

Application for Broker of Persons

THIS APPLICATION IS TO BE USED FOR A LICENSE TO OPERATE AS A BROKER WHO WILL ARRANGE FOR THE TRANSPORTATION OF PERSONS BETWEEN POINTS IN PENNSYLVANIA.

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

Shuttlebee Dispatch Solutions, 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 Trucking" 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 Trucking" or "J. Doe Trucking" 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? Yes**

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

If YES, provide your PA Corporation Bureau Entity ID Number

14654217

(see checklist and indicate type of business entity registered)

5. **Mailing Address**

PO Box 435
Street Address

Waynesville, NC 28786
City, State and Zip Code County Haywood

(484) 324-2559 Kristina@getshuttlebee.com
Telephone Number 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.

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

45 South French Broad Ave STE 170
Street Address

Asheville, NC 28801 Buncombe
City, State and Zip Code County

(484) 324-2559 Kristina@getshuttlebee.com
Telephone Number 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**.

7. **Attorney** (if applicable)

Attorney's Name & Telephone Number for this Filing

Attorney's Address 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.

8. **Does applicant hold interstate operating authority?**

X No Yes, at No. _____

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

To arrange for the transportation of passengers between points in Pennsylvania.

Examples:

- *To arrange for the transportation of passengers between points in Pennsylvania.*
- *To arrange for the transportation of passengers between points in Clarion County.*

10. **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 Brokers of Persons; and acknowledges that failure to report revenue and pay its annual assessment may result in civil penalties, suspension or cancellation of the certificate.

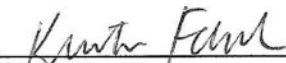
Verification of Application

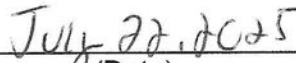
I/We hereby state that the statement(s) made in this application is/are true and correct to the best of my/our knowledge and belief.

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

Kristina Fahl

(Print Name)


(Signature)


(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).

Note: Before you can provide service as a Pennsylvania licensed broker of persons, you must submit evidence of financial responsibility to the Public Utility Commission. Your evidence will be in the form of a Surety Bond in the amount of \$10,000.00.

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.

PUC Application Docket No.

Shuttlebee Dispatch Solutions, Inc.

Legal Name of Applicant

Trade Name, if any

45 South French Broad Ave STE 170	Asheville	NC	28801
Street Address (principal place of business)	City or Municipality	State	Zip Code

The Verified Statement of the Applicant is more or less a business plan, or your proposal for providing the transportation service for which you are making application. Prior to deciding to make application for operating authority from the Public Utility Commission, you likely gave much consideration to the manner in which you would operate the business in order that you could provide satisfactory service to your customers and so that you could make a reasonable profit. As part of the application process, you must provide the Commission with your proposal to provide the transportation service.

At minimum, the Verified Statement of the Applicant should include a discussion of the numbered items listed below and on the following pages. You are encouraged to provide as much information as possible about the particular subject as is necessary to fully explain your plan. If you fail to provide sufficient information about the subjects listed below, it may cause the review of your application to be delayed until you provide the necessary information. If you need more space to provide your explanation, please attach additional pages that list the appropriate item by number.

1. Identify the person making the Verified Statement on behalf of the applicant. If the applicant is a sole proprietor making the statement, this will be the same information as provided above. If an employee/officer of applicant is making the statement, give name, title, business address and telephone number, and indicate that the applicant's directors/owners/partners/etc. have authorized the witness to speak for the business.

Kristina Fahl, CEO; Shuttlebee, Dispatch Solutions, Inc.; 45 South French Broad Avenue STE 170 Asheville, NC 28801; (484) 324-2559; Authorized by the board of directors to file on behalf of Shuttlebee Dispatch Solutions, Inc.

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

The applicant does not currently own or manage any other regulated transportation carrier. However, Shuttlebee works closely with independently owned transportation providers through its platform.

Shuttlebee Dispatch Solutions, Inc. is a subsidiary of its parent company, Shuttlebee Solutions Holding, Inc. Ownership for Shuttlebee Solutions Holding, Inc. and all subsidiaries is the same.

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.

Please see Supplemental Information section.

4. Describe your facilities, record maintenance plan and your communication network. Please include a description of your physical location, to include the office area, office machines that will be utilized. 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. Finally, please state your intended business hours.

Please see Supplemental Information section.

5. Please state the number of employees you intend to use, along with a description of their duties. Please explain why that number of employees is appropriate to provide reasonable and efficient service to the geographical territory you will be serving.

Please see Supplemental Information section.

6. Licensed brokers are required to maintain a surety bond with a value of no less than \$10,000. While it is not necessary to obtain a surety bond at this time, please give the names of bonding companies you have contacted in preparation for obtaining a surety bond.

