

# BUSINESS PLAN OF APPLICANT FOR MOTOR CARRIER AUTHORITY

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

A-2017-2617301

PUC Application Docket No.

The Moving Firm

Ronnie L. Barrett II

Legal Name of Applicant

619 Mehaffey St

Trade Name, if any

Duquense

PA

15110

Street Address (principal place of business)

City or Municipality

State

Zip Code

This document is 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.

You are encouraged to provide as much information as possible 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 providing the information by giving your name and indicate whether you are the owner, employee, officer, or attorney for the applicant.

See Attached Ronnie Barrett II - member of the Applicant

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

See Attached

3. Describe the applicant's business experience, particularly any experience relating to the operation of a transportation service. An explanation of education or training that you believe may be relevant may also be included.

See Attached

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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.

See Attached

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).

See Attached + Starting with two will increase as we go.

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

See Attached

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 may not be used if the vehicle's age is greater than ten model years in age or the vehicle's mileage greater than 350,000. Limousines may not be used if the vehicle's mileage is greater than 350,000 miles.

<u>Year</u>	<u>Make</u>	<u>Model</u>	<u>Mileage</u>	<u>Seating Capacity</u>	<u>Vehicle ID#</u>
2003	Chevy	Silverado	208,864	4	26CEK19T731310335

8. Describe your vehicle safety program. Please include the following in your explanation:
- Your periodic vehicle maintenance plan;
  - Your system for ensuring your vehicles will continuously comply with Pennsylvania's equipment standards (67 Pa. Code, Chapter 175) that are applicable to the type of vehicles used in your business;
  - Your system for ensuring your vehicles will maintain compliance with the PUC's requirements for passenger service at 52 Pa. Code, Section 29.403 (applicable to passenger applicants only);
  - If applying for taxi authority, your system for replacing vehicles once they are greater than ten model years in age or with mileage greater than 350,000 in compliance with 52 Pa. Code, Section 29.314(c);
  - If applying for limousine authority, your system for replacing vehicles once have mileage greater than 350,000 in compliance with 52 Pa. Code, Section 29.333(d);
  - If applying for household goods in use authority, your system for ensuring your vehicles will comply with the requirements of 49 CFR Parts 393 and 396, as adopted by the PUC at 52 Pa. Code, Chapter 37.

*See Attached*

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

*See Attached* Obtained Insurance already, and have an insurance reserve, will pay in full upon issuance of my property and Household Authority.

10. Please describe your customer service standards. Within your description, please explain:
- Your plan to inform customers of the procedures for filing complaints with the PUC;
  - Your intended customer complaint resolution procedure.

*See Attached*

11. Criminal Record. Has the applicant\* been convicted of a misdemeanor or felony for which applicant remains subject to supervision by a court or correctional institution? YES  NO

*\*If applicant is a partnership, limited partnership, limited liability partnership, limited liability company, or corporation, this question applies to all partners, members, shareholders and corporate officers. In the event that the answer is yes for one of those individuals, a separate page identifying the individual and stating relevant information should be attached.*

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. You may use the "Statement of Financial Position" which follows this page or supply a balance sheet prepared by an accountant. You need only provide the applicable information. 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. **PLEASE NOTE: COMMISSION REGULATIONS REQUIRE THAT PARTNERSHIPS, LIMITED PARTNERSHIPS, LIMITED LIABILITY PARTNERSHIPS, LIMITED LIABILITY COMPANIES, AND CORPORATIONS MUST FILE A CURRENT INCOME STATEMENT.**

Statement of Financial Position (Balance Sheet)  
As of (date) \_\_\_\_\_

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ASSETS

Current Assets  
Cash  
Other Current Assets (specify) \_\_\_\_\_

\$ 20,000

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Other Assets  
Motor Vehicle Equipment  
Building and Structures  
Office Equipment  
Investments and Funds (specify) \_\_\_\_\_

\$ 95,000

RIP 4,500 RLD 7  
~~on the phone...~~

TOTAL ASSETS

\$ 99,500

LIABILITIES

Current Liabilities (Due within one year of date)  
Long Term Liabilities (Due after one year of date)

TOTAL LIABILITIES

\$ 32,000

NET WORTH / OWNER'S EQUITY (Subtract total liabilities from total assets)

\$ 67,000

**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.

J. J. H. Burnett  
(Signature)  
CEO Ronnit L. Burnett  
(Name and Title, printed or typed)

10/8/2017  
(Date)

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PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

PUC Application Docket # A-2017-2617301

Legal Name of Applicant: Ronnie L. Barrett II

Trade Name: The Moving Firm

Street Address of principal place of business: 619 Mehaffey St

City of Duquesne

principal place of business: Dusquense

State of principal place of business: Pennsylvania

Zip code of principal place of business: 15110

1. What is your name and title? Ronnie L. Barrett II, Owner
2. Do you have any affiliation with any other carrier? No
3. Describe your business experience related to the operation of a transportation service, this includes education or training you believe may be relevant:

I graduated from TDDS in 2007/8. I was immediately employed by Swift, and operated as an OTR driver for several years. I was commended every year for my excellence in regard to safety, professionalism, and timeliness.

