

**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.

RECEIVED

2015 DEC -8 AM 9:43

PA. P.U.C.  
SECRETARY'S BUREAU

2015 DEC -1 PM 2:35

TECHNICAL UTILITY SECTION

A-2015-2461572
PUC Application Docket No.
Christian Henry Ziegler III
Legal Name of Applicant
PhilaGorilla Movers, LLC
Trade Name, if any

1300 South 18 <sup>th</sup> Street, Suite 100	Philadelphia	PA	19146
Street Address (principal place of business)	City of Municipality	State	Zip Code

The Verified Statement of the Applicant is more or less a business plan, or your proposal for providing the transportation service for which you are making application. Prior to deciding to make application for operating authority from the Public Utility Commission, you likely gave much consideration to the manner in which you would operate the business in order that you could provide satisfactory service to your customers and so that you could make a reasonable profit. As part of the application process, you must provide the Commission with your proposal to provide transportation service.

At minimum, the Verified Statement of the Applicant should include a discussion of the numbered items listed below and on the following pages. You are encouraged to provide as much information as possible about the particular subject as necessary to fully explain your plan. If you fail to provide sufficient information about the subjects listed below, it may cause the review of your application to be delayed until you provide the necessary information. If you need more space to provide your explanation please attach additional pages that list the appropriate item by number.

- 1. Identify the person making the Verified Statement on behalf of the applicant. If the applicant is a sole proprietor making the statement, this will be the same information as provided above. If an employee/ officer of applicant is making the statement, give name, title, business address and telephone number, and indicate that the applicant's directors/ owners/ partners/ etc. have authorized the witness to speak for the business.**

Christian Henry Ziegler III is making this statement as a 50% share Co-Owner/ Partner in this business. Nelson Carlson the other 50% Share Co-Owner/ Partner in this business has authorized Christian Henry Ziegler III to speak for the business.

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

Christian Henry Ziegler III has no affiliation with any other carrier, with the description of affiliation.

**3. Describe your business experience, particularly any experience relating to the operation of a transportation service. You may include an explanation of education or training that you believe may be relevant.**

I spent 8 years prior to owning our moving company working for Mambo Movers. In that time I was able to become extremely familiar with the safest and most efficient ways to transport household goods. I am able to assess time and cost estimates for all moving related jobs. This would include estimating labor, truck insurance, fuel, and overhead costs. I have made myself familiar with the industry standards to remain compliant with state and federal regulations. I have been very diligent to insure all liability concerns are addressed. I am highly motivated and organized. I have a B.A. in Facilities Management and use my facility management experience to my advantage by being an effective communicator with strong interpersonal skills. I use the skills I learned through my facilities management degree to record our expenses and profits. I am a proven leader with success in conflict resolution. I have a solid understanding of the transportation of household goods using safe and efficient methods, while leading our teams to strive for a flawless experience for our customer. I am considered a leader among my peers and I am comfortable implementing that leadership.

My business partner Nelson Carlson spent 9 years working for Mambo Movers prior to us owning our own moving company. He possesses a strong work ethic and philosophy about moving, customer service, and safety. He uses his skills to alleviate any stress the customer may feel from their move with clear communication, patience, and concise problem solving. He has an immediate rapport with customers instilling a trust as if you are a member of our family that needs our services. He possesses great knowledge in proper home packing processes. He is able to translate that knowledge to ensure a homeowner's possessions are safe organized for transport and delivery. He ensures and advises proper labeling, organizing, and wrapping of delicacies/ and valuables. He implements proper lifting and hoisting techniques to maintain safety for a customer's items, home, and movers health. He maintains strong spatial thinking skills for organizing a customer's belongings for transport and delivery. He sets industry standards with his keen sense and understanding of physics and spatial awareness. He is a proven leader and able to direct teams to implement his vision for a flawless move. He also has a solid understanding of the transportation of household goods, using safe and efficient methods. His prior experience as a freelance photographer gave him applicable skills of communication, time management, and attention to detail.

