

MAY 18 2026

Secretary PA Public Utility Commission  
 400 North Street, Second Floor  
 Harrisburg, PA 17120  
 717.787.3834  
[www.puc.pa.gov](http://www.puc.pa.gov)

PA PUBLIC UTILITY COMMISSION  
 SECRETARY'S BUREAU

## 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)

Visit Vans 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- 6413974

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 4033814

(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).**

Shalanda Riddick  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. **Mailing Address**

1101 Hamilton St, STE 160  
Street Address

Allentown Lehigh  
City, State and Zip Code County

484-550-6388 s.riddick@visltvans.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)

\_\_\_\_\_  
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. 217 3191

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

To expand territory to transport persons, by motor vehicle, in paratransit service, from points in Schuylkill, and Pike counties to points in Pennsylvania, and return.

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*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.

**Shalanda Riddick**

(Print Name)



(Signature)

**05/18/2026**

(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).

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**PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU**

# 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.

**Visit Vans LLC**

Legal Name of Applicant

Trade Name, If any

**1101 Hamilton St, STE 160**

Street Address (principal place of business)

**Allentown**

City or Municipality

**Pa**

State

**18101**

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.

**Shalanda Riddick, CEO 484-550-6388,  
1101 Hamilton St, STE 160, Allentown PA  
18101**

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

**Shalanda Riddick is owner and CEO of Visit Vans LLC and has no other affiliations.**

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.

**Shalanda Riddick is owner/CEO and has been operating Visit Vans LLC since 2012. She has the operational and managerial experience to continue to successfully run Visit Vans LLC. Shalanda has PUC Motor Carrier credentials and experience.**

**Visit Vans is also an approved Medicaid provider outside of PUC providing transport for intellectually and physically disabled passengers to day programs and job sites for Medicaid's Office of Developmental Programs since 2022.**

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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.

**Visit Vans LLC office has been at our current location at 1101 Hamilton St, STE 160 Allentown PA for over 10 years. Our 5 vehicle parking spaces are located at 1729 Hanover Ave Allentown PA 18109.**

**Visit Vans uses desktop laptops, printers, and cell phones for business operations. Visit Vans uses a digital dispatch system for record keeping that records passenger names, addresses, pickup times, locations, time of travel, and miles traveled. We also use in vehicle dashcam with gps trackers in each vehicle for daily start stop mileage and constant vehicle location tracking.**

**Visit Vans receives customer request mostly by referral through Medicaid. We also receive requests through our website at www.visitvans.com. Dispatch occurs through our digital dispatch system. Drivers have our dispatch apps on their phones and receive rides through the app and are in constant communication through their cell phones and the dispatch app.**

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:
- Your hiring standards for drivers;
  - Your system for conducting criminal background checks;
  - Your driver training program;
  - Your system for conducting driver license checks;
  - Your policies regarding alcohol and drug use by your drivers.

**Visit Vans currently has 4 part time drivers including Shalanda. Visit Vans will expand its driver numbers as the company expands to 3 drivers per county served to cover our service area adequately. The attached policies address each of the above policy points.**

**Policies attached:  
Staffing Qualifications  
Hiring Standards  
Drug Policy**

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.

<b>YEAR</b>	<b>MAKE</b>	<b>MODEL</b>	<b>SEATING CAPACITY*</b>	<b>VEHICLE ID #</b>	<b>MILEAGE</b>
2010	Ford	E-350	15	01	189,000
2011	Dodge	Grand Caravan	7	05	176,000
2011	Dodge	Grand Caravan	7	04	131,000

\*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).

**Visit Vans Maintenance and safety programs are attached.**

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

**Visit Vans Currently has commercial Motor Carrier insurance.  
Proof of insurance is 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      x   NO

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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)  
Shalanda Riddick

(Name and Title, printed or typed)

05/18/2026

(Date)

**Statement of Financial Position (Balance Sheet)**  
**As of (date) 05/18/2026**  
**(Must be less than 6 months old)**

ASSETS

Current Assets		
Cash	10,300	
Other Current Assets (specify)	0	
Total Current Assets		10,300
Tangible Assets		
Motor Vehicle Equipment	43,000	
Property (buildings, land, etc.)	0	43,000
Office Equipment		7,000
TOTAL ASSETS		60,300

LIABILITIES

Current Liabilities (Due within one year of date)		
Loans	3,200	
Credit cards/revolving credit	2,100	
Other Liabilities (Attach schedule)	0	
Total Current Liabilities		5,300
Long Term Liabilities (Due after one year of date)		
Mortgage	0	
Long term commercial loan	0	
Other Liabilities (Attach Schedule)	0	
Total Long-Term Liabilities		0
TOTAL LIABILITIES		5,300



