

M-2026-3061024

# Compassionate Provider Care Agency

---

Compassionate Provider Care Agency

April 27th, 2026

306 Roberta Ave.

Collingdale, PA 19023

RCVD PUC SEC BUR  
APR 29 2026 AM 10:41

Re: Compassionate Provider Care Agency, LLC

6421467 / A-2018-3005265

Docket No. M-20263061024

To whom it may concern:

Please be advised that we would like to object to the Tentative Order referenced above. Our object to and comments regarding *cancellation of Certificate of Public Convenience* are provided for your perusal. We ask that you please review our documentation regarding the matter for reconsideration. Thank you for your time and attention to this matter.

Regards,

Charlie Brown

President/CEO

**Compassionate Provider Care Agency, LLC**

Serving Greater Philadelphia – Office: (215) 791-9103 – 24hr. Contact: (215) 410-3842  
[info@cprocareagency.com](mailto:info@cprocareagency.com) – [www.cprocareagency.com](http://www.cprocareagency.com)

Re: Cancellation of Certificates of Public Convenience for Common Carriers; Failure to Report Positive Operating Revenue

Docket No. M-2026-3061024

6421467 / A-2018-3005265

**OBJECTION AND COMMENTS OF COMPASSIONATE PROVIDER CARE AGENCY, LLC**

**TO THE PENNSYLVANIA PUBLIC UTILITY COMMISSION:**

Compassionate Provider Care Agency, LLC ("Carrier"), by and through its undersigned representative, hereby files these Objections and Comments to the Tentative Order entered on April 21, 2026, and in support thereof, states as follows:

**I. INTRODUCTION**

1. The Company is a Pennsylvania limited liability company with a principal place of business at 306 Roberta Ave., Collingdale, PA 19023.
2. The Company provides comprehensive non-medical home healthcare services, including personal care assistance, companion care, and essential transportation services for seniors and individuals with physical disabilities across Bucks, Chester, Delaware, Montgomery, and Philadelphia counties.
3. On April 21, 2026, the Commission entered a Tentative Order seeking to cancel the Company's CPC due to a failure to report positive operating revenue for two consecutive years, pursuant to 66 Pa.C.S. § 510(b) and 52 Pa. Code § 29.61.

**II. STATEMENT OF FACTS AND JUSTIFICATION**

1. The Company admits that its annual reports for the preceding two calendar years reflected zero (\$0.00) in gross intrastate operating revenue specifically attributed to transportation services.
2. However, the Company objects to the conclusion that it has failed to "operate continuously" as required by 66 Pa.C.S. § 1501.
3. The Company has remained in active operation and has continuously provided transportation services to its home care clients. The report of zero revenue was a result of the Company's charitable business model, wherein transportation was provided as a value-added service at no additional cost to its vulnerable clientele to ensure they reached medical appointments and essential daily activities.
4. The Company maintains a commitment to "going the extra mile" for quality care. Consequently, transportation was bundled into the broader scope of home care services without a separate line-item charge, leading to the unintentional appearance of non-operation in Commission filings.
5. The Company was not provided with specific notice or guidance regarding the risk of license cancellation due to a non-monetized service model prior to the issuance of the Tentative Order.

### III. REMEDIATION AND TRANSITION TO REVENUE MODEL

1. The Company recognizes the Commission's requirement to properly allocate assessment costs and fund its operations through the reporting of positive operating revenue.
2. To address the Commission's concerns and ensure future compliance with 66 Pa.C.S. § 510(b), the Company is currently restructuring its service agreements to transition transportation from a "free-of-charge" model to a dedicated "fee-for-service" revenue model.
3. This new revenue model will allow the Company to:
  - Report positive intrastate operating revenue in all future annual filings.
  - Accurately contribute its fair share to Commission assessments.
  - Maintain the highest standards of safety and service for its passengers.
4. The Company is prepared to file amended reports for the relevant periods if the Commission deems it appropriate to reflect the fair market value of the services provided during the "free-of-charge" period.

