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March 19, 2024

VIA ELECTRONIC FILING

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

Re: Application of Chozen Transport Inc for Motor Common Carrier of Persons in Paratransit Service; Docket No. A-2024-_____

Dear Secretary Chiavetta:

Attached for filing with the Pennsylvania Public Utility Commission is the Application of Chozen Transport Inc for Motor Common Carrier of Persons in Paratransit Service. The filing fee of \$350 has been paid electronically.

Thank you for your attention to this matter. If you have any questions regarding this filing, please do not hesitate to contact the undersigned.

Very truly yours,

Todd S. Stewart
Counsel for Chozen Transport Inc

TSS/jld
Enclosure

Application for Motor Common Carrier of Persons in Paratransit Service

THIS APPLICATION IS TO BE USED FOR COMMON CARRIER PASSENGER SERVICE WHEN PROVIDING TRANSPORTATION ON A NONEXCLUSIVE, ADVANCE RESERVATION BASIS.

1. **Legal Name of Applicant** (Individual, Partnership or Corporation)

Chozen Transport Inc

- If you are an individual who has not formed any type of corporate entity, you should enter your name **as it will appear on your insurance documents**.
- If you are filing for a partnership, but **not a limited liability partnership**, the names of all partners must be entered on this line. Those names should be entered **as they will appear on your insurance documents**. This includes husbands and wives filing jointly.
- If you are filing for a corporate entity (corporation, limited liability company, or limited liability partnership), **even if you are the sole shareholder member**, you must enter the name **exactly as it appears on the registration papers from the Corporation Bureau of the Pennsylvania Department of State**.

2. **Trade Name** (Attach a copy of fictitious name registration if applicable)

This is any name which you will be operating under which differs from the **LEGAL NAME OF APPLICANT**. A **TRADE NAME** is considered a **FICTITIOUS NAME** if the identity of the applicant cannot be readily determined. *EXAMPLE: John Doe is the applicant and wants to use the name "Johnboy Vans" as his trade name. People cannot readily determine that John Doe is the actual operator; therefore, the name is fictitious and must be registered as such. Trade names such as "John Doe Vans" or "J. Doe Vans" are not considered fictitious and would not have to be registered.*

3. **Do you currently hold PUC Authority?** x **NO** **Previous Authority?** **NO** **If**

YES, at PUC No. A- _____

4. **Are you a business entity registered with the PA Dept. of State?** **NO**

If NO, you must register (see checklist on how to register)

If YES, provide your PA Corporation Bureau Entity ID Number 13731740 (See checklist and indicate type of business entity registered)

5. **If either a corporation or limited liability company, please list members (LLC) or shareholders and officers (corporation).**

Anthony Jefferson

6. **Mailing Address**

1305 N 29th Street

Street Address
Philadelphia, Pa 19121

City, State and Zip Code
Philadelphia

County
267-439-0606

Telephone Number
anthj06@gmail.com

E-mail Address

This is the e-mail address to which the Commission will send all official documents issued by the Commission until further notice.

7. **Physical Address** (If different than mailing address. Do not use a post office box.)

4324 Tackawanna Street STE 3B

Street Address
Philadelphia, Pa 19124

City, State and Zip Code
Philadelphia

County
267-439-0606

Telephone Number
anthj06@gmail.com

E-mail Address

The address entered here should reflect the actual location of the business. This is the address the Commission needs in order to dispatch Enforcement Officers to inspect equipment. If left blank, it will be assumed that the **PHYSICAL ADDRESS** is the same as the **MAILING ADDRESS**

8. **Attorney** (if applicable)

Todd S. Stewart 717-236-1300

Attorney's Name & Telephone Number for this Filing
100 N. Tenth Street Harrisburg, PA 17101

Attorney's Address
tsstewart@hmslegal.com

E-mail Address

An attorney's name should only be entered if an attorney is filing the application for a client and the application is being sent under the attorney's cover letter.

9. **Does applicant have a USDOT Number?**

_____ No x Yes, at No. 4194570

10. **Describe the service area proposed by this application.**

(Use the space below or attach additional sheet if space provided is not sufficient).

Once approved our service will offer Non-Emergency Medical Transportation (NEMT) for individuals in Philadelphia County to the surrounding counties such as Bucks, Chester, Delaware, and Montgomery. We provide door-to-door transportation from patients' homes to their medical appointments and back, ensuring they get to and from their appointments safely and comfortably with quality service, care, and reliability.

Examples:

-
- *To transport people whose personal convictions prevent them from owning or operating motor vehicles from points in Lancaster County to points in PA, and return.*
 - *To transport people from the city and county of Philadelphia to correctional facilities in PA, and return.*
 - *To transport people in wheelchair and stretcher vans from points in the city of Pittsburgh to points in Allegheny County, and return.*
 - *To transport people between points in Northumberland County.*

11. **Certification:**

Applicant certifies that it is not now engaged in unauthorized intrastate transportation for compensation between points in Pennsylvania and will not engage in said transportation unless and until authorization is received from the Pennsylvania Public Utility Commission.

Applicant further certifies that it understands the requirements of the Pennsylvania Public Utility Commission, especially as they relate to safety and insurance and that it may be subject to civil penalties, suspension or cancellation of the Certificate for failure to comply with Commission requirements.

