

COMMONWEALTH OF PENNSYLVANIA

PUBLIC UTILITY COMMISSION

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 :
Application of Glamour Moving Company, :
Inc., for the right to begin to :
 transport, as a common carrier, by :
 motor vehicle, household goods in use, : Docket No.
 from points in the Counties of : A-00112271F0002
 Lancaster, Franklin, Adams, and York, :
 to points in Pennsylvania :
 :
 (Initial Hearing) :
 :
 ----- x

Pages 1 through 162

Hearing Room 5
Commonwealth Keystone Building
Harrisburg, Pennsylvania

**DOCUMENT
FOLDER**

Tuesday, November 7, 2006

Met, pursuant to notice, at 10:00 a.m.

BEFORE:

DAVID A. SALAPA, Administrative Law Judge

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P R O C E E D I N G S

ADMINISTRATIVE LAW JUDGE DAVID A. SALAPA:

This is the time and the place that the Pennsylvania Public Utility Commission has set for a hearing in the case captioned Application of Glamour Moving Company, Inc., for authority for household goods from points in Franklin, Adams, York, and Lancaster Counties to points in Pennsylvania, at docket number A-00112271F0002.

I'm Administrative Law Judge David Salapa.

The Commission has assigned me to preside over this case and to render a decision for the Commission to consider. This morning appearing for the Applicant, Glamour Moving Company, is Mr. David Zambito.

Good morning, Mr. Zambito.

MR. ZAMBITO: Good morning, Your Honor.

JUDGE SALAPA: And appearing on behalf of the various Protestants in this Application is Mr. James D. Campbell, Jr.

Good morning, Mr. Campbell.

MR. CAMPBELL: Good morning, sir.

JUDGE SALAPA: Now, I've reviewed the Application and the pleadings in this case, and it's my understanding that this is a basic household goods application that's been filed by Glamour Moving for additional territory to what they already have from the

1 Commission; is that correct?

2 MR. ZAMBITO: No, Your Honor. They are not
3 certificated in Pennsylvania. They're a Maryland company.

4 JUDGE SALAPA: All right. Very well, then.
5 At this point, Mr. Zambito, you may proceed.

6 MR. ZAMBITO: Thank you, Your Honor. Glamour
7 first calls Mr. Jack Dill to the stand.

8 JUDGE SALAPA: If you could remain standing
9 and raise your right hand, sir.

10 Whereupon,

11 JACK EDWARD DILL,
12 having been duly sworn, testified as follows:

13 JUDGE SALAPA: Please be seated. Could you
14 please state and spell your name for the court reporter.

15 THE WITNESS: Jack Edward Dill, D-I-L-L.

16 JUDGE SALAPA: And, Mr. Dill, where do you
17 reside?

18 THE WITNESS: I'm at 1285 Landing Lane,
19 Westminster, Maryland. That's my business address.

20 JUDGE SALAPA: I will ask you to please use
21 the microphone and speak up. The acoustics in these hearing
22 rooms are notoriously bad.

23 Mr. Zambito.

24 MR. ZAMBITO: Thank you, Your Honor.

25 DIRECT EXAMINATION

1 BY MR. ZAMBITO:

2 Q. Good morning, Mr. Dill.

3 A. Good morning.

4 Q. Could you please explain to the Judge your
5 relationship with Glamour Moving.

6 A. I'm President with Glamour Moving.

7 Q. And, in your role as President, what are your
8 responsibilities?

9 A. General manager, estimator, mover.

10 Q. So you have management responsibilities, but you also
11 get involved in the moves?

12 A. That's correct.

13 Q. How long have you been with Glamour?

14 A. Business has been operating since 1989.

15 Q. And did you found the business?

16 A. Yes, sir.

17 Q. In 1989?

18 A. Correct.

19 Q. What did you do before you founded Glamour Moving
20 Company?

21 A. I was with North American Van Lines for 15 years.

22 Q. What did you do with North American Van Lines?

23 A. I was a household mover, commercial mover.

24 Q. What did you do as a household mover?

25 A. Relocated customers from local and long distance

1 moving and storage.

2 Q. So, in total, how many years of experience do you
3 have in the moving industry?

4 A. I have roughly around 30 years of experience in
5 household and commercial moving.

6 Q. Could you just give a brief narrative to the Judge
7 about the history of Glamour Moving? How many employees you
8 started with? How many employees you have now?

9 A. We started out with approximately three to six
10 movers, and we're up to about 16 to 20 right now.

11 Q. And why did you pick the name Glamour Moving Company?

12 A. Glamour came along as prior to other moving companies
13 doing bad work. We decided to name ourselves after the kind
14 of work we do, beautiful moves. Customers like the way we
15 have their moving experience, not broken stuff or any
16 failures. That's why we became Glamour Moving Company.

17 Q. Okay. Now, Mr. Dill, does Glamour have interstate
18 authority, meaning from one state to another state?

19 A. That's correct.

20 Q. And who do you have that authority from?

21 A. The ICC authority?

22 Q. Right. The Federal Motor Carrier Administration?

23 A. Yes.

24 Q. How long have you had the interstate authority?

25 A. It should be in the neighborhood anywhere from 10 to

1 15 years I would say.

2 Q. And are you in good standing currently?

3 A. That's correct.

4 Q. Have you ever had your interstate authority revoked?

5 A. No, sir.

6 Q. Now, your facilities are based in Maryland. Do you
7 do Maryland intrastate moves?

8 A. Correct.

9 Q. And you have Maryland authority?

10 A. That's correct.

11 Q. From the Maryland Public Service Commission?

12 A. Yes.

13 Q. Where are your facilities located?

14 A. 1285 Landing Lane, Westminster, Maryland.

15 Q. And, in case the Judge isn't aware of how close it is
16 to Pennsylvania, can you tell him how close that is to
17 Pennsylvania?

18 A. I'm thinking about six miles from Littlestown,
19 Pennsylvania.

20 Q. Are your facilities near any major interstates?

21 A. Route 97 is the direct route into Littlestown, which
22 is probably six miles from our warehouse.

23 Q. Do you have any signs that can be seen from that
24 interstate?

25 A. We're roadside views. There's signs directly on the

1 highway, Route 97.

2 JUDGE SALAPA: Could you please keep your
3 voice up.

4 THE WITNESS: Thank you.

5 BY MR. ZAMBITO:

6 Q. Now, have you ever had any inquires because customers
7 have seen your sign along 97?

8 A. Yes. We have a lot of inquiries about the signs on
9 the road.

10 Q. Do any of these inquiries come from Pennsylvania?

11 A. Yes.

12 Q. Could you tell the Judge a little bit about the
13 financial status of Glamour Moving?

14 A. You say financial?

15 Q. Financial status. Are you in good financial
16 standing?

17 A. Yes, sir, we are.

18 Q. Why do you say that?

19 A. Doing quantity of work every day. That's what keeps
20 us financially in doing business.

21 Q. Do your revenues exceed your expenses?

22 A. Do our revenues exceed expenses? Yes.

23 Q. Okay. Is Glamour involved in any other business --

24 A. No, it's not.

25 Q. -- other than the moving business?

FORM 2

1 A. No, that's it.

2 Q. How about you or your wife, Daina Dill, are you
3 involved in any other businesses aside from Glamour?

4 A. No.

5 Q. So you dedicate your full attention to Glamour Moving
6 Company?

7 A. That's correct.

8 Q. Could you briefly describe for His Honor the vehicles
9 you have?

10 A. We have anything from a small straight truck up to
11 tractor-trailers.

12 Q. We're going to introduce some exhibits later, but
13 just give the Judge an idea of the number of vehicles you
14 have.

15 A. We have roughly 16 trailers, five tractors, and ten
16 straight trucks.

17 Q. Okay. Do you have a maintenance program for those
18 vehicles?

19 A. That's correct.

20 Q. Could you describe the maintenance program for the
21 Judge?

22 A. DOT every 30 days they're gone over, PM checks.

23 Q. What is a PM check?

24 A. Preventative maintenance check.

25 Q. Okay.

1 A. So that's -- plus there's a full-time mechanic on
2 duty 40 hours a week for checking, pre-maintenance on
3 trucks.

4 Q. And do you have any other type of safety and fitness
5 reviews?

6 A. We generally do a survey on how the customers are
7 relating to our trucks. If there's anything they see wrong
8 or any violation on the trucks, we'll have it fixed or taken
9 care of.

10 Q. So your trucks are regularly inspected?

11 A. Correct.

12 Q. How many employees does Glamour have?

13 A. We have 16, 20 on full-time.

14 Q. Okay. And what types of positions do they hold with
15 Glamour?

16 A. Some are drivers. Most of them are all the movers,
17 and we have a few packers.

18 Q. Okay. And, to the best of your knowledge, have any
19 of your employees ever been convicted of a felony or crime
20 of moral turpitude?

21 A. Not that I know of.

22 Q. What type of training do you give to your employees,
23 specifically your drivers and your movers?

24 A. We do a background check, a motor vehicle check, also
25 a road and written test.

1 Q. Is that for the drivers?

2 A. Drivers, yes.

3 Q. Okay. What type of training do you give to your
4 movers?

5 A. We do video. Also we have on training -- on-the-job
6 training also. So they're -- with the new people, they
7 start out with somebody with experience that's already there
8 on the team.

9 Q. What is the range of experience for your employees?
10 How many years' experience?

11 A. I have anywhere from one year up to 15 to 20 years
12 men that are with me.

13 Q. Okay. And, when you assemble a moving crew, do you
14 generally try to mix the experienced with the newer
15 employees?

16 A. A majority of experienced staff on hand.

17 Q. Okay. Do you drug test your employees?

18 A. That's correct.

19 Q. Could you briefly describe the program for the Judge?

20 A. I think it's a drawing out of a hat every 30 days.
21 They take or mix with another company and they draw out of a
22 hat, and whoever they draw out of the hat does a drug test.
23 It's called random testing.

24 Q. Could you give the Judge an idea of how many moves
25 Glamour performs per year?

1 A. Well, we do anywhere from three moves a day, three to
2 four moves a day, six days a week. I would have to have a
3 calculator to do that.

4 Q. That's okay. We can calculate it later. Do you
5 employ an accountant? Do you have an accountant?

6 A. That's correct.

7 Q. What does that accountant do for you?

8 A. He takes care of all the accounting.

9 Q. Okay. Do you have a lawyer?

10 A. That's correct.

11 Q. Okay. Are you insured?

12 A. That's correct. Yes, sir.

13 Q. Could you describe the insurance briefly for the
14 Judge?

15 A. We have a totally insured mover's insurance. We have
16 cargo insurance, Workmen's Comp. All the trucks are fully
17 insured.

18 Q. Okay, and we'll introduce exhibits later with the
19 specifics. Have you ever had any problems obtaining
20 insurance?

21 A. I'm sorry.

22 Q. Have you ever had any problems obtaining insurance?

23 A. No, sir.

24 Q. How is Glamour's credit?

25 A. In good standing.

1 Q. What is your personal philosophy in investing back in
2 the company as opposed to reaping the profits?

3 A. Seventy-five percent is put back into the company.

4 Q. Why do you put so much back into the company?

5 A. Always want to give the name what it is, a beautiful
6 move, so we make sure the trucks are equipped and they look
7 nice and whatever and so on.

8 Q. Would it be your hope to expand the business?

9 A. That's correct.

10 Q. And that's part of the reason you're here today?

11 A. That's correct.

12 Q. Why did you decide to file an application for moves
13 in Pennsylvania?

14 A. We filed because of we aren't supposed to do PA to PA
15 moves.

16 Q. Did you receive inquiries for PA to PA moves?

17 A. Yes.

18 Q. And roughly how many do you receive on average?

19 A. We normally get three, four, five calls a day for
20 Pennsylvania to Pennsylvania.

21 Q. And you think part of the reason for that is because
22 you're so close to Pennsylvania?

23 A. That's correct.

24 Q. What about former customers, customers that you did
25 moves for before?

- 1 A. Former customers also are great value for PA to PA
2 traffic.
- 3 Q. As a Maryland resident, do you see Marylanders moving
4 to Pennsylvania?
- 5 A. Yes.
- 6 Q. Do you do any type of customer satisfaction surveys
7 or follow up with your customers?
- 8 A. We have a delivery report that's on every contract
9 saying if you have any discrepancy against the move, you
10 would write on the back or have 48 hours to write in.
- 11 Q. Okay. How would you describe customer satisfaction?
- 12 A. I'd say it's right around 90 percent.
- 13 Q. Satisfied?
- 14 A. Yes.
- 15 Q. Okay. I believe I already asked you this, but have
16 you ever had your interstate or your Maryland authority
17 revoked?
- 18 A. No.
- 19 Q. In addition to the moves, do you provide storage
20 services?
- 21 A. That's correct.
- 22 Q. How do you provide the storage services?
- 23 A. We do anything from one day up to yearly.
- 24 Q. And do you store it at your facilities?
- 25 A. That's correct.

1 Q. What makes you believe that, if you were granted
2 authority from the Pennsylvania Commission to provide moves
3 in Pennsylvania, you would be successful?

4 A. Just by doing a good job on each thing we do and just
5 basically show you what we can do for you and be successful.

6 Q. Why did you apply for York, Lancaster, Adams, and
7 Franklin?

8 A. I have a lot of customers coming out of Baltimore off
9 of 83, Towson, Timonium, Cockeysville area going to York
10 County, that area, Shrewsbury. There's a lot of my clients
11 that are actually right on the same highway in there.

12 Q. And you believe that those clients would also use you
13 for a Pennsylvania to Pennsylvania move?

14 A. Some of them are just temporary quarters, meaning
15 apartment house. Their final home is being built, and they
16 would need another move from the temporary quarters to the
17 larger home being built.

18 Q. Just to clarify, the temporary home is in
19 Pennsylvania then they would eventually move from that
20 temporary residence to their final home?

21 A. That's correct, yes.

22 Q. Do you believe that you have the resources necessary
23 to provide service in these four counties in Pennsylvania?

24 A. I do.

25 Q. Okay. Would you have resources to expand if

1 necessary to serve Pennsylvania?

2 A. I would.

3 Q. If demanded by the economics, would you be willing to
4 open a facility in Pennsylvania?

5 A. Yes.

6 Q. What, in your opinion, distinguishes Glamour from
7 other moving companies?

8 A. I gave more personal moving service than what I think
9 goes on in a lot of companies. I'm nearly on just about
10 every piece of a job that comes in either doing the estimate
11 or doing the move itself.

12 Q. You do that for quality control purposes?

13 A. That's correct.

14 Q. So you believe what distinguishes Glamour from a lot
15 of other companies is your hands-on approach to moves?

16 A. That's correct, yes.

17 Q. And you are an owner of the business, correct?

18 A. Correct, business owner.

19 Q. Are you aware that there are requirements in
20 Pennsylvania as far as filing assessments and security
21 reports and those types of things?

22 A. Yes.

23 Q. And you are willing to comply with all of the
24 Pennsylvania requirements?

25 A. That's correct.

1 Q. Mr. Dill, you testified earlier that you have roughly
2 30 years' experience in the moving industry. Based on that
3 experience, do you find that customers benefit from
4 competition between moving companies?

5 A. That's correct. They do.

6 Q. And why do you say that?

7 A. It's not just in price, it's actually quality of
8 workmanship, where are you going to get your next job from,
9 refer business.

10 Q. How about prices?

11 A. Pricing has a lot to do with it also.

12 Q. Mr. Dill, when would you describe -- what months
13 would you describe to be the busy season in the moving
14 industry?

15 A. It would be at least June, July, August, and
16 September.

17 Q. Okay. And why do you believe that's the busy season?

18 A. School's been out for the year and really relocating
19 time for parents, etc., teachers relocating. Most likely
20 the time white collar workers actually do their relocating
21 also. It's when the kids are out of school.

22 Q. So generally the busy season is the summer. Do you
23 see a demand for increased services during the summer?

24 A. That's correct.

25 Q. Okay. Based on your experience, do moving companies

1 either have to delay or push off moves during the summer?

2 A. Some companies do, yes.

3 Q. And that's because those companies lack the resources
4 to meet the need?

5 A. Yes.

6 MR. ZAMBITO: That's all the questions I
7 have for Mr. Dill at this time, Your Honor.

8 JUDGE SALAPA: All right.

9 Cross-examination, Mr. Campbell?

10 MR. CAMPBELL: Can we just go briefly off
11 the record?

12 JUDGE SALAPA: Yes.

13 (Whereupon, a brief discussion was
14 held off the record.)

15 JUDGE SALAPA: Cross.

16 MR. CAMPBELL: Thank you, Your Honor.

17 CROSS-EXAMINATION

18 BY MR. CAMPBELL:

19 Q. Mr. Dill, I think it's a fair statement from your
20 testimony that you've been involved with this company going
21 back ever since its beginnings?

22 A. Correct.

23 Q. You did testify on direct examination that your --
24 that none of your authority had been revoked, whether
25 Maryland authority or federal authority; is that correct?

1 A. From my understanding, I don't know that it's ever
2 been revoked.

3 MR. CAMPBELL: May I approach the witness,
4 Your Honor?

5 JUDGE SALAPA: Yes.

6 BY MR. CAMPBELL:

7 Q. Mr. Dill, I'm looking at Applicant's Exhibit 2 and
8 Applicant's Exhibit 3, Exhibit 2 being an ICC certificate
9 and Exhibit 3 being a summary of your federal motor carrier
10 certificate. Am I accurate in what I just said?

11 A. I'm not sure on this.

12 Q. Would this be a better question --

13 A. Yes.

14 Q. -- to direct to the other company witness?

15 A. That's correct.

16 Q. Very well. Similarly, Mr. Dill, if I wanted to ask
17 specific questions concerning the vehicle equipment, would
18 that be better addressed to the other witness?

19 A. I'm pretty much on the vehicle area, vehicle and the
20 employees.

21 Q. Would it be you?

22 A. Yes.

23 Q. Okay. What is the average age of the fleet of the
24 vehicles which you operate in your company?

25 A. Probably the average age is probably 80s.

1 Q. 1980s?

2 A. Yes.

3 Q. You indicated that you receive approximately three to
4 five calls a week which are inquiries about intrastate
5 Pennsylvania moves; is that correct?

6 A. Correct.

7 Q. You're not the one that receives those calls I
8 gather. You're more involved in the over-the-road aspect of
9 the business; is that correct?

10 A. That's correct.

11 Q. It's true, is it not, that your company advertises in
12 the Yellow Pages in Pennsylvania at the present time?

13 A. Yes.

14 Q. In York County?

15 A. I think we're in York County, yes.

16 Q. And Adams County?

17 A. And Adams.

18 Q. And Lancaster?

19 A. Lancaster, I'm not sure.

20 Q. And there's no indication in your advertising that
21 you have no PUC authority, is there?

22 A. There's no PUC authority on those adds. All it says
23 is long distance moving, not local.

24 Q. It doesn't say anything about local moves?

25 A. Unless there's a printing error that we got to go

1 through that.

2 MR. CAMPBELL: May I have just one moment,
3 Your Honor?

4 JUDGE SALAPA: Sure.

5 MR. CAMPBELL: That completes my
6 cross-examination of this witness, Your Honor.

7 JUDGE SALAPA: Any redirect, Mr. Zambito?

8 MR. ZAMBITO: Yes, Your Honor, just very
9 briefly.

10 REDIRECT EXAMINATION

11 BY MR. ZAMBITO:

12 Q. Mr. Dill, you say that you handle more of the
13 technical moving aspects of the business, correct?

14 A. Yes.

15 Q. And your wife, Daina, handles the licensing and the
16 office business aspects?

17 A. Yes.

18 Q. Mr. Campbell pointed out that you have an
19 advertisement, I believe it was, in the York and Lancaster
20 Yellow Pages?

21 A. York or Adams.

22 Q. York or Adams, okay. Now, as you testified earlier,
23 your facilities are approximately six miles from
24 Pennsylvania, correct?

25 A. Littlestown, yes.

1 Q. Would it be fair to say that people who live in York
2 County do business and work in Maryland?

3 A. That's correct.

4 Q. And you testified earlier that you do, in fact, have
5 interstate authority?

6 A. Yes.

7 MR. ZAMBITO: I have no further questions,
8 Your Honor.

9 JUDGE SALAPA: Recross?

10 MR. CAMPBELL: No, Your Honor.

11 JUDGE SALAPA: You may step down, Mr. Dill.

12 Thank you.

13 (Witness excused.)