### IV. PRAYER FOR RELIEF

The Company's transportation services are a vital lifeline for its elderly and disabled clients. Cancellation of the CPC would cause significant hardship to this population and result in the suspension of vehicle registrations necessary for the Company's broader mission.

**WHEREFORE**, Compassionate Provider Care Agency, LLC respectfully requests that the Commission:

- a) Rescind the Tentative Order as it applies to this Carrier;
- b) Maintain the Carrier's Certificate of Public Convenience in active status; and
- c) Grant such other relief as is just and reasonable.

Respectfully submitted,

Charlie Brown

President/CEO

Compassionate Provider Care Agency, LLC  
306 Roberta Ave., Collingdale, PA 19023

- 6421467 / A-2018-3005265

# Passenger Tariff No. 1

Compassionate Provider Care Agency, LLC

Governing the Rates, Rules, and Regulations for the Transportation of Passengers

**Issued:** April 27, 2026

**Effective:** April 28, 2026

**Issued By:**

Mr. Charlie Brown / CEO

Compassionate Provider Care Agency, LLC

306 Roberta Ave.

Collingdale, PA 19023

[www.cprocareagency.com](http://www.cprocareagency.com)

- 6421467 / A-2018-3005265

---

## SECTION 1: TITLE AND AUTHORITY

This Tariff, designated as Passenger Tariff No. 1, contains the rates, rules, and regulations governing the provision of passenger transportation services by Compassionate Provider Care Agency, LLC (the "Agency"). These services are provided under the authority granted by the Pennsylvania Public Utility Commission (PUC).

The Agency provides non-medical, paratransit, and companion-assisted transportation services to individuals with physical disabilities, seniors, and patients requiring post-surgical or specialized care.

---

## SECTION 2: GEOGRAPHIC SCOPE

The rates and rules contained herein apply to transportation services between points in the following Pennsylvania counties:

1. Bucks County
2. Chester County
3. Delaware County
4. Montgomery County
5. Philadelphia County

---

## SECTION 3: RULES AND REGULATIONS

### Rule 1: Service Description

The Agency provides compassionate, door-through-door transportation assistance. This includes helping the client from their home, assisting them into the vehicle, and ensuring they safely reach their destination (e.g., medical offices, therapy centers, or social engagements).

**Rule 2: Passenger Conduct and Safety Requirements**

For the safety and comfort of all passengers, drivers, and the public, passengers must:

- Comply with all driver instructions related to safe transport, including seat belt use and remaining seated while the vehicle is in motion.
- Refrain from smoking, vaping, consuming alcohol, or using illegal substances in the vehicle.
- Refrain from abusive, threatening, harassing, or disruptive behavior.
- Maintain reasonable personal hygiene and ensure clothing and personal items do not create a sanitation or safety concern.
- Supervise minors and any individual in the passenger's care at all times, unless the Agency has expressly agreed in writing to provide supervision as part of a companion/attendant service.

**Rule 3: Availability of Service**

Service is available to current home care clients and the general public within our target demographic (seniors, individuals with disabilities, and post-surgical patients). Transportation is subject to the availability of vehicles and appropriately trained personnel.

**Rule 4: Advance Notice and Reservations**

Requests for transportation should be made at least twenty-four (24) hours in advance to ensure availability. The Agency will make every effort to accommodate same-day requests but cannot guarantee service.

**Rule 5: Right of Refusal**

The Agency reserves the right to refuse or discontinue transportation to any person who:

- Appears to be under the influence of alcohol or illegal substances.
- Possesses open containers of alcohol or illegal drugs, or engages in illegal activity.
- Is incapable of sitting safely in a standard or modified passenger vehicle.
- Demonstrates behavior that poses a threat to the safety of the driver, other passengers, or the public.
- Refuses to comply with reasonable safety-related instructions, including use of seat belts where applicable.