Applicant further certifies that it understands that it is subject to an annual assessment based upon its reported gross Pennsylvania intrastate revenues; said assessment to help defray expenses incurred in regulating Motor Common Carriers of Persons in Paratransit Service; and acknowledges that failure to report revenue and pay its annual assessment may result in civil penalties, suspension or cancellation of the certificate.

Verification of Application

I/We hereby state that the statement(s) made in this application is/are true and correct to the best of my/our knowledge and belief.

The undersigned understands that false statements herein are made subject to the penalties of 18 Pa. C.S. Section 4904 relating to unsworn falsification to authorities.

Anthony Jefferson (Print Name)

Anthony Jefferson (Signature) 02/21/2024 (Date)

The verification of the application must be completed by the applicant appearing on Line 1 of the application by the named individual, all partners if a partnership, a member (if a limited liability company), or by the President or Secretary (if a corporation).

VERIFIED STATEMENT OF APPLICANT

THE FOLLOWING INFORMATION IS REQUIRED BY THE COMMISSION TO DETERMINE THE APPLICANT'S FITNESS TO OPERATE. STATEMENTS SHOULD BE TYPED OR PRINTED. ILLEGIBLE STATEMENTS WILL DELAY YOUR APPLICATION.

Chozen Transport Inc

Legal Name of Applicant

Trade Name, if any

4324 Tackawanna Street STE 3B	Philadelphia	Pa	19124
Street Address (principal place of business)	City or Municipality	State	Zip Code

The Verified Statement of the Applicant factual details about your proposed transportation service. Your Verified Statement must answer all of the items listed below and on the following pages. Provide as much information as possible to prevent delay in processing your application. If you need more space to provide your answer, please attach additional pages identifying the appropriate item number.

1. Identify the person making the Verified Statement on behalf of the applicant. If an employee/officer of applicant is making the statement, give name, title, business address and telephone number.

Anthony Jefferson, Owner

2. List the applicant's affiliation (owner, manager, controls) with any other carrier, with the description of affiliation.

None

3. Describe the applicant's business experience, particularly any experience relating to the operation of a transportation service. If practical experience is lacking, please provide an explanation and description of any education or training that you believe may be relevant.

Anthony Jefferson is an experienced transportation professional with a proven track record of efficiently managing transportation services. Not only does he have a great deal of experience in transportation but also hospitality, human services, and business. Since graduating with his MBA from Lincoln University he has managed to successfully obtain and manage contracts involving all types of organizational and transportation needs in the state of PA. Collectively his background and knowledge has allowed him to train and build out other companies looking to create both structure and culture.

As the Transportation coordinator for special projects with JEVs Human Services, some of his managerial responsibilities where to:

- Oversee scheduling pickups and deliveries, tracking shipments, and resolving issues as they arise.
- Maintained accurate records of transportation activities, including driver logs, vehicle inspection reports, and billing invoices.
- Communicated with drivers, dispatchers, and customers to ensure timely and efficient delivery of goods.
- Recruitment and training of new drivers, ensuring they were properly trained in company policies and procedures.
- Prepare and participate in safety meetings and training sessions to promote a culture of safety and compliance within the organization.

4. Describe your facilities, record maintenance plan and your communication network. Please include a description of your physical location, to including office machines that will be utilized, and the facility to house vehicles. As a carrier of household goods in use, applicant should include a description of storage facilities, if applicable. Please include an explanation of your plan to maintain records required by the PUC, as well as normal business records. In regard to your communication network, please explain how you will receive customer requests for transportation, how you will dispatch the vehicles to fulfill the request, and how you will maintain continuous communication with your drivers.

Attached

5. Please state the number of drivers you intend to use or hire in your business and explain why that number of drivers is appropriate for the size of the territory you will be serving. In addition, please explain:
 - a. Your hiring standards for drivers;
 - b. Your system for conducting criminal background checks;
 - c. Your driver training program;
 - d. Your system for conducting driver license checks;
 - e. Your policies regarding alcohol and drug use by your drivers.

Attached

6. Please state the number of vehicles you plan to use in your business and why that number is appropriate to provide reasonable and efficient service to the territory you will be serving. If you have already obtained vehicles for your business, please list them in the chart below.

<u>YEAR</u>	<u>MAKE</u>	<u>MODEL</u>	<u>SEATING CAPACITY*</u>	<u>VEHICLE ID #</u>	<u>MILEAGE</u>

*Vehicles with seating capacity of more than 15 passengers, including driver, can't be used in paratransit service.

Attached

7. Describe your vehicle safety program. Please include the following in your explanation:
- a. Your periodic vehicle maintenance plan
 - b. Your system for ensuring your vehicles will continuously comply with applicable Pennsylvania vehicle equipment standards (67 Pa. Code, Chapter 175).

Attached

8. Please explain what steps you have taken to determine if you can obtain insurance and pay the required insurance premiums.

Attached

9. State whether the applicant has been convicted of a misdemeanor or felony. If applicant is partnership, limited liability partnership, corporation, or limited liability company this question applies to all members, officers, and/or shareholders. If "YES", explain.

YES NO

Misdemeanor, DUI from 2022

10. Financial Data. Complete the "Statement of Financial Position", which follows this page. Please feel free to also provide additional information explaining why you believe you have sufficient funds to ensure your transportation business can provide reliable service to the public in a safe manner.