Shuttlebee has contacted the following surety providers regarding a \$10,000 bond:

- eSpecialty Insurance
- Philadelphia Insurance Companies
- Surety One, Inc.
- The Hartford

7. Please describe your customer service standards. Within your description, please explain:
 - a. Your plan to inform customers of the procedures for filing complaints with the PUC;
 - b. Your intended customer complaint resolution procedure.

Please see Supplemental Information section.

8. Criminal Record. Have you been convicted of a misdemeanor or felony for which you remain subject to supervision by a court or correctional institution?

_____ YES X NO

9. Financial Data. In addition to demonstrating your technical fitness, you must also demonstrate that you possess the financial fitness to provide the proposed transportation service. Therefore, you must complete both parts of the "Statement of Financial Position", which follows this page. The first part is the Balance Sheet. You need only provide the applicable information. The second part of the Statement of Financial Position is the Projected Income Statement. The projection is your estimation of expected revenues and specific expenses for one year. You should use the projected information, along with the financial data reported on your balance sheet to help you determine if proposed business can be feasible. Please feel free to also provide clarification information with your "Statement of Financial Position", which explains 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.

Kristina Fahl
(Signature)
Kristina Fahl,
(Name and Title, printed or typed)

July 22, 2025
(Date)

CEO Shuttlebee Dispatch Solutions, Inc.

STATEMENT OF FINANCIAL POSITION (BALANCE SHEET)
AS OF (DATE) July 22, 2025

ASSETS

Current Assets

Cash	\$50,000	
Other Current Assets (specify)	_____	
Total Current Assets		\$50,000

Tangible Assets

Motor Vehicle Equipment	_____	
Property (Buildings, land, etc.)	_____	
Office Equipment	_____	
Total Tangible Assets		_____

TOTAL ASSETS **\$50,000**

LIABILITIES

Current Liabilities (Due within one year of date)

Loans	_____	
Credit Cards/revolving credit	_____	
Other Liabilities (attach schedule)	_____	
Total Current Liabilities		\$0

Long Term Liabilities (Due after one year of date)

Mortgage	_____	
Long Term commercial loan	_____	
Other Liabilities (Attach Schedule)	_____	
Total Long-Term Liabilities		_____

TOTAL LIABILITIES **\$0**

Shuttlebee Dispatch Solutions, Inc. Supplemental Information:

IF the application is being filed by a for-profit corporation, you must provide a list of ALL corporate officers and titles, the name of each shareholder, distribution of shares, and your PA Corporation Bureau Entity ID Number.

Name of Corporate Officer/ Shareholder	Title	Distribution of Shares
Kristina Fahl	Co-Founder & CEO	80%
Somil Jain	Co-Founder & Chief Insurance Officer	20%

Describe the service area proposed by this application.

Shuttlebee proposes to operate as a Broker of Persons throughout the **entire Commonwealth of Pennsylvania**, with an initial focus on urban and suburban regions where demand for supplemental student and youth transportation is high. Priority service areas will include the **Greater Philadelphia region, Pittsburgh metro area**, and surrounding counties, while maintaining the capacity to arrange transportation across all 67 counties in Pennsylvania.

Shuttlebee’s brokerage services will coordinate trips for students, youth programs, and non-emergency passengers by matching customers with qualified, compliant transportation providers. The platform is designed to support both scheduled and on-demand transportation needs, with a strong emphasis on safety, compliance, and transparency for parents, schools, and organizations.

The service area may expand beyond Pennsylvania in the future, but for this application, the scope is limited to the **statewide territory of Pennsylvania**.

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.

Kristina Fahl has been working full-time on Shuttlebee’s relaunch since August 2024. This version of Shuttlebee reflects over a decade of experience in transportation, compliance, and venture-backed operations, with a focus on building scalable solutions for highly regulated industries.

Relevant Experience: Head of Operations, Bus.com

Kristina served as Head of Operations at Bus.com, a venture-backed transportation marketplace coordinating charter bus services for universities, government entities, corporate clients, and events across North America. Kristina led the team that operationalized a \$100M

contract in under five months, reported directly to the CEO and drove operational excellence across all markets.