**Rule 6: Cancellation Policy**

Cancellations must be made at least two (2) hours prior to the scheduled pick-up time. Failure to provide timely notice may result in a "No-Show" fee as defined in Section 4.

**Rule 7: Company Liability and Limitations**

**A. General.** The Agency will exercise reasonable care in providing transportation services; however, the Agency is not a common carrier and does not guarantee arrival at any specific time.

**B. Delays.** The Agency is not responsible for delays caused by traffic, weather, road conditions, construction, governmental actions, or mechanical failure, or other events beyond the Agency's reasonable control.

C. **Personal Property.** The Agency is not liable for loss, damage, or theft of personal property left in the vehicle.

D. **Valuables and Medical Items.** Passengers are responsible for safeguarding valuables (including cash, jewelry, phones, and wallets) and medical items (including medications, medical devices, and documents).

E. **No Medical Transport.** Unless specifically agreed in writing as part of a companion/attendant service, drivers do not provide medical care, clinical assessment, or medical decision-making, and are not responsible for monitoring a passenger's medical condition during transport.

---

## SECTION 4: SCHEDULE OF RATES

All rates are listed in U.S. Dollars. The Agency accepts private pay, insurance, and various Pennsylvania Department of Human Services (DHS) Waivers.

### A. Standard Transportation Rates

Service Component	Rate
Base Pickup Fee (One-Way)	\$35.00
Mileage Rate (Per Mile)	\$3.50
Wait Time Fee (Per 15-minute increment)	\$10.00

### B. Provisions for Companionship During Transport

1. **Companion/Attendant Service (Optional):** Upon request and subject to staffing availability, the Agency may provide a companion/attendant to accompany the passenger during transport and/or at the destination for non-medical assistance (e.g., escorting the passenger, help with belongings, and general supervision).
2. **Scope of Companion/Attendant Service:** Companion/attendant services are non-medical and do not include clinical care, medical assessment, medication administration, or hands-on skilled nursing services.
3. **Pricing:** Companion/attendant time, when requested, is billed as follows:

Service Component	Rate
Companion Assistance (Additional Caregiver)	\$25.00 per hour

1. **Passenger-Provided Companion:** A passenger may ride with a passenger-provided companion at no additional charge, subject to available seating and all safety rules.

### C. Specialized Assistance Fees

Service Component	Rate
Wheelchair/Mobility Device Assistance	\$15.00 flat fee

### D. Administrative Fees

Fee Type	Rate
Cancellation Fee (Less than 2 hours notice)	\$20.00
No-Show Fee	Full Base Pickup Fee

---

## SECTION 5: BILLING AND PAYMENT

- Private Pay:** Payments for private pay clients are due at the time of service or through pre-arranged monthly invoicing.
- Waiver and Insurance Billing:** For clients enrolled in Pennsylvania Home and Community-Based Waivers (e.g., Aging, Community HealthChoices), the Agency will bill the respective Managed Care Organization (MCO) or the Commonwealth directly at the approved state-mandated rates.
- Complimentary Service Clause:** While the Agency maintains the right to charge the above rates to ensure operational sustainability, the Agency may, at its discretion, waive fees for indigent clients or as part of a comprehensive home care package, provided such waivers do not violate PUC fair-competition regulations.

---

## SECTION 6: CONTACT INFORMATION

For questions regarding this Tariff or to request service, please contact:

**Compassionate Provider Care Agency, LLC**

306 Roberta Ave.

Collingdale, PA 19023

Phone: 215-791-9103

Email: [info@cprocareagency.com](mailto:info@cprocareagency.com)

Website: [www.cprocareagency.com](http://www.cprocareagency.com)

6421467 / A-2018-3005265

RCVD PUC SEC BUR  
APR 29 2026 AM 10:42

Compassionate Provider Care Agency  
230 S Broad St  
Fl 17  
Philadelphia, PA 19102



Secretary, PUC  
400 North Street  
Harrisburg, PA 17120

ZE  
34

RCVD PUC SEC BUREAU  
APR 29 2026 AM 10:40