



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
COMMONWEALTH KEYSTONE BUILDING  
400 NORTH STREET  
HARRISBURG, PENNSYLVANIA 17120  
<http://www.puc.pa.gov>

August 28, 2024

A-6427064  
A-2024-3050904

KARMA CARE LLC  
421 E 21<sup>ST</sup> AVENUE  
ALTOONA PA 16601

**RE: Application of Karma Care LLC**

To Whom It May Concern:

On August 27, 2024, the application of Karma Care LLC, at A-2024-3050904, as a motor carrier was accepted for filing and docketed with the Public Utility Commission. In order for the Commission to proceed with the application, additional information is required.

Please forward the information to the Secretary of the Commission at the following address **within ten (10) working days** from the date of this letter.

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, Pennsylvania 17120

**ALL Parties to proceedings pending before the Commission are advised to open and use an e-filing account through the Commission's website. If a filing contains confidential or proprietary material, the filing is required to be submitted by overnight delivery.**

Docket No. A-2024-3050904  
Karma Care LLC

Request for Information

- 1.) For question #10 of the application you stated that you wish to transport individuals between points in the Counties of Allegheny, Armstrong, Beaver, Butler, Fayette, Indiana, Lawrence, Somerset, Washington, and Westmoreland. Which would indicate that you are transporting individuals in general paratransit service, however, based upon information in your application it appears that you may intend to transport in non-emergency paratransit, as opposed to general paratransit service. Please clarify if you are going to offer general paratransit or are you offering non-emergency medical paratransit.
- 2.) Question #3 of the Verified Statement of Applicant asks you to “Describe the applicant’s business experience, particularly any experience relating to the operation of a transportation service. If practical experience is lacking, please provide an explanation and description of any education or training that you believe may be relevant.”
  - a. Your answer to the above question, only related to new hires that Karma Care LLC hopes to make, which is not what the question is asking. Please describe the applicant’s business experience, particularly any experience relating to the operation of a transportation service. If practical experience is lacking, please provide an explanation and description of any education or training that you believe may be relevant
- 3.) 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. Age Restrictions;
    - i. What if any age restrictions will you have for intended drivers? Please provide a policy on the age of drivers that complies with the regulations mentioned above.
  - b. Your system for conducting criminal background checks;
    - i. What type of things in their criminal background check would disqualify them from employment?
    - ii. How will you maintain records (record retention) of the criminal background checks performed?
  - c. Your system for conducting driver license/history checks;
    - i. How often will driver license/history checks be conducted?
    - ii. How will you maintain records (record retention) of such checks?
  - d. Your policies regarding alcohol and drug use by your drivers.
    - i. You mentioned that you will conduct random drug tests each two months for all drivers. Are there any consequences/actions for failed tests?

- 4.) For question #7 of the Verified Statement of Applicant it asks you to provide your vehicle safety program.
  - a. Will there be any pre/post trip inspections of the vehicles, and what would that entail?
- 5.) You must resubmit another Statement of Financial Position (Balance Sheet) that is **DATED.**

**PLEASE ANSWER THESE QUESTIONS THOROUGHLY ON A  
SEPARATE SHEET OF PAPER**

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

I, Hana Yagub, 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 David Canzoneri, Bureau of Technical Utility Services at (717) 346-9738. Faxed or emailed filings are **not** accepted.

Sincerely,



Rosemary Chiavetta  
Secretary

Enclosure

KARMA CARE LLC  
421 E 21ST AVENUE  
ALTOONA PA 16601

Answers for requested questions:

1/ For question #10 of the application you stated that you wish to transport individuals between points in the Counties of Allegheny, Armstrong, Beaver, Butler, Fayette, Indiana, Lawrence, Somerset, Washington, and Westmoreland. Which would indicate that you are transporting individuals in general paratransit service, however, based upon information in your application it appears that you may intend to transport in non-emergency paratransit, as opposed to general paratransit service. Please clarify if you are going to offer general paratransit or are you offering non-emergency medical paratransit.

- We are going to provide non-emergency medical paratransit between Allegheny, Armstrong, Beaver, Butler, Fayette, Indiana, Lawrence, Somerset, Washington, and Westmoreland counties.

2/ Please describe the applicant's business experience, particularly any experience relating to the operation of a transportation service. If practical experience is lacking, please provide an explanation and description of any education or training that you believe may be relevant.

- The company owned by me, Hana Yagoub (60%) + two other applicants who own 20% each. I have postgraduate degree in Business Management and established this "woman owned company" after worked for 2 years at HANO LLC for non-medical transportation company as Fleet Manager. During worked with HANO, I covered the position of relationship manager who manage the relationship between the company and their clients. The other applicants have been worked for over 10 years at difference transportation companies such as "Taxi Caps, Limousine and non-emergency Medical Transportation".

3/ A. What if any age restrictions will you have for intended drivers? Please provide a policy on the age of drivers that complies with the regulations mentioned above.

- We are Planning to hire drivers who are 21 years and up with 1 year experience of driving. Drivers must have no more than two points on their driving record.

**B.i. What type of things in their criminal background check would disqualify them from employment?**

- The company rules for hiring require criminal background check. To be hired, the criminal background check must be clear of convicted of any a felony or a misdemeanor under the laws of the commonwealth or under the laws of another jurisdiction.

**B.ii. How will you maintain records (record retention) of the criminal background checks performed?**

- A copy from criminal history will be maintained for at least 3 years.

**C.i. How often will driver license/history checks be conducted?**

- The driver license history will be checked every 2 years. The company will take strong action against any complaints.

**C.ii. How will you maintain records (record retention) of such checks?**

- A copy from the driver's license history will be maintained for at least 2 years.

**D.i. You mentioned that you will conduct random drug tests every two months for all drivers. Are there any consequences/actions for failed tests?**

- Any driver fails the drug test, his contract will be terminated.

**4. Will there be any pre/post trip inspections of the vehicles, and what would that entail?**

- The fleet manager is responsible for inspecting vehicles weekly and reporting any failure which will be sent immediately to the shop for repair.

**Statement of Financial Position (Balance Sheet)**

As of (date) 8-27-2024

(Must be less than 6 months old)

ASSETS

Current Assets			
Cash		40,000	
Other Current Assets (specify)		<u>8,000</u>	
Total Current Assets			<u>48,000</u>
Tangible Assets			
Motor Vehicle Equipment		20,000	
Property (buildings, land, etc.)		<u>5,000</u>	<u>25,000</u>
Office Equipment			
	TOTAL ASSETS		<u>73,000</u>

LIABILITIES

Current Liabilities (Due within one year of date)			
Loans		_____	
Credit cards/revolving credit		_____	
Other Liabilities (Attach schedule)		_____	
Total Current Liabilities			<u>0.00</u>
Long Term Liabilities (Due after one year of date)			
Mortgage		_____	
Long term commercial loan		_____	
Other Liabilities (Attach Schedule)		_____	
Total Long-Term Liabilities			<u>0.00</u>
	TOTAL LIABILITIES		<u>0.00</u>