



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

October 1, 2025

A-6428264
A-2025-3057346

H&S CARE LLC
524 NORTHSTAR DRIVE
HARRISBURG PA 17112-8964

RE: Application of H&S Care LLC

To Whom It May Concern:

On September 10, 2025, the application of H&S Care LLC, at A-2025-3057346, 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.

Matthew L. Homsher, 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, OR you may submit your filing by mail. If a filing contains confidential or proprietary material, the filing is required to be submitted by overnight delivery.

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

I, _____, 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,

A handwritten signature in black ink that reads "Matthew L. Homsher". The signature is written in a cursive style with a large, stylized initial "M".

Matthew L. Homsher
Secretary

Enclosure

Docket No. A-2025-3057346
H&S Care LLC

Request for Information

- 1.) 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. Please explain your hiring standards for drivers; **(Title 52 Pa Code §29.503 – Age Restrictions)**
 - i. Are there any age restrictions? The answer provided in your previous response does not fully comply with the regulations found at Title 52 Pa Code §29.503(b)(1)&(2). Please provide a policy regarding age restrictions for drivers that complies with the aforementioned regulations.
 - b. Your system for conducting criminal background checks; **(Title 52 Pa Code §29.505 – Criminal History)** – The answer provided in your previous response did not answer the following questions. Please provide acceptable policies regarding criminal history checks for prospective drivers that comply with the aforementioned regulation.
 - i. How often will you conduct criminal background checks?
 - ii. How will you maintain records (record retention) of the criminal background checks performed?
 - c. Your system for conducting driver license/history checks; **(Title 52 Pa Code §29.504 – Driver History)** – The answer provided in your previous response did not answer the following question. Please provide an acceptable policy regarding driver license/history checks for prospective drivers that comply with the aforementioned regulation.
 - i. How will you maintain records (record retention) of such checks?

PLEASE PROVIDED A THOROUGH TYPED RESPONSE TO THESE QUESTIONS ON A SEPARATE SHEET OF PAPER

Please explain your hiring standards for drivers; (Title 52 Pa Code §29.503 – Age Restrictions)

- A. Are there any age restrictions? The answer provided in your previous response does not fully comply with the regulations found at Title 52 Pa Code §29.503(b)(1) & (2). Please provide a policy regarding age restrictions for drivers that complies with the aforementioned regulations.

Standard motor carrier service

For general common or contract carrier service, such as taxi or limousine services, the policy must state the following:

- **Minimum Age:** A driver must be at least 21 years of age to operate a vehicle in the company's authorized service.
- B. Your system for conducting criminal background checks; (Title 52 Pa Code §29.505 – Criminal History) – The answer provided in your previous response did not answer the following questions. Please provide acceptable policies regarding criminal history checks for prospective drivers that comply with the aforementioned regulation.

i. How often will you conduct criminal background checks?

Frequency of criminal background checks

The frequency of criminal background checks in Pennsylvania depends on the type of carrier:

- **For general common or contract carriers**, excluding call or demand and limousine drivers, a criminal history record from the Pennsylvania State Police must be reviewed every 2 years following the initial check.
- **For call or demand and limousine drivers**, a comprehensive background check (including state, national, and sex offender registry searches) must be conducted one year after initial engagement and every two years thereafter.

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

Policy for maintaining records

A policy for maintaining criminal history records must adhere to the retention requirements specified by Pennsylvania law:

- A motor carrier must maintain a copy of each driver's criminal history record for at least three years.
- This requirement applies to all drivers, including those working for general common or contract carriers and those working for call or demand or limousine services.
- The records must be securely stored, with access limited to authorized personnel to protect driver privacy.

- This retention policy ensures compliance with the Pennsylvania Public Utility Commission (PUC) regulations and allows for verification during inspections or audits.

C. Your system for conducting driver license/history checks; (Title 52 Pa Code §29.504 Driver History) – The answer provided in your previous response did not answer the following question. Please provide an acceptable policy regarding driver license/history checks for prospective drivers that comply with the aforementioned regulation.

i. How will you maintain records (record retention) of such checks?

Record retention for driver history checks

- **Common or contract carriers (excluding call or demand and limousine drivers):** A copy of the driver history must be maintained for at least **two years**.
- **Call or demand and limousine drivers:** A copy of the driver history must be maintained for at least **two years**.

Acceptable policy for maintaining driver history records

To comply with the regulations, a motor carrier should have a policy that includes the following:

- **Secure Storage:** All driver history records, whether in paper or electronic format, should be stored securely to protect the driver's private information.
- **Easy Retrieval:** The records must be maintained in an organized manner (e.g., chronological order) to allow for easy retrieval during an audit or inspection by the Pennsylvania Public Utility Commission (PUC) or other relevant authorities.
- **Retention Period Enforcement:** The policy should specify a clear process for retaining the records for the legally mandated two-year period, as well as a procedure for secure destruction of records after the retention period has been met.
- **Record Integrity:** If electronic copies are used, the system must ensure the records are accurate and protected from tampering or alteration, and must allow for the creation of legible hard copies if requested by the authorities.