



**A GUIDE
TO THE APPLICATION AND HEARING PROCESS
AT THE
CONNECTICUT DEPARTMENT OF TRANSPORTATION**

This pamphlet is designed for persons who are interested in obtaining authority to operate livery, taxicab, motor bus or household goods moving businesses within the State of Connecticut.

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This pamphlet was prepared by the staff of the Connecticut Department of Transportation. It is based upon the Connecticut General Statutes and Regulations of Connecticut State Agencies. It is intended solely as a guide to assist and inform those who wish to apply for authority to operate livery, taxicab, bus and household goods carrier (moving) services. It is not a substitute for obtaining legal advice from a licensed Connecticut attorney.

INTRODUCTION

The Connecticut Department of Transportation (Department) licenses and regulates taxicab, livery, motor bus and household goods carriers in the State of Connecticut.

This pamphlet is for informational purposes and will assist the applicant in understanding the application process and how it works when making applications to the Department for authorization to operate taxicab, livery, motor bus and/or household goods moving services.

It describes the Department's application procedure in clear, non-legal language. The staff of the Regulatory and Compliance Unit is available to answer any questions related to this pamphlet.

References to the pertinent state statutes and regulations governing the operation of these services are listed at the end of this pamphlet. All state statutes and regulations pertaining to the service for which you are applying should be read, in detail, **before** submitting your application.

From time to time, the statutes and regulations are amended. You should contact the Regulatory and Compliance Unit to determine if any changes to the process described in this pamphlet have been made and if the changes affect your particular application.

HOW DOES THE PROCEDURE BEGIN?

Typically, when a person wants to begin a taxicab, livery, motor bus, or a household goods moving business, an application must be completed. The application may be found on the Department's website at:

ct.gov → executive → transportation → doing business with CT → permits & licenses → regulatory & compliance unit.

If you don't have internet access, the Regulatory and Compliance Unit Info Line is 860-594-2865 or you can visit the Unit during public hours at the Department's Newington location, 2800 Berlin Turnpike, Newington CT 06131, Tuesdays, Wednesdays, and Thursdays from 9:00 am to 11:30 am and 1:00 pm to 3:30 pm.

DO I NEED AN ATTORNEY?

An application for authority and the hearing process may be completed without an attorney. However, it may be helpful to retain an attorney to represent your interests throughout the hearing process.

If you do not have an attorney to represent you, be aware that ***ALL PROCEDURES FOR PRESENTING YOUR EVIDENCE ARE YOUR RESPONSIBILITY.***

You must be familiar with the Connecticut General Statutes and the Regulations of Connecticut State Agencies which pertain to the kind of authority you are requesting, whether you are represented by an attorney or not. You are encouraged to become familiar with them before you begin your application process.

CRIMINAL HISTORY AND THE APPLICATION PROCESS

The application process includes a disclosure of the applicant's state criminal history for all applicants, and for taxi applicants only may include a disclosure of federal criminal history obtained through the national FBI database. The criminal history may be disclosed as part of the hearing process which is open to the public where:

- hearings are based on a formally established requirement;
- the applicant is aware, prior to the hearing, that the criminal history results may be disclosed;
- the applicant is not prohibited from being present at the hearing; and
- the criminal history is not disclosed during the hearing if the applicant withdraws from the hearing process.

WHAT HAPPENS AFTER THE APPLICATION IS FILED?

When the application is completed and all of the information required by the Department has been submitted, a formal administrative hearing is scheduled. Notification of the pending application and hearing date is made by certified mail to those persons who are required by statute to be notified by the Department. Notified parties include current operators who provide services in the area and the mayors or first selectmen of the cities/towns involved. In addition, a notice is published on the Department website at www.ct.gov/dot. The notice will state the time, date and location of the administrative hearing.

THE WITHDRAWAL PROCESS

An applicant may withdraw a pending application in writing at any time up until and including the time and date of the hearing. Prior to the hearing, the request must be made in writing to the Regulatory and Compliance Unit. On the day of the hearing, the withdrawal request may be made in person by the applicant to the hearing officer at the hearing location. In the event of withdrawal from the application process prior to the administrative hearing, CTDOT will not disclose the criminal history of the applicant in the administrative hearing.

