


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

I, Edward Garbrah, 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,



Matthew L. Homsher  
Secretary

Enclosure

Docket No. A-2025-3059020  
Guardian NEMT LLC

Request for Information

- 1.) In your description of the proposed service, you stated that you would transport the “elderly.” Please define what age(s) would be considered elderly.
- 2.) 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. Please explain your hiring standards for drivers; **(Title 52 Pa Code §29.503 – Age Restrictions)**
    - i. Are there any age restrictions?
  - b. Your system for conducting criminal background checks; **(Title 52 Pa Code §29.505 – Criminal History)**
    - i. How will background checks be conducted?
    - ii. How often will you conduct criminal background checks?
    - iii. What type of things in their criminal background check would disqualify them from employment?
    - iv. How will you maintain records (record retention) of the criminal background checks performed?
  - c. Your system for conducting driver license/history checks; **(Title 52 Pa Code §29.504 – Driver History)**
    - i. How will driver license/history checks be performed?
    - ii. How often will you conduct driver license/history checks?
    - iii. How will you maintain records (record retention) of such checks?

**PLEASE PROVIDED A THOROUGH TYPED RESPONSE TO THESE QUESTIONS ON A SEPARATE SHEET OF PAPER**

Guardian NEMT, LLC

Docket #: A-2025-3059020

December 8<sup>th</sup>, 2025

Response to request for information

1. Case Description has been updated to the below to remove elderly as there are no age restrictions to the individuals who services will be rendered to.

Guardian NEMT, LLC requests approval to operate as a paratransit carrier, transporting individuals in Montgomery County, Pennsylvania - particularly the disabled - who are unable to drive or lack personal transportation, to and from medical and community facilities.

2. Hiring standards, system for conducting criminal background checks and systems for conducting driver license/history checks have been updated below.
  - a. Guardian NEMT, LLC will maintain hiring and employment standards in full compliance with 52 Pa. Code requirements. All drivers will be at least 21 years of age in accordance with Â§ 29.503. Driver license checks will be conducted prior to hiring and every six months thereafter as required under Â§ 29.504.
  - b. Criminal background checks will be completed using the PA State Police PATCH system, both before employment and annually, following the requirements of Â§ 29.505, with reminders scheduled in our compliance calendar to ensure timely completion.
  - c. All drivers will complete a structured driver training program prior to transporting passengers. Training will be conducted by the company's owner or a qualified transportation safety trainer and will cover safe-driving practices, passenger assistance techniques, ADA awareness, emergency procedures, and company policies. Successful completion requires demonstrated proficiency in vehicle operation, customer service, and safety protocols. Each new driver will serve a 90-day probationary period, during which performance will be monitored before full approval is granted. Guardian NEMT, LLC enforces a strict zero-tolerance drug and alcohol policy under §§ 29.506–29.507. Drivers will not be permitted to operate any vehicle if they have consumed alcohol within the previous 12 hours or used any controlled substance that may impair driving. Drug and alcohol testing will be conducted through a certified third-party testing facility prior to hire and randomly during employment.