14 JUDGE SALAPA: Next witness, Mr. Zambito.

15 MR. ZAMBITO: Glamour next calls Mrs. Daina
16 Dill.

17 JUDGE SALAPA: Would you please remain
18 standing and raise your right hand.

19 Whereupon,

20 DAINA LYNN DILL,
21 having been duly sworn, testified as follows:

22 JUDGE SALAPA: Please be seated. Could you
23 please state and spell your name for the court reporter.

24 THE WITNESS: Daina Lynn Dill. Daina is
25 spelled D-A-I-N-A, Lynn, L-Y-N-N, Dill, D-I-L-L.

1 JUDGE SALAPA: Mr. Zambito.

2 MR. ZAMBITO: Thank you, Your Honor. May I
3 come around and hand her exhibits?

4 JUDGE SALAPA: Yes.

5 DIRECT EXAMINATION

6 BY MR. ZAMBITO:

7 Q. Ms. Dill, could you tell the Judge what your title is
8 with Glamour Moving?

9 A. Secretary.

10 Q. And what are your responsibilities as Secretary of
11 the business?

12 A. I work in the office and handle everything in the
13 office pretty much.

14 Q. Okay. What is your relationship to Mr. Jack Dill who
15 testified?

16 A. I'm his wife.

17 Q. Okay. And what is your relationship in ownership --
18 what ownership interest do you have in Glamour Moving?

19 A. Fifty percent.

20 Q. And the other 50 percent is your husband, Jack?

21 A. Yes.

22 Q. How long have you been with Glamour Moving?

23 A. Since 1989.

24 Q. When you started Glamour?

25 A. Yes.

1 Q. Okay. What did you do before Glamour?

2 A. I worked at the Hair Cuttery.

3 Q. So your time with Glamour started in 1989, and you've
4 had the same responsibilities since 1989?

5 A. Pretty much, all the office work.

6 Q. Okay. So you're the one responsible for the
7 paperwork, making sure all the regulatory approvals are
8 obtained, and so forth?

9 A. Yes.

10 Q. Ms. Dill, I'm going to run through a series of
11 exhibits and ask you to identify them. The first exhibit is
12 marked for identification as Applicant's Exhibit A-1.

13 MR. ZAMBITO: I'm handing the witness a copy
14 of Exhibit A-1 for identification. Copies have been
15 previously provided to the court reporter and the Judge.

16 (Whereupon, the document was marked
17 as Applicant's Exhibit Number A-1 for
18 identification.)

19 BY MR. ZAMBITO:

20 Q. Ms. Dill, could you take a second and look over
21 Exhibit A-1?

22 A. (Witness perusing document.)

23 Q. Do you recognize it?

24 A. Yes.

25 Q. What is it?

1 A. It's a picture of our moving company.

2 Q. Okay. Is it a series of pictures?

3 A. Mm-hmm.

4 Q. Could you describe what is shown on those pictures?

5 A. That is the front of the building.

6 Q. Okay. As you walk through, could you identify the
7 page number?

8 A. Okay. The front of the building, I took these two
9 pictures. That's 97, Route 97 on the second picture there.
10 The second page is the main office. Second picture on the
11 second page is another office. Third page is some of our
12 trucks, and that is our parking lot at 1285 Landing Lane.
13 More pictures of the trucks. The second picture is a truck
14 at a customer's house. More pictures of the trucks again.
15 The second picture down there is some of the trailers, and
16 that's on our parking lot at 1285 Landing Lane.

17 JUDGE SALAPA: And that's the fifth set of
18 pictures, correct? The fifth page?

19 THE WITNESS: Yes.

20 JUDGE SALAPA: Thank you.

21 THE WITNESS: Page six is one of our trucks
22 in Florida on one of the moves there, the top picture. The
23 bottom picture is our parking lot, more pictures of the
24 trailers and the truck. Page seven is a picture of some of
25 our employees inside our warehouse. The second picture is

1 of the men loading a hot tub at our facility. Page eight
2 shows them loading the hot tub, and the second picture is
3 the back of one of our trucks. It shows how we stock our
4 trucks with the boxes and the pads and stuff.

5 The next page is the front door to our
6 office. When the customer walks in, we have a box display.
7 The second picture is one of our moving trucks at one of the
8 courthouses in Westminster doing the move, and the last page
9 is more pictures doing moves for the Carroll County Courts.

10 BY MR. ZAMBITO:

11 Q. Thank you, Mrs. Dill. Are these true and correct
12 pictures?

13 A. Yes.

14 Q. How do you know that?

15 A. I took some of them myself, and they're our trucks in
16 these pictures.

17 Q. Okay. Thank you.

18 MR. ZAMBITO: Your Honor, I'd like to move
19 Exhibit A-1 into evidence.

20 JUDGE SALAPA: Any objections?

21 MR. CAMPBELL: No, Your Honor.

22 JUDGE SALAPA: Exhibit A-1 is so moved into
23 evidence and is made a part of the record in this
24 proceeding.

25 (Whereupon, the document marked as

1 Applicant's Exhibit Number A-1 was
2 received in evidence.)

3 BY MR. ZAMBITO:

4 Q. Mrs. Dill, I'm now providing you with what has been
5 marked A-2 for identification. Copies have previously been
6 provided to the court reporter, opposing counsel, and the
7 Judge.

8 (Whereupon, the document was marked
9 as Applicant's Exhibit Number A-2 for
10 identification.)

11 BY MR. ZAMBITO:

12 Q. Could you identify Exhibit A-2?

13 A. It's the Interstate Commerce Commission certificate.

14 Q. How do you know that's what it is?

15 A. Well, I have a copy of it in my office.

16 Q. And is this a true and correct copy?

17 A. Yes.

18 MR. ZAMBITO: Your Honor, I'd like to move
19 Exhibit A-2 into evidence.

20 JUDGE SALAPA: Any objection?

21 MR. CAMPBELL: No, Your Honor. It doesn't
22 show the reverse side which is what defines the geographical
23 authority, but it's moot at this point so I have no
24 objection.

25 JUDGE SALAPA: Just for my edification, my

1 copy is not very good; and it has an MC number. Do you know
2 off the top of your head, Ms. Dill, what that MC number is?
3 It appears to be 240.

4 THE WITNESS: 967.

5 JUDGE SALAPA: 967. All right. Thank you.

6 Exhibit Number 2 is moved into evidence in
7 this proceeding and made a part of the record in this
8 proceeding.

9 (Whereupon, the document marked as
10 Applicant's Exhibit Number A-2 was
11 received in evidence.)

12 BY MR. ZAMBITO:

13 Q. Ms. Dill, I'm handing you what has been premarked
14 Exhibit A-3 for identification purposes. Copies have
15 previously been provided to the court reporter, opposing
16 counsel, and the Judge.

17 (Whereupon, the document was marked
18 as Applicant's Exhibit Number A-3 for
19 identification.)

20 BY MR. ZAMBITO:

21 Q. Could you identify what this document is?

22 A. The Federal Motor Carrier Safety Administration form.

23 MR. ZAMBITO: And, Your Honor, rather than
24 going through laying a foundation with the witness, I'd ask
25 that you simply take official notice of this document.

1 JUDGE SALAPA: All right.

2 Mr. Campbell?

3 MR. CAMPBELL: No objection.

4 JUDGE SALAPA: All right.

5 I assume that this is a document that is
6 available via the Federal Motor Carrier Safety
7 Administration's web site; is that correct?

8 MR. ZAMBITO: Yes, Your Honor. I printed
9 this directly from their web site.

10 JUDGE SALAPA: All right.

11 Applicant's Exhibit Number 3-A is made a
12 part of the record in this proceeding and is admitted into
13 evidence.

14 (Whereupon, the document marked as
15 Applicant's Exhibit Number A-3 was
16 received in evidence.)

17 BY MR. ZAMBITO:

18 Q. Mrs. Dill, if you could hang on to Exhibit A-3 for a
19 second and turn to the last page, page 4 of 4. Now, you
20 testified earlier that you are the one who handles the
21 paperwork and regulatory approvals and so forth, and you've
22 been with the company since '89. Mr. Campbell pointed out
23 earlier, he alluded to a revocation that's listed on this
24 report. Could you explain to the Judge the circumstances
25 surrounding that revocation?

1 A. It looks like we were reinstated our authority on
2 7/17/1995.

3 Q. Do you recall what the basis for the revocation was?

4 A. I believe they didn't receive an insurance paper in
5 time, so we had to get that to them and then they reinstated
6 it.

7 Q. Okay. So it was a matter of your insurance carrier
8 not filing insurance?

9 A. I believe that's what it was.

10 Q. Were you immediately aware that the carrier had not
11 filed the insurance?

12 A. No.

13 Q. When you found out that your insurance carrier did
14 not file the insurance, what did you do?

15 A. We took care of it right away. They filed it and
16 they reinstated it.

17 Q. This is more of a paperwork mess up on the part of
18 your insurance carrier as opposed to anything wrong that
19 Glamour had done?

20 A. I believe so.

21 Q. What steps have you taken since that time to ensure
22 that your insurance carrier files your proof of insurance in
23 a timely fashion?

24 A. Well, we have everything more organized now. That's
25 been a while back, and now we're way more organized with

1 paperwork.

2 Q. Okay. Thank you.

3 MR. ZAMBITO: And, Your Honor, I would
4 simply note that the docket number on that report is the
5 same as the docket number on the authority on Exhibit A-2.

6 JUDGE SALAPA: Yes, I see that. Thank you.

7 BY MR. ZAMBITO:

8 Q. Mrs. Dill, I'm handing you what has been premarked as
9 exhibit A-4 for identification purposes. Copies have been
10 provided to the reporter, opposing counsel, and the Judge.

11 (Whereupon, the document was marked
12 as Applicant's Exhibit Number A-4 for
13 identification.)

14 BY MR. ZAMBITO:

15 Q. Could you tell the Judge what Exhibit A-4 is?

16 A. It's the United States Department of Transportation,
17 Federal Motor Carrier Safety Administration -- it's a
18 satisfactory rating of our company.

19 Q. What is the date on it?

20 A. August 25th, 2006.

21 Q. How do you know this is a true and correct copy of
22 the report?

23 A. I have this in my office also. I was there when they
24 did the audit.

25 Q. Okay. When did they conduct the audit?

1 A. In August.

2 Q. And they found that Glamour is satisfactory?

3 A. Yes, they did.

4 MR. ZAMBITO: Your Honor, at this time I'd
5 like to move Exhibit A-4 into evidence.

6 JUDGE SALAPA: Objections?

7 MR. CAMPBELL: No objection.

8 JUDGE SALAPA: All right.

9 Exhibit A-4 is moved into the record in this
10 proceeding and is made a part of the record in this case.

11 (Whereupon, the document marked as
12 Applicant's Exhibit Number A-4 was
13 received in evidence.)

14 BY MR. ZAMBITO:

15 Q. Mrs. Dill, I'm handing you what has been marked as
16 Exhibit A-5 for identification purposes. Copies have
17 previously been furnished to the court reporter, opposing
18 counsel, and the Judge.

19 (Whereupon, the document was marked
20 as Applicant's Exhibit Number A-5 for
21 identification.)

22 BY MR. ZAMBITO:

23 Q. Could you identify this document, please.

24 A. This is from Harleysville Insurance Company, and it's
25 a copy of the motor carrier policies of insurance for public

1 liability.

2 Q. Okay. And how do you recognize this document?

3 A. It's an insurance form that we have to have in our
4 files.

5 Q. Okay. This is a true and correct copy of the
6 insurance form?

7 A. Yes, it is.

8 Q. And could you just quickly run through the limits on
9 the insurance?

10 A. On the general liability, it's 1,000,000; the
11 automobile liability, 1,000,000; the cargo is 100,000.

12 MR. ZAMBITO: Your Honor, I'd like to move
13 Exhibit A-5 into evidence.

14 JUDGE SALAPA: Objections?

15 MR. CAMPBELL: No objection.

16 JUDGE SALAPA: Exhibit A-5 is moved into the
17 record in this proceeding and is made a part of the record
18 herein.

19 (Whereupon, the document marked as
20 Applicant's Exhibit Number A-5 was
21 received in evidence.)

22 BY MR. ZAMBITO:

23 Q. Mrs. Dill, do you keep regular contact with your
24 insurance carrier?

25 A. Yes, I do.

1 Q. And you have a good relationship with them now?

2 A. Yes, we do.

3 Q. Mrs. Dill, I'm handing you what is marked as Exhibit
4 A-6 for identification. Copies have been previously
5 furnished to the court reporter, opposing counsel, and the
6 Judge.

7 (Whereupon, the document was marked
8 as Applicant's Exhibit Number A-6 for
9 identification.)

10 BY MR. ZAMBITO:

11 Q. Could you tell the Judge what Exhibit A-6 is?

12 A. It's a Dishonesty Bond.

13 Q. What is the purpose of the bond?

14 A. This is in case something is missing on a job from
15 one of our employees.

16 Q. Okay. Is this a true and correct copy?

17 A. Yes, it is.

18 Q. And how do you know that?

19 A. I have a copy of this, and I received it from my
20 insurance company.

21 MR. ZAMBITO: At this time I'd like to move
22 Exhibit A-6 into evidence, Your Honor.

23 MR. CAMPBELL: No objection.

24 JUDGE SALAPA: Exhibit A-6 is moved into
25 evidence in this proceeding and is made a part of the record

1 herein.

2 (Whereupon, the document marked as
3 Applicant's Exhibit Number A-6 was
4 received in evidence.)

5 JUDGE SALAPA: I just have one question, Ms.
6 Dill, if I could, with A-6. Is this in the event that an
7 employee who's moving property steals something from the
8 person that you're moving like jewelry or whatever?

9 THE WITNESS: I think so if they can prove
10 that the employee did it, and we are bonded for that type of
11 incident.

12 JUDGE SALAPA: So then, up to whatever limit
13 the bond is, I think it says \$5,000, the bonding company
14 would then reimburse your customer for the theft loss due to
15 the employee?

16 THE WITNESS: Yes.

17 JUDGE SALAPA: That's all I have. Thank
18 you.

19 Thank you, Mr. Zambito: Continue.

20 BY MR. ZAMBITO:

21 Q. Mrs. Dill, I'm handing you what has been premarked
22 for identification purposes as Exhibit A-7. Copies have
23 previously been furnished to the reporter, opposing counsel,
24 and the Judge.

25 (Whereupon, the document was marked

1 as Applicant's Exhibit Number A-7 for
2 identification.)

3 BY MR. ZAMBITO:

4 Q. Could you identify Exhibit A-7?

5 A. It's a list of drivers and some of the movers that we
6 currently have working for us right now.

7 Q. And who prepared this list?

8 A. I did.

9 Q. And this is a true listing of your employees?

10 A. Yes, it is.

11 MR. ZAMBITO: Your Honor, I'd like to move
12 Exhibit A-7 into evidence.

13 MR. CAMPBELL: No objection.

14 JUDGE SALAPA: All right.

15 Exhibit A-7 is moved into the record in this
16 proceeding and made a part of the record herein.

17 (Whereupon, the document marked as
18 Applicant's Exhibit Number A-7 was
19 received in evidence.)

20 BY MR. ZAMBITO:

21 Q. And, Mrs. Dill, I would note on Exhibit A-7 that Jack
22 Dill is listed as a driver.

23 A. Yes.

24 Q. And that's the same Jack Dill who serves as the
25 President of the company?

1 A. Yes, it is.

2 Q. All right. Thank you. Mrs. Dill, I'm handing you
3 what has been premarked as Exhibit A-8. Copies have
4 previously been furnished to the reporter, opposing counsel,
5 and the Judge.

6 (Whereupon, the document was marked
7 as Applicant's Exhibit Number A-8 for
8 identification.)

9 BY MR. ZAMBITO:

10 Q. Could you identify the documents that are included
11 with Exhibit A-8?

12 A. They are driving records of our drivers.

13 Q. And these are the driving records of all your
14 drivers?

15 A. Yes.

16 Q. And where did you obtain these?

17 A. From the Maryland Motor Vehicle Administration.

18 MR. ZAMBITO: Your Honor, I'd ask that
19 official notice be taken of these documents. They're
20 official public documents.

21 MR. CAMPBELL: No objection.

22 JUDGE SALAPA: I assume, Mr. Zambito, is
23 this information available via web site or don't you know?

24 MR. ZAMBITO: I don't know. Maybe the
25 witness can answer.

1 THE WITNESS: I had to pay \$8 per copy.

2 JUDGE SALAPA: All right. Fair enough.

3 THE WITNESS: They were sent from MVA.

4 JUDGE SALAPA: Exhibit A-8 is moved into the
5 record in this proceeding and is made a part of the record
6 herein.

7 (Whereupon, the document marked as
8 Applicant's Exhibit Number A-8 was
9 received in evidence.)

10 BY MR. ZAMBITO:

11 Q. Mrs. Dill, could you just page through Exhibit A-8
12 and tell the Judge whether any of your drivers have any
13 significant problems?

14 A. Okay. The first page is Scott, and he currently has
15 a total of zero points; Matthew Corder, zero points; Jack
16 Dill has two points; Stephen Glaser, zero points; William
17 Mathews, zero points; and Samuel Mathews, zero points.

18 Q. So would it be fair to say that your drivers have a
19 good driving history?

20 A. Yes.

21 Q. Thank you.

22 JUDGE SALAPA: I have a follow-up if I
23 could, Mr. Zambito.

24 Ms. Dill, is there any way to tell from
25 these records whether these points were accrued while

1 operating Glamour vehicles or whether they were accrued
2 operating, say, the person's personal automobile?

3 THE WITNESS: I believe the two points for
4 Jack was a personal automobile, but I don't think there's a
5 way to find out on this sheet.

6 JUDGE SALAPA: All right. That's all I
7 needed on that. Thank you.

8 BY MR. ZAMBITO:

9 Q. Mrs. Dill, I'm handing you what has been premarked as
10 Exhibit A-9 for identification. Copies have previously been
11 furnished to the court reporter, opposing counsel, and the
12 Judge.

13 (Whereupon, the document was marked
14 as Applicant's Exhibit Number A-9 for
15 identification and received in
16 evidence.)

17 BY MR. ZAMBITO:

18 Q. Could you identify this document?

19 A. Those are the Glamour vehicles that we own, the
20 tractors, the straight trucks, pack vans; and then the
21 second page is a list of the trailers.

22 Q. And who prepared this list?

23 A. I did.

24 Q. Okay. Is it a true and accurate accounting of your
25 vehicles and equipment?

1 A. Yes, it is.

2 MR. ZAMBITO: Your Honor, I'd like to move
3 Exhibit A-9 into evidence.

4 JUDGE SALAPA: Objections?

5 MR. CAMPBELL: No objection.

6 JUDGE SALAPA: All right.

7 Exhibit A-9 is moved into evidence in this
8 proceeding and is made a part of the record herein.

9 (Whereupon, the document marked as
10 Applicant's Exhibit Number A-9 was
11 received in evidence.)

12 BY MR. ZAMBITO:

13 Q. Mrs. Dill, I'm handing you what has been premarked as
14 Exhibit A-10 for identification. Copies have previously
15 been furnished to the reporter, opposing counsel, and the
16 Judge.

17 (Whereupon, the document was marked
18 as Applicant's Exhibit Number A-10 for
19 identification.)

20 BY MR. ZAMBITO:

21 Q. Could you identify these documents, take a second to
22 look through them and identify them?

23 A. Form 1120 is the U.S. Corporate Income Tax Return
24 from 2005 for Glamour Moving Company. There's also the U.S.
25 Corporate Income Tax Return for 2004 for Glamour.

1 Q. Are these true and correct copies of your income tax
2 returns for 2004, 2005?

3 A. Yes, they are.

4 Q. How do you know that?

5 A. I have a copy of these in my office also.

6 Q. Okay. Were these professionally prepared for you?

7 A. Yes, my accountant, Greg Kaylor.

8 MR. ZAMBITO: Your Honor, I'd like to move
9 Exhibit A-10 into evidence.

10 MR. CAMPBELL: No objection.

11 JUDGE SALAPA: All right.

12 Exhibit A-10 is moved into evidence in this
13 proceeding and is made a part of the record herein.

14 (Whereupon, the document marked as
15 Applicant's Exhibit Number A-10 was
16 received in evidence.)

17 JUDGE SALAPA: I just have a question. On
18 my copy there also appears to be a Maryland state tax
19 return. Is that part of the federal tax return or is that
20 something different?

