

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)

ANGELA K. TRANSPORTATION SERVICES, 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)

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- 6428075

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 14009066
(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).**

MAGDALENA TEJADA

128 DEBORAH DRIVE

READING, PA 19610

6. **Mailing Address**

117 N KENHORST BLVD

Street Address
READING, PA, 19607

City, State and Zip Code
610-478-5415

Telephone Number
BERKS

County
angelaktransportationservices@gmail.com

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)

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. _____

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

To transport, as a common carrier, by motor vehicle, persons in paratransit service, from points in Berks County and the adjoining counties of Chester, Lancaster, Lebanon, Lehigh, Montgomery, and Schuylkill, to points in Pennsylvania, and return.

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.

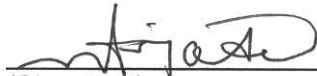
Verification of Application

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.

MAGDALENA TEJADA

(Print Name)


(Signature)

6/11/20

(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.

ANGELA K. TRANSPORTATION SERVICES, LLC

Legal Name of Applicant			
Trade Name, if any			
117 N KENHORST BLVD	READING	PA	19607
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.

PLEASE SEE ATTACHED DOCUMENT FOR VERIFIED STATEMENT OF APPLICANT

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

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.

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.

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

<u>YEAR</u>	<u>MAKE</u>	<u>MODEL</u>	<u>SEATING CAPACITY*</u>	<u>VEHICLE ID #</u>	<u>MILEAGE</u>

*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).

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

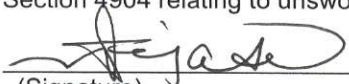
9. State whether the applicant has been convicted of a misdemeanor or felony. If applicant is partnership, limited liability partnership, corporation, or limited liability company this question applies to all members, officers, and/or shareholders. If "YES", explain.

_____ 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.

Verification of Statement

The undersigned deposes and says that he/she is authorized to and does make this verification and that the facts set forth therein are true and correct to the best of his/her knowledge, information, and belief. The undersigned understands that false statements herein are made subject to penalties of 18 Pa. C. S. Section 4904 relating to unsworn falsification to authorities.



 (Signature)
 Magdalena Tejada

 (Name and Title, printed or typed)

6/11/20

 (Date)

Statement of Financial Position (Balance Sheet)
As of (date) 06/11/2026
(Must be less than 6 months old)

ASSETS

Current Assets		
Cash	20,000.00	
Other Current Assets (specify)		
Total Current Assets		20,000.00
Tangible Assets		
Motor Vehicle Equipment		
Property (buildings, land, etc.)		
Office Equipment		
TOTAL ASSETS		20,000.00

LIABILITIES

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

VERIFIED STATEMENT OF APPLICANT

Angela K Transportation Services, LLC

Application for Motor Common Carrier of Persons in Paratransit Service

1. Applicant and Contact Information

The person making this Verified Statement is Magdalena Tejada, Member/Owner of Angela K Transportation Services, LLC. The business address of Angela K Transportation Services, LLC is 117 N Kenhorst Blvd, Reading, PA 19607. The business telephone number is 610-478-5415.

2. Ownership

Angela K Transportation Services, LLC is a Pennsylvania limited liability company. The company is owned by Magdalena Tejada. The company is registered with the Pennsylvania Department of State and will operate under its exact legal name, Angela K Transportation Services, LLC.

3. Relevant Experience

Angela K Transportation Services, LLC has organized its operations to provide safe, reliable, and compliant paratransit transportation service. Management has experience with business administration, scheduling, client service, staff oversight, compliance, recordkeeping, and day-to-day operations. The company understands the importance of passenger safety, reliable scheduling, proper documentation, driver oversight, vehicle maintenance, and compliance with Pennsylvania Public Utility Commission requirements.

4. Office, Records, and Administrative Operations

Angela K Transportation Services, LLC will maintain its business office and records at 117 N Kenhorst Blvd, Reading, PA 19607. The office will maintain the company's transportation-related records, including driver qualification files, criminal history check records, driver history/MVR records, training records, vehicle maintenance records, vehicle inspection records, insurance documents, trip records, tariff/rate records, complaint records, incident/accident reports, and other documents required for compliance.

Records will be maintained in secure physical files and/or secure electronic files with access limited to authorized company personnel. Records will be retained in accordance with applicable Pennsylvania Public Utility Commission requirements and company policy.

5. Driver Management and Compliance Plan

Angela K Transportation Services, LLC will maintain transportation-specific policies and procedures for driver qualification, driver history, criminal history, training, safety, drug and alcohol compliance, passenger conduct, incident reporting, and vehicle maintenance. No driver will be permitted to transport passengers until the driver meets company requirements and is approved by management.