## Visit Vans Driver Hiring and Training Guidelines

- 1) No driver under the 25 years will be hired. Proof of age and citizenship is verified through driver's license and social security card.
- 2) Each driver must have 3-year minimum driving experience.
- 3) Each prospective driver is subject to mandatory Pre-employment and annual driver history report review through PennDot and/or the FBI. Driver history reports will remain on file for at least two years.
- 4) Visit Vans will not allow a prospective driver in its authorized service until it has obtained and reviewed a driver history from the appropriate agency of every state in which that person held a motor vehicle operator's license or permit during the preceding 3 years
- 5) Applicant will not qualify if anything below applies;
  - a) DUI or DWI in last 5 years
  - b) Hit and Run accident
  - c) Vehicular Homicide
  - d) Reckless driving last 3 years
  - e) Failure to report an accident
- 6) Visit Vans will not allow a prospective driver in its authorized service until it has obtained and reviewed a pre-employment criminal background check through the Pennsylvania State Police and/or FBI for less than 2 years Pennsylvania residence.
- 7) Visit Vans will disqualify a prospective driver if the person was convicted of a felony or a misdemeanor under the laws of the Commonwealth or under the laws of another jurisdiction, to the extent the conviction relates adversely to that person's suitability to provide service safely and legally.
- 8) Visit Vans will conduct mandatory annual criminal background checks. Records will be on file for no less than three years.
- 9) Visit Vans will conduct a mandatory pre-employment Abuse Clearance through the PA Child Welfare Portal.
- 10) Medicaid Exclusion clearance
- 11) Pre-employment and random drug testing.
- 12) Pre-employment DOT physical.



- 13) Pre-employment and periodic continuing education training and testing including but not limited to,
- a) Passenger Assistance Safety and Sensitivity (PASS) Training
  - b) Certified Transport Specialist (CTS) Training
  - c) Defensive Driving Training
  - d) Vehicle and Vehicle Equipment Operations Training
  - e) Safe Loading and Unloading of passengers
  - f) Wheelchair Securement Training
  - g) On Road Training
  - h) Emergency Procedures
  - i) Conflict Management
  - j) Customer Service Training
  - k) CPR/First Aid
  - l) Medicaid Training



## **Drug Policy**

- 1) Employees are not permitted to be under the influence of any drugs or alcohol on company premises, in company vehicles, or work locations.
- 2) Visit Vans has a no tolerance policy with employees caught using alcohol or illegal drugs during work hours, on company premises, in company vehicles, or work locations. Such behavior will result in immediate termination.
- 3) Employees using *prescribed medication which may impair their ability to perform their jobs properly* must alert the owner/manager.
- 4) Any employee that has reason to believe that alcohol and/or illegal drugs are being sold or used on company premises shall immediately alert the owner/manager.



## **Staffing Qualifications and Compliance**

Visit Vans qualification process is a sequential process, meaning you can't move on to the next step of the process without qualifying for the previous step.

The process carried out by Human resources is as follows:

- Resume/Application
- Proof of required 25 years of age and citizenship (State ID and Social Security Card)
- Criminal Background Check (PA State Police or FBI)
- Child Abuse Clearance
- 10-year MVR (Insurance Carrier)
- Reference Check
- Interview
- Hire
- Orientation
- Medicaid training and Job training

Human Resources is responsible for annual compliance. Compliance tasks weather monthly Exclusion lists or yearly driver and ODP trainings are managed in a digital calendar format. Shalanda Riddick supervises Human Resources and requires a monthly compliance report to confirm compliance issues are handled promptly and correctly.



**VisitVans**  
TRANSPORTATION

## Visit Vans Safety Plan

### Section 1: Management Commitment to Safety and Health

Visit Vans Transportation strives to have the safest possible environment of employment for our employees. The goals for our Safety Program are to:

- Develop, implement, and maintain a safe practices for our employees consistent with all applicable state and federal regulations and Visit Vans high standards.
- Control the costs related to workers' compensation insurance coverage.
- Consistently improve the safety program to minimize incidents and accidents, therefore ensuring our employees' and passengers long-term safety and wellness.
- Have zero incidents, accidents, and celebrate a great safety record.

