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Phone: 267-276-3067

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

Re: Request for Information
Docket No. A-2025-3059386

Honorable Secretary Matthew L. Homsher,

I am responding to a letter received from your office requesting additional information and clarification on responses provided in the application for Paratransit Service. Please find the responses to each inquiry below:

- 1.) You are currently the holder of a contract carrier permit for ModivCare (formerly known as LogistiCare).
 - a. I am currently contracting with LogistiCare/ModivCare but they have not provided any additional information on a pending contract which we have prior signed letter of intent.
 - b. Our contract with LogistiCare/ModivCare is still ongoing although we have never provided any service with them. Since the initial communication with them after receiving the contract carrier license they have never assigned any work opportunities. In March of 2019 they provided a letter of intent indicating that they had applied for a government contract and should they be awarded as a broker Green Car Care Inc will provide services until the end of the contract term with a possible two-year extension. Since then, I have reached out to them on numerous occasions about potential work opportunities, but they have undergone internal personnel changes and till this day they have not responded to my inquiries.
 - c. Yes, I am aware of the permit cancellation procedure and will file an application for abandonment moving forward if approved for the Paratransit Service as the two permits cannot be held concurrently.

- 2.) In your answer to #3 of the verified statements you mention contracts with Access2Care.
 - a. I am not currently contracting with Access2Care.
 - b. I was not aware that I would require a new PUC permit to engage as there was no specific contract more so completing trips on a needs and availability basis. Once I discussed having a formal contract with them to establish a guaranteed number of trips they informed me that the PUC license that I am holding is tied only to

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LogistiCare/ModivCare and that is when I inquired about the different licenses and began the process of preparing a Paratransit Service application.

- 3.) In answer #3 of the verified statements you also mention a partnership with Uber.
 - a. The on-demand service provided for Uber was providing rides using wheelchair accessible vehicles to their patrons as requests are made throughout the greater Philadelphia region. The services provided were from 7am until 3pm on seven days a week.
 - b. Each individual driver had their own Uber account that they would log onto and the requests would go to them directly under the Uber WAV option on the application that dispatched wheelchair accessible vehicles to the riders.
 - c. We currently do not have a contract with Uber as it was cancelled September 15, 2024 due to reformatting of their services. Previously there were multiple companies that had individual drivers with vehicles providing the Uber WAV services but since September of 2024 they contracted with only one company.

- 4.) Which under-resourced communities do you refer to in your application?
 - a. The under-resourced communities that were referred to in the application are those that have varying degrees of disabilities that would either require a wheelchair accessible vehicle or an additional one-on-one monitor or assistant during the ride.

- 5.) Regarding your drivers: The responses to questions 5(a), 5(b), 5(c), 5(d) and 5(e) of the verified statements are insufficient. Title 52 Pa. Code § 29 provides detailed requirements. Please provide a system which incorporates code specified compliance requirements for the age restrictions, driver and criminal history for each driver. Each of your answers to sections of this question were insufficient:

Answer #5 Hiring Standards and Credentialing

Green Car Care, Inc has established hiring standards and credentialing processes to ensure that all personnel are qualified and capable of providing high-quality services. This includes verifying the credentials and qualifications of all employees, conducting background checks, and ensuring that all personnel receive appropriate training and certification. These measures help in maintaining a high standard of service and ensuring the safety and well-being of the clients. Our hiring process is a structured, three-phase system designed to identify, verify, and prepare qualified professionals who align with our commitment to safety, compliance, and compassionate client care.

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Phase 1: Pre-Screening

This initial phase focuses on evaluating basic qualifications and cultural fit. Candidates must complete a formal application. Selected applicants proceed to a phone screening to discuss experience, availability, and motivation. Successful candidates are then invited for an in-person behavioral interview to assess professionalism, communication skills, English language skills, problem-solving ability, and a genuine commitment to passenger care.