Verification of Statement

The undersigned deposes and says that he/she is authorized to and does make this verification and that the facts set forth therein are true and correct to the best of his/her knowledge, information, and belief. The undersigned understands that false statements herein are made subject to penalties of 18 Pa. C. S. Section 4904 relating to unsworn falsification to authorities.

Anthony Jefferson
(Signature)

Anthony Jefferson , Owner
(Name and Title, printed or typed)

02/21/2024
(Date)

Chozen Transport Inc
(Additional Information Sheet)

VERIFIED STATEMENT OF APPLICANT
Page 6 of Application

4. Describe your facilities, record maintenance plan and your communication network. Please include a description of your physical location, including office machines that will be utilized, and the facility to house vehicles. As a carrier of household goods in use, applicant should include a description of storage facilities, if applicable. Please include an explanation of your plan to maintain records required by the PUC, as well as normal business records. In regard to your communication network, please explain how you will receive customer requests for transportation, how you will dispatch the vehicles to fulfill the request, and how you will maintain continuous communication with your drivers.

Our headquarters will be situated in an easily accessible area, preferably near major highways for logistical convenience. The office space will include administrative areas for staff, meeting rooms, and a dispatch center equipped with communication systems. Office Machines: We'll utilize standard office equipment such as computers, printers, scanners, and telecommunication systems for efficient operation and communication.

Vehicle Housing: Our facility will include a secure parking area for vehicles when not in use, equipped with surveillance systems for security.

Record Maintenance Plan: We will implement a comprehensive record-keeping system to ensure compliance with regulatory requirements and efficient business operations. This will include:

- 1. PUC Records: We'll maintain detailed records as required by the Public Utility Commission (PUC), including vehicle maintenance logs, driver qualifications, insurance documents, and service records.**
- 2. Business Records: We'll keep track of financial records, customer invoices, contracts, and other relevant documentation to ensure smooth business operations and facilitate accurate reporting.**

Communication Network: Customer Requests: Customers will be able to place transportation requests through multiple channels, including our website, mobile app, phone calls, and email. Dispatch System: Upon receiving a request, our dispatch center will use a centralized system to assign the most suitable vehicle and driver based on factors such as availability, location, and capacity. Continuous Communication: We'll utilize GPS tracking systems and mobile communication devices installed in each vehicle to maintain continuous communication with drivers. Dispatchers will provide real-time updates, instructions, and support as needed, ensuring efficient operations and timely responses to customer requests. Additionally, drivers will have access to a dedicated hotline for immediate assistance or updates.

Overall, our facilities, record maintenance plan, and communication network will be designed to ensure efficient and reliable transportation services while adhering to regulatory requirements and maintaining a high level of customer satisfaction.

VEHICLE MAINTENANCE PROTOCOL:

THE VEHICLES OPERATED FOR THIRTY (30) CONSECUTIVE DAYS OR MORE, EXCEPT FOR A NON-BUSINESS PRIVATE MOTOR CARRIER OF PASSENGERS(PMCP), THE MOTOR CARRIER SHALL MAINTAIN, OR CAUSE TO BE MAINTAINED, THE FOLLOWING RECORD FOR EACH VEHICLE:

ALL IDENTIFICATION OF THE VEHICLE INCLUDING COMPANY NUMBER (IF MARKED), MAKE, SERIAL NUMBER, YEAR, AND VIN NUMBER. IF THE NUMBER VEHICLE IS NOT OWNED BY CHOZEN TRANSPORT INC, THE RECORD MUST IDENTIFY THE PARTY PROVIDING, OR LEASING THE VEHICLE.

A MEANS TO SHOW THE NATURE AND DUE DATE OF THE VARIOUS INSPECTION AND MAINTENANCE OPERATIONS TO BE PERFORMED.

A RECORD OF INSPECTION, REPAIRS, AND MAINTENANCE SHOWING THEIR DATE AND TYPE.

A RECORD OF TESTS CONDUCTED ON PUSHOUT WINDOWS, EMERGENCY DOORS, AND MARKINGS (IF APPLICABLE).

UNSAFE OPERATIONS

COMMERCIAL MOTOR VEHICLES (CMVs) may not be operated in such a manner as to probable cause accident or a breakdown to vehicle.

ROADSIDE INSPECTION REPORTS

ANY DRIVER WHO RECEIVES A ROADSIDE INSPECTION REPORT, MUST DELIVER IT TO HIS/HER MANAGER OR EMPLOYER.

5. Please state the number of drivers you intend to use or hire in your business and explain why that number of drivers is appropriate for the size of the territory you will be serving. In addition, please explain:

- a. Your hiring standards for drivers.**
- b. Your system for conducting criminal background checks.**
- c. Your driver training program.**
- d. Your system for conducting driver's license checks.**
- e. Your policies regarding alcohol and drug use by your drivers.**

We intend on hiring a minimum of 8-10 drivers to establish the NEMT company to ensure we can adequately satisfy the demand, service hours, and the geographic areas we plan to cover. As we grow as a company, we intend and have a plan in place to increase the number of drivers to meet the expected need.