Key responsibilities included:

- Marketplace Logistics: Managed complex, multi-vehicle transportation for large-scale events and recurring routes
- Vendor Management: Sourced, vetted, and managed charter bus operators, ensuring safety and compliance across jurisdictions
- Process Optimization: Designed and scaled systems for dispatch, customer service, and incident response
- Crisis Management: Implemented contingency protocols for breakdowns, no-shows, and weather disruptions
- Customer Support Leadership: Oversaw the customer support function, ensuring high responsiveness and world-class NPS scores across multi-day and same-day trips
- Learning & Development: Built and managed L&D programs to onboard dispatchers, customer support agents, and vendor partners across markets

RFP and Program Execution

Kristina played a critical role in developing and delivering custom transportation programs through public and private RFPs, with a focus on integrating technology, compliance, and operations:

- Scoping & Pricing: Worked with sales, finance, and data teams to build tech-informed pricing and operational plans
- Technology Integration: Leveraged internal tools for route simulations, fleet optimization, ticketing, real-time comms, and compliance documentation
- Compliance Readiness: Maintained tracking systems for insurance, DOT credentials, and local permits across regions
- Operational Planning and Deployment: Matched vendor capacity with contract requirements and translated plans into executable programs
- Execution Oversight: Delivered service using GPS-enabled dispatch platforms, managing SLAs and real-time reporting

This ability to tightly connect RFP strategy, compliance infrastructure, and operational tech is foundational to Shuttlebee's vision: empowering small transportation providers with enterprise-grade tools.

Earlier Experience: Shuttlebee (Original Version)

Kristina previously founded the first version of Shuttlebee, an award-winning, parent-focused student transportation service. The product achieved strong customer fit, but scaling was limited by insurance market barriers—challenges that directly informed her decision to rebuild the model with embedded insurance and compliance infrastructure.

Other Roles & Advisory Work

After Bus.com, Kristina launched Daisy Wheel Operators, an operations consultancy for venture-backed startups. Her roles included an interim position as Head of Operations for a

crypto exchange, where she worked on compliance-heavy scaling initiatives. These experiences helped shape Shuttlebee's approach to balancing innovation with operational discipline.

Describe your facilities, record maintenance plan and your communication network. Please include a description of your physical location, to include the office area, office machines that will be utilized. 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. Finally, please state your intended business hours.

Facilities

Shuttlebee operates as a fully remote company, with core team members working from secure home offices across North Carolina, New Jersey, Tennessee and Pennsylvania. Each team member is equipped with a company-issued laptop, encrypted hard drives, dual-factor authentication for system access, and high-speed internet to support secure and reliable connectivity. Core operations—such as customer service, compliance review, and dispatch coordination—are centralized via cloud-based platforms that allow seamless collaboration across the team.

Record Maintenance Plan

All business records and documentation required by the Pennsylvania Public Utility Commission (PUC) are maintained digitally in secure, cloud-based systems. Shuttlebee uses encrypted document management software and secure cloud storage solutions (such as Google Workspace and AWS-hosted databases) to organize and archive the following:

- Broker agreements and transportation records
- Compliance files for drivers and transportation providers
- Insurance certificates and documentation
- Customer communication logs and complaint records
- Financial, tax, and audit-ready documentation

Access to sensitive records is role-based and monitored, with regular backups and retention policies in place to ensure PUC compliance.

Communication Network

Shuttlebee receives transportation requests and handles customer interactions through a combination of:

- A secure online booking platform for schools, parents, and partner organizations
- Dedicated customer service phone lines (routed via VoIP systems to remote staff)

- Real-time messaging via email, SMS, and mobile app alerts
- A shared internal communication system (Slack, Zoom, and integrated CRM tools) to coordinate dispatch and resolve issues promptly

All transportation requests are logged and managed through a centralized dispatch and CRM system, enabling full visibility and oversight regardless of team member location.

Business Hours

While the company operates remotely, Shuttlebee maintains regular business hours from **8:00 AM to 6:00 PM (Monday–Friday)**. Operational and dispatch support may begin as early as **6:00 AM** to align with early school transportation schedules, with extended availability during peak service windows.

Please state the number of employees you intend to use, along with a description of their duties. Please explain why that number of employees is appropriate to provide reasonable and efficient service to the geographical territory you will be serving.

Shuttlebee intends to operate with a lean but highly efficient remote team of **5 to 7 core employees** during the initial phase of operations in Pennsylvania, covering our first three years. This team structure is designed to provide high-quality, scalable service across the state while maintaining operational agility.