21 MR. ZAMBITO: Your Honor, what page are you
22 looking at?

23 JUDGE SALAPA: It's not a numbered page. I
24 would say about --

25 THE WITNESS: That's a different form.

1 JUDGE SALAPA: -- halfway back there is a
2 2004 Maryland Corporation Income Tax Return, and I don't
3 know whether that's a part of the federal tax return or if
4 that is a separate tax return for Maryland. It's after the
5 2004 federal income tax return.

6 MR. ZAMBITO: Your Honor, I believe that is
7 a Maryland tax return; but it was incorporated as part of
8 the federal return. I'm not an accountant, but I believe it
9 has tax significance for the federal return.

10 JUDGE SALAPA: All right. I just wanted to
11 clarify that. All right. Thank you.

12 BY MR. ZAMBITO:

13 Q. Mrs. Dill, if you could look at line 11 on the 2005
14 return, which is the most recent return, could you tell the
15 Judge what your total income was in 2005?

16 A. \$1,547,679.

17 Q. And, after all the expenses and deductions, you still
18 operated at a profit?

19 A. Yes.

20 Q. Thank you. Mrs. Dill, I'm handing you what has been
21 premarked as Exhibit A-11 for identification purposes.
22 Copies have previously been furnished to the reporter,
23 opposing counsel, and the Judge.

24 (Whereupon, the document was marked
25 as Applicant's Exhibit Number A-11 for

1 identification.)

2 BY MR. ZAMBITO:

3 Q. Could you identify these documents, please.

4 A. It's a balance sheet from my accountant, Greg Kaylor.

5 Q. Okay. And for what years?

6 A. 2005 and an income statement for 2005.

7 Q. Okay. I believe there's also 2004 attached.

8 A. Okay.

9 Q. And how do you know these to be true and correct
10 copies of the income statements prepared by your accountant?

11 A. I have the same copies in my office.

12 Q. And he provided these to you?

13 A. Yes, he did.

14 Q. And he is a certified public accountant, correct?

15 A. Yes.

16 Q. And Mr. Kaylor is the accountant that Glamour uses?

17 A. Yes, he is.

18 MR. ZAMBITO: Your Honor, I'd like to move
19 Exhibit A-11 into evidence.

20 JUDGE SALAPA: Objections?

21 MR. CAMPBELL: No objection.

22 JUDGE SALAPA: Exhibit A-11 is moved into
23 evidence in this proceeding and is made a part of the record
24 herein.

25 (Whereupon, the document marked as

1 Applicant's Exhibit Number A-11 was
2 received in evidence.)

3 BY MR. ZAMBITO:

4 Q. And, based on these records, Mrs. Dill, it's true
5 that Glamour has operated at a profit, correct?

6 A. Yes.

7 Q. Thank you. Mrs. Dill, I'm handing you what has been
8 premarked as Exhibit A-12 for identification purposes.
9 Copies have previously been provided to the court reporter,
10 opposing counsel, and the Judge.

11 (Whereupon, the document was marked
12 as Applicant's Exhibit Number A-12 for
13 identification.)

14 BY MR. ZAMBITO:

15 Q. Do you recognize this credit report?

16 A. I did look over it, yes.

17 Q. This is a credit report for Glamour Moving Company?

18 A. Yes.

19 MR. ZAMBITO: Your Honor, I'd like to ask
20 for official notice of this report as well. It was obtained
21 from Dun and Bradstreet, a corporate credit reporting
22 agency. This was ordered by my law firm for purposes of
23 this hearing.

24 MR. CAMPBELL: I have no objection, Your
25 Honor.

1 JUDGE SALAPA: All right.

2 Exhibit A-12 is admitted into evidence in
3 this proceeding and is made a part of the record herein.

4 (Whereupon, the document marked as
5 Applicant's Exhibit Number A-12 was
6 received in evidence.)

7 MR. ZAMBITO: Thank you.

8 BY MR. ZAMBITO:

9 Q. Mrs. Dill, based on this report and your experience
10 with Glamour, would you say that you have good credit?

11 A. Yes.

12 Q. Mrs. Dill, I'm handing you what has been premarked as
13 Exhibit A-13 for identification purposes. Copies have
14 previously been furnished to the reporter, opposing counsel,
15 and the Judge.

16 (Whereupon, the document was marked
17 as Applicant's Exhibit Number A-13 for
18 identification.)

19 BY MR. ZAMBITO:

20 Q. Could you identify Exhibit A-13?

21 A. It is a copy of the web site, Glamour's web site.

22 Q. And this is a true and correct copy?

23 A. Yes, it is.

24 Q. And this is one page of the web site?

25 A. Yes.

1 Q. And how do you recognize it?

2 A. It's the first page you come to on our web site,
3 Glamour Moving and Storage.

4 MR. ZAMBITO: Your Honor, I'd like to move
5 Exhibit A-13 into evidence.

6 MR. CAMPBELL: No objection.

7 JUDGE SALAPA: Exhibit A-13 is moved into
8 evidence in this proceeding and is made a part of the record
9 herein.

10 (Whereupon, the document marked as
11 Applicant's Exhibit Number A-13 was
12 received in evidence.)

13 BY MR. ZAMBITO:

14 Q. Mrs. Dill, this exhibit shows that Glamour has a web
15 site, correct?

16 A. Yes, it does.

17 Q. Glamour maintains the web site?

18 A. Yes.

19 Q. You keep it up to date?

20 A. Yes.

21 Q. Do customers use the web site?

22 A. Yes, they do.

23 Q. How do you know that?

24 A. We get the printout from Verizon.

25 Q. Okay. Have any Pennsylvania residents ever contacted

1 you through the web site for purposes of a Pennsylvania to
2 Pennsylvania move?

3 A. Yes.

4 Q. Thank you and just a follow-up question to that. You
5 had to turn down that business?

6 A. Yes.

7 Q. Mrs. Dill, I'm handing you a copy of a document that
8 has been premarked Exhibit A-14 for identification. Copies
9 have previously been provided to the reporter, opposing
10 counsel, and the Judge.

11 (Whereupon, the document was marked
12 as Applicant's Exhibit Number A-14 for
13 identification.)

14 BY MR. ZAMBITO:

15 Q. Mrs. Dill, could you identify Exhibit A-14?

16 A. It is a Certificate of Membership of the American
17 Moving and Storage Association for 2006.

18 Q. Thank you. And is this a true and correct copy of
19 your membership certificate?

20 A. Yes, it is.

21 Q. Could you explain to us what the AMSA is, the
22 American Moving and Storage Association?

23 A. It's an association that we belong to. They provide
24 our rate tariffs and mileage guide and arbitration program.

25 Q. Okay. So it basically helps you in your business

1 dealings?

2 A. Yes.

3 Q. How long has Glamour been a member of the AMSA?

4 A. Since the 90s, I believe, 1990s.

5 MR. ZAMBITO: Your Honor, I'd like to move
6 Exhibit A-14 into evidence.

7 MR. CAMPBELL: No objection.

8 JUDGE SALAPA: Exhibit A-14 is admitted into
9 evidence in this proceeding and is made a part of the record
10 herein.

11 (Whereupon, the document marked as
12 Applicant's Exhibit Number A-14 was
13 received in evidence.)

14 BY MR. ZAMBITO:

15 Q. Mrs. Dill, I'm handing you what has been previously
16 premarked Exhibit A-15 for identification. Copies have
17 previously been provided to the reporter, opposing counsel,
18 and the Judge.

19 (Whereupon, the document was marked
20 as Applicant's Exhibit Number A-15 for
21 identification.)

22 BY MR. ZAMBITO:

23 Q. Could you identify Exhibit A-15, please.

24 A. This is a certificate from Corporate Occupational
25 Health Solutions. It's the random drug and alcohol testing

1 company.

2 Q. This is a true and correct copy of the certificate?

3 A. Yes.

4 Q. Could you tell us what this program is all about?

5 A. It's keeping the drivers and employees drug free, and
6 the DOT -- it's DOT regulated.

7 Q. Okay. And is this the same -- you were in the
8 hearing room earlier when Mr. Dill testified about the drug
9 testing program for the employees. Is this the same program
10 he was discussing?

11 A. Yes.

12 MR. ZAMBITO: Your Honor, I'd like to move
13 Exhibit A-15 into evidence.

14 MR. CAMPBELL: No objection.

15 JUDGE SALAPA: Exhibit A-15 is moved into
16 evidence in this proceeding and is made part of the record
17 herein.

18 (Whereupon, the document marked as
19 Applicant's Exhibit Number A-15 was
20 received in evidence.)

21 BY MR. ZAMBITO:

22 Q. Mrs. Dill, do you have to pay a fee to participate in
23 this program?

24 A. Yes.

25 Q. But yet you feel it's important enough to do?

1 A. Yes.

2 MR. ZAMBITO: I'm handing the witness what
3 has been premarked Exhibit A-16 for identification. Copies
4 have previously been provided to the reporter, opposing
5 counsel, and the Judge.

6 (Whereupon, the document was marked
7 as Applicant's Exhibit Number A-16 for
8 identification.)

9 BY MR. ZAMBITO:

10 Q. Mrs. Dill, could you please identify A-16.

11 A. It's a Certificate of Membership from the Better
12 Business Bureau of Maryland.

13 Q. This is a true and correct copy of your membership
14 certificate?

15 A. Yes.

16 Q. How long has Glamour been a member of the Better
17 Business Bureau?

18 A. I believe since the 1990s, sometime in the 1990s.

19 Q. I'd like to have you read the next to the last
20 sentence.

21 A. To promote and foster the highest ethical
22 relationship between business and the public through
23 voluntary self-regulation, consumer and business education
24 and service excellence.

25 Q. And do you agree with this statement of the Better

1 Business Bureau?

2 A. Yes.

3 Q. Is that how Glamour tries to conduct itself?

4 A. Yes.

5 MR. ZAMBITO: Your Honor, I'd like to move
6 Exhibit A-16 into evidence.

7 MR. CAMPBELL: No objection.

8 JUDGE SALAPA: Exhibit A-16 is admitted into
9 evidence in this proceeding and is made a part of the record
10 herein.

11 (Whereupon, the document marked as
12 Applicant's Exhibit Number A-16 was
13 received in evidence.)

14 MR. ZAMBITO: I'm handing the witness what
15 has been premarked as Exhibit A-17 for identification
16 purposes. Copies have previously been provided to the
17 reporter, opposing counsel, and the Judge.

18 (Whereupon, the document was marked
19 as Applicant's Exhibit Number A-17 for
20 identification.)

21 BY MR. ZAMBITO:

22 Q. Mrs. Dill, could you take just a second to look
23 through Exhibit A-17?

24 A. (Witness perusing document.)

25 Q. Have you had an opportunity to examine the exhibit?

1 A. Yes.

2 Q. What is it?

3 A. This is a Carroll's Best from the Carroll County
4 Times.

5 Q. What is the Carroll County Times?

6 A. It's a newspaper.

7 Q. What is the Best program about the County Times
8 sponsors?

9 A. They have people voting, customers. They pick
10 different categories, and they have the Best winner and
11 honorable mention. We were voted Carroll's Best Moving
12 Company this year, and we were voted Carroll's Best
13 Honorable Mention under Best Storage Facility.

14 Q. Carroll County is your home county --

15 A. Yes.

16 Q. -- where Glamour is located? These are true and
17 correct copies of the award certificate?

18 A. Yes.

19 MR. ZAMBITO: Your Honor, I'd like to move
20 Exhibit A-17 into evidence.

21 MR. CAMPBELL: No objection.

22 JUDGE SALAPA: Exhibit A-17 is admitted into
23 evidence in this proceeding and is made a part of the record
24 herein.

25 (Whereupon, the document marked as

1 Applicant's Exhibit Number A-17 was
2 received in evidence.)

3 BY MR. ZAMBITO:

4 Q. Mrs. Dill, I'm handing you what has been premarked as
5 Exhibit A-18 for identification purposes. Copies have
6 previously been provided to the reporter, opposing counsel,
7 and the Judge.

8 (Whereupon, the document was marked
9 as Applicant's Exhibit Number A-18 for
10 identification.)

11 BY MR. ZAMBITO:

12 Q. Mrs. Dill, could you please identify Exhibit A-18.

13 A. A-18 has a list of our rates, our local rates, and
14 insurance rates. Page 2 is a description of the boxes, the
15 rates for storage, sizes and rates; and page 3 is the states
16 we travel in.

17 Q. And those are the states you travel in interstate
18 commerce?

19 A. Yes.

20 Q. Is this a true and correct copy of your tariff
21 listing?

22 A. Yes.

23 Q. Did you have assistance in preparing this tariff
24 listing?

25 A. Yes, I did.

1 Q. Who assisted you with this?

2 A. Rose Givens.

3 Q. Who is she?

4 A. She handles our field techs.

5 Q. She is an employee?

6 A. Yes.

7 MR. ZAMBITO: Your Honor, I'd like to move
8 Exhibit A-18 into evidence.

9 MR. CAMPBELL: No objection.

10 JUDGE SALAPA: Exhibit A-18 is moved into
11 evidence in this proceeding and is made a part of the record
12 herein.

13 (Whereupon, the document marked as
14 Applicant's Exhibit Number A-18 was
15 received in evidence.)

16 BY MR. ZAMBITO:

17 Q. Mrs. Dill, if you were granted Pennsylvania
18 authority, would these be the initial rates that you would
19 intend to charge?

20 A. They are different every year. We update them.
21 Right now they would be the charges for the local moves.

22 Q. So you would maintain consistency between interstate
23 moves and intrastate moves?

24 A. Yes.

25 Q. Thank you.

1 MR. ZAMBITO: I'm handing the witness what
2 has been premarked as Exhibit A-19 for identification.
3 Copies have previously been provided to the reporter,
4 opposing counsel, and the Judge.

5 (Whereupon, the document was marked
6 as Applicant's Exhibit Number A-19 for
7 identification.)

8 BY MR. ZAMBITO:

9 Q. Mrs. Dill, could you identify Exhibit A-19?

10 A. It's the Rights and Responsibilities When You Move.
11 We hand these out to the customers.

12 Q. Okay. And this is simply the cover sheet of a larger
13 booklet?

14 A. Yes.

15 MR. ZAMBITO: Your Honor, there is a larger
16 booklet; but, rather than include the entire booklet in the
17 record, we simply copied the cover sheet. I'm handing a
18 copy of the complete book to the witness.

19 BY MR. ZAMBITO:

20 Q. Mrs. Dill, could you tell us what you do with this
21 book?

22 A. We give it to the customers so they know their
23 rights.

24 Q. And when do you give it to them?

25 A. Sometimes when they go out to do the estimate,

1 usually when they book a job with us.

2 Q. What types of rights does this booklet discuss?

3 A. Their rights as a customer. It goes over pretty much
4 everything, you know, every aspect of moving.

5 Q. Such as packaging and all that?

6 A. It's pretty much the rules and what the customer's
7 rights are when it comes to a problem or pricing.

8 Q. How about grievances? Does it address how they would
9 go about filing a grievance?

10 A. I believe it does.

11 MR. ZAMBITO: Your Honor, I'd like to move
12 Exhibit A-19 into evidence, noting that it is a copy of a
13 larger booklet.

14 MR. CAMPBELL: No objection.

15 JUDGE SALAPA: All right.

16 Exhibit A-19 is admitted into evidence in
17 this proceeding and is made a part of the record herein.

18 (Whereupon, the document marked as
19 Applicant's Exhibit Number A-19 was
20 received in evidence.)

21 BY MR. ZAMBITO:

22 Q. Mrs. Dill, I'm handing you what has been premarked as
23 Exhibit A-20 for identification. Copies have previously
24 been provided to the reporter, opposing counsel, and the
25 Judge.

1 (Whereupon, the document was marked
2 as Applicant's Exhibit Number A-20 for
3 identification.)

4 BY MR. ZAMBITO:

5 Q. Could you please identify Exhibit A-20.

6 A. The Federal Motor Carrier Safety Regulation
7 Pocketbook.

8 MR. ZAMBITO: And, Your Honor, once again I
9 would note that this is simply a copy of the cover of a
10 larger booklet. I'm handing a copy of the complete booklet
11 to the witness.

12 BY MR. ZAMBITO:

13 Q. Mrs. Dill, could you tell us what Glamour does with
14 this booklet?

15 A. These go to the drivers so that they -- if they need
16 to look in the book for something, safety regulations.

17 Q. Do you expect your drivers be familiar with the rules
18 and regulations contained in that book?

19 A. Yes.

20 Q. Is Exhibit A-20 a true and correct copy of the cover
21 of this booklet?

22 A. Yes.

23 Q. Could you tell us for the record how many pages are
24 contained in that booklet?

25 A. Six hundred and seventy-two pages.

1 Q. Okay. Thank you.

2 MR. ZAMBITO: Your Honor, I'd like to move
3 Exhibit A-20 into evidence.

4 MR. CAMPBELL: No objection.

5 JUDGE SALAPA: Exhibit A-20 is moved into
6 evidence in this proceeding and is made a part of the record
7 herein.

8 (Whereupon, the document marked as
9 Applicant's Exhibit Number A-20 was
10 received in evidence.)

11 MR. ZAMBITO: I'm handing the witness what
12 has been premarked as Exhibit A-21 for identification.
13 Copies have previously been provided to the reporter,
14 opposing counsel, and the Judge.

15 (Whereupon, the document was marked
16 as Applicant's Exhibit Number A-21 for
17 identification.)

18 BY MR. ZAMBITO:

19 Q. Mrs. Dill, could you identify Exhibit A-21?

20 A. PM Handbook cover for the book, Preventive
21 Maintenance Program.

22 MR. ZAMBITO: I would note once again, Your
23 Honor, that this is part of a larger booklet; and I'm
24 handing a copy of the larger booklet to the witness.

25 BY MR. ZAMBITO:

1 Q. Mrs. Dill, could you tell us what Glamour does with
2 this booklet?

3 A. This is also handed out to the drivers.

4 Q. Okay.

5 A. Preventative maintenance.

6 Q. Do you expect the drivers to be familiar with this
7 booklet?

8 A. Yes.

9 Q. And maintain a copy of this booklet?

10 A. Yes.

11 Q. Is Exhibit A-21 a true and correct copy of the cover
12 of this booklet?

13 A. Yes, it is.

14 MR. ZAMBITO: Your Honor, I'd like to move
15 Exhibit A-21 into the record.

16 MR. CAMPBELL: No objection.

17 JUDGE SALAPA: Exhibit A-21 is moved into
18 the record in this proceeding and is made a part thereof.

19 (Whereupon, the document marked as
20 Applicant's Exhibit Number A-21 was
21 received in evidence.)

22 MR. ZAMBITO: I'm handing the witness a copy
23 of a document that has been premarked Exhibit A-22. Copies
24 have previously been provided to the reporter, opposing
25 counsel, and the Judge.

1 (Whereupon, the document was marked
2 as Applicant's Exhibit Number A-22 for
3 identification.)

4 BY MR. ZAMBITO:

5 Q. Mrs. Dill, could you identify Exhibit A-22?

6 A. It's a brochure that we hand out to our customers,
7 Plan for a Smooth Move.

8 Q. When do you give this to your customers?

9 A. When they book the job.

10 Q. Okay. And why do you give this to your customers?

11 A. It has a list of helpful hints to get them ready for
12 their move --

13 Q. Okay.

14 A. -- to get them ready for the mover.

15 Q. Could you just pick out one of those hints and
16 describe it?

17 A. China. It explains how to wrap china and all fragile
18 objects in paper individually. That's a big thing customers
19 don't know in packing. Sometimes they don't know how to
20 pack china. So it goes over how to pack the box with china
21 to keep their stuff from breaking.

22 Q. I know on page 11 there's grids. What's the purpose
23 of those grids?

24 A. To plan where you want your furniture so that, when
25 the mover gets there, you can show them where to move it.

1 Q. So it assists you in helping your customer to place
2 their items in the house?

3 A. Mm-hmm.

4 Q. What's on page 12?

5 A. The night before the move, last minute things that
6 they need to pack.

7 Q. Okay. It's a checklist for the customers to go
8 through?

9 A. Mm-hmm.

10 Q. How about I refer you to page 14.

11 A. Mm-hmm.

12 Q. What's there?

13 A. It lets them to know to turn off their utilities and
14 lock their windows and make sure there's nothing left behind
15 and relax.

