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ATTORNEYS AT LAW

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February 24, 2025

Via Electronic Filing

Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2<sup>nd</sup> Floor  
Harrisburg, PA 17120

**Re: Application to Begin Service (Motor Common Carrier of Persons in  
Paratransit Service);**

To Whom It May Concern:

This firm represents Carefully Caring Transport LLC in connection with its submitted application to begin service.

Please contact this firm with any questions. Thank you.

Sincerely,

Brian T. Boyle, Esq.

## APPLICATION CHECKLIST

### Motor Common Carrier of Persons in Paratransit Service

Use this checklist to make sure you have enclosed all required items or your application will not be processed. You cannot operate in Pennsylvania until you receive a Certificate of Public Convenience from the Commission.

- The original Application with original signatures (unless e-Filed with the Commission's online e-Filing system at [www.puc.pa.gov](http://www.puc.pa.gov) ).
- Verified Statement of Applicant.
- A certified check, money order, or check from your attorney for \$350 made payable to "Commonwealth of Pennsylvania."
- IF application is being made as an individual or sole proprietor.
- IF application is being filed by a Partnership, provide a list of the names and addresses of ALL partners.
- IF application is being filed by a Limited Partnership, provide a list of names and addresses of ALL partners, and your PA Corporation Bureau Entity ID Number.
- IF application is being filed by a Limited Liability Partnership, provide a list of names and addresses of ALL partners, and your PA Corporation Bureau Entity ID Number.
- IF application is being filed by a Limited Liability Company, provide a list of the names and addresses of ALL members and the Title of each member, and your PA Corporation Bureau Entity ID Number.
- IF application is being filed by a Corporation for Profit, 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.
- IF application is being filed by a Corporation Non-Profit, provide a list of ALL corporate officers and titles and those serving on the Board of Directors, and your PA Corporation Bureau Entity ID Number.

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

**If not e-Filed, mail your application and attachments to: SECRETARY PA PUBLIC UTILITY COMMISSION, 400 NORTH STREET, 2<sup>ND</sup> FLOOR, HARRISBURG, PA 17120**

Corporate entities (corporations, LPs, LLPs, and LLCs) and fictitious trade names must be registered with the PA Department of State. Companies incorporated in other states must register as a foreign business corporation. Individuals acting as sole proprietors and partnerships do not have to register.

If you are not registered with the PA Department of State, you can apply at its website at [www.dos.state.pa.us/corps](http://www.dos.state.pa.us/corps) on how to do business in Pennsylvania as:

PA Corporations (Profit and Non-Profit) – apply for Articles of Incorporation

Foreign Corporations – apply for a Certificate of Authority

PA Limited Partnerships (LPs), Limited Liability Partnerships (LLPs), and Limited Liability Companies (LLCs) – apply for an Application of Registration

Fictitious Name Registration – File ONLY IF Trade Name will be different than the business name you register with the PA Department of State.

## General Information for Preparing and Filing the Application for Motor Common Carrier of Persons in Paratransit Service.

1. This application is required to request a Certificate of Public Convenience to operate as a commercial carrier of people, when providing transportation on a nonexclusive, advance reservation basis. Service includes, but not restricted to:
  - Transportation of people whose personal convictions prevent them from owning or operating motor vehicles.
  - Transportation of people to correctional facilities for visitation.
  - Transportation of people in wheelchair and stretcher vans.