All drivers must be at least 21 years of age, possess a valid Pennsylvania driver's license, be legally authorized to work in the United States, and meet company safety and qualification

standards. Drivers must have a driving record acceptable to the company and must not have disqualifying violations or conditions that would affect the safe transportation of passengers.

Before permitting any driver to transport passengers, the company will obtain and review the driver's motor vehicle record/driving history. Driver history records will be reviewed at the time of hire and on the required ongoing schedule. The company will also require drivers to immediately report any moving violation, accident, license suspension, license restriction, or other matter that may affect their ability to safely operate a vehicle. Driver history records will be retained in the driver's file in accordance with applicable requirements.

The company will conduct criminal history checks before hire and will repeat criminal history reviews as required by company policy and applicable law. Criminal history checks may include Pennsylvania State Police criminal history, national criminal database searches when available through a vendor, and sex offender registry checks. Any criminal history that may affect passenger safety, vulnerable individuals, company trust, or the safe operation of the service may result in denial of employment, removal from driving duties, or termination.

Drivers will be required to complete training before transporting passengers. Training will include safe driving, passenger assistance, customer service, disability and sensitivity awareness, ADA-related service expectations, confidentiality, emergency procedures, incident/accident reporting, company policies, and vehicle safety procedures. Refresher training will be completed as required by company policy.

Angela K Transportation Services, LLC will maintain a drug and alcohol policy. The company will prohibit drivers from operating a vehicle while under the influence of alcohol, illegal drugs, controlled substances, or any substance that may impair safe driving. Violations may result in removal from driving duties or termination.

The company will maintain written proof of driver qualifications, driver history reviews, criminal history checks, training records, policy acknowledgments, and safety reviews in each driver file.

6. Vehicles and Equipment

Angela K Transportation Services, LLC will initially operate with one vehicle for ambulatory paratransit service. The company will not provide wheelchair or stretcher transportation unless it has the proper vehicle, equipment, insurance, training, and authority to do so.

Vehicle information:

Vehicle: 2015 Honda Odyssey

VIN: 5FNRL6H7FB020949

Service Type: Ambulatory paratransit only

Wheelchair Accessible: No

Registered Owner: Angela K Transportation Services, LLC

Current Mileage is 190,090

7. Vehicle Safety and Maintenance Plan

Angela K Transportation Services, LLC will maintain a written vehicle safety and maintenance plan. Vehicles will be inspected before use, maintained according to manufacturer recommendations and company policy, and removed from service if unsafe.

The company's maintenance program will include pre-trip safety checks, regular oil changes, tire checks, brake checks, fluid checks, light checks, registration/inspection monitoring, and maintenance by qualified service providers. Maintenance records, inspection records, repair receipts, and vehicle safety documentation will be retained by the company.

If a vehicle defect or safety concern is identified, the vehicle will not be used for passenger service until the issue is corrected and the vehicle is safe to operate.

8. Insurance Information

Angela K Transportation Services, LLC understands that it may not begin regulated paratransit operations until all required insurance filings are accepted by the Pennsylvania Public Utility Commission. The company understands that the required Form E must be filed directly by the insurance company under the exact legal name Angela K Transportation Services, LLC.

The company is obtaining commercial transportation insurance coverage suitable for paratransit operations. The company will provide insurance quote documentation, and Form E readiness information as part of the application packet or upon request. The company understands that failure to have the required insurance filing accepted by the Commission may prevent the company from operating.

9. Criminal History of Applicant

Magdalena Tejada, Member/Owner of Angela K Transportation Services, LLC, has not been convicted of a misdemeanor or felony.

10. Financial Fitness and Income Projection

Angela K Transportation Services, LLC has prepared updated financial documentation using company financial information. The company will provide a current Statement of Financial Position that is dated, accurate, and based only on assets and liabilities held by Angela K Transportation Services, LLC.

The company has the financial ability to begin limited operations with one vehicle and to pay expected operating expenses, including insurance, fuel, maintenance, registration, office expenses, driver costs, and compliance-related costs.

The company expects to begin operations on a limited basis and grow as demand, staffing, insurance, and vehicle capacity allow. Revenue will depend on scheduled trips, private-pay passengers, agency referrals, transportation broker arrangements, and approved rates. The company will operate within its financial and vehicle capacity and will not expand operations beyond its ability to safely and reliably provide service.

11. Service Area

Angela K Transportation Services, LLC requests authority to transport, as a common carrier, by motor vehicle, persons in paratransit service, from points in Berks County and the adjoining counties of Chester, Lancaster, Lebanon, Lehigh, Montgomery, and Schuylkill, to points in Pennsylvania, and return.

The company understands that this authority means trips will originate from points in Berks County, Pennsylvania, with transportation to points in Pennsylvania and return.

