

Certificate No. A-6427806
Docket No. A-2025-3053956

Paratransit Pa PUC No. 1

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AUG 26 2025

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

OFFICIAL FILED TARIFF

ARK LIFE SERVICES LIMITED LIABILITY COMPANY

Tariff Naming Rates, and Rules and Regulations Governing the
Transportation of Persons in Paratransit Service Between Points in Pennsylvania

*To transport, as a common carrier, by motor vehicle, persons in paratransit service,
from points in the County of Delaware and the City and County of Philadelphia,
to points in Pennsylvania, and return.*

Issued: August 25, 2025

Effective: August 26, 2025

Issued Under authority of 52 PA Code Section 23.42

By: Ark Life Services, Limited Liability Company
Two Bala Plaza Suite 300-55667
Bala Cynwyd PA 19004
267-551-5502

RULES & REGULATIONS

1. Advance reservations are required and must be made thirty (30) minutes prior to service being rendered. Any reservation made less than thirty (30) minutes to travel time will be charged an additional fee.
2. Rates for mileage are determined by the odometer of the vehicle in use and begin when the vehicle leaves the passenger's premises. The final mileage reading is determined upon drop-off of the passenger.
3. Additional expenses necessitated by or incurred at the request of the passengers, including but not limited to, highway tolls, bridge tolls, entrance fees and parking, shall be added to the charge of the trip. Expenses for driver's lodging and meals while on trips out of town which are in excess of ten (10) hours will be added to the basic charge.
4. If any trip requires the vehicle and driver to remain at a destination overnight, or at any point en route to a destination overnight, the patron will be responsible for providing carrier's driver with accommodations at an overnight facility (motel, hotel) being utilized by the patron, and all meals required by the carrier's driver. Expenses for driver's lodging and meals while on trips out of town which are in excess of ten (10) hours will be added to the basic charge.
5. Trips on the following Holidays are subject to Additional fees as listed in RATES:
 - New Year's Eve and New Year's Day
 - Memorial Day
 - Independence Day
 - Labor Day
 - Thanksgiving Day and Black Friday (Day after Thanksgiving)
 - Christmas Eve and Christmas Day
6. **CONTRACT SERVICES**

Contract services will be for a term of not less than 30 days for pre-qualified persons under a federal, state, county or municipal government agency contract. Rates for the services will be specified in the respective contracts, copies of which, including any amendments thereto, are to be filed with the Commission as executed to become effective on one day's notice.
7. Only one discount or promotion shall be applied to a reservation at a time. Discounts and promos offered under this tariff cannot be combined.

SCHEDULE OF RATES

(Per Person)

Flat Rates – For all loaded miles from the point of pickup to point of drop-off (one way)

Standard Hours: 5:00 AM to 6:00 PM

Ambulatory: \$ 50.00

Wheelchair Van: \$ 98.00

Evening Hours: 6:00 PM to 4:59 AM

Ambulatory: \$ 55.00

Wheelchair Van: \$110.00

Weekend Standard Hours: Saturday 5:00 AM to Saturday 6:PM

Ambulatory: \$ 50.00

Wheelchair Van: \$ 98.00

Weekend Evening Hours: Saturday 6:00 PM to Monday 4:59 AM

Ambulatory: \$ 60.00

Wheelchair Van: \$110.00

Holidays: 12:01 AM to 11:59 PM

Ambulatory: \$30.00 Surcharge Will Be Added To
Standard, Evening and Weekend Hours Rates

Wheelchair Van: \$75.00 Surcharge Will Be Added To
Standard, Evening and Weekend Hours Rates

Mileage rate: \$4.50 per mile, or any fraction thereof, applies in addition to the Flat Rate stated above on all loaded miles from the point of pick-up to the final destination.

Reservations: Any Reservation made less than 30 minutes before travel time will be charged an additional \$25.00 fee.

Waiting Time At Origin: After the first twenty (10) minutes of free time the passenger will be charged at the rate of \$5.00 for every five (5) minute increment, or any fraction thereof.

Waiting Time During Trip: If the driver is requested to wait for a customer at the destination or during a trip, there will be an additional waiting time charge of \$20.00 for every fifteen (15) minute increment, or any fraction thereof.

Stopping During Trip: There shall be an additional charge of \$15.00 per stop at 10 minute increments if a passenger requests a stop during the trip.

Extra Attendant: An extra attendant shall be provided by reservation in those instances where necessary, according to the passenger's needs or condition. The charge for the extra attendant is \$50.00 per trip and an additional \$20.00 per half hour, or any fraction thereof, after the first two (2) hours from Pick Up Time.

Family or Caregiver Ride-A-Long: If a family member or caregiver requests to ride along with the passenger, there will be an additional charge of \$20.00 per additional passenger.

Door-to-Door: If the driver is requested to escort or assist a passenger from the door at the point of pick-up to the door at the final destination, there will be an additional charge of \$10.00.

Door-through-door: If the driver is requested to escort or assist a passenger through the door of a building at the point of pick-up and to escort or assist the passenger through the door of a building at the final destination, there will be an additional charge of \$30.00.

Facility Check-in Assistance: If the driver is requested to escort or assist a passenger in checking into a facility or appointment, there will be an additional charge of \$10.00 plus the cost of parking as required.

Escort to Appointment Area: If the driver is requested to escort a passenger into an appointment area, there will be an additional charge of \$15.00 plus the cost of parking as required.

Oxygen Assistance: if a passenger requests assistance with an oxygen tank, there will be an additional charge of \$30.00.

Medication Reminder Assistance: if a passenger requests a medication reminder during the trip, there will be an additional charge of \$15.00.

Trip Cancellation: If a passenger does not cancel a trip at least twenty-four (24) hours before the time reserved for the trip, the passenger shall be subject to a charge equal to 25% of the cost of the trip reserved.

No Show/No Cancel: If a passenger does not show up and does not call to cancel, the passenger shall be subject to a charge equal to 50% of the cost of the trip reserved.

New Rider Discount: There shall be a 10% (up to \$20.00) discount for a new passenger who requests a discount at the time of booking a reservation for the first time.

Referral Discount: There shall be a 10% discount (up to \$20.00) for a passenger who refers another passenger who books and completes a trip from the point of pick-up to the final destination. This promo code may be used up to three (3) times per person.

Review Discount: There shall be a 10% discount (up to \$20.00) for a passenger who requests a discount on a trip after completing a review of the services of Ark Life Services Limited Liability Company. This promo code may be used up to one (1) time per person.

Family and Friends Discount: There shall be a 10% discount (up to \$10.00) for a passenger who references the promo code "familyandfriends" at the time of booking the reservation. This promo code may be used up to one (1) times per person.

Grand Opening Discount: There shall be a 20% discount (up to \$50.00) for every passenger who references the promo code "grandopening" at the time of booking the reservation from the effective date of this tariff until November 15, 2025. This promo code can be used up to one (1) time per person.

Family or Caregiver Ride-A-Long Discount: There shall be a 100% discount for the first additional family member or caregiver who requests to ride along with the passenger. Each subsequent family member or caregiver shall be subject to the family member or caregiver ride-a-long charge. This discount shall be effective from the effective date of this tariff until April 15, 2026.