

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) _____

Hands To Hands 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 13513586

(See checklist and indicate type of business entity registered)

5. **If either a corporation or limited liability company, please list members (LLC) or shareholders and officers (corporation).**

Catina Camp _____
Aldeshawn Atkins _____
Rodney Swann _____

6. **Mailing Address**

2173 Embassy Dr _____
Street Address

Lancaster, PA 17603 _____ Lancaster _____
City, State and Zip Code County

215-432-7587 _____ ccamp@handstohandshc.com _____
Telephone Number E-mail Address

This is the e-mail address to which the Commission will send all official documents issued by the Commission until further notice.

7. **Physical Address** (If different than mailing address. Do not use a post office box.)

Street Address

City, State and Zip Code County

Telephone Number E-mail Address

The address entered here should reflect the actual location of the business. This is the address the Commission needs in order to dispatch Enforcement Officers to inspect equipment. If left blank, it will be assumed that the **PHYSICAL ADDRESS** is the same as the **MAILING ADDRESS**

8. **Attorney** (if applicable)

N/A _____
Attorney's Name & Telephone Number for this Filing

Attorney's Address E-mail Address

An attorney's name should only be entered if an attorney is filing the application for a client and the application is being sent under the attorney's cover letter.

9. **Does applicant have a USDOT Number?**

 No Yes, at No. 4546050

10. Describe the service area proposed by this application.

(Use the space below or attach additional sheet if space provided is not sufficient).

Hands To Hands, LLC proposes to provide paratransit service within a broad service area covering southeastern and south-central Pennsylvania. The requested territory includes:

Philadelphia County

Montgomery County

Chester County

Lancaster County

York County

Harrisburg (Dauphin County)

See attached

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.

Catina Camp

(Print Name)

Catina Camp

(Signature)

3/10/2026

(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.

Hands To Hands LLC

Legal Name of Applicant

Trade Name, if any

2173 Embassy Dr	Lancaster	PA	17603
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.

Catina Camp, Administrator
2173 Embassy Dr, Lancatser, Pa 17603
215-432-7587

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

The applicant has no affiliation with any other carrier.

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.

While the applicant may not have previously operated a licensed transportation company, they have researched industry requirements and are committed to complying with all regulations established by the Pennsylvania Public Utility Commission and other applicable agencies. The applicant also plans to complete any necessary training related to driver safety, passenger assistance, vehicle inspections, and regulatory compliance.

In preparation for operating this service, the applicant has studied the requirements for non-emergency medical transportation and paratransit operations, including insurance requirements, vehicle safety standards, and passenger service practices. The applicant is committed to maintaining high standards of safety, reliability, and professionalism in serving the community.

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 applicant will operate the transportation service from a home-based office located in Pennsylvania. The office will serve as the primary location for scheduling, dispatching, recordkeeping, and administrative functions related to the operation of the paratransit transportation service.

The office will be equipped with standard office equipment including a computer printer, telephone system, internet access, and appropriate software used for scheduling trips, maintaining client information and managing business records. These systems will allow the applicant to efficiently manage transportation requests, maintain driver schedules, and ensure accurate documentation of trips and services provided.

Continued on attached...

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.

The applicant initially intends to employ one to three drivers, including the owner/operator if applicable. This number of drivers is appropriate for the proposed service area because the business will begin with a limited number of vehicles and scheduled transportation trips. As demand for service increases, the applicant plans to hire additional qualified drivers to ensure that transportation requests are handled efficiently and that passengers receive reliable service.

Continued on attached...

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.

See attached

<u>YEAR</u>	<u>MAKE</u>	<u>MODEL</u>	<u>SEATING CAPACITY*</u>	<u>VEHICLE ID #</u>	<u>MILEAGE</u>
2006	chrysler	Town and Country	4	2A4GP64L06R799904	65,120
2011	chrysler	Town and Country	7	2ARR8DG7BR630748	134,374

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

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).

The applicant will maintain a comprehensive vehicle safety program to ensure that all vehicles used in the transportation service are safe, reliable, and in full compliance with all applicable laws and regulations. Vehicle safety is a top priority, and all vehicles will be maintained according to manufacturer recommendations as well as applicable standards established by the Pennsylvania Public Utility Commission.

Continued on attached...

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

The applicant has taken steps to determine the availability and cost of the insurance required to operate a motor common carrier of persons in paratransit service. The applicant has contacted insurance providers and/or insurance brokers that specialize in commercial automobile and transportation insurance in order to obtain information regarding coverage requirements and estimated premium costs.

Continued on attached...

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 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.

Continued on attached

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.

Catina Camp
 (Signature)
 Catina Camp, Administrator

 (Name and Title, printed or typed)

3/10/2026
 (Date)

Statement of Financial Position (Balance Sheet)

As of (date) 3/10/2026

(Must be less than 6 months old)

ASSETS

Current Assets		
Cash	\$5,000	
Other Current Assets (specify)	\$ 2,000.00	
Total Current Assets		\$7,000.00
Tangible Assets		
Motor Vehicle Equipment	\$15,000.00	
Property (buildings, land, etc.)	0.00	15,000.00
Office Equipment		1,000.00
TOTAL ASSETS		23,000.00

LIABILITIES

Current Liabilities (Due within one year of date)		
Loans	\$0	
Credit cards/revolving credit	\$1,000.00	
Other Liabilities (Attach schedule)	\$0.00	
Total Current Liabilities		\$1,000.00
Long Term Liabilities (Due after one year of date)		
Mortgage	\$0.00	
Long term commercial loan	\$0.00	
Other Liabilities (Attach Schedule)	\$0.00	
Total Long-Term Liabilities		\$0.00
TOTAL LIABILITIES		\$1,000.00

LIMITED LIABILITY COMPANY OPERATING AGREEMENT
of Hands To Hands LLC

This Multi-member LLC Operating Agreement represents **Hands To Hands LLC** that was formed in the State of Pennsylvania, hereinafter known as the "Company".

There are total of Three (3) founding Members in the Company known as:

Catina Camp, of 118 Kati Ct, Gilbertsville, PA 19525, and has **50%** percent ownership- interest in the Company;

Aldehsawn Atkins, of 854 N 13th Street, Philadelphia, PA 19123, and has **25%** percent ownership-interest in the Company;

Rodney Swann, of 122 S 54th Street, Philadelphia, PA19143, and has **25%** percent ownership-interest in the Company; hereinafter known as the "Member(s)".

WHEREAS the Member(s) desire to create a limited liability company under the laws of the State of Pennsylvania and set forth the terms herein of the Company's operation and the relationship between Member(s).

THEREFORE, in consideration of the mutual covenants set forth herein and other valuable consideration, the receipt and sufficiency of which hereby are acknowledged, the Member(s) and the Company agree as follows:

1. Name and Principal Place of Business

The name of the Company is Hands To Hands LLC with a principal place of business at 2173 Embassy Drive, Lancaster, PA 17603. The mailing address shall be the same address as the principal office location.

2. Registered Agent

The name of the Registered Agent is Catina Camp with a registered office located at 2173 Embassy Drive, Lancaster, PA 17603. The Members may establish additional offices and may change the registered agent or the registered or principal offices of the Company.

3. Formation

The Company was formed as a limited liability company with the Company's name is Hands To Hands LLC. The business of the Company shall be conducted under that name, and all assets of the Company shall be held in such name.

4. Purpose

The purpose of the Company is to provide Home Care Services.

5. Term

The term of the Company shall be perpetual and continuing until terminated under the provisions set forth herein.

6. Member(s) Capital Contributions

Contributions to the Company shall be made by following: three (3) members:

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Catina Camp shall be contributing \$4,000;

Aldehsawn Atkins shall be contributing \$2,000;

Rodney Swann shall be contributing \$2,000;

Hereinafter known as the "Contributor(s)".

The Contributor(s) shall have no right to withdraw or reduce their contributions to the capital of the Company until the Company has been terminated unless otherwise set forth herein. The Contributor(s) shall have no right to demand and receive any distribution from the Company in any form other than cash and Member(s) shall not be entitled to interest on their capital contributions to the Company.