12. Target Market and Public Availability

Angela K Transportation Services, LLC will provide paratransit transportation service to the public at large on a nonexclusive, advance-reservation basis.

The company may serve private-pay passengers, transportation brokers, agencies, healthcare-related transportation needs, employment-related transportation, errands, appointments, and other members of the public requiring ambulatory paratransit transportation within the approved authority.

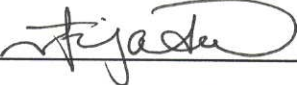
13. Prior Application / Resubmission Explanation

Angela K Transportation Services, LLC previously received approval from the Pennsylvania Public Utility Commission under Docket No. A-2025-3055973 / PUC No. A-6428075. The prior matter was not completed because the required Form E insurance filing was not completed and accepted within the required timeframe. Applicant is now resubmitting with updated company financial documentation, transportation-specific policies and procedures, vehicle documentation, and insurance/Form E readiness information.

Applicant understands that it may not begin regulated intrastate paratransit service for compensation until the Commission grants authority and all required insurance and tariff requirements have been satisfied.

Verification Statement

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

Signature:  _____

Printed Name: Magdalena Tejada

Title: Member/Owner

Date: 6/11/20 _____

COMMONWEALTH OF PENNSYLVANIA

CERTIFICATE OF TITLE FOR A VEHICLE

925

FUEL: GAS

243393410012412-001

RECONSTRUCTED

RECONSTRUCTED

5FNRL5H61F8020949
VEHICLE IDENTIFICATION NUMBER

2015 HONDA
YEAR MAKE OF VEHICLE

86113215002 AN
TITLE NUMBER

30 0 PA 12/04/24 158531 0
BODY TYPE DUP SEAT CAP PRIOR TITLE STATE ODOM. PROCD. DATE ODOM. MILES ODOM. STATUS

7/06/23 12/04/24 R
DATE PA TITLED DATE OF ISSUE UNLADEN WEIGHT GVWR GCWR TITLE BRANDS

ODOMETER STATUS
0 = ACTUAL MILEAGE
1 = MILEAGE EXCEEDS THE MECHANICAL LIMITS
2 = NOT THE ACTUAL MILEAGE
3 = NOT THE ACTUAL MILEAGE-ODOMETER TAMPERING VERIFIED
4 = EXEMPT FROM ODOMETER DISCLOSURE

TITLE BRANDS
A = ANTIQUE VEHICLE
C = CLASSIC VEHICLE
D = COLLECTIBLE VEHICLE
F = OUT OF COUNTRY
G = ORIGINALLY MFGD. FOR NON-U.S. DISTRIBUTION
H = AGRICULTURAL VEHICLE
L = LOGGING VEHICLE
P = IS/WAS A POLICE VEHICLE
R = RECONSTRUCTED
S = STREET ROD
T = RECOVERED THEFT VEHICLE
V = VEHICLE CONTAINS REISSUED VIN
W = FLOOD VEHICLE
X = IS/WAS A TAXI

REGISTERED OWNER(S)

ANGELA K TRANSPORTATION SERVICES LLC
117 N KENHORST BLVD
READING PA 19607

FIRST LIEN FAVOR OF:

SECOND LIEN FAVOR OF:

FIRST LIEN RELEASED _____ DATE

BY _____ AUTHORIZED REPRESENTATIVE

SECOND LIEN RELEASED _____ DATE

If a second lienholder is listed upon satisfaction of the first lien, the first lienholder must forward this Certificate of Title to the Bureau of Motor Vehicles with the appropriate form and fee.

MAILING ADDRESS

ANGELA K TRANSPORTATION SERVICES LLC
117 N KENHORST BLVD
READING PA 19607

BY _____ AUTHORIZED REPRESENTATIVE



pennsylvania
DEPARTMENT OF TRANSPORTATION

MICHAEL B. CARROLL

Secretary of Transportation

D. APPLICATION FOR TITLE AND LIEN INFORMATION

TO BE COMPLETED BY PURCHASER WHEN VEHICLE IS SOLD AND THE APPROPRIATE SECTIONS ON THE REVERSE SIDE OF THIS DOCUMENT ARE COMPLETED.

SUBSCRIBED AND SWORN TO BEFORE ME:

MO. DAY YEAR

If a co-purchaser other than your spouse is listed and you want the title to be listed as "Joint Tenants With Right of Survivorship" (on death of one owner, title goes to surviving owner) CHECK HERE . Otherwise, the title will be issued as "Tenants in Common" (on death of one owner, interest of deceased owner goes to his/her heirs or estate).