***\*Important Note: Paratransit carriers may not render service to or from airports.***

2. Upon approval of the application, you will be notified that prior to providing service in Pennsylvania you must submit evidence of insurance to the Public Utility Commission. **Your permanent evidence of insurance will be a Form E for bodily injury and property damage insurance.** This form is mailed to the Commission directly from the home office of your insurance carrier. The name and address on your Form E must **exactly** match the name and address you have provided on your application. Your insurance company must subscribe to the NIC Insurance Filing website at [www.nicinsurancefilings.com](http://www.nicinsurancefilings.com) . You will request the insurance company (not the agent) to file the required insurance forms electronically through NIC. Mailed insurance forms are no longer acceptable. The minimum limits of insurance are as follows:

Minimum limit dependent upon manufactured rated seating capacity of the vehicle. Carriers operating any vehicle of

- |                        |     |  |
|------------------------|-----|--|
| 15 passengers or less: | (a) | \$35,000 to cover liability for bodily injury, death or property damage incurred in an accident (BIPD).  |
|                        | (b) | \$25,000 first party medical benefits, \$10,000 first party wage loss benefits, and conforming to 75 PA C.S. §§1701 - 1798 (relating to Motor Vehicle Financial Responsibility Law). |
|                        | (c) | First party coverage of the driver of certificated vehicles shall meet the requirements of 75 PA C.S. §1711 (relating to required benefits).   |

## Application for Motor Common Carrier of Persons in Paratransit Service

THIS APPLICATION IS TO BE USED FOR COMMON CARRIER PASSENGER SERVICE WHEN PROVIDING TRANSPORTATION ON A NONEXCLUSIVE, ADVANCE RESERVATION BASIS.

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

Carefully Caring Transport LLC

- 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)

N/A

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 Vans" 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 Vans" or "J. Doe Vans" 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?** \_\_\_ **NO**

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

**If YES, provide your PA Corporation Bureau Entity ID Number** 15173435

(See checklist and indicate type of business entity registered)



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

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Company plans to offer transportation services to disabled and elderly residents between doctors, homes, and other locations necessary for care and treatment for non-emergency medical transportation (NEMT) between points in Pennsylvania originating from the following counties:

- Philadelphia County
  - Montgomery County
  - Bucks County
  - Berks County
  - Delaware County
- 

*Examples:*

- *To transport people whose personal convictions prevent them from owning or operating motor vehicles from points in Lancaster County to points in PA, and return.*
- *To transport people from the city and county of Philadelphia to correctional facilities in PA, and return.*
- *To transport people in wheelchair and stretcher vans from points in the city of Pittsburgh to points in Allegheny County, and return.*
- *To transport people between points in Northumberland County.*

**11. 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 Motor Common Carriers of Persons in Paratransit Service; 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. Section 4904 relating to unsworn falsification to authorities.

Rolanda Robinson, Member

\_\_\_\_\_  
(Print Name)

*Rolanda Robinson*

\_\_\_\_\_  
(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).

# 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.

Carefully Caring Transport LLC \_\_\_\_\_  
Legal Name of Applicant

N/A \_\_\_\_\_  
Trade Name, if any

7275 Cornelius St, Philadelphia PA 19138  
Street Address (principal place of business) City or Municipality State Zip Code

The Verified Statement of the Applicant factual details about your proposed transportation service. Your Verified Statement must answer all of the items listed below and on the following pages. Provide as much information as possible to prevent delay in processing your application. If you need more space to provide your answer, please attach additional pages identifying the appropriate item number.

1. Identify the person making the Verified Statement on behalf of the applicant. If an employee/officer of applicant is making the statement, give name, title, business address and telephone number.

Rolanda Robinson: Member,  
7275 Cornelius St  
Philadelphia, PA 19138

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

N/A

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.

Applicant has over 18 years of experience in healthcare and home care management. As the Member of Carefully Caring Transport LLC, Applicant oversees daily operations, staff supervision, and ensures compliance with all state regulations. Through participation in the Goldman Sachs 10,000 Small Businesses Program, Applicant strengthened skills in business management, leadership, and strategic growth all of which continue to guide how to operate and expand the company. This includes extensive research on PA transportation laws and regulations.

4. Describe your facilities, record maintenance plan and your communication network. Please include a description of your physical location, to including office machines that will be utilized, and the facility to house vehicles. As a carrier of household goods in use, applicant should include a description of storage facilities, if applicable. 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, how you will dispatch the vehicles to fulfill the request, and how you will maintain continuous communication with your drivers.