The liability of the Contributor(s) for the losses, debts, liabilities, and obligations of the Company shall be limited to the amount of the capital contribution plus any distributions paid to such Contributor(s) individually, such as the Contributor's share of any undistributed assets of the Company; and (only to the extent as might be required by applicable law) any amounts previously distributed to such Contributor(s) by the Company.

The Contributor(s) shall provide additional funding as needed to cover initial operating and marketing expenses.

7. Distributions

For purposes of this Agreement "net profits" and "net losses" mean the profits or losses of the Company resulting from the conduct of the Company's business, after all expenses, including depreciation allowance, incurred in connection with the conduct of its business for which such expenses have been accounted.

The term "Cash Receipts" shall mean all Cash Receipts of the Company from whatever source derived, including without limitation capital contributions made by the Member(s); the proceeds of any sale, exchange, condemnation or other disposition of all or any part of the assets of the Company; the proceeds of any loan to the Company; the proceeds of any mortgage or refinancing of any mortgage on all or any part of the assets of the Company; the proceeds of any insurance policy for fire or other casualty damage payable to the Company; and the proceeds from the liquidation of assets of the Company following termination.

The term "Capital Transactions" shall mean any of the following: the sale of all or any part of the assets of the Company; the refinancing of mortgages or other liabilities of the Company; the receipt of insurance proceeds; and any other receipts or proceeds are attributable to capital.

The "Capital Account" for each Member shall mean the account created and maintained for the Member(s) in accordance with Section 704(b) of the Internal Revenue Code and Treasury Regulation Section 1.704-1(b)(2)(iv).

The term "Members' Percentage Interests" shall mean the percentages set forth with the name of each Member.

During each monthly period, the net profits, and net losses of the Company (other than from Capital Transactions), and each item of income, gain, loss, deduction or credit entering into the computation thereof, shall be credited or charged, as the case may be, to the capital accounts of each Member in proportion to the Members' Percentage Interests. The net profits of the Company from Capital Transactions shall be allocated in the following order of priority: (a) to offset any negative balance

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in the capital accounts of the Member(s) in proportion to the amounts of the negative balance in their respective capital accounts, until all negative balances in the capital accounts have been eliminated; then (b) to the Members in proportion to the Members' Percentage Interests. The net losses of the Company from Capital Transactions shall be allocated in the following order of priority: (a) to the extent that the balance in the capital accounts of any Member(s) are in excess of their original contributions, to such Members in proportion to the excess balances until all such excess balances have been reduced to zero; then (b) to the Member(s) in proportion to the Members' Percentage Interests.

The Cash Receipts of the Company shall be applied in the following order of priority: (a) to the payment of interest or amortization on any mortgages on the assets of the Company, amounts due on debts and liabilities of the Company other than those due to any Member(s), costs of the construction of the improvements to the assets of the Company and operating expenses of the Company; (b) to the payment of interest and establishment of cash reserves determined by the Member(s) to be necessary or appropriate, including without limitation, reserves for the operation of the Company's business, construction, repairs, replacements, taxes and contingencies; and (c) to the repayment of any loans made to the Company by any Member(s). Thereafter, the Cash Receipts of the Company shall be distributed among the Members as hereafter provided.

Except as otherwise provided in this Agreement or otherwise required by law, distributions of Cash Receipts of the Company, other than from Capital Transactions, shall be allocated among the Member(s) in proportion to the Members' Percentage Interests.

Except as otherwise provided in this Agreement or otherwise required by law, distributions of Cash Receipts from Capital Transactions shall be allocated in the following order or priority: (a) to the Member(s) in proportion to their respective capital accounts until each Member has received cash distributions equal to any positive balance in their capital account; then (b) to the Member(s) in proportion to the Members' Percentage Interests.

It is the intention of the Member(s) that the allocations under this Agreement shall be deemed to have "substantial economic effect" within the meaning of Section 704 of the Internal Revenue Code and Treas. Reg. Section 1.704-1. Should the provisions of this Agreement be inconsistent with or in conflict with Section 704 of the Code or the Regulations thereunder, then Section 704 of the Code and the Regulations shall be deemed to override the contrary provisions thereof. If Section 704 or the Regulations at any time require that limited liability company operating agreements contain provisions which are not expressly set forth herein, such provisions shall be incorporated into this Agreement by reference and shall be deemed a part of this Agreement to the same extent as though they had been expressly set forth herein.

8. Books, Records and Tax Returns

The Member(s), or their designees, shall maintain complete and accurate records and books of the Company's transactions in accordance with generally accepted accounting principles.

The Company shall furnish each Member, within seventy-five (75) days after the end of each fiscal year, an annual report of the Company including a balance sheet, a profit and loss statement a capital account statement; and the amount of such Member's share of the Company's income, gain, losses, deductions, and other relevant items for federal income tax purposes.

If the Member(s) intends that the Company shall be taxed as a S-Corporation in accordance with the provisions of the Internal Revenue Code. The Company shall prepare all Federal, State and local income tax and information returns for the Company and shall cause such tax and information

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returns to be timely filed. Within seventy-five (75) days after the end of each fiscal year, the Company shall forward to each person who was a Member during the preceding fiscal year a true copy of the Company's information return filed with the Internal Revenue Service for the preceding fiscal year.

All elections required or permitted to be made by the Company under the Internal Revenue Code, and the designation of a tax matters partner pursuant to Section 6231(a)(7) of the Internal Revenue Code for all purposes permitted or required by the Code, shall be made by the Company by the affirmative vote or consent of Member(s) holding a majority of the Members' Percentage Interests.

Upon request, the Company shall furnish to each Member, a current list of the names and addresses of all of the Member(s) of the Company, and any other persons or entities having any financial interest in the Company.

9. Bank Accounts

All funds of the Company shall be deposited in the Company's name in a bank account or accounts as chosen by the Member(s). Withdrawals from any bank accounts shall be made only in the regular course of business of the Company and shall be made upon such signature or signatures as the Member(s) from time to time may designate.

10. Management of the Company

The business and affairs of the Company shall be conducted and managed by the Member(s) in accordance with this Agreement and the laws of the State of Pennsylvania.

Except as expressly provided elsewhere in this Agreement, all decisions respecting the management, operation and control of the business and affairs of the Company and all determinations made in accordance with this Agreement shall be made by a vote of over fifty percent (50%) of the Members' ownership-interest.

Notwithstanding any other provision of this Agreement, the Members shall not, without the prior authorization of over fifty percent (50%) of the Members' ownership-interest in favor to sell, exchange, lease, assign or otherwise transfer all or substantially all of the assets of the Company; sell, exchange, lease (other than space leases in the ordinary course of business), assign or transfer the Company's assets; mortgage, pledge or encumber the Company's assets other than is expressly authorized by this Agreement; prepay, refinance, modify, extend or consolidate any existing mortgages or encumbrances; borrow money on behalf of the Company; lend any Company funds or other assets to any person; establish any reserves for working capital repairs, replacements, improvements or any other purpose; confess a Judgment against the Company; settle, compromise or release, discharge or pay any claim, demand or debt, including claims for insurance; approve a merger or consolidation of the Company with or into any other limited liability company, corporation, partnership or other entity; or change the nature or character of the business of the Company.

The Members shall receive such sums for compensation as Members of the Company as may be determined from time to time by the affirmative vote or consent of Members holding a majority of the Members' Percentage Interests.

11. Meetings of Members

The annual meeting of the Members shall be held on the 1st of July (day/month) at the principal office of the Company or at such other time and place as the Members determine, for the purpose of

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transacting such business as may lawfully come before the meeting. If the day fixed for the annual meeting shall be a legal holiday, such meeting shall be held on the next succeeding business day.

The Members may by resolution prescribe the time and place for the holding of regular meetings and may provide that the adoption of such resolution shall constitute notice of such regular meetings.