The person responsible for implementing and monitoring the Safety Program at this location is Shalanda Riddick

A copy of this Safety Program is located at: 1101 Hamilton St, STE 160 Allentown PA 18101

CEO/President/Safety Director: Shalanda Riddick

Date: January 1<sup>st</sup> 2025

### Section 2: Visit Vans Roles and Responsibilities

Under the Occupational Safety and Health Act (OSH Act), it is Visit Vans LLC responsibility to provide employees with a work environment free of recognized hazards that may cause illness or serious physical harm and to comply with standards, rules, and regulations issued under the OSH Act.

Management must lead by using a variety of techniques to demonstrate the company's commitment to work environment safety and health.

- Managers will demonstrate their commitment in a variety of ways, such as:
  - Attending Visit Vans safety meetings.
  - Participating in volunteer groups promoting various safety topics.
  - Leading by example by following and promoting safety rules and regulations.
  - Allowing employees free access to tools, equipment, and resources necessary to do a job safely.
  - Providing employees with training on specific safety issues, vehicles, and equipment.
  - Attending employee training programs to reinforce Visit Vans training standards.
  - Participating in or leading safety and health committees.
  - Making presentations on safety and health topics.

- Regularly emphasizing to the community, the organization's concern with safety and health.
- Conducting regular inspections.
- Following up after safety incidents with thorough accident investigations, correcting problems and post-accident employee training.
- Recognizing and rewarding employees with the best safety and health suggestions and practices.

Visit Vans requires the necessary pre hire medical examinations and drug testing for employees as required by OSHA, DOT, and PUC standards to maintain a healthy workforce. All testing results will be kept on file and maintained in accordance with federal and state rules and regulations relating to safety and privacy.

### **Employee Responsibilities**

As much as it is Visit Vans responsibility to provide a safe work environment for everyone, each employee plays a critical role in the success of the safety program. We ask employees to accept this important responsibility and commit to work in the safest manner possible to ensure their own individual health and wellness for the future. We encourage all employees to communicate freely about safety concerns and offer suggestions to improve safety conditions without the fear of reprisal.

Employee rights are protected under the OSH Act and the law's anti-retaliation protections. All employees are responsible to comply with all OSHA standards (federal and state) as well as with Visit Vans safety and health rules, including the following:

- Driving vehicles and work processes in accordance with established procedures and documented protocols. Reporting any unsafe conditions, deficiencies in vehicles, injuries, or incidents (no matter how minor) to management immediately.
- Complying with all management instructions for safe conduct.
- Attending accident prevention and safety training and instruction, including practice drills.
- Obtaining permission and training before operating new vehicles or equipment unless part of the employee's regular duties. Employees must be trained/certified prior to driving any vehicle. Following the Visit Vans safe working rules and policies at all times.
- Wearing necessary safety and protective equipment at all times in specified work environments.
- Asking for clarification or assistance if unsure about the safety of a particular task and stopping the work immediately until there is clear guidance to proceed.
- Never participating in distracted driving or other acts that endanger the safety or well-being of yourself or Visit Vans passengers. Not reporting to work under the influence of alcohol and/or drugs or being impaired by fatigue, illness, or other causes that may expose yourself or passengers to injury or unsafe conditions.

All employees have the right to access safety records maintained by Visit Vans Transportation that document the employee's exposure to unsafe environments and individual medical records relating to evaluations, testing or exposures with certain exceptions.

### **Employee Injury and Illness Reporting**

All injuries should be reported promptly to the supervisor, manager, dispatch, and/or 911 so that arrangements can be made for medical and/or first-aid treatment.

First-aid materials are located in trunk of vehicles; emergency, fire, ambulance, rescue squad, and doctors' telephone numbers are located in the glove compartment; and fire extinguishers are located at trunk of vehicle.

Emergency clinic location: Nearest Emergency Medical Establishment

In case of an Office fire, accident, or other emergency, employees should gather at this location:

Rear of 1101 Hamilton St Allentown Pa 18101. See your location evacuation maps for more details.

Report any hazards immediately to your supervisor, manager, or safety committee representative.

Manager/Supervisor Name: Shalanda Riddick

Phone Number: 484-524-5929

Email: s.riddick@visitvans.com

After hours/weekends: SAME

## OSHA Inspections

### **Employee Responsibilities**

It is Visit Vans policy to fully comply and cooperate with any OSHA location inspection. Inspections typically occur due to an employee complaint, referral, or program inspection in certain industries or locations. Visit Vans designated safety representative will communicate and work directly with the OSHA inspectors. Immediately contact safety or executive management if OSHA inspectors arrive at the work location.