We both have the vision of evolving the way you move. You don't need to hire your inexperienced friends and ply them with pizza and beer to have that family experience. Hiring professionals that treat you like family, providing you a fair price for excellent work in a timely manner, is our goal. We are not trying to reinvent moving, but we want to do it without the hassle. We want to provide our customers with a boutique experience that can only be accomplished by craftsmen in their trade. Attention to detail, communication, knowledge, and keen leadership is what we offer. We accomplish this by ensuring my co-owner and myself and any independent contractor we hire, adhere to the stringent safety standards that apply to all levels of work. We implement creative and resourceful problem solving and stress open communication. We are always planning for the future by setting milestones for expanding our resources and building our ability to maintain efficient, compliant practices. We want to be leaders in this industry and set standards for what to expect from your moving experience.

### **Christian Work Experience**

**Mambo Movers** - Operations Supervisor  
Philadelphia, PA - April 2006 - May 2014

- Responsible for managing on-site teams, assignment of roles, coordinating project with customers to provide highest level of customer service
- Provide training to effectively establish team environment
- Utilize significant problem solving and conflict resolution skills

**Vanguard Corporate Real Estate & Facilities Management (CREFM)** - Intern  
Malvern, PA - May 2012 - August 2012

- Coordinated daily activities related to ongoing construction projects
- Prepared budgets and estimated construction costs for fiscal approval of capital expenditures
- Refreshed and organized corporate record drawing archives - Coordinated older drawing updates with staff architect
- Lead Project Manager on as-built test pilot with responsibilities including managing outside vendor relationships, day-to-day construction contact, supervising work performed, budget review
- Supported team in building and managing outside vendor and consultant relationships

**Four Corners Management** - General Manager  
Philadelphia, PA - September 1999 - November 2005

- Managed the opening of five separate restaurants and bars
- Responsible for hiring and training staff for multiple positions

- Implemented new policies and procedures to improve staff efficiency
- Controlled daily operations including staffing, inventory control, business and marketing plans

**Urban Outfitters & Anthropologie** – Facility Coordinator/ Special Project Manager  
Philadelphia, PA – May 1997 – January 2000

- Evaluated and hired contractors for various disciplines, coordinated operations management teams, and maintained project budgets and deadlines
- Managed all national vendor contracts for maintenance of all building systems
- Supported staff project managers with post construction punch lists nationally by negotiating with vendors to fulfill contractual obligations
- Project Manager for store renovations and remodels including hiring contractors, establishing and maintaining budget, establishing and maintaining deadlines for completion
- Established *renovation project budgets or created business justification* for capital expenditures to present to senior management
- Wrote, distributed and evaluated requests for proposals (RFP's) for major projects
- Provided senior management with monthly, quarterly, annual and ad hoc project updates, budget reports and strategic planning information
- Negotiated timelines and cost structure for all store renovations

**Christian Education**

**Temple University**

Philadelphia, PA – May 2013

**Bachelor of Science in Facility Management, Honors**

- 2013 Facilities Management Capstone Award
- Dean's List

**Nelson Work Experience**

**Mambo Movers** - Operations Supervisor

Philadelphia, PA – 2004 – 2013

- Responsible for managing on-site teams, assignment of roles, coordinating project with customers to provide highest level of customer service
- Provide training to effectively establish team environment
- Utilize significant problem solving and conflict resolution skills

**Freelance Photographer/ Production assistant**

1998-Present

- Customer service/ communication

- Job detail organization
- Obtaining proper permits
- Drafting of legal contracts
- Time management and deadlines

### **Nelson Education**

#### **University of the Arts**

Philadelphia, PA - 1997

#### **BFA Graphic Design/Photography**

**4. Describe your facilities, record maintenance plan and your communication network. Please include a description of your physical location, to include the office area, office machines that will be utilized, and the facility to house vehicles. Household goods in use carriers should include a description of their 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 communicative 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 communications with your drivers. Finally, please state your intended business hours.**

