

## Application for Motor Contract Carrier of Persons

This application is required to request a Permit to operate as a contract carrier of persons, when providing transportation for compensation between points in Pennsylvania. A contract carrier does not offer its services to the general public, but only provides transportation to those as specified in a contract with a specific organization.

1. **Legal Name of Applicant** (Individual, Partnership or Corporation)

Komfort Ride Transportation LLC

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- If you are an individual who has not formed any type of corporate entity, you should enter your name **as it will appear on your insurance documents**.
- If you are filing for a partnership, but **not a limited liability partnership**, the names of all partners must be entered on this line. Those names should be entered **as they will appear on your insurance documents**. This includes husbands and wives filing jointly.
- If you are filing for a corporate entity (corporation, limited liability company, or limited liability partnership), **even if you are the sole shareholder member**, you must enter the name **exactly as it appears on the registration papers from the Corporation Bureau of the Pennsylvania Department of State**.

2. **Trade Name** (Attach a copy of fictitious name registration if applicable)

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This is any name which you will be operating under which differs from the **LEGAL NAME OF APPLICANT**. A **TRADE NAME** is considered a **FICTITIOUS NAME** if the identity of the applicant cannot be readily determined. *EXAMPLE: John Doe is the applicant and wants to use the name "Johnboy Vans" as his trade name. People cannot readily determine that John Doe is the actual operator; therefore, the name is fictitious and must be registered as such. Trade names such as "John Doe Vans" or "J. Doe Vans" are not considered fictitious and would not have to be registered.*

3. **Do you currently hold PUC Authority?** no **Previous Authority?** no

**If YES, at PUC No. A-** \_\_\_\_\_

4. **Are you a business entity registered with the PA Dept. of State?** yes  
If NO, you must register (see checklist on how to register).

**If YES, provide your PA Corporation Bureau Entity ID Number**

0015125278

(See checklist and indicate type of business entity registered.)

5. **If either a corporation or limited liability company, please list members (LLC) or shareholders and officers (corporation).**

Janay Hawkins co-owner \_\_\_\_\_  
Kayla Hawkins co-owner \_\_\_\_\_  
\_\_\_\_\_

6. **Mailing Address**

116 2nd Ave  
Street Address  
West Mifflin PA 15122 Allegheny  
City, State and Zip Code County  
412 707 7177 komfortridellc@gmail.com  
Telephone Number E-mail Address

*This is the e-mail address to which the Commission will send all official documents issued by the Commission until further notice.*

7. **Physical Address** (if different from Mailing Address. Do not use a PO Box.)

same as above  
Street Address  
\_\_\_\_\_  
City, State and Zip Code County  
\_\_\_\_\_  
Telephone Number E-mail Address

The address entered here should reflect the actual location of the business. This is the address the Commission needs in order to dispatch Enforcement Officers to inspect equipment. If left blank, it will be assumed that the **PHYSICAL ADDRESS** is the same as the **MAILING ADDRESS**

8. **Attorney** (if applicable)

Attorney's Name & Telephone Number for this Filing  
Attorney's Address E-mail Address

An attorney's name should only be entered if an attorney is filing the application for a client and the application is being sent under the attorney's cover letter.

9. **Does applicant have a USDOT Number?**

x  No \_\_\_\_\_ Yes, at No. \_\_\_\_\_

**10. Describe the service area proposed by this application.**

(Use the space below or attach additional sheet if space provided is not sufficient).

The proposed service area is designed to support the non emergency medical transportation needs of nursing home residents by providing reliable shuttle service to essential healthcare destinations. Service will operate within Allegheny, Beaver, Westmoreland and Washington Counties connecting long term care facilities with hospitals, physician offices, dialysis centers, rehabilitation clinics, and other medical providers. The primary population to be served includes residents of nursing homes, assisted living facilities, and other various patients who require transportation to scheduled medical appointments. Transportation will be provided by Komfort Ride Transportation LLC within the defined local and regional boundaries, ensuring access to medical providers commonly used by residents in the service area.

*Examples:*

- *To transport people in motor vehicles as a contract carrier for ABC, Inc. between points in the counties of Bucks, Chester, and Delaware.*
- *To transport people in motor vehicles under the Medical Assistance Transportation Program as a contract carrier for 123, LLC, from points in the city and county of Philadelphia to points in PA, and return.*

**11. Certification:**

Applicant certifies that it is not now engaged in unauthorized intrastate transportation for compensation between points in Pennsylvania and will not engage in said transportation unless and until authorization is received from the Pennsylvania Public Utility Commission.