Special meetings of the Members, for any purpose or purposes, may be called by any Member (or such other number of Members as the Members from time to time may specify).

Written or electronic notice stating the place, date, and time of the meeting, the means of electronic video screen communication or transmission, if any, and describing the purposes for which the meeting is called, shall be delivered not fewer than ten (10) days and not more than sixty (60) days before the date of the meeting to each Member, by or at the direction of the Manager or the Member(s) calling the meeting, as the case may be.

At any meeting of the Members, the presence of Members holding a majority of the Members' Percentage Interests, as determined from the books of the Company, represented in person or by proxy, shall constitute a quorum for the conduct of the general business of the Company. However, if any particular action by the Company shall require the vote or consent of some other number or percentage of Members pursuant to this Agreement, a quorum for the purpose of taking such action shall require such other number or percentage of Members. If a quorum is not present, the meeting may be adjourned from time to time without further notice, and if a quorum is present at the adjourned meeting any business may be transacted which might have been transacted at the meeting as originally notified. The Members present at a duly organized meeting may continue to transact business until adjournment, notwithstanding the withdrawal of enough Members to leave less a quorum.

At all meetings of the Members, a Member may vote by proxy executed in writing by the Member or by a duly authorized attorney-in-fact of the Member. Such proxy shall be filed with the Company before or at the time of the meeting.

A Member of the Company who is present at a meeting of the Members at which action on any matter is taken shall be presumed to have assented to the action taken, unless the dissent of such Member shall be entered in the minutes of the meeting or unless such Member shall file a written dissent to such action with the person acting as the secretary of the meeting before the meeting's adjournment. Such right to dissent shall not apply to a Member who voted in favor of such action.

Unless otherwise provided by law, any action required to be taken at a meeting of the Members, or any other action which may be taken at a meeting of the Members, may be taken without a meeting if a consent in writing, setting forth the action so taken, shall be signed by all of the Members entitled to vote with respect to the subject.

Members of the Company may participate in any meeting of the Members by means of conference telephone or similar communication if all persons participating in such meeting can hear one another for the entire discussion of the matters to be voted upon. Participation in a meeting pursuant to this paragraph shall constitute presence in person at such meeting.

12. Assignment of Interests

Except as otherwise provided in this Agreement, no Member or other person holding interest in the Company may assign, pledge, hypothecate, transfer or otherwise dispose of all or any part of their

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interest in the Company, including without limitation, the capital, profits or distributions without the vote consisting of the majority Members' ownership percentage interest in the Company.

A Member may assign all or any part of such Member's interest in the allocations and distributions of the Company to any of the following (collectively the "permitted assignees"): any person, corporation, partnership, or other entity as to which the Company has permitted to the assignment of such interest in the allocations and distributions of the Company in accordance with Section 14 of this Agreement. An assignment to a permitted assignee shall only entitle the permitted assignee to the allocations and distributions to which the assigned interest is entitled unless such permitted assignee applies for admission to the Company and is admitted to the Company as a Member in accordance with this Agreement.

The Members agree that a Member may voluntarily withdraw from the Company only with the approval, vote, or consent consisting of the majority Members' ownership percentage interest. Unless the withdrawing member's ownership interest was sold it shall be transferred to the remaining Member(s) in the Company at the same ownership interest percentage ratio that exists at the time of withdrawal. After being removed from the Company the withdrawing Member shall be unequivocally released from any legal or financial liability that is related to the Company unless otherwise agreed upon.

An assignment, pledge, hypothecation, transfer or other disposition of all or any part of the interest of a Member in the Company or other person holding any interest in the Company in violation of the provisions hereof shall be null and void for all purposes.

No assignment, transfer or other disposition of all or any part of the interest of any Member permitted under this Agreement shall be binding upon the Company unless and until a duly executed and acknowledged counterpart of such assignment or instrument of transfer, in form and substance satisfactory to the Company, has been delivered to the Company.

No assignment or other disposition of any interest of any Member may be made if such assignment or disposition, alone or when combined with other transactions, would result in the termination of the Company within the meaning of Section 708 of the Internal Revenue Code or under any other relevant section of the Code or any successor statute. No assignment or other disposition of any interest of any Member may be made without an opinion of counsel satisfactory to the Company that such assignment or disposition is subject to an effective registration under, or exempt from the registration requirements of, the applicable Federal and State securities laws. No interest in the Company may be assigned or given to any person below the age of 21 years or to a person who has been adjudged to be insane or incompetent.

Anything herein contained to the contrary, the Company shall be entitled to treat the record holder of the interest of a Member as the absolute owner thereof, and shall incur no liability by reason of distributions made in good faith to such record holder, unless and until there has been delivered to the Company the assignment or other instrument of transfer and such other evidence as may be reasonably required by the Company to establish to the satisfaction of the Company that an interest has been assigned or transferred in accordance with this Agreement.

13. Right of First Refusal

If a Member desires to sell, transfer, or otherwise dispose of all or any part of their interest in the Company, such Member (the "Selling Member") shall first offer to sell and convey such interest to the other Members of the Company before selling, transferring, or otherwise disposing of such interest to any other person, corporation or other entity. Such offer shall be in writing, shall be given

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to every other Member, and shall set forth the interest to be sold, the purchase price to be paid, the date on which the closing is to take place (which date shall be not less than thirty nor more than sixty (60) days after the delivery of the offer), the location at which the closing is to take place, and all other material terms and conditions of the sale, transfer or other disposition.

Within fifteen (15) days after the delivery of said offer, the other Members shall deliver to the Selling Member a written notice either accepting or rejecting the offer. Failure to deliver said notice within said fifteen (15) days conclusively shall be deemed a rejection of the offer. Any or all of the other Members may elect to accept the offer, and if more than one of the other Members elects to accept the offer, the interest being sold and the purchase price, therefore, shall be allocated among the Members so accepting the offer in proportion to their Members' Percentage Interests, unless they otherwise agree in writing.

If any or all of the other Members elect to accept the offer, then the closing of title shall be held in accordance with the offer and the Selling Member shall deliver to the other Members who have accepted the offer an assignment of the interest being sold by the Selling Member and said other Members shall pay the purchase price prescribed in the offer.

If no other Member accepts the offer, or if the Members who have accepted such offer default in their obligations to purchase the interest, then the Selling Member, within one-hundred and twenty (120) days after the delivery of the offer, may sell such interest to any other person or entity at a purchase price which is not less than the purchase price prescribed in the offer and upon the terms and conditions which are substantially the same as the terms and conditions set forth in the offer, provided all other applicable requirements of this Agreement are complied with. An assignment of such interest to a person or entity who is not a Member of the Company shall only entitle such person or entity to the allocations and distributions to which the assigned interest is entitled, unless such person or entity applies for admission to the Company and is admitted to the Company as a Member in accordance with this Agreement.

If the Selling Member does not sell such interest within said one-hundred and twenty (120) days, then the Selling Member may not thereafter sell such interest without again offering such interest to the other Members in accordance with this Agreement.

14. Admission of New Members

The Company may admit new Members (or transferees of any interests of existing Members) into by the purchase of another Member's ownership interest and a vote for adding the new Member consisting of the majority Members' ownership percentage interest in the Company.

As a condition to the admission of a new Member, such Member shall execute and acknowledge such instruments, in form and substance satisfactory to the Company, as the Company may deem necessary or desirable to effectuate such admission and to confirm the agreement of such Member to be bound by all of the terms, covenants and conditions of this Agreement, as the same may have been amended. Such new Member shall pay all reasonable expenses in connection with such admission, including without limitation, reasonable attorneys' fees and the cost of the preparation, filing or publication of any amendment to this Agreement or the Articles of Organization, which the Company may deem necessary or desirable in connection with such admission.

No new Member shall be entitled to any retroactive allocation of income, losses, or expense deductions of the Company. The Company may make pro rata allocations of income, losses, or expense deductions to a new Member for that portion of the tax year in which the Member was

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admitted in accordance with Section 706(d) of the Internal Revenue Code and regulations thereunder.