### **Our Facilities**

Our office is located in a small 1<sup>st</sup> floor warehouse space at 1300 South 18<sup>th</sup> St., Philadelphia, PA. Our location was formally a storefront business. Prior to our occupancy, the space was gutted and used as a storage area for the adjoining coffee shop. We cleaned out the space added a bathroom, electric, Internet, and remodeled the space to accommodate our business. (Most capital improvements to our space were initiated by us and repaid by our landlord.) The space is approximately 20' x 30' with 12' ceilings. Our office area is placed in the NE corner by the windows. We have several bookcases lining the east wall. Our shared desk, printer, and filing cabinet line the North wall. Along the East wall there is a 5' x 8' room that we store all of our moving gear. This includes: 3 tool boxes, moving blankets, straps, furniture dollies, hand trucks, pallet rubber bands, boxes of assorted sizes, bed bug mattress bags, tape, bubble wrap, newsprint, and assorted other miscellaneous *moving tools*. We installed a *locked gate* to keep these items secure. Our landlord installed a toilet and hot water heater in the SE corner. We added a slop sink and installed soap and paper towel dispensers. We lease a 16' box truck from Ryder and are able to store the vehicle at their lot at 1450 Warfield Street in Philadelphia approximately 2 miles from our office. When we need an additional truck we rent from Ryder as well.

### **Record Maintenance Plan**

Any job that is scheduled and performed begins with talking with the customer. We record their full name, start address, end address, any additional stops, # of floors of each location, email, phone number, desired date of their move, desired time of their move, and description of the items to be moved. We calculate their rate, fuel/ mileage surcharge, and any travel time, and estimated completion time from this information. We then send an email explaining all expected charges, explanation of their rate and what is included in it, and ask for a confirmation to secure their time slot and date. We enter this information into our calendars. Once we arrive to the job we provide the customer with a bill of lading explaining our rates, fuel/ mileage surcharge, insurance, valuation of their belongings, any travel time, expected tolls, etc. They sign the Bill of Lading and we begin. At the completion of the job we calculate all the hours, travel time, fuel/ mileage surcharge, and any tolls and itemize it on the bill of lading. We also note the stop time. They sign, are given a copy of this, and we take payment. We send them an emailed invoice, itemizing all costs, through our invoicing service aynax.com. This service provides us with valuable analytical tools. This also gives us a detailed directory of all our clients. When they call again or refer someone, we can immediately pull up the invoice of their move for reference. We are able to generate reports using these invoices to determine our expenses, labor costs, etc. We use Quick Books to organize our expenses and an accountant to help us file our taxes.

### **Records Required by the PUC**

We exceed the minimum levels of financial responsibility required for a motor carrier of household goods. Our MCS-90 was filed on November 2, 2015. We obtained all the licensing and permits that are necessary to maintain as a furniture moving company in Philadelphia, Pennsylvania. We obtained our Philadelphia Business and Receipt Tax, applied for the Pennsylvania Enterprise Registration, applied for our Household Goods-In-Use Motor Carriers License, maintain our UCR compliance, applied for our OP-1 operating authority, filed our MCS-150 Form and received our DOT number, applied for our Motor Carriers License, and submitted our Tariffs to the PUC. In addition we provide written non-binding estimates based on applicable tariff charges by an hourly rate. We have each customer sign a bill of lading, which explains our hourly rate and the automatic protection of \$.60 per pound per article. We have an arbitration agreement that's available for all customers and try to alleviate any and all complaints or loss with open communication, repairs, replacement, and/ or reimbursement. All employees are have a file which contains their criminal background check, report of their driving record, copy of their independent contractor agreement (if applicable), accident register, record of their short haul provision record keeping. A copy of their Medical card (drivers), certificate of road test, application for employment, and previous employer inquiry. We adhere to the strict Hours of Service requirements and any driver will complete a Short Haul Provision Record and maintain current log books.