16 Q. That's page 15. How about page 14 on the left side?

17 A. I'm sorry. The children's orientation to their new
18 neighborhood.

19 Q. So you go as far as to ensure that, when you move a
20 customer, that they are orientated to the new neighborhood?

21 A. Right.

22 Q. And why do you do this for your customers?

23 A. It helps them relax. Moving is stressful.

24 Q. And I note that Glamour's name is printed on the
25 front of these brochures. I assume you incur expenses to do

1 this service for your customers?

2 A. Yes.

3 Q. Is Exhibit A-22 a true and correct copy of the
4 pamphlet that you give to your customers?

5 A. Yes, it is.

6 MR. ZAMBITO: Your Honor, I'd like to move
7 Exhibit A-22 into the record.

8 MR. CAMPBELL: No objection.

9 JUDGE SALAPA: Exhibit A-22 is admitted into
10 evidence in this proceeding and is made a part of the record
11 herein.

12 (Whereupon, the document marked as
13 Applicant's Exhibit Number A-22 was
14 received in evidence.)

15 BY MR. ZAMBITO:

16 Q. Mrs. Dill, I'm handing you what has been premarked
17 Exhibit A-23 for identification purposes. Copies have
18 previously been provided to the reporter, opposing counsel,
19 and the Judge.

20 (Whereupon, the document was marked
21 as Applicant's Exhibit Number A-23 for
22 identification.)

23 BY MR. ZAMBITO:

24 Q. Would you please identify Exhibit A-23.

25 A. This is a copy of the front of the pamphlet for the

1 office moving.

2 Q. And who does this pamphlet go to?

3 A. When we're moving an office, it would go to the
4 employees.

5 Q. Okay. So a residential move is different than an
6 office move?

7 A. Yes.

8 Q. And Glamour recognizes that?

9 A. Yes.

10 Q. Once again, could you just pick out one helpful hint
11 from this pamphlet and describe it to the Judge?

12 A. On page 7, tagging and marking the boxes. There's
13 stickers that we supply that tells you what floor, what
14 room, what piece it is, that type of thing.

15 Q. This is all done to help the customer make their move
16 smoothly?

17 A. Yes.

18 Q. I refer you to page 13. What is page 13?

19 A. A checklist.

20 Q. What's the purpose of the checklist?

21 A. To make sure they haven't forgotten anything.

22 Q. Okay. Mrs. Dill, is Exhibit A-23 a true and correct
23 copy of the brochure you give to office employees?

24 A. Yes.

25 Q. Thank you.

1 MR. ZAMBITO: Your Honor, I'd like to move
2 Exhibit A-23 into the record.

3 MR. CAMPBELL: No objection.

4 JUDGE SALAPA: Exhibit A-23 is moved into
5 evidence in this proceeding and is made a part of the record
6 herein.

7 (Whereupon, the document marked as
8 Applicant's Exhibit Number A-23 was
9 received in evidence.)

10 BY MR. ZAMBITO:

11 Q. Mrs. Dill, I'm providing you with what has been
12 premarked as Exhibit A-24 for identification purposes.
13 Copies have previously been provided to the reporter,
14 opposing counsel, and the Judge.

15 (Whereupon, the document was marked
16 as Applicant's Exhibit Number A-24 for
17 identification.)

18 BY MR. ZAMBITO:

19 Q. Mrs. Dill, could you identify Exhibit A-24?

20 A. American Moving and Storage Association Household
21 Goods Dispute Settlement Arbitration Program Information,
22 it's the front page.

23 Q. What is the dispute settlement arbitration program?

24 A. It's a program if the mover and the customer don't
25 agree on a dispute they would have someone help settle the

1 dispute out of court.

2 Q. Okay. And this is -- this springs from your
3 membership in the American Moving and Storage Association?

4 A. Yes.

5 Q. If you recall, how much are your annual dues for
6 membership in that association?

7 A. Between five and 600 a year.

8 Q. Okay, and this is one of the benefits. Is Exhibit
9 A-24 a true and accurate copy of the pamphlet that you give
10 to customers?

11 A. Yes.

12 MR. ZAMBITO: Your Honor, I'd like to move
13 Exhibit A-24 into evidence.

14 JUDGE SALAPA: Any objections?

15 MR. CAMPBELL: No objection.

16 JUDGE SALAPA: Exhibit A-24 is moved into
17 evidence in this proceeding and is made a part of the record
18 herein.

19 (Whereupon, the document marked as
20 Applicant's Exhibit Number A-24 was
21 received in evidence.)

22 BY MR. ZAMBITO:

23 Q. Now, Mrs. Dill, when you do have a dispute with a
24 customer, do you automatically jump arbitration or go into
25 litigation?

1 A. No.

2 Q. What do you do when you have a customer complaint?

3 A. We usually try to handle it ourselves.

4 Q. Okay. So you speak with the customer --

5 A. Yes.

6 Q. -- and try to resolve it? Do you find that most
7 disputes are resolved amicably?

8 A. Yes, they are.

9 MR. ZAMBITO: I'm handing the witness what
10 has been premarked as Exhibit A-25 for identification
11 purposes. Copies have previously been provided to the
12 reporter, opposing counsel, and the Judge.

13 (Whereupon, the document was marked
14 as Applicant's Exhibit Number A-25 for
15 identification.)

16 BY MR. ZAMBITO:

17 Q. Mrs. Dill, what is Exhibit A-25?

18 A. A-25 is a list of calls that we are receiving for
19 Pennsylvania to Pennsylvania moves.

20 Q. Okay. And why do you keep this record?

21 A. To prove that there is a need for a moving company up
22 in Pennsylvania.

23 Q. And you directed as management of Glamour that your
24 employees keep these records in the regular course of
25 business?

1 A. Yes.

2 Q. Is this a true and accurate accounting of the
3 inquiries that you received to Glamour?

4 A. It may not be all of the calls that we received, but
5 it's a lot of them. There may be more.

6 MR. ZAMBITO: Your Honor, I'd like to move
7 Exhibit A-25 into evidence.

8 MR. CAMPBELL: Your Honor, I object to this
9 exhibit. It's being offered according to the testimony of
10 witnesses' needs for the proposed service, and it does not
11 meet the Commission's evidentiary guidelines for service
12 request evidence. Some of them have dates. Some of them
13 have names. Some of them have origins. None of them meet
14 the test of having any weight on the issue of need for the
15 proposed service.

16 None of them indicate the disposition of the
17 service, whether or not the carrier handled the request or
18 referred to another carrier. An entry that says three calls
19 is meaningless. I don't think it has any probative value on
20 the issue of need, and that's the basis for my objection.

21 MR. ZAMBITO: Your Honor, it's a matter of
22 the weight to be assigned to the evidence. Mrs. Dill
23 testified that this is a document kept in the regular course
24 of business. Mr. Campbell will have an opportunity to
25 cross-examine Mrs. Dill on this exhibit, to ask the question

1 of what three calls means, whether they provided the service
2 that was requested or not. I believe it should be admitted.
3 It's just a question of the weight to be assigned to the
4 exhibit.

5 MR. CAMPBELL: Your Honor, I don't believe
6 that it's my duty on cross-examination to rehabilitate this
7 exhibit that's been presented by counsel and is deficient on
8 its face as not meeting the Commission's evidentiary
9 requirements.

10 JUDGE SALAPA: I am going to overrule your
11 objection, Mr. Campbell, and let it in. I tend to agree
12 with Mr. Zambito. I think your objection goes to the weight
13 I should give it, and I think can give it the weight it
14 deserves in my deliberations.

15 MR. CAMPBELL: Very well.

16 JUDGE SALAPA: Exhibit A-25 is admitted into
17 evidence in this proceeding and is made a part of the record
18 herein.

19 (Whereupon, the document marked as
20 Applicant's Exhibit Number A-25 was
21 received in evidence.)

22 BY MR. ZAMBITO:

23 Q. Mrs. Dill, you reside in Maryland, correct?

24 A. Yes.

25 Q. How close to the Pennsylvania border?

1 A. Roughly six miles, seven miles.

2 Q. What do you see as far as population trends or moves?
3 Do you see any type of migration from Maryland to
4 Pennsylvania?

5 MR. CAMPBELL: I object, Your Honor. I
6 don't know that she's qualified to testify to that.

7 JUDGE SALAPA: Could you rephrase the
8 question, Mr. Zambito? I think if she is aware of neighbors
9 or friends or whomever that had moved from Maryland to
10 Pennsylvania that's one thing, but I don't know that she has
11 the knowledge to make a statement on general population
12 trends in Maryland and Pennsylvania.

13 MR. ZAMBITO: Understood, Your Honor.

14 BY MR. ZAMBITO:

15 Q. Mrs. Dill, are you aware of specific individuals who
16 have moved to Pennsylvania?

17 A. I have relatives and friends who are moving to PA.

18 Q. How about prior Glamour customers?

19 A. Lots of Glamour customers are moving to PA.

20 Q. And you have moved those customers interstate into
21 Pennsylvania?

22 A. Some of them.

23 Q. And have any of those customers since moving
24 contacted you wanting you to move them again in
25 Pennsylvania?

1 A. If we had our PUC authority they would use us again
2 if they moved in PA again.

3 Q. Do you ever drive through southcentral Pennsylvania,
4 Mrs. Dill?

5 A. Yes.

6 Q. Do you notice developments?

7 A. Yes.

8 Q. Do you notice lots of developments?

9 A. Yes.

10 Q. Why do you think that is?

11 A. It's getting populated. A lot of people are moving
12 into the PA area.

13 Q. Are you familiar with whether Maryland taxes are
14 higher or lower than Pennsylvania taxes?

15 A. I believe they're higher.

16 Q. And how about property costs in Maryland as compared
17 to Pennsylvania?

18 A. That's also higher I believe.

19 Q. Thank you. Mrs. Dill, I'm handing you what has been
20 premarked as Exhibit A-26 for identification. Copies have
21 previously been provided to the reporter, opposing counsel,
22 and the Judge.

23 (Whereupon, the document was marked
24 as Applicant's Exhibit Number A-26 for
25 identification.)

1 BY MR. ZAMBITO:

2 Q. Could you identify Exhibit A-26?

3 A. It's they wanted a move quote. A person wanted a
4 move quote from us.

5 Q. And this e-mail came in to Glamour?

6 A. Yes.

7 Q. Was it solicited? Did you ask for them to send you
8 an e-mail?

9 A. No.

10 Q. Where is she asking to be moved?

11 A. It says the majority of her things are being stored
12 in a storage unit in Hanover, PA, and the rest are being
13 used in an apartment in York.

14 Q. Okay. And she wants to be moved to her new home
15 being built in Spring Grove? .

16 A. She wanted a price, yes.

17 Q. And Spring Grove is in what county?

18 A. Spring Grove, I'm not sure of what county. It's one
19 of the counties we applied for.

20 Q. It's York.

21 A. Is it York? Okay.

22 Q. Is this a true and correct copy of the e-mail
23 unaltered that you received?

24 A. Yes, it is.

25 Q. Is this representative of other inquiries that you

1 received regarding Pennsylvania to Pennsylvania moves?

2 A. Yes.

3 MR. ZAMBITO: I'd like to move Exhibit A-26
4 into evidence, Your Honor.

5 JUDGE SALAPA: Objections?

6 MR. CAMPBELL: No objection.

7 JUDGE SALAPA: Exhibit A-26 is admitted into
8 evidence in this proceeding and made a part of the record
9 herein.

10 (Whereupon, the document marked as
11 Applicant's Exhibit Number A-26 was
12 received in evidence.)

13 MR. ZAMBITO: I'm handing the witness what
14 has been premarked Exhibit A-27 for identification purposes.
15 Copies have previously been furnished to the reporter,
16 opposing counsel, and the Judge.

17 (Whereupon, the documents were marked
18 as Applicant's Exhibit Number A-27 for
19 identification.)

20 BY MR. ZAMBITO:

21 Q. Mrs. Dill, do you recognize these documents?

22 A. Yes.

23 Q. What are they?

24 A. It's from the U.S. Census Bureau, United States
25 Census Bureau, a list of households, a survey.

1 MR. ZAMBITO: Your Honor, I'd like to ask
2 that Exhibit A-27 that you take official notice of it. It's
3 the official Census Bureau population printouts for 2000 and
4 2005 estimates; and it's for the four counties for which
5 Glamour has applied, York, Lancaster, Adams, and Franklin.

6 MR. CAMPBELL: No objection.

7 JUDGE SALAPA: Exhibit A-27 is admitted into
8 evidence in this proceeding and is made a part of the record
9 herein.

10 (Whereupon, the documents marked as
11 Applicant's Exhibit Number A-27 were
12 received in evidence.)

13 BY MR. ZAMBITO:

14 Q. And for representative purposes, Mrs. Dill, could you
15 look on the first page and tell the Judge what the total
16 population of York County was in 2005?

17 A. 400,670.

18 Q. And, if you could turn to the third page, which is
19 the 2000 York County demographic profile, could you tell the
20 Judge what the population was only five years ago?

21 A. 381,751.

22 Q. So there is roughly in the course of five years a
23 19,000 increase in population in York County?

24 A. Yes.

25 Q. Can you turn to Lancaster County? Why don't we start

1 with the 2000 statistics?

2 A. This is 2005 (indicating)?

3 Q. Yes. Could you tell the Judge what the population
4 was in 2000?

5 A. 470,658.

6 Q. And in 2005 what was the estimate?

7 A. 476,155.

8 Q. So there's roughly been an increase of 6,000, close,
9 a little less than 6,000 --

10 A. Yes.

11 Q. -- population over five years? Adams County. If we
12 could start with the 2000 statistic.

13 A. 91,292.

14 Q. And in 2005?

15 A. 95,850.

16 Q. So roughly a 4,000 population increase --

17 A. Yes.

18 Q. -- over five years?

19 A. Mm-hmm.

20 Q. And finally Franklin County, if you could give us the
21 2000 and the 2005 population.

22 A. For 2000, it was 129,313; and for 2005, 134,409.

23 Q. So roughly a 5,000-person increase over the course of
24 five years in Franklin County?

25 A. Correct.

1 Q. Thank you.

2 MR. ZAMBITO: Your Honor, that exhibit was
3 moved into evidence?

4 JUDGE SALAPA: A-27, yes. I have it marked
5 as admitted into evidence.

6 MR. ZAMBITO: Thank you.

7 BY MR. ZAMBITO:

8 Q. Mrs. Dill, I'm handing you what has been premarked as
9 Exhibit A-28 for identification purposes. Copies have
10 previously been provided to the reporter, opposing counsel,
11 and the Judge.

12 (Whereupon, the document was marked
13 as Applicant's Exhibit Number A-28 for
14 identification.)

15 BY MR. ZAMBITO:

16 Q. Could you identify this exhibit?

17 A. It's a home sales statistics.

18 MR. ZAMBITO: Your Honor, this was obtained
19 from the Realtors Association for York and Adams County from
20 their web site; and I would ask that you take official
21 notice of this document.

22 MR. CAMPBELL: No objection.

23 JUDGE SALAPA: All right.

24 Exhibit A-28 is admitted into evidence in
25 this proceeding and is made a part of the record herein.

1 (Whereupon, the document marked as
2 Applicant's Exhibit Number A-28 was
3 received in evidence.)

4 BY MR. ZAMBITO:

5 Q. Mrs. Dill, I'd like to turn your attention on this
6 exhibit to where it says Total York County numbers, and it
7 gives the number of homes sold in each year from 1998 until
8 2005. If you could look at the 1998 statistics total York
9 County homes sold, what is the number?

10 A. 4,365.

11 Q. And jump to the year 2005, how many homes were sold
12 in York County?

13 A. 6,192.

14 Q. So, in the course of those seven years, on average
15 they're 2,000 more homes being sold per year in York County?

16 A. Correct.

17 Q. Could you do the same for Adams County?

18 A. Adams County in 1998 there were 878 and in 2005
19 1,136.

20 Q. So a little less than 300 more homes being sold per
21 year in Adams County in 2005 than there were in 1998?

22 A. Correct.

23 Q. So this is consistent with what you observed
24 regarding new development in those counties?

25 A. That's right.

1 Q. Thank you. Mrs. Dill, I'm handing you what has been
2 premarked as Exhibit A-29 for identification purposes.
3 Copies have previously been provided to the reporter,
4 opposing counsel, and the Judge.

5 (Whereupon, the document was marked
6 as Applicant's Exhibit Number A-29 for
7 identification.)

8 BY MR. ZAMBITO:

9 Q. Could you tell us what this document is?

10 A. Annual Estimates of Housing Units for Counties in
11 Pennsylvania in 2000 to July 1st, 2005.

12 Q. Thank you.

13 MR. ZAMBITO: Your Honor, this document was
14 obtained from the U.S. Census Bureau web site. It's a true
15 and accurate copy, and I would ask that official notice be
16 taken of it.

17 MR. CAMPBELL: No objection.

18 JUDGE SALAPA: Exhibit A-29 is admitted into
19 evidence in this proceeding and is made a part of the record
20 herein.

21 (Whereupon, the document marked as
22 Applicant's Exhibit Number A-29 was
23 received in evidence.)

24 BY MR. ZAMBITO:

25 Q. Mrs. Dill, I'd like to turn you to the four counties

1 for which Glamour has applied for authority. Let's start,
2 we'll go alphabetically. Adams County, could you give us
3 the housing unit estimate for 2000 and then the housing unit
4 estimate for 2005?

5 A. For 2000, it was 35,978; and, for 2005, it was
6 38,693.

7 Q. So, in the course of five years, there's been an
8 increase of approximately 160,000 or so. Let's go to
9 Franklin County. Please give us the 2000 statistic and then
10 the 2005 statistic.

11 A. For 2000, it was 53,966; for 2005, it was 57,988.

12 Q. So roughly an increase of 4,000 homes between 2000
13 and 2005. Lancaster County, which is the second one listed
14 on page 2, could you give us the 2000 and the 2005
15 statistic?

16 A. Okay. 180,418 and 2005 was 190,744.

17 Q. Thank you. So that's roughly an increase of 10,000
18 additional homes over the course of five years. And finally
19 York County, which is the last county listed.

20 A. For 2000, it was 157,161; and 2005 was 168,875.

21 Q. So, in the course of five years, there were over
22 11,000 new homes in York County; and this is consistent with
23 your observations of the migration from Maryland to
24 Pennsylvania?

25 A. Yes.

1 Q. Thank you.

2 MR. ZAMBITO: Your Honor, have I moved that
3 into evidence?

4 JUDGE SALAPA: Yes, I have it marked as
5 admitted into the record.

6 MR. ZAMBITO: Thank you.

7 BY MR. ZAMBITO:

8 Q. Mrs. Dill, why does Glamour Moving Company want
9 Pennsylvania authority in York, Lancaster, Franklin, and
10 Adams County?

11 A. We are getting phone calls from customers there; and,
12 when they call, we have to tell them that we can't move them
13 right now and they want to know why. It's embarrassing to
14 sit there and say we can't move you because we don't have
15 our authority. So that's my main reason, because there's a
16 need.

17 Q. That's why you're here today?

18 A. That's why we're here.

19 MR. ZAMBITO: Thank you. No further
20 questions, Your Honor.

21 JUDGE SALAPA: Let's go off the record for a
22 moment.

23 (Whereupon, a brief discussion was
24 held off the record.)

25 JUDGE SALAPA: Cross-examination.

1 MR. CAMPBELL: Your Honor, if I may approach
2 the witness to discuss some of these exhibits?

3 JUDGE SALAPA: You may approach.

4 CROSS-EXAMINATION

5 BY MR. CAMPBELL:

6 Q. Mrs. Dill, I'm looking at Applicant's Exhibit A-3,
7 which is the Federal Motor Carrier summary which your
8 counsel discussed with you; and you pointed out that it is
9 your understanding the revocation of your operating
10 authority was due to failure to make an insurance filing
11 which would have been up to your insurance carrier to do?

12 A. I believe that may have been it. I'm not 100 percent
13 sure.

14 Q. But I think you said you took care of it right away?

15 A. We did. That was one of the things that I can
16 remember.

17 Q. We have the initial revocation was in November of
18 1994, and a reinstatement was not until July of 1995; do you
19 agree with me? The first service date was November 21,
20 1994, and the reinstatement date was July 17, 1995?

21 A. That's what it says, yes.

22 Q. During that seven- or eight-month period, did you
23 continue to operate in interstate commerce? Did you
24 continue to provide moving service while your insurance was
25 revoked?