SIGNATURE OF PERSON ADMINISTERING OATH

IF NO LIEN, CHECK IS THIS AN ELT? (IF YES, FIN REQUIRED) YES NO

SIGN IN PRESENCE OF A NOTARY

1ST LIENHOLDER FINANCIAL INSTITUTION NUMBER:

1ST LIENHOLDER NAME

STREET

CITY STATE ZIP

IF NO 2ND LIEN, CHECK IS THIS AN ELT? (IF YES, FIN REQUIRED) YES NO

2ND LIENHOLDER FINANCIAL INSTITUTION NUMBER:

2ND LIENHOLDER NAME

STREET

CITY STATE ZIP

SIGNATURE OF APPLICANT OR AUTHORIZED SIGNER

SIGNATURE OF CO-APPLICANT/TITLE OF AUTHORIZED SIGNER

STORE IN A SAFE PLACE - IF LOST APPLY FOR A DUPLICATE - ANY ALTERATION OR ERASURE VOIDS THIS TITLE

DO NOT ACCEPT DOCUMENT WITHOUT VERIFYING THE PRESENCE OF THE LIBERTY BELL WATERMARK

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ANGELA K. *Transportation Services*

Non-Emergency Paratransit Policies & Procedures Handbook

Angela K Transportation Services, LLC

Table of Contents

1. Purpose and Scope
2. Mission Statement & Service Philosophy
3. Public Availability of Service
4. Service Area
5. Ambulatory-Only Service Policy
6. Non-Emergency Transportation Policy
7. Reservations and Dispatch Policy
8. Hiring Standards
9. Driver Qualification Policy
10. Driver Age Policy
11. Driver License Policy
12. Driving History / MVR Review Policy
13. Criminal Background Check Policy
14. Drug and Alcohol-Free Workplace Policy
15. Driver Training Policy
16. Passenger Assistance and Seat Belt Policy
17. ADA and Customer Sensitivity Compliance
18. Confidentiality Policy
19. Cell Phone and Handheld Electronic Device Policy
20. Vehicle Maintenance Policy
21. Pre-Trip and Post-Trip Inspection Policy
22. Accident and Incident Procedures
23. Emergency Procedures
24. Vehicle Breakdown Policy
25. No-Show and Cancellation Policy
26. Fare and Tariff Compliance Policy
27. Insurance and Form E Compliance Policy
28. Recordkeeping and Compliance Oversight
29. Complaint and Grievance Procedure
30. Disciplinary Policy
31. Driver Conduct Policy
32. Passenger Safety Policy
33. Weather and Road Safety Policy
34. Policy Acknowledgment

Purpose and Scope

This handbook establishes the policies and procedures governing non-emergency paratransit services provided by Angela K Transportation Services, LLC. The purpose of this handbook is to ensure safe, reliable, professional, and compliant transportation services for passengers who require ambulatory paratransit transportation.

This handbook applies to all owners, managers, employees, drivers, contractors, and any other individuals performing transportation-related work on behalf of Angela K Transportation Services, LLC.

Angela K Transportation Services, LLC will comply with applicable Pennsylvania Public Utility Commission requirements, Pennsylvania motor vehicle laws, insurance requirements, safety standards, and any contractual requirements that apply to the transportation services being provided.

Mission Statement & Service Philosophy

Angela K Transportation Services, LLC is committed to providing safe, reliable, respectful, and professional non-emergency paratransit transportation services.

The company's service philosophy is based on safety, dignity, compassion, professionalism, punctuality, and respect for every passenger. Passengers will be treated with courtesy and without discrimination. Drivers and staff are expected to communicate respectfully, maintain confidentiality, and provide transportation services in a manner that protects the safety and comfort of each passenger.

Public Availability of Service

Angela K Transportation Services, LLC provides paratransit transportation service to the public at large on a nonexclusive, advance-reservation basis.

The company may serve private-pay passengers, transportation brokers, agencies, healthcare-related transportation needs, employment-related transportation needs, errands, appointments, and other members of the public requiring ambulatory paratransit transportation within the company's approved authority.

Service Area

Angela K Transportation Services, LLC will operate only within the authority granted by the Pennsylvania Public Utility Commission.

The company's requested authority is to transport, as a common carrier, by motor vehicle, persons in paratransit service, from points in Berks County and the adjoining counties of Chester, Lancaster, Lebanon, Lehigh, Montgomery, and Schuylkill, to points in Pennsylvania, and return.

The company understands that service must be provided only within its approved authority and that it may not operate outside the scope of authority granted by the Commission.

Ambulatory-Only Service Policy

Angela K Transportation Services, LLC currently provides ambulatory paratransit service only.

The company does not provide wheelchair transportation, stretcher transportation, emergency medical transportation, ambulance transportation, or medical treatment. Passengers must be able to enter, exit, and ride in the vehicle safely with reasonable assistance.