## **Communication Network**

We conduct most of our business wirelessly. We have an extremely detailed website, [www.philagorillamover.com](http://www.philagorillamover.com), that provides information about our team, what to expect, our services, a FAQ section, and a contact page that provides specific questions to give us a better idea about the move prior to contacting us. We utilize several apps to assist us with daily business operations. One app we utilize is Line 2, which provides us with a shared phone line that calls directly to my partners or my own cell phone simultaneously. The Phone line is able to give us detailed logs of calls, provide the ability for customers to text us pictures, and leave text messages. All of the information can be accessed from one of our computers and we can respond through our computer, tablet, or smart phone. If we are unable to answer a call, we have a pre-recorded message that explains other ways of getting in contact with us. We also have a Yelp site for customers to leave reviews for other people searching for reliable movers. This service gives us weekly updates of how many people have searched for us visited our website and our contacted us from this process. This is a valuable tool to see how many people are reaching us during peak and off peak moving times. Once a customer reaches out to us, we ask a series of pointed questions that can give us the information to provide an accurate quote. We enjoy this part the most. It gives us the opportunity to truly understand the move at hand. The years of experience that my partner and I have we are able to give an accurate estimate of time and cost. My partner and myself like to utilize technology whenever we can to adapt to an increasing tech dependent society. However, we tend to rely most on word of mouth, grass roots advertising, introducing ourselves into our market through diligent research, and strong work ethic. While we are at the office we utilize our I-Pads to write and send quotes. We are owner operated so being able to conduct business out of the office is also useful. Our printer is wireless so we can print directly from our smart phone or tablet. We also utilize PayPal card readers so we can accept credit cards from customers. The day of the move my business partner or myself pick up our truck from the Ryder lot in South Philadelphia. We meet at our office and wait for our move helper to arrive. We usually meet approximately 1 hour before a move will start. This gives us time to inspect our truck, make sure there is an appropriate amount of gear on the truck, discuss what the job entails for the day, and our expected time frame for completion. We strategize a method for completion while we stock up on water, coffee, and energy foods and then phone the customer with an eta to our arrival, which mirrors the time we discussed while booking. My business partner and myself are currently the only drivers, but we utilize our smart phones for communication through texts and calls through out the day (only when we are not driving). When we do expand and hire drivers we will expect updates by text or phone call on timing, customer satisfaction, and any advice or direction. We expect them to respond to our texts and phone calls in a safe, timely manner.

## **Intended Business Hours**

We will work everyday on the trucks, except Christmas and New Years Day. We can start a job as early or late as needed by the customer. Our office business hours are more regulated. Monday through Friday our office is open to book or discuss moves 8:00AM – 5:00PM. Saturday we are office opens from 10:00AM – 2:00PM and Sunday our office is closed. We often answer phones and emails past these times, but I would like to in the future try to have more set times for communications. We will also answer any phone or email if there is an emergency or if a customer needs a problem solved.

**5. Please state the number of employees you intend to use with a description of their duties. Please explain why that number of employees is appropriate to provide reasonable and efficient service to the geographical territory you will be serving. (Do not address drivers in your explanation about this item; drivers are addressed separately in item #6).**

Currently Nelson and myself are the only two employees. We utilize independent contractors as move helpers if a move requires more than the two of us to complete a move in a safe efficient manner. Most of our moves however require at least 3 movers. Our industry has defined busy and slow seasons. We want only responsible attentive people that have a similar or exceptional work ethic. We utilize professional movers that are currently employed or are independent contractors in similar boutique moving companies that Nelson and myself have worked with in the past. We also vet movers that we may not have worked with by a series of questions and by supervising moving tasks to determine their skill level, problem solving skills, intuitiveness, attention to safety, attention to their surroundings, and overall professionalism. We tend to hire movers that live within, at most, a 30 minute drive to our office. We feel the number of independent contractors we intend to use will be 1-2 during our slower season. This will give the opportunity for Nelson or myself to have days off from moving while the other one of us runs a crew. During our busier season we sometimes need to run two trucks a day. This would mean we need two crews. Since we are the only current drivers we would need 4 independent contractors to fill the desired number of movers for each crew.

