

BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

In the Matter of Determining the Proper
Carrier Classification of, and Complaint for
Penalties Against:

JFS TRANSPORT, INC., d/b/a
COAST MOVERS

DOCKET TV-200861

DECLARATION OF
JACQUE HAWKINS-JONES

I, Jacque Hawkins-Jones, under penalty of perjury under the laws of the state of Washington, declares as follows:

1 I am employed by the Washington Utilities and Transportation Commission (Commission) as a compliance investigator in the Consumer Protection Section. As a compliance investigator, my responsibilities include conducting investigations regarding the business practices of regulated utility and transportation companies. As part of those duties, I investigate household goods moving companies that may be operating in violation of Commission rules.

2 On September 14, 2018, JFS Transport, Inc., d/b/a Coast Movers, (JFS Transport or Company) and Commission Staff filed a Settlement Agreement to resolve the complaint filed in Docket TV-180315. The parties agreed that the owner, Jonathon Sheridan, and two employees will participate in the Commission's household goods movers training, which they did on August 15, 2018. The Company agreed to create and use for all intrastate moves a Bill of Lading, Cube Sheet, Estimate form, and a Customer Complaint form in compliance with Commission rules. The Company also agreed to create a Moving Checklist for its internal use on all intrastate moves and retain the completed checklist along with other move

related documents consistent with Commission rules. The Company provided copies of all above mentioned forms as a part of the Settlement Agreement.

3 The parties also agreed JFS Transport must issue refunds to the customers identified in the complaint – a total refund of \$3,324.50.

4 On Sept. 24, 2018, the Commission accepted and adopted the Settlement Agreement and issued Order 02¹ in Docket TV-180315. Order 02 assessed the Company a \$15,000 penalty against JFS Transport for violations of Commission rules and Tariff 15-C. The Commission suspended a \$10,000 portion of the penalty for two years, with conditions, and approved a payment plan for the \$5,000 portion of the penalty not suspended. It also ordered staff to conduct a follow-up review at the end of the two years from the effective date of Order 02.

5 On May 6, 2020, I was assigned the follow-up investigation to review JFS Transport's compliance with the terms of the Settlement Agreement approved in Order 02, Docket TV-180315.

6 I reviewed company records for 24 moves during the period of Jan. 1, 2020, through March 31, 2020. I also reviewed the Settlement Agreement, investigative file, and communicated with Jonathon Sheridan.

7 I found the Company complied with Order 02 when Jonathon Sheridan and two JFS Transport employees attended the Commission's household goods training on Aug. 15, 2018. Also, when the Company provided copies of its Sample Bill of Lading, Sample Cube

¹ See Attachment A for a copy of Commission Order 02 in Docket TV-180315 accepted on Sept. 24, 2020.

Sheet, Sample Estimate, and Sample Complaint Form as attachments to the Settlement Agreement.

8 I also found JFS Transport complied with Order 02 when it completed the \$5,000 payment arrangement on July 30, 2020.

9 I found evidence that the Company failed to comply with Order 02 regarding the condition of no repeat violations. JFS Transport improperly charged 22 customers a transportation fee, which included a fuel charge. In Docket TV-180315, the Company charged eight customers a fuel charge, in violation of WAC 480-15-190.

10 I found evidence that JFS Transport failed to comply with Order 02 regarding customer refunds. JFS Transport provided documentation demonstrating refunds were provided to 18 of the 36 customers who were overcharged. The Company claimed two additional customers received a refund by check, three customers declined the refund, and 13 customers did not respond back to the Company. The Company failed to provide documentation to support these additional claims.

11 I found JFS Transport did not comply with Order 02 when it failed to complete the Moving Checklist on any of the 24 moves I reviewed. Additionally, the Company still did not completely and properly fill out the Bill of Lading form on any of the 24 moves reviewed.

12 I recommend the Commission impose the \$10,000 suspended penalty against JFS Transport for violating Commission Order 02 in Docket TV-180315.

13 On Aug. 31, 2020, during my review of JFS Transport 2019 annual report filing, I found that on March 2, 2020, the Commission issued Order 01² in Docket TV-191046 and

² See Attachment B for Order 01 in Docket TV-191046, effective March 2, 2020.

notified JFS Transport that its permit was cancelled for failure to file an annual report and pay the associated regulatory fees.

14 On Oct. 13, 2020, I reviewed the Company's web page. The page advertised moving services and displayed "License: UTC HG-64232."³ Using a fictitious name, I used the free moving quote option available on the web page. I requested a quote for a move to occur on Oct. 31, 2020, from zip code 98465 to zip code 98023. I was required to enter my name, email address and phone number, which I provided, before submitting my request.

15 On Oct. 20, 2020, at 12:38 p.m., I missed a telephone call from 1-888-546-6820. The caller left a voicemail and identified himself as Jason from JFS Transport and asked that I return his phone call. I called 1-888-546-6820 and spoke with Jason. He apologized for the delay and said he has been really busy. I told Jason I was still interested in receiving a quote from him regarding my upcoming move. He said he was booked on Oct. 31 as they have "a couple really big moves scheduled that day" but he had availability on Oct. 29 and 30 and Nov. 1 and 2.

16 Jason said he was looking at my request and found that the zip codes I was requesting to be moved to and from were "about 35 miles apart." Jason asked if I was currently living in an apartment or house and what type of residence I was moving into. I told him that I was moving from an apartment to an apartment. Jason asked what the square footage was for each apartment. I told him my current 2-bedroom apartment is about 700 square feet and my new apartment is bigger than that, but I was unsure of the exact square footage. Jason asked what floor my current apartment and new apartment were located on. I said my current apartment is on the first floor and my new apartment is on the second floor.

³ See Attachment C for a screen shot of JFS Transport web page, captured Oct. 20, 2020.

Jason asked if the second-floor apartment was accessible by stairs or elevator. I told him it is accessible by stairs. Jason also asked if both apartment complexes have parking space big enough for a “large moving truck.” I told him I believe so.

17 Jason asked if I had any heavy pieces of furniture such as pool tables. I told him I did not.

18 Jason said the move would take three guys and a truck at a rate of \$185 per hour and a transportation fee of \$395. He told me the transportation fee covers “fuel, mileage, equipment and tools. You know, all the things to complete a move.” Jason said the travel time between locations would be about 30 to 60 minutes and once he knows the exact addresses for each apartment, he could give me an exact time for travel.

19 Jason said he would send me the final quote to my email address. Jason said because he did not have any openings on Oct. 31 as I requested, he would give me \$20 off per hour. Jason said there is a \$200 non-refundable deposit and although it is non-refundable, he said I can reschedule the move any time.

20 On Oct. 24, 2020, Jason sent me an email and included details of the move quote.⁴

21 I found the company continued to operate as a household goods moving company after receiving Order 01 in Docket TV-191046 canceling their household goods carrier permit to operate in Washington.

DATED this 4th day of November 2020, at Olympia, Washington.

/s/ Jacqué Hawkins-Jones
JACQUE HAWKINS-JONES

⁴ See Attachment D for a copy of the move quote email received on Oct. 24, 2020.