In no event shall a new Member be admitted to the Company if such admission would be in violation of applicable Federal or State securities laws or would adversely affect the treatment of the Company as a partnership for income tax purposes.

15. Sale of Company

The sale of the Company, either partially or in its entirety, shall only be approved by the founding Members. Any purchase agreement that is presented to the Company shall be reviewed by up to fifteen (15) days by the Members and put up to a vote within a seven (7) day period thereafter. At the option of any Member, the vote may be delayed by up to thirty (30) days to review the details of the purchase.

If an agreement to sell the Company is approved by the Members, then all sale proceeds shall first be paid to the debt of the Company unless the Buyer is accepting some or all of the debt as part of the purchase. All remaining proceeds shall be dispersed in relation to each Member's percent ownership-interest in the Company.

16. Withdrawal Events

In the event of the death, retirement, withdrawal, expulsion, or dissolution of a Member, or an event of bankruptcy or insolvency, as hereinafter defined, with respect to a Member, or the occurrence of any other event which terminates the continued membership of a Member in the Company pursuant to the Statutes (each of the foregoing being hereinafter referred to as a "Withdrawal Event"), the Company shall terminate sixty (60) days after notice to the Members of such withdrawal Event unless the business of the Company is continued as hereinafter provided.

Notwithstanding a Withdrawal Event with respect to a Member, the Company shall not terminate, irrespective of applicable law, if within aforesaid sixty-day period the remaining Members, by the unanimous vote or consent of the Members (other than the Member who caused the Withdrawal Event), shall elect to continue the business of the Company.

In the event of a Withdrawal Event with respect to a Member, any successor in interest to such Member (including without limitation any executor, administrator, heir, committee, guardian, or other representative or successor) shall not become entitled to any rights or interests of such Member in the Company, other than the allocations and distributions to which such Member is entitled, unless such successor in interest is admitted as a Member in accordance with this Agreement.

An "event of bankruptcy or insolvency" with respect to a Member shall occur if such Member: (1) applies for or consents to the appointment of a receiver, trustee or liquidator of all or a substantial part of their assets; or (2) makes a general assignment for the benefit of creditors; or (3) is adjudicated a bankrupt or an insolvent; or (4) files a voluntary petition in bankruptcy or a petition or an answer seeking an arrangement with creditors or to take advantage of any bankruptcy, insolvency, readjustment of debt or similar law or statute, or an answer admitting the material allegations of a petition filed against them in any bankruptcy, insolvency, readjustment of debt or similar proceedings; or (5) takes any action for the purpose of effecting any of the foregoing; or (6) an order, judgment or decree shall be entered, with or without the application, approval or consent of such Member, by any court of competent jurisdiction, approving a petition for or appointing a receiver or trustee of all or a substantial part of the assets of such Member, and such order,

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judgment or decree shall be entered, with or without the application, approval or consent of such Member, by any court of competent jurisdiction, approving a petition for or appointing a receiver or trustee of all or a substantial part of the assets of such Member, and such order, judgment or decree shall continue unstated and in effect for thirty (30) days.

17. Dissolution and Liquidation

The Company shall terminate upon the occurrence of any of the following : (i) the election by the Members to dissolve the Company made by over fifty percent (50%) of the Members' ownership-interest; (ii) the occurrence of a Withdrawal Event with respect to a Member and the failure of the remaining Members to elect to continue the business of the Company as provided for in this Agreement above; or (iii) any other event which pursuant to this Agreement, as the same may hereafter be amended, shall cause a termination of the Company.

The liquidation of the Company shall be conducted and supervised by a person designated for such purposes by the affirmative vote or consent of Members holding a majority of the Members' Percentage Interests (the "Liquidating Agent"). The Liquidating Agent hereby is authorized and empowered to execute any and all documents and to take any and all actions necessary or desirable to effectuate the dissolution and liquidation of the Company in accordance with this Agreement.

Promptly after the termination of the Company, the Liquidating Agent shall cause to be prepared and furnished to the Members a statement setting forth the assets and liabilities of the Company as of the date of termination. The Liquidating Agent, to the extent practicable, shall liquidate the assets of the Company as promptly as possible, but in an orderly and businesslike manner so as not to involve undue sacrifice.

The proceeds of sale and all other assets of the Company shall be applied and distributed in the following order of priority: (1) to the payment of the expenses of liquidation and the debts and liabilities of the Company, other than debts and liabilities to Members; (2) to the payment of debts and liabilities to Members; (3) to the setting up of any reserves which the Liquidating Agent may deem necessary or desirable for any contingent or unforeseen liabilities or obligations of the Company, which reserves shall be paid over to licensed attorney to hold in escrow for a period of two years for the purpose of payment of any liabilities and obligations, at the expiration of which period the balance of such reserves shall be distributed as provided; (4) to the Members in proportion to their respective capital accounts until each Member has received cash distributions equal to any positive balance in their capital account, in accordance with the rules and requirements of Treas. Reg. Section 1.704-1(b)(2)(ii)(b); and (5) to the Members in proportion to the Members' Percentage Interests.

The liquidation shall be complete within the period required by Treas. Reg. Section 1.704-1(b)(2)(ii)(b).

Upon compliance with the distribution plan, the Members shall no longer be Members, and the Company shall execute, acknowledge and cause to be filed any documents or instruments as may be necessary or appropriate to evidence the dissolution and termination of the Company pursuant to the Statutes.

18. Representation of Members

Each of the Members represents, warrants and agrees that the Member is acquiring the interest in the Company for the Member's own account for investment purposes only and not with a view to the sale or distribution thereof; the Member, if an individual, is of legal age; if the Member is an

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organization, such organization is duly organized, validly existing and in good standing under the laws of its State of organization and that it has full power and authority to execute this Agreement and perform its obligations hereunder; the execution and performance of this Agreement by the Member does not conflict with, and will not result in any breach of, any law or any order, writ, injunction or decree of any court or governmental authority against or which binds the Member, or of any agreement or instrument to which the Member is a party; and the Member shall not dispose of such interest or any part thereof in any manner which would constitute a violation of the Securities Act of 1933, the Rules and Regulations of the Securities and Exchange Commission, or any applicable laws, rules or regulations of any State or other governmental authorities, as the same may be amended.

19. Certificates Evidencing Membership

Every membership interest in the Company shall be evidenced by a Certificate of Membership issued by the Company. Each Certificate of Membership shall set forth the name of the Member holding the membership interest and the Member's Percentage Interest held by the Member, and shall bear the following legend:

“The membership interest represented by this certificate is subject to, and may not be transferred except in accordance with, the provisions of the Operating Agreement, as the same from time to time may be amended, a copy of which is on file at the principal office of the Company.”

20. Notices

All notices, demands, requests or other communications which any of the parties to this Agreement may desire or be required to give hereunder shall be in writing and shall be deemed to have been properly given if sent by courier or by registered or certified mail, return receipt requested, with postage prepaid, addressed as follows: (a) if to the Company, at the principal place of business of the Company designated by the Company; and (b) if to any Member, to the address of said Member first above written, or to such other address as may be designated by said Member by notice to the Company and the other Members pursuant to this Agreement.

21. Arbitration

Any dispute, controversy or claim arising out of or in connection with this Agreement or any breach or alleged breach hereof shall, upon the request of any party involved, be submitted to, and settled by, arbitration in the city in which the principal place of business of the Company is then located, pursuant to the commercial arbitration rules then in effect of the American Arbitration Association (or at any other time or place or under any other form of arbitration mutually acceptable to the parties involved). Any award rendered shall be final and conclusive upon the parties and a judgment thereon may be entered in a court of competent jurisdiction. The expenses of the arbitration shall be borne equally by the parties to the arbitration, provided that each party shall pay for and bear the cost of its own experts, evidence and attorneys' fees, except that in the discretion of the arbitrator any award may include the attorney's fees of a party if the arbitrator expressly determines that the party against whom such award is entered has caused the dispute, controversy or claim to be submitted to arbitration as a dilatory tactic or in bad faith.