The Company safety representative responsible for handling location inspections is:

Name: Shalanda Riddick

Phone Number: 484-524-5929

Email: s.riddick@visitvans.com

If Visit Vans safety representative is not available, contact your location manager, safety manager, or human resources department.

Phone Number: 484-550-6388

### **Section 3: Incident Investigation**

It is Visit Vans policy to investigate all incidents and injuries in order to understand why the incident occurred and how it can be prevented from recurring. It will also serve to continuously improve our processes/procedures to create a safer work environment for all associates.

The procedure for investigating employee or passenger accidents and serious incidents is outlined below:

1. In an Emergency Situations, Remember to Dial 911 Immediately.
2. The driver and/or manager should report any incidents or injuries immediately (or when safe to do so) and complete the appropriate paperwork for safety follow up, human resources actions, insurance, and Medicaid requirements. All accidents, injuries, incidents, and illnesses should be reported, no matter how large or small. Serious incidents should be reported in the same manner as accidents, injuries and illnesses.
3. Use Visit Vans Incident Reporting Form, the OSHA reporting form, and Medicaid Incident Report that includes the employee's report, the supervisor's report, and the investigation report. Document the accidents, injury, illness or incident completely while doing a thorough root cause analysis of the incident so that corrective action can be determined to prevent future incidents.

4. Review the incident investigation report with the safety committee and/or management to determine appropriate corrective action, training, or other changes in the safety program. Any corrective actions should be communicated clearly, with responsibility for follow up tasks assigned to the appropriate person(s), and adjustments made to the job hazard analysis if needed.

5. Part of the safety corrections may include employee coaching and counseling to correct unsafe behaviors, prevent injuries, and improve safety. Follow Visit Vans procedure for corrective action and focus on changing behavior instead of punishment. However, in some instances, after consultation with human resources and legal counsel, egregious or willfully negligent behavior may be cause for immediate disciplinary action up to and including termination of employment.

## **Injury, Illness, Incident Reporting**

In the case of serious injuries or fatalities, there are time-sensitive reporting requirements. Any serious injury should be reported as soon as possible in order to comply with OSHA's and Medicaid's reporting rules or the company may face severe penalties. Visit Vans safety manager or human resources manager will handle OSHA and Medicaid reporting; however, if needed to meet the reporting deadlines, you can call the OSHA reporting line at 1-800-321-6742, TTY 1-877-889-5627, and Medicaid reporting at:

- For work-related fatalities, report within eight hours.
- For work-related inpatient hospitalizations, all amputations, and all losses of an eye, report within 24 hours.

## **Section 4: Hazard Identification and Assessment**

Part of our ongoing commitment to the Safety Program includes hazard identification and assessment. It is our responsibility under the OSHA general duty clause to assess any potential hazards our employees may encounter through the normal course of their workdays. Our company follows the federal OSHA guidelines (listed below) for evaluating potential hazards in the workplace and will review the information as needed to prioritize action items for completion.

OSHA recommends that employers collect, organize, and review information with employees to determine what types of hazards may be present and which employees and/or passengers may be exposed or potentially exposed. Information available in vehicles and/or office may include:

- Vehicle and equipment operating manuals.
- Safety Belt Use Policy.
- Wheelchair Securement Policy
- Vehicle Inspection Policy.
- Records of previous injuries and illnesses, such as OSHA 300 and 301 logs and reports of incident investigations.
- Workers' compensation records and reports.
- Patterns/trends of frequently occurring incidents, injuries, and accidents.
- Exposure monitoring results, medical records (appropriately redacted to ensure passenger/worker privacy).
- Existing safety and health programs, such as process safety management, personal protective equipment, and others. See list of programs below.
- Input from workers, including surveys or minutes from safety and health committee meetings. Documenting that input and including copies of your safety suggestion and hazard correction forms is a best practice.
- Results of job hazard analyses, also known as job safety analyses.

Information about hazards may be available from outside sources, such as:

- OSHA, National Institute for Occupational Safety and Health (NIOSH), and Centers for Disease Control and Prevention (CDC) websites, Federal Transit Administration publications, and alerts.
- Trade associations.
- Labor unions, state and local occupational safety and health committees/coalitions, and worker advocacy groups.
- Safety and health consultants.

The following list includes general safety programs that may be required based on company exposures and assessments. Additional information is available for these programs listed below that are typically the areas with the most OSHA citations annually.

