

Question 3 on Page 6: Describe the application 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.

Answer: Lovable Helping Hands Foundation Limousine Service is led by me, Marian Yarteh I've experience in business management and customer service. As the Director of Lovable Helping Hands Foundation, I'Marian Yarteh has successfully managed a wide range of community-driven initiatives, demonstrating my strong leadership, operational management, and organizational skills. Additionally, my experience in coordinating transportation services for foundation events and community outreach programs has equipped me with valuable insights into the planning and safety considerations essential to the transportation industry.

I' Marian also has a background in the automotive sector, operating at Gem Auto Center LLC, which specializes in vehicle sales and repairs. This experience has provided me with a direct knowledge of vehicle maintenance, fleet management for vehicle repairs and customer satisfaction and all critical aspects of running a reliable limousine service.

Since I have experience in vehicle exposure in vehicles knowledge, I have comprehensive motor vehicle business background, dedication to serving the community and commitment to providing exceptional customer experiences make me well-suited to managing a successful limousine service. Furthermore, I am actively pursuing industry-specific training to ensure adherence to best practices and regulatory standards within the transportation sector.

Question 4 On Page 6: Describe your facilities, record maintenance plan and your communication network, please include a description of physical location, including office machines that will be utilized, and the facility to house vehicles. As a carrier of household goods in use, applicants 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. Regarding 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.

Answer: The Facilities for Lovable Helping Hands Foundation Limousine Service will operate from the organization's headquarters located at **905 Line Street, Suite B, Easton, PA**. This facility includes dedicated office space equipped with essential office machines such as computers, printers, telephones, and fax machines that are electronically to manage business operations efficiently. Additionally, secure filing cabinets and cloud-based storage systems will be used for maintaining both physical and digital records.

The facility also has ample space to house and maintain the limousine fleet. Routine vehicle inspections, cleaning, and minor maintenance will perform on-site or will also be taken to the car wash center that I will arrange to take the vehicles to, while major repairs will be managed by garage ensuring that all vehicles are maintained to the safety standards.

Record Maintenance Plan

The limousine service will comply with all Pennsylvania Public Utility Commission (PUC) requirements for recordkeeping. Business records, including customer reservations, driver logs, vehicle maintenance reports, and financial statements, will be maintained using a cloud-based management system or manual written in secured logo book. This platform will ensure easy access to documents while providing secure data storage and backup. Physical copies of essential records will be retained at the office in accordance with state regulations.

Driver qualification records, insurance documents, and compliance reports will also be stored and monitored to ensure timely renewals and ongoing compliance with PUC guidelines.

Communication Network

The Lovable Helping Hands Foundation Limousine Service will implement an efficient communication system to manage transportation requests and driver dispatching. Customers will be able to request transportation through multiple channels, including phone calls, email, and an online booking platform accessible

Once a request is received, dispatchers will use fleet management software to assign drivers based on location, availability, and customer requirements. Real-time GPS tracking and mobile communication apps will ensure continuous contact with drivers, allowing for quick updates on arrival times, route adjustments, and any unforeseen changes.

In case of emergencies or unexpected circumstances, I will have access to twelve hours of support through the dispatch team and extend the hours in the future as business starts getting business. Additionally, automated notifications will be sent to customers to provide updates on ride status and estimated arrival times.

This comprehensive approach to facilities management, record-keeping, and communication will ensure smooth operation and quality experience for customers while maintaining compliance with PUC standards.

Question 5 On Page 6: 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:

Answer: Lovable Helping Hands Foundation Limousine Service will start with one driver as of now until I am able to hire more drivers when income starts coming into the business. Once that happens, I will hire at least 3 to 5 drivers in the future when income starts coming in. This number is appropriate for our initial service area, which will primarily cover **Easton, PA**, and surrounding areas within the **Northampton** and **Lehigh Valley region**. Additionally, we will provide occasional transportation to regional airports, event venues, and special destinations within PA upon request.

Having one driver now allows us to maintain a flexible schedule. Later when income starts to be coming then will hire additional drivers that will ensure availability for business demand periods, including community events, special occasions, and corporate services. It also ensures reliable service for our once-a-month free community ride initiative, which provides limousine experiences to underserved residents.

This one driver is manageable for our business size, ensuring we can deliver personalized and high-quality service while optimizing operational costs. As the demand for our services grows, we will evaluate the need to expand our driver.