1 MR. ZAMBITO: Your Honor, I object to that
2 question.

3 JUDGE SALAPA: On what basis?

4 MR. ZAMBITO: Self-incrim --

5 JUDGE SALAPA: Objection overruled.

6 If the witness knows, could you answer the
7 question? Do you need to have it repeated?

8 THE WITNESS: Please.

9 JUDGE SALAPA: Could you repeat the
10 question, please.

11 BY MR. CAMPBELL:

12 Q. Did you cease operations during that seven-month
13 period when your interstate authority was revoked or did you
14 continue to operate in interstate commerce during that time?

15 A. I honestly was not aware that I was revoked for that
16 long a period of time.

17 Q. On the first page of the exhibit, Mrs. Dill, just a
18 question. I don't understand it. It shows that the name
19 was changed from Ricky Edward Pope, doing business as
20 Glamour Moving Company. Does that ring a bell with you,
21 that name?

22 A. No.

23 Q. Should that probably have been your husband's name?
24 Was he formerly doing business as Glamour Moving Company
25 before the corporate form?

1 A. Yes, that should have been Jack Edward Dill.

2 Q. Are you familiar, Mrs. Dill, with a recent violation
3 case before the Federal Motor Carrier Safety Administration
4 that involved payment of fines for failing to weigh a
5 shipment and for using a driver known to have tested
6 positive for a controlled substance?

7 A. Yes.

8 Q. And can you tell me which of your drivers was the
9 driver known to have tested positive for a controlled
10 substance?

11 A. Stephen Glaser.

12 Q. And is he still employed by your company at the
13 present time?

14 A. Yes, he is.

15 Q. And were the total fines assessed by the Federal
16 Motor Carrier Safety Administration for those two violations
17 \$3,300?

18 A. I believe that's correct.

19 Q. And, with respect to the summary of drivers' records
20 shown on Applicant's Exhibit 8, would you agree with me that
21 that summary shows four separate violations including three
22 moving violations by your husband, Jack Edward Dill, during
23 a period of less than two years?

24 MR. CAMPBELL: I'm handing the witness
25 Applicant's Exhibit 8.

1 THE WITNESS: Can you repeat the question?

2 BY MR. CAMPBELL:

3 Q. Do you agree with me that that shows four violations,
4 three of which were moving violations by operating a motor
5 vehicle and not moving or storage within a two-year period?

6 A. Yes.

7 Q. I believe that your present Application was captioned
8 Folder 2, and I believe that that is due to the fact that
9 your company had a previous Application that was filed with
10 the Pennsylvania Public Utility Commission and subsequently
11 withdrawn. Will you agree with me or do you remember that?

12 A. I'm not positive that we filled out the Application
13 before.

14 Q. Very well. Do you recall having been fined by the
15 Pennsylvania Public Utility Commission for unlawful
16 operations between points in Pennsylvania in a complaint
17 proceeding docketed to number C-00956799 in a complaint
18 filed in May of 1995; do you recall that complaint
19 proceeding?

20 A. I'm not sure if it was 1995 or not.

21 MR. CAMPBELL: I'm showing the witness a
22 document.

23 THE WITNESS: Okay. Yes.

24 BY MR. CAMPBELL:

25 Q. That would be a true copy of an actual complaint case

1 that resulted in a fine for unlawfully transporting
2 household goods between points in Pennsylvania and for
3 placing advertisements in the Sprint Hanover telephone
4 directory offering to provide moving services between points
5 in Pennsylvania. Similarly, did that happen again in 1996
6 and were you fined for similar violations the sum of \$4,000
7 for operating between points in Pennsylvania for
8 compensation and advertising and offering to provide
9 services in Pennsylvania in the telephone directories?

10 A. Yes.

11 JUDGE SALAPA: Do you have the docket number
12 for that 1996 proceeding?

13 MR. CAMPBELL: Yes, Your Honor. The 1966
14 complaint docket --

15 JUDGE SALAPA: You mean 1996?

16 MR. CAMPBELL: I'm sorry. 1996 I meant to
17 say. I misspoke -- is capital A-00112271, capital C9601.

18 JUDGE SALAPA: Thank you.

19 BY MR. CAMPBELL:

20 Q. And similarly, Mrs. Dill, do you remember being fined
21 \$3,000 for providing service between points in Pennsylvania
22 in a complaint case docketed to capital A-00112271, capital
23 C02 in August, 2002?

24 A. Yes.

25 Q. And it's a fact, is it not, Mrs. Dill, that your

1 company continues to advertise in the Yellow Pages and offer
2 moving services for compensation in Pennsylvania in the
3 directories that serve Adams County and York County and
4 Lancaster County?

5 A. We are advertising for the out-of-state moving. It's
6 in the phone books, but it's we do the out-of-state moving.
7 It's not local moving. We provide out-of-state moving for
8 PA.

9 Q. But that was not the case in 1995 and 1996 and 2002;
10 is that correct?

11 A. It was the case for that also. We also put it in the
12 phone book for out-of-state moves.

13 Q. With respect to the Applicant's Exhibit 6, I don't
14 think I need to show you this. It's the Dishonesty Bond,
15 the Western Surety Company bond that your counsel went over.
16 Have you had any claims under that bond?

17 A. No.

18 Q. And just getting back to the phone company for a
19 moment, I'm looking, for example, at Applicant's Exhibit 22,
20 Plan for a Smooth Move. Would you agree with me that one of
21 the phone numbers listed there is in area code 717?

22 A. Yes.

23 Q. And so you have a phone line in area code 717. Does
24 that patch directly through to your office in Westminster?
25 Is that where the calls come in?

1 A. I believe it's a roll-over, yes.

2 Q. And you have that phone number also listed on your
3 web site, do you not?

4 A. Yes.

5 Q. The booklet that I just mentioned to you that says
6 Plan for a Smooth Move --

7 A. Mm-hmm.

8 Q. -- was this authored by you or by your company or was
9 this a publication of the Moving Association and you just
10 customized it and adopted it for your use?

11 A. It's not from American Moving and Storage
12 Association. It's another company that sells booklets.

13 Q. So this is a helpful work product that you chose to
14 purchase for use in your company's service?

15 A. Yes.

16 Q. And it is available to other moving companies as
17 well?

18 A. Oh, yes.

19 Q. You observed during your testimony that there has
20 been substantial development going on in southern
21 Pennsylvania which is close to where you live?

22 A. Mm-hmm.

23 Q. Is there also development in Carroll County? Are
24 there new housing developments going up there?

25 A. Yes.

1 Q. And do you know whether the population of Carroll
2 County has increased during the five years between 2000 and
3 '05?

4 A. I'm sure it has. I don't know what it would be.

5 Q. And new housing construction is going on all the time
6 in Carroll County?

7 A. Yes.

8 Q. You indicated that you move people from Maryland to
9 Pennsylvania that were moving to some of these new
10 developments. Have you similarly had occasion to move
11 people from Pennsylvania to Maryland under your interstate
12 authority?

13 A. Yes, we have.

14 Q. And do you seek that business by advertising in the
15 Yellow Pages in southern Pennsylvania; is that true?

16 A. Yes.

17 Q. And will you agree with me that nothing in the
18 population exhibits or the housing unit exhibits or the real
19 estate sales exhibits gives us any indication of how many of
20 these people used a moving company to get from where they
21 were to where they are now?

22 A. Yeah, I would agree with that.

23 Q. And some of the population growth may not have
24 resulted from people moving there but just by people being
25 born in Adams County, for example; is that true?

1 A. I don't know.

2 Q. When the census was taken in 2000 and it's higher in
3 2005, would not some of that statistic have to do with birth
4 and death rates?

5 A. Yes.

6 Q. Not necessarily moving?

7 A. True.

8 Q. With respect to Applicant's Exhibit 26, which was the
9 request for a quote from Kristy Bixler who was going to be
10 moving from Hanover to Spring Grove, between two points in
11 York County, did you respond to that inquiry?

12 A. They told her that they could not do it because it
13 was PA to PA, that we were sorry. We did not have PUC
14 authority.

15 Q. And, if I may just ask you to look at Exhibit 25 with
16 me for a moment, just picking a call from this summary list
17 of telephone calls. On July 26th, 2006, it says one call;
18 is that correct?

19 A. Yes.

20 Q. Did you receive that call?

21 A. No.

22 Q. Do you know who the caller was?

23 A. No.

24 Q. Do you know what the call was about?

25 A. It was a PA to PA move.

1 Q. Your instructions are that people who receive those
2 calls should only make a note that a call was received if
3 that's what happened, if someone was inquiring about a PA to
4 PA move?

5 A. Sometimes we don't get their name or their phone
6 number. Sometimes they come up on the Caller ID. Sometimes
7 the customer will give you their name. If they give us
8 their name, then we write down their name.

9 Q. Well, just -- I'm not going to ask you about every
10 call on here, but look at August 5, 2006, one call, Anita
11 Adams, and a telephone number. Do you know where Anita
12 Adams was asking about service for?

13 A. She was calling for rates for moving, and the
14 secretary asked her where she was living and where she was
15 moving to. It was PA to PA somewhere. I'm not exactly
16 sure. Then we told her we couldn't do it.

17 Q. When you receive such calls and you know that you
18 don't have authority to do them, what do you tell the
19 caller?

20 A. That we don't have authority to do that.

21 Q. You don't refer them to some other carrier to make
22 contact with?

23 A. We tell them we're based in Maryland, and we don't
24 have our authority to do PA to PA.

25 MR. CAMPBELL: May I just have a moment,

1 Your Honor? I'm just about finished.

2 JUDGE SALAPA: Yes.

3 (Whereupon, a brief discussion was
4 held off the record.)

5 MR. CAMPBELL: Thank you for your
6 indulgence, Your Honor. That concludes my
7 cross-examination.

8 JUDGE SALAPA: Redirect, Mr. Zambito?

9 MR. ZAMBITO: Yes, Your Honor, very briefly.

10 REDIRECT EXAMINATION

11 BY MR. ZAMBITO:

12 Q. Mrs. Dill, Mr. Campbell referred you to the Federal
13 Motor Carrier Safety Administration report regarding the
14 insurance problem and your reinstatement. He pointed out
15 that there was a couple months between the violation and the
16 reinstatement. Were you aware during the course of those
17 couple of months that your insurance carrier had not filed
18 your insurance?

19 A. No.

20 Q. So that is the explanation for the delay?

21 A. Yes.

22 Q. You know that you need insurance to perform moves,
23 correct?

24 A. That's correct.

25 Q. And, if you find out you don't have insurance, what's

1 the first thing you're going to do?

2 A. Get on the phone and get insurance.

3 Q. Mr. Campbell noted that, during the most recent FMCSA
4 inspection, that there were a couple of routine violations.
5 I believe there were two. Is that typical when there's a
6 thorough inspection of you for there to be something wrong?

7 A. Yes.

8 Q. Are you a perfect company?

9 A. We're not perfect.

10 Q. Do you strive for perfection?

11 A. We try to strive for perfection.

12 Q. And he also noticed that -- he noted that Stephen
13 Glaser, one of your drivers, came up positive for drugs. Do
14 you know what drug it was?

15 A. I believe it was cocaine.

16 Q. And you noted that he's still employed by you?

17 A. Yes, he is.

18 Q. What steps have you taken to address Mr. Glaser's
19 problem?

20 A. He immediately went into a program and has been
21 evaluated, and he's still being tested and he's been coming
22 up clean. He's never been tested positive.

23 Q. So since that time he's been coming up clean?

24 A. Yes.

25 Q. Are there others with him to supervise him when he

1 participates in moves?

2 A. Yes.

3 Q. So, as a company, you're not just going to throw one
4 of your employees out on the street?

5 A. No, he's been with us a long time.

6 Q. Has he been a good employee?

7 A. Yes.

8 Q. Do you want to see him through this problem?

9 A. Yes.

10 Q. Mr. Campbell noted that you had violations,
11 approximately two of them, approximately a decade ago, one
12 in '95 and one in '96 and then one about four years ago in
13 2002. I'd like to turn your attention to the '95 violation.
14 Were you aware at the time you were doing something wrong?

15 A. Not to my knowledge.

16 Q. Okay. Then the PUC came and said you don't have
17 authority to go out on these moves. Then in '96 you got
18 caught again, right?

19 A. In '96?

20 Q. In '96 there was another complaint and you paid the
21 fine, correct?

22 A. Yes.

23 Q. And then six years passed and the PUC fined you
24 again. Were these isolated occurrences or was this
25 something you were routinely doing, providing Pennsylvania

1 to Pennsylvania moves?

2 MR. CAMPBELL: I'm going to object to the
3 question, Your Honor. The facts speak for themselves as to
4 whether they were isolated or not.

5 JUDGE SALAPA: I'll overrule the objection.

6 BY MR. ZAMBITO:

7 Q. Is this something you did routinely, provide
8 Pennsylvania to Pennsylvania moves?

9 A. No.

10 Q. So it's fair to say that these were isolated
11 instances?

12 A. Yes, they were.

13 Q. What I'd like you to do, Mrs. Dill, is look the Judge
14 in the eye and tell him that you acknowledge your
15 wrongdoing, you know it was wrong now, and you haven't done
16 it since.

17 THE WITNESS: Your Honor, I know that doing
18 PA to PA is wrong, have not done it since the violation, and
19 will not do it until hopefully we receive our PUC authority.

20 BY MR. ZAMBITO:

21 Q. And you have retained counsel in Pennsylvania now to
22 help you, correct?

23 A. Yes.

24 Q. And that would be me?

25 A. That's correct.

1 Q. And I advised you of all Pennsylvania rules, correct?

2 A. That's correct.

3 Q. And you intend to abide by those rules?

4 A. That's right.

5 Q. Mr. Campbell also mentioned the Yellow Pages again;

6 but I'd simply like to ask you once again, you do provide

7 Pennsylvania to another state, interstate, correct?

8 A. That's correct.

9 Q. And that is why you had these advertisements?

10 A. We move people all over the east coast from

11 Pennsylvania, not local, out of state.

12 Q. So it's good business to have your name in the

13 Pennsylvania phone book?

14 A. Yes.

15 Q. If somebody would call you and say I want to do a

16 Pennsylvania to Pennsylvania move, what have you instructed

17 your employees to do?

18 A. To tell them that we are not authorized to do that.

19 Q. That is why you sit here today --

20 A. That's right.

21 Q. -- because you want to get your Pennsylvania

22 authority because you are picking up that business?

23 A. Yes.

24 MR. ZAMBITO: I have no further questions,

25 Your Honor.

1 MR. CAMPBELL: Just one or two, Your Honor.

2 RE-CROSS-EXAMINATION

3 BY MR. CAMPBELL:

4 Q. You indicated that the Federal Motor Carrier
5 inspection that you had was very detailed and the two
6 offenses were disclosed, and you said that you agreed with
7 your counsel that was typical to find two violations in a
8 thorough inspection; is that a fair statement?

9 A. Yes.

10 Q. Have you had other Federal Motor Carrier Safety
11 Administration inspections that revealed drivers with drug
12 use in addition to this one?

13 A. No.

14 Q. You've had no other ones?

15 A. No, no other ones.

16 MR. CAMPBELL: That's all I have, Your
17 Honor.

18 JUDGE SALAPA: Anything else, Mr. Zambito?

19 MR. ZAMBITO: No, Your Honor.

20 JUDGE SALAPA: All right.

21 (Witness excused.)

22 JUDGE SALAPA: I think this would be a good
23 time to break for lunch. Do counsel think an hour will be
24 sufficient? Do you want less than an hour?

25 MR. ZAMBITO: Your Honor, my only

1 restriction is I told our telephonic witnesses we'd probably
2 be calling sometime between noon and 2:00, so an hour would
3 be fine.

4 JUDGE SALAPA: All right.

5 MR. CAMPBELL: An hour is fine with me, Your
6 Honor.

7 JUDGE SALAPA: All right. We will reconvene
8 at 1:15. We stand adjourned until that point.

9 (Whereupon, the hearing was recessed
10 at 12:13 p.m., to be reconvened at
11 1:15 p.m.)

12 ***

13 JUDGE SALAPA: We have come back from lunch
14 break, and there are going to be several witnesses that
15 we're going to do by telephone. The first one is Mr. Eddie
16 Lookingbill.

17 Mr. Lookingbill, could you please raise your
18 right hand.
19 Whereupon,

20 EDDIE LOOKINGBILL,
21 having been duly sworn, testified as follows:

22 JUDGE SALAPA: Could you please state your
23 name and spell it for the record.

24 THE WITNESS: Eddie Lookingbill, E-D-D-I-E,
25 L-O-O-K-I-N-G-B-I-L-L.

1 JUDGE SALAPA: Mr. Zambito, your witness.

2 MR. ZAMBITO: Thank you.

3 DIRECT EXAMINATION

4 BY MR. ZAMBITO:

5 Q. Mr. Lookingbill, I know you have other obligations so
6 I'll try to move this along. Could you tell us where you
7 live, give your home address?

8 A. 49 Rita Marie Avenue, Littlestown, Pennsylvania.

9 Q. What county is that?

10 A. Adams.

11 Q. That's Adams County, Pennsylvania?

12 A. Yes.

13 Q. Mr. Lookingbill, are you familiar with Glamour Moving
14 Company?

15 A. Yes, I am.

16 Q. How are you familiar with Glamour Moving Company?

17 A. My brother actually works there.

18 Q. Okay.

19 A. And I've seen them. They've moved people in
20 Maryland. I've seen them before.

21 Q. Okay. And you currently reside in Pennsylvania,
22 correct?

23 A. What's that?

24 Q. You reside in Pennsylvania?

25 A. Yes, I live there.

1 Q. And, if you were looking for a moving company, who
2 would you turn to to do a move within Pennsylvania?

3 A. I would prefer Glamour.

4 Q. Why would you prefer Glamour?

5 A. Because I've seen the work they did. They're
6 trustworthy and they're just people you can rely on.

7 Q. Are you aware of any other moving companies about
8 which you can say the same things?

9 A. No, I'm not.

10 MR. ZAMBITO: Thank you. I have no further
11 questions.

12 JUDGE SALAPA: Mr. Campbell.

13 CROSS-EXAMINATION

14 BY MR. CAMPBELL:

15 Q. Mr. Lookingbill, how long have you resided at your
16 present address in Littlestown?

17 A. Nine years.

18 Q. And do you own or rent that property?

19 A. Rent.

20 Q. ~~And when you~~ -- strike that. Previous to your
21 residence in Littlestown, where did you reside nine years
22 ago?

23 A. It was still in Littlestown.

24 Q. Okay. When you moved from your previous residence in
25 Littlestown to your new residence, did you use a moving

1 company or did you move yourself?

2 A. Myself.

3 Q. Who is your present employer?

4 A. Taneytown Public Works Department.

5 Q. Is that located in Taneytown, Maryland?

6 A. Yes, sir.

7 Q. And is your brother's name Timothy Lookingbill?

8 A. Yes, sir.

9 Q. Have you ever used the Applicant, Glamour Moving
10 Company, for any previous moving services?

11 A. No, I have not.

12 MR. CAMPBELL: Thank you. That's all I
13 have.

14 JUDGE SALAPA: Any redirect, Mr. Zambito?

15 MR. ZAMBITO: No, Your Honor.

16 JUDGE SALAPA: Mr. Lookingbill, we'd like to
17 thank you for your participation in this case and have a
18 good day.

19 THE WITNESS: All right. You, too.

20 (Witness excused.)

21 JUDGE SALAPA: All right.

22 MR. ZAMBITO: Next we would like to call Ms.
23 Lorie Bangs, Your Honor.

24 JUDGE SALAPA: And the number is 359-8498?

25 MR. ZAMBITO: No, Your Honor. She is at

1 work currently. Her number is 717-359-9404. She is
2 employed at a Sheetz store so there may be background noise,
3 and once again she would appreciate it if we could keep it
4 short.

5 JUDGE SALAPA: Okay.

6 (Whereupon, Judge Salapa contacted
7 Ms. Bangs by telephone.)

8 JUDGE SALAPA: Could you raise your right
9 hand, please.

10 Whereupon,

11 LORIE A. BANGS,

12 having been duly sworn, testified as follows:

13 JUDGE SALAPA: Could you please state and
14 spell your name for the record.

15 THE WITNESS: Lorie A. Bangs. It's
16 L-O-R-I-E, B-A-N-G-S.

17 JUDGE SALAPA: Mr. Zambito.

18 MR. ZAMBITO: Thank you, Judge.

19 DIRECT EXAMINATION

20 BY MR. ZAMBITO:

21 Q. Good afternoon, Ms. Bangs. Could you tell us where
22 you live, give us your home address?

23 A. I live in Littlestown, PA.

24 Q. What county is that?

25 A. Adams County.

1 Q. Are you familiar with the Applicant, Glamour Moving?

2 A. Yes.

3 Q. How are you familiar with them?

4 A. I know people that have done business with them, and
5 my son works for them.

6 Q. Okay. And, if you were to move from one point in
7 Pennsylvania to another point in Pennsylvania, what moving
8 company would you use?

