

## 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)

EX Transportation LLC

- 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)

NA

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?** \_\_\_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 \_\_\_\_\_

(See checklist and indicate type of business entity registered)



10. **Describe the service area proposed by this application.**  
(Use the space below or attach additional sheet if space provided is not sufficient).

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The greater pittsburgh area and Beaver county

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*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.

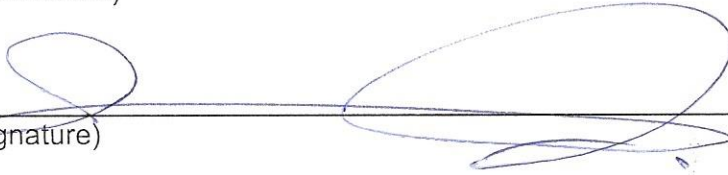
## Verification of Application

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.

John E. Norman Jr.

(Print Name)



(Signature)

7/10/25

(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.

<u>John E Norman Jr.</u>			
Legal Name of Applicant			
<u>N/A</u>			
Trade Name, if any			
<u>3804 Brighton Rd</u>	<u>Pgh</u>	<u>PA</u>	<u>15212</u>
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.
  
2. List the applicant's affiliation (owner, manager, controls) with any other carrier, with the description of affiliation.
  
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.

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.

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.

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.

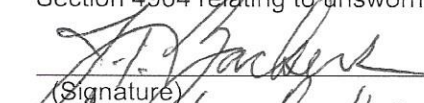
7. Describe your vehicle safety program. Please include the following in your explanation:
  - a. Your periodic vehicle maintenance plan
  - b. Your system for ensuring your vehicles will continuously comply with applicable Pennsylvania vehicle equipment standards (67 Pa. Code, Chapter 175).
  
8. Please explain what steps you have taken to determine if you can obtain insurance and pay the required insurance premiums.
  
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

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.

  
 \_\_\_\_\_  
 (Signature)  
 Jonathan Backers - Operations Manager  
 \_\_\_\_\_  
 (Name and Title, printed or typed)

7/22/25  
 \_\_\_\_\_  
 (Date)

**Statement of Financial Position (Balance Sheet)**

As of (date) \_\_\_\_\_

(Must be less than 6 months old)

ASSETS

Current Assets			
Cash		200,000.00	
Other Current Assets (specify)		_____	
Total Current Assets			<u>200,000.00</u>
Tangible Assets			
Motor Vehicle Equipment		300,000.00	
Property (buildings, land, etc.)		150,000.00	
Office Equipment		_____	
	TOTAL ASSETS		<u>650,000.00</u>

LIABILITIES

Current Liabilities (Due within one year of date)			
Loans		0-	
Credit cards/revolving credit		0-	
Other Liabilities (Attach schedule)		0-	
Total Current Liabilities			<u>0-</u>
Long Term Liabilities (Due after one year of date)			
Mortgage		0-	
Long term commercial loan		0-	
Other Liabilities (Attach Schedule)		0-	
Total Long-Term Liabilities			<u>0-</u>
	TOTAL LIABILITIES		<u>0-</u>

Verified Statement of Applicant (Extended answers)

1. My name is Johnathan Backers, operations manager, 3804 Brighton Road, 412-559-7120.

2. The applicant is the owner and managing member of EX Transportation. EX Transportation is a dedicated child-focused transportation service designed to provide safe, reliable, and efficient rides for students to and from school, extracurricular activities, and other approved destinations. We partner with families, schools, and communities to bridge the gap in student transportation with a service that prioritizes child safety, punctuality, and clear communication.

3. For the past 7 years, John E. Norman Jr. has been the owner of EX Transportation. This company has multiple contracts with area school districts. The success of this company is evident and continues to grow each and every year under his leadership.

**4. Transportation Facilities, Record Maintenance Plan, and Communication Network**

Our transportation operation will be headquartered in Pittsburgh, Pennsylvania, with a designated office and vehicle facility that supports both administrative and logistical functions. The physical office will be located at 3804 Brighton Road, Pittsburgh, PA 15212, offering convenient access to major city roadways for efficient service deployment across Allegheny County and surrounding areas.

**Facility and Equipment Description**

The administrative office will be equipped with the following essential office machines and resources:

- Desktop computers and laptops with secure internet access
- Multi-line VOIP phone system for call handling
- High-capacity copier/scanner/printer
- Filing cabinets for physical document storage
- Secure, cloud-based data backup and recordkeeping system
- Office furniture for administrative staff, including workstations and client reception area

Our NEMT fleet of vehicles—consisting of ADA-compliant wheelchair-accessible vans and/or 7-passenger minivans will be housed at our secure EX garage facility located at 3204 McClure Ave, Pittsburgh PA 15212, which is less than a mile away from our physical office location. The facility includes:

- Designated parking spaces for all fleet vehicles
- Surveillance and lighting for 24/7 security
- On-site as well as nearby access to a certified auto mechanic for routine maintenance

At this time, **no storage facility is needed** for household goods, as we are not engaged in goods transport.

