

VERIFIED STATEMENT OF APPLICANT

THE FOLLOWING INFORMATION IS REQUIRED BY THE COMMISSION TO DETERMINE THE APPLICANT'S FITNESS TO OPERATE. STATEMENTS SHOULD BE TYPED OR PRINTED. ILLEGIBLE STATEMENTS WILL DELAY YOUR APPLICATION.

A-2017-2615169

PUC Application Docket No.

SNAP LIMO LLC

Legal Name of Applicant

Trade Name, if any

1626 S BROAD STREET

Street Address (principal place of business)

PHILADELPHIA

City or Municipality

PA

State

19145

Zip Code

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

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

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

Jucara Dacruz, owner of the Sole Member LLC; Snap Limo LLC.
Phone Number 856-449-4279
Address: 1 Arsen DR Mantua, NJ 08051-1176

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

No other affiliations.

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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

I have been in the Transportations and Service industry for many years now. I've been working with American Airlines in customer service for more than 10 years. In customer service I learned how to maintain and keep client relationships along with building and gaining new clients. We service our customers with great respect and make sure they are being taken care of. My experience in the Limousine Transportation industry started 4 years ago when I started working for UBER. Since then I was able to get firsthand experience in the field of transporting passengers safely from one location to the other. With the help of my experienced husband I was able to learn a lot about the Industry of Limousine Transportation. He has been in the field as a driver for more than 10 years and is encouraging me grow as well. Building a clientele on my own is very important to me. Since then I have taken a very strong interest in this industry and would like to obtain my own PUC License to chauffeur passengers in Pennsylvania.

4. Describe your facilities, record maintenance plan and your communication network. Please include a description of your physical location, to include the office area, office machines that will be utilized, and the facility to house vehicles. Household goods in use carriers should include a description of their storage facilities, if applicable. Please include an explanation of your plan to maintain records required by the PUC, as well as normal business records. In regard to your communication network, please explain how you will receive customer requests for transportation, how you will dispatch the vehicles to fulfill the request, and how you will maintain continuous communication with your drivers. Finally, please state your intended business hours.

Snap Limo LLC will heavily utilize its computers and software application for the record maintenance plan. Everything we process electronically will always have a backup copy that will be stored at our office location. The record maintenance plan will contain all records of our business and daily activities. All records weather it's for the facility or vehicles will be stored in our office and our software. I have already been using Quickbooks Online version for two years and am very familiar to the software. Quickbooks allows me to maintain my financial records, payroll, and also has a feature for adding forms which we will combine with our maintenance records. The software is secure and I can allow access to certain employees and the access can be limited so nothing can be altered.

Our Communication Network is extremity important. Starting off, all communication will flow directly from me to the employees. Slowly as we hire employees and grow then different employees will have roles based on experience and training. When we find that the employee is established and well trained then some communication can flow directly with each other and to the drivers and passengers. Meeting will be held on a weekly basis to make sure all communication is getting across the proper way. I will personally touch base will all drivers and any employee we hire to make sure everyone understand the role they play at the Snap Limo LLC and is content with their job. We will require for every employee to have a working phones. Every employee will also have an email for communication purposes as well.

Our office is just around 700 square feet and can hold a few employees. The space will have; several desks, 3 computers, 3 filing cabinets, and a 3 in one printer scanner fax machine. Our vehicles will be parked on location. Record keeping is important for our business. With my past experience in working in customer service. I have had training on maintaining records efficiently. Our business will rely heavily on keeping our business and PUC required records electronically. I am very familiar with using computer software's and will teach our new hires how to use the software we use. All records will also be scanned and saved on our computer and saved to the hard drive which will be backed up to the cloud system we use. All records will also be kept in our filing cabinets located at our office location.

Most of our customer request will come in by the way of voice call. Potential clients will contact Snap Limo LLC and will be directed to our dispatcher. The dispatcher will then make the reservation and send out a confirmation email with the invoice. We will also accept job request by email, fax, text messages, and soon by

the way of our website where the passenger can book a ride and instantly receive a quote. All customer request will be made on reservation basis. This will give us enough time to dispatch the job to a driver. We will dispatch the job by phone and also send an email to confirm the reservation along with the invoice. Depending when the jobs arrive and the timing of the job we will dispatch jobs sometimes days in advanced or even hours in advanced. If the job that comes in needs to be fulfilled soon then we will dispatch to the driver that is nearest to the customer location. We will maintain continuous communication with our drivers by phone, text, and email. The driver will be advised to not text or write while driving, and to be parked when being on the phone. We will require for the driver to check in with our dispatcher every hour to know the location and availability. Snap Limo LLC intends to operate 24 hours a day 7 days a week.

