



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
COMMONWEALTH KEYSTONE BUILDING
400 NORTH STREET
HARRISBURG, PENNSYLVANIA 17120
<http://www.puc.pa.gov>

July 7, 2025

A-6328024
A-2025-3056071

GLOBAL LOGISTIC LLC
223 JEFFERSON AVENUE
DOWNTOWN PA 19335

RE: Application of Global Logistic LLC

To Whom It May Concern:

On July 2, 2025, the application of Global Logistic LLC, at A-2025-3056071, as a motor carrier was accepted for filing and docketed with the Public Utility Commission. In order for the Commission to proceed with the application, additional information is required.

Please forward the information to the Secretary of the Commission at the following address **within ten (10) working days** from the date of this letter.

Matthew L. Homsher, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, Pennsylvania 17120

ALL Parties to proceedings pending before the Commission are advised to open and use an e-filing account through the Commission's website, OR you may submit your filing by mail. If a filing contains confidential or proprietary material, the filing is required to be submitted by overnight delivery.

Your answers should be verified per 52 Pa Code § 1.36. Accordingly, you must provide the following statement with your responses:

I, Sundifu Dorley, hereby state that the facts above set forth are true and correct to the best of my knowledge, information and belief, and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 4904 (relating to unsworn falsification to authorities).

The blank should be filled in with the name of the appropriate company representative, and the signature of that representative should follow the statement.

Failure to comply with this request within 10 working days from the date of this letter will result in the denial of the application.

Please direct any questions to David Canzoneri, Bureau of Technical Utility Services at (717) 346-9738. Faxed or emailed filings are **not** accepted.

Sincerely,

A handwritten signature in cursive script that reads "Matthew L. Homsher".

Matthew L. Homsher
Secretary

Enclosure

Docket No. A-2025-3056071
Global Logistic LLC

Request for Information

- 1.) You failed to adequately answer all aspects of question #5 of the Verified Statement of Applicant. **Please review Title 52 Pa Code §29.501-509 Driver Regulations to see what is required of motor carriers.**
 - a. Your system for conducting criminal background checks;
 - i. How often will you conduct criminal background checks?
 - ii. How will you maintain records (record retention) of the criminal background checks performed?
 - b. Your system for conducting driver license/history checks;
 - i. How often will driver license/history checks be conducted? You mentioned that they would be done “periodically” but failed to define what “periodically” would be. Please provide a policy that complies with the Commission regulations.
 - ii. How will you maintain records (record retention) of such checks?

Staffing

> *Global Logistic LLC plans to employ or contract with **5 to 7 qualified drivers** in the initial phase of operation. This number is based on anticipated service demand within Chester County and nearby counties such as Delaware, Lancaster, Montgomery, and Philadelphia. Our goal is to provide prompt, reliable, and safe transportation, and we believe this staffing level offers sufficient coverage while allowing for flexibility in scheduling and vehicle maintenance

Driver Policy for Global Logistic LLC: NEMT Operations in Pennsylvania

Comprehensive Standards, Screening, and Safety Protocols

Introduction

Global Logistic LLC is committed to ensuring the safety, reliability, and professionalism of its Non-Emergency Medical Transportation (NEMT) services in Pennsylvania. The quality of our driver workforce is foundational to our reputation and the trust placed in us by our clients. This document outlines the comprehensive driver policy encompassing hiring standards, background screening, training, license verification, and substance use protocols. It further specifies sources for obtaining records, retention periods, and review frequencies to support our unwavering commitment to compliance and best practices.

I. Hiring Standards for Drivers

Global Logistic LLC follows rigorous hiring standards to ensure that all drivers represent the company with the utmost professionalism and care required for NEMT services.

- **Age Requirement:** All drivers must be at least 21 years of age.
- **Experience:** Drivers must possess a minimum of two years of verifiable driving experience, preferably in passenger or medical transport.
- **Licensure:** A valid Pennsylvania driver's license appropriate for the vehicles operated (typically a Class C with passenger endorsement) is required.
- **Driving Record:** Applicants must have a clean driving record with no major moving violations (e.g., DUI, reckless driving) in the past five years and no more than two minor violations in the previous three years.
- **Physical Capability:** Drivers must be physically able to assist passengers, including those with mobility limitations, and possess the stamina required for the role.
- **Communication:** Proficiency in English is required to ensure clear communication with clients and emergency responders when necessary.
- **Professionalism:** Strong interpersonal skills, customer service orientation, and a calm demeanor are essential, especially when assisting vulnerable populations.
- **References:** At least two professional references must be provided and verified.

II. Criminal Background Check System

To protect our clients and maintain compliance with state and federal regulations, Global Logistic LLC uses a thorough criminal background check procedure.

- Background Check Provider: We utilize a reputable third-party service (e.g., Sterling, Checkr, or First Advantage) for comprehensive background screening. Pennsylvania State Police records and the National Criminal Database are primary sources.
- Scope: Checks include local, state, and national criminal records, sex offender registries, and, if applicable, child abuse clearances in accordance with Pennsylvania Act 33/34.
- Frequency: Background checks are conducted prior to hiring and repeated every two years. Random checks may also be performed if warranted by emerging concerns.
- Record Retention: Background check records are retained for seven (7) years from the date of hiring or last review, in secure electronic or physical files.
- Disqualification Criteria: Convictions of violent crimes, sexual offenses, drug trafficking, or crimes involving vulnerable populations result in automatic disqualification.
- convicted of a felony or a misdemeanor under the laws of the Commonwealth or under the laws of another jurisdiction, to the extent the conviction relates adversely to that person's suitability to provide service safely and legally.

