



Louisiana Public Service Commission

Located at 602 North Fifth Street; Baton Rouge, LA 70802

Mailing Address PO Box 91154; Baton Rouge, LA 70821

Transportation Division: (888) 342-5717 or (225) 342-4439

TO: ALL PASSENGER CARRIERS OPERATING IN LOUISIANA AND TRAVELING 10 MILES BEYOND THEIR MUNICIPALITY/PARISH OF DOMICILE

Please note the following information is relative to the regulation of passenger services by the Louisiana Public Service Commission ("LPSC" or the "Commission"). Pursuant to La. R.S. 45: 161- 172 no motor carrier shall operate as a common or contract carrier without having first obtained from the Commission a certificate or permit, which shall be issued only after a written application is made and filed. All Common or Contract Carriers of Passengers and all of their Operators/Drivers, must comply with General Order dated December 28, 2011. (A copy of the order can be found on our website http://www.lpsc.org/regs3_motor.aspx.)

APPLICATION PROCESS & FILINGS REQUIRED PRIOR TO ISSUANCE OF CERTIFICATES OR PERMITS

Applications must be filed in the LPSC main office, Galvez Building, 602 N. 5th St., Baton Rouge, Louisiana 70802. (Mailing address is P.O. Box 91154, Baton Rouge, Louisiana 70821-9154.) The application must be completed, signed and notarized.

CHECKLIST (ALL ITEMS BELOW MUST BE SENT TO THE ADDRESS ABOVE)

- The original application
- A letter from an insurance company (or agent) authorized to do business in Louisiana, stating they will write the required insurance coverage for your company as described in "General Information #1"
- Business Entity's name on the application must be the FULL AND CORRECT NAME of the company which should be stated in any one of the following ways.
 - **John Smith**
 - **John Smith dba Smith's Passenger Service** (dba means "doing business as")
 - **Smith's Passenger Service, Inc.** (or any other non-person entity such as LLC, LTD, LP etc.....)
- Application filing fee. . . .Common Carriers \$200.00 or Contract Carriers \$150.00 **NON-REFUNDABLE**
- Business Entity must submit a Tariff or Contracts (As Described in General Information # 3)
- Business Entity must complete & submit Form TU-44 for registration and purchase identification stamps for each vehicle in their fleet **prior** to operation and include a SEPARATE check for those fees. (\$10 per vehicle) (As Described in General Information # 2)
- Business Entity must submit Form D-7175 for EACH of its drivers that will operate vehicles in their fleet **prior** to operation and include a SEPARATE check for those fees. (\$10 per driver) (As Described in General Information # 2)

GENERAL INFORMATION

1. INSURANCE

Pursuant to the Louisiana Public Service Commission's General Order dated December 28, 2011, carriers who provide common or contract passenger services must maintain the following policies of insurance:

BUSINESS ENTITY:

Public liability and property damage insurance on vehicles operated by common carriers and/or passenger buses, providing coverage of (\$250,000.00) TWO HUNDRED FIFTY THOUSAND DOLLARS for injury or death to any one person not to exceed (\$500,000.00) FIVE HUNDRED THOUSAND DOLLARS per occurrence, and (\$10,000.00) TEN THOUSAND DOLLARS property damage; (\$510,000.00) FIVE HUNDRED TEN THOUSAND single/combined. These insurance policies shall be written by companies qualified to do business in this state. The required proof of insurance shall be the filing of a **Form E**, Bodily Injury and Property Damage Certificate of Insurance, by the Insurance Underwriter of the policy, which must be received thirty (30) days from the date application, was received. The name and address on the Form E and name and address on the application for authority must match exactly.

DRIVERS:

Drivers who are identified as independent contractors or contract drivers must verify their coverage by the filing of a "**Certificate of Liability Insurance**" attached to the Driver Form D-7175.

Drivers who are identified as employees of the Business Entity and are listed on the Business Entity's Employers' Quarterly Wage & Tax Report (LWC ES4) filed with the Louisiana Workforce Commission, will be covered under the Business Entity's Form E. And a copy of Form LWC ES4 must be sent to the Commission as verification.

