

SECRETARY'S RECORD, NEBRASKA PUBLIC SERVICE COMMISSION

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Nebraska)	Application No. PI-204
Public Service Commission, on)	
its own motion, seeking to)	
investigate certain procedures)	ORDER OPENING INVESTIGATION
of certificated passenger)	
carriers in the State of)	
Nebraska.)	Entered: March 15, 2016

BY THE COMMISSION:

The Nebraska Public Service Commission (Commission), on its own motion, opens the above-captioned proceeding to investigate the operational procedures of certificated passenger carriers in Nebraska. Specifically, the Commission shall investigate carrier safety practices regarding drivers.

The Commission has informally investigated several consumer complaints and tips regarding alleged driver misconduct. As an example, in May 2015 a taxi driver employed by Happy Cab Company d/b/a Happy Cab allegedly sexually assaulted a woman during a trip between Omaha and Lincoln after a concert. According to news reports, the driver passed the company's background checks. Additionally, in February 2016 a woman in Omaha was granted a protective order against an Uber driver who attempted to enter her home after dropping her off without permission and later visited her home again.

Carriers have been cooperative with the Commission's inquiries into these and other instances of driver misconduct. In keeping with the Commission's responsibility to protect the public safety with regards to motor transportation, the Commission seeks to ensure that all certificated passenger carriers are sufficiently vetting potential drivers, including but not limited to background checks and other driver qualifications. The Commission is also concerned with what policies carriers have in place to deal with driver misconduct and other driver issues after being hired by the company.

Based on the above, the Commission opens this docket to examine how certificated passenger carriers are ensuring passenger safety. The Commission seeks comment from certificated passenger carriers on the following:

SECRETARY'S RECORD, NEBRASKA PUBLIC SERVICE COMMISSION

Application No. PI-204

Page 2

1. What policies does your company have in place regarding driver misconduct? If these policies are in writing, please provide a copy.
 - a. If allegations are made, what is your company's procedure?
 - b. If an allegation is confirmed, what is your company's procedure?
 - c. If a driver is dismissed for misconduct, can that driver be rehired at a later time?
2. What databases do you currently use to conduct background checks of drivers?
 - a. Do you feel that the background check databases available to your company are adequate?
 - b. Are there additional resources available that you are not using and if so, why?
3. How can the Commission further assist companies with ensuring that drivers are qualified and safe to interact with consumers?

Interested should file comments regarding the issues listed herein on or before **3:00 p.m. on April 15, 2016**. Parties should file one (1) original paper copy and one (1) electronic copy to mark.breiner@nebraska.gov and jamie.reyes@nebraska.gov.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that the above-captioned investigation is hereby opened.

IT IS FURTHER ORDERED that interested parties should file comments on the foregoing issues on or before **3:00 pm on April 15, 2016**, in the manner prescribed herein.

SECRETARY'S RECORD, NEBRASKA PUBLIC SERVICE COMMISSION




Application No. PI-204

Page 3

ENTERED AND MADE EFFECTIVE at Lincoln, Nebraska, this 15th
day of March, 2016.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

//s//Frank E. Landis
//s//Tim Schram



Chairman

ATTEST:



Executive Director