**6. Please state the number of drivers you intend to hire in your business and explain why the number of drivers is appropriate for the size of the geographical territory you will be serving. In addition please explain:**

- a. **Your hiring standards for drivers;**
- b. **Your system to ensure prospective drivers will be subject to a criminal background check;**
- c. **Your driver training program;**
- d. **Your system for ensuring that your drivers are properly licensed at all times;**
- e. **Your system to ensure that all drivers will be subject to a criminal background check every two years;**
- f. **Your policies regarding alcohol and drug use by your drivers.**



We intend to hire two drivers by the end of next year. We intend no more than two trucks to go out a day. If we begin to have that much volume consistently, we will need additional drivers so that we make sure we are following the required Hours of Service for the drivers. This will also give Nelson and myself an ability to have a break.

- a. A driver will have to obtain a valid medical card, have a clean driving record, no criminal history, be sober, have keen problem solving skills, intuitiveness, attention to safety, attention to their surroundings, and overall professionalism. We will only hire an individual as a driver if they have been field tested as one of our movers. We expect they show leadership abilities and the skills we listed above so they can eventually run a crew. We want only responsible attentive people that have a similar or exceptional work ethic. A driver must meet these minimum requirements:
  - Be in good health and physically able to perform all duties of a driver.
  - Be at least 21 years of age.
  - *Speak and read English well enough to converse with the general public, understand highway traffic and signals, respond to official questions, and be able to make legible entries on reports and records.*
  - Be able to drive the vehicle safely.
  - Know how to safely load and properly block, brace, and secure the cargo.
  - Have only one valid commercial motor vehicle operator's license.
  - Provide an employing motor carrier with a list of all motor vehicle violations or a signed statement that driver has not been convicted of any motor vehicle violations during the past 12 months. A disqualified driver must not be allowed to drive a commercial motor vehicle for any reason.
  - Pass a driver's road test or equivalent.
  - Complete an application for employment.
  - Possess a valid medical certificate.
  
- b. We will run a criminal background through a third party site like GoodHire.com. We will evaluate, as an employer, each candidate's criminal record on a case-by-case basis. We will reject a candidate if he/ she has been convicted of a crime that is job-related and correlates to a business necessity. To establish business necessity we, as an employer, will show we considered:
  - 1) The severity and age of the offence or offences,
  - 2) Evidence of rehabilitation, and
  - 3) Job relatedness.We will make sure this decision does not violate Title VII of the Civil Rights Act of 1964. If we decided not to hire someone based on their criminal history we will consult our lawyer to make sure we are following FCRA rules that give a candidate notice in advance and provide the candidate with an opportunity to explain or contest the veracity of the information.

- c. Every prospective driver will be given a road Test examination prior to becoming one of our drivers. The road test shall be given by Nelson or myself, or a person designated by us. Nelson and myself gave each other our road test. The test should be given by a person who is competent to evaluate and determine whether the driver who takes the test has demonstrated that he/she is capable of operating the vehicle and associated equipment that the motor carrier intends to assign to him/her. They will be expected to perform a pre-trip inspection as required by **§ 392.7: Equipment, inspection and use**. No commercial motor vehicle shall be driven unless the driver is satisfied that the following parts and accessories are in good working order, nor shall any driver fail to use or make use of such parts and accessories when and as needed: Service brakes, including trailer brake connections. Parking (hand) brake. Steering mechanism. Lighting devices and reflectors. Tires. Horn. Windshield wiper or wipers. Rear-vision mirror or mirrors. Coupling devices. Wheels and rims. Emergency equipment. After the pre-trip inspection they will place the CMV in operation. They will use the CMV controls and emergency equipment. If they can perform these duties they will be tested *operating the CMV in traffic and passing other motor vehicles*. They will be tested in turning, braking, slowing the CMV by means other than braking, backing, and parking the CMV. If the driver passes the road test they are given a certification of their road test by who supervised them.
- d. We request a driver record for the last three years from the Pennsylvania Department of transportation to insure our drivers have a valid license and that there are no violations. We will conduct an annual review of their driving record and complete an annual certificate of violations. In addition each driver will have in his file an accident register detailing any occurrence with the date and time of accident, driver's name, number of injuries or fatalities, and hazardous materials (other than fuel) released if any. We will maintain copies of all accident reports for a period of one year after an accident occurs. The register will be maintained for a period of three years after an accident occurs.
- e. We will run a criminal background check as explained in section b) of this section every two years.
- f. We have a company policy that no driver is permitted to operate a motor vehicle when his/her ability and/or alertness is impaired by fatigue, illness, or any other cause that makes it unsafe to begin (or continue) to drive the vehicle. No driver or other person contracted or employed and by us, can be on duty and possess, be under the influence of, or use of:
- Any Schedule I drug or other substance that would impair his/ her alertness or make it unsafe for he/ she to begin (or continue) to drive the vehicle or perform his / her duties in a safe efficient manner.
  - Any amphetamine or formulation of an amphetamine (including pep pills and beenies)
  - Narcotics or derivatives
  - Any other substance that makes driving unsafe