2. REGISTRATION OF VEHICLES AND DRIVERS

VEHICLES:

The Business Entity will be required to submit a "Vehicle Registration Form TU-44" to the LPSC providing the Complete VIN, Make/Model, License Plate number and year of each vehicle annually and/or when vehicles are added to the fleet and remit a fee of \$10 per vehicle. Every vehicle operated as a Common or Contract Carrier of Passengers subject to LPSC jurisdiction shall be required to comply with each of the following:

1. Must display their Business Entity's LPSC certificate/permit number and the vehicle assigned number upon each of the vehicles operated.
2. A copy of current insurance on the vehicle and a copy of each Operator/Driver's license covered by the same insurance shall be displayed in the vehicle within the customer's sight, in a standardized LPSC Operator/Driver placard.
3. Uniform standards for vehicles, including age, model, type, and quality as established below.
 - a. No Common and Contract Carriers of Passengers may operate any vehicle when the model year of said vehicle is greater than seven (7) years old. An exemption may be applied by the LPSC for any unique vehicle that meets all other LPSC requirements when the LPSC informs the Business Entity in writing that the subject vehicle may operate subject to this exemption.
 - b. While the vehicle is in operation, all equipment, including brakes, tires, shock absorbers, lights and signals must be in good working order and meet all requirements of the state of Louisiana, and the Rules of the LPSC.
 - c. The vehicle's exterior and interior must be clean, including a daily cleaning of the interior of the vehicle. All seats inside the subject vehicle must be vinyl, a similar material, or utilize a plastic cover for the seats.
 - d. The vehicle must meet any and all other applicable requirements as set forth by General Order December 28, 2011.

Once a vehicle is registered with the Louisiana Public Service Commission (LPSC), it will be the responsibility of the Business Entity to cancel any vehicles that are removed from its fleet or give notice for any vehicles that are taken out of service temporarily.

DRIVERS:

In order to protect the public interest, Operator/Drivers of Common and Contract Carriers of Passengers, shall be registered with the LPSC. The Business Entity shall register all of their Operator/Drivers by submitting Form D-7175 for each of its Operator/Drivers, attach a copy of each Operator/Drivers' Louisiana Chauffeur's License to the D-7175 Form (**FRONT & BACK**) and remit a fee of \$10.00 per Operator/Driver. Every Operator/Driver must:

1. Be at least 18 years of age;
2. Produce a valid government issued ID to the LPSC
3. Have a valid Louisiana Chauffeur's License and attach a copy to the D-7175 Form (**FRONT & BACK**)
4. Be able to speak, read, write and understand the English language;
5. Be familiar with the geography, streets, and traffic regulations of any geographical area that the Operator/Driver will operate in and provide services to; and be familiar with the rules and regulations of the Louisiana Public Service Commission;
6. Be of good moral character;
7. Agree to accept service of any sort of notice or legal process issued by any agency of the State of Louisiana upon the Operator/Drivers at the Operator/Drivers Mailing Address.

Once an Operator/Driver is registered with the LPSC, it will be the responsibility of the Business Entity to notify the Commission in writing when any Operators/Drivers are no longer employed or working under contract for the Business Entity.

3. TARIFF AND CONTRACTS (RATES, FARES AND CHARGES)

TARIFFS:

Common Carriers operate under tariffs filed with and approved by the LPSC, which shows the services to be rendered and the basis for computation of rates. After the carrier's initial filing prior to commencement of operations, all changes must be effected through tariff publications approved by the LPSC. Generally proposed, the staff can handle reductions informally, but increases require approval by the LPSC. These increases usually require formal handling, publication in the Commission's Bulletin, and approval before the Commissioners at the Business and Executive Meeting.

Initial Tariff must contain the following information:

- Complete name and address of company
- Specific information for rates charged indicating a flat rate, hourly rate, ...etc.
- When charging hourly, indicate times when charges begin and end.
- If rates are based on mileage, the official Louisiana highway map must be used. (<https://www8.dotd.la.gov/estore/>)
- Fuel surcharges must be stated in the tariff. If you wish to use the LPSC approved fuel surcharge please state that in the tariff. A copy of Special Order 46-2005 can be found on our website: http://www.lpsc.org/regs3_motor.aspx

CONTRACTS:

Contract Carriers operate under contracts filed with and approved by the LPSC, which shows the services to be rendered and the basis for computation of rates. No Contract Carrier shall operate under more than (5) FIVE contracts.