Applicant further certifies that it understands the requirements of the Pennsylvania Public Utility Commission, especially as they relate to safety and insurance and that it may be subject to civil penalties, suspension or cancellation of the Certificate for failure to comply with Commission requirements.

**Verification of Application**

I/We hereby state that the statement(s) made in this application is/are true and correct to the best of my/our knowledge and belief.

The undersigned understands that false statements herein are made subject to the penalties of 18 Pa. C.S. Section 4904 relating to unsworn falsification to authorities.

Janay A. Hawkins

(Print Name)

*Janay Hawkins*

(Signature)

1/30/2026

(Date)

The verification of the application must be completed by the applicant appearing on Line 1 of the application by the named individual, all partners if a partnership, a member (if a limited liability company), or by the President or Secretary (if a corporation).

## VERIFIED STATEMENT OF APPLICANT

THE FOLLOWING INFORMATION IS REQUIRED BY THE COMMISSION TO DETERMINE THE APPLICANT'S FITNESS TO OPERATE. STATEMENTS SHOULD BE TYPED OR PRINTED. ILLEGIBLE STATEMENTS WILL DELAY YOUR APPLICATION.

Janay Hawkins

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Legal Name of Applicant			
Trade Name, if any			
116 2nd Ave	West Mifflin	PA	15122
Street Address (principal place of business)	City or Municipality	State	Zip Code

The Verified Statement of the Applicant factual details about your proposed transportation service. Your Verified Statement must answer all of the items listed below and on the following pages. Provide as much information as possible to prevent delay in processing your application. If you need more space to provide your answer, please attach additional pages identifying the appropriate item number.

1. Identify the person making the Verified Statement on behalf of the applicant. If an employee/officer of applicant is making the statement, give name, title, business address and telephone number.

Janay Hawkins, Co-Owner  
116 2nd Ave  
West Mifflin, PA 15122  
412 707 7177

Kayla Hawkin, Co-Owner  
116 2nd Ave  
West Mifflin, PA 15122  
412 707 7177

2. List the applicant's affiliation (owner, manager, controls) with any other carrier, with the description of affiliation.

The applicant, Kayla Hawkins, has been affiliated with other passenger transportation carriers solely in the capacity of an independent contractor driver. Specifically, Kayla provided passenger transportation services through rideshare platforms including Uber and Lyft, and as a driver for Classy Cab. She held no ownership interest, management role, or controlling authority with any of these carriers. Kayla's affiliation was limited to operating vehicles in accordance with each carrier's policies and applicable traffic laws. She had no responsibility for corporate management, regulatory filings, insurance coverage, or operational control of these carriers. At no time has Kayla Hawkins owned, managed, or exercised control over any other certificated or licensed motor carrier.

3. 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.

see attached

4. Describe your facilities, record maintenance plan and your communication network. Please include a description of your physical location, to including office machines that will be utilized, and the facility to house vehicles. As a carrier of household goods in use, applicant should include a description of storage facilities, if applicable. Please include an explanation of your plan to maintain records required by the PUC, as well as normal business records. With regard to your communication network, please explain how you will receive customer requests for transportation, how you will dispatch the vehicles to fulfill the request, and how you will maintain continuous communication with your drivers.

see attached

5. Please state the number of drivers you intend to use or hire in your business and explain why that number of drivers is appropriate for the size of the territory you will be serving. In addition, please explain:
- Your hiring standards for drivers,
  - Your system for conducting criminal background checks,
  - Your driver training program,
  - Your system for conducting driver license checks,
  - Your policies regarding alcohol and drug use by your drivers.

see attached

6. Please state the number of vehicles you plan to use in your business and why that number is appropriate to provide reasonable and efficient service to the territory you will be serving. If you have already obtained vehicles for your business, please list them in the chart below.

<u>YEAR</u>	<u>MAKE</u>	<u>MODEL</u>	<u>SEATING CAPACITY*</u>	<u>VEHICLE ID #</u>	<u>MILEAGE</u>
2013	Ford	Econoline	13	1FDFE4FL6DDA	164,214
				30909	

7. Describe your vehicle safety program. Please include the following in your explanation:
- Your periodic vehicle maintenance plan
  - Your system for ensuring your vehicles will continuously comply with applicable Pennsylvania vehicle equipment standards (67 Pa. Code, Chapter 175).

see attached

8. Please explain what steps you have taken to determine if you can obtain insurance and pay the required insurance premiums.

see attached

9. State whether the applicant has been convicted of a misdemeanor or felony. If applicant is partnership, limited liability partnership, corporation, or limited liability company this question applies to all members, officers, and/or shareholders. If "YES", explain.