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

Snap Limo LLC intends to start off with two employees. Our first employee will be responsible for customer reservations and administrative work. Our second employee will be responsible for communicating with drivers and administrative work. Both employees will also work together and communicate with each other. At Snap Limo LLC we will cross train so every employee will know how to perform all duties around the work place. That way if someone needs to take off or unavailable to work the other employee can be available to work for the time being. As we grow we will hire more employees in order to keep our business flowing. As for now 1 and 2 other employees should be able to handle the work load. Having 2 employees is appropriate to provide reasonable and efficient service to our geographical location. By splitting up the office duties no one will feel overwhelmed. I will also be over seeing all tasks and will help when needed. I will also be responsible to late night into early morning customer request in the beginning. As we grow we will hire more, however as a small business just starting off 2 will be perfect.

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

Snap Limo LLC will start off using four drivers. We will be needing two day time drivers and two night time drivers. We can alternate based on driver schedule, however, we need to make sure we can service our intended area. Reason why we need two per shift is if we receive two customer request around the same time. Our goal is to ensure our passengers will get to their destination in a safe and timely manner. We do not want to be late for a pick up or rush dropping a passenger off. Safety is top priority. After year one we intend to add on two more drivers and hope to add on two more per year and adding a vehicle every year.

- a. Your hiring standards for drivers;

Snap Limo LLC will make sure we hire five star drivers. Every applicant will have to apply to our company show they have the skill to chauffeur passengers on our team. Saying having the skill is easy to say, however, it means a lot. Drivers who will be considered must have driving experience in the transportation industry. Drivers must show they understand the business and are willing to service the transportation industry with respect to passengers, other people on the road, and the company they are working for. Drivers must understand they will be the face or image of the company since they will be interacting directly with the passenger. By doing so they must maintain good hygiene and wear the proper uniform to transport passengers in a limousine. Drivers must understand that work hours will change every week depending on the customer request, and must be able to coordinate with other drivers if they are unable to work or fulfill rides they accepted to take. Drivers must show they have the ability to communicate with bother customers and company employees. Most important, drivers must show they understand that safety is our number one priority in the business.

- b. Your system to ensure prospective drivers will be subject to a criminal background check;

Every potential applicant will be subject to a criminal background check. This check will be part of the administrative team. If the driver is considered to becoming part of the team after passing the interview process they will be asked to provide us with all the proper documentation to process the background check. One of the admin employees will be responsible for making sure the background check is complete. Once the background check is complete the results will be passed over to me to continue with the hiring process.

- c. Your driver training program;

Although we expect to hire drivers who have at least 2 years of experience in the transportation industry we will train new employees to meet our company standards. Every potential drivers will have one on one training on how they expect to perform on and off the field. We will conduct mock trips and give feedback to the driver to ensure they understand what needs improvement.

- d. Your system for ensuring that your drivers are properly licensed at all times;

Drivers must provide proper documentations in order to be part of our team. Part of the administrative duties will be ensuring that all drivers are properly licensed at all time and that the driver doesn't have any points on the license for any reason. The driver will be obligated to inform our team immediately if anything where too happened with their license being suspended or getting points or into trouble. The admin team will have a file and check at the beginning of every month when each license will expire. We will not wait for the day of to make sure the license is properly renewed and clear of any points. The check will be made 3 weeks prior to renewal. All results of checking the license will be send to me directly to ensure all information is correct. This process will be repeated annually for every driver.

- e. Your system to ensure that all drivers will be subject to a criminal background check every two years;

All drivers will be subject to a criminal background check prior to joining our team and also will be subject to a criminal background check annually. Every driver will be given notice prior to joining our team that criminal background checks will be processed yearly. This will also be another role for the administration team. They will check monthly on who needs to have a background check processed. The admin team will have the check complete 2 weeks prior to the year deadline for every driver. All results will be sent over to me directly for review.

- f. Your policies regarding alcohol and drug use by your drivers.

Snap Limo LLC will not tolerate any alcohol or drug use. We are a zero tolerance company and we intend to stay that way. If any driver or employee is caught they will be terminated immediately. We expect the best from our drivers. That is the reason why we will hire the best that will ensure they have the maturity to drive passengers and get them from point to point in a safely matter.

7. Please state the number of vehicles you plan to use in your business and why that number is appropriate to provide reasonable and efficient service to the geographical territory you will be serving. If you have already obtained vehicles for your business, please list them in the chart below. Taxicabs and limousines may not be used if the vehicle's age is greater than eight model years.

Snap Limo LLC will start off with 2 vehicles. In the beginning two vehicles should be enough for our geographical territory. We choose to start off with one of each car just in case a client has a preference in the size of the vehicle. By the end of year one we plan to add one or two more vehicles depending on growth.