A. Hiring Standards for Drivers:

- Driver applicants should have a clean driving record with no history of accidents or traffic violations.
- They should possess a valid driver's license for the type of vehicle they will be operating.
- Good communication skills and a customer-focused attitude are essential.
- Background checks should verify employment history and confirm references.
- Depending on the nature of the business, additional certifications or specialized training may be required.

B. System for Conducting Criminal Background Checks:

- Utilize a reputable third-party service or agency to conduct criminal background checks on potential drivers.
- Ensure compliance with local laws and regulations regarding background checks.
- Establish clear criteria for disqualifying applicants based on criminal history.

C. Driver Training Program:

- Develop a comprehensive training program that covers defensive driving techniques, vehicle operation, customer service, and company policies and procedures.
- Utilize experienced trainers and provide ongoing support and feedback to new drivers.
- Incorporate technology such as simulators or online training modules where applicable.

D. System for Conducting Driver's License Checks:

- Regularly verify the validity of driver's licenses through official channels.
- Implement a system to track license expiration dates and ensure timely renewal.
- Establish protocols for addressing any discrepancies or issues with driver licenses.
- Procedures for Verification of Insurance and Driving Record Checks:
 - Human Resources staff will request verification of proof of insurance bi-annually for all employees whose job function requires them to drive.
 - Human Resources staff will request verification of a driver's license for all CHOZEN TRANSPORT employees annually.
 - Human Resources staff will complete a motor vehicle driving record check on all employees whose job function requires them to drive.
 - Employees must report any driving violations, lapses in personal insurance, revocation of driver's license, DUI's or accidents immediately to immediate supervisor.
 - Human resources staff will provide Program Directors with a list of all employees who have current, valid driver's licenses and are properly insured. Employees cannot drive an agency vehicle or transport participants if they do not have a valid driver's license or are uninsurable.

E. Policies Regarding Alcohol and Drug Use:

- Implement a zero-tolerance policy for alcohol and drug use while on duty.
- Conduct regular random drug testing and provide education and support for drivers struggling with substance abuse.

- **Clearly communicate consequences for violations of the alcohol and drug policy, up to and including termination.**

The appropriate number of drivers would depend on factors such as the size of the territory, expected demand, and operational requirements. A thorough analysis of these factors would help determine the optimal number of drivers to efficiently serve the target area while meeting customer needs and maintaining service quality.

CHOZEN TRANSPORT INC

DRIVER QUALIFICATIONS-DRIVER TRAINING-HIRING PREREQUISITES

The Paratransit Driver is responsible for the transportation of wheelchair and ambulatory patient(s). The Paratransit Driver must comply with all state, local and company policies and procedures pursuant to his or her level of training. The Paratransit Driver must also comply with all state, local and Company policies and procedures regarding certifications.

- **Project a professional image and attitude when dealing with patients, other agencies, and fellow employees.**
- **Be familiar with company driving policies/standards and always drive in a safe and responsible manner.**
- **Adhere to Company dress code and personal appearance policies.**
- **Be familiar with safe lifting and moving techniques and be physically/mentally fit for the performance of job duties.**
- **Be familiar with all Company policies and procedures and any changes made to the same.**
- **Be familiar with Company management structure.**
- **Be familiar with all Company forms and their purposes.**
- **Demonstrate proper patient care documentation techniques and a working knowledge of all policies and forms as well as all required hardware and software programs.**

- **Assume responsibility for daily check of vehicle maintenance and mechanical Must inspect and report any vehicle damage or malfunction and check all fluid levels to insure they are replenished if necessary. Must refuel vehicle daily, noting vehicle number, mileage and driver assigned PIN on all transactions.**
- **Assume responsibility for cleanliness of vehicle cab and cleaning vehicle exterior in conjunction with partner daily.**
- **Have a working knowledge of the Company communications systems and communications policies and procedures.**
- **Be familiar with and capable of navigating in all response areas of the Company,**
- **Be knowledgeable of major receiving hospital/facility locations and their capabilities.**
- **Know how to use "GPS" products to assist in navigating.**
- **Be willing and able to perform special duties as assigned.**
- **Including but not limited to the following examples:**
 - **Washing Vehicles (inside/outside)**
 - **Sweeping/Vacuuming (vehicle/building)**
 - **Removal of trash (vehicle/building)**
 - **Billing**
 - **Driving Shuttle Programs**
- **Must report all incidents, accidents, and problems to his/her immediate supervisor.**

- **Be willing to work overtime as required.**

KNOWLEDGE, SKILLS, AND QUALIFICATIONS:

- **The Paratransit Driver should have a high school education. Those with a GED equivalent will be considered.**
- **Must have a current, valid driver's license.**
- **Must be knowledgeable of safe moving and lifting techniques to ensure safety of self and others.**
- **Must be knowledgeable in the correct use of safety straps used in securing patients while in the vehicle.**
- **Must successfully complete the Company's probationary program.**

6. Please state the number of vehicles you plan to use in your business and why that number is appropriate to provide reasonable and efficient service to the territory you will be serving. If you have already obtained vehicles for your business, please list them in the chart below.

We intend on purchasing a minimum of 8-10 vehicles to establish the NEMT company to ensure we can adequately satisfy the demand, service hours, and the geographic areas we plan to cover. As we grow as a company, we intend and have a plan in place to increase the number of vehicles to meet the expected need. Funding and dealership has been secured for the purchasing of the vehicles upon official approval.