The company will not provide wheelchair transportation unless it first obtains the proper vehicle, equipment, insurance, training, policies, and any required approval or authority. If wheelchair service is added in the future, drivers will be trained on ADA-compliant wheelchair securement procedures, including proper use of securement devices and passenger restraint systems, before providing such service.

Non-Emergency Transportation Policy

Angela K Transportation Services, LLC provides non-emergency transportation only.

Drivers and employees are not permitted to provide medical care, emergency medical services, lifting beyond safe passenger assistance, medication administration, or any service that requires a medical license or emergency medical certification.

If a passenger has a medical emergency before, during, or after transportation, the driver must call 911 immediately and notify dispatch or management as soon as it is safe to do so.

Reservations and Dispatch Policy

Transportation services must be scheduled in advance. Trips may be scheduled by phone, email, approved dispatch system, transportation broker platform, or another company-approved method.

The company will maintain trip records that may include:

- Passenger name or trip identifier
- Date and time of trip
- Pickup location
- Destination
- Assigned driver
- Assigned vehicle
- Mileage, when applicable
- Fare or rate, when applicable
- Cancellation or no-show information, when applicable
- Special instructions, when applicable

Drivers may not accept unauthorized trip changes directly from passengers, family members, facilities, or other parties unless approved by management, dispatch, or the transportation broker when applicable.

Drivers must follow the assigned trip schedule and must notify dispatch or management of delays, passenger no-shows, unsafe conditions, route issues, vehicle issues, or any other matter that may affect the trip.

Hiring Standards

Angela K Transportation Services, LLC is committed to hiring qualified, responsible, and professional drivers who can safely transport passengers.

Minimum hiring standards for drivers include:

- Must be at least 21 years of age
- Must possess a valid Pennsylvania driver's license
- Must be legally authorized to work in the United States
- Must have a driving record acceptable to the company
- Must complete required background checks
- Must complete required motor vehicle record checks
- Must complete required drug and alcohol screening when applicable
- Must complete company training before transporting passengers
- Must be approved by management before being assigned to passenger service

No driver may transport passengers until all required checks, training, and management approval are completed and documented in the driver file.

Driver Qualification Policy

All drivers must meet company qualification standards before being permitted to transport passengers.

Driver qualification requirements include:

- Valid Pennsylvania driver's license
- Acceptable motor vehicle record
- No disqualifying safety history

- Successful criminal background review
- Completion of required training
- Acknowledgment of company policies
- Ability to safely operate the assigned vehicle
- Ability to communicate professionally with passengers, dispatch, and management
- Ability to follow trip instructions, safety procedures, and company rules

Management will review driver qualifications before approving a driver for service. A driver may be denied approval, removed from service, suspended, or terminated if the driver does not meet company standards or presents a safety risk.

Driver Age Policy

All drivers operating on behalf of Angela K Transportation Services, LLC must be at least 21 years of age.

Proof of age will be verified through the driver's license or other acceptable documentation and will be maintained in the driver's file.

Driver License Policy

All drivers must maintain a valid Pennsylvania driver's license at all times while employed or contracted as a driver for Angela K Transportation Services, LLC.

Drivers must immediately report to management any license suspension, revocation, restriction, expiration, citation, charge, accident, or other matter that may affect the driver's ability to legally or safely operate a vehicle.

A driver may not operate a company vehicle or transport passengers if the driver's license is suspended, revoked, expired, restricted in a way that prevents operation, or otherwise invalid.

Driving History / MVR Review Policy

Angela K Transportation Services, LLC will obtain and review motor vehicle records and driving history records for each driver.

MVR reviews will be conducted:

- Before hire or before the driver is permitted to transport passengers
- At least every six months after approval
- Whenever management becomes aware of a citation, accident, complaint, license issue, or other safety concern
- At any other time management determines necessary for safety or compliance

Drivers must report citations, accidents, license suspensions, license restrictions, or moving violations to management within 24 hours or as soon as reasonably possible.

Management will review violations to determine whether the driver may continue to transport passengers. Disciplinary action may include counseling, retraining, written warning, suspension, removal from driving duties, or termination.

MVR records and driver history documentation will be maintained in the driver's file for the duration of employment and for at least four years after separation, or longer if required by law, contract, or company policy.

Criminal Background Check Policy

All prospective drivers must undergo a criminal background check before transporting passengers.

Criminal background checks may include:

- Pennsylvania State Police criminal history check
- National criminal database search, when available through a vendor
- Sex offender registry check
- Any other check required by law, contract, insurance, or company policy

Criminal background checks will be conducted before hire and repeated at least every two years, or more frequently if required by law, contract, insurance, or company policy.