- Certified Transportation Specialist Training (CTS)
- Passenger Assistance Sensitivity Safety (P.A.S.S.)
- Driving safety for non-commercial drivers.
- *Distracted Driving*
- Defensive Driving
- Wheelchair Securement Training
- Vehicle Inspection Procedures
- Emergency action planning.
- Fleet safety policy - regulated.
- Vehicle Accident Procedures.
- Fire safety.
- ODP Medicaid Employee Training
- OLTL Employee Training.
- Incident Management.
- De-escalation Training
- Personal protective equipment (PPE).
- First Aid
- CPR
- Substance abuse policy.
- Workplace violence prevention program.

## Job Hazard Analysis

A job hazard analysis will be conducted as needed and will outline the steps and tasks of a job and any controls that are in place to avoid the potential hazard(s). They may also be used to build, update, and maintain the safety training and education program. Company safety representatives should identify the work process, list the steps used in performing the process, identify the possible hazards within each of those steps, and then develop an action plan for the correction of any hazards, prioritizing the list with the most critical items first.

Job Hazard Analysis for (List Job or Work Process) Date of evaluation: \_\_\_\_\_

Steps to Perform the Job/Work Process	Description of Hazard in Each Step	Action Plan for Hazard Control	Degree of Importance (Low, Med, High)	Other Comments
Step 1				
Step 2				
Step 3				

Job hazard analyses will be updated at the following times:

- When occupational injuries and illnesses occur that may warrant a review.
- When new substances, processes, procedures, or equipment are introduced into the workplace that may be hazardous.
- When new or previously unidentified hazards are recognized.
- When employees provide feedback/suggestions that will lead to safety improvements.

## Personal Protective Equipment, Tools, and Hazard Communications

Personal protective equipment (PPE) is available in each vehicle to safely prevent illness or the spread of contagions while in transit.

All employees will be trained on the personal protective equipment that is always available if needed to protect themselves and passengers do their jobs effectively. Visit Vans will review any employee feedback on the use of PPE and potential improvements that can be made.

Copies of the Visit Vans Hazard Communication Program and other information will be kept on file in the appropriate departments for employees to review any time located here: Inside Vehicles

## **Section 5: Hazard Prevention and Control**

Regular inspections and surveys, along with employee reports/feedback, allow us to keep hazard information current. With hazards continuously identified, they can be controlled or prevented using the following standard methods:

**Safe Work Practices.** Implementation of special environment rules may be necessary to continue to protect employees from hazards. Such special rules include specific procedures regarding the use of potentially hazardous equipment or materials, identification of safe acts or behaviors, requirements for personal protective equipment, and good housekeeping practices. The supervisor or safety representative will make sure that these special safety and health rules are written, posted, and discussed with affected employees.

**Engineering Controls.** Visit Vans strives to ensure the work environment and the job itself are designed to eliminate or reduce employee exposure to hazards. This can be done by completely repairing hazards from vehicles, replacing equipment, or processes through design whenever possible. When hazards cannot be eliminated or replaced with less-hazardous alternatives, additional training, labeling, and monitoring will be implemented.

**Training.** Employees are taught to identify and avoid hazards during orientation as well as ongoing safety training based on their position within Visit Vans and any potential hazards they may encounter during the course of their job. Managers and safety representatives will highlight safe work procedures and recognize employees or groups of employees through our “Driving Towards the Best” program, which demonstrates and enforces positive safety behaviors. Examples of these types of best safety practices include rewards for employees who are driving properly, obeying speed limits, loading and unloading passengers properly, or making suggestions that are implemented and/or improve safety.

**Enforcement.** Safe work practices are a condition of employment and any violation of workplace safety and health rules will be cause for corrective action, discipline, or termination of employment based on the seriousness of the violation. Enforcement will be based on letting employees know what is expected of them regarding driving safety and health, using technology (including GPS, Dashcams, and Dispatch Software) and giving them a chance to correct their own behavior.

**Personal Protective Equipment.** Engineering controls and safe work practices may not completely eliminate hazards. Personal protective equipment — such as face masks, air sanitizer, and hand sanitizer— will be available and provided at no cost to the employees. Employees will be trained in the need for and proper use of such PPE and the limitations of this equipment will be made clear to all employees.

**Administrative Controls.** Administrative controls such as lengthened rest breaks, additional drivers, limiting and monitoring the number of driving hours, and rotation of workers through different vehicles and services to reduce exposure to hazards, changing and/or adjusting routes, may also be employed to help with the continuing control of hazards. Administrative controls should be used in conjunction with other controls that work to eliminate hazards and control exposure more directly.