- A driver is forbidden to consume or be under the influence of alcohol within four hours of going on duty, while on duty, or while driving. A driver is forbidden to possess an alcoholic beverage while on duty, unless it is a manifested part of the shipment.

Any employee, or contractor violating these rules will be terminated immediately.

**7. 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 geographical territory you will be serving. If you have already obtained vehicles for your business please list them in the chart below. Taxicabs and limousines may not be used if the vehicle's age is greater than eight model years.**

We currently lease one truck from Ryder, when we need the use of a second truck we rent an additional truck from Ryder. We plan to buy a truck in the immediate future. We will be using at most two trucks for the next year as we make plans to hire additional drivers. Our current business model would only require the use of two trucks to provide two crews completing jobs each day.

<u>YEAR</u>	<u>MAKE</u>	<u>MODEL</u>	<u>SEATING CAPACITY</u>	<u>VEHICLE ID#</u>
2011	Isuzu	NPR/ NF2	3	JALC4W16XB7000779

**8. Describe your vehicle safety program. Please include the following in your explanation:**

- Your periodic vehicle maintenance plan;**
- Your system for ensuring your vehicles will continuously comply with Pennsylvania's equipment standards (67 PA Code, Chapter 175) that are applicable to the type of vehicles used in your business;**
- Your system for ensuring your vehicles will maintain compliance with the PUC's requirements for passenger service at PA Code, Section 29.403 (applicable to passenger applicants only);**
- Your system for replacing vehicles once they are greater than eight model years in age in compliance with PA Code, Section 29.314 (d) (applicable to taxicabs) or PA Code, Section 29.333 (e) (applicable to limousines);**
- Your system for ensuring the filing of an annual vehicle list (taxicabs and limousines);**
- Your system for ensuring your vehicles will comply with the requirements of 49 CFR Parts 393 and 396, as adopted by the PUC at 52 PA Code, Chapter 37 (applicable to HHG applicants).**

- a. Since we lease and rent from Ryder they have a vehicle maintenance plan in place for all their vehicles. They have regular scheduled preventive maintenance, perform minor and major repairs, multipoint inspections, provide warranty work, offer 24/ 7 roadside assistance, offer extended repair hours and available rentals, they keep detailed record-keeping by vehicle, maintenance is performed by professionals trained in multiple disciplines, and use state-of-the-art diagnostic equipment. When we are ready to buy our own vehicles we will put in place a comprehensive maintenance plan for our vehicle that would include a preventive maintenance plan. We will establish a 24 hour mechanic and tow service, and rent a secure location to house our vehicle when not in use.
- b. Ryder's comprehensive maintenance program ensures we are continuously compliant with Pennsylvania's equipment standards (67 PA Code, Chapter 175). For any vehicles we buy in the future we will set up a comprehensive maintenance plan with the mechanic that we hire to service our trucks.
- c. N/A
- d. N/A
- e. For our lease or rentals from Ryder, Ryder will make sure we are completely compliant with the requirements of 49CFR Parts 393 and 396 as part of their comprehensive maintenance plan. When we buy our own vehicle we will set up a similar comprehensive maintenance plan with our own mechanic. Nelson and myself will also take a course to become knowledgeable of the parts and accessories necessary for safe operation of our vehicles. We will also become knowledgeable of what is necessary for the inspection, repair and maintenance of our vehicles. This knowledge will ensure we are remaining compliant with the rules to operate a safe vehicle.