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### **Record Maintenance Plan**

We will maintain all PUC-required records in accordance with applicable regulations, including but not limited to:

- Driver logs
- Vehicle maintenance records
- Trip records and manifests
- Proof of insurance and safety inspections
- Complaint and incident logs

All documentation will be stored both physically in secure, locked file cabinets and digitally via encrypted cloud-based storage, ensuring redundancy, accessibility, and security.

Normal business records such as payroll, invoices, financial statements, and customer communications will also be maintained electronically using QuickBooks, Paychex and Microsoft 365. Access to records will be restricted to authorized personnel only, with routine audits to ensure compliance and accuracy.

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### **Communication Network and Dispatch Protocol**

Our communication network is designed for high efficiency, reliability, and real-time coordination between administrative staff, drivers, and customers.

#### **Customer Request Handling:**

- Customers will be able to submit transportation requests via phone, email, or online scheduling portal.

- Requests will be logged into our digital dispatch and scheduling system (e.g., Route4Me, Samsara, or similar software).
- Recurring appointments (e.g., medical or health related) will be pre-scheduled with automated reminders to ensure timely service.

#### **Vehicle Dispatch:**

- Dispatchers will assign vehicles based on location, availability, and urgency using GPS-based routing software.
- Drivers will receive route assignments via mobile device or in-vehicle tablet connected to our dispatch software.
- All routes are optimized to reduce wait times and fuel consumption.

#### **Ongoing Communication with Drivers:**

- Each driver will be equipped with a company-issued smartphone or two-way radio to maintain constant communication with dispatch.
- Drivers are trained to report route delays, emergencies, or customer concerns immediately to ensure service quality.
- Real-time GPS tracking will allow dispatchers to monitor vehicle movement and arrival times at all times.

This robust communication system ensures that we can provide safe, timely, and professional service to our clients, while maintaining the accountability and transparency required by the Pennsylvania Public Utility Commission.

5. Our current transportation business has over 35 drivers. We intend to start with two people and add additional drivers according to the growth of the company.

a. Our hiring standards are determined by our applicant's ability to pass the mandatory background checks and clearances that we conduct such as:

FBI, Child Abuse, Criminal History, Driving History (MVR) and Valid License checks.

b. <https://epatch.pa.gov/RcStatusSearch>

#### **c. Non-Emergency Medical Transportation (NEMT) Driver Training Program**

**Program Duration:** 1–2 Days (8–16 hours)

**Delivery Format:** In-person and/or online modules + practical demonstration

**Target Audience:** New and existing NEMT drivers

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## **1. Orientation & Company Overview (1 hour)**

Introduction to the company mission and values

- Overview of service areas and clientele
- PUC and HIPAA compliance expectations
- Code of conduct and professional behavior

## **2. Defensive & Safe Driving Techniques (2 hours)**

- Review of local and state traffic laws
- Defensive driving principles
- Adapting driving behavior to weather and road conditions
- Backing, turning, and parking large vans safely
- Avoiding distractions and fatigue.

## **3. Vehicle Inspection & Maintenance (1 hour)**

- Pre-trip and post-trip inspections checklist
  - How to recognize mechanical issues
  - Reporting vehicle defects or incidents
  - Fueling, cleaning, and securing the vehicle
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## **4. Passenger Assistance & Wheelchair Securement (3 hours)**

- Proper assistance for ambulatory and wheelchair-bound clients
- Operation of ramps, lifts, and safety belts
- ADA compliance and sensitivity training
- Securing wheelchairs using four-point tie-down system
- Safe transfer of patients with limited mobility

## **5. Customer Service & Sensitivity Training (1.5 hours)**

- Communicating respectfully with elderly and disabled clients
- De-escalating conflicts and managing difficult passengers
- Maintaining professionalism and empathy
- Addressing customer complaints appropriately

## **6. Emergency Procedures & Incident Reporting (1.5 hours)**

- Steps to take during medical emergencies
- Accident scene protocol and incident reporting forms
- Fire extinguisher and first-aid kit usage

- Contact procedures for dispatch and emergency services
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## **7. HIPAA & Confidentiality Compliance (1 hour)**

- Understanding Protected Health Information (PHI)
  - Secure handling of passenger data and trip records
  - Do's and Don'ts of client privacy
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## **8. Dispatch & Communication Protocols (1 hour)**

- How to use company dispatch software or mobile apps
  - Real-time communication with dispatch
  - Logging trip start/end times and delays
  - Handling cancellations or no-shows
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## **Assessment & Certification**

- Written knowledge check (20–25 questions)
- Hands-on vehicle and passenger assistance demonstration
- Certificate of Completion issued upon passing

**d.** <https://www.dmv.pa.gov/Pages/PageNotFoundError.aspx?requestUrl=https://www.dmv.pa.gov/ONLINE>

**e.** Zero Tolerance Policy: The possession, use, or distribution of illegal drugs or alcohol on company property or while performing work-related duties is strictly prohibited.