The 3500 Scotts Lane facility serves as the administrative and operational headquarters. Has offices for management and administrative staff, space for meetings and training, and secure file storage. Is equipped with desktop computers, laptops, printers, scanners, and high-speed internet for efficient communication and documentation processes. Vehicles are housed and maintained on the same property, with parking and easy access for routine inspections, cleaning, and daily dispatching. All records will be maintained in accordance with PUC requirements and state record retention standards. All records are securely stored in password-protected systems with regular data backups, physical files are kept in locked cabinets within the administrative office. Trip logs, vehicle maintenance reports, driver credentials, incident reports, and client service documentation are organized and retained for the required timeframes. Customer transportation requests are received through phone, email, and an online scheduling system. The administrative office will log each request, verify service details, and assign trips through a digital dispatch platform. Third party Dispatchers will coordinate routes and schedules daily, maintaining real-time communication with drivers via cell phones, two-way radios, and GPS tracking systems. This network allows for immediate updates, route adjustments, and emergency support as needed, ensuring safe, reliable, and timely service for all clients. Additional information in supplemental document.

5. Please state the number of drivers you intend to use or hire in your business and explain why that number of drivers is appropriate for the size of the territory you will be serving. In addition, please explain:
  - a. Your hiring standards for drivers;
  - b. Your system for conducting criminal background checks;
  - c. Your driver training program;
  - d. Your system for conducting driver license checks;
  - e. Your policies regarding alcohol and drug use by your drivers.

Current plans are to hire 4 drivers. This is because the planned services are for transport assistance for medical appointments and community activities. Multiple drivers will help transport multiple patients to differing locations at the same time. All drivers will be subject to the Patch background check system. Drivers will be trained though a third party via dispatch company Driver license checks shall be through PennDOT Driver's License Information System (DLIS) / MVR. Alcohol and Drug use policies and additional informations are attached in separate documents.

6. Please state the number of vehicles you plan to use in your business and why that number is appropriate to provide reasonable and efficient service to the territory you will be serving. If you have already obtained vehicles for your business, please list them in the chart below.

<u>YEAR</u>	<u>MAKE</u>	<u>MODEL</u>	<u>SEATING CAPACITY*</u>	<u>VEHICLE ID #</u>	<u>MILEAGE</u>
2022	Ford	Transit Connect XL	5	NM0GE20M1521538	51666

\*Vehicles with seating capacity of more than 15 passengers, including driver, can't be used in paratransit service.

Plan to start with three (3) Vehicles. This will be needed because the planned services are for transport assistance for medical appointments and community activities. Multiple vehicles will help transport multiple patients to differing locations at the same time.

7. Describe your vehicle safety program. Please include the following in your explanation:
  - a. Your periodic vehicle maintenance plan
  - b. Your system for ensuring your vehicles will continuously comply with applicable Pennsylvania vehicle equipment standards (67 Pa. Code, Chapter 175).

See attached documentation.

8. Please explain what steps you have taken to determine if you can obtain insurance and pay the required insurance premiums.

Insurance has been acquired. Please see attached documentation.

9. State whether the applicant has been convicted of a misdemeanor or felony. If applicant is partnership, limited liability partnership, corporation, or limited liability company this question applies to all members, officers, and/or shareholders. If "YES", explain.

\_\_\_\_\_ YES        X   NO

10. Financial Data. Complete the "Statement of Financial Position", which follows this page. Please feel free to also provide additional information explaining 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.