\_\_\_\_\_ YES        X   NO

10. Financial Data. Complete the "Statement of Financial Position", which follows this page. Please feel free to also provide additional information explaining why you believe you have sufficient funds to ensure your transportation business can provide reliable service to the public in a safe manner.

### 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. § 4904 relating to unsworn falsification to authorities.

  
\_\_\_\_\_  
(Signature)

Janay Hawkins Co-owner

\_\_\_\_\_  
(Name and Title, printed or typed)

1/30/2026  
\_\_\_\_\_  
(Date)

**Statement of Financial Position (Balance Sheet)**  
**As of (date) 1/30/2026**  
**(Must be less than 6 months old)**

ASSETS

Current Assets		
Cash	2000	
Other Current Assets (specify)	0	
Total Current Assets		2000
Tangible Assets		
Motor Vehicle Equipment	6168	
Property (buildings, land, etc.)		
Office Equipment		1500
TOTAL ASSETS		9668

LIABILITIES

Current Liabilities (Due within one year of date)		
Loans		
Credit cards/revolving credit		
Other Liabilities (Attach schedule)		
Total Current Liabilities		
Long Term Liabilities (Due after one year of date)		
Mortgage		
Long term commercial loan		
Other Liabilities (Attach Schedule)		
Total Long-Term Liabilities		
TOTAL LIABILITIES		0

**2. List the applicant's affiliation (owner, manager, controls) with any other carrier, with the description of affiliation.**

The applicant, Kayla Hawkins, has been affiliated with other passenger transportation carriers solely in the capacity of an independent contractor driver. Specifically, Kayla provided passenger transportation services through rideshare platforms including Uber and Lyft, and as a driver for Classy Cab. She held no ownership interest, management role, or controlling authority with any of these carriers. Kayla's affiliation was limited to operating vehicles in accordance with each carrier's policies and applicable traffic laws. She had no responsibility for corporate management, regulatory filings, insurance coverage, or operational control of these carriers. At no time has Kayla Hawkins owned, managed, or exercised control over any other certificated or licensed motor carrier.

**3. 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 applicant, Kayla Hawkins, has direct, practical experience providing passenger transportation services through rideshare and taxi operations, including driving for Lyft, Uber, and Classy Cab. Through this experience, Kayla has developed a strong understanding of passenger safety, professional conduct, route planning, and timely service delivery, all of which are essential to the operation of a non-medical shuttle transportation service regulated by the Pennsylvania Public Utility Commission.

While operating under these platforms, Kayla was responsible for the safe transportation of passengers, adherence to traffic laws, maintaining vehicle cleanliness and roadworthiness, and delivering a high standard of customer service. This experience required consistent attention to defensive driving practices, situational awareness, and compliance with applicable traffic laws and carrier policies.

In addition to hands-on driving experience, Kayla has experience with scheduling, trip coordination, customer communication, and recordkeeping related to passenger transportation. These operational responsibilities align with the Bureau of Transportation & Safety's focus on safety oversight, accountability, and service reliability.

In preparation for operating an independent non-medical shuttle service, the co-owners Kayla and Janay have familiarized themselves with Pennsylvania PUC regulations, Bureau of Transportation & Safety requirements, insurance and vehicle inspection standards, and driver qualification rules. They are committed to ensuring that all vehicles and drivers comply with PUC statutes and safety regulations, including proper licensing, inspections, and ongoing maintenance.

Through a combination of real-world passenger transportation experience, operational knowledge, and a strong commitment to regulatory compliance and public safety, Kayla and Janay are qualified and prepared to responsibly operate a non-medical shuttle transportation service within the Commonwealth of Pennsylvania.

While the applicant, Janay Hawkins, does not have direct practical experience operating a transportation service, she possesses relevant education and training that provides a solid foundation for managing such an operation. She holds a B.S. in Management and has completed training in business management, organization, operations, customer service, and regulatory compliance. Janay has developed skills in planning, organization, budgeting, and problem-solving, all of which are directly applicable to the transportation industry. In addition, she is committed to gaining practical experience, maintaining compliance with all applicable regulations, and implementing industry best practices to ensure safe, dependable, and efficient transportation services.

While Janay's direct experience in transportation is limited, her solid background in business operations and management highlights her ability to efficiently supervise transportation services and swiftly adapt to industry-specific demands.

