



**COMMONWEALTH OF PENNSYLVANIA**  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
COMMONWEALTH KEYSTONE BUILDING  
400 NORTH STREET  
HARRISBURG, PENNSYLVANIA 17120  
<http://www.puc.pa.gov>

January 22, 2026

A-6428569  
A-2026-3059903

KOALA-T-CARE TRANSPORTATION INC  
1040 PENN AVENUE  
JERSEY SHORE PA 17740

**RE: APPLICATION OF KOALA-T-CARE TRANSPORTATION INC**

To Whom It May Concern:

On January 19, 2026, the application of Koala-T-Care Transportation Inc. at A-2026-3059903, as a motor carrier was accepted for filing and docketed with the Public Utility Commission. In order for the Commission to proceed with the application, additional information is required.

Please forward the information to the Secretary of the Commission at the following address **within ten (10) working days** from the date of this letter.

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

**ALL Parties to proceedings pending before the Commission are advised to open and use an e-filing account through the Commission's website, OR you may submit your filing by mail. If a filing contains confidential or proprietary material, the filing is required to be submitted by mail.**

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

I, Mariah Polen, 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 Jerome Elliott, Bureau of Technical Utility Services at 717-214-7155. Faxed or emailed filings are **not** accepted.

Sincerely,



Matthew L. Homsher  
Secretary

Enclosure

Docket No. A-2026-3059903  
KOALA-T-CARE TRANSPORTATION INC

Request for Information

Questions for evaluation on a PUC Application require regulation compliant answers, they should be well thought out and complete, and must answer all parts of the questions asked. Please review Title 52 PA Code to ensure your answers meet that standard. Your application does not reflect readiness to operate a business. There are no allocated funds, no vehicle, no insurance, and too wide a territory. This will be your one chance to provide that information so that your application can move forward. Without that information, your application will be Denied and Dismissed, and you can reapply in the future when you are ready to move forward.

- 1) In regard to Question #10 of the application for proposed service area: Please consider that your request should only indicate the areas from which you intend to **originate** service. Your proposed service area must also be fully bound, and easily discernible. This may be achieved by the use of municipal boundaries, roads, railroads, or natural boundaries such as rivers and streams, etc. Generally speaking, naming counties is the most wide-spread manner of achieving this goal, but other properly bound descriptions are acceptable if correctly prepared. Examples of sample territories are provided on the application itself, and your proposed territory should be written in similar format, clearly and concisely.

YOU SHOULD ONLY SPECIFY AREAS FROM WHICH YOU WISH TO ORIGINATE SERVICE.

Example(s):

- a. Paratransit service between points in the counties of X, Y, and Z.
- b. Paratransit service from points in the counties of X, Y, and Z, to points in Pennsylvania, and return.

Starting with one vehicle, you can start with a few counties, your county plus neighboring counties from which you would originate. You will NOT be granted authority for the entire state, you must be specific.

- 2) With what company is your previous experience you talk about on the application?
- 3) Even if you as the applicant are the only driver, you must have a plan in place and provide responses to questions 5(a), 5(b), 5(c), 5(d) and 5(e) of the verified statements that meet Title 52 Pa. Code § 29 detailed requirements. **Please provide a system which incorporates code specified compliance requirements for frequency and retention of driver records.** Each of your answers to sections of this question were insufficient:
  - § 29.503. Age restrictions.
  - § 29.504. Driver history.
  - § 29.505. Criminal history.
- 4) Please provide your specific Vehicle Safety Program for evaluation.

- 5) You must provide a dated Statement of Financial Position with dedicated funds and assets sufficient to run your proposed business. Funds must be able to cover operating costs, insurance premiums, and reserves to cover repairs or breakdown of a vehicle.

Note that while it is not necessary to have a dedicated vehicle at the time of application, you must have your vehicle registered and insured in the business name, as well as assets for running the business before you would be granted a Certificate to operate. Now is the time to get that all together if you intend to move forward.

The purpose of the verified statement questions is to determine your ability to provide safe, efficient, and reasonable transportation. It is in your best interest to provide accurate, complete, and timely responses. Failure to do so is sufficient grounds to justify the denial of your application because you have failed to provide sufficient evidence of your fitness to operate. Be advised that additional corrections may not always be requested; therefore, prior to submitting your responses, your consultation with an attorney or financial expert familiar with Commission regulated Motor Carrier related proceedings is highly encouraged.

# RESPONSE TO PUC DEFICIENCY LETTER

Koala-T-Care Transportation, Inc.