  
(Signature)

2/18/2016  
(Date)

Rolanda Robinson, Member  
(Name and Title, printed or typed)

**Statement of Financial Position (Balance Sheet)**  
**As of (date) 2/18/2026**  
**(Must be less than 6 months old)**

ASSETS

Current Assets		
Cash	0 _____	
Other Current Assets (specify)	0 _____	
Total Current Assets		<u>0 _____</u>
Tangible Assets		
Motor Vehicle Equipment	0 _____	
Property (buildings, land, etc.)	0 _____	0 _____
Office Equipment		0 _____
TOTAL ASSETS		<u>0 _____</u>

LIABILITIES

Current Liabilities (Due within one year of date)		
Loans	0 _____	
Credit cards/revolving credit	0 _____	
Other Liabilities (Attach schedule)	0 _____	
Total Current Liabilities		<u>0 _____</u>
Long Term Liabilities (Due after one year of date)		
Mortgage	0 _____	
Long term commercial loan	0 _____	
Other Liabilities (Attach Schedule)	0 _____	
Total Long-Term Liabilities		<u>0 _____</u>
TOTAL LIABILITIES		<u>0 _____</u>

# Carefully Caring Transport LLC

## Drug and Alcohol Use Policy

**\*\*PUC Compliance – Pennsylvania\*\***

### Purpose

The purpose of this policy is to ensure the safety of the public, passengers, and employees by maintaining a drug- and alcohol-free workplace in accordance with the Pennsylvania Public Utility Commission (PUC) regulations and, where applicable, U.S. Department of Transportation (DOT) 49 CFR Part 40 and Part 382 standards.

### Scope

This policy applies to all drivers and safety-sensitive employees operating company vehicles or performing duties regulated by the PUC. Compliance with this policy is a condition of employment.

### Policy Statement

Premium Care Ems strictly prohibits the use, possession, sale, distribution, or being under the influence of alcohol or any controlled substance while:

- Operating a company vehicle;
- On duty or on company premises; or
- Within four (4) hours prior to performing safety-sensitive functions.

Drivers must remain fit for duty at all times and must comply with all applicable state and federal laws regarding substance use and impairment.

### Prohibited Conduct

#### 1. Alcohol:

- No driver shall report for duty or remain on duty while having an alcohol concentration of 0.02% or greater.
- Consumption of alcohol is prohibited within four (4) hours before operating any company or regulated vehicle.

#### 2. Controlled Substances:

- Use or possession of any Schedule I drug (such as marijuana, even if medically prescribed), narcotic, amphetamine, or other controlled substance is prohibited.
- Drivers may not report for duty while using any substance that impairs their ability to operate a vehicle safely.

### Testing Requirements

In accordance with PUC and DOT-aligned safety standards, the following testing shall occur:

- Pre-Employment Testing: All driver candidates must pass a drug screen before performing any safety-sensitive duties.
- Random Testing: Drivers are subject to unannounced random drug and alcohol testing throughout employment.

- Post-Accident Testing: Testing is required after any accident involving injury, fatality, or vehicle damage requiring towing.
- Reasonable Suspicion Testing: Conducted when a supervisor observes behavior indicating possible impairment.
- Return-to-Duty and Follow-Up Testing: Required after any violation of this policy and completion of an approved substance abuse program.

### **Recordkeeping**

All testing records, results, and related documents will be maintained in confidential secured files for the period required by PUC and DOT regulations. Access is limited to authorized management personnel.

### **Consequences of Policy Violation**

- Any driver who tests positive for drugs or alcohol, refuses a test, or violates this policy will be immediately removed from safety-sensitive duties.
- Violations may result in disciplinary action up to and including termination of employment and notification to the PUC as required.
- Drivers who test positive may be referred to a Substance Abuse Professional (SAP) and must successfully complete a return-to-duty process before resuming work.

### **Employee Education**

Drivers will receive education and training regarding the effects of drugs and alcohol on performance, as well as company testing procedures. Supervisors responsible for reasonable suspicion determinations will receive specialized training as required by regulation.