WHAT IS AN ADMINISTRATIVE HEARING?

An administrative hearing is a formal public hearing, much like a court case. The central issue resolved in this legal proceeding is whether a taxicab, livery, motor bus, or household goods mover applicant should be granted authorization by the Department to conduct the service proposed.

The administrative hearing is held before a hearing officer. The applicant, or attorney representing the applicant, presents evidence through witness testimony and/or documents supporting the requirements set by statute for the particular type of service requested. All witnesses will be under oath. Members of the staff of the Regulatory and Compliance Unit may also attend the hearing and have the opportunity to ask questions or testify regarding the evidence presented by the applicant.

Other people may be designated as a party or intervenor and may be granted the opportunity to question the applicant. If the applicant is not represented by an attorney,

the procedure is the same. ***Please note that even though the applicant is not required to be represented by an attorney, the applicant must be knowledgeable about the requirements that must be met under the statutes and is responsible for introducing such evidence in the hearing.***

The hearing is generally recorded but may be transcribed. This recording or transcription comprises the formal record of the entire proceeding, including all of the evidence which is introduced and all of the testimony which is given.

All of the evidence which is presented on the record in the hearing will become a part of the hearing file. This information becomes a part of the public record. This means that any person may request to view documents submitted into evidence, including any financial information. Please redact (remove or white out) from the evidence you are submitting any sensitive information such as bank account or social security numbers, or client names from governmental livery trip sheets.

Since the administrative hearing is a public hearing, members of the general public may attend as well as give testimony, including those people who support or oppose the application. Parties/intervenors may be members of the general public or other transportation service providers in the area. At the hearing, there will be an opportunity for all parties to participate. **You may wish to attend an administrative hearing before presenting your case in order to better understand how the procedure works.**

WHAT DO I HAVE TO PROVE TO OBTAIN A TAXICAB CERTIFICATE?

The applicant for a taxicab certificate must obtain a certificate of public convenience and necessity from the Department certifying that public convenience and necessity require the operation of a taxicab or taxicabs for transportation of passengers, the acceptance or solicitation of which originates within the territory specified in such certificate [except as provided by C.G.S. Section 13b-97(d)].

Connecticut General Statutes Section 13b-97, as amended, lists what must be proven in a public hearing to obtain a certificate of public convenience and necessity. The Department must find that the person, association, limited liability company or corporation is suitable to operate a taxicab service, after giving due consideration to, at minimum, the following factors:

1. Any convictions of the applicant under federal, state or local laws relative to safety, motor vehicle or criminal violations;
2. The number of taxicabs to be operated under the certificate, provided no applicant for a new certificate shall operate fewer than three taxicabs;
3. The adequacy of the applicant's financial resources to operate the taxicab service;
4. The adequacy of insurance coverage and safety equipment; and
5. The availability of qualified operators.

WHAT DO I HAVE TO PROVE TO OBTAIN A LIVERY PERMIT?

The applicant for a livery permit must obtain a certificate of public convenience and necessity from the Department specifying the nature and extent of the service to be rendered and certifying that public convenience and necessity will be improved by the operation and conduct of such livery service. The livery applicant must prove different criteria than the taxicab applicant.

Pursuant to General Statutes Section 13b-103, as amended, to obtain a certificate of public convenience and necessity the Department shall take into consideration the following:

1. The present and future public convenience and necessity for the service the applicant proposes to render;
2. The suitability of the applicant or the suitability of the management if the applicant is a limited liability company or corporation;
3. The financial responsibility of the applicant;
4. The ability of the applicant to efficiently and properly perform the service for which authority is requested; and
5. The fitness, willingness and ability of the applicant to conform to the provisions of the statutes and regulations and requirements of the department.

WHAT DO I HAVE TO PROVE TO OBTAIN A MOTOR BUS PERMIT?

The applicant for a motor bus permit must obtain a certificate of public convenience and necessity pursuant to Connecticut General Statutes Section 13b-80 as amended.

The applicant must make written application to the Department specifying the route or routes within this state over which such motor bus may operate and the terminals within the state. The applicant must prove that public convenience and necessity require the operation of such motor bus over such route. The applicant must also prove that the applicant has the financial wherewithal to conduct the service and is suitable to conduct the service.