- § 29.503. Age restrictions: The minimum age for driver for our paratransit services is 21 years of age. Each driver is required to provide a current driver's license and present a renewed license prior to the expiration date of the license on file.

Phase 2: Credentialing & Compliance Verification

This mandatory phase rigorously confirms all legal, safety, and regulatory qualifications. It includes:

- A comprehensive background check (criminal, driving record).
- Validation of a valid state driver's license with a clean MVR meeting company insurance standards.
- Verification of required certifications (CPR/First Aid, DOT medical card).
- Drug screening through a company-designated facility.
- Professional reference checks. No candidate may operate a vehicle or have client contact until this phase is fully completed and approved.

- § 29.504. Driver history: A motor vehicle record for the previous three years is required for each driver to present from the appropriate agency of every state in which they held a motor vehicle license or permit. To be eligible to work as a driver they cannot have more than three moving violations within the three-year period or a major violation. Drivers with any convictions such as misdemeanor or felony for driving offenses including DUI/DWI, careless driving, or reckless driving within the previous three years would be disqualified. This motor vehicle record will be renewed every twelve months, and a copy of this document will be maintained by Green Car Care Inc for at least two years.

- § 29.505. Criminal history: Each driver is required to provide a state and federal criminal background check as well as child abuse/neglect and elder abuse from the appropriate state and federal agencies. Drivers must provide criminal history record for each state that they have resided in for the last twelve months. Should a driver get convicted of either a felony or misdemeanor in Pennsylvania or any other state in a matter that negatively impacts their ability to provide safe and legal services then they shall be terminated. Drivers will also be required to provide an FBI Fingerprint Clearance. These records will be renewed one year after engaging a driver and every second year thereafter, and a copy of this document will be maintained by Green Car Care Inc for at least three years.

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Phase 3: Onboarding & Training

Upon credentialing approval, new hires enter a structured integration program. This includes:

- **Administrative Onboarding:** Completion of all employment paperwork, policy reviews (including HIPAA, harassment prevention, and safety protocols), and benefits enrollment.
- **Company-Specific Training:** A combination of classroom and shadowing instruction covering defensive driving, passenger assistance techniques (including wheelchair securement), emergency procedures, company technology (GPS, dispatch software), and customer service standards.
- **Road Evaluation:** A final supervised road test with a trainer to demonstrate competency in vehicle operation and client interaction before receiving an independent assignment.

Compliance Management: Our Human Resources department is the central steward of employee compliance, responsible for establishing, communicating, and upholding the standards that govern our workplace. This critical role involves developing and maintaining clear policies aligned with all federal, state, and industry-specific regulations ranging from safety protocols and harassment prevention to HIPAA privacy rules and DOT requirements. HR ensures consistent policy application through comprehensive training programs, accessible resources, and systematic documentation. By proactively managing compliance through education, monitoring, and fair enforcement, HR not only mitigates organizational risk but also fosters a culture of integrity, accountability, and a safe, respectful environment for all employees and the clients we serve.

Drug Testing Protocols: § 29.506. Alcohol prohibition. And § 29.507. Controlled substance prohibition.

Our company maintains a strict, zero-tolerance drug and alcohol policy to ensure the utmost safety for our clients, employees, and the public. This commitment is upheld through a comprehensive testing protocol administered in full compliance with all applicable regulations.

All offers of employment for safety-sensitive positions, including drivers and monitors, are expressly contingent upon the candidate passing a pre-employment drug screen at a company-designated laboratory. Furthermore, we conduct random, post-accident, reasonable suspicion, and return-to-duty testing as mandated by the Department of Transportation (DOT) and company policy. The entire process is conducted with strict confidentiality and chain-of-custody procedures. Any employee who tests positive, refuses to test, or attempts to adulterate a sample will be immediately removed from safety-sensitive duties and is subject to termination, in accordance with our stated policies. This protocol is a non-negotiable cornerstone of our operational safety and professional integrity.

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I, Alhadi B Dinar, 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).

With kind regards,



Alhadi B Dinar
Owner/CEO