### **Acknowledgment**

All drivers must read, understand, and sign this policy as a condition of employment and continued operation under the company's PUC authority.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

# Carefully Caring Transport LLC

## Vehicle Safety and Maintenance Program

PUC Compliance – Pennsylvania

### Purpose

The purpose of this Vehicle Safety Program is to ensure that all company-owned and operated vehicles are maintained in safe operating condition, inspected regularly, and continuously comply with all Pennsylvania Department of Transportation (PennDOT) and Pennsylvania Public Utility Commission (PUC) equipment and safety standards.

### Safety Commitment

Our company is committed to providing safe, reliable, and well-maintained vehicles for all transportation operations. Safety is a core value of our service, and no vehicle will be operated unless it is fully compliant with all applicable safety regulations and in proper working condition.

### Vehicle Maintenance Plan

All vehicles will be subject to a preventive maintenance schedule designed to identify and correct mechanical issues before they lead to unsafe conditions or service interruptions.

#### 1. Daily Pre-Trip and Post-Trip Inspections

- Each driver is required to complete a pre-trip inspection prior to starting a route, checking critical systems such as brakes, tires, steering, lights, horn, windshield wipers, mirrors, lift/ramp systems, and safety equipment.
- Drivers must also complete a post-trip inspection at the end of the day, documenting any defects, warning lights, or maintenance needs.
- Any vehicle found to be unsafe will be immediately removed from service until repairs are completed.

#### 2. Preventive Maintenance Schedule

- Routine maintenance is performed at least every 3,000–5,000 miles or per the manufacturer's recommendations.
- Preventive maintenance includes oil and filter changes, tire rotations, brake inspections, fluid checks, and system diagnostics.
- Maintenance records will document all services performed, parts replaced, and inspections completed.

#### 3. Periodic Safety Inspections

- All vehicles are required to pass annual Pennsylvania State Safety Inspections and emissions testing as mandated by PennDOT.
- Internal quarterly safety inspections will be conducted by a qualified mechanic to ensure ongoing compliance with Title 67, Chapter 175 (Vehicle Equipment and Inspection Regulations).

#### 4. Corrective Maintenance

- Vehicles identified with mechanical issues are removed from service immediately.
- Repairs are completed only by certified mechanics, and all replaced parts are documented in the maintenance log.
- Vehicles are not returned to operation until cleared through a final inspection and road test.

### **Recordkeeping and Compliance**

Maintenance records are kept for a minimum of 12 months and include the vehicle identification number (VIN), mileage, inspection reports, repairs, and parts replaced. Records are maintained both electronically and in physical files at the main office and are available for review by the PUC or PennDOT upon request. All records will be stored securely in compliance with PUC record retention requirements.

### **Vehicle Equipment Compliance System**

To ensure continuous compliance with Pennsylvania equipment standards:

- Each vehicle will be equipped with all legally required safety devices, including seat belts, lights, fire extinguishers, reflective triangles, first aid kits, and emergency contact information.
- A Vehicle Compliance Checklist will be maintained and reviewed monthly by the Safety Officer or designee.
- Any equipment deficiencies identified during inspections will be corrected immediately and documented.
- Fleet management software or internal tracking logs will be used to monitor inspection dates, preventive maintenance intervals, and safety certification renewals.

### **Training and Accountability**

All drivers receive training in vehicle inspection procedures, defect reporting, and safe driving practices. Supervisors and mechanics receive periodic updates on PUC and PennDOT standards to ensure awareness of current regulations. Failure to comply with inspection or reporting requirements may result in disciplinary action, up to and including suspension from driving duties.

### **Program Oversight**

The Operations Manager or designated Safety Officer is responsible for overseeing this program, maintaining compliance documentation, and ensuring that all vehicles meet or exceed Pennsylvania safety and equipment standards at all times.

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Safety Officer Signature

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Date

## Supplemental Information for Paratransit Service Application

Question #5. **Driver Information-** initially, the Company intends to hire 4 drivers based upon initial demand, but will hire more to support needs as they change.