22. Amendments

This Agreement may not be altered, amended, changed, supplemented, waived or modified in any respect or particular unless the same shall be in writing and agreed to by the affirmative vote or consent of Members holding a majority of the Members' Percentage Interests. No amendment may

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be made to Articles that apply to the financial interest of the Members, except by the vote or consent of all of the Members. No amendment of any provision of this Agreement relating to the voting requirements of the Members on any specific subject shall be made without the affirmative vote or consent of at least the number or percentage of Members required to vote on such subject.

23. Miscellaneous

This Agreement and the rights and liabilities of the parties hereunder shall be governed by and determined in accordance with the laws of the State of Pennsylvania. If any provision of this Agreement shall be invalid or unenforceable, such invalidity or unenforceability shall not affect the other provisions of this Agreement, which shall remain in full force and effect.

The captions in this Agreement are for convenience only and are not to be considered in construing this Agreement. All pronouns shall be deemed to be the masculine, feminine, neuter, singular or plural as the identity of the person or persons may require. References to a person or persons shall include partnerships, corporations, limited liability companies, unincorporated associations, trusts, estates, and other types of entities.

This Agreement, and any amendments hereto, may be executed in counterparts all of which taken together shall constitute one agreement.

This Agreement sets forth the entire agreement of the parties hereto with respect to the subject matter hereof. It is the intention of the Member(s) that this Agreement shall be the sole agreement of the parties, and, except to the extent a provision of this Agreement provides for the incorporation of federal income tax rules or is expressly prohibited or ineffective under the Statutes, this Agreement shall govern even when inconsistent with, or different from, the provisions of any applicable law or rule. To the extent any provision of this Agreement is prohibited or otherwise ineffective under the Statutes, such provision shall be considered to be ineffective to the smallest degree possible in order to make this Agreement effective under the Statutes.

Subject to the limitations on transferability set forth above, this Agreement shall be binding upon and inure to the benefit of the parties hereto and to their respective heirs, executors, administrators, successors, and assigns.

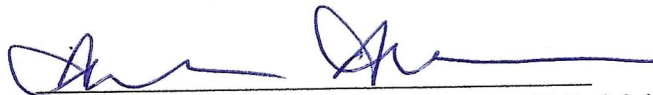
No provision of this Agreement is intended to be for the benefit of or enforceable by any third party.

IN WITNESS WHEREOF, the Member(s) have executed this Agreement on August 10th, 2023.


The Member(s) of Hands To Hands LLC



Catina Camp, of 118 Kati Ct, Gilbertsville, PA 19525



Aldehsawn Atkins, of 854 N 13th Street, Philadelphia, PA 19123



Rodney Swann, of 122 S 54th Street, Philadelphia, PA 19143

NEMT POLICY & PROCEDURE MANUAL

HANDS TO HANDS LLC



 ccamp@handstohandshc.com

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 717-219-7734

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INTRODUCTION

PURPOSE OF THE MANUAL

This **Non-Emergency Medical Transportation (NEMT) Policy and Procedure Manual** has been developed to establish the operational standards, policies, and procedures that guide the activities of **HANDS TO HANDS LLC**. The purpose of this manual is to provide clear guidelines for the safe, efficient, and compliant delivery of transportation services to individuals requiring non-emergency medical transportation.

The manual serves as a comprehensive reference for management, drivers, dispatch personnel, and all staff members involved in the provision of NEMT services. It outlines the company's operational framework, employee responsibilities, safety standards, and compliance requirements in accordance with applicable **federal, state, and local regulations** governing non-emergency medical transportation services.

In addition, this manual helps ensure consistency in service delivery, promotes accountability among staff, and supports the organization's commitment to maintaining high-quality transportation services for clients. By adhering to the policies and procedures outlined in this document, HANDS TO HANDS LLC aims to minimize operational risks, enhance passenger safety, and maintain regulatory compliance.

COMPANY COMMITMENT TO SAFE TRANSPORTATION

HANDS TO HANDS LLC is committed to providing **safe, reliable, and compassionate non-emergency medical transportation services** to individuals who require assistance traveling to and from healthcare appointments and related destinations. The organization recognizes that many passengers rely on transportation services as a critical link to receiving essential healthcare services.

To ensure the safety and well-being of passengers, HANDS TO HANDS LLC implements strict operational standards and safety protocols. These include maintaining properly inspected and well-maintained vehicles, employing qualified and trained drivers, and enforcing comprehensive safety policies designed to protect passengers, employees, and the public.

The company is dedicated to fostering a culture of safety and professionalism in all aspects of its operations. Drivers and staff members are expected to demonstrate courteous behavior, respect for

passengers, and a strong commitment to safe driving practices. The organization also prioritizes compliance with applicable **transportation regulations, healthcare privacy standards, and industry best practices.**

Through ongoing training, regular policy reviews, and continuous operational improvements, HANDS TO HANDS LLC strives to deliver transportation services that meet the highest standards of safety, reliability, and customer care.

SCOPE OF SERVICES

HANDS TO HANDS LLC provides **Non-Emergency Medical Transportation (NEMT)** services designed to assist individuals who require reliable transportation to access healthcare services but do not require emergency medical assistance.

The company primarily offers transportation for individuals traveling to and from medical appointments, hospitals, dialysis centers, rehabilitation facilities, outpatient clinics, and other healthcare-related destinations. Services are designed to accommodate passengers with varying mobility needs while ensuring comfort, safety, and punctuality.

The transportation services provided by HANDS TO HANDS LLC include:

- **Ambulatory transportation** for passengers who can walk independently or with minimal assistance.
- **Wheelchair transportation** for passengers who require wheelchair-accessible vehicles and specialized securement equipment during transport.

HANDS TO HANDS LLC operates within multiple counties across **Pennsylvania**, including Lancaster County, Philadelphia County, York County, Chester County, Lebanon County, Dauphin County, and Berks County. Transportation services are scheduled through the company's dispatch system and are provided during established business operating hours.

The organization accepts multiple payment methods, including **Medicaid, private pay, and insurance**, allowing the company to serve a broad range of individuals in need of transportation assistance.

Through its commitment to accessibility, professionalism, and regulatory compliance, HANDS TO HANDS LLC aims to provide dependable transportation services that support improved access to healthcare for the communities it serves.

COMPANY OVERVIEW

HANDS TO HANDS LLC is a Non-Emergency Medical Transportation (NEMT) provider dedicated to delivering reliable and professional transportation services to individuals who require assistance traveling to medical appointments and healthcare-related destinations. The organization operates with a strong commitment to safety, punctuality, and compassionate service, ensuring that passengers receive dependable transportation to support their healthcare needs.

The company focuses on providing accessible transportation solutions for individuals who may face mobility challenges or lack reliable transportation options to attend medical appointments. Through structured operational procedures and trained staff, HANDS TO HANDS LLC strives to provide a transportation service that prioritizes passenger comfort, safety, and dignity.

BUSINESS STRUCTURE

HANDS TO HANDS LLC operates as a **Limited Liability Company (LLC)** established under the laws of the Commonwealth of Pennsylvania. As an LLC, the organization maintains a structured and compliant business framework designed to support professional operations while providing flexibility in management and operational decision-making.

The company is structured to ensure accountability, regulatory compliance, and effective management of transportation services. Management oversees the implementation of policies and procedures, supervises operational activities, and ensures that all services provided by the organization align with applicable federal, state, and local regulations governing non-emergency medical transportation services.

This business structure enables HANDS TO HANDS LLC to maintain strong operational oversight while protecting the legal and financial interests of the organization and its stakeholders.

MISSION AND SERVICE GOALS

The mission of HANDS TO HANDS LLC is to provide **safe, dependable, and compassionate non-emergency medical transportation services** that improve access to healthcare for individuals within the communities it serves.

The organization is committed to ensuring that patients and clients are able to travel to and from healthcare appointments comfortably, safely, and on time. By prioritizing customer care and operational efficiency, HANDS TO HANDS LLC seeks to reduce barriers to healthcare access for individuals who rely on transportation support.