Contracts should contain the following information:

- Complete name and address of both parties
- Specific information for rates charged
- Contract must be signed by both parties
- Contract must be for at least (30) days in order to show permanence

4. PAYMENTS OF FARES

In the public interest, Operators/Drivers of Common and Contract Carriers of Passengers or Dispatched Taxicab Carriers governed by this General Order are required to accept payment for their services by Credit Card, Debit Card and/or Cash. All vehicles registered with the LPSC are required to have sufficient technology on board to accept payment with Credit Card or Debit Card and provide the customer with a receipt. In the event that the vehicle is not compliant, the Operator/Driver will be subject to a fine not less than \$100.00 and not more than \$10,000.00 after a public hearing. All customers have the right to refuse to offer a tip in the event of poor service. Further, all customers shall be informed of the posted fare before the trip commences. This requirement may be satisfied by posting the fare in an area visible to the customer. The customer shall have the right to exit the vehicle without payment before the trip commences in the event that the required fare information is not properly posted. Specifically for Common and Contract Carriers of Passengers, the customer has the right to receive a fare quote from the dispatcher pursuant to the tariff on file with the LPSC, and pay that amount for the ride, unless the route or trip is altered.

5. AMERICANS WITH DISABILITIES ACT

Any Business Entity registered with the LPSC, and subject to General Order dated December 28, 2011, must comply with the minimum guidelines and requirements for accessibility standards established for vehicles by the Americans with Disabilities Act. "ADA" (See 36 CFR 1192.1 et seq.; 42 U.S.C. 12101 et seq.). Any Business Entity registered with the LPSC, must operate, or have the ability to dispatch through a contract vehicle one (1) ADA compliant vehicle if their fleet consists of less than twenty (20) vehicles, and one (1) additional ADA compliant vehicle for every additional twenty (20) vehicles registered to the Business Entity. If the Business Entity provides ADA compliant vehicles through a subcontractor, a copy of said contract shall be filed with the Transportation Division of the LPSC.

In order to be in compliance with Section "VI. Americans with Disabilities Act" (ADA) of General Order dated December 28, 2011, the Business Entity must:

- 1) Have the ability to dispatch an ADA compliant vehicle, or arrange for an ADA complaint vehicle to be dispatched to the customer pursuant to the terms set forth in this section;
- 2) The Business Entity must guarantee identical service is given to any customer with a disability;
- 3) The dispatching of an ADA compliant vehicle must not result in any extra cost to customers with disabilities, however in the event that any special equipment, such as a wheel chair, needs to be stored separately in the vehicle, the Business Entity is authorized to charge a fee equal to the fee assessed on any other type of luggage;
- 4) Service must be provided to customers with disabilities that meet their needs, and is equal to the service provided to other customers;
- 5) The identical service requirement contained in this section requires that the ADA compliant vehicle arrive at the customer's location within a substantially similar amount of time as a non-compliant vehicle would have arrived;
- 6) The dispatching of ADA compliant vehicles must be available during all hours that service is otherwise available.

Failure to comply with this section will result in a fine of not less than \$100.00 and not more than \$10,000.00 for each reported violation after a public hearing.

6. PASSENGER BILL OF RIGHTS

Every Common and Contract Carrier of Passengers and their Operators/Drivers, subject to LPSC jurisdiction, must comply with the following Bill of Rights which is required to be posted in plain sight of the passengers in every LPSC registered vehicle. The Bill of Rights shall read as follows:

Passenger Bill of Rights

AS A CUSTOMER, YOU ARE ENTITLED TO:

- 1) The right to be driven by an LPSC registered and licensed Operator/Driver in good standing, whose LPSC license and insurance are clearly displayed in the vehicle;
- 2) To ride in a car that meets LPSC uniform standards of being clean and in good condition, interior and exterior with a suitable partition;
- 3) To have open access to review all of the registration documents, by all Business Entities and Operators/Drivers;
- 4) To have a safe and courteous Operator/Driver who obeys all traffic laws of the applicable City, Parish, and State;
- 5) To have a knowledgeable Operator/Driver who speaks, reads and writes the English language;
- 6) To go to any destination that the passenger designates;
- 7) To be able to pay for your ride with credit, debit card or cash, per the passenger's choice;
- 8) To direct a route taken, the most direct route or the ability of a passenger's choice;
- 9) To have working air-conditioning or heat on request;
- 10) To have a noise free trip, including no horn honking or radio use; except radio communication used for dispatching purposes;
- 11) To have a clean air vehicle, smoke and scent free;
- 12) To have properly functioning seatbelts for all passengers;
- 13) To be accompanied by a service animal;
- 14) To have a Operator/Driver who does not use a cell phone while driving, hand held or hands free; except cell phones used for dispatching purposes;
- 15) To not share a ride, unless the passenger chooses to;
- 16) The right to decline a tip for poor service;
- 17) The right to be charged the posted fare, regardless of any personal disability.

7. SUSPENSION OF RIGHTS OR CHANGES TO BUSINESS ENTITY'S INFORMATION

Suspension - If a Business Entity will be dormant for a short period of time, they may request a suspension of authority in writing. The letter must be notarized and give detail as to why the business is dormant, before the LPSC will consider granting such a request.

Changes To Business Entity's Information - If a Business Entity's information changes, it is the Business Entity's responsibility to make those changes with the LPSC in writing using the proper forms which may be obtain by contacting the LPSC's main office. (For example name, address, contact information or any other relevant information)

8. ANNUAL REPORTS

All intrastate carriers subject to regulation by the LPSC are **REQUIRED** to file Annual Reports with the Transportation Division as stated in the Commission's General Order No. 2, dated July 1, 1921. More detailed information will be provided with your Common Carrier Certificate or Contract Carrier Permit.

EQUIPMENT, DRIVERS and TERMINALS

SECTION 2

| | | |
|---|--------|-----------|
| <input type="checkbox"/> Applicant proposes to commence operations with the vehicles listed on the attached Form TU-44, and has included the \$10.00 per vehicle fee. | | |
| <input type="checkbox"/> Applicant has attached Form D-7175 for each driver operating vehicles listed on the TU-44 Form, and has included the \$10.00 per driver fee. | | |
| Please Check One: <input type="checkbox"/> Applicant has _____ number of ADA compliant vehicles <input type="checkbox"/> Applicant has contracted with _____ for ADA compliant vehicles. <i>(A copy of the contract is attached to this application)</i> | | |
| Petitioner proposes to commence operations from the following LOUISIANA TERMINAL/LOCATION(S): Address other than those listed in Business Entity Information Section 1 (If additional space is needed, attach a separate sheet listing each location) | | |
| Additional location address: | | |
| City: | State: | ZIP Code: |

VERIFICATION

SECTION 3

State of _____ County/Parish of _____

_____, being duly sworn, deposes and says:
(Applicant's Printed Name)

That he/she is the APPLICANT in the above application; that he/she desires to secure from the Louisiana Public Service Commission a Common Carrier Certificate or Contract Carrier Permit as stated, authorizing the applicant to operate as a carrier of **PASSENGERS**; and that he/she has read same and is familiar with the contents thereof and that facts as stated therein are true and correct, and to the best of his/her knowledge. FURTHERMORE, APPLICANT agrees to comply with all provisions of the law and the rules and regulations of the Louisiana Public Service Commission prior to commencement of operations and continuously thereafter.

| | |
|---|---|
| <p>_____ Notary Public Printed Name</p> <p>Subscribed in my presence and sworn to before me by the affiant above named this _____ day of _____, 20____.</p> <p>_____ Notary Public Signature & Seal</p> | <p>_____ (Applicant's Signature)</p> <p>_____ (Title)</p> |
|---|---|

LPSC OFFICE USE ONLY

Staff Approved _____ Date _____

*Louisiana Public Service Commission
Transportation Division*

TU-44



PO Box 91154
Baton Rouge, LA 70821
(888) 342-5717 or (225) 342-4439

Registration Year: _____

NEW APPLICANT VEHICLE REGISTRATION FORM

| | | |
|--------------------------------------|--------|-----------|
| Business Entity Name: | | |
| Current address: | | |
| City: | State: | ZIP Code: |
| Phone #: | Fax #: | Cell #: |
| Contact Person for this application: | | |
| Email Address: | | |