#### 4. Your Facilities

Describe your facility and its physical location and the office area:

The office is located at 1924 Monongahela Avenue, Swissvale, Pa 15218. The facility is clean, bright and inviting and is located on a high traffic street with high visibility. The neighborhood is welcoming and boasts a library on one corner, a large church on the other corner, a shopping center, and a strip mall full of thriving businesses.

Describe the office machines that will be utilized:

A phone system powered by Nextiva. A printer/fax/copier/scanner all in one machine. Two desktop computers and two laptop computers. A 55" television, and a Blu-ray DVD player. Nice office!

Describe your record maintenance. How do you plan to maintain records required by the PUC?

Records required by the PUC will be maintained with a detailed electronic filing system as well as a detailed hard-copy filing system on site. I use moverbase to document all customer interactions, and Nextiva phone systems records all conversations for one year via cloud.

How do you plan to maintain normal business records?

Excel spreadsheets and QuickBooks will be used to track clients, contractors/employess and accounting.

Describe your communication network. How will you receive customer requests for transportation? How will you dispatch the vehicles to fulfill the request? How will you maintain continuous communication with your drivers?

Nextiva phone system will be used to make and receive all call requests. An online landing page will be used to funnel all client inquiries to an email, accessible by office personnel, to deliver timely response. All contractors/employees will have cell phones to receive dispatch of new job orders. Also, moverbase, and When I Work, text/ email will be used to communicate with clients and workers.

Is there a facility to house vehicles?

No. It is available. We mainly rent daily our Trucks.

Household goods in use carriers should include a description of their storage facilities, does this apply to you?

No. We will refer to a U-Haul, or Guardian storage facility.

What are your intended business hours:

Monday-Friday	9am-7pm
Saturday	10am-6pm
Sunday	Closed

## 5. Your Employees

We will have employees after approval from the state of household goods, only contractors at the moment. We will provide workers compensation via the Pennsylvania state fund "Swif" class code 0806 Furniture Moving and/or Storage – swif rate 25.18. Direct deposit, or check payments for all employees/ contractors will be provided. The number of contractors in use are five (5).

State the number of employees you intend to use:

Four (4) to six (6).

What is the description of each employee's duties:

All contractors/employee's will provide private, self-move labor to clients requesting moving labor. Driving is not an option for labor only moves. Labor only moves is the core business for our business. 75% of our business is labor only. Labor is our employees/contactors duties, wrapping furniture, packing/ unpacking furniture, disassemble, reassemble furniture, load/unload furnishing safely, and without damage to themselves or clients home, or furnishing property. The PUC household goods service number should increase the number of moves we do with a truck, because we'll be in compliance with the state.

Please explain why that number of employees is appropriate for providing reasonable and efficient service to the geographical territory you will be serving:

On average, moving labor sites will bring in 4-6 moves a day maximum. The slots provided are morning, afternoon, and evening. Each labor-only service provides two (2) movers and no truck. Therefore, three (3) crews of two (2) men per crew will provide three available slots per day. Accommodating up to nine (9) client moves per day. In the event of using a truck,

## 6. Your Drivers

Please state the number of drivers you intend to use or hire in your business:

Ronnie Barrett will start as sole driver, until the company grows.

Explain why that number of drivers is appropriate for the size of the geographical territory you will be serving:

Labor-only moving service does not require drivers, as the client is driving their own truck and are using our service for man power. When a truck is required Ronnie Barrett will drive the truck. All drivers will need an USDOT doctor approved physical card. We do not drive trucks with air brakes, thus eliminating the need for an CDL driver. Ronnie Barrett has a class A CDL.

What are your hiring standards for drivers:

Driver's would be required to have a valid driver's license with less than 2 points in the last three years. Pass a standard drug screen, and pass a criminal background check.

All drivers will need an USDOT doctor approved physical card. We do not drive trucks with air brakes, thus eliminating the need for an CDL driver.

