

ATTACHMENT I

CERTIFICATE OF PUBLIC CONVENIENCE AND NECESSITY APPLICATION

OFFICE OF PUBLIC CARRIER

Delaware Transit Corporation
119 Lower Beech Street
Wilmington, DE. 19805-4440
(800) 652-3278, Prompt 7, or (302) 577-3278
www.dartfirststate.com
M-F 8:30 AM to 4:00 PM

Instructions for Completing Attachment I:

Applicant must provide evidence that a public demand exists for its services in those counties it intends to operate. Applicant must also show that its services will specifically a) serve a useful public purpose, b) serve a useful public necessity; and c) serve a useful public convenience. Applicant may complete this Attachment. Additional sheets of paper and exhibits may be attached to this part of the Application. In lieu of completing this Attachment, Applicant may submit a Business Plan that addresses each requirement identified herein.

Section I - Public Demand

1. What services you are proposing to provide?

2. In what Delaware counties do you intend to provide services?

3. What is the public demand for the services you intend providing? (Provide any trends, research, letters, statements, references articles or experiences that support your evidence public demand for your proposed services).

4. How will your proposed services differ from existing public carrier services that already exist?

Section II – Useful Public Purpose

5. Who are your intended customers?

6. Are you intending to operate year round, seasonally or on some other limited schedule?

7. How will you attract customers to your business? (i.e. written advertising, word of mouth, internet, etc.)?

8. How will your services improve the quality of life of those you intend to serve?

Section III – Useful Public Necessity

9. How will you ensure that discrimination of customers will not occur for those requesting your services?

10. How will your services meet the needs of disabled passengers, children, and/or out- patient medical procedure passengers, if you intend to provide those services?

Section IV – Useful Public Convenience

11. What is your vehicle and equipment maintenance plan? How will you ensure that your vehicles and equipment will operate safely and without breakdown?

12. What is your customer service policy? Is it in writing? (attach a copy)

13. How will the vehicles be dispatched to pick-up customers?

14. What types of payment will accept from passengers? (I.e. cash, check, credit card, customer billing, etc.). Will your vehicles be equipped to process passenger credit cards?

15. Will passengers receive a written receipt of payment by the driver after services provided? If they will not receive a receipt from the driver, describe how a receipt be provided.

16. How will customer service and customer satisfaction be monitored?

17. How will you address passenger complaints? (Describe the complaint process including who will handle complaints and how you will follow up with customers. Include a copy of any written procedure or plan).

18. How will you ensure that your drivers will provide the highest quality of service possible, in the most professional manner possible, to your passengers and the general public?

Form Completed by: _____
Signature

Print Name: _____

Date: _____