7. Describe your vehicle safety program. Please include the following in your explanation:

a. Your periodic vehicle maintenance plan

b. Your system for ensuring your vehicles will continuously comply with applicable Pennsylvania vehicle equipment standards (67 Pa. Code, Chapter 175).

Safety Policy:

- **To protect participant health and safety when "Chozen Transport INC" is responsible for providing transportation the agency promotes safe driving practices, with provisions for handling emergency situations.**
- **Driving/transporting participants is an essential job function at "Chozen Transport INC." Employees must be mindful that they are a representative of "Chozen**

Transport INC” while transporting participants either in personal or agency vehicles. If there are accurate complaints of employees committing driving infractions, they may be subject to disciplinary actions including termination from employment.

Vehicles – Personal Support

General Transportation Procedures:

- **The Program Director or Coordinator will ensure that all employees who transport participants have a current, valid driver’s license and are properly insured.**
- **Employees must report any driving violations, lapse in personal insurance, revocation of driver’s license, DUI’s, or accidents immediately to immediate supervisor.**
- **All employees will follow procedures to ensure safe transportation, handling, and transfers of participants and any equipment used by participants when assisting with transportation, whether we are providing the transportation. When we are responsible for transportation of the participant or their equipment, employees will utilize the following assistive techniques:**
 - **All employees must wear their Employee ID in a visible manner while transporting participants to and from school, home, and/or residence.**
 - **Employees will provide assistance with seatbelts as needed to ensure they are correctly fastened.**
 - **Employees will assist with the use of any ramp or step stools to ensure safe entry and exit from the vehicle.**
 - **When the vehicle is in motion, seatbelts are to be worn all the time by all passengers, including the driver.**
 - **Employees will comply with all seat belt and child passenger restraint system requirements under PA statutes when transporting a child.**
 - **Employees will ensure all supplies or equipment, including wheelchairs and walkers or other mobility aids or specialized equipment used by the participant is properly secured before the vehicle is in motion.**
 - **Employees must be prepared to intervene to maintain safety if a participant being transported engages in behavior that puts the participant, the driver, or other passengers at risk of immediate danger of physical harm.**
- **Employees will assure the following information is with them whenever transporting participants:**
 - **Participant Information Form or One Page Profile, including name and phone number of person(s) to call in case of emergency, must be kept according to data privacy policies.**
 - **Proof of insurance card and vehicle registration.**

- All employees are required to follow all traffic safety laws while operating vehicles. Employees will be responsible for paying for any fines or tickets issued by law enforcement.
- All employees are prohibited from smoking, eating, drinking, or using cellular phones or other mobile devices while operating vehicles.

Procedures in Case of Accident:

- If employees are involved in an accident, they will follow these instructions in the order to given:
 - Do not leave the scene of the accident or move the vehicle unless you and the participants are in immediate danger.
 - Evaluate the condition of yourself and the participants. Administer First Aid, as necessary.
 - Solicit aid from passing motorists, if necessary.
 - Supply authorities and/or other drivers with accurate and complete information leading up to and involving the accident.
 - Report back to the Program Director as soon as possible.
 - Follow “Forever Care” policy & procedures for reporting incidents.

8. Please explain what steps you have taken to determine if you can obtain insurance and pay the required insurance premiums.

We have determined the types of insurance coverage needed to ensure that we have sufficient coverage for both our drivers and passengers. We are in contact with several insurance companies that specialize in commercial transportation insurance to compare premiums terms and conditions and have been in contact with an insurance broker who can help you find the best coverage options for CHOZEN TRANSPORT so gaining insurance will not be an issue we have been assured.

All the necessary information has been provided and we have discussed fiscal responsibility, and we are able to insure our vehicle upon purchase without financial strain. Upon the planning of the business, we were to be overly prepared to cover essential components such as vehicles, training, recruitment, and insurance (both vehicles and drivers). Based on the projection and need of this specific sector of transportation, we recognize insurance coverage that meets the needs of both our budget and the evolution of the business is important.

Additional Policy and Procedures

Procedures for Defensive Driving Training:

- Program Director or Coordinator will assure all employees who drive vehicles during their employment, whether agency vehicles or personal vehicles, complete defensive driving training upon hire, yearly, and as needed.

- **The Program Director or Coordinator may require individual employees to take a driving safety course because of a driving violation.**

General Procedures:

- **When responsible for transportation of the participant or their equipment, employees will assure the following:**
 - **All employees must wear their Employee ID in a visible manner while transporting participants to and from school, home, and/or residence.**
 - **When the vehicle is in motion, seatbelts are to be always worn by all passengers, including the driver.**
 - **Employees will comply with all seat belt and child passenger restraint system requirements under Pennsylvania statutes, when transporting a child.**
 - **Employees must be prepared to intervene to maintain safety if a participant being transported engages in behavior that puts the participant, the driver, or other passengers at risk of immediate danger of physical harm.**
 - **Keys should not be left in the vehicle at any time unless in operation. Keys must always be in the driver's possession.**
 - **Vehicles should not be left running unattended with or without participants in the vehicle.**
 - **Lock all doors on vehicles when not in use.**
 - **In the event employees need to leave participants inside the vehicle during transfers or drop offs, the vehicle must be turned off and keys must be removed from the ignition.**
 - **Vehicles that are marked 'STOPS AT RR CROSSINGS' are required to stop at all railroad crossings. When approaching railroad tracks, move into the right-hand lane, put your hazards on a block ahead of time and come to a slow and complete stop. After looking both ways, proceed on your way, turn off your hazards.**
 - **Radio volume must be kept low enough so as not to distract the driver at any time. The driver should have the ability to hear participants in the back seats talking in a normal voice, emergency vehicles, or warnings from other drivers, etc.**
 - **Seats and wheelchairs should not be in a reclined position when the vehicle is in operation. Wheelchairs must always face forward.**
 - **Cell phones cannot be used during the active operation of a vehicle or wheelchair lift or while loading and unloading participants. Ear buds cannot be used. Calls should be returned later or limited to times when the vehicle is properly parked and inactive. Pull over immediately to a safe place if a call must be made.**
 - **If behaviors occur while on a route, the driver should pull over to a safe location and call the appropriate Program Director for assistance.**
 - **Employees must always supervise all participants around all vehicles.**
 - **Always be aware of the width and height of your vehicle. Some vehicles are wider or taller than average.**
- **Employees will assure the following information is with them whenever transporting participants:**

- Participant Information Form or One Page Profile
- Name and phone number of person(s) to call in case of emergency.
- First aid kit.
- Proof of insurance card and vehicle registration.
- All employees are required to follow all traffic safety laws while operating vehicles. Employees will be responsible for paying for any fines or tickets issued by law enforcement.
- All employees are prohibited from smoking, eating, drinking, or using cellular phones or other mobile devices while operating vehicles.

Procedures for Medication Transport and Administration:

Drivers cannot give medication to participants.

Procedures for Fueling Vehicles:

- When the tank reaches half full employees must refuel the vehicle.
- Fuel is the only purchase that can be made unless approval has been given by a supervisor prior to purchase.
- After filling agency vehicles, employees will collect the receipt, print their name, initial the receipt, and write the name/number of the vehicle on the front side of the receipt.
- Employees will turn in the receipts to their Program Director daily.

Procedures Prior to Operating Vehicles:

- All employees must follow the Vehicle Safety Checklist prior to operating vehicles.
- Employees must adjust mirrors prior to operating the vehicle.
- Employees must ensure lights are turned on whenever driving vehicles.
- Before operating any vehicle, employees must identify the location of the first aid kit and fire extinguisher.

Procedures for Loading and Unloading Participants:

- Load participants in a safe and orderly fashion.
- Review seating arrangements. Think about pick up and drop off order when determining where individuals sit.
- Before loading a vehicle, if a participant is exhibiting behaviors that are unsafe or pose a threat to others, the driver can refuse to provide transportation. All participants should be calm when entering a vehicle.
- Employees will aid with seat belts, as needed to ensure they are correctly fastened.
- Employees will assist with the use of any ramp or step stools to ensure safe entry and exit from the vehicle.
- Employees will ensure all supplies or equipment, including wheelchairs and walkers or other mobility aids or specialized equipment used by the participant is properly secured before the vehicle is in motion.
- Ambulatory participants cannot use wheelchairs as seating.
- Participants' personal items will be taken care of by the driver as needed. If possible, all items should be stored under the seat.

- Cell phones cannot be used while the wheelchair lift is being operated or while participants are being loaded or unloaded.
- As a safety measure, employees should open and close all doors. Employees must supervise and know where all the participants are before closing the doors. Do not slam doors.
- Employees should assist at doors to ensure participants are clear of the door.
- All wheelchair securements should be retracted and turned out or removed from pathways.
- **It is Imperative that employees monitor the safe entry and exit of each participant in vehicles.** This means not only watching and observing but placing yourself right at the entrance/exit point so you can offer physical assistance to all those who need it and are prepared to support people, so they do not fail.

Procedures for Loading Wheelchairs into Vehicles:

- Park the vehicle where there is enough room to extend the lift to the ground.
- Vehicle may or may not need to be running for the lift to work. If the vehicle must be running be sure the vehicle is in the park and the emergency brake is engaged.
- Use the deploy button to make the ramp flat. If necessary, pull on the ramp to get it started. If the ramp seems stuck, report the problem to the Program Director as soon as possible.
- Use the down button to lower the ramp to the ground.
- ALWAYS explain to participants what you are doing while assisting them.
- Roll the wheelchair onto the ramp with the participant facing out, away from the van. If the wheelchair cannot be turned around inside the van, the wheelchair may be loaded with the participant facing into the van.
- Set the brakes or turn off the power to the wheelchair.
- Secure the safety belt on the ramp if present. The belt should not be tight across the participant but must be short enough to keep the participant from rolling off the ramp. Lifts will not operate if the belt is not secured.
- Use the up button to raise the ramp.
- After the ramp is raised to the entry point, unlock the brake, or turn on the wheelchair.
- Maneuver the wheelchair into the van so the wheelchair is facing forward. If necessary, the wheelchair may face sideways but only if unable to face the wheelchair forward. NEVER face a wheelchair backwards in a vehicle.
- Set the brakes or turn off power to the wheelchair.
- Place security in designated areas on wheelchairs or on the wheelchair frame.
- Do not put the security tie downs on any removable part of the wheelchair (e.g., arm rests, leg rests, wheels, etc.)
- After security is attached to the wheelchair, place the seatbelt around the wheelchair, as close to the hips as possible. The seatbelt should go under any tray on the wheelchair and may be strung through armrests if necessary.
- Use the stow button to raise the lift for storage.

