DOCKET NO. 2604-N-37-L

RE: APPLICATION OF SERENTIY HOMECARE LLC DBA SERENITY TRANSPORTATION FOR AUTHORITY TO OPERATE ONE (1) MOTOR VEHICLE HAVING A PASSENGER SEATING CAPACITY OF TEN (10) PASSENGERS OR LESS IN GENERAL LIVERY SERVICE BETWEEN ALL POINTS IN CONNECTICUT FROM A HEADQUARTERS IN CROMWELL

FINAL DECISION

June 2, 2026

2800 Berlin Turnpike
P.O. Box 317546
Newington, CT 06131-7546
860-594-2000

## I. INTRODUCTION

On April 1, 2026, Serenity Homecare dba Serenity Transportation (hereinafter “applicant”) filed an application with the Department of Transportation (hereinafter "department"), seeking authorization to operate one (1) motor vehicle having a seating capacity of ten (10) passengers or less in general livery service between all points in Connecticut from a headquarters in Cromwell pursuant to Section 13b-103 of the Connecticut General Statutes, as amended.

A public hearing on the application was scheduled for May 15, 2026. Notice of the application and the hearing to be held thereon was given to the applicant and to such other parties as required pursuant to Connecticut General Statutes Section 13b-103, as amended. Legal notice to the public was given by publication on the department’s website.

The public hearing was held on May 15, 2026, by Sharon Peters, the hearing officer designated by the Commissioner pursuant to Connecticut General Statutes Section 13b-103.

At the hearing Almustafa Elsayid Raifa, formerly known as Almustafa Elsayid Mobalel, member of the applicant, appeared pro se. The applicant’s mailing address is 16 Linda Court, Cromwell, CT 06416.

## II. FINDINGS OF FACT

1. The applicant seeks to operate one (1) motor vehicle in general livery service from a headquarters in Cromwell.

2. The applicant will operate a 2017 Ford Fusion. There are no outstanding loans on the vehicles.

3. The applicant provided a certified copy of a Middletown Probate Court decree dated April 27, 2026, changing his name from Almustafa Elsayid Mobalel to Almustafa Elsayid Raifa.

4. The applicant has been employed as a driver at another livery company for one year.

5. The applicant is currently completing an associate’s degree in Business Administration.

6. The first six months of the applicant’s expenses include insurance costs of $3,833.50, property tax of $109.76, maintenance and repair costs of $100.00, advertising and marketing costs of $100.00, communication costs of $120.00, and office expenses of $50.00, for a total expense of $4,313.26.

7. The applicant has an account balance of $5,350.00 in a business bank account.

8. The applicant intends to remain employed at the livery company he currently works for until his business grows.

9. The applicant has witnessed negligent service being provided at other livery companies and intends to provide service that is reliable and respectful.

10. The applicant has an established client base and will gain more clients through referrals and social media advertisements.

11. The applicant is aware of the laws and regulations associated with operating a livery business.

12. The applicant intends to contract with MTM in order to operate his business in the Torrington, Windham, and Cromwell areas.

13. Mr. Raifa has no criminal history.

14. This application was not opposed.

III. DISCUSSION

The department has jurisdiction over each person, association, limited liability company or corporation owning or operating a motor vehicle in livery service, pursuant to Connecticut General Statutes Section 13b-102, as amended.

In determining whether a livery permit should be granted, the department shall take into consideration the present or future public convenience and necessity. The applicant must prove that the public's convenience and necessity will be improved by the proposed service. Additionally, the applicant must show the suitability of the applicant or the suitability of the management if the applicant is a limited liability company or corporation, the financial responsibility of the applicant, the ability of the applicant efficiently and properly to perform the service for which authority is requested and the fitness, willingness and ability of the applicant to conform to the provisions of the statutes and the requirements and regulations of the department thereunder, in accordance with Connecticut General Statutes Section 13b-103.

Regarding the applicant's suitability, Mr. Raifa submitted a criminal record check which disclosed no criminal convictions. He has prior experience as a driver for another livery business. He is also pursuing an associate's degree in Business Administration. Based on the evidence presented, the applicant is suitable to conduct the proposed intrastate livery business.

As far as the applicant's financial ability is concerned, the first six months of expenses include insurance costs of $3,833.50, property tax of $109.76, maintenance and repair costs of $100.00, advertising and marketing costs of $100.00, communication costs of $120.00, and office expenses of $50.00 for a total expense of $4,313.26. The applicant currently has $5,350.00 in a business bank account which is sufficient to meet these expenses.

On the issue of public convenience and necessity, the applicant has prior experience in the livery business and understands the needs of passengers. He is prepared to provide reliable service for passengers in the Torrington, Windham, and Cromwell areas through a contract with MTM. The applicant will advertise his business on social media and has an established client base that can refer him to other clients. The application was not opposed and based on the evidence presented, the applicant's service would improve public convenience and necessity. The applicant will receive authorization for one (1) general livery vehicle.

IV. ORDER

Based upon the above and pursuant to Connecticut General Statute Section 13b-103, as amended, the application in the name of Serenity Homecare LLC dba Serenity Transportation is hereby granted, and Livery Permit Number 3892 is hereby issued as follows:

**LIVERY PERMIT NUMBER 3892**

Serenity Homecare LLC dba Serenity Transportation is authorized to operate one (1) motor vehicle with a seating capacity of ten (10) passengers or less in general livery service, between all points in Connecticut from a headquarters in Cromwell.

**RESTRICTIONS:**

The applicant must register and insure the motor vehicle granted in this decision within thirty (30) days. Failure to do so may result in revocation of the general livery authority.

The authority granted under this permit may not be sold or transferred until it has been operational, i.e. a vehicle registered with livery plates thereunder for not less than twenty-four (24) months from the date of this final decision. If at any time during the twenty-four (24) month period the applicant enters into a contract for sale and transfer of any of the vehicles authorized under application 2604-N-37-L, the authority granted herein shall be revoked. This permit is transferable only with the approval of the Department.

This permit shall remain in effect until it is amended, suspended or revoked by the department. Failure of the permit holder to maintain proper insurance and/or comply with all pertinent motor vehicle laws and other state statutes and/or rules, regulations and orders of the department shall be considered sufficient cause to amend, suspend or revoke said permit.

Dated at Newington, Connecticut on the second day of June 2026.

CONNECTICUT DEPARTMENT OF TRANSPORTATION

Sharon A Peters

Sharon A. Peters
Hearing Officer
Office of Legal Affairs

**CERTIFICATION**
**DOCKET NO. 2604-N-37-L**

I hereby certify that true and correct copies of this decision were forwarded to the following parties on June 2, 2026.

**APPLICANT:**

Serenity Homecare LLC dba Serenity Transportation
16 Linda Court
Cromwell, CT 06416

**CERTIFIED MAIL:**

**APPLICANT'S COUNSEL:**

NA

**INTERVENORS:**

NA

**OTHERS:**

Regulatory & Compliance

CERTIFIED BY:

Sharon A Peters

Sharon A Peters
Hearing Officer
Office of Legal Affairs