**9. Please explain what steps you have taken to determine if you can obtain and pay the premiums to maintain insurance coverage for the proposed number of vehicles for your business.**

We received quotes for all the applicable insurance we needed to operate CMV's for our business and any addition insurance we needed to perform our services as a Households Goods in Use Mover. We looked at our volume of sales and all expected expenses and determined that we could make enough money to cover these necessary costs and still recover a profit. We then made deposits on all of our plans and set up monthly payments to keep insurance up to date. We currently can lease, rent, or own up to 10 vehicles under our current plan and up to 10 drivers can be insured. This will give us adequate space to expand our business without a change in the cost of our coverage.

**10. Please describe your customer service standards. Within your description, please explain:**

- a. **Your plan to inform customers of the procedures for filing complaints with the PUC;**
- b. **Your intended customer complaint resolution procedure.**

- a. We will inform customers that they can find the informal complaint form on the PUC website at [www.puc.pa.gov](http://www.puc.pa.gov) They can also call the PUC's Bureau of Investigation & Enforcement (I & E) toll free at 1-800-692-7380. In addition they can send an informal complaint by mail to I & E at: Bureau of Investigation & Enforcement PA Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265. If they would like to make a formal complaint they can download a Formal Complaint form from the PUC website at [www.puc.pa.gov](http://www.puc.pa.gov) or they can request that one be mailed to them by calling the PUC toll free at 1-800-692-7380. They can file a Formal Complaint form to the Secretary's Bureau at: Secretary's Bureau PA Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.
- b. We have made available an arbitration agreement as a customer complaint resolution procedure. This is established to provide an outside party to help resolve a conflict without having to involve formal proceedings.

**11. Criminal Record. Have you been convicted of a misdemeanor or felony for which you remain subject to supervision by a court or correctional institution?**

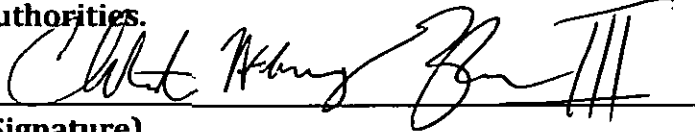
Yes                       NO

**12. Financial Data. In addition to demonstrating your technical fitness, you must also demonstrate that you possess the financial fitness to provide the proposed transportation service. Therefore you must complete both parts of the "Statement of Financial Position", which follows this page. The first part is the Balance Sheet. You need only to provide the applicable information. The second part of the Statement of Financial Position is the Projected Income Statement. The projection is your estimation of expected revenues and specific expenses for one year. You should use the projected information, along with your "Statement of Financial Position", which explains why you believe you have sufficient funds to ensure your transportation business can provide reliable service to the public in a safe manner.**

#### **Verification 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)**

11-28-15  
**(Date)**

**Christian Henry Ziegler, Co-Owner/ Member**  
**(Name and Title, printed or typed)**

**Statement of Financial Position (Balance Sheet)  
As of November 28, 2015**

RECEIVED  
2015 DEC -3 AM 9:45  
PA.P.U.C.  
SECRETARY'S BUREAU

**ASSETS**

Current Assets			
Cash	<b>\$113,400.12</b>		
Account Receivable	<b>\$ 1,981.50</b>		
Notes Receivable			
Other Current Assets (specify)			
<b>Total Current Assets</b>			<b><u>\$115,381.62</u></b>
Tangible Assets			
Motor Vehicle Equipment			
Less: Accumulated Depreciation		=	
-			
Building and Structures			
Less: Accumulated Depreciation		=	
-			
Office Equipment			
Less: Accumulated Depreciation		=	
-			
Land			
Investments and Funds (specify)			
Intangible Assets			
Other Assets (advances and idle equipment-specify)			
<b>TOTAL ASSETS</b>			<b><u>\$115,381.62</u></b>