(A) **Your Hiring Standards for Drivers.**

The Hiring Standards for Drivers will be Valid Licensing, Three to Six Years Experience and Driving Record and Screen Questions About Their Driving History with Verbal Questions About Their Driving Skills

(B) **Your System for Conducting Criminal Background Checks:**

Background and Screening: Comprehensive **background check** to ensure to know what type of criminal history that they have. Candidates are required to provide **written consent** for a background check during the application process. They are informed about the scope of the background screening, ensuring transparency. A **nationwide criminal database search** will be conducted, including state records (epatch.pa.gov) is done to check if there is a criminal record that I should be aware of before hiring them. A special focus to be placed on identifying any **violent crimes, theft, fraud, drug-related offenses, or DUIs** within the past years. Also, the **Motor Vehicle Records (MVR) Check, which** is conducted to review the applicant's driving history, verifying that they meet our safety standards. **Then will do the Evaluation and Decision Making Process:** Base on the background check results are carefully reviewed by me the CEO until future process will get HR to review the background check **and compliance team**. Decisions will be based on the severity, nature, and timing of any offenses, while providing applicants with an opportunity to explain any findings. This robust system ensures that only qualified, responsible, and trustworthy individuals are entrusted with our passenger's safety.

(C) **Your Driver training program-Here at Lovable Helping Hands**

Foundation Limousine Service, the Driver Training Program will be committed to providing safe, dependable, and exceptional transportation experiences. Our comprehensive **Driver Training Program** will design to ensure that all drivers meet the highest standards of safety, professionalism, and customer service. The program includes the following components:

Orientation: Introduction to company policies, safety procedures, and customer service expectations.

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Passenger Safety and Comfort: The Proper use of **seatbelts, child safety seats, and wheelchair accessibility features**, if applicable.

The **Emergency response training** includes first aid, CPR certification (preferred), and evacuation procedures.

Instructions on ensuring passenger comfort and assisting individuals with special needs.

Defensive Driving: Certified training in accident prevention, road safety, and emergency response.

Passenger Safety: Ensuring comfort, assisting individuals with special needs, and adhering to safety regulations.

Customer Service: Professional communication, conflict resolution and delivering exceptional service.

Compliance: The Understanding and adhering to **state and federal transportation laws**. Training in **logbook management** and maintaining accurate driving records and knowledge of **vehicle inspection protocols** and reporting procedures.

Ongoing Evaluation: Regular performance assessments and refresher courses.

- (D) **Your system for conducting driver license checks:** Here at **Lovable Helping Hands Foundation Limousine Service** will be conducting thorough driver license checks to ensure all drivers meet legal and safety standards with the regulation of the PUC, State and Transportation Rules and Regulations.

Our process will include Initial Verification that will validate the applicant's **driver's license** for authenticity and ensure it is **valid and current**. Confirm the appropriate **license class and endorsements** for operating a classification of driving a limousine.

1. **Motor Vehicle Records (MVR) Check:** To conduct a comprehensive **MVR check** through the Department of Motor Vehicles (DMV) and review the driver's **driving history** for violations, accidents, DUIs, or suspensions with **ongoing monitoring perform annual or periodic MVR checks** to ensure continued compliance and safe driving records.
2. **Compliance and Documentation:** Maintain accurate records of all license checks and ensure compliance with **state and federal regulations**. This system will help us prioritize safety and reliability in our transportation services and safety.

(E) **Your policies regarding alcohol and drug use by your drivers:** Here at Lovable Helping Hands Foundation, there, we have a **zero-tolerance policy** for alcohol and drug use. Drivers undergo **pre-employment drug testing, random screenings, and post-incident testing**. Any violation results in this will be **immediate termination**.

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).**
- C. **Your system for ensuring that vehicles which no longer meet vehicle mileage requirements shall be replaced in a timely fashion.**

Answer: The Vehicle Safety Program at Lovable Helping Hands Foundation Limousine Service will maintain a vehicle safety program that will includes:

Periodic Maintenance Plan: These vehicles will undergo **routine maintenance every 5,000 miles or every 3 months**, whichever comes first. The maintenance includes **oil changes, brake inspections, tire checks, and fluid level monitoring**.

The Compliance with Pennsylvania Standards: Certified technicians will annually inspect the vehicle to meet **67 PA Code, Chapter 175** standards, which will have to have the **Pre-trip and post-trip inspections** are performed daily to identify any safety concerns.

Vehicle Replacement System: The Vehicle exceeding mileage limits or showing significant wear are **removed from service** and be replace as prioritized based on **age, mileage and maintenance history** to ensure a reliable fleet.

The program will ensure the safety, reliability and compliance of our fleet at all times especially when it's on the road been used.

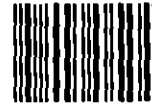
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