Disqualifying offenses may include, but are not limited to:

- Violent crimes
- Sexual offenses
- Crimes involving abuse, neglect, exploitation, or harm to vulnerable individuals
- DUI or substance-related driving offenses
- Felony drug offenses
- Theft, fraud, or dishonesty-related offenses
- Any offense that may affect passenger safety or company trust

Management will review criminal history results on a case-by-case basis, considering the nature of the offense, date of offense, relevance to passenger safety, legal requirements, and company standards.

Criminal background check records will be stored securely and retained for the duration of employment and for at least four years after separation, or longer if required by law, contract, or company policy.

Drug and Alcohol-Free Workplace Policy

Angela K Transportation Services, LLC maintains a zero-tolerance policy for drug and alcohol impairment while on duty.

Drivers are prohibited from operating a vehicle or performing safety-sensitive duties while under the influence of alcohol, illegal drugs, controlled substances, misused prescription medication, or any substance that may impair safe driving.

Testing may include:

- Pre-employment testing
- Reasonable suspicion testing
- Post-accident testing
- Random testing
- Return-to-duty testing, when applicable
- Any testing required by law, contract, insurance, or company policy

Testing must follow proper chain-of-custody procedures and applicable standards when required.

A driver who reports to work under the influence, refuses a required test, tests positive, possesses illegal substances, consumes alcohol or drugs while on duty, or otherwise violates this policy may be immediately removed from duty and may be subject to disciplinary action up to and including termination.

Driver Training Policy

All drivers must complete required training before transporting passengers. Training must be documented in the driver's file.

Initial training may include:

- Company policies and procedures
- Safe driving practices
- Defensive driving
- Passenger assistance
- Customer service
- Disability awareness and sensitivity
- ADA-related service expectations
- Confidentiality
- Emergency procedures
- Accident and incident reporting
- Vehicle inspection procedures
- Seat belt policy
- Safe loading and unloading
- Trip documentation
- Complaint reporting
- Drug and alcohol policy
- Professional conduct

Annual refresher training will be completed as required by company policy. Additional training may be required after an incident, complaint, accident, policy violation, service change, or management review.

Drivers may not provide service until training has been completed and management determines the driver is ready for passenger transportation duties.

Passenger Assistance and Seat Belt Policy

Drivers must provide safe, respectful, and reasonable assistance to passengers.

Passenger assistance may include verbal direction, opening and closing vehicle doors, helping passengers safely enter or exit the vehicle, confirming the passenger is seated safely, and assisting with seat belt use when appropriate.

Drivers must not lift, carry, drag, or physically move passengers in a manner that may endanger the passenger or driver. If a passenger cannot safely enter or exit the vehicle with reasonable assistance, the driver must notify dispatch or management for further instruction.

Seat belts are required for all passengers and drivers while the vehicle is in motion. Drivers must not begin a trip until all passengers are properly seated and wearing seat belts, unless a legally valid exception applies.

Because the company currently provides ambulatory service only, wheelchair securement is not performed. Wheelchair service will not be provided unless the company adds properly equipped vehicles, obtains required insurance and approval, and trains drivers on securement procedures.

ADA and Customer Sensitivity Compliance

Angela K Transportation Services, LLC prohibits discrimination on the basis of disability, race, religion, color, age, national origin, sex, gender identity, sexual orientation, or any other protected status.

Drivers and staff must:

- Provide equitable service without discrimination
- Communicate respectfully and patiently
- Protect passenger confidentiality
- Assist passengers in a safe and dignified manner
- Make reasonable service accommodations when appropriate and safe
- Avoid rude, disrespectful, or dismissive behavior
- Report discrimination complaints to management

Training in disability awareness, customer sensitivity, and ADA-related service expectations will be documented before a driver is assigned to passenger service.

Confidentiality Policy

Drivers and employees may learn passenger information during the course of providing transportation services. Passenger information must be treated as confidential.

Drivers and employees may not disclose passenger names, addresses, medical information, trip details, personal circumstances, or other confidential information except as necessary for transportation, safety, billing, dispatch, emergency response, legal compliance, or management review.

Passenger information must not be discussed with unauthorized persons or posted on social media.

Violation of confidentiality may result in disciplinary action up to and including termination.

Cell Phone and Handheld Electronic Device Policy

Operating a vehicle while using a handheld electronic device is strictly prohibited.

Drivers may not text, browse, use social media, watch videos, or use handheld devices while operating a vehicle. Drivers may use hands-free communication only when permitted by law and only when it is safe to do so.

Whenever possible, drivers should pull over and park safely before using a phone or electronic device for dispatch communication, navigation updates, or emergency contact.

Personal device use while on duty is limited to emergencies or approved work-related communication. Violation of this policy may result in disciplinary action up to and including termination.