9 A. I would use Glamour.

10 Q. Why is that?

11 A. They're good. I've never heard anyone complain about
12 them. I think they're people you can trust, you know.

13 Q. Would you refer them to somebody else --

14 A. Yes, I would.

15 Q. -- who needs a Pennsylvania to Pennsylvania move?

16 A. Yes.

17 MR. ZAMBITO: Thank you. I have no further
18 questions.

19 CROSS-EXAMINATION

20 BY MR. CAMPBELL:

21 Q. Ms. Bangs, what is your exact address in Littlestown?

22 A. 49 Rita Marie Avenue.

23 Q. Is that the same address as Eddie Lookingbill?

24 A. Eddie, no.

25 Q. Do you know Eddie Lookingbill?

1 A. Yes, I do.

2 Q. How long have you lived at 49 Rita Marie in
3 Littlestown?

4 A. It's been six years.

5 Q. And where did you live previously to moving to that
6 address?

7 A. On Harney Road outside of town. I don't even
8 remember the number.

9 Q. When you moved from there to 49 Rita Marie, did you
10 use a moving company or move yourself?

11 A. No. At the time we just -- my husband just had
12 friends that helped.

13 Q. Okay. You indicated that your son works for Glamour?

14 A. Yes.

15 Q. What is his full name?

16 A. Timothy Allen Lookingbill.

17 Q. And is Eddie Lookingbill also your son?

18 A. Yes.

19 Q. Where does he reside?

20 A. He lives on Bollinger Road. I'm not sure what the
21 address is out there.

22 Q. In Littlestown?

23 A. Yes.

24 Q. Have you ever used a moving company that has PUC
25 authority to move from one place to another to move your

1 household goods?

2 A. No, I haven't. I mean, when we -- the place we moved
3 out of was, like, a little apartment thing. It's like now
4 that I have a home and I have more things I would definitely
5 go that way.

6 Q. But you have no present plans to move?

7 A. We're going to wait a few years.

8 Q. And how did you become aware of this hearing? Was it
9 through Timothy?

10 A. Actually, I didn't hear about the hearing until Mr.
11 Zambito called me.

12 MR. CAMPBELL: Okay. Thank you very much.
13 That's all I have.

14 JUDGE SALAPA: Any redirect, Mr. Zambito?

15 MR. ZAMBITO: Nothing further, Your Honor.

16 JUDGE SALAPA: Ms. Bangs, I'd like to thank
17 you for your participation in this hearing and have a good
18 day. Thank you very much.

19 THE WITNESS: Thank you.

20 (Witness excused.)

21 MR. ZAMBITO: We'd next like to call Mr. Ron
22 Marsh.

23 (Whereupon, Judge Salapa contacted
24 Mr. Marsh by telephone.)

25 JUDGE SALAPA: Mr. Marsh, could you please

1 raise your right hand.

2 Whereupon,

3 RONALD MARSH,

4 having been duly sworn, testified as follows:

5 JUDGE SALAPA: Could you please state and
6 spell your name for the record.

7 THE WITNESS: My name is Ronald Marsh. That
8 is R-O-N-A-L-D, Marsh, M-A-R-S-H.

9 JUDGE SALAPA: Thank you.

10 Mr. Zambito.

11 MR. ZAMBITO: Thank you, Your Honor.

12 DIRECT EXAMINATION

13 BY MR. ZAMBITO:

14 Q. Good afternoon, Mr. Marsh.

15 A. Yes.

16 Q. Could you tell us where you currently reside?

17 A. At 1245 Harney Road in Littlestown, PA 17340.

18 JUDGE SALAPA: Excuse me.

19 Could you spell the name of that road,
20 please.

21 THE WITNESS: Harney. That's H-A-R-N-E-Y.

22 JUDGE SALAPA: Thank you.

23 BY MR. ZAMBITO:

24 Q. In what county do you reside, Mr. Marsh?

25 A. Adams.

1 Q. Thank you. Are you familiar with Glamour Moving
2 Company?

3 A. Yes, I am.

4 Q. And how are you familiar with Glamour Moving Company?

5 A. I know the Dills personally, and I have used them in
6 several different occasions upon moving in the past couple
7 years.

8 Q. Could you describe some of those moves?

9 A. They moved me from Taneytown, Maryland, into Silver
10 Run, Maryland, about eight years ago. And I had -- I
11 referred them to several different people, you know, for
12 moves; and everybody has always told me that, you know, they
13 were prompt, on time, and they did everything exactly the
14 way it was supposed to be done. There was nothing broken.
15 In fact, one of the moves was --

16 MR. CAMPBELL: Your Honor, I object.

17 JUDGE SALAPA: Excuse me, Mr. Marsh.

18 Yes, sir.

19 MR. CAMPBELL: He's testifying to what other
20 people told him about with respect to something. I would
21 like to hear what he has to say about his own personal
22 experience.

23 JUDGE SALAPA: Mr. Marsh, if you could
24 confine your testimony to either your experiences with
25 Glamour or what you observed of them as opposed to what

1 people have told you if you could, please.

2 THE WITNESS: Okay. They did move me from
3 Taneytown, 195 Carmel Drive. I was residing in an apartment
4 there, and I moved into my father's home after he passed
5 away in Silver Run, Maryland. And, when they came up to
6 move all the big stuff, I mean, they were there on time.
7 You know, they had plenty of people to do the job.
8 Everything was done promptly. In fact, they even took a
9 deep freezer in the basement which I forgot to tell them
10 about ahead of time, and it was no problem whatsoever. They
11 took care of everything and everything was just, you know --
12 everything was number one. I don't know what else to say.

13 BY MR. ZAMBITO:

14 Q. Thank you, Mr. Marsh. Now, if you decided to move
15 from your current residence in Adams County to another point
16 in Pennsylvania and if Glamour were successful in getting
17 their PUC authority, would you use Glamour again --

18 A. Most definitely.

19 Q. -- for a move from one point in Pennsylvania to
20 another point in Pennsylvania?

21 A. Yes, I would.

22 Q. Mr. Marsh, you previously mentioned to me that you
23 did some work on Glamour's vehicles?

24 A. Yes, I do.

25 Q. In your opinion, do they maintain their vehicles?

1 A. Yes. Most all of the work that I did for Glamour was
2 just general maintenance work, you know, like checking the
3 brakes, you know, oil changes, you know, fixing a light that
4 was out or something like that. And, whenever I would call
5 the Dills with the estimate, there was never no problem.
6 They said absolutely go ahead and do it. In fact, one truck
7 that I worked on I told them, I said, you know, you probably
8 can get another five, 6,000 miles out of these brakes. Mr.
9 Dill said, no, I want them changed.

10 Q. So, in your opinion, the Dills are very conscientious
11 about their vehicle maintenance?

12 A. Most definitely.

13 MR. ZAMBITO: Thank you, Mr. Marsh. I have
14 no further questions. Mr. Campbell, the Protestants'
15 counsel, now has a few questions.

16 THE WITNESS: Okay.

17 CROSS-EXAMINATION

18 BY MR. CAMPBELL:

19 Q. Mr. Marsh, I'm sorry. I still didn't get the
20 spelling of the street that you live on. 1245?

21 A. Harney, H-A-R-N-E-Y.

22 Q. Thank you very much. And, before that, did you live
23 in Silver Run, Maryland, and then you moved to your present
24 address?

25 A. Correct.

1 Q. And did you use Glamour Moving to move your household
2 goods from Silver Run to your present location in
3 Littlestown?

4 A. No. I am leasing the property here because this is
5 where my business is. When I sold my house in Silver Run, I
6 left all the appliances and stuff like that there.

7 Basically all I moved out was my bedroom suit, which was my
8 antique father's bedroom suit and my clothing. Mostly
9 everything else I left in the house when I sold it. I was
10 able to move that stuff myself.

11 Q. I understand. Then, do I understand that you are --
12 do you rent the property at 1245 Harney Road as opposed to
13 owning it?

14 A. I lease it, yes.

15 Q. Okay. And you reside there, and is that also the
16 location of your business?

17 A. Correct.

18 Q. You said you know the Dills personally. How do you
19 know them personally?

20 A. I met Mr. Dill through -- at another business that I
21 used to work at when he used to bring his trucks in there
22 for tire repair and stuff like that. It was called Barnes
23 Service Center in Westminster.

24 Q. So, over the years, the relationship you've had with
25 the Dills has been working on their equipment, repairing

1 equipment for them basically; is that a fair statement?

2 A. Well, actually, I met Jack down at Barnes; and, when
3 I needed to move, I knew he had a moving company so I talked
4 to him about giving me a price on moving my stuff from
5 Taneytown into Silver Run.

6 Q. I see.

7 A. And then after that, you know, he asked me about if I
8 could fix a fiberglass hood for him that had a little bit of
9 minor damage on it, and that's when we started -- I started
10 working on some of his vehicles.

11 Q. Okay. And did you become aware of this hearing
12 through Mr. or Mrs. Dill? Did they contact you and ask you
13 to testify?

14 A. No, their attorney did.

15 Q. Okay. Fair enough.

16 A. He called me yesterday and said that they were going
17 to call me on my cell phone, which I told him that out here
18 in no man's land we have no service on cell phones.

19 Q. That's fine. Do you have any present plans to move
20 at the present time?

21 A. No. I hope not, not with my business being here.
22 But, if I was going to move, I would use Glamour.

23 MR. CAMPBELL: Thank you very much. That's
24 all that I have.

25 JUDGE SALAPA: Mr. Zambito?

1 MR. ZAMBITO: Nothing further, Your Honor.

2 JUDGE SALAPA: All right.

3 Mr. Marsh, I'd like to thank you for taking
4 time out of your day to testify in this proceeding. Thank
5 you and have a good day.

6 THE WITNESS: Thank you.

7 (Witness excused.)

8 MR. CAMPBELL: Your Honor, just to protect
9 the record, I'd like to move to strike what he said in
10 response to one of Mr. Zambito's questions. Everything
11 after the sentence to the effect that he had referred other
12 people to Glamour. I have no objection to that but what
13 followed after that.

14 JUDGE SALAPA: You mean the hearsay
15 testimony?

16 MR. CAMPBELL: Yes, only the hearsay.

17 JUDGE SALAPA: Well, I can strike it; but,
18 since it's hearsay testimony, I can't use it as a basis for
19 a finding of fact so I don't know what harm it does in
20 leaving it on the record.

21 MR. CAMPBELL: Then I'll withdraw my motion.

22 JUDGE SALAPA: All right.

23 Now, you have one more?

24 MR. ZAMBITO: Yes. Our final witness, Your
25 Honor, is Ms. Kim Burton, B-U-R-T-O-N.

1 (Whereupon, Judge Salapa contacted the
2 witness by telephone.)

3 JUDGE SALAPA: Could you please raise your
4 right hand.

5 Whereupon,

6 KIMBERLY BURTON,
7 having been duly sworn, testified as follows:

8 JUDGE SALAPA: Could you please state and
9 spell your name for the record.

10 THE WITNESS: Kimberly Burton, B-U-R-T-O-N.
11 Kimberly is K-I-M-B-E-R-L-Y.

12 JUDGE SALAPA: All right.

13 Mr. Zambito.

14 MR. ZAMBITO: Thank you, Your Honor.

15 DIRECT EXAMINATION

16 BY MR. ZAMBITO:

17 Q. Good afternoon, Ms. Burton.

18 A. Hi.

19 Q. Could you please state for the record your current
20 home address.

21 A. It's right now I'm at 310 Lafayette Drive, and that's
22 in Littlestown, Pennsylvania 17340.

23 Q. And what county is that?

24 A. It's Adams County.

25 Q. Thank you. And how long have you been at that

1 address, Ms. Burton?

2 A. Six months.

3 Q. Where did you come from?

4 A. I came from 20 Liberty Street in Westminster.

5 Q. Okay.

6 JUDGE SALAPA: That's Maryland?

7 THE WITNESS: Yes.

8 JUDGE SALAPA: Thank you.

9 THE WITNESS: That's 621158. I only lived
10 there for five months. I don't recall the ZIP code.

11 BY MR. ZAMBITO:

12 Q. Are you familiar with Glamour Moving Company?

13 A. Yes, I am.

14 Q. And how are you familiar with Glamour Moving Company?

15 A. In October of 2005, they moved me from my marital
16 home. I was going through a divorce, and I had a hard time
17 getting a moving company. And they came to my rescue in
18 2005 and helped me move. It was amazing. I can't say
19 enough. I guess I'm the best witness in the world for them.
20 They were amazing.

21 Q. What do you mean, Ms. Burton, when you say they came
22 to your rescue?

23 A. I was in an abusive marriage. I had court access to
24 the house, and my husband threatened me if I came to the
25 house. So we had approximately -- we started the move at

1 2:30 in the afternoon on October 26th, and my husband was on
2 his way home at four o'clock in the afternoon. Glamour came
3 with their full crew and got -- saved my life. I mean, they
4 went above and beyond what any mover in the world would ever
5 do.

6 I mean, the cops were there. The police
7 officers were there to make sure that my safety was
8 protected, and the guys at Glamour took everything so
9 personally. I mean, they really made me feel safe in my
10 move. They got me what I needed out within an hour and a
11 half; and, you know, they were working under a high pressure
12 environment. Even the police were concerned about my
13 husband and he's a dangerous guy. And no other movers
14 wanted to help me and Glamour did. They were amazing.

15 Q. Thank you. Now, if you would consider a move from
16 one point in Pennsylvania, say your current residence, to
17 another point in Pennsylvania, to what moving company would
18 you turn?

19 A. Glamour absolutely. I have a contract on a house
20 right now, and I was hoping that Glamour would absolutely do
21 the move. As soon as my divorce is final, I should be
22 moving in January.

23 Q. In January and your new residence will be in
24 Pennsylvania?

25 A. Yes, on Bollinger Road.

1 Q. So it's your hope that Glamour has their authority by
2 January so they can make your move within Pennsylvania?

3 A. Yeah. I thought that they already could do the move
4 until I heard about this, yes.

5 Q. Glamour has informed you that they could not?

6 A. Exactly. When I told them I was moving and I already
7 put a contract in, they told me about the situation where I
8 don't know the details but they might not be able to move me
9 because I'm moving in Pennsylvania. I was heartbroken. I
10 know it's crazy but I've never seen a company go so far and
11 beyond for a person for no reason other than they were
12 really concerned about my safety. And, obviously, my next
13 move wouldn't be under these conditions, so I was hoping I
14 could make it back up to them and have an easy move.

15 Q. Would you refer Glamour to others for moves within
16 Pennsylvania?

17 A. Oh, yeah. I already have referred everyone I know
18 who moved to them.

19 MR. ZAMBITO: Thank you, Ms. Burton. I have
20 no further questions. I'm going to turn you over now to the
21 counsel for the Protestants, Mr. Campbell.

22 THE WITNESS: Okay.

23 CROSS-EXAMINATION

24 BY MR. CAMPBELL:

25 Q. Ms. Burton, when you moved from your marital property

1 where you had to get out promptly and you got good service
2 from Glamour, was that the property at 20 Liberty Street in
3 Westminster, Maryland?

4 A. No. I moved from 2 Liberty Ridge in Owings Mills,
5 Maryland. The ZIP code was 21117, and I moved to Liberty
6 Street in Westminster.

7 Q. So the move that -- where the police were involved
8 and you had to get out quickly and you got good service was
9 from Owings Mills to Westminster; is that correct?

10 A. Yes, sir.

11 Q. And you now are located at 310 Lafayette Drive in
12 Littlestown, Pennsylvania?

13 A. That's correct.

14 Q. Did Glamour move you from the address in Westminster
15 to your present residence in Littlestown?

16 A. No, they did not.

17 Q. Did you move yourself or did some other company move
18 you?

19 A. Most of my stuff is still in Maryland. I haven't yet
20 -- I am just temporarily here until my divorce is over. My
21 divorce should be final on Friday, so I'll be moving into a
22 permanent residence then. So I just moved with a pickup
23 truck with my friend.

24 Q. When your divorce is final on Friday, are you going
25 to be immediately moving from the Lafayette Drive address?

1 A. No. I have to wait for settlement on my -- I put a
2 contract in just a week ago, and I put it December 25th
3 settlement date; but they said it looked more like a January
4 closing.

5 Q. And the property that you have a contract pending on
6 is on Bollinger Road?

7 A. Yes, 85 Bollinger Road.

8 Q. Is that right outside of Littlestown?

9 A. That's Littlestown, yes.

10 Q. And what is the name of the seller of that property,
11 if you can tell me?

12 A. I don't know. It's a realtor.

13 Q. Is this a newly built home?

14 A. Yes, sir.

15 Q. New construction, you'll be the first occupant?

16 A. It's been on the market since May 2005, but I will be
17 the first occupant.

18 Q. I see. And, if you said this I'm sorry, I missed it.
19 How did you become aware of this hearing?

20 A. When I had talked to them about moving, they told me
21 that they couldn't do the move.

22 Q. Right.

23 A. And they asked me if I'd be willing to discuss their
24 service, and I said absolutely.

25 Q. I see. Do you have any friends or relatives that

1 work for Glamour Moving?

2 A. No.

3 MR. CAMPBELL: Thank you very much. That's
4 all I have.

5 JUDGE SALAPA: Mr. Zambito?

6 MR. ZAMBITO: Nothing further, Your Honor.

7 JUDGE SALAPA: Ms. Burton, I'd like to thank
8 you for taking time out of your day to testify in this
9 proceeding. Have a good day and thank you very much.

10 THE WITNESS: No problem. Thanks a lot.

11 JUDGE SALAPA: Sure.

12 (Witness excused.)

13 JUDGE SALAPA: Let's go off the record for a
14 moment.

15 (Whereupon, a brief recess was
16 taken.)

17 JUDGE SALAPA: Mr. Campbell, you have a
18 witness?

19 MR. CAMPBELL: Yes, Your Honor. I propose
20 to call three witnesses one at a time obviously. I have
21 three other clients who are parties of record at the present
22 time, but I only propose to offer their operating authority
23 as an exhibit following the completion of the three
24 witnesses who will testify in person.

25 JUDGE SALAPA: All right. As we discussed

1 off the record, you withdrew the protest of M. F. Rockey
2 Moving and Storage, Inc., on September 7th, 2006?

3 MR. CAMPBELL: Yes, sir. That is correct.

4 JUDGE SALAPA: All right. If you would call
5 your first witness then.

6 MR. CAMPBELL: I call Mr. Morris.

7 JUDGE SALAPA: Would you please remain
8 standing and raise your right hand.

9 Whereupon,

10 CHARLES NORRIS,
11 having been duly sworn, testified as follows:

12 JUDGE SALAPA: Please be seated. Could you
13 please state and spell your name for the court reporter.

14 THE WITNESS: It's Charles Morris,
15 C-H-A-R-L-E-S, M-O-R-R-I-S.

16 JUDGE SALAPA: Mr. Campbell, go ahead.

17 DIRECT EXAMINATION

18 BY MR. CAMPBELL:

19 Q. Mr. Morris, please state your business address for
20 the record.

21 A. It's 4 Lee Boulevard, Malvern, PA.

22 Q. And by whom are you employed and in what capacity?

23 A. Shelly Moving and Storage, Incorporated. I'm
24 Director of Sales and Marketing.

25 Q. How long have you been with Shelly Moving and

1 Storage?

2 A. Twenty-two years.

3 Q. What is the business of that company?

4 A. We provide relocation services, both residential and
5 commercial, as well as household and storage and record
6 storage.

7 Q. In your position with the company, are you familiar
8 with its operations and facilities and are you authorized to
9 testify in its behalf?

10 A. Yes, I am.

11 Q. Are you familiar with the present Application?

12 A. Yes.

13 Q. Were you present during the testimony of Applicant's
14 witnesses this morning?

15 A. Yes, I was.

16 MR. CAMPBELL: Your Honor, may we mark for
17 identification an exhibit which would be Protestants'
18 Exhibit 1 for identification, being the operating authority
19 of Shelly Moving and Storage?