**Preventive Maintenance.** Preventive maintenance is designed to eliminate possible vehicle and equipment problems and plays a major role in ensuring that hazard controls continue to function effectively and that vehicle or equipment malfunctions do not cause additional hazards. Our preventive maintenance is continuous and performed in accordance with manufacturer's recommendations. Records of all maintenance performed will be maintained by the appropriate designated safety personnel in their respective departments and kept on file in Visit Vans Office either by a computerized system or simply by dating the posted work schedule.

## **Section 6: Communication**

Communication on safety issues is vital for the success of the program. Here are some of the ways Visit Vans communicates with employees:

- Review of the safety program upon hiring or during onboarding orientation.
- Training topics covered in classroom, virtually, or tailgate talks/standup meetings.
- In Vehicle signage/distributed content for compliance with all applicable state and federal regulations as well as company-specific exposures.
- Safety meetings are held at least every quarter. The meetings may take place at different intervals if the occurrence of accidents, injuries, illnesses, or incidents prompts immediate action. Copies of the safety meeting minutes are reviewed with follow up action planning.
- If applicable, include other means used to ensure safety communications with employees.

Visit Vans has instituted a procedure to communicate any hazards or safety issues without the fear of reprisal (anonymously if needed). In addition to communicating safety concerns with management or safety committee representatives directly, employees may submit their concerns through (list the types of communications methods you make available to your employees, such as the following:

- Office Mail Box: 1101 Hamilton St, STE 160 Allentown Pa 18101
- 484-524-5929 (text or call)
- [www.visitvans.com](http://www.visitvans.com).
- [info@visitvans.com](mailto:info@visitvans.com)

## Section 7: Training and Education Programs

Initial and ongoing safety training and education is necessary to ensure the safety of our employees. Our safety orientation is the backbone of our program and introduces new employees to our culture and commitment to safety. Ongoing training will also be conducted based on the employee department/position and any requirements, such as personal protective equipment, vehicle, and drug testing, Medicaid, Recertifications, etc.

The purpose of Visit Vans training program is to provide employees with:

- Knowledge and skills needed to do their work safely and avoid creating hazards that could place themselves or others at risk.
- Provide awareness and understanding of environment and road hazards and how to identify, report, and control them.
- *Specialized training, when their travels involve unique hazards.*

Safety training will be provided for employees:

- During new hire onboarding.
- When beginning new job assignments.
- When cross training on new types of vehicles and equipment.
- When new services, processes, procedures, vehicle, or equipment are introduced to the company and represent a new hazard.
- Periodically, in the form of refresher training (this may be following a near miss or incident, which can be required).

Depending upon the topic, the training may be conducted with one of the following methods:

- Virtually.
- Peer to peer (Ride Along).
- Tailgate talks.
- Classroom training.
- Online training.
- Coaching/counseling.
- Safety observations/evaluations.

## Section 8: Program Evaluation and Improvement

The main goal of our safety program evaluation is to ensure that Visit Vans is providing safe environment, training, vehicles, and equipment to meet and exceed our safety goals while continuously improving our safety culture. At regular intervals we will review the safety program or individual programs with those goals in mind and to remain compliant with all applicable regulations/laws.

The evaluation may also:

- Verify that the core elements of the program have been fully implemented.
- Involve employees in some aspects of program evaluation, including reviewing information (such as incident and accident reports results), establishing and tracking *performance indicators*, and *identifying opportunities to improve the program*.
- Ensure that the following key processes are in place and operating as intended:
  - Reporting incidents, accidents, hazards, maintenance issues, and concerns.
  - Conducting vehicle inspections and incident investigations.
  - Tracking progress in controlling identified hazards and ensuring that hazard control measures remain effective and is completed promptly.
  - Collecting and reporting any data needed to monitor progress and performance.
- Review the *results of any compliance audits to confirm that any program shortcomings* are being identified and that actions are being taken that will prevent recurrence.
- Review and update plans/processes based on the company's loss history.

The person tasked with the overall responsibility to evaluate Visit Vans safety program and processes is: Name: Shalanda Riddick  
Contact Information: 484-524-5929

## Section 9: Record keeping

Visit Vans is responsible for maintaining records of all applicable safety-related programs. The records will be kept on file at Visit Vans Office and digitally by Shalanda Riddick.

The OSHA Form 300 log of work-related incidents, accidents, injuries and illnesses will be posted annually in the areas where other notices are posted from February 1 through April 30.

Be sure to ask the compliance officer to provide a written request for the documents during the inspection so that all parties are clear about the documentation and there is no confusion later if a citation is issued for failure to provide all documentation. It is important to remember that an employer has no absolute duty to produce certain documents, such as insurance audits, hazard assessments, employee personnel files or post-accident investigations, and requests should be *reviewed by your legal counsel to ensure that you are providing only the documents required by law*.