Team Composition and Duties:

1. Operations Manager (1 FTE)

- Oversees daily brokerage activity, vendor coordination, and service quality across the state
- Ensures PUC compliance and manages credentialing workflows

2. Dispatch & Customer Support Specialists (2–3 FTE)

- Manage ride requests, scheduling, and real-time trip monitoring
- Serve as the primary point of contact for schools, parents, and drivers during operational hours
- Resolve delays, no-shows, and incidents promptly

3. Compliance & Vendor Relations Lead (1 FTE)

- Handles onboarding and verification of transportation providers

- Maintains all required documentation, including insurance, licenses, and safety credentials
 - Ensures compliance with all state regulations and internal policies
- 4. Technology & Systems Administrator (1 FTE)**
- Supports the booking, communication, and dispatch platform
 - Maintains the integrity and security of digital systems
 - Integrates third-party tools for telematics, communication, and recordkeeping
- 5. Business Development & Partnerships Lead (Optional: 1 FTE or fractional)**
- Establishes partnerships with schools, care programs, and transportation providers
 - Coordinates outreach and onboarding of new service areas as demand grows

Appropriateness of Staffing Plan

This team size is appropriate for Shuttlebee's remote-first model, which leverages technology to streamline communication, dispatch, and compliance. By focusing on high-volume urban and suburban areas during rollout, the team can ensure responsive service delivery while maintaining a high standard of oversight and customer support. As demand increases, additional dispatchers and compliance staff can be added modularly without disrupting operations.

Please describe your customer service standards. Within your description, please explain:

- **Your plan to inform customers of the procedures for filing complaints with the PUC;**
- **Your intended customer complaint resolution procedure.**

Customer Service Standards and Complaint Procedures

Shuttlebee is committed to delivering safe, reliable, and responsive transportation brokerage services with a focus on transparency and accountability. Our customer service standards are designed to ensure clear communication, proactive support, and swift resolution of any concerns.

Customer Service Standards

- All customer inquiries and service requests will receive acknowledgment within 1 business day, with resolution or status updates provided within 48 hours.

- A dedicated customer support line and email channel will be available during business hours, and a dispatch team will be on call during scheduled transportation windows.
- Shuttlebee will provide clear service expectations to schools, parents, and transportation providers, including real-time trip updates and support during incidents.

Informing Customers About PUC Complaint Procedures

Shuttlebee will clearly inform all customers of their right to file complaints with the Pennsylvania Public Utility Commission (PUC). This information will be included in:

- Our customer onboarding materials and terms of service
- The FAQ section of our website
- Any written or email correspondence related to service disputes or unresolved complaints

We will include the PUC's contact information and website (<https://www.puc.pa.gov>) with instructions for how to submit a formal complaint, should the customer wish to escalate an issue beyond Shuttlebee's internal process.

Customer Complaint Resolution Procedure

1. Intake: All complaints received via phone, email, or online form are logged into Shuttlebee's ticketing system.
2. Acknowledgment: The customer receives confirmation of receipt and the name of the team member handling the issue.
3. Investigation: Our operations or compliance team reviews the details, gathers relevant trip data, and, if necessary, contacts the driver or transportation provider involved.
4. Resolution: Shuttlebee provides a written response outlining the resolution, corrective actions taken, or rationale for any findings.
5. Follow-Up: The customer is given the opportunity to provide feedback or escalate the matter. If dissatisfied, they are reminded of their right to contact the PUC directly.

This structured approach ensures fairness, transparency, and timely resolution, aligned with the standards expected by the Commission and our service partners.

Financial Data. In addition to demonstrating your technical fitness, you must also demonstrate that you possess the financial fitness to provide the proposed transportation service. Therefore, you must complete both parts of the "Statement of Financial Position", which follows this page. The first part is the Balance Sheet. You need only provide the applicable information. The second part of the Statement of Financial Position is the Projected Income Statement.

ShuttleBee ProForma

Version:

V2

Last Updated:

2/16/25

Year	0	1	2	3	4	5	6	7	8	9	10
Dispatch Users	6	\$ 112	\$ 421	\$ 1,215	\$ 1,950	\$ 2,835	\$ 3,924	\$ 5,180	\$ 6,763	\$ 8,936	\$ 11,953
Dispatch Revenue	\$ 30,000	\$ 560,000	\$ 2,105,000	\$ 6,075,000	\$ 9,750,000	\$ 14,175,000	\$ 19,620,000	\$ 25,902,000	\$ 33,816,150	\$ 44,680,005	\$ 59,766,944
Dispatch COGS	\$ 17,400	\$ 324,800	\$ 1,220,900	\$ 3,523,500	\$ 5,655,000	\$ 8,221,500	\$ 11,379,600	\$ 15,023,160	\$ 19,613,367	\$ 25,914,403	\$ 34,664,827
Dispatch CAC	\$ 552	\$ 9,752	\$ 28,428	\$ 73,048	\$ 67,620	\$ 81,420	\$ 100,188	\$ 115,589	\$ 145,620	\$ 199,895	\$ 277,600
Dispatch Operating Income	\$ 12,048	\$ 225,448	\$ 855,672	\$ 2,478,452	\$ 4,027,380	\$ 5,872,080	\$ 8,140,212	\$ 10,763,251	\$ 14,057,163	\$ 18,565,707	\$ 24,824,517