20 JUDGE SALAPA: All right. We will mark this
21 as Protestants' Exhibit 1.

22 (Whereupon, the document was marked
23 as Protestant's Exhibit Number 1 for
24 identification.)

25 BY MR. CAMPBELL:

1 Q. Mr. Morris, I hand you a copy of what has been
2 identified as Protestants' Exhibit 1 and ask you if that is
3 a true document representing the operating authority of
4 Shelly Moving and Storage from the Pennsylvania Public
5 Utility Commission?

6 A. Yes, it is.

7 Q. In the interest of time, I think I'll try to direct
8 your attention to various portions of the exhibit. The
9 pages are not numbered; but, if we look at the third page
10 which has at the top on the right-hand side and indicates
11 that this is Folder 1, Amendment A, does that authority
12 authorize you to transport property between points in York
13 County and from points in that county to other points in
14 Pennsylvania?

15 A. Yes, it does.

16 Q. So that's your York County authority. I'm turning
17 the page directly Folder 1, Amendment B. Is that your
18 household goods authority in Lancaster County?

19 A. Yes.

20 Q. And finally, if you go to the very last page of the
21 exhibit, part of the Order at Folder 1, Amendment E, does
22 that show your authority between certain other points
23 involved in this Application, specifically Adams County?

24 A. That gave us Adams County, yes.

25 Q. Mr. Morris, where are your terminal and warehouse

1 facilities located?

2 A. Our primary office is 4 Lee Boulevard, Malvern,
3 Pennsylvania. We also have another facility at 4451 Lincoln
4 Highway in York, PA, and another location at 992 Peiffers
5 Lane, Harrisburg, Pennsylvania.

6 Q. How many vehicles does Shelly Moving and Storage
7 operate and what are the types of those vehicles?

8 A. We have 21 straight trucks. We have 16 tractors, 39
9 trailers, and four pack vans.

10 Q. And is there a concentration of those vehicles at one
11 of the three terminals you named or are they equally
12 allocated or what is the situation?

13 A. They're spread out between the three locations. The
14 majority are located in York and Malvern with a smaller
15 number in our Harrisburg facility.

16 Q. How many people does Shelly employ on a full-time
17 basis?

18 A. Approximately 100.

19 Q. And do you have part-time employees as well?

20 A. We do.

21 Q. Are some of those year-round or are they just at the
22 peak season?

23 A. For the most part, they're during the peak season
24 with a few of them being on call year-round, approximately
25 probably about 50 part-time employees.

1 Q. And, when I use the term peak season, does that have
2 a meaning to you as far as it pertains to the moving
3 industry?

4 A. It's primarily May 15th through Labor Day.

5 Q. Now, does Shelly provide interstate service as well
6 as intrastate Pennsylvania service?

7 A. Yes, we do.

8 Q. Can you give us an idea of how that breaks down
9 percentage-wise how much is interstate versus intrastate?

10 A. As far as shipment count, it's probably 60 percent to
11 70 percent intrastate with 30 to 40 percent being
12 interstate. On the dollar side, maybe a little bit the
13 other way just because moves to California obviously cost a
14 bit more than cross town.

15 Q. Is there presently competition for the moving
16 business within the territory that the Applicant proposes to
17 serve?

18 A. Yes.

19 Q. Who are some of your competitors?

20 A. Within -- as pertaining to the Application area,
21 there would be Jack Treier and Charles Groff in Lancaster
22 County along with Zeigler's which would cover in the Adams
23 -- has some things in the Adams County area. There's
24 Warner's and Worley, both in York. We have Parks Moving out
25 of Harrisburg, M. F. Rockey, Harrisburg Storage, George

1 Weaver which we do have authority in some of those areas.
2 Some of them cover York, Lancaster, as well as some of them
3 have authority to extend into Adams County as well.

4 Q. How about Gastley's Moving and Storage?

5 A. And we also have Gastley's in Adams County.

6 Q. Have you generally been able to meet the demands of
7 the shipping public that is requested of your intrastate
8 household goods service within the Application territory?

9 A. Yes.

10 Q. Why do you oppose the present Application?

11 A. In my opinion, the quality of services provided to
12 the customer is going to be somewhat dependent upon the
13 financial health of the individual moving company that's
14 providing that service. There are only so many people that
15 relocate and that are available to us. Actual statistics
16 probably indicate that 50 percent of the people that move
17 move themselves, leaving us 40 to 50 percent as our
18 potential customers.

19 And, with the number of competitors that we
20 already have in that service area, another competitor is
21 going to just take another slice of that pie so to speak.
22 And that, in my opinion, can then have a detrimental effect
23 on our viable business; and, of course, the end result being
24 the financial health of our company as well as those of our
25 competition that currently exists.

1 MR. CAMPBELL: Your Honor, that's all the
2 direct examination. I move the admission of Protestants'
3 Exhibit 1.

4 MR. ZAMBITO: No objection, Your Honor.

5 JUDGE SALAPA: All right.

6 Protestants' Exhibit Number 1 is moved into
7 evidence in this proceeding and made a part of the record
8 herein.

9 (Whereupon, the document marked as
10 Protestants' Exhibit Number 1 was
11 received in evidence.)

12 JUDGE SALAPA: Mr. Zambito,
13 cross-examination.

14 MR. ZAMBITO: Thank you, Your Honor.

15 CROSS-EXAMINATION

16 BY MR. ZAMBITO:

17 Q. Good afternoon, Mr. Morris. When Mr. Campbell was
18 going through the counties in which you are authorized to
19 operate, I noticed that Franklin County was not mentioned.

20 A. We do not have Franklin County authority for moves --
21 intrastate moves in Franklin County.

22 Q. Are you aware that Glamour's Application also applies
23 for Franklin County?

24 A. Yes.

25 Q. So you admit that you have no interest in Glamour's

1 service in Franklin County?

2 A. That is correct.

3 Q. Thank you. Now, earlier on in this proceeding I
4 issued some interrogatories to your company through Mr.
5 Campbell, and I believe you are the one who responded to
6 those interrogatories.

7 A. That is correct.

8 Q. You and Mr. Campbell have just had a discussion
9 regarding the peak season, and you said that the peak season
10 was May 15th to Labor Day essentially?

11 A. Yes.

12 Q. And that's when you're the busiest?

13 A. Yes.

14 Q. Do you recall answering a question to the effect of,
15 do you ever have to turn away business?

16 A. Yes.

17 Q. What was your response?

18 A. If I remember correctly, it was that we seldom
19 actually find ourselves in a position of turning away; but
20 there are occasions specifically in the last two weeks of
21 June and perhaps some business during the last week of July,
22 last week of August that our schedule is full. We cannot in
23 good conscience on our part do a quality job for the
24 customer if we book the business when we already have a full
25 schedule.

1 Q. Okay. So, during the summer months, you occasionally
2 have to turn away business?

3 A. At specific times during that with settlements. And
4 what I mention there as well is, at that time, we normally
5 try to refer the customers to other people that we're aware
6 of that have the authority to do that move and then let them
7 make the contact to see if they might be able to help them.

8 Q. And you referred -- you made statements something to
9 the effect that you don't want another competitor to
10 essentially eat another slice of the pie. Isn't it true
11 that you would like to eat as much of that pie as possible?

12 A. Yes.

13 Q. Is Shelly Moving in financial distress?

14 A. No.

15 Q. You're doing well?

16 A. We're doing okay.

17 Q. Okay.

18 A. I'm not sure well is the proper word. It's difficult
19 in today's marketplace with expenses being what they are to
20 do everything that you need.

21 Q. Wouldn't you agree that some of the management of
22 expenses comes down to good management?

23 A. Yes.

24 Q. Can you give us an idea of what Shelly's gross
25 intrastate revenues were in 2005?

1 A. I don't have that information at my disposal at the
2 moment.

3 Q. Maybe I can refresh your recollection based on
4 discovery responses. In 2005, I received documents stating
5 Shelly had gross intrastate revenues of \$1,833,206; does
6 that sound correct?

7 MR. CAMPBELL: Excuse me for a minute. What
8 year were you asking?

9 MR. ZAMBITO: 2005, the most recent year.

10 MR. CAMPBELL: Thank you.

11 THE WITNESS: I know we submitted our
12 paperwork. We submitted it to the PUC for assessment
13 purposes.

14 BY MR. ZAMBITO:

15 Q. Okay. And that number sounds accurate subject to
16 check?

17 A. Yes. I looked over them, but I don't know exactly
18 what it said.

19 Q. And for interstate your total revenues, I believe,
20 were 3,625,801? I'm sorry. I'm getting these numbers
21 confused. Let me double check here.

22 MR. ZAMBITO: Off the record.

23 (Whereupon, a brief discussion was
24 held off the record.)

25 MR. ZAMBITO: I'm handing the witness the

1 assessment report that was provided to me for 2005.

2 BY MR. ZAMBITO:

3 Q. Could you state your interstate revenues?

4 A. For the interstate, it's \$3,625,801.

5 Q. And intrastate was how much?

6 A. Before the deductions for exempt, is that what you'd
7 like?

8 Q. Yes.

9 A. It would be 2,423,697.

10 Q. And after the deductions?

11 A. It would be 1,833,206.

12 Q. Okay. Now, looking at those numbers, it appears that
13 your intrastate revenues after the exemptions are about a
14 third of your total revenues.

15 A. That's correct.

16 Q. So Shelly is actually engaged in a wise business
17 practice of diversifying their business?

18 A. Yes.

19 Q. So, even if there were another competitor in those
20 counties, the impact would be limited to basically one-third
21 of your business?

22 A. On that analogy, yes.

23 Q. Thank you.

24 MR. ZAMBITO: I'm retrieving the document.

25 Thank you.

1 BY MR. ZAMBITO:

2 Q. Do you recall an interrogatory question about the
3 average increase in revenues over the past five years? I
4 believe you provided responses for three years, but you
5 responded regarding the average increase in Lancaster
6 County. Do you recall your response?

7 A. No, not exactly. Other than based on paperwork, it's
8 been somewhat sagging over that period of time.

9 Q. Does your response to the effect of -- I'll withdraw
10 the question. Why do you concentrate your business in
11 southcentral Pennsylvania?

12 A. We are actually split out. Our total territory is
13 primarily from the Franklin-Adams County line to the
14 Delaware River and probably about 20 miles north of the
15 Pennsylvania Turnpike to the Maryland and Delaware lines.
16 So it's both southcentral and southeastern PA is where we
17 concentrate our business.

18 Q. Okay. Is that because there's business there?

19 A. Because there's business there. It's a fairly large
20 population within that -- in that area specifically in
21 southeastern Pennsylvania where you have well over 4,000,000
22 people.

23 Q. Okay. So Glamour's entry into the market in these
24 southcentral counties would have no effect on your business
25 in the eastern counties?

1 A. That's correct.

2 Q. It would not. So it would not --

3 A. Minimal effect. And there could be -- because of
4 vice versa authority that we hold as well as other
5 companies, there is a possibility, for example, that they
6 could be doing a move from Chambersburg to Philadelphia;
7 whereas, if they did not have the authority, we would have a
8 better opportunity to have it.

9 Q. But once again --

10 A. It would be minimal in that particular part of it.
11 In our total coverage area, it may have a lesser effect on
12 us than someone else who is domiciled in only one or two
13 counties.

14 Q. So what you just said is that Glamour's entry into
15 that market would have a minimal impact on Shelly?

16 A. It will -- no. What I actually said was, it will
17 have less of an effect on us than others.

18 Q. I heard you use the word minimal.

19 A. I said that the opportunity that they would have to
20 possibly do a move from Franklin County to Philadelphia
21 would have a minimal effect on us.

22 MR. ZAMBITO: I have no further questions,
23 Your Honor.

24 MR. CAMPBELL: I have no redirect, Your
25 Honor.

1 JUDGE SALAPA: All right.

2 Mr. Morris, you're excused. You may step
3 down.

4 (Witness excused.)

5 MR. CAMPBELL: Your Honor, at this time I
6 would like to call Ms. Davidson.

7 JUDGE SALAPA: All right.

8 Please raise your right hand.

9 Whereupon,

10 BRENDA ZEIGLER DAVIDSON,
11 having been duly sworn, testified as follows:

12 JUDGE SALAPA: Please be seated. Could you
13 state and spell your name for the court reporter?

14 THE WITNESS: My name is Brenda Zeigler
15 Davidson, B-R-E-N-D-A, Z-E-I-G-L-E-R, D-A-V-I-D-S-O-N.

16 JUDGE SALAPA: Mr. Campbell.

17 DIRECT EXAMINATION

18 BY MR. CAMPBELL:

19 Q. Ms. Davidson, could you give your business address
20 for the record?

21 A. The business address is 1235 Ritner Highway,
22 Carlisle, Pennsylvania.

23 Q. By whom are you employed and in what capacity?

24 A. I am employed by Zeigler's Storage and Transfer,
25 Incorporated. I am currently the President and a part

1 owner.

2 Q. I'm sorry. I apologize for my hearing. I missed the
3 last part of your answer.

4 A. I am part owner of Zeigler Storage and Transfer.

5 JUDGE SALAPA: The microphones are very
6 sensitive. You have to almost speak directly into them.

7 THE WITNESS: Okay.

8 BY MR. CAMPBELL:

9 Q. And did I ask you how long you've been with the
10 company?

11 A. I have been currently working there 25 years
12 full-time. I grew up in the business.

13 Q. And what is the business of Zeigler Storage and
14 Transfer?

15 A. Zeigler Storage and Transfer has been located in
16 Carlisle, Pennsylvania, since 1887. It was started by my
17 great grandfather; and we provide residential, corporate,
18 office moves, interstate moves, and also record storage.

19 Q. And are you familiar with the company's operations
20 and facilities, and are you authorized to testify today?

21 A. Yes, I am.

22 Q. And are you familiar with the scope of the present
23 Application?

24 A. Yes.

25 Q. And have you been present this morning during the

1 testimony that was presented on behalf of the Applicant?

2 A. Yes.

3 MR. CAMPBELL: Your Honor, may we have
4 marked as Protestants' Exhibit 2 for identification a
5 document captioned Operating Authority of Zeigler Storage
6 and Transfer?

7 JUDGE SALAPA: We will mark that as
8 Protestants' Exhibit Number 2.

9 (Whereupon, the document was marked
10 as Protestants' Exhibit Number 2 for
11 identification.)

12 BY MR. CAMPBELL:

13 Q. Ms. Davidson, looking at what has been identified as
14 Protestants' Exhibit 2, could you tell us where your
15 household goods authority is located? You don't have to
16 identify it except to tell us where you're looking and tell
17 us what is the scope of that authority and how do you see it
18 in conflict with the present Application.

19 A. We are currently -- we are located in Carlisle,
20 Pennsylvania; and our authority covers Cumberland County,
21 parts of Dauphin County, parts of York and Franklin County.

22 Q. Do you have any authority in Adams County?

23 A. I'm sorry, yes.

24 Q. And I think you indicated that your terminal and
25 warehouse facilities are located in Carlisle?

1 A. Yes.

2 Q. And have been for many years?

3 A. Yes.

4 Q. How many vehicles does your company operate and what
5 type of vehicles are they?

6 A. We currently have, if you'll bear with me, three
7 tractor-trailers -- I mean, I'm sorry. Three tractors, six
8 trailers, and five straight trucks.

9 Q. And how many people do you employ?

10 A. We have 16 people. Fifteen -- or 16 are full-time,
11 four are part-time; and, in the summer, we have 15
12 additional part-time.

13 Q. Does Zeigler Storage and Transfer have interstate
14 authority as well as intrastate?

15 A. Yes, they do.

16 Q. And do you provide that service as well as your
17 intrastate service?

18 A. Yes.

19 Q. Can you estimate a percentage breakdown as to how
20 much of your business is interstate versus intrastate?

21 A. I would say that ten percent is interstate, and 90
22 percent would be local intrastate moves.

23 Q. And do you have present competitors for your business
24 within your operating territory?

25 A. Yes.

1 Q. And who are some of those?

2 A. It would be Parks United, Shelly Allied, and
3 Gastley's Movers in Adams County.

4 Q. Have you had difficulty in the past in meeting the
5 needs of requesting customers that have asked for your
6 household goods service within your Pennsylvania intrastate
7 territory?

8 A. No.

9 Q. Why do you oppose the present Application?

10 A. I'm a small company in comparison to some of the
11 other movers located in Pennsylvania and within my operating
12 authority. I think that this would cause difficulty for me
13 financially if they were, in fact, coming into the area
14 where I am currently working.

15 MR. CAMPBELL: Thank you very much. That's
16 all I have.

17 JUDGE SALAPA: Do you wish to move admission
18 of Protestants' Exhibit Number 2?

19 MR. CAMPBELL: Thank you, Your Honor, I do.
20 I'd like to move the admission of Protestants' Exhibit
21 Number 2.

22 MR. ZAMBITO: No objection, Your Honor.

23 JUDGE SALAPA: All right.

24 Protestants' Exhibit Number 2 is moved into
25 evidence in this proceeding and is made part of the record

1 herein.

2 (Whereupon, the document marked as
3 Protestants' Exhibit Number 2 was
4 received in evidence.)

5 JUDGE SALAPA: Mr. Zambito,
6 cross-examination.

7 MR. ZAMBITO: Thank you, Your Honor.

8 CROSS-EXAMINATION

9 BY MR. ZAMBITO:

10 Q. Good afternoon, Ms. Davidson.

11 A. Good afternoon.

12 Q. I'd just like to go through and clarify your
13 operating authority, specifically in the counties for which
14 Glamour has applied. You said that you have authority in
15 parts of York County.

16 A. Correct.

17 Q. Could you explain what you mean by parts of York
18 County?

19 A. What I mean by that is that my current operating
20 authority allows me 15 miles beyond that operating
21 authority.

22 Q. Could you be a little more specific? I have a copy
23 of your authority.

24 A. If you look at page 3C.

25 JUDGE SALAPA: Yes. I'm looking at Folder

1 Number 1, and it says AM-C. Is that what you're looking at?

2 THE WITNESS: Yes. Then it goes A, B, C,
3 between points in the Borough of Shippensburg, Cumberland
4 County, and within 15 miles by the usual travel of highways,
5 from the limits of said Borough and from points in said
6 territory to points in Pennsylvania and vice versa.

7 Q. How much of York County does that capture?

8 A. I'm sorry.

9 Q. How much of York County does that capture?

10 A. It would be minimal there I would say. It would take
11 me into -- it would take me into Dillsburg, which I think is
12 York County.

13 Q. Dillsburg is basically the northwestern tip of York
14 County.

15 A. Okay.

16 Q. So you basically have a little bit of the
17 northwestern tip of York County?

18 A. Right.

19 Q. But nothing in the rest of York County?

20 A. No.

21 Q. So Glamour's operation in the bulk, the majority of
22 York County would have no impact on your operations --
23 little impact on your operations?

24 A. It would have some impact I would say.

25 Q. In York County?

1 A. Yes.

2 Q. Why don't we go through the drill again on the parts
3 of Franklin County?

4 A. Franklin County would take me to Chambersburg,
5 Fayetteville area, of course, Shippensburg, Willow Hill.

6 Q. Is Shippensburg in Franklin?

7 A. Shippensburg is not. Parts of Shippensburg -- no --
8 yes. It would be Cumberland, yes.

9 Q. It sounds like you have a complicated operating
10 authority.

11 A. I do.

12 Q. So there are parts of Franklin County in which you
13 are not authorized to do business?

14 A. That would be possible, yes.

15 Q. Possible or is?

16 A. Actually, I would say that as it so states I would
17 have 15 miles from the Borough of Shippensburg, so that
18 would cover parts of Franklin County.

19 Q. Let me ask you a different way. On a percentage one
20 to a hundred, how much of Franklin County do you operate?
21 Ten percent of Franklin County? Twenty?

22 A. Probably 15.

23 Q. About 15 percent of Franklin County. So Glamour's
24 operation in the other 85 percent of Franklin County would
25 have absolutely no impact on your business?

1 A. I wouldn't say that. It would have some impact, yes.

2 Q. Only if you were providing service outside of your
3 service territory, correct?

4 A. Well, I don't provide service outside of my
5 authority.

6 Q. You said you were President and part owner of
7 Zeigler's, so I assume you're intimately familiar with your
8 operating authority?

9 A. Yes.

10 Q. It didn't sound to me like you were that familiar
11 with it. How do you expect your employees to be familiar
12 with where you can operate?