Key service goals of the organization include:

- Delivering safe and reliable transportation services to all passengers
- Maintaining the highest standards of professionalism and customer service
- Ensuring compliance with transportation safety regulations and healthcare privacy standards
- Providing timely and efficient scheduling and dispatch services
- Promoting passenger comfort, dignity, and respect during transportation
- Continuously improving service quality through training, monitoring, and operational review

Through these goals, HANDS TO HANDS LLC aims to build trust with passengers, healthcare providers, and community partners while maintaining a reputation for dependable transportation services.

SERVICE AREAS

HANDS TO HANDS LLC provides transportation services within several counties across the Commonwealth of **Pennsylvania**. The organization focuses on serving communities where reliable transportation is essential for accessing healthcare services.

The primary service areas include:

- Lancaster County
- Philadelphia County
- York County
- Chester County
- Lebanon County
- Dauphin County
- Berks County

Within these service areas, the company provides transportation to a variety of healthcare destinations, including hospitals, dialysis centers, rehabilitation facilities, outpatient clinics, nursing homes, and other healthcare providers.

By operating across multiple counties, HANDS TO HANDS LLC aims to expand transportation accessibility and support individuals who require dependable transportation to maintain their healthcare appointments and overall well-being.

SERVICES PROVIDED

HANDS TO HANDS LLC provides **Non-Emergency Medical Transportation (NEMT)** services designed to assist individuals who require safe and reliable transportation to healthcare facilities but do not require emergency medical services. The company focuses on ensuring that patients have dependable access to medical care by offering professional transportation solutions that accommodate different mobility needs.

The organization is committed to delivering transportation services that prioritize **passenger safety, comfort, punctuality, and professionalism**. All transportation services are coordinated through the company's dispatch system to ensure efficient scheduling, proper route planning, and timely service delivery.

HANDS TO HANDS LLC provides the following types of transportation services:

AMBULATORY TRANSPORTATION

Ambulatory transportation services are provided for passengers who can walk independently or with minimal assistance. This service is suitable for individuals who do not require specialized mobility equipment but need reliable transportation to reach healthcare facilities.

Drivers assist ambulatory passengers by ensuring safe entry and exit from the vehicle and providing courteous support when necessary. Passengers are securely seated and required to wear seat belts during transportation to maintain safety throughout the trip.

Ambulatory transportation services are commonly used for traveling to and from:

- Medical and physician appointments
- Outpatient clinics
- Dialysis treatments
- Rehabilitation therapy sessions
- Hospital visits
- Pharmacy or prescription pickups

The goal of ambulatory transportation is to provide comfortable and dependable transportation experience for individuals who require routine medical transportation support.

WHEELCHAIR TRANSPORTATION

Wheelchair transportation services are provided for passengers who require the use of a wheelchair and need specialized vehicles equipped with wheelchair accessibility features. These vehicles are designed with ramps or lifts, wheelchair securement systems, and safety restraints to ensure safe and comfortable transportation for passengers with mobility limitations.

Drivers are trained to properly assist passengers using wheelchairs and are responsible for safely securing wheelchairs using approved securement equipment to prevent movement during transit. The driver also ensures that passengers are safely positioned and secure before the vehicle begins transportation.

Wheelchair transportation services are commonly used for individuals traveling to:

- Hospitals and medical centers
- Dialysis treatment facilities
- Rehabilitation and physical therapy appointments
- Long-term care facilities
- Specialist medical appointments

The company prioritizes passenger safety and dignity while assisting wheelchair passengers, ensuring that all security and safety procedures are followed in accordance with established transportation safety standards.

TYPES OF MEDICAL TRANSPORTATION SERVICES OFFERED

HANDS TO HANDS LLC provides transportation services to a wide range of healthcare-related destinations to support individuals who require assistance reaching medical facilities. These services are designed to ensure that patients can attend important medical appointments without transportation barriers.

Transportation services may include trips to:

- Hospitals and medical centers
- Primary care physician appointments
- Dialysis treatment facilities
- Rehabilitation and therapy centers
- Nursing homes and assisted living facilities
- Diagnostic laboratories and imaging centers
- Specialty medical clinics
- Other approved healthcare destinations

All transportation services are scheduled in advance through the company's **dispatch system**, which coordinates trip requests, assigns drivers, and ensures efficient route planning. This system helps maintain punctual service while ensuring that passengers receive timely and dependable transportation.

Through these services, HANDS TO HANDS LLC remains committed to supporting improved access to healthcare by providing **safe, reliable, and patient-centered transportation services** throughout its service areas.

OPERATING HOURS

Business Hours

HANDS TO HANDS LLC operates during established business hours to provide reliable and timely non-emergency medical transportation services to individuals within its designated service areas. The company's standard operating hours are structured to accommodate a wide range of medical appointments and healthcare-related transportation needs.

The organization operates according to the following schedule:

Monday – Saturday: 6:00 AM – 7:00 PM

Sunday: Closed (unless special arrangements are approved by management)

During these hours, transportation services are provided for scheduled medical appointments, including transportation to hospitals, clinics, dialysis centers, rehabilitation facilities, and other healthcare-related destinations. The company is committed to ensuring punctual and dependable service within the designated operating timeframe.

Drivers and dispatch personnel are expected to adhere strictly to the established schedule to ensure efficient operations and minimize service disruptions. Any changes to operating hours may be communicated to clients in advance when necessary.

SCHEDULING AVAILABILITY

All transportation services provided by HANDS TO HANDS LLC are arranged through the company's **dispatch system**, which is responsible for coordinating trip requests, assigning drivers, and ensuring efficient scheduling of transportation services.

Passengers or authorized representatives may request transportation services by contacting the company or through approved scheduling methods. Trip requests should be made in advance whenever possible to allow adequate time for scheduling and route planning.

The scheduling process includes the following steps:

- **Trip Request Submission:** The passenger, healthcare provider, or authorized representative submits a transportation request.
- **Trip Verification:** The dispatcher confirms trip details, including pickup location, destination, appointment time, and passenger mobility needs.
- **Driver Assignment:** A qualified driver is assigned based on vehicle availability and service requirements.
- **Trip Confirmation:** The passenger receives confirmation of the scheduled transportation service.

Same-day transportation requests may be accommodated depending on driver and vehicle availability. However, advance scheduling is strongly recommended to ensure availability and timely service.

Through effective scheduling and coordination, HANDS TO HANDS LLC strives to provide reliable transportation services while maintaining operational efficiency and high standards of customer service.

ORGANIZATIONAL STRUCTURE

HANDS TO HANDS LLC maintains a structured organizational framework designed to ensure efficient management, clear communication, and effective delivery of non-emergency medical transportation services. The organizational structure establishes defined roles and responsibilities for all personnel involved in the company's operations.

The company's structure includes **management, dispatch personnel, and drivers**, each of whom plays an important role in maintaining safe, reliable, and professional transportation services. All staff members are expected to follow the policies and procedures outlined in this manual and work collaboratively to ensure the organization operates efficiently and in compliance with applicable regulations.

MANAGEMENT

Management is responsible for the overall leadership, supervision, and strategic direction of HANDS-TO-HANDS LLC. The management team ensures that the organization operates in accordance with all applicable federal, state, and local regulations governing non-emergency medical transportation services.

Management responsibilities include:

- Overseeing daily operations and business activities
- Implementing and enforcing company policies and procedures
- Ensuring compliance with transportation safety regulations and healthcare standards
- Supervising staff and ensuring proper training and development
- Maintaining vehicle safety standards and operational readiness
- Managing contracts, billing processes, and administrative responsibilities
- Addressing customer concerns and maintaining quality service delivery

Management also ensures that all drivers and staff members adhere to safety protocols, professional conduct standards, and service quality expectations. The leadership team is responsible for maintaining an organizational culture that prioritizes **safety, professionalism, and customer care**.