**4. Describe your facilities record maintenance plan and your communication network. Please include a description of your physical location, to including office machines that will be utilized and the facility to house vehicles. As a carrier of household goods in use, applicant should include a description of storage facilities, if applicable. Please include an explanation of your plan to maintain records required by the PUC as well as normal business records. With regard to your communication network, please explain how you will receive customer requests for transportation, how you will dispatch the vehicles to**

## **fulfill the request and how you will maintain continuous communication with your drivers.**

### **Physical Location**

Komfort Ride Transportation LLC maintains its principal place of business at 116 2<sup>nd</sup> Ave, West Mifflin, PA 15122. This location serves as the administrative office for management, customer service, dispatch, and recordkeeping functions.

### **Office Equipment**

The administrative office is equipped with standard office machines and technology necessary to conduct business operations, including computers, printers, scanners, telephones, and secure internet access. These systems are used for scheduling, dispatching, billing, compliance, and record maintenance.

### **Vehicle Facilities**

The vehicle used in the transportation of passengers is housed at 240 Kenneth St, Whitaker, PA 15120, which is separate from the administrative office. The facility provides adequate space for secure parking, routine inspections, and basic upkeep to ensure the vehicle is maintained in safe and compliant operating condition.

### **Storage Facilities**

Komfort Ride Transportation LLC does not provide storage of household goods. All transportation services are performed on a direct pickup and delivery basis only.

### **Plan to Maintain Required Records**

Records required by the Pennsylvania Public Utility Commission and applicable laws, including tariffs, service contracts, trip records, invoices, insurance documents, vehicle and driver qualification files, and customer complaints, will be maintained. PUC and business records are stored electronically with appropriate security measures and regular backups, and any required paper records are secured at the principal place of business. Access to records is limited to authorized personnel. Standard business records, including accounting, payroll, tax, and vendor records, are maintained in accordance with Pennsylvania PUC retention requirements and generally accepted business practices.

**Receiving Customer Requests** Transportation service requests are taken by phone, email, or the company website and recorded and scheduled by dispatch or administrative staff at the main office.

**Dispatch of Vehicles** The administrative team supervises vehicle dispatch operations. Vehicle assignments are determined according to availability, driver schedules, client specifications, and the designated service location.

**Communication With Drivers** The company maintains continuous communication with drivers via mobile phones. Dispatch instructions and pickup or drop-off details are transmitted electronically, and drivers are required to remain accessible throughout their assignments. This communication system allows for real-time updates, efficient coordination, and prompt response to operational or emergency situations.

**5. Please state the number of drivers you intend to use or hire in your business and explain why that number of drivers is appropriate for the size of the territory you will be serving. In addition, please explain: a. Your hiring standards for drivers, b. Your system for conducting criminal background checks, c. Your driver training program, d. Your system for conducting driver license checks, e. Your policies regarding alcohol and drug use by your drivers.**

Komfort Ride Transportation, LLC intends to use two (2) drivers to operate one (1) shuttle vehicle. This number of drivers is appropriate for the size of the territory to be served and ensures continuous service coverage, compliance with applicable hours-of-service and safety requirements, and operational flexibility in the event of driver illness, absence, or emergency. This staffing level allows the applicant to provide safe, reliable, and timely passenger transportation throughout the authorized territory.

**a. Hiring Standards for Drivers**

All drivers must be at least 21 years of age, possess a valid Pennsylvania driver's license appropriate for the vehicle operated, maintain an acceptable driving record, successfully pass a criminal background check, and pass a pre-employment drug and alcohol screening. Drivers must demonstrate good moral character, professionalism, and the ability to safely transport passengers.

**b. Criminal Background Check System**

Criminal background checks are conducted on all prospective drivers prior to hire through a qualified third-party background screening service. Background checks are reviewed for any disqualifying criminal convictions, including but not limited to offenses involving violence, theft, fraud, sexual offenses, or substance abuse, in compliance with Pennsylvania law and Pennsylvania Public Utility Commission regulations.

**c. Driver Training Program**

All drivers receive training prior to transporting passengers. Training includes Pennsylvania Public Utility Commission rules and regulations, company policies and procedures, defensive driving techniques, passenger safety practices, vehicle operation and inspection requirements, route familiarization, accident and incident reporting procedures, emergency response procedures, and customer service standards.

**d. Driver License Check System**

Driver license status is verified prior to employment and monitored at regular intervals thereafter to ensure continued validity and compliance. Any suspension, revocation, or significant driving infraction is addressed immediately in accordance with company policy and Pennsylvania Public Utility Commission requirements.