- a. All drivers must be licensed to operate a vehicle in PA and pass criminal background check and license check requirements. Drivers will be at least 18 years of age (as verified prior to employment) and authorized to work in the United States. Drivers will also be required to acknowledge and agree to an Employee Handbook and sign the Company's Vehicle Safety and Maintenance Program, which will set forth additional minimum safety standards and expectations for drivers. Any Driver hired under the age of 18 shall be registered as a certified emergency medical services vehicle operator (EMSVO) with the Department of Health. The person shall carry the Department-issued registration of their EMSVO certification on board while operating a paratransit vehicle under 28 Pa. Code §1023.21(h). The company shall verify that the driver is in good standing with the Department and maintain records for 4 years to prove each driver's EMSVO certificate registration. The Company shall notify the Commission's Bureau of Technical Utility Services within 3 calendar days of the occurrence of the following events involving a paratransit driver who is under 21 years of age of any accident, driving-related violation such as a moving violation, reckless driving, or driving under the influence of alcohol or drugs.
- b. In order to be hired, drivers will initially be required to pass a criminal background, motor vehicle report check, pre-employment drug screen, and license check, which will require them to be free from major traffic violations for at least 3 years prior to employment. Pennsylvania State Police criminal background check, Child Abuse History Clearance, and FBI fingerprint-based background check when required by law or contract. The Company will not employ or contract with a driver whose criminal history includes offenses that pose a risk to vulnerable passengers, including but not limited to: crimes of violence, sexual offenses, abuse, neglect, or exploitation, drug trafficking or DUI-related felony offenses. Additionally, drivers will be required to acknowledge and agree to an Employee Handbook, which will require them to provide any updates to the company regarding any changes to criminal activity, license status, etc. Copies of the criminal history record will be kept on file by the Company for the duration of the drivers' work with the Company and made available to PUC upon request.
- c. Drivers will receive training both directly from the Company and through third party driver safety companies regarding job expectations, safety, applicable Pennsylvania driving laws, and more. Drivers will also receive training documents and an Employee Handbook, which they will be required to read and sign. This will include appearance requirements, such as being neatly attired in professional clothing, displaying professional behavior at all times, refraining from inappropriate language or conduct, assisting passengers with luggage and doors (unless declined), only engaging in authorized pickups, and emergency care for passengers. Drivers will also be trained on operating vehicles safely and in compliance with traffic laws, following

designated routes, refraining from using mobile phones or other electronic devices while driving (except hands-free), refraining from smoking, and keeping the vehicle clean, safe, and in good repair.

- d. In order to be hired, drivers will initially be required to pass a criminal background, motor vehicle report check, pre-employment drug screen, and license check, which will require them to be free from major traffic violations for at least 3 years prior to employment. Additionally, drivers will be required to acknowledge and agree to an Employee Handbook, which will require them to provide any updates to the company regarding any changes to criminal activity, license status, etc. Copies of the criminal history record will be kept on file by the Company for the duration of the drivers' work with the Company and made available to PUC upon request.
- e. The Company has a clear policy against drug and alcohol use while driving, and against operating a vehicle under the influence of drugs, alcohol, or any controlled substance. Drivers will be made aware of this policy and will be required to sign a policy stating such. Drivers must complete and pass a pre-employment drug screen as well, and consent to random drug and alcohol screening.

**Question #4 - record maintenance plan and your communication network.** The company has established infrastructure in staffing, scheduling, compliance, billing, and risk management that will support safe and reliable passenger transportation.

The Company proposes to:

- Transport public clients who require assistance, supervision, or specialized support due to physical, cognitive, intellectual, or behavioral needs.
- Provide non-emergency medical transportation to the public to and from medical appointments, dialysis, hospital discharges, therapy, and other medically necessary services.
- Coordinate trips in collaboration with waiver Support Coordinators, Service Coordinators, hospitals, clinics, and community agencies.

