

**A Crystal Coach Limousine Service Inc.  
18809 SE 109<sup>th</sup> Street  
Issaquah, Wa 98027  
206-367-6900**

**2/24 /2017  
US DOT # 2161409**

**Dear Administrative Law Judge ,**

**We are writing in regards to upgrading our rating due to the violations on your recent safety audit. At this time we have sold both our busses so no longer are running any vehicles under our DOT number and have completed the release of authority form you forwarded to Crystal Coach.**

- 1. Acute 382.155 (a) Failing to implement an alcohol and/or controlled substance testing program**

**We were unaware that driver was required to have this program in place. We have opened an account at 20/20 in Renton Wa for all further testing of drivers.**

- 2. Acute 383.37 (a) Employee operating a CMV during a time the employee did not have current CLP or CDL.**

**We took the word of the employee that he had a passenger endorsement and did not check his actual license properly. We have implemented check list for all new and current hired employees. Eric Rossman has passed the written exam for his passenger endorsement and is awaiting the driving portion.**

- 3. Critical 391.45 (a) Not medically examined and Certified.**

**RECEIVED  
RECORDS MANAGEMENT  
2017 MAR -2 PM 3:45  
STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION**

**We failed to check periodically the expiration dates of the medical cards. We have implemented check list of employee exp dates on all license and medical cards.**

- 4. Critical 391.51 (b) (7) Failing to maintain medical certificates on file.**

**Files were not checked for all information that should been on file.**

**We have implemented check list of all employees of items needed in their file. We are currently going through all employee files to be sure we have all current information on file.**

- 5. Critical 396.11 (a) Failure to require driver to prepare inspection report.**

**Several times driver failed to fill out reports and book was not checked daily by the office or maintenance Department.**

**Implement putting copy of report in trips sheets daily so it is seen by dispatch**

- 6. State 390.19 (a) (1) Failed to file carrier Identification report**

**We were unaware that this report was needed to be filed on even years.**

**Add to check list / Bus sold**

- 7. State 391.11 (b) (6) Failing to require driver to Furnish list of traffic violations past 12 months**

**We were not aware driver had to write down violations On check list for future hires CDL drivers**

- 8. State 391.21 (a) Using drivers who has not furnished employment application.**

**We did not have driver fill out formal application. We have currently printed on line applications and have made each driver fill them out.**

- 9. State 937.23 (c) Failing to investigate drivers within background 30 days of hire.**

**Abstracts were not current added to check list and will provide at time of hire.**

- 10. State 391-25 (a) Failing to inquire driver record of appropriate state agencies in which the driver held commercial vehicle license in past 12 months.**

**Unaware this was required.**

**Added to check list of all future CDL drivers.**

- 11. State 391.25 (b) Failing to review driving record of each driver to determine if that driver meets minimum requirement for safe driving.**

**Files were not checked on regular basis.**

**Implemented check list.**

- 12. State 391.51 (b) (9) Failing to place a note related to the verification of the medical examiners listing on the National Registry.**

**Did not know there was a Registry list.  
Went to site to familiarize ourselves with the list.  
Will add to check list to be sure this is checked to each time  
Receive a new medical card.**

**13. State 395.8 (a) Failing to require driver to make a  
record of duty status.**

**Failed prepare log after being on duty over 12 hours  
Overlook job drive time.  
Will inform all dispatch shifts must not exceed 12 hours  
Busses sold**

**14. State 395.8 (j) (2) Failing to obtain from driver, a signed  
statement giving the total time on duty during the preceding 7  
days and time at which last relieved from duty.**

**Unaware of this requirement . Printed forms provided in the  
book for future CDL drivers.**

**15. State 396.3 (b) (1) Failing to keep maintenance record  
which identifies vehicle, make , serial number, Year and tire  
size.**

**Bus was sold and records were handed over to the new owner  
Bus #2 file lacking some information.**

**Sold bus kept files as advised by Sandi**

**16. State 396.3 (b) (2) failing to having means of indicating  
the nature of due date of various inspections and maintenance  
operations to be preformed.**

**Failed monitor log book and log maintenance done to vehicle.**

**Sold busses , however implemented better maintenance record system on our fleet.**

**17. 396.3 State (b) (4) failing to record test of push out windows , emergency doors, marking lights**

**Unaware of test . Tested all emergency and light at inspection**

**18. State 396.3 State (C ) Failing to retain records of inspection and maintenance for 1 year, or 6 months after vehicle is no longer controlled.**

**Sold bus turned over records to new owner  
Sold bus#2 and have kept copy of all maintenance records.**

**19. State 396.11 © (1) Fail to certify that repairs were made or not necessary.**

**Made repairs and failed to make in the log book of date repairs were fixed.**

**Implemented better maintenance program**

**20. State 396.17 (a) Using a commercial motor vehicle not periodically inspected.**

**Not aware inspection was needed .**

**Busses have been sold**