## #1 – Proposed Service Area / Counties Served

Koala-T-Care Transportation, Inc. proposes to originate secure mental health transportation services in the following **21 counties in Pennsylvania**, listed alphabetically:

Allegheny  
Bedford  
Blair  
Cambria  
Centre  
Clarion  
Clearfield  
Clinton  
Elk  
Fayette  
Huntingdon  
Indiana  
Jefferson  
McKean  
Mercer  
Somerset  
Union  
Venango  
Washington  
Wayne  
Westmoreland

The proposed service area is supported by existing and developing relationships with healthcare facilities, including but not limited to:

- Penn Highlands Healthcare facilities operating across multiple counties
- Allegheny Health Network facilities, including Washington County, which overlaps with Penn Highlands
- UPMC facilities, including UPMC Northwest in Venango County, UPMC Bedford in Bedford County, and UPMC Altoona in Blair County
- Wayne Memorial Hospital in Wayne County, which has indicated intent to utilize services once approvals are in place
- Conemaugh facilities in Cambria County, with contract discussions soon to be underway

## #1 (cont'd) – Fleet Size & Operations Plan

Koala-T-Care Transportation, Inc. initially plans to operate with **one (1) to two (2) drivers** and **two (2) vehicles** at startup.

A **third vehicle** will be added shortly after operations begin based on service demand and contractual needs. This phased approach allows for controlled growth while maintaining safety, reliability, and regulatory compliance.

## #2 – Previous Experience Referenced in the Application

The prior experience referenced in the application was obtained through employment with **Keep Safe Transportation**, where the applicant gained professional experience in passenger transportation, including secure mental health transportation and the safe transport of individuals requiring additional supervision.

This experience provided direct, hands-on knowledge of:

- Secure mental health transportation operations
- Patient supervision and safety
- Facility coordination
- Compliance with transportation regulations

Koala-T-Care Transportation, Inc. will operate independently and has no affiliation or operational ties to the applicant's current employer.

## #2 (cont'd) – Management & Operational Experience

The owner and president of Koala-T-Care Transportation, Inc. has **over six (6) years of professional experience** in secure and supervised passenger transportation.

Additional professional background includes:

- Experience in highly regulated transportation environments, including the airline industry
- Over ten (10) years of professional driving experience, including limousine transportation
- Direct involvement in secure transport, passenger monitoring, and safety-focused operations

This experience ensures the company is prepared to meet all regulatory, safety, and operational requirements of the Pennsylvania Public Utility Commission.

## #3 – Driver Qualifications & Safety Compliance Program

All drivers employed by Koala-T-Care Transportation, Inc. will meet or exceed Pennsylvania Public Utility Commission requirements and applicable state regulations, including:

- Valid Pennsylvania driver's license required for operation of standard passenger vehicles
- Criminal background checks conducted prior to assignment
- Motor Vehicle Record (MVR) checks conducted prior to assignment and annually thereafter
- Initial and ongoing safety training, including patient supervision and de-escalation techniques appropriate for secure mental health transportation

Driver qualification files will be maintained for the duration of employment and for a minimum of **three (3) years thereafter**. Any driver found to be non-compliant with company policy or regulatory requirements will be immediately removed from service until compliance is restored.

### § 29.503 – Driver Age

All drivers must be at least **21 years of age** prior to operating any company vehicle. Proof of age and identity is verified through government-issued identification prior to authorization to drive.

Documentation is retained for the **duration of employment and for three (3) years thereafter**.

### § 29.504 – Driver Licensing and Driving History

Each driver is required to possess a **valid Pennsylvania driver's license** appropriate for the vehicle operated. A **Pennsylvania Motor Vehicle Record (MVR)** is obtained prior to authorization to drive and reviewed **annually thereafter**. Drivers with disqualifying offenses, excessive violations, or unsafe driving histories are prohibited from operating company vehicles. Driving records are retained for the **duration of employment and for three (3) years thereafter**.

#### **§ 29.505 – Criminal History Background Checks**

All drivers are required to complete **state and federal criminal background checks** prior to authorization to drive. Disqualifying offenses include violent crimes, sexual offenses, offenses involving vulnerable populations, and other criminal conduct incompatible with the safe transportation of mental health and medical clients. Background check documentation is retained for the **duration of employment and for three (3) years thereafter**.

#### **Ongoing Compliance**

Driver compliance is continuously monitored. Any violation of safety standards or company policy results in immediate corrective action, up to and including suspension or termination from driving duties.

### **#4 – Vehicle Safety & Maintenance Program**

Koala-T-Care Transportation, Inc. will maintain a formal vehicle safety and maintenance program in compliance with **52 Pa. Code §§ 29.503 and 29.504**, including:

- Daily pre-trip prior to operation
- Routine preventive maintenance
- Documentation of all inspections, repairs, and maintenance
- Annual Pennsylvania safety inspections
- Immediate removal of any unsafe vehicle from service until repaired

All vehicle maintenance and inspection records will be retained for a minimum of **three (3) years**.

### **#5 – Statement of Financial Position**

Koala-T-Care Transportation, Inc. is a startup company and currently holds no operating assets. The owner and president will provide an initial **capital contribution/loan of \$25,000**, which will be deposited into the company's business account. These funds will be dedicated to:

- Vehicle acquisition
- Insurance premiums
- Licensing and regulatory costs
- Fuel, maintenance, and general operating expenses

The company has sufficient financial resources to begin and sustain operations in compliance with Pennsylvania Public Utility Commission requirements.

#### **Submitted by:**

Koala-T-Care Transportation, Inc.