Procedures for Unloading Wheelchairs from Vehicles:

- Use the deploy button to make the ramp flat.

- **ALWAYS explain to participants what you are doing while assisting them.**
- **Unlock the seatbelt from the participant.**
- **Unlatch the security from the wheelchair. Be sure the security is retracted.**
- **Unlock the brake or turn on the power to the wheelchair.**
- **Turn the wheelchair to face out of the van if possible.**
- **Push the wheelchair onto the lift.**
- **Set the wheelchair brakes or turn off the power to the wheelchair.**
- **Place the belt under any trays and as close to the hips as possible. The belt should not be tight across the participant but must be short enough to keep the participant from rolling off the ramp.**
- **Use the down button to lower the ramp to the ground.**
- **Remove the safety belt.**
- **Unlock the wheelchair brakes or turn on the power to the wheelchair.**
- **Move the wheelchair off the ramp.**
- **Secure the safety belt. The lift will not work if the belt is not secured.**
- **Use the up button to raise the lift.**
- **Use the stow button to raise the lift for storage.**

Procedures for Backing Up Vehicles:

- **Backing up vehicles is not preferred unless it is necessary. When stopping, park in such a way as to avoid backing up whenever possible.**
- **If it can be avoided do not pull into neighborhood driveways.**
- **Participants cannot be loaded or unloaded into a line of traffic. If it is safest for the participant, vehicles may be pulled into driveways.**
- **If a vehicle must be backed up, employees must first walk around the vehicle to ensure there are no obstructions.**

Procedures for Parking Vehicles

- **If possible, when there is more than one employee, a staff member and participant(s) should be dropped off at the entrance. The other employee will then park the vehicle. The same should occur upon departure.**
- **Regular and handicap parking spots will accommodate minivans and larger vans. Busettes should only be parked in handicap spots that are vertical to the entrance. However, it is preferred that employees park in a spot where a larger vehicle can pull in and pull out rather than backing up; this may mean parking towards the back of the lot. It is acceptable to use both the front and rear spot if the vehicle is longer than the space assigned.**
- **Participants cannot be loaded or unloaded into a line of traffic so consider this when parking a vehicle.**
- **If you must back out of a parking spot, be aware of the surroundings and note the vehicles behind you and on each side. If two employees are present, one employee should watch for pedestrians or oncoming vehicles and warn the driver.**
- **Take extra precautions when backing out, paying extra attention to side mirrors both on agency vehicles and the vehicles adjacent.**

Procedures for Picking Up Participants:

- In the mornings, pick up times may be scheduled around the times homes are staffed.
- Employees will follow the route guides that indicate the driving route and times participants are to be picked up.
- It is important to be prompt and on time. If a vehicle is late, this may result in a missed connection for transportation to worksites or other vehicles. If you are running late call the appropriate Program Director so others can be informed of the delay.
- Drivers are not to go into residences to assist participants in getting ready for transportation.
- Residential staff members should assist participants from the home to the vehicle. If they are unable to assist participants from the home to the vehicle, drivers should help.
- Drivers are responsible for helping participants into the vehicle.
- The wait time begins at the regularly scheduled pick-up time, even if the driver arrives early.
- If a participant is not outside waiting or does not exit the house upon the driver's arrival, the driver will wait 3 minutes beyond the scheduled pick-up time. The driver will then ring the doorbell or knock. After an additional 2 minutes, if the participant has not exited the house, the driver will leave. The driver should inform the Managers that the vehicle will be leaving. It is then the responsibility of the residential provider to provide transportation for the participant.
- If the participant does not get on the van in the allotted time, the driver should contact their Program Director or Coordinator.

Procedures for Dropping Off Participants:

- Participant eligibility for unsupervised drop-offs will be identified on an individual basis. Eligibility will be communicated in writing to the agency providing transportation services. The IAPP or participant information will state if the participant can be dropped off without supervision.
- If a participant requires a supervised drop off employees will wait until there is physical communication with someone at the home before departing.
- Employees will follow the route guides that indicate the driving route and times participants are to be dropped off.
- It is important to be prompt and on time. If a vehicle is late, this may result in a missed connection for transportation to worksites or other vehicles. If you are running late call the appropriate Program Director or Coordinator so others can be informed of the delay.
- When participants are dropped off at home, the employee is responsible for assisting participants out of the vehicle. Someone at the participant's home is responsible for assisting participants from the vehicle to the home. If someone at the home is unable to assist, the employee should help participants into the home.
- If someone at the home is not waiting outside or does not exit the house upon the vehicle's arrival, employees will call home using the agency vehicle cell phone. If there are no answer employees will wait 2 minutes before going to the door and knocking. If there is no answer, employees will call the residential head office or

parent/legal representative to inform them of the situation. The employee and the contact will agree on an alternative location where the participant can be taken. A transfer of responsibility will occur at the alternative location and not interrupt the other participants' drop-off times.