Vehicle Maintenance Policy

Angela K Transportation Services, LLC will maintain all vehicles in safe operating condition.

Vehicles will be maintained according to manufacturer recommendations, company policy, Pennsylvania inspection requirements, and applicable safety standards.

Maintenance may include:

- Oil changes
- Brake checks
- Tire inspection and rotation
- Fluid checks
- Light and signal checks
- Windshield wiper checks
- Heating and cooling checks
- Battery checks
- Registration and inspection monitoring
- General mechanical inspection
- Repair of reported defects

Maintenance and repair records will be preserved for regulatory review and company quality control.

A vehicle may not be used for passenger service if it is unsafe, uninsured, unregistered, not inspected, or otherwise not legally or safely ready for operation.

Pre-Trip and Post-Trip Inspection Policy

Drivers must complete documented pre-trip inspections before transporting passengers.

Pre-trip inspections may include:

- Tires
- Brakes
- Lights
- Turn signals
- Horn
- Mirrors
- Windshield and wipers
- Seat belts
- Doors
- Fluid leaks
- Fuel level
- Cleanliness
- Emergency equipment
- General vehicle condition

Drivers must report any defect, warning light, damage, safety concern, or unusual vehicle condition to management immediately.

Post-trip inspections must be completed when required by company procedure and must include checking for passenger belongings, vehicle cleanliness, damage, and any maintenance concerns.

Unsafe vehicles must be removed from service until the issue is corrected.

Accident and Incident Procedures

Drivers must follow company accident and incident procedures any time there is an accident, passenger injury, vehicle damage, safety event, complaint, medical emergency, or unusual occurrence.

In the event of an accident or incident, the driver must:

- Stop the vehicle immediately when safe to do so
- Assess the safety of passengers, driver, and others involved
- Call 911 if there are injuries, hazards, medical emergencies, or unsafe conditions
- Notify dispatch or management as soon as it is safe
- Keep passengers safe and calm
- Do not admit fault or argue at the scene
- Cooperate with law enforcement and emergency responders
- Obtain necessary information when safe and appropriate
- Complete a company accident or incident report
- Submit required documentation within 24 hours unless prevented by emergency circumstances

Post-accident procedures may include vehicle safety assessment, removal of the vehicle from service, insurance notification, management investigation, corrective action, retraining, and drug/alcohol testing when applicable.

Emergency Procedures

Passenger and driver safety is the top priority.

In an emergency, the driver must call 911 when immediate assistance is needed. Emergencies may include passenger medical distress, accident with injuries, fire, threat of violence, vehicle breakdown in an unsafe location, or any condition requiring emergency response.

Drivers must notify dispatch or management as soon as it is safe to do so.

Drivers must not provide medical treatment beyond basic emergency response actions they are trained and legally permitted to perform. Drivers should remain with the passenger when safe until help arrives or until instructed otherwise by emergency responders or management.

Vehicle Breakdown Policy

If a vehicle breaks down during service, the driver must move the vehicle to a safe location if possible, activate hazard lights, and ensure passengers remain safe.

The driver must notify dispatch or management immediately and provide the location, passenger status, vehicle condition, and any safety concerns.

Management will arrange alternate transportation, roadside assistance, towing, or other necessary response.

Passengers must not be left unattended in an unsafe location.

The vehicle may not return to service until it is inspected and determined safe to operate.

No-Show and Cancellation Policy

Angela K Transportation Services, LLC may establish no-show and cancellation procedures consistent with its tariff, contracts, broker requirements, and company policy.

Drivers must document passenger no-shows, cancellations, late cancellations, and unsuccessful pickup attempts.

Drivers may not leave a pickup location early unless instructed by dispatch, management, or the applicable broker policy.

No-show and cancellation fees, if any, must be consistent with approved rates, contracts, and company policy.

Fare and Tariff Compliance Policy

Angela K Transportation Services, LLC will follow applicable tariff, rate, and billing requirements.

Drivers and staff may not charge unauthorized rates, collect unauthorized fees, or alter rates without management approval.

Any tariff or rate changes requiring approval or filing will be handled in accordance with Pennsylvania Public Utility Commission requirements.

Trip charges, wait time, mileage, no-show fees, and other charges must be documented accurately.

Insurance and Form E Compliance Policy

Angela K Transportation Services, LLC will not operate regulated paratransit service until all required insurance filings have been accepted by the Pennsylvania Public Utility Commission.

The company understands that required insurance filings, including Form E when applicable, must be filed by the insurance company under the exact legal name Angela K Transportation Services, LLC.

Insurance must remain active at all times during operations. If insurance is cancelled, expired, not renewed, rejected, or otherwise not in effect, the company will immediately suspend regulated transportation operations until proper coverage and required filings are active and accepted.