**e. Alcohol and Drug Use Policy**

The company maintains a strict zero-tolerance policy regarding alcohol and illegal drug use by drivers. Drivers are prohibited from operating a vehicle while under the influence of alcohol, illegal drugs, or any substance that may impair safe driving ability. Pre-employment, reasonable-suspicion, and post-accident drug and alcohol testing are conducted as applicable. Violations result in immediate disciplinary action, up to and including termination.

**6. Please state the number of vehicles you plan to use in your business and why that number is appropriate to provide reasonable and efficient service to the territory you will be serving.**

The company, Komfort Ride Transportation LLC, intends to use two (2) drivers to operate one (1) shuttle vehicle. This number of drivers is appropriate for the size of the territory to be served and ensures continuous service coverage, compliance with applicable hours-of-service and safety requirements, and operational flexibility in the event of driver illness, absence, or emergency. This staffing level allows the applicant to provide safe, reliable, and timely passenger transportation throughout the authorized territory.

**7. Describe your vehicle safety program. Please include the following in your explanation:**

**a. Your periodic vehicle maintenance plan**

**b. Your system for ensuring your vehicle will continuously comply with applicable Pennsylvania vehicle equipment standards (67 Pa. Code, Chapter 175).**

**a. Periodic Vehicle Maintenance Plan**

The vehicle safety program is built around a structured, preventive maintenance schedule designed to keep all vehicles in safe, reliable operating condition. Key components include:

- Routine Inspections: Vehicles undergo regular inspections based on mileage and time intervals. Typical checkpoints include brakes, tires, steering components, suspension, lighting, mirrors, windshield wipers, fluid levels, belts, and exhaust systems.
- Scheduled Preventive Maintenance: Maintenance tasks such as oil and filter changes, tire rotations, brake service, and replacement of worn components are performed according to manufacturer recommendations or sooner if conditions warrant.
- Daily/Pre-Trip Checks: Drivers complete a brief inspection before operating the vehicle. This includes checking lights, horn, mirrors, tires, visible leaks, and ensuring all safety equipment is present and functional.
- Maintenance Documentation: All inspections, repairs, and service activities are logged and retained. Records include dates, mileage, findings, and corrective actions. This documentation ensures accountability and supports compliance audits.
- Immediate Correction of Deficiencies: Any safety-related defect identified by a driver or mechanic results in the vehicle being removed from service until repairs are completed.

**b. System for Ensuring Continuous Compliance with Pennsylvania Vehicle Equipment Standards (67 Pa. Code, Chapter 175)**

To maintain ongoing compliance with Pennsylvania's vehicle equipment regulations, the program incorporates the following measures:

- Annual Pennsylvania Safety Inspection: All vehicles are inspected annually at a certified Pennsylvania inspection station, as required by 67 Pa. Code, Chapter 175. Inspection stickers and documentation are monitored to ensure no vehicle lapses.
- Internal Compliance Audits: Periodic internal reviews are conducted to verify that all required equipment—such as lighting, brakes, tires, mirrors, emergency equipment, emissions components, and structural integrity—meets the standards outlined in Chapter 175.

- Driver Reporting System: Drivers are trained to identify and report equipment issues immediately. A standardized defect report form ensures consistent communication and rapid corrective action.
- Ongoing Monitoring of Regulatory Requirements: The program includes periodic review of updates to Pennsylvania's vehicle equipment regulations. Any changes in Chapter 175 requirements are incorporated into inspection checklists and maintenance procedures.
- Use of Qualified Technicians: Repairs and inspections are performed by trained personnel familiar with Pennsylvania's safety standards, ensuring that all corrective actions meet or exceed regulatory requirements.
- Vehicle Removal from Service: Any vehicle found to be out of compliance with Chapter 175 standards is immediately taken out of operation until all deficiencies are corrected and verified.

## **8. Please explain what steps you have taken to determine if you can obtain insurance and pay the required insurance premiums**

I reviewed the Pennsylvania Public Utility Commission (PUC) insurance requirements for passenger carriers to understand the minimum coverage levels needed for shuttle operations. I contacted insurers that provide auto and passenger-transportation policies in Pennsylvania and obtained quotes to confirm eligibility and premium costs. I provided details about my shuttle service vehicle type, seating capacity, and operating area to ensure the quotes met PUC standards. I evaluated my budget to confirm I can afford the required premiums and reviewed available payment plans. I also verified that I can supply all documentation needed for PUC compliance, including vehicle information, driver records, and proof of financial responsibility.