**6.** We currently have 2 vehicles that we plan on working with.

- 2024 / Ford / Transit / 10 / 1FBAX2Y89RKA55719 / 12,039

- 2024 / Ford / Transit / 10 / 1FBAX2Y8XRKA52148 / 22,610

**7.** With regards to our vehicle maintenance, we have our in-house workshop garage to take care of any problems that may arise with regular 3-month checkups.

**a. 1. Regular Inspections**

- Frequency: Monthly checks

- What to Inspect: Tires (pressure and tread depth), oil levels, brakes, lights, and fluids.
- Benefits: Early detection of wear and tear, which can prevent accidents and costly repairs.

## 2. Oil Changes

- Frequency: Every 2,500 to 3,500 miles, or as recommended by the manufacturer.
- Why It's Important: Keeping oil fresh helps in engine lubrication, reduces wear, and improves performance.

## 3. Tire Maintenance

- Rotation: Every 5,000 to 7,500 miles.
- Alignment/Balancing: At least once a year or if you notice uneven tire wear.
- Why It Matters: Properly maintained tires enhance safety, improve fuel efficiency, and extend tread life.

## 4. Brake System Checks

- Frequency: At least once a year.
- Components to Inspect: Brake pads, discs, and fluid levels.
- Safety Note: Ignoring brake maintenance can lead to compromised stopping power, increasing the risk of accidents.

## 5. Battery Maintenance

- Check: Every 6 months for corrosion and secure connections.
- Replacement: Every 3 to 5 years, depending on usage.
- Importance: A well-maintained battery is crucial for reliable vehicle operation.

## 6. Fluid Levels

- Fluids to Check: Antifreeze, brake fluid, power steering fluid, and windshield washer fluid.
- Frequency: Monthly checks.
- Function: Essential for the various systems of vehicles to operate effectively.

**b.** To ensure our Non-Emergency Medical Transportation (NEMT) vehicles continuously comply with the Pennsylvania vehicle equipment standards outlined in 67 Pa. Code,

Chapter 175, we have developed a structured vehicle compliance and maintenance system that emphasizes proactive inspection, documentation, and accountability.

### **1. Pre-Trip and Post-Trip Inspections**

All drivers are required to complete a standardized pre-trip and post-trip vehicle inspection checklist before and after every shift. This includes checking:

- Brakes, tires, lights, wipers, and horn
- Safety belts, mirrors, and wheelchair restraints
- Ramps, lifts, and securement systems (if applicable)
- Windshield and window condition
- Emergency equipment (fire extinguisher, first-aid kit, reflective triangles)

Inspection forms are logged daily, and any defects or concerns are reported immediately to our designated maintenance coordinator for resolution.

### **2. Scheduled Preventive Maintenance**

Each vehicle follows a scheduled preventive maintenance program in line with manufacturer recommendations and PA inspection guidelines. Maintenance includes:

- Oil changes, tire rotations, brake checks, and fluid level monitoring
- Annual safety inspections by a certified Pennsylvania inspection station
- Bi-annual internal compliance checks aligned with 67 Pa. Code standards

All services will be documented in a centralized maintenance logbook and digital fleet software to track upcoming inspections, repairs, and historical compliance.

### **3. Use of Certified Mechanics**

We partner with licensed, certified Pennsylvania inspection mechanics to ensure all repairs and annual inspections are performed by professionals who understand and apply the latest state equipment standards.

### **4. Internal Compliance Audits**

Our operations manager conducts quarterly vehicle compliance audits to verify adherence to 67 Pa. Code, Chapter 175. Any discrepancies are flagged and corrected promptly. These audits also review recordkeeping to ensure documentation is current and accessible.

### **5. Driver Training & Compliance Orientation**

All drivers receive training on the importance of vehicle compliance, how to recognize equipment defects, and their role in maintaining vehicle safety. Refresher training is provided annually and after any safety incident.

By combining daily checks, scheduled maintenance, certified inspections, and regular compliance audits, we are committed to maintaining a safe, road-ready, and fully compliant NEMT fleet under Pennsylvania law.

**8.** We are currently insured through Erie Insurance (Policy Number: Q03 0140832). Over the 7 years that we've been operating as EX Transportation, we've been able to take care of our insurance needs.