

BEFORE THE WASHINGTON  
UTILITIES AND TRANSPORTATION COMMISSION

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

TRANSIT SYSTEMS, INC. d/b/a  
MOVES FOR SENIORS

DOCKET TV-170747

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 February 14, 2020, I was assigned to perform a follow-up investigation in Docket TV-170747 in which the Commission issued Order 04 on March 21, 2018. Order 04 required Transit Systems, Inc., d/b/a Moves for Seniors (TSI d/b/a MFS or Company) to immediately cease operating as a household goods carrier until it first obtains authority from the Commission.

3 In Order 04, the Commission assessed a penalty of \$10,000 against TSI d/b/a MFS, with a \$5,000 portion suspended for two years, and waived thereafter, provided TSI d/b/a MFS (a) pays the remaining \$5,000 portion of the penalty when due, and (b) ceases and

desists from further operations as a household goods carrier in Washington without first obtaining the required permit from the Commission.

4           On May 11, 2018, TSI d/b/a MFS made a payment of \$5,000 toward the assessed penalty.

5           On March 23, 2020, a search on Department of Revenue's database resulted in no results for Moves for Seniors and a result for Transit Systems, Inc.<sup>1</sup>

6           On March 23, 2020, a search on United State Department of Transportation Safety Administration's database resulted in no results for Moves for Seniors and a result for Transit Systems, Inc.<sup>2</sup>

7           On March 23, 2020, a search on Washington State Secretary of State's database resulted in no results for Moves for Seniors and a result for Transit Systems, Inc.<sup>3</sup>

8           On March 23, 2020, a search of Commission records produced no record of Transit Systems, Inc. or Moves for Seniors as being a permitted household goods carrier with the Commission.<sup>4</sup>

9           On February 18, 2020, and March 18, 2020, I conducted Internet searches on [www.MovesforSeniors.com](http://www.MovesforSeniors.com), [www.TSIShipping.com](http://www.TSIShipping.com), and [www.HolidayTouch.com](http://www.HolidayTouch.com) and found that TSI d/b/a MFS continues to advertise as a household goods carrier on Holiday

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<sup