Every vehicle operated as a Common or Contract Carrier of Passengers or a Dispatch Taxicab Carrier subject to LPSC jurisdiction shall be required to provide vehicles information each year (and when vehicles are added to the fleet), including age, model, type, and quality and pay a fee of \$10 per vehicle as established by General Order dated December 28, 2011. *Once a vehicle is registered with the Louisiana Public Service Commission (LPSC) it will be the responsibility of the Business Entity to cancel any vehicles that are removed from its fleet or give notice for any vehicles that are taken out of service temporarily. (The LPSC will accept current & legible "REGISTRATION CERTIFICATE" copies for each vehicle's registration if attached to this form) **NO BUSINESS ENTITY MAY OPERATE ANY VEHICLE WHEN THE MODEL YEAR OF THE VEHICLE IS GREATER THAN SEVEN (7) YEARS OLD, UNLESS IT HAS BEEN PRE-APPROVED FOR AN EXEMPTION.**

| TOTAL NUMBER OF VEHICLES BEING REGISTERED BELOW | PER VEHICLE FEE | TOTAL AMOUNT DUE <small>(by separate check)</small> | |
|---|-----------------|--|---|
| X | \$10.00 | = | Intrastate LPSC Identification Stamp Fee |

| COMPLETE VEHICLE VIN # <small>(e.g. 1LNHM84W13Y644999)</small> | MAKE <small>(e.g. LINCOLN)</small> | MODEL <small>(e.g. TOWNCAR)</small> | LICENSE PLATE # <small>(e.g. A806270)</small> | YEAR <small>(e.g. 2009)</small> | Assigned Vehicle # <small>(FOR LPSC USE ONLY)</small> |
|---|---------------------------------------|--|--|------------------------------------|--|
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If additional space is needed please make copies of this form.

| | | | |
|--------------------------------|-------------------------|-------------------------|------------------------|
| FOR LPSC OFFICE USE ONLY | Vehicle Voucher # _____ | Payment Voucher # _____ | LPSC Form TU-44 |
| | | # _____ | |

Louisiana Public Service Commission

Post Office Box 91154
Baton Rouge, Louisiana 70821-9154
Telephone (225) 342-4439
Toll Free (888) 342-5717

Driver Application Rules and Instructions (LPSC Form D-7175)

Pursuant to General Order dated December 28, 2011, all Operator/Drivers of Common or Contract Carriers of Passengers or Dispatch Taxicab Carriers, shall be registered with the LPSC in the following manner; The Business Entity must complete an approved Application with the LPSC for each of its Operator/Drivers; All Operator/Drivers must be at least 18 years of age; All Operator/Drivers must produce a valid government issued ID to the LPSC; All Operator/Drivers must have a valid Louisiana Chauffeur's License; All Operator/Drivers must be able to speak, read, write and understand the English language; All Operator/Drivers must be familiar with the following: a) The geography, streets, and traffic regulations of any geographical area that the Operator/Driver will operate in and provide services to; and b) The rules and regulations of the Louisiana Public Service Commission; All Operator/Drivers must be of good moral character; All Operator/Drivers must agree to accept service of any sort of notice or legal process issued by any agency of the State of Louisiana upon the Operator/Drivers at the Operator/Drivers Mailing Address; and The Business Entity must remit a fee of \$10.00 per Operator/Driver, with their application/registration to the Louisiana Public Service Commission.

- All driver applications must be submitted by the Business Entity and register annually by completing the attached form for each driver; pay an annual fee of \$10.00 per driver and mailing to the above address. (Method of payment shall be by the Business Entity's company check or by certified funds only. Please submit only one check for all applications when possible.)
 - Every application must attach a legible valid copy of the driver's Louisiana Chauffeur's License. **(FRONT & BACK)**
 - If the driver is a non-employee of the business such as an Independent or Contract Driver, they must also attach a copy of the driver's individual Certificate of Liability Insurance.
- The Business Entity must attach a copy of their Employers' Quarterly Wage & Tax Report (LWC ES4) filed with the Louisiana Workforce Commission to identify which drivers are employed by the Business Entity.

