



*14 Marion Street  
Luzerne, PA 18709-1419*

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DEC 1 - 2016

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

December 1<sup>st</sup>, 2016

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
PO Box 3265  
Harrisburg, Pennsylvania 17105-3265

Re: Complaint C-2016-2573926

Secretary,

I'm writing this letter to answer the complaint filed against Trans-Med Ambulance, Inc. by the Bureau of Investigation and Enforcement.

In July of 2016 Trans-Med was contacted by HealthFleet Ambulance. HeathFleet provides transportation service to Genesis HealthCare, Trans-Med Ambulance contracts with HealthFleet to provide the service in Luzerne County. HealthFleet asked us to provide wheelchair transportation service to Rose View Center in Williamsport PA., Lycoming County. At that time we informed HealthFleet we could not provide PUC regulated transports in that County.

A few weeks went by and once again Trans-Med was contacted by HealthFleet, at this time, HealthFleet informed us that no other service in the area would agree to contract the transportation services for Rose View. They stated that the patient's at the Rose View Center, were missing doctors and outpatient appointments due to the transportation issues and they had no one else to turn to.

I stated that we would send a wheelchair van unit from our area to provide the service and make sure the residents of Rose View make their appointments. At the same time I applied to the PUC for a Certificate to operate (A-2016-2552816) in Lycoming County. I also told HealthFleet to continue to contact other services in the area who may be able to provide the service.

After we applied for the Certificate, the license was protested, I tried to negotiate an amended operating certificate with the protesting services, whereas Trans-Med would only do transports for one facility in Lycoming County (Rose View Center). This was rejected by the protesting parties and all other suggestions were denied. I informed HealthFleet we would pull our application for a Certificate to operate in Lycoming County.

Although I'm aware we could not operate within that county during our application process, I believed the alternative for these patients would have been detrimental to their health and well-being. This became a morale issue for this company.

I stayed in constant contact with HealthFleet and stressed upon them the need for a PUC Certified Company in Lycoming. HealthFleet after an exhaustive search contracted with another service and Trans-Med has not sent a Unit to Lycoming County since that date.

While considering the complaint, I'm asking the commission to consider our years of providing paratransit services in our designated counties without incident or violations. I have also attached a letter I received from HealthFleet.

Thank you for your consideration in this matter.

Respectfully,



Homer A. Berlew

President

Trans-Med Ambulance, Inc.

570.283.2444 Ext. 229

Cc: Michael L. Swindler, Deputy Chief Prosecutor



October 25<sup>th</sup>, 2016

Trans-Med Ambulance, Inc.  
14 Merion St.  
Luzerne, PA 18709

To Homer Berlew:

We are sorry to hear of your regulatory issue. This letter shall memorialize our issues with the lack of wheelchair van transportation coverage in Lycoming County, Pennsylvania. Healthfleet Ambulance has attempted on numerous occasions to find adequate coverage, such as contacting Lock Haven EMS and Susquehanna Health EMS, for transportation services at Genesis HealthCare – Rose View Center in Williamsport, PA.

After no success and seemingly nowhere to turn, Healthfleet Ambulance asked Trans-Med Ambulance, Inc., who handles the transportation services in Luzerne County, Pennsylvania to step in and provide the same great quality service they are known for, to the residents of Rose View Center in Williamsport.

Trans-Med Ambulance has made Healthfleet Ambulance aware they cannot continue to operate within Lycoming County, leaving Rose View Center with no transportation options.

Sincerely,

Dean Bollendorf  
*Vice President*

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SECRETARY'S BUREAU

**CERTIFIED MAIL**

**TRANS-MED AMBULANCE**

14 MARION STREET  
LUZERNE, PA 18709-1419



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FORWARDING SERVICE REQUESTED

**RETURN RECEIPT  
REQUESTED**

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
PO Box 3265  
Harrisburg, Pennsylvania 17105-3265



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