<u>YEAR</u>	<u>MAKE</u>	<u>MODEL</u>	<u>SEATING CAPACITY</u>	<u>VEHICLE ID #</u>
2012	Lincoln	MKS	4	1LNHL9FT8CG805526
2013	Lincoln	MKX	4	2LMDJ8JK6D8L31862

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

a. Your periodic vehicle maintenance plan;

Vehicle maintenance cannot be avoided. Not only will we run in to issues if we don't periodically maintain and check the cars, we also need to have them working in order to accept request and safely transport our passengers. Therefore, we have put together a periodic vehicle maintenance plan to prevent problems from happening and to be prepared when problems do happen. Since we were undergo lots of maintenance and use our vehicles a lot it will be better to use a mechanic that can have the cars in and out fast and that can give good rates to small businesses. I had a good experience with Chevy at Reedman Toll in Langhorne Pennsylvania. We will take the cars there for maintenance and yearly inspections. During the time we have maintenance done on the cars the dealership will provide a complimentary inspections showing us everything that needs to be fixed in the car, and all the recommended scheduled maintenance. We will take the vehicles for monthly oil changes that will include free tire rotation, brakes check, and yearly inspections. We will require drivers to check the cars before they drive it every day. Meaning all tires are full of air, oil isn't low, and all basic components are working. I personally will check the cars on a weekly basis to make sure the drivers are using a well-kept safe vehicle. We will keep a vehicle maintenance report in each car. Every time a driver sees something wrong they will note it down and write the date next to it. If maintenance is done on the vehicle it will be put on the report as well. All report will be given to the administrative team to log on to our computer systems.

b. Your system for ensuring your vehicles will continuously comply with Pennsylvania's equipment standards (67 Pa. Code, Chapter 175) that are applicable to the type of vehicles used in your business;

Although we will periodically check that our cars continuously comply with Pennsylvania equipment standards that are applicable to our Limousine business we will rely heavily on both the driver and the dealership for feedback. Since the driver will be behind the wheel every day, we expect to hear back if there are any issues with the car and that all components are working. Any issues found will be reported immediately and the car will be taken off the road for maintenance. We also expect the Dealership to inform us if they think they see any signs of any components not working. It will be better to take care of the problem immediately rather than waiting for it to suddenly happen. If the driver sees any issues with their daily routine checks they will not it down in the log and report immediately to the admin to fix the issue.

c. Your system for ensuring your vehicles will maintain compliance with the PUC's requirements for passenger service at 52 Pa. Code, Section 29.403 (applicable to passenger applicants only);

Prior to any vehicle being placed in the field for work, it will be checked to make sure it complies with PUC requirements for passenger service at 52 PA code, section 29.403. This requirement will be part of the driver's job description. Drivers will be required to clean their vehicle after their day at work. They will note this in the driver log. They are required to check for lost items in the vehicle after each trip along with cleaning it again if any mess is made prior to picking up the next passenger. Although they are required to check every day that the vehicle is clean, I will check on a weekly basis and randomly myself to ensure they are keeping the vehicle clean. Every driver will report at the end of the shift on their log that vehicle was cleaned. The drivers will also check normal call function such as the trunk opening and all doors opening and closing properly before their day at work. It is important to check before to ensure the passenger request can be completed properly before arriving

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

a. Your plan to inform customers of the procedures for filing complaints with the PUC:

At Snap Limo we will ensure we provide top quality customer service to all our passengers. We will answer special request, answer the phone when they call and emails when they write. We will make them feel welcomes, however, most importantly we want to provide top quality five star service rides. We want them to feel welcomed using our service and to refer others to our service. We plan also to receive feedback from our customers. We will send out emails for our customers to voluntarily fill out satisfaction forms and how we can improve. We will also inform in our email that customers can file complaints at any time to the PUC. We will include this out invoice receipt to every passenger. Every invoice will have an attached paragraph informing the passenger they can submit complaints at any time and also to call us with feedback to ensure we provide better service next time.

b. Your intended customer complaint resolution procedure.

Our administration team will be trained to deal with customers and resolving issues that occur. Although we will treat every case the same (with great respect and ensure we hear the problem and solve it in the best way possible), I will also assist in this matter and take the more serious issues in order to make sure we don't lose our passengers. Snap Limo will ensure the customers are satisfied with every ride to avoid having any complaints. We do know problems and complaints will happen, that's why we must be prepared for them. We will listen to every customer and hear what they have to say. We will also ask our driver for feedback on the matter. We will answer the passenger carefully and in a good way to not lose their business and make them feel comfortable. We make suggest different options to compensate for bad experience such as; not riding with the same driver or offering a discounted price for next car ride. We will also ask the passenger what we can do to make sure they are satisfied with the resolution and ask to keep them as a loyal customer. Overall Snap Limo will do its best to provide top quality service and leave little to no room for error because of the training we provide.

