

A-2016-2562858

PUC Application Docket No.

CD Losco LLC

Legal Name of Applicant

College Hunks Hauling Junk and Moving

Trade Name

2880 Bergey Rd STE E, Hatfield PA 19440

Street Address, City, State, Zip

1. My name is Cosmo D. Losco and I am the sole proprietor of CD Losco LLC. Our Trade Name is College Hunks Hauling Junk and Moving. We have been in operation since April of 2015. College Hunks Hauling Junk and Moving is a national company, with 80+ franchises throughout the US and Canada. The company has been in existence for 11 years and is based in Tampa Fla.
2. There are 4 College Hunks franchises in PA. The West Chester, PA franchise received their license to transport in Spring, 2015. My franchise location would be the second to be licensed in the state.
  - College Hunks Hauling Junk and Moving – West Chester PA – Mike Ort, Owner
  - We are all independent operators that own territories based on zip codes and population.
3. We have been in business for 18 months, as a junk hauling service, so handling customer product is a daily occurrence. We also offer labor services including assisting customers with packing and loading/unloading of their rented vehicles. Obviously, all state and local requirements have been met prior to the opening of the business.

The Franchise offers one full week of “hands on” training, plus video training with validation questions to verify comprehension. Each team member will need to review and must pass the video training prior to going out into the field. From there it is all hands on field experience with a mentor (our truck captains serve as our mentors).

4. We have 1500 sq. feet of space w/2 offices (roughly 350 sq. ft). Balance of the space is warehouse space used for junk item storage and staging of inventory (separating scrap metal, electronics, etc.) and goods to be donated. We currently have (2) junk trucks and (1) 15' box truck. We will purchase a new 20' box, once we are approved for full service moves.

We will not be storing customer goods so storage is not applicable.

Each truck has its' own file for maintenance records etc. The trucks are serviced at each 7500 mile increment. Standard maintenance checks are completed bi-weekly to check oil, tire pressure and other fluids.

Trucks are parked directly outside of our facility. Tools, dollies, hand trucks are signed back in at the end of the day and trucks are locked for the night.

The company has a national call center which handles most of our bookings. They have access to each franchise location's truck schedule to book both jobs and estimates during open availability. Any conflicts or special requests are forwarded directly to the specific franchise location to be handled directly with the customer. The schedules are set and controlled by each location based on inventory of trucks and any variables that are required to maintain an accurate schedule.

Work Orders are printed with all the necessary customer contact information and job requirements. Truck teams are dispatched with assigned work orders and they are responsible for the communication and execution of the work content. Any issues and concerns are communicated back to the Operations Manager for resolution. Each truck has its own iPad, to view schedule, coordinate/find location and collect customer payment. The truck teams use their cell phones to communicate with Dispatch and the customer. Any changes to a work order are sent real time via text to each Truck Captain.

Our hours are 8am to 6pm, Monday through Saturday. We will work Sunday, start earlier than 8am or extend past 6pm, on an as needed basis, to accommodate a customer requirement.

5. We currently have 15 truck employees and 1 administrative (plus me and my wife). Of the 15, 10 are college students and 5 employees have full availability. We schedule them between 10-30 hours per week. This staffing is based on our current business model and will need adjustment when we become a full service moving business. We expect to add 5-10 additional employees during busy season.

We will run 2-3 trucks a day, completing 4-10 jobs daily. Our current headcount allows us flexibility with school schedules, vacations, needed time off, keeping most employees under 30 hours. Keeping them under 30 hours keeps them fresh and motivated, while reducing turnover. It is a physical job, especially in the summer and too many hours increases opportunity for mistakes.

#### Job Responsibilities:

- Personal discipline – College H.U.N.K.S. is an acronym for honest, uniformed, nice, knowledgeable service. Our employees are expected to uphold this daily.
- Keep track of and maintain order for all truck contents – tools, dollies, supplies required for the day's work
- Navigator and assistant to the driver
- Work hard and smart to safely move items from clients' homes, offices and buildings to their destinations
- Assist the driver by being a spotter for difficult truck maneuvers and backing up, complete paperwork and navigate to and from job sites

- Perform required marketing activities
- Clean truck at the end of the day
- Complete Daily Checklist

6. Drivers are in the headcount stated above. We currently have 5 drivers (we call Truck Captains) to operate our current fleet. We will add/certify 3-5 additional drivers when we are approved for full service moves.

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Our hiring standards are the same for all of our employees:

- Valid driver's license
- Criminal Background check is completed through our 3<sup>rd</sup> party HR resource, Hireology. Any violations are reviewed and discussed with the applicant. Decision to hire is based on a case by case situation.
- MVR is completed through our 3<sup>rd</sup> party HR resource, Hireology. Decision to hire are based on a case by case situation.
- We do not currently require a pre-employment drug screen. We will require a drug/alcohol screen on injury, accident or reasonable cause.
- Ability to pick up a minimum of 50lbs and physically capable of doing the job

Drivers (Captains) Training:

- All employees go through 2 hours of video training with interactive testing after each model to validate comprehension. Includes:
  - Generic company training which give the history of the company and corporate expectations
  - Positional responsibility training
  - Technical training for both moving and junk removal
  - Tools of the trade training for both moving and removal
  - Field "hands on" training mentored by the Truck Captain
- Drivers (Captains) will go through some basic navigational testing to assure their ability to handle the vehicle. If the applicant has a CDL, the testing is waived.

CD Losco LLC will run MVR's annually on all employees and criminal background checks bi-annually.

7. We currently have 3 vehicles and will add a 20' Box, once we are approved for full service moves. Additional vehicles will be added when business and growth dictate. Any truck constraints until then will be handled with rental vehicles.

<u>Year</u>	<u>Make</u>	<u>Model</u>	<u>Seating Capacity</u>	<u>Vehicle ID</u>
2006	Isuzu	NPRHD	3	4KLC4B1UX6J801536
2015	Isuzu	NPREFI	3	54DC4W1B4FS804153
2012	Isuzu	NPREFI	3	54DC4W1C4GS802817

8. Vehicle Safety Program

- a. Our vehicles are brought in for service every 7500 miles
- b. Our vehicles are required to have yearly inspections and emissions testing
- c. NA
- d. NA
- e. NA
- f. Each truck is equipped with an emergency reflector kit. We do bi-weekly checks on fluids, oils, light checks and tire pressure.

9. We have been in operation for 19 months and are cash positive. We have been operating with \$30K-\$40k of cash in our bank account. The additional truck (w/Moving license) will improve our position by adding revenue opportunities to improve our company's growth potential.

10. Customer Service is our business. We will contact the customer at the time of the booking. We will follow up the day before the job, to see if there are any changes to the scope or need. We will review all process and system procedures at the estimate stage. If the customer books on-line, we will discuss prior to service and on the day of the job. All claims are entered/logged into our corporate computer system. Notifications come through email, along with reminders and delinquencies. The system will continue to follow up until resolution.