The Company leadership has over 18 years of combined experience in human services, home care, and operational management, including managing staff schedules, shift coverage, and time-sensitive services. The agency currently serves Medicaid waiver participants and has experience working with state and managed care requirements around safety, documentation, and quality assurance.

The Company's Vehicle Safety & Maintenance Plan ensures that all company-operated vehicles are safe, properly equipped, and maintained per manufacturer recommendations and PUC requirements. The Company will operate standard sedans/minivans for ambulatory passengers and wheelchair-accessible vans for passengers using mobility devices when available. Preventive maintenance includes daily pre-trip inspections by drivers—checking brakes, lights, horn, wipers, mirrors, tires, leaks, seatbelts, wheelchair lifts, and interior hazards, with completion of a Daily Vehicle Inspection Form—and routine maintenance by approved mechanics, including oil changes, filters, and fluids every 5,000 miles, brake and suspension checks every six months or

10,000 miles, and annual state safety inspections. Any defects found are documented, reported to the Transportation Supervisor, and corrected before the vehicle returns to service if safety-related. Maintenance logs, inspection records, and repair invoices will be retained for at least three years, identifying vehicle details, service type, date, odometer reading, and repair facility.

The Operating Plan of the Company includes centralized dispatch and scheduling using software or logs, with routes assigned daily based on passenger needs, geography, and appointment times, and real-time changes managed by a dispatcher. Standard operating hours are 6:00 AM to 8:00 PM, Monday through Saturday, with additional hours on an as-needed basis. The Transportation Supervisor oversees driver hiring, training, vehicle assignments, and incident reviews, while drivers adhere to CCHC policies. Passenger safety requires mandatory seatbelt use, securement of wheelchairs with approved tie-downs, and no passengers left unattended; incident reports are completed for injuries, collisions, behavioral events, and breakdowns. Each trip is documented with date, time, origin, destination, passenger ID, driver name, and mileage for billing. Billing will be made to existing accounts on file with the company in accordance with the client's current billing schedules or for new clients, billing will be set up ahead of time for each new client. The Proposed Tariff applies to paratransit and non-emergency medical transportation within specified Pennsylvania counties and includes base rates for ambulatory and wheelchair trips, additional mileage charges, wait-time fees, optional after-hours/weekend surcharges, and no-show fees.



**COMMONWEALTH OF PENNSYLVANIA**  
 Department of State  
 Bureau of Corporations and Charitable Organizations  
 PO Box 8722  
 Harrisburg, Pennsylvania 17105-8722  
**CERTIFICATE OF ORGANIZATION -**  
**LIMITED LIABILITY COMPANY**  
 Fee: \$125

Pennsylvania Department of State

**-FILED-**

File #: 0015173435  
 Date Filed: 2/2/2026

**DSCB:15-8821 (rev. 2/2017)**

In compliance with the requirements of [15 Pa.C.S. § 8821](#) relating to certificate of organization), the undersigned desiring to organize a limited liability company, hereby certifies that:

Limited Liability Company Type Filing type <span style="float:right">Domestic Limited Liability Company</span> Limited liability company subtype <span style="float:right">Limited Liability Company</span>	
Limited Liability Company Name Entity name <span style="float:right">Carefully Caring Transport LLC</span>	
Effective Date The filing shall be effective when filed with the Department of State	
Registered Office The address of this limited liability company's proposed registered office in this Commonwealth is 7275 CORNELIUS ST PHILADELPHIA, PA 19138-1629 PHILADELPHIA	
Organizers	
Name of individual or organization	Address
Rolanda Robinson	7275 CORNELIUS ST PHILADELPHIA, PA 19138-1629
Additional provisions, if any Additional provisions	
<input type="checkbox"/> I qualify for a veteran/reservist-owned small business fee exemption (see help)	
Electronic Signature IN TESTIMONY WHEREOF, the organizer(s) has (have) executed this Certificate of Organization.	
<i>Rolanda Robinson</i> _____ Rolanda Robinson	<i>02/02/2026</i> _____ Date

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