A partial list of the most common regulations where document retention is required include:

**Personal Protective Equipment (PPE):** Retain written certifications of hazard assessments and employee training for the duration of employment for all employees exposed to identified hazards.

**Hazard Communication:** Unless there is another record of common hazards, retain SDSs for each hazard in the work environment for employees working for the duration of employment plus 30 years for all employees exposed to the applicable hazards. Make sure you have copies of all current SDSs for environmental hazards used in the business at all times. Keep employee training on environmental hazards for each employee's duration of employment.

**Airborne Pathogens:** If employees are expected to have work exposure to airborne pathogens, you are required to develop a written program and training to protect employees. Keep employee training records for at least three years from the training. Three years is the requirement, and safety experts recommend keeping all training records for the duration of employment. Retain employee exposure records for the duration of employment plus 30 years.

**Employee Exposure/Medical Records:** Retain employee exposure/medical records for the duration of employment plus 30 years.

**OSHA Form 300, 300A, and 301 Reports:** The OSHA Form 300 log of work-related injuries, illnesses and fatalities, the OSHA Form 300A summary of work-related injuries and illnesses, and the Form 301 injury and illness incident reports must be maintained for employers with 11 or more employees, unless there is an exemption based on the NAICS code (for certain low-hazard industries). The OSHA 300 log must be maintained and certified annually with the OSHA 301 Incident Report form, or the company's injury report form, if applicable. The OSHA 300 forms should be retained on file for five years following the year the records cover. [OSHA Injury Reporting](#)

## Employee Acknowledgement Form

**SAFETY PROGRAM RESPONSIBILITIES:** I have received and read Visit Vans LLC safety rules and understand that I must abide by these rules at all times. I have been given a copy of these safety rules and instructed to refer to them on a regular basis. Whenever I see an unsafe work condition, I must report it immediately to my supervisor, safety committee representative, or management.

**REPORTING ACCIDENTS AND UNSAFE CONDITIONS:** I have been informed and fully understand that it is my responsibility to report all work-related incidents of injuries or accidents, my own, employee, and passenger incidents, at the time of the incident. I also understand that it is my responsibility to notify my supervisor, safety committee representative, or management of any unsafe working conditions immediately so that the potential hazard can be assessed and corrected.

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

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_



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## Visit Vans LLC - Fleet Maintenance Program

### 1. Purpose

The purpose of this program is to ensure that all vehicles in the Visit Vans LLC fleet are safe, reliable, and compliant with regulatory requirements. Preventive maintenance reduces unexpected breakdowns, extends vehicle life, and helps manage overall operating costs.

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### 2. Scope

This program applies to all company-owned vehicles, including vans used for patient transport, charters, and other services. It covers:

- Routine inspections
- Preventive maintenance schedules
- Corrective maintenance (repairs)
- Recordkeeping and compliance

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### 3. Responsibilities

- **Fleet Manager/Dispatcher**
  - Oversee maintenance schedules and ensure timely servicing.
  - Maintain records of all inspections and repairs.
- **Drivers**
  - Perform daily pre-trip and post-trip inspections.
  - Immediately report any issues or warning lights.
- **Approved Mechanics/Service Providers**
  - Perform scheduled maintenance and repairs in compliance with manufacturer recommendations and regulatory standards.

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## **4. Daily Procedures**

### **4.1 Driver Pre-Trip Inspection**

Before starting a shift, each driver must complete an inspection that includes:

1. Tires: inflation, tread depth, visible damage
2. Lights: headlights, brake lights, turn signals, hazards
3. Brakes: function check
4. Fluid levels: oil, coolant, windshield washer
5. Mirrors and windows: clean and adjusted
6. Safety equipment: first aid kit, fire extinguisher, reflective triangles
7. Special Equipment: Wheelchair ramp, securement straps

### **4.2 Post-Trip Inspection**

At the end of the day, the driver records any defects, damage, or performance issues in the Vehicle Condition Report (VCR).

### **4.3 Post-Trip Clean**

At the end of each shift each driver is responsible for interior cleaning. Interior cleaning consists of

1. Clean vehicle windows with window cleaner.
2. Vacuum/Sweep the carpet passengers occupied.
3. Remove containers and clean cupholders
4. Spray antibacterial spray in the following areas:
  - a. Inside Door Handles
  - b. Seats
  - c. Steering Wheel
  - d. Gear Shift
5. Inspect/clean Rocker Panel as needed

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## 5. Preventive Maintenance Schedule

Each vehicle follows both **time-based** and **mileage-based** intervals. Adjustments may be made depending on usage.

