>	<u>Mileage</u>
2002	Chevrolet	Express	6	1GBFG15M621	145,000

7a-b. Vehicles will be inspected daily by staff of Service Mandate to be sure that all systems are working and that they are safe, clean, and prepared to be operated. See Attachment #4: Vehicle Checklist – Daily.

Each month, a more thorough inspection will be conducted to assure safety and sanitary conditions. See Attachment #5: Vehicle Checklist – Monthly.

The two checklists referenced above cover the requirements of 52 Pa Code, Section 29.403.

8. A thorough budget and Pro Forma were compiled in the planning of this venture. Several insurance agencies were visited for competing quotes which were included in the budgeting process.

Service Mandate's vehicle is currently insured and premiums have been consistently covered.

9. No. Applicant has no criminal history and is not subject to supervision by a court or correctional institution.

Verification of Statement

The undersigned deposes and says that he/she is authorized to and does make this verification and that the facts set forth therein are true and correct to the best of his/her knowledge, information, and belief. The undersigned understands that false statements herein are made subject to penalties of 18 Pa. C. S. Section 4904 relating to unsworn falsification to authorities.



(Signature)

06/25/24

(Date)

Israel Uchendu, Owner

(Name and Title)

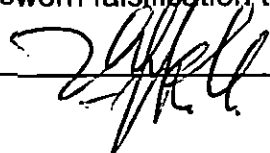
Statement of Financial Position (Balance Sheet)
As of June 1, 2024

RCVD PUC SEC BUR
AUG 12 2024 AM10:48

<u>ASSETS</u>	
Current Assets	
Cash	\$9,000
Other	\$0
(Specify Other: _____)	
Tangible Assets	
Motor Vehicle Equipment	\$14,200
Property	\$0 (Rented space)
Office Equipment	\$3,500
TOTAL ASSETS:	<u>\$26,700</u>

<u>LIABILITIES</u>	
Current Liabilities	
Loans	\$0
Credit Cards	\$800
Other Liabilities	\$0
Total Current Liabilities	<u>\$800</u>
Long Term Liabilities	
Mortgage	\$0
Long Term Loan	\$0
Other Liabilities	\$0
Total Long Term Liabilities	<u>\$0</u>
TOTAL LIABILITIES:	<u>\$800</u>

I, Israel Uchendu, hereby state that the facts above set forth 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).



Your answers should be verified per 52 Pa Code § 1.36. Accordingly, you must provide the following statement with your responses:

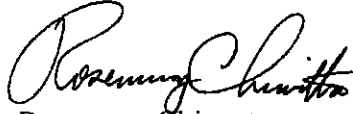
I, Israel Richard, hereby state that the facts above set forth are true and correct to the best of my knowledge, information and belief, and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 4904 (relating to unsworn falsification to authorities).

The blank should be filled in with the name of the appropriate company representative, and the signature of that representative should follow the statement.

Failure to comply with this request within 10 working days from the date of this letter will result in the denial of the application.

Please direct any questions to Compliance Specialist Kevin Morgan, Bureau of Technical Utility Services at (717) 787-2687. Faxed or emailed filings are **not** accepted.

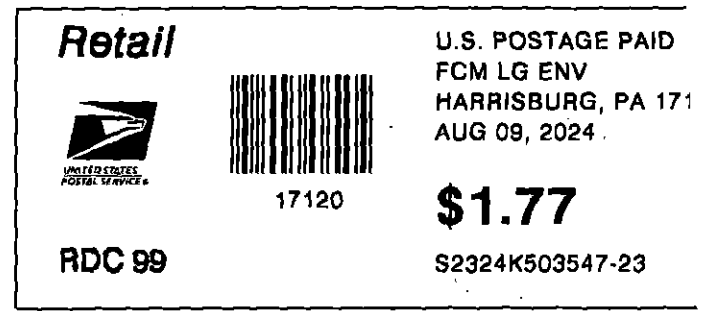
Sincerely,



Rosemary Chiavetta
Secretary

Enclosure

Service Mandate Uc
288 N Mountain Rd
Harrisburg PA 17112



Rosemary Chiavetta,
Secretary, Pennsylvania Pub
Utility Commission,
Commonwealth Keystone Bu
400 North Street
Harrisburg, PA 17120