It is the responsibility of the Business Entity to inform the Commission in writing when a driver is no longer employed or working under a contract with the Business Entity during any registration year and to add any new drivers by completing a new driver application and sending to the Commission with the \$10.00. All driver applications must be renewed annually by submitting an application and the \$10.00 per driver fee on or before January 31st each year.

Louisiana Public Service Commission
Transportation Division

(LPSC Form D-7175)



PO Box 91154
Baton Rouge, LA 70821
(888) 342-5717 (225) 342-4439

DRIVER'S REGISTRATION APPLICATION

The Business Entity must submit one application per Driver with the \$10.00 per Driver fee. This application must be accompanied by a legible copy of their Louisiana Chauffeur's License (FRONT & BACK). Independent contractors and Contract drivers shall verify liability insurance coverage individually by attaching a "Certificate of Liability Insurance" Form to this application. **(Please make additional copies for multiple registration applications).**

(All fields must be filled out completely for your application to be accepted & processed.) Registration Year: _____

Business Entity Name: _____

Signature of Business Entity's Authorized Representative: _____

| | |
|-----------------------|---|
| Driver Details | Louisiana Chauffeur's License Number: _____ |
|-----------------------|---|

Check one box: Driver is an **Employee** of Business Entity reported on the LWC ES4
 Driver is a **independent contractor or contract driver** Driver is **Business Owner**

| | | | |
|-------|-------|--------|------|
| Name: | First | Middle | Last |
|-------|-------|--------|------|

Mailing address: _____

| | | |
|-------|--------|-----------|
| City: | State: | ZIP Code: |
|-------|--------|-----------|

Residence address: _____

| | | |
|-------|--------|-----------|
| City: | State: | ZIP Code: |
|-------|--------|-----------|

| | | | | | | | | | | | | | |
|--------------------|-----------------------|----------------|---|---|---|---|---|---|---|---|---|---|---|
| Social Security #: | _____ - _____ - _____ | Date of Birth: | <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <tr> <td>M</td><td>M</td><td>-</td><td>D</td><td>D</td><td>-</td><td>Y</td><td>E</td><td>A</td><td>R</td> </tr> </table> | M | M | - | D | D | - | Y | E | A | R |
| M | M | - | D | D | - | Y | E | A | R | | | | |

| | | |
|----------|--------|---------|
| Phone #: | Fax #: | Cell #: |
|----------|--------|---------|

Email Address(Optional): _____

Identification Information: (All questions must be answered) Circle the option that best describes you

| | | |
|--------------------|---|--|
| Sex: Male / Female | Hair Color: Blonde Brown Black Red Other() | Eye Color: Blue Brown Black Green Other() |
|--------------------|---|--|

| | | |
|----------------------------------|--------------------|---------------------------|
| Height _____(feet) _____(inches) | Weight: _____(lbs) | Place of Birth: (Country) |
|----------------------------------|--------------------|---------------------------|

Driver Questionnaire

1. Are you able to speak, read, write and understand the English language? YES NO
2. Are you familiar with the geography, streets, and traffic regulations of any geographical area that you will operate in and provide services to and are you also familiar with the rules and regulations of the Louisiana Public Service Commission? YES NO
3. Have you ever been convicted of a crime (any misdemeanor or felony)? YES NO (If Yes please explain on a separate sheet)
4. Do you agree to accept service of any sort of notice or legal process issued by any agency of the State of Louisiana at your Mailing or Residential Address on this application? YES NO
5. I have attached a copy of my Louisiana Chauffeur's License and my certificate of liability insurance (if required)? YES NO

DECLARATION OF APPLICANT

Under penalties of perjury, I _____ (please print name), declare that I have examined this application, and to the best of my knowledge and belief, all the information is true, correct and complete. I understand that if this application is incomplete or has incorrect information, my application will be returned. I can re-apply with a corrected application. I also know that under the law, all license applications are public records and may be disclosed, including this application and all other documents and information filed with it: and I understand and agree that the Louisiana Public Service Commission may verify any documents and information I provide, and that I must follow and obey all rules and regulations of the Louisiana Public Service Commission.

| | |
|-----------------------------|---------------|
| _____ Driver's Signature | _____ Date |
|-----------------------------|---------------|