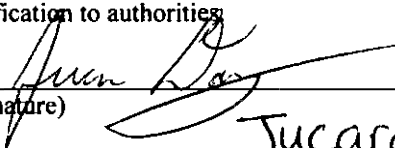
11. Criminal Record. Have you been convicted of a misdemeanor or felony for which you remain subject to supervision by a court or correctional institution?

YES NO

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

Verification of Statement

The undersigned deposes and says that he/she is authorized to and does make this verification and that the facts set forth therein are true and correct to the best of his/her knowledge, information, and belief. The undersigned understands that false statements herein are made subject to penalties of 18 Pa. C. S. Section 4904 relating to unsworn falsification to authorities.



(Signature)

Jucara Dacruz, Owner

(Name and Title, printed or typed)

10/01/2017

(Date)

Statement of Financial Position (Balance Sheet)

As of (date) 09/30/2017

ASSETS

Current Assets			
Cash	52,000		
Accounts Receivable	<u>30,750.00</u>		
Notes Receivable	<u>0</u>		
Other Current Assets (specify)	<u>0</u>		
Total Current Assets			<u>55,075</u>
Tangible Assets			
Motor Vehicle Equipment	<u>19,150</u>		
Less: Accumulated Depreciation			
-	<u>3,000</u>	=	<u>16,150</u>
Building and Structures	<u>0</u>		
Less: Accumulated Depreciation			
-	<u>0</u>	=	<u>0</u>
Office Equipment	<u>5,400</u>		
Less: Accumulated Depreciation			
-	<u>0</u>	=	<u>5,400</u>
Land			<u>0</u>
Investments and Funds (specify)			<u>0</u>
Intangible Assets			<u>0</u>
Other Assets (advances and idle equipment – specify)			<u>0</u>
TOTAL ASSETS			<u>76,625</u>

LIABILITIES

Current Liabilities (Due within one year of date)			
Accounts Payable	<u>2,700</u>		
Notes Payable	<u>0</u>		
Equipment Obligations	<u>0</u>		
Other Liabilities (Attach schedule)	<u>0</u>		
Total Current Liabilities			<u>2,700</u>
Long Term Liabilities (Due after one year of date)			
Accounts Payable	<u>0</u>		
Notes Payable	<u>0</u>		
Equipment Obligations	<u>0</u>		
Other Liabilities (Attach Schedule)	<u>0</u>		
Total Long Term Liabilities			<u>0</u>
TOTAL LIABILITIES			<u>2,700</u>
			<u>73,925</u>

NET WORTH (Partnerships and individuals, only)

OWNER'S EQUITY (Corporations only)

Capital Stock			
Additional Paid-in Capital			
Retained Earnings			
Less: Treasury Stock		=	
Total Owner's Equity			

TOTAL LIABILITIES & OWNER'S EQUITY

STATEMENT OF FINANCIAL POSITION
One Year Projected Income Statement

REVENUE and GAINS

Operating Revenue	175,000
Net Revenue from non-carrier operations	0
Dividend and interest revenues	0
Other non-operating revenue	0
Gains	0
Total Revenue and Gains	175,000

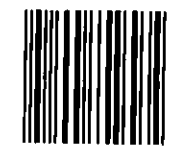
EXPENSES

Equipment Maintenance and Garage Expense	6,500
Insurance Expense	8,400
Employee Salaries	49,920
Supervisory Salaries	0
Officer Salaries	0
Fuel Expense	19,240
Purchased Transportation (Lease Expense)	0
Materials and Supplies Expense	3,000
General Office Expense	1,700
Advertising Expense	800
Telephone Expense	950
Accounting Expense	10,500
Legal Expense	500
Uncollectible Revenue	0
Depreciation Expense	3,000
Amortization	500
Operating Taxes and Licenses	240
Rent Expense	3,000
Loss	0
Total Operating Expenses and Losses	98,800
<u>Net Income Before Taxes</u>	76,200
Provision for Income Taxes	11,430
<u>Net Income (Loss)</u>	64,770

SNAP LIMO LLC
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Philadelphia PA 19145



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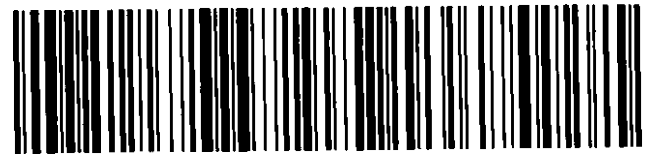
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Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

Expected Delivery Day: 10/05/2017

USPS TRACKING NUMBER



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