**LIABILITIES**

Current Liabilities (Due within one year of date)			
Accounts Payable	<b>\$108,026.50</b>		
Notes Payable			
Equipment Obligations			
Other Liabilities (Attach Schedule)			
<b>Total Current Liabilities</b>			<b><u>\$108,026.50</u></b>
Long Term Liabilities (Due after one year of date)			
Accounts Payable			
Notes Payable			
Equipment Obligations			
Other Liabilities (Attach Schedule)			
<b>Total Long Term Liabilities</b>			
<b>TOTAL LIABILITIES</b>			<b><u>\$108,026.50</u></b>

<b><u>NET WORTH</u></b> (Partnerships and individuals, only)			<b><u>\$ 7,355.12</u></b>
Capital Stock			
Additional Paid-in Capital			
Retained Earnings			
Less: Treasury Stock		=	
<b>Total Owner's Equity</b>			<b><u>\$ 7,355.12</u></b>
<b>TOTAL LIABILITIES &amp; OWNERS EQUITY</b>			<b><u>\$115,381.62</u></b>

**STATEMENT OF FINANCIAL POSITION  
One-Year Projected Income Statement**

**REVENUE and GAINS**

Operating Revenue	<u>\$ 200,000</u>
Net Revenue from non-carrier operations	<u>                    </u>
Divided and interest revenues	<u>                    </u>
Other non-operating revenues	<u>                    </u>
Gains	<u>                    </u>
<b>Total Revenue and Gains</b>	<b><u>\$ 200,000</u></b>

**EXPENSES**

Equipment Maintenance and Garage Expense	<u>                    </u>
Insurance Expense	<u>\$ 8,000</u>
Employee Salaries	<u>\$ 100,000</u>
Supervisory Salaries	<u>                    </u>
Officer Salaries	<u>                    </u>
Fuel Expense	<u>\$ 8,000</u>
Purchased Transportation (Lease Expense)	<u>\$ 12,600</u>
Materials and Supplies Expense	<u>\$ 5,000</u>
General Office Expense	<u>\$ 600</u>
Advertising Expense	<u>\$ 1,500</u>
Legal Expense	<u>\$ 2,500</u>
Uncollectable Revenue	<u>                    </u>
Depreciation Expense	<u>                    </u>
Amortization	<u>                    </u>
Operating Taxes and Licenses	<u>\$ 5,000</u>
Rent Expense	<u>\$ 5,400</u>
Loss	<u>\$ 6,000</u>
<b>Total Operating Expenses and Losses</b>	<b><u>\$ 154,000</u></b>
<b><u>Net Income Before Taxes</u></b>	<b><u>\$ 46,000</u></b>
Provision for Income Taxes	<u>\$ 13,800</u>
<b><u>Net Income (Loss)</u></b>	<b><u>\$ 32,200</u></b>



# Philagorilla Movers, LLC

██████████ ██████████ ██████████  
2000 Hamilton St, PNB 927  
Philadelphia, PA, 19130  
Web: [www.philagorilamovers.com](http://www.philagorilamovers.com)

**Attn: Joshua S. Kwiatkowski**

**Commonwealth of Pennsylvania  
Pennsylvania Public Utility Commission  
P.O. Box 32655, Harrisburg, PA 17105-3265**

Motor Carrier Services and Enforcement  
Bureau of Transportation and Safety



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Bureau of Transportation Safety  
171105-3265

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PO ZIP Code 19047	Scheduled Delivery Date (MM/DD/YY) 12/02/15	Postage \$ 16.95	
Date Accepted (MM/DD/YY) 12/01/15	Scheduled Delivery Time <input type="checkbox"/> 10:30 AM <input type="checkbox"/> 3:00 PM <input type="checkbox"/> 12 NOON	Insurance Fee \$	COD Fee \$
Time Accepted 10:20	10:30 AM Delivery Fee \$	Return Receipt Fee \$	Live Animal Transportation Fee \$
Weight 3 ozs.	<input type="checkbox"/> Flat Rate \$	Sunday/Holiday Premium Fee \$	Total Postage & Fees \$ 16.95
	Acceptance Employee Initials [Signature]		

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Delivery Attempt (MM/DD/YY)	Time <input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature
Delivery Attempt (MM/DD/YY)	Time <input type="checkbox"/> AM <input type="checkbox"/> PM	Employee Signature