

Kindness Services, LLC

900 S Arlington Ave. Suite 130A
Harrisburg, PA 17109

May 5, 2025

Matthew Homsher, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, Pennsylvania 17120

**Re: Kindness Services
A-2025-3054435**

Mr. Homsher

In response to the Denial letter dated May 5, 2025. The reason for denial of the PUC license was that the transportation services Kindness Services intends to provide would be “incidental to its primary non-transportation business” and therefore not PUC’s jurisdiction. We would like to clarify that the transportation service we intend to provide is a separate line of service from anything Kindness Services is currently offering. The passengers Kindness Services plans to provide transportation for are not, and will not be, people for whom Kindness Services is providing any other service. This will be a separate service offering for passengers not in any of its programs.

Kindness Services offers, for example, a service called Home and Community Habilitation (HCH). The goal of this services is to assist people to better access and utilize community resources for more independent living. A part of this service includes, at times, driving an individual to a community event or to an appointment. This is not the ‘transportation’ for which we are applying for a license. We understand we do not and would not need a PUC license for this. However, to start our new line of service, solely for transportation that is not part of any other service, using Pennsylvania roads for payment, we believe we would need a license and that this service would be under PUC jurisdiction. I could refer you to several other entities who have recently been licensed by PUC who are currently operating the very service we intend to operate. One of those entities received a denial for the same reason in September 2024, but after clarification, received their license.

Let us also clarify where these clients would be coming from. The majority of clients would be referred to us by county Supports Coordinators who act as case managers for people with disabilities in the identified Counties. When a person with a disability is assessed to have a need for transportation, the Supports Coordinator will arrange this with an area ODP-qualified transportation provider. Payment for this service is made through each client’s Medicaid waiver.

Apologies that this information was not clearly explained on the initial application, and we do hope that this explanation clarifies our intentions to become a PUC-licensed provider of paratransit services.

Please let us know if you would need any additional information.

Thank you
Naima Witherspoon
Kindness Services

I, **Naima Witherspoon**, 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.

A handwritten signature in black ink, appearing to be 'Naima Witherspoon', written in a cursive style.