WHAT DO I HAVE TO PROVE TO OBTAIN A HOUSEHOLD GOODS CARRIER CERTIFICATE?

Connecticut General Statutes Sections 13b-387 through 13b-414 regulate intrastate household goods carriers (movers of household goods) in Connecticut.

The Connecticut General Statutes require the applicant to show that the applicant is fit, financially responsible, willing and able to perform the service of a mover of household goods, and to conform to the provisions of the statutes and regulations and that the proposed operation is not inconsistent with the public interest.

In making a final decision, Connecticut General Statutes Section 13b-392 requires that the Department must take into consideration the existing motor transportation facilities and the effect upon them of granting such certificate, the suitability of the applicant, or the suitability of the management if the applicant is a corporation, the financial responsibility and the financial stability of the applicant, the ability of the applicant to perform the service for which authority is requested, the criminal history of the applicant, the condition of and effect upon the highways involved, and the safety of the public using such highways. The Department shall take into consideration such recommendations as to motor transportation facilities or highways, or the effect of granting such certificate upon either of them, or the safety of the public using such highways.

WHAT HAPPENS AFTER THE CERTIFICATE OR PERMIT IS GRANTED?

The applicant will be issued a Final Decision which will list the Permit or Certificate Number and will delineate any restrictions. The applicant may begin its business by having vehicles inspected by the Regulatory and Compliance Unit, if required. After the required inspections and after receiving approval from the Regulatory and Compliance unit to Register, the applicant can proceed to the Department of Motor Vehicles to register the authorized number of vehicles granted in the Permit or Certificate.

Note that all vehicles, other than sedan-type vehicles, need an inspection by the CTDOT and require certain additional safety equipment to be installed prior to the inspection. Please see our web page or call our Info Line at 860-594-2865.

IMPORTANT TELEPHONE NUMBERS

Department of Transportation

Regulatory and Compliance Unit (860)594-2865

Administrative Law Unit (860)594-2875

Department of Motor Vehicles

Customer Service

- Hartford Area, (860) 263-5700
- Outside Hartford Area, 1-800-842-8222

Insurance Filing, 860-263-5725

Judicial Department (for questions about appeals)

Superior Court Chief Clerk (Hartford)

(860) 548-2700

IMPORTANT ADDRESSES

Department of Transportation

Administrative Building

2800 Berlin Turnpike

P. O. Box 317546

Newington, CT 06131-7546

Department of Motor Vehicles

Customer Service

60 State Street

Wethersfield, CT 06109

Judicial Department (for questions about appeals)

Superior Court

75 Elm Street

Hartford, Connecticut 06106

STATUTE AND REGULATION REFERENCES

Connecticut General Statutes:

Motor Buses -

Sections 13b-80 through 13b-94.

Taxicabs -

Sections 13b-95 through 13b-100.

Livery Vehicles -

Sections 13b-101 through 13b-109.

Household Goods Carriers -

Sections 13b-387 through 13b-414.

Public Act 14-68

Regulations of Connecticut State Agencies:

Rules of Practice -

Sections 13b-17-100a through 13b-17-152a.

Taxicab -

Sections 16-319-1 through 16-319-20.

Livery -

Sections 16-325-1 through 16-325-26.

Household Goods Carriers -

Sections 16-304-A1 through 16-304-F29.

DIRECTIONS TO THE NEWINGTON OFFICE OF THE CONNECTICUT DEPARTMENT OF TRANSPORTATION

Traveling North of Newington

Take I-91 southbound to Exit 28 (Routes 5 / 15), continue on Routes 5 / 15 southbound until it merges with the Berlin Turnpike, continue for approximately 3 miles. On the left is a left turn only with a traffic signal to enter the Department of Transportation Headquarters. Once in the parking lot follow the signs to the visitor parking area.

Traveling South of Newington

Take Route 15 northbound (Merritt Parkway / Wilbur Cross Parkway) to Route 15 northbound (Berlin Turnpike), proceed north on the Berlin Turnpike to the intersection of Route 176. Continue straight through the next traffic signal. The Department of Transportation headquarters is on your right. Once in the parking lot follow the signs to the visitor parking area.