III. Driver Training Program

Our driver training program is focused on equipping drivers with the skills, knowledge, and sensitivities required for NEMT operation.

- Initial Training (Required Before Solo Operation):
- Safe driving techniques and defensive driving (8 hours) – Provided by certified driving schools such as Smith System or National Safety Council, or through company-approved trainers.
- Passenger assistance, including wheelchair securement and safe boarding/alighting procedures – Sourced from the Community Transportation Association of America (CTAA) PASS Training or similar NEMT-specific organizations.
- First Aid and CPR certification – Completed through the American Red Cross, American Heart Association, or equivalent accredited training bodies.
- HIPAA compliance and confidentiality training – Delivered via online modules or in-person sessions from HIPAA-certified training vendors.

- Sensitivity training for serving elderly and disabled passengers – From recognized organizations such as Easterseals or local Area Agencies on Aging.
- Company policies and customer service standards – Provided internally by Global Logistic LLC's training department using standardized materials and procedures.

Ongoing Training:

- Annual refresher courses (minimum 4 hours/year) – Conducted via third-party trainers or in-house sessions, with curriculum updates to reflect regulatory and safety changes.
- Monthly safety meetings covering new regulations and recent incidents.
- Remedial training as needed for drivers flagged in incident or complaint reviews.

Documentation: All training completion records are maintained for seven (7) years from date of completion in personnel files.

IV. Driver License Verification System

Ensuring valid and unencumbered licensure is critical to service integrity and legal compliance.

- Source for Record: License status is verified through the Pennsylvania Department of Transportation (PennDOT) Driver Information System.
- Initial Check: Prior to employment, all applicants must submit to a Motor Vehicle Record (MVR) check.
- Ongoing Checks: MVRs are reviewed at least annually, and more frequently in cases of accidents or traffic violations.
- Retention: MVR check records are kept for the duration of employment plus seven (7) years after termination.
- Disqualification: Revoked, suspended, or expired licenses result in immediate suspension from duty until reinstatement and verification.

V. Alcohol and Drug Use Policies

Maintaining a drug-free and alcohol-free driving environment is non-negotiable at Global Logistic LLC.

- Pre-Employment Testing: All driver candidates are required to pass a comprehensive drug screening (covering at least the five major drug classes: marijuana, cocaine,

opiates, amphetamines, and PCP) before hiring. Alcohol testing is also performed; testing is typically conducted through DOT-certified laboratories.

- Random Testing: Drivers are subject to unannounced, random drug and alcohol tests throughout their employment.
- Post-Accident Testing: Any driver involved in a reportable accident must submit to drug and alcohol testing as soon as possible, but no later than 8 hours post-incident for alcohol, and 32 hours for drugs.
- Reasonable Suspicion: Supervisors trained in substance abuse recognition may require immediate testing if a driver exhibits signs of impairment.
- Zero Tolerance: Any positive test for drugs or alcohol, or refusal to test, results in immediate suspension and potential termination.
- Counseling and Rehabilitation: Drivers may be referred to Employee Assistance Programs (EAP) for assessment and treatment options if warranted.
- Recordkeeping: All drug/alcohol test results and related documentation are securely maintained for seven (7) years after the date of test or action taken.

VI. Sources, Record Retention, and Review Frequency

Sources for Records:

- Criminal Background: Pennsylvania State Police, National Criminal Database, third-party background check providers (e.g., Sterling, Checkr)
- Driver's License/MVR: PennDOT Driver Information System
- Drug/Alcohol Testing: Certified laboratories in compliance with DOT standards
- Training: Certified organizations such as Smith System, National Safety Council, Community Transportation Association of America (CTAA), American Red Cross, American Heart Association, Easterseals, local Area Agencies on Aging, HIPAA-certified vendors, and Global Logistic LLC's internal training department

Record Retention:

- All personnel, background, training, and testing records are retained securely for at least seven (7) years after the relevant event or employment termination. All personnel file are kept electronically.

Frequency of Checks:

- Criminal background: Pre-employment and every two years thereafter
- Driver's license: Pre-employment and annually

- Drug/alcohol: Pre-employment, randomly, post-accident, and on reasonable suspicion
- Training: Annually and as needed

VII. Compliance and Confidentiality

Global Logistic LLC ensures compliance with all applicable federal and state laws, including ADA, HIPAA, FMCSA, and PA-specific regulations for NEMT providers. All records related to driver screening, training, and testing are treated as confidential and are only accessible to authorized personnel or regulatory authorities.

VIII. Immigration Policy and E-Verify

Global Logistic LLC is committed to maintaining a lawful workforce in strict compliance with all federal immigration regulations. As part of our hiring and onboarding process, we participate in the E-Verify program to confirm the employment eligibility of all new hires. This electronic verification system, operated by the U.S. Department of Homeland Security in partnership with the Social Security Administration, enables us to verify that each employee is authorized to work in the United States. All offers of employment are contingent upon the successful completion of the E-Verify process, and documentation related to employment eligibility is retained in accordance with applicable laws. This policy ensures that our organization upholds the highest standards of legal compliance and workforce integrity.

Conclusion

Through the implementation of these detailed policies and procedures, Global Logistic LLC strives to provide the safest, most reliable, and highest-quality NEMT service in Pennsylvania. Our commitment to rigorous hiring, diligent oversight, continuous training, and zero tolerance for substance abuse ensures that every passenger is transported with dignity, professionalism, and care.