Interval	Service Items
Every Day	Pre-trip, post-trip inspections, Post-trip vehicle clean
Every 5,000 miles or 2 months	Oil & filter change, tire rotation, brake inspection, fluid top-off
Every 10,000 miles or 6 months	Air filter replacement, battery check, suspension/steering inspection
Every 20,000 miles or 12 months	Transmission fluid check, cooling system flush, cabin air filter replacement
Every 40,000 miles or 24 months	Brake fluid flush, alignment check, spark plugs (if applicable)
Every 60,000 miles	Timing belt/chain inspection, full drivetrain inspection
As Needed	Tire replacement, brake pad/rotor replacement, windshield replacement, emergency repairs

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## 6. Corrective Maintenance

- Any defect reported by drivers must be logged into Nextraq Connect App immediately.
  - Vehicles with safety-related issues (brakes, tires, steering, lights) must be removed from service until repaired.
  - Only authorized service providers may conduct repairs.
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## 7. Recordkeeping

- Maintain a **Fleet Maintenance Log** for each vehicle including:
  - VIN, make, model, year, license plate
  - Odometer readings
  - Dates and mileage of all services performed
  - Repair invoices and inspection checklists
- Retain records for a minimum of 3 years for compliance and audit purposes.

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## **8. Compliance & Safety**

- Ensure all vehicles meet **PUC (Public Utility Commission)** and state/federal transportation regulations.
- Schedule **annual safety inspections** and emissions tests as required.
- Maintain documentation for insurance and regulatory audits.

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## **9. Continuous Improvement**

- Review breakdowns, repair costs, and downtime quarterly.
  - Adjust preventive maintenance schedules based on data.
  - Provide driver training refreshers on reporting procedures and safe vehicle operation.
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# Visit Vans - Fleet Maintenance Review Schedule & Checklists

## 1. Weekly Checklist (Quick Oversight)

Performed by Fleet Manager or Dispatcher, with driver input.

- Review all **driver daily inspection reports** (note recurring issues).
- Check fluid levels on each vehicle (oil, coolant, washer fluid).
- Inspect tire condition & inflation (spot-check with gauge).
- Confirm all safety equipment (fire extinguisher, first aid kit, triangles) is present.
- Review **odometer logs** and identify vehicles approaching service intervals.
- Note and schedule repairs for any reported issues.

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## 2. Monthly Checklist (Preventive Maintenance Focus)

Performed by Fleet Manager or designated mechanic.

- Review mileage/service logs to ensure all vans receive **oil & filter changes** (based on mileage or time).
- Inspect & rotate tires (tread depth, wear patterns, air pressure).
- Check brakes (pads, rotors, brake lines).
- Inspect lights (interior, exterior, warning lights).
- Check battery health and terminals.
- Ensure interior cleanliness and seat belt condition.
- Verify all required paperwork is current (registration, insurance, PUC documents).

✦ **Goal:** Prevent deterioration of major components and ensure compliance.

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### 3. Quarterly Checklist (Deep-Dive Preventive Maintenance)

Performed by mechanic/authorized shop.

- Conduct a **full safety inspection** (suspension, steering, exhaust system).
- Check alignment and balance tires.
- Replace air filters (engine and cabin).
- Inspect and top off all fluids: transmission, brake, power steering, differential.
- Inspect underbody for rust or damage.
- Run diagnostics for error codes (engine/transmission).
- Update **fleet maintenance log** with all services.

✦ **Goal:** Maintain safe operation and extend vehicle life.

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### 4. Annual Checklist (Regulatory & Long-Term Care)

Performed by Fleet Manager and certified inspection provider.

- Schedule **state/PUC inspection** and emissions test.
- Replace brake fluid (flush system).
- Flush and replace coolant.
- Inspect drivetrain & timing components.
- Review total maintenance costs per vehicle.
- Decide on repair vs. replacement strategy for older vans.
- Conduct driver refresher training on inspection & reporting.

✦ **Goal:** Ensure regulatory compliance and long-term fleet planning.

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## 5. Documentation & Reporting

- Use a **Fleet Maintenance Binder** or software to log each item checked off weekly, monthly, quarterly.
  - Require driver and fleet manager **sign-offs**.
  - *Keep all service invoices attached to vehicle files.*
  - Run quarterly reports: downtime, repair costs, recurring issues.
-

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