Management is responsible for monitoring insurance status, renewal dates, policy changes, and filing requirements.

Recordkeeping and Compliance Oversight

Angela K Transportation Services, LLC will maintain transportation records in a secure and organized manner.

Records may include:

- Driver qualification files
- Driver license documentation
- MVR and driving history records
- Criminal background check records
- Drug and alcohol testing records, when applicable
- Training records
- Policy acknowledgments
- Trip records
- Dispatch records
- Vehicle inspection logs
- Maintenance records
- Repair receipts
- Insurance documents
- Tariff and rate documents
- Complaint records
- Incident and accident reports
- Disciplinary records
- Compliance review documentation

Records will be stored securely in physical or electronic form. Access will be limited to authorized personnel.

Management will review records periodically for compliance, safety, and quality improvement.

Complaint and Grievance Procedure

Passengers, employees, drivers, customers, agencies, brokers, or members of the public may report complaints related to service, safety, discrimination, conduct, billing, scheduling, or any other concern.

Complaints may be made verbally or in writing to management.

Complaint process:

1. The complaint is received and documented.
2. Management reviews the complaint.
3. Management investigates as needed.
4. The issue is reviewed within 5 business days when practical.
5. A resolution or corrective action is documented.
6. Records are maintained in the company complaint file.

7. Corrective action is taken where appropriate.
Complaints involving safety, abuse, discrimination, accidents, or serious misconduct will be prioritized.
Retaliation against any person who makes a good-faith complaint is prohibited.

Disciplinary Policy

Failure to comply with company policies, safety rules, service expectations, or legal requirements may result in disciplinary action.

Disciplinary action may include:

- Verbal warning
- Written warning
- Retraining
- Suspension
- Removal from driving duties
- Probation
- Termination

Immediate removal from duty or termination may occur for serious violations, including but not limited to:

- Substance impairment while on duty
- Refusal to submit to required drug/alcohol testing
- Driving with a suspended, revoked, expired, or invalid license
- Violence, threats, abuse, neglect, or harassment
- Discrimination
- Theft, fraud, dishonesty, or falsification of records
- Unsafe driving
- Leaving a passenger unattended in an unsafe situation
- Unauthorized disclosure of confidential passenger information
- Operating an unsafe or uninsured vehicle
- Failure to report an accident or incident
- Any conduct that places passengers, employees, or the public at risk

Management will document disciplinary actions and maintain records in the appropriate file.

Driver Conduct Policy

Drivers must conduct themselves professionally at all times while representing Angela K Transportation Services, LLC.

Drivers must:

- Be courteous and respectful
- Arrive on time when possible
- Maintain a clean and professional appearance
- Follow assigned routes and trip instructions
- Maintain passenger confidentiality
- Avoid inappropriate conversations or behavior
- Avoid discrimination or harassment
- Avoid smoking or vaping in the vehicle
- Keep the vehicle clean
- Follow all traffic laws
- Operate the vehicle safely
- Report concerns to management

Drivers may not:

- Use illegal drugs or alcohol while on duty
- Accept unauthorized passengers
- Make unauthorized stops
- Carry weapons unless legally permitted and approved by company policy
- Demand tips
- Argue with passengers
- Share passenger information
- Use company vehicles for unauthorized personal use

- Engage in unsafe or unprofessional behavior
-

Passenger Safety Policy

Passenger safety is the primary responsibility of Angela K Transportation Services, LLC.

Drivers must ensure passengers are safely seated, seat belts are used, doors are closed, and the vehicle is safe before beginning a trip.

Drivers must operate vehicles carefully and must adjust driving for traffic, weather, road conditions, passenger needs, and safety concerns.

If a passenger's condition or behavior creates a safety concern, the driver must notify dispatch or management and follow instructions. If there is immediate danger, the driver must call 911.

Weather and Road Safety Policy

Angela K Transportation Services, LLC may delay, cancel, or modify service during unsafe weather, road closures, emergencies, or hazardous conditions.

Drivers must use caution during rain, snow, ice, fog, flooding, extreme heat, extreme cold, or other hazardous conditions.

Drivers must notify dispatch or management of unsafe roads, delays, or conditions affecting service.

Management may suspend trips if conditions create a risk to passengers, drivers, or the public.

Policy Acknowledgment

All employees, drivers, contractors, and applicable personnel are required to review and follow this handbook. By signing below, the employee or driver acknowledges receipt of the Non-Emergency Paratransit Policies & Procedures Handbook and agrees to comply with the policies and procedures contained in this handbook.

Employee/Driver Name: _____

Signature: _____

Date: _____

Management Representative: _____

Date: _____