What will your system be to ensure prospective drivers will be subject to criminal background checks?:

All new hires candidates are required to complete a criminal background check with employment being contingent upon a clean background. Cogent is a reliable background screening company, and is accessible because they offer several locations. We will use Cogent for background checks, and DMV checks for validation of license, also will use the DMV. Drug screens will be performed by Qwest diagnostics.

What will your driver training program include:

Contractors have no driver training program because contractors are required to drive their own standard vehicles or trucks to the client's address.

Employees will go through a two day training program on how to maneuver the truck in tight streets, parking the truck, the use of mirrors and convex



mirrors, backing up truck, wide turns, the use of blinkers, safe following distance, preliminary checks of trucks tires, gauges, truck box to check for holes or leaks inside

Ronnie Barrett will start as sole driver

- A. Clean driving record, background check, drug screen.
- B. Will maintain a database with program for reminding when new checks are due.
- C. All drivers will first receive classroom instructions and behind the wheel training.
- D. License checks will be conducted semi annually.
- E. The policy for drug/alcohol abuse is zero policy.

What is your system for ensuring your drivers are properly licensed at all times:

Driving records will be screened semi annually 3 to 6 months or earlier if there's justified cause. We'll screen applicants through Bowley Insurance Agency, or use DMV.org , this can be done online, or a phone call.

What is your system to ensure that all drivers will be subject to criminal background check every two years:

Make semi annually background checks as a contingency of employment, through Cogent background search. Also, Megans list will be checked through the Sheriff's office upon employment.

What is your policy regarding drug and alcohol use by your drivers:

Drug and alcohol use will not be tolerated. Positive drug screens will result in loss of employment.

## 7. Your Vehicles

State the number of vehicles you plan to use in your business:

One (1)

Why is that number of vehicles appropriate to provide reasonable and efficient service to the geographical territory you will be serving:

All contractors supply their own vehicle to complete labor only moves. We'll provide rented or leased trucks for employee's of "The Moving Firm", for truck required moves.

If you have already obtained vehicles for your business, please list them below:

Year	Make	Model	Mileage	Seating Capacity
	Vehicle ID#			
<u>2003</u>	<u>Chev</u>	<u>Silverado</u>	<u>208,864</u>	<u>4</u>

VIN 2GCEK19T731310335

## 8. Vehicle safety program

### a. Your periodic vehicle maintenance plan:

Daily: odometer.

Monthly: Check oil level, hoses, belts, tire pressure, coolant/antifreeze, air filters, tire rotation and alignment, tire tread and condition of wheels, general brake inspection, check horns, check head and brake lights (high and low beam), check horns and warning devices, check body condition (chassis/frame/flooring/floor beds/bumper), seat belts, speedometer. Mirrors.

Every 3,000 miles: change oil and filter, lubricate chassis, check all fluids (windshield/brake/battery/steering/transmission), check battery cables, and check all belts and hoses. Check VIN.

Every 6 months: replace all filter (air/fuel/PVC), check head and brake lights, check horn, check spare tire, check exhaust system, check brakes and wheel bearings, check and adjust valves, check and replace plugs/points/rotors, check timing belt, inspect cooling system and fluid for cleanliness, check thermostat,

look over for leaks or other problems, and check shock absorbers. Change windshield wipers as needed.

Every 20,000 miles: Bleed brakes to renew fluid and remove contamination from normal wear and tear, drain cooling systems, radiator, engine block, and all heater-related components, inspect tubes in radiator and replace thermostat.

All vehicles will be maintained as Per Manufacturer's specs. Oil changes every 5,000 miles.

- b. Your system for ensuring your vehicles will continuously comply with PA equipment standards that are applicable to the type of vehicle used in your business: (See 67 Pa Code, Chapter 175)

Maintain yearly inspection and emissions.

B+C Vehicles will be inspected as required at inspection stations.

Drivers will inspect vehicles before and after each trip.

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

Vehicles which are equipped with folding, temporary or removable seats will have hinges, latches, brackets or other hardware associated with the seats in working order.

Vehicles will be in clean and sanitary condition.

Vehicles will have a factory-type heater, capable of producing heat for the accommodation of passengers. The heater must be in working order.

Trunk compartments will be clean and suitable for carrying passengers' luggage.

Vehicles will have snow tires or all-weather tires on the drive wheels between October 1 and April 1 of the following year.

A vehicle's exterior will not have any dents or gouges larger than 4 inches in diameter or damage that protrudes from the vehicle.

A vehicle will have four matching wheel covers, or the equivalent.

A vehicle will have operative air conditioning.

A vehicle's seats will be secure and not be damaged to allow springs or other cushioning or support devices to protrude through the seat.

Smoking will not be prohibited.

No cracked glass, and all seatbelts will be in working order.