Procedures for Using Handicapped Parking:

- **It is important to follow all guidelines of Commercial Disability (handicap parking) certificates. Misuse may result in revocation of any certificates now or in the future by the State Driver and Vehicle Service Department.**
- **Handicap certificates are only kept in certain vehicles. If there is not one in a vehicle contact the Program Director.**
- **If a Commercial Disability certificate is missing from a vehicle, inform the Program Director as soon as possible.**
- **Commercial Disability certificates are to be used for individuals with physical limitations only.**
- **If parking in a handicap parking space, it is required to hang a handicap parking certificate from the rearview mirror, so it is visible from the front and the rear of the vehicle. This applies to any handicap parking spaces including at worksites.**
- **When displaying a handicap certificate, parking is allowed in handicap designated parking spaces and metered parking spaces without obligation to pay the meter fee.**
- **Employees should place the certificate in the glove compartment or binder when done using it. It is illegal to have the certificate in the mirror while driving.**
- **Commercial Disability certificates do not permit parking in "NO PARKING" spaces or in spaces designated for specific purposes or vehicles (e.g., emergency vehicles only, truck unloading areas).**

Procedures in Case of Accident:

- **If employees are involved in an accident, they will follow these instructions in the order given:**
 - **Do not leave the scene of the accident or move the vehicle unless you and the participants are in immediate danger.**
 - **Evaluate the condition of yourself and the participants. Administer**
 - **First Aid, as necessary.**
 - **Call the non-emergency police number for your community or call 911 to alert police if immediate medical attention is needed.**
 - **Solicit aid from passing motorists, if necessary.**
 - **Supply authorities and/or other drivers with accurate and complete information leading up to and involving the accident.**
 - **An insurance information card and a vehicle accident procedure card are in every agency vehicle. These are in the binder.**
 - **Report back to the Program Director as soon as possible:**
 - **Follow Forever Care's policy & procedures for reporting incidents.**

Procedures for Winter Driving:

- **Safety first. There is no place that you must be those warrants taking risks and placing yourself, your participants, or others in jeopardy.**

- **Slow down. Allow yourself extra time to get to your destination.**
- **Allow increased distance between vehicles.**
- **Do not pump anti-lock brakes.**
- **Do not use cruise control on wet or icy roads.**
- **Do not turn, brake, or accelerate too fast.**
- **Do not follow snowplows too closely.**
- **Remove all snow and ice from all windows, vehicle hoods, and vehicle roofs.**

Procedures for Inclement Weather:

- **In the event of severe weather, every precaution should be taken to ensure the safety of employees and participants being transported.**

Procedures for Weather Emergencies:

- **Evacuate the vehicle and move everyone to the nearest building or substantial structure at least two hundred feet away from the vehicle if possible.**
- **Take the First Aid Kit when evacuating the vehicle.**
- **In the shelter, instruct all ambulatory participants to lie face down with their hands clasped behind their heads. Ensure participants who use a wheelchair are in a location where they will be safe from falling or flying debris.**
- **If an adequate shelter cannot be reached without further endangerment, a ditch or depression in the immediate vicinity will have to be used.**
- **Instruct everyone to lie face down in the ditch or depression with their hands clasped behind their heads. Assist wheelchair participants out of their chairs and help them to lie face down in the ditch or depression.**
- **Once the danger has passed, assess the need for medical attention. Administer First Aid, as necessary.**
- **Call for assistance if needed.**

Procedures if Vehicle Breaks Down:

- **Pull over to the side of the road as safely as possible.**
- **Turn on emergency flashers and use the emergency triangles if available.**
- **If a cell phone is available, call the Program Director, give details of where you are located and what happened.**
- **If there is not a cell phone available, try to flag someone down and ask them to call Forever Care head office.**
- **Do not leave participants alone or send a client for help.**
- **Depending on where you are, the participants you have with you, and weather conditions, you can consider taking participants with you and walking to the nearest phone.**
- **On evenings or weekends, call a call Program Director or Coordinator for assistance.**

Procedures for Evacuating Vehicle (engine fire, submerged vehicle):

- **Stay calm.**
- **Assess the situation.**
- **Assess and utilize all available exits.**

- **Assess your participants' abilities and any equipment which may also need to be evacuated (e.g., oxygen tanks).**
- **Assist participants with unlatching seatbelts and exiting the vehicle.**
- **If unable to unlatch belts, use the seatbelt cutter supplied in the vehicle to cut seatbelt straps.**
- **Move all participants away from the vehicle to a safe location.**

Statement of Financial Position (Balance Sheet)
As of (date) March 1, 2024
(Must be less than 6 months old)

ASSETS

Current Assets		
Cash	15,275.00	
Other Current Assets (specify)	<u>100,000 Line of Credit</u>	
Total Current Assets		<u>15,275.00</u>
Tangible Assets		
Motor Vehicle Equipment		
Property (buildings, land, etc.)	<u>5588.00</u>	
Office Equipment		
TOTAL ASSETS		<u>5588.00</u>

LIABILITIES

Current Liabilities (Due within one year of date)		
Loans	<u>N/A</u>	
Credit cards/revolving credit		
Other Liabilities (Attach schedule)		
Total Current Liabilities		<u> </u>
Long Term Liabilities (Due after one year of date)		
Mortgage	<u>N/A</u>	
Long term commercial loan		
Other Liabilities (Attach Schedule)		
Total Long-Term Liabilities		<u> </u>
TOTAL LIABILITIES		<u> </u>