

DOCKET NUMBER :A-2026-3059917

SERLAU LLC

DATE 05/09/2026

EXPLANATION: Submitting a letter of verification which was requested of me and additional answers questions 5a-5e.

Please forward letter to the Secretary of the Commission,
Mr Matthew L. Homsher

Thank you!

Verification Statement

I, Regine Lauture, hereby state that the facts above set forth are true and correct to the best of my knowledge, information and belief, and that I expect to be able to prove the same at a hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. § 4904.

Signature: Regine Lauture

Date: 6/9/26

QUALIFICATION & COMPLIANCE

(Section 5 a-e)

Docket No.: A-2026-3059917

Applicant: SERLAU LLC

- SERLAU LLC maintains strict compliance with 52 Pa. Code § 29.503 regarding driver age requirements. Drivers operating paratransit vehicles shall generally be at least 21 years of age.
- Drivers between the ages of 18 and 20 may operate vehicles only if they satisfy the exception requirements under § 29.503, including registration as a certified Emergency Medical Services Vehicle Operator (EMSVO) with the Pennsylvania Department of Health.
- Drivers under the age of 21 are subject to additional monitoring and reporting requirements. SERLAU LLC shall report to the Pennsylvania Public Utility Commission's Bureau of Technical Utility Services within three calendar days any accident, moving violation, reckless driving incident, or driving under the influence offense involving a driver under the age of 21, as required by regulation.
- The company will maintain documentation of driver age verification, licensing records, EMSVO certifications, incident reports, and related compliance records in each driver qualification file. These records are retained throughout the driver's employment and for a minimum of three years following separation from employment, unless a longer retention period is required by law or ongoing investigation.
- All records are securely maintained at the company's principal place of business and made available for inspection by the Pennsylvania Public Utility Commission upon request.
- Proof of age is verified prior to hire through government-issued identification and maintained in the driver's qualification file.

SERLAU LLC will maintain a formal system for evaluating and monitoring driver history in accordance with §29.504

Pre-Employment requirements:

- Obtain and review a Motor Vehicle Review (MVR) from the Pennsylvania Department of Transportation
- Review prior driving experience and employment history
- We require disclosure of all moving violations, suspensions, or revocations.

Ongoing Monitoring:

MVRs will be reviewed at least once every 12 months for each active driver

Any driver with unsafe driving patterns, excessive violations, or license suspension is subject to disciplinary action up to termination.

Record Retention:

Records will be retained during employment and for a minimum of 3 years after separation.

SERLAU LLC complies with §29.505 by implementing the following criminal backgrounds procedures:

- Criminal background checks will be conducted prior to hire.
- The review will include, at minimum, offenses related to:
 - Violent Crimes
 - Theft or fraud
 - Drug-related offenses
 - Any offense that may impact public safety

Disqualification depends on severity, recency, and relevance to safety:

- Applicants may be disqualified based on the nature, severity, and recency of the offense.
- Particular scrutiny will be given to offenses involving violence, impaired driving or endangerment.

Ongoing Compliance:

- SERLAU LLC reserves the right to conduct periodic background checks as necessary.

Record Retention"

- Criminal records will be retained during employment and for at least 3 years after separation.

SERLAU LLC will maintain a Driver Qualification File (DQF) for each driver which includes:

- Employment application
- Copy of driver's license
- Motor Vehicle Records (MVRs)
- Criminal background check documentation
- Training and certification records
- EMSVO certification records, if applicable
- Safety and disciplinary records
- Accident and incident documentation
- Annual review documentation

Files will be updated annually and upon any significant change in job status files are stored securely and will be accessible for inspection by the PUC upon request.

SERLAU LLC has established a system to ensure full compliance with Title 52 recordkeeping requirements:

- All driver-related records will be maintained in an organized and auditable format
- Records will be reviewed annually for accuracy and completeness
- Records will be retained in accordance with regulatory expectations including:
 - Active driver files maintain continuously
 - Inactive driver files are retained for a minimum of 3 years
- Records will be stored in secure physical and/or electronic system with restricted access