13 A. My employees actually don't make that decision. I
14 have a salesperson who does the move, and I would not
15 schedule a move that was inappropriate or would not be
16 legal. I have a big map in my office area that shows -- it
17 has big circles on our operating authority and all the names
18 of the little towns that are within that area. That is
19 always reviewed by me and, of course, by anybody who answers
20 the telephone.

21 If someone calls from a further distance
22 than Carlisle, they always check that map to see if, in
23 fact, we would be able to do that. If we can't do that
24 move, they are referred to another company that is holding
25 operating authority in that area.

1 Q. Thank you. You were here earlier when we heard the
2 testimony --

3 A. Yes.

4 Q. -- that Glamour is six miles from the Pennsylvania
5 border --

6 A. Yes.

7 Q. -- and they're serving a lot of customers who -- they
8 want to serve customers who are crossing over into the
9 southern part of Pennsylvania?

10 A. Right.

11 Q. You don't have authority in the southern part of
12 Pennsylvania, southcentral Pennsylvania, except for that
13 limited territory surrounding Cumberland and Shippensburg,
14 correct?

15 A. That's correct.

16 Q. You're a relatively small business, you say?

17 A. That's correct.

18 Q. You have three tractors, six trailers, and five
19 straight trucks?

20 A. Yes.

21 Q. You can't do many moves with that limited equipment.

22 A. My maximum is five moves a day.

23 Q. Five moves a day?

24 A. Right.

25 Q. And do you max out every day?

1 A. I am maxed out -- no, I'm not maxed out. What I mean
2 is, I would have five moves in the summertime.

3 Q. Okay. Do you ever have to turn away business?

4 A. I have turned away business at the end of June.

5 Q. So you cannot meet the need in your territory at the
6 end of June?

7 A. Yes.

8 Q. Now, referring back to Mr. Morris' analogy of a piece
9 of the pie, how big is your piece of the pie?

10 A. What do you mean by that? How big is the piece for
11 my operating authority?

12 Q. In terms of operating authority, how big is your
13 piece of the pie?

14 A. I'm not sure I understand that question.

15 Q. How much of the business do you have, of the moving
16 business?

17 A. It's basically a hundred percent moving is what I
18 have. That's what my business is, but are you talking about
19 the authority that you're looking at?

20 Q. You and all your competitors in your service
21 territory, how big is your piece of the business?

22 A. How big --

23 Q. What percentage of the business in that territory do
24 you do as compared to other competitors, in relation to
25 other competitors?

1 A. In my operating authority, I would say 90 percent if
2 I understand your question.

3 Q. So all these other competitors you listed, Parks and
4 Gastley's, comprise ten percent of the other business?

5 A. As far as I know.

6 Q. Okay. Do you recall responding, you or somebody
7 within your company, to interrogatory requests that I made?

8 A. Referring to?

9 Q. I asked questions of Mr. Campbell, solicited
10 responses from his clients --

11 A. Yes.

12 Q. -- and one of them was Zeigler's. Do you recall your
13 response Zeigler made to the question about how much your
14 revenues have increased over the last five years?

15 A. Okay. I think that information was forwarded to you.

16 Q. Yes, it was. Would you like me to refresh your
17 recollection?

18 A. Sure. Go ahead.

19 Q. Zeigler's responded that, in Franklin and Adams
20 County, business increased by approximately two percent over
21 the last five years.

22 A. Right.

23 Q. Does that sound right?

24 A. Yes.

25 Q. Is that two percent over all of the five years or two

1 percent per year?

2 A. Total.

3 Q. Total, okay. So your business is growing?

4 A. Yes.

5 MR. ZAMBITO: I have no further questions,
6 Your Honor.

7 MR. CAMPBELL: I have nothing further of
8 this witness, Your Honor.

9 JUDGE SALAPA: No redirect, all right.
10 You are excused. Thank you.

11 (Witness excused.)

12 MR. CAMPBELL: At this time, Your Honor, I'd
13 like to call Mr. Ott.

14 JUDGE SALAPA: Could you please raise your
15 right hand.

16 Whereupon,

17 JEREMIAH OTT,
18 having been duly sworn, testified as follows:

19 JUDGE SALAPA: Please be seated. Could you
20 please state and spell your name for the court reporter.

21 THE WITNESS: Jeremiah Ott. It's spelled
22 J-E-R-E-M-I-A-H, last name O-T-T, Ott.

23 DIRECT EXAMINATION

24 BY MR. CAMPBELL:

25 Q. Mr. Ott, what is your business address?

1 A. 65 Mauss Road, Biglerville, PA.

2 Q. How do you spell Mauss?

3 A. M-A-U-S-S.

4 Q. And by whom are you employed and in what capacity?

5 A. Gastley's Moving and Storage, Vice-President.

6 Q. Gastley's is spelled G-A-S-T-L-E-Y apostrophe S?

7 A. Correct.

8 Q. How long have you been with that company?

9 A. Since 1998.

10 Q. And explain for the Judge and for the record what is
11 the business of Gastley's Moving and Storage?

12 A. We provide moving and storage for commercial and
13 residential, local and long distance.

14 Q. And are you familiar with its operations and
15 facilities and are you authorized to testify today?

16 A. Yes, I am.

17 Q. Are you familiar with the present Application?

18 A. Yes, I am.

19 Q. Were you present this morning during the testimony of
20 the witnesses on behalf of the Applicant?

21 A. Yes, I was.

22 MR. CAMPBELL: Your Honor, may we have
23 marked for identification as Protestants' Exhibit 3 a copy
24 of the operating authority of Gastley's Moving and Storage,
25 Incorporated?

1 JUDGE SALAPA: We'll mark this as
2 Protestants' Exhibit Number 3.

3 (Whereupon, the document was marked
4 as Protestants' Exhibit Number 3 for
5 identification.)

6 BY MR. CAMPBELL:

7 Q. Mr. Ott, I show you a document which has been marked
8 for identification as Protestants' Exhibit 3 and ask if that
9 accurately states the authority of your company?

10 A. Yes, it does.

11 Q. And would you describe it in general terms so we know
12 what that authority is?

13 A. Yeah. That pretty much states that we have the
14 authority to operate within 15 miles of our home base
15 radius.

16 Q. And does that cover a portion or all of Adams County?

17 A. Yeah. It's pretty much the majority of Adams County.

18 Q. And does it also carry over into York County?

19 A. Yes, it does.

20 Q. About how far does it go? For example, does it
21 embrace Hanover? Does it reach that far?

22 A. Yes, it does.

23 Q. And are your terminal and warehouse facilities
24 located on Mauss Road in Biglerville?

25 A. Yes, they are.

1 Q. And how many vehicles are based at your terminal and
2 what types of vehicles are they?

3 A. Three straight trucks, two tractors and five
4 trailers, and one packing van.

5 Q. And how many employees does your company have?

6 A. Fifteen.

7 Q. Are they all full-time?

8 A. Five are part-time.

9 Q. Very well. Does Gastley's like the other Protestants
10 provide interstate as well as intrastate service?

11 A. Yes, we do.

12 Q. And could you say for the record about how your
13 business breaks down percentage-wise between inter and
14 intra?

15 A. Sure. It's about 42 percent of our gross is inter.

16 Q. Inter?

17 A. Yeah.

18 Q. So the majority is intra?

19 A. Yes.

20 Q. And who are your present competitors within the
21 Application territory or within your operating territory?

22 A. Zeigler's, Parks, M. F. Rockey, Worley Generations,
23 Shelly's, Warner's, and Weaver and Sons.

24 Q. Have you had difficulty in the past meeting the
25 service requests or requirements that have been placed upon

1 your for intrastate service within your territory?

2 A. No.

3 Q. And tell us why you're here testifying in opposition
4 to this Application?

5 A. Pretty much because we're actually closer probably I
6 guess than anybody else of the companies here to what
7 they're applying for as far as -- especially Adams County
8 area. Also, we're a smaller company so it will have a
9 bigger effect on us as far as that goes. Also, we are
10 providing our clients a service base in those areas our
11 family has, so we want to keep that.

12 MR. CAMPBELL: Thank you, sir. That's all I
13 have on direct.

14 I move the admission of Protestants' Exhibit
15 3.

16 MR. ZAMBITO: No objection, Your Honor.

17 JUDGE SALAPA: All right.

18 Protestants' Exhibit 3 is moved into
19 evidence in this proceeding and is made a part of the record
20 herein.

21 (Whereupon, the document marked as
22 Protestants' Exhibit Number 3 was
23 received in evidence.)

24 JUDGE SALAPA: Cross-examination.

25 MR. ZAMBITO: Thank you, Your Honor.

CROSS-EXAMINATION

1
2 BY MR. ZAMBITO:

3 Q. Good afternoon, Mr. Ott.

4 A. Good afternoon.

5 Q. I'd like to start out by clarifying something. You
6 said that the majority of your business comes from
7 intrastate moves.

8 A. I said it was 42 percent of our business.

9 Q. Is intrastate?

10 A. Correct.

11 Q. So to clarify --

12 JUDGE SALAPA: Excuse me. I'm going to
13 interject. I think my recollection of what I wrote down was
14 42 was intrastate.

15 THE WITNESS: Right, 42 percent of our
16 business is intrastate.

17 JUDGE SALAPA: All right.

18 MR. CAMPBELL: I apologize, Your Honor. I
19 may have misspoke. If I mischaracterized the testimony, I
20 apologize.

21 JUDGE SALAPA: That's all right. I just
22 wanted to clarify that.

23 THE WITNESS: Fifty-eight percent is
24 interstate.

25 BY MR. ZAMBITO:

1 Q. That's why we're trying to clarify that. The
2 majority of your business is interstate as opposed to
3 intrastate?

4 A. Correct.

5 Q. So Glamour's entry into your operating territory at
6 most would, in fact, impact in some way less than half of
7 your business?

8 A. A little less than half, a little less.

9 Q. Okay. And you mentioned that you are a small
10 business.

11 A. Correct.

12 Q. You're a small family business. You have three
13 tractors, six trailers, and five straight trucks?

14 A. Five trailers.

15 Q. Five trailers?

16 A. Mm-hmm.

17 Q. Okay. So it's three tractors, five trailers, and
18 five straight trucks?

19 A. No. It's three straight trucks, two tractors and
20 five trailers, and one packing van.

21 Q. Okay. I believe that's different than the
22 interrogatory response but that's fine. It's actually
23 fewer. How do you survive as a small business?

24 A. We work very hard. We don't have any salesmen who
25 work for us.

1 Q. How do you compete with a giant such as Shelly?

2 A. We provide good service.

3 Q. So there's a special public need for your service.

4 You're a small company. You provide better service?

5 A. All I can say is we provide good service, and that's

6 how we got where we're at. I guess we won't get larger.

7 We're satisfied. Like I said, our local business helps us

8 very much.

9 Q. You think there's certain benefits to being a small

10 company?

11 A. I guess that's your own preference, sir.

12 Q. As far as customer's preference?

13 A. It's your own preference as far as what you want as a

14 customer. It's totally up to you. That's how I was brought

15 into the business that we maintain.

16 Q. So customers make for companies of different sizes?

17 A. They may.

18 Q. Some customers may prefer a small family-owned

19 business like Gastley's?

20 A. Some may.

21 Q. Some may prefer a large megacorporation like

22 Shelly's?

23 A. They may.

24 Q. And some may prefer a medium-sized company that

25 provides good service, correct?

1 A. They may. Like I said, it's your own preference.

2 Q. Do you have a busy season?

3 A. Yes, we do.

4 Q. What is that busy season?

5 A. It runs generally from May 15th to roughly September
6 15th.

7 Q. I have to apologize. I was looking at the wrong
8 numbers for your units, trailers, and straight trucks. It's
9 two units, five trailers, and three straight trucks.

10 A. Correct. And I would like to refer back to something
11 that you were asking about how we survive --

12 Q. If you could just answer my questions. On redirect
13 your counsel can ask those questions.

14 A. Okay.

15 Q. Do you recall responding to interrogatory requests
16 that I forwarded to your counsel?

17 A. I'm sure we did.

18 Q. Are you familiar with those responses?

19 A. Yes, I am.

20 Q. Over the last five years, what's the average increase
21 in intrastate revenues?

22 A. It's roughly seven percent.

23 Q. So your business has increased over the past five
24 years?

25 A. It sure has.

1 Q. Is that because of an increase in people moving?

2 A. I would say, you know, I think there's an average of
3 people who move every five to seven years.

4 Q. Have you seen growth, housing growth, in your service
5 territory?

6 A. Yes.

7 Q. And, from your perspective as a businessman, that's a
8 good thing?

9 A. Yes.

10 Q. Going back to your certificated territory, you're
11 certificated in parts of Adams. Do you have all of Adams or
12 only parts?

13 A. I would say it's a majority of Adams County. If you
14 look at the map, I would say it's a majority.

15 Q. Okay. And you capture the southwestern tip of York
16 County basically which is the Hanover area?

17 A. Yes.

18 Q. But the rest of York County you have no authority to
19 operate?

20 A. We have a 15-mile radius. So, without looking at a
21 map, 15-mile radius from our base. So, if you call within
22 15 miles not saying where it's at, you know, I think we can
23 cover it.

24 Q. I'll ask you the same question I asked Ms. Davidson.
25 If you had to estimate a percentage of York County that you

1 are authorized to provide service in, what would that
2 percentage be?

3 A. I wouldn't be able to answer that question without
4 actually looking at a map.

5 Q. But you would say that it's less than a quarter?

6 A. No, I wouldn't say that. I wouldn't compromise on
7 that without looking at the map.

8 Q. Less than half?

9 A. Like I said, I don't want to give you a percentage.

10 Q. Would it be fair to say that you're not authorized to
11 provide service in a majority of York County?

12 A. No.

13 Q. No, it would not be fair to say?

14 A. No, I don't think so. Like I said, really if you
15 want me to be specific, I need to look at a map.

16 Q. I'll move on. That's fine.

17 A. Okay.

18 Q. Are you aware that Glamour applied in Adams, York,
19 Lancaster, and Franklin?

20 A. I am.

21 Q. You would be able to say you have no interest in
22 Lancaster or Franklin?

23 A. No, I wouldn't say that. A lot of the moves within
24 Pennsylvania are from Adams into Franklin. We have
25 authority to move you from our base into Franklin.

1 Q. But in the moving industry it's point of origin that
2 gives you authority, correct?

3 A. Correct.

4 Q. So you would have no interest in whether Glamour had
5 made a move from a point of origin in Lancaster or Franklin
6 County?

7 A. Would I have an objection to it as far as impact?

8 Q. That wasn't my question. It would have no impact on
9 your business?

10 A. From where to where?

11 Q. From a point originating in Franklin or Lancaster
12 County because you have no authority there?

13 MR. CAMPBELL: I object, Your Honor. That's
14 not correct. The authority is vice versa authority. He can
15 pick somebody up in Franklin County and move them to within
16 15 miles of his base.

17 THE WITNESS: So, would it have an impact?
18 Yes, it would.

19 JUDGE SALAPA: He answered the question,
20 yes, it would.

21 MR. ZAMBITO: Okay. I'll move on. That's
22 fine.

23 BY MR. ZAMBITO:

24 Q. What's your business plan for the future?

25 A. As far as?

1 Q. Growth.

2 A. As far as what? Percentage?

3 Q. How do you intend to grow your business?

4 A. I guess we'll adapt with the environment, the
5 construction and building going on, customer needs. We've
6 been around since 1965.

7 Q. So you survived since '65?

8 A. Mm-hmm.

9 Q. Other carriers have come into the market since '65?

10 A. I'm sure they have.

11 Q. Would you agree with Ms. Davidson's characterization
12 you and Parks and I think there's one other mover have less
13 than ten percent of the business in the territory in which
14 Zeigler's is authorized?

15 A. Less than ten percent of the business she's
16 authorized -- we have access to it or we retain it
17 ourselves? What are you asking?

18 Q. You do business, less than ten percent of the
19 business in Zeigler's territory?

20 A. I have to actually look at the statistics on that.
21 Like I said, based on a 15-mile radius, it really depends.

22 MR. ZAMBITO: Okay. I have no further
23 questions, Your Honor.

24 JUDGE SALAPA: Redirect?

25 MR. CAMPBELL: Just I think one, Your Honor.

REDIRECT EXAMINATION

1
2 BY MR. CAMPBELL:

3 Q. Mr. Ott, you were discussing with Mr. Zambito the
4 size of your fleet and how can you compete as a small
5 company in the industry. Is there something that you wanted
6 to add to your response to that?

7 A. Yeah. I wouldn't compare the size of the fleet. I
8 represent myself. The fleet actually represents itself. As
9 far as going back to a major fleet, it's representative in
10 the public eye.

11 MR. CAMPBELL: Thank you. That's all I
12 have, Your Honor.

13 JUDGE SALAPA: Recross?

14 MR. ZAMBITO: I have nothing, Your Honor.

15 JUDGE SALAPA: All right. You may step
16 down.

17 (Witness excused.)

18 MR. CAMPBELL: Your Honor, that's all the
19 witnesses I have to present. With your permission, I'd like
20 to mark for identification and then move the admission of
21 Protestants' Exhibit 4, which is the authority of Groff and
22 Sons. I don't have the name quite correct.

23 JUDGE SALAPA: All right. We will mark
24 Protestants' Exhibit Number 4 is the authority for Groff and
25 Sons.

1 (Whereupon, the document was marked
2 as Protestants' Exhibit Number 4 for
3 identification.)

4 MR. CAMPBELL: And also Exhibit 5 is the
5 authority of Jack Treier, Inc.

6 JUDGE SALAPA: We'll mark as Protestants'
7 Exhibit Number 5 the authority for Jack Treier, T-R-E-I-E-R,
8 Inc.

9 (Whereupon, the document was marked
10 as Protestants' Exhibit Number 5 for
11 identification.)

12 MR. CAMPBELL: And as Protestants' Exhibit 6
13 the authority of Warner's Moving and Storage, Incorporated.

14 JUDGE SALAPA: All right. We will mark as
15 Protestants' Exhibit Number 6 the authority of Warner's,
16 W-A-R-N-E-R-S, Moving and Storage, Inc.

17 (Whereupon, the document was marked
18 as Protestants' Exhibit Number 6 for
19 identification.)

20 MR. CAMPBELL: And the correct name of Groff
21 is Charles E. Groff and Sons, I-N-C. May they be admitted
22 into the record, Your Honor?

23 JUDGE SALAPA: Any objection, Mr. Zambito?

24 MR. ZAMBITO: No objection, Your Honor.

25 JUDGE SALAPA: All right.

1 The Protestants' Exhibits 4, 5, and 6 are
2 admitted into evidence in this proceeding and made a part of
3 the record herein.

4 (Whereupon, the documents marked as
5 Protestants' Exhibits Numbers 4, 5,
6 and 6 were received in evidence.)

7 MR. CAMPBELL: Protestants rest, Your Honor.

8 JUDGE SALAPA: Mr. Zambito, do you have any
9 rebuttal at this point?

10 MR. ZAMBITO: No, Your Honor.

11 JUDGE SALAPA: All right.

12 I'm assuming that the parties want to file
13 briefs; is that correct?

14 MR. CAMPBELL: Yes, Your Honor. I would
15 like to file a brief.

16 JUDGE SALAPA: All right. Let's go off the
17 record for a moment and discuss a briefing schedule then.

18 (Whereupon, a discussion was held
19 off the record.)

20 JUDGE SALAPA: We had an off-the-record
21 discussion regarding the briefing schedule. Counsel have
22 agreed to file main briefs on or before Friday, December
23 22nd, 2006. Reply briefs will be due on or before Friday,
24 January 5th, 2007. Main briefs are to include proposed
25 findings of fact, conclusions of law, and ordering

1 paragraphs.

2 Is there anything else we need to conduct at
3 this point, counsel?

4 MR. ZAMBITO: Nothing from the Applicant,
5 Your Honor.

6 MR. CAMPBELL: Nothing for the Protestants,
7 Your Honor.

8 JUDGE SALAPA: All right.

9 I would like to take this opportunity to
10 thank counsel for their professionalism in presenting their
11 cases. It is very much appreciated. Thank you and we are
12 adjourned.

13 (Whereupon, at 2:53 p.m., the
14 hearing was adjourned.)

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C E R T I F I C A T E

I hereby certify, as the stenographic reporter, that the foregoing proceedings were taken stenographically by me and thereafter reduced to typewriting by me, or under my direction, and that this transcript is a true and accurate record to the best of my ability.

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By: Judith E. Shuller
Judith E. Shuller, CSR

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