Fire extinguisher will be provided, with safety kit, with traffic cones.

d. Are you applying for taxi authority?

No.

e. Are you applying for limousine authority?

No.

f. Are you applying for household goods in use authority?

i. What is your system for ensuring your vehicles will comply with the requirements adopted by the PUC? (see 49 CFR Parts 393 and 396, 52 Pa. Code, Chapter 37)

9. Your insurance coverage

Progressive insurance, and Cargo insurance provided by and obtained. Through William.G. Bowley Insurance Agency. All forms were sent in.

Explain the steps you have taken to determine if you can obtain insurance coverage for the proposed number of vehicles for your business:

\_\_\_\_\_ Progressive insurance, and Cargo insurance provided by and obtained, through William.G. Bowley Insurance Agency. All forms were sent in.

Explain the steps you have taken to determine if you can pay the premiums to maintain insurance coverage for the proposed number of vehicles for your business:

I have paid the insurance, and will pay in full for the entire year once household PUC has been issued, and I have a savings set aside to cover insurance premiums incase business is slow.

#### 10. Your customer Service Standards

- a. Your plan to inform customer of the procedure for filing complaints with the PUC:

I will post the procedure for filing complaints with the PUC on my website, in plain site on the door of my business, and on the outgoing answering service message.

- b. Your intended customer complaint resolution procedure:

The complaint will be acknowledged within 24H and investigated within 48H, and a resolution will be reached within 72H. A follow-up will be made via customer resolution, with a question and answer process being completed to avoid future complaints. This information will be shared with all contractors/employees via a newsletter/ face to face conversation, and the complaint will be filed as closed.

#### 11. Your criminal record

Has the applicant been convicted of a misdemeanor or felony for which the applicant remains subject to supervision by a court or correctional institution?

No.

12. Your financial data \*\*\*Please see attached paperwork\*\*\*

**Clarification to State of Financial Position:**

**Why I believe I have sufficient funds to ensure my transportation business can provide reliable service to the public in a safe manner.**

The operation of my labor only moving business does not require insurance, and I still offer insurance to all my clients through Five Star Insurance services ( Larry Lapkin). I have savings for potential damage in the amount of \$2,500. I have savings for potential vehicle repairs in the amount of \$3,000. The office has been paid in full for four months, and I have a contractor/employee payment reserve in the amount of \$3,000. I have purchased Cargo coverage, and Commercial insurance for truck services through William Bowley Insurance Agency. See all attachments for bank statements current.

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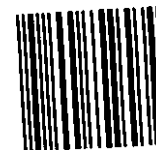
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affix customs declaration  
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WRITE FIRMLY WITH BALL POINT PEN ON HARD SURFACE TO MAKE ALL COPIES LEGIBLE.

**CUSTOMER USE ONLY**

FROM: (PLEASE PRINT)

PHONE (412) 489 2693

The Moving Firm  
614 Meh. Cray St  
Duquesne, PA 15110

PAYMENT BY ACCOUNT (if applicable)

**DELIVERY OPTIONS (Customer Use Only)**

SIGNATURE REQUIRED Note: The mailer must check the "Signature Required" box if the mailer: 1) Requires the addressee's signature; OR 2) Purchases additional insurance; OR 3) Purchases COD service; OR 4) Purchases Return Receipt service. If the box is not checked, the Postal Service will leave the item in the addressee's mail receptacle or other secure location without attempting to obtain the addressee's signature on delivery.

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- \*Refer to USPS.com or local Post Office for availability.

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PHONE (717) 346-9738

Commonwealth of Pennsylvania  
Pennsylvania Public Utility Commission  
P.O. BOX 3265  
Harrisburg PA  
ZIP (U.S. ADDRESSES ONLY)

17105-3265

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PO ZIP Code	Scheduled Delivery Date (MM/DD/YY)	Postage <b>23.75</b>					
15218	10-19-17	Date Accepted (MM/DD/YY)	Scheduled Delivery Time	Insurance Fee	COD Fee		
10-18-17	NOON		<input type="checkbox"/> 10:30 AM <input type="checkbox"/> 3:00 PM	\$	\$		
Time Accepted	10:30 AM Delivery Fee	Return Receipt Fee	Live Annual Transportation Fee				
11:44 AM	\$	\$	\$				
Special Handling/Fragile	Sunday/Holiday Premium Fee	Total Postage & Fees					
\$	\$	\$ 23.75					
Weight	<input checked="" type="checkbox"/> Flat Rate	Acceptance Employee Initials					
5.2 lbs		[Signature]					

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Delivery Attempt (MM/DD/YY)	Time	Employee Signature	
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