DISPATCH STAFF

Dispatch staff play a critical role in coordinating transportation services and ensuring that all scheduled trips are organized efficiently. Dispatch personnel serve as the primary communication link between passengers, drivers, healthcare providers, and company management.

Responsibilities of dispatch staff include:

- Receiving and processing transportation requests from clients or healthcare providers
- Scheduling trips based on passenger needs and appointment times
- Assigning drivers and vehicles for scheduled trips
- Monitoring trip progress and maintaining communication with drivers during transportation
- Managing route planning to ensure efficient travel and timely arrival
- Maintaining accurate trip documentation and service records
- Addressing scheduling changes or service adjustments when necessary

Dispatch staff are responsible for ensuring that transportation services are delivered promptly and that drivers receive accurate information regarding pickup and drop-off locations, passenger needs, and appointment schedules.

DRIVERS

Drivers are responsible for providing safe, reliable, and professional transportation services to all passengers. As frontline representatives of HANDS TO HANDS LLC, drivers are expected to demonstrate professionalism, courtesy, and a strong commitment to passenger safety always.

Driver responsibilities include:

- Operating company vehicles in a safe and responsible manner
- Conducting pre-trip and post-trip vehicle inspections
- Assisting passengers with entering and exiting vehicles when necessary
- Properly securing wheelchairs and mobility devices during transportation
- Ensuring passengers wear seatbelts and remain safely seated during transport

- Maintaining a clean and sanitary vehicle environment
- Following assigned routes and schedules provided by dispatch
- Reporting incidents, accidents, or unusual situations to management immediately

Drivers must comply with all company policies, transportation safety regulations, and traffic laws. They are also expected to always maintain respectful and professional interactions with passengers and healthcare staff.

Through this structured organizational framework, HANDS TO HANDS LLC ensures efficient operations, clear accountability, and a high standard of service delivery for all non-emergency medical transportation activities.

DRIVER QUALIFICATIONS AND HIRING REQUIREMENTS

HANDS TO HANDS LLC is committed to employing qualified, responsible, and professional drivers who can provide safe and reliable transportation services to all passengers. Because drivers play a critical role in passenger safety and the overall quality of service delivery, the company has established strict hiring standards to ensure that all drivers meet the necessary qualifications and comply with applicable transportation and safety regulations.

All prospective drivers must successfully complete the company's screening and hiring process before they are authorized to operate company vehicles or transport passengers. This process is designed to verify that drivers possess the appropriate credentials, driving history, and personal qualifications required for Non-Emergency Medical Transportation services.

The following qualifications are required for all drivers employed by HANDS TO HANDS LLC:

VALID DRIVER'S LICENSE

All drivers must possess a **valid Pennsylvania driver's license** that is current and in good standing. The license must authorize the individual to legally operate the type of vehicle assigned for transportation services.

Drivers are responsible for always maintaining their driver's license in valid status. Any suspension, revocation, or restriction of driving privileges must be reported immediately to management.

Drivers who fail to maintain a valid driver's license may be subject to suspension or termination of employment.

The company may periodically verify the status of each driver's license through official records to ensure continued compliance with licensing requirements.

CLEAN DRIVING RECORD

Drivers must maintain a **clean and safe driving record** that demonstrates responsible driving behavior and adherence to traffic laws. Prior to employment, the company will review the applicant's motor vehicle record (MVR) to evaluate their driving history.



CREDIT UNION

833-888-0978 • finantacreditunion.com
PO Box 568 • Lancaster PA 17608

HANDS TO HANDS LLC
2173 EMBASSY DR
LANCASTER, PA 17603-2387

Statement of Account

From: 2/01/26 to 2/28/26
Member #: [REDACTED]

Send money using Félix Pago on WhatsApp for fast,
low-cost money transfers
Envía dinero con Félix Pago por WhatsApp de forma
rápida y económica

MEMBERSHIP SUMMARY INFORMATION FOR MEMBER # 2803 AS OF 2/28/26

Suffix	Account Description	Beginning Balance	Total Debits	Total Credits	Ending Balance	Last Tran
000	<u>MEMBERSHIP ACCOUNT</u>	5.00	.00	.00	5.00	2/07/24
090	<u>BUSINESS CHECKING</u>	71.48	.00	.01	71.49	4/28/25

000: MEMBERSHIP ACCOUNT

SIGNER: SAMUEL D DUPRIES
CATINA CAMP

Year-to-Date Divd Paid: \$.00
 Divd Rate: 25.00 to 999,999,999.99 = 0.35% .01 to 999,999,999.99 =
 .01 to 999,999,999.99 = .01 to 999,999,999.99 =
 .01 to 999,999,999.99 = .01 to 999,999,999.99 =
 .01 to 999,999,999.99 = 0.00 to 999,999,999.99 =

No Activity on Account, Last Trans Date: 2/07/24 Balance: \$5.00

090: BUSINESS CHECKING

Year-to-Date Divd Paid: \$.02
 Divd Rate: 0.00 to 999,999,999.99 = 0.10% .01 to 999,999,999.99 =
 .01 to 999,999,999.99 = .01 to 999,999,999.99 =
 .01 to 999,999,999.99 = .01 to 999,999,999.99 =
 .01 to 999,999,999.99 = 0.00 to 999,999,999.99 =

Transaction Detail

Date	Transaction Type	#/ID	Transfer Acct	Deposit	Withdrawal	Balance
2/01/26	* Beginning Balance *					\$71.48
2/28/26	SHARE DIVIDEND			\$0.01		\$71.49
Your Annual Percentage Yield Earned (APYE) is 0.18% based on an Average Balance of \$71.48 for the 28 day period ending 2/28/26						
2/28/26	** Ending Balance **					\$71.49

Transaction History

Name **HANDS TO HANDS LLC** Current balance **9,172.85**
 Account # **[REDACTED]** **BUSINESS CHECKING** Available **9,130.31**

Search by: Date Check# Transaction amount
 Desc ID

Business Date	Activity Date	Activity Time	Amount	Check #	Balance	Description	Transfer Acct	ID
Feb 28, 2026	Mar 01, 2026	00:18:54	0.01		71.49	SHARE DIVIDEND		99
Mar 06, 2026	Mar 06, 2026	14:08:45	800.00		871.49	BUS CHK DEPOSIT		86
Mar 09, 2026	Mar 09, 2026	13:16:17	63.59-		807.90	DBT/WDR 20212461268		99
Mar 10, 2026	Mar 10, 2026	13:19:13	55.00-		752.90	DBT/WDR 16437201065		99
Mar 11, 2026	Mar 11, 2026	19:13:56	600.00-	511	152.90	CHECK000000018164841		-C
Mar 12, 2026	Mar 12, 2026	12:15:48	12,000.00		12,152.90	REQ BY CATINA CAMP	[REDACTED]	85
Mar 13, 2026	Mar 13, 2026	13:57:08	17.32-		12,135.58	DBT/WDR#000041856519		99
Mar 13, 2026	Mar 13, 2026	14:00:26	15.00-		12,120.58	DBT/WDR 11659801771		99
Mar 13, 2026	Mar 13, 2026	17:16:11	9,898.00-		2,222.58	BUS CHK CHECK W/D		86
Mar 13, 2026	Mar 13, 2026	17:16:11	7.00-		2,215.58	BUS CHK OFFICIAL CHE		86
Mar 13, 2026	Mar 13, 2026	17:21:19	9,898.00		12,113.58	BUS CHK DEPOSIT		86
Mar 13, 2026	Mar 13, 2026	17:23:40	9,898.00-		2,215.58	BUS CHK CHECK W/D		86
Mar 14, 2026	Mar 14, 2026	14:22:16	574.92-		1,640.66	DBT/WDR 20098013578		99
Mar 15, 2026	Mar 15, 2026	03:56:32	188.23-		1,452.43	DBT/WDR 74443426883		99
Mar 18, 2026	Mar 18, 2026	13:08:33	279.58-		1,172.85	DBT/WDR 74210112257		99
Mar 19, 2026	Mar 19, 2026	09:14:31	8,000.00		9,172.85	REQUESTED BY MBR	[REDACTED]	33

Highlighted rows indicate transactions that have been suppressed from the statement.

10. Describe the service area proposed by this application.

The service area includes both densely populated urban centers and surrounding suburban and regional communities, allowing the company to meet the transportation needs of a diverse customer base, including elderly individuals, persons with disabilities, and the public.

4. Vehicles used for the transportation service will be parked and secured at the applicant's residence or another approved parking location when not in operation. The parking location provides safe off-street parking and allows for regular inspection, cleaning, and maintenance of the vehicles. Vehicles will be maintained according to manufacturer recommendations and applicable safety standards to ensure safe and reliable transportation service.

The applicant will maintain all required records in compliance with regulations established by the Pennsylvania Public Utility Commission. These records will include trip logs, driver records, insurance documentation, vehicle maintenance records, accident reports, and other operational documents required by the Commission. Records will be maintained electronically and/or in organized physical files and will be made available for inspection by regulatory authorities when required. Normal business records such as financial records, invoices, and scheduling documentation will also be maintained in an organized and secure manner.

Customer requests for transportation services will be received primarily through telephone calls and may also be accepted through email or other electronic scheduling methods.

Once a transportation request is received, the applicant will record the trip details and schedule the appropriate vehicle and driver to fulfill the request.

The applicant does not intend to transport or store household goods; therefore, storage facilities for household goods are not applicable to this application.

5. Hiring Standards for Drivers

All drivers hired by the company will be required to meet strict hiring standards to ensure the safety and comfort of passengers. Drivers must:

- Possess a valid Pennsylvania driver's license
- Maintain a clean driving record
- Be at least 21 years of age
- Successfully pass a criminal background check
- Demonstrate professionalism and good customer service skills

Criminal Background Checks

Prior to employment, all prospective drivers will undergo a criminal background check. Background checks will be conducted through appropriate screening services and may include state and national criminal record checks. Any applicant with convictions that would pose a safety risk to passengers will not be considered for employment.

Driver Training Program

All drivers will complete a driver training program before transporting passengers. Training will include:

- Passenger safety procedures
- Defensive driving techniques
- Proper assistance for elderly or disabled passengers
- Vehicle safety inspections
- Emergency procedures
- Customer service and professionalism
- Compliance with applicable transportation regulations.

Drivers will also receive periodic refresher training to ensure continued compliance with safety and service standards.

Driver's License Checks

The applicant will verify each driver's license prior to hiring and will conduct periodic checks of driver records through the Pennsylvania Department of Transportation to ensure that all drivers maintain a valid license and an acceptable driving history.

Alcohol and Drug Policy

The company will maintain a strict **zero-tolerance policy** regarding the use of alcohol or illegal drugs by drivers. Drivers will be prohibited from operating a vehicle while under the influence of alcohol, controlled substances, or any medication that may impair their ability to drive safely. Any driver found to be in violation of this policy will be subject to immediate disciplinary action, including possible termination of employment.

6. Response: Vehicles and Service Justification

Hands To Hands, LLC plans to initially operate a fleet of two (2) vehicles, consisting of one (1) wheelchair-accessible van and one (1) sedan.

This number of vehicles is appropriate to provide reasonable and efficient paratransit service within Philadelphia, Montgomery, York, Chester, Lancaster, Harrisburg (Dauphin) Counties for the following reasons:

- The one wheelchair-accessible vans will allow the company to safely transport passengers with mobility impairments, including those requiring wheelchair accommodations, which is a primary component of paratransit service.
- The sedan will be used for ambulatory passengers, allowing more efficient scheduling and reducing operational costs when wheelchair access is not required.
- Operating two vehicles provides sufficient capacity to handle multiple scheduled and on-demand trips simultaneously across the five-county service area.
- This fleet size allows for backup availability, ensuring continuity of service in the event of vehicle maintenance or unexpected demand.

7. a. Periodic Vehicle Maintenance Plan

All vehicles used in the transportation service will be subject to regular preventative maintenance and safety inspections. Maintenance will be performed according to manufacturer guidelines and industry standards to ensure safe operation.

The maintenance program will include:

- Regular oil changes and fluid checks
- Brake inspections and servicing
- Tire inspections and replacement when necessary
- Lighting and signal checks
- Steering and suspension inspections
- Routine engine and mechanical system maintenance

Drivers will also conduct a visual inspection of the vehicle before and after each shift to check for any safety issues such as tire condition, lights, mirrors, and other safety-related equipment. Any mechanical problems or safety concerns identified during inspections will be reported immediately and the vehicle will be removed from service until the issue is repaired.

b. Compliance with Pennsylvania Vehicle Equipment Standards

The applicant will ensure that all vehicles used in the transportation service comply with applicable Pennsylvania vehicle equipment and safety standards as outlined in 67 Pa. Code, Chapter 175.

To maintain continuous compliance, the applicant will:

- Ensure each vehicle receives annual Pennsylvania safety inspections at an authorized inspection station.
- Maintain documentation of inspection certificates and maintenance records.
- Conduct routine internal safety checks to confirm that all required equipment, including lights, brakes, mirrors, tires, and safety devices, are functioning properly.
- Immediately remove any vehicle from service if it fails to meet required safety standards until necessary repairs are completed.

By maintaining a consistent inspection and maintenance program, the applicant will ensure that all vehicles remain in safe operating condition and comply with all regulatory requirements.

- 8.** Through these inquiries, the applicant has confirmed that the required liability insurance coverage for paratransit transportation services is available. The applicant understands that proof of insurance must be filed with the Pennsylvania Public Utility Commission before operations may begin and is prepared to obtain and maintain the required insurance coverage once operating authority is granted.
- 9.** Through these inquiries, the applicant has confirmed that the required liability insurance coverage for paratransit transportation services is available. The applicant understands that proof of insurance must be filed with the Pennsylvania Public Utility Commission before operations may begin and is prepared to obtain and maintain the required insurance coverage once operating authority is granted.

10. Financial Capability Statement

The applicant has completed the Statement of Financial Position and believes that sufficient financial resources are available to support the safe and reliable operation of the proposed transportation service.

The applicant has access to funds that will be used to cover the startup and operating costs associated with the business. These funds will be used for the purchase or lease of vehicles, vehicle maintenance, fuel, insurance premiums, licensing fees, and other necessary operating expenses. The applicant has carefully reviewed the anticipated costs associated with operating a paratransit transportation service and has planned accordingly to ensure that adequate financial resources are available.



0013519569



COMMONWEALTH OF PENNSYLVANIA
 Department of State
 Bureau of Corporations and Charitable Organizations
 PO Box 8722
 Harrisburg, Pennsylvania 17105-8722
CHANGE OF REGISTERED OFFICE
 Fee: \$5

Pennsylvania Department of State

-FILED-

Amendment #: 0013519569
Date Filed: 7/12/2023

DSCB: 15-1507/5507/8625/8825

In compliance with the requirements of [15 Pa.C.S. § 1507](#) / [5507](#) / [8625](#) / [8825](#) (relating to change of registered office), the undersigned domestic corporation, limited liability company, limited partnership or limited liability limited partnership, desiring to effect a change of registered office, hereby states that:

Record Information

File number	0013513586
Current name	Hands To Hands LLC
Filing type	Domestic Limited Liability Company

Current Registered Office or Commercial Registered Office Provider

Address	118 KATI CT GILBERTSVILLE, PA 19525-8000 MONTGOMERY
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New Registered Office

The address of this association's proposed registered office in this Commonwealth is
 2173 EMBASSY DR
 LANCASTER, PA 17603-2387

 LANCASTER

Electronic Signature

IN TESTIMONY WHEREOF, the undersigned has caused this Statement or Certificate of Change of Registered Office to be signed by a duly authorized officer, general partner, member or manager.

<u>Member</u>	<u>Catina Camp</u>	<u>07/12/2023</u>
Signer's Capacity	Sign Here	Date

B0584-7254 07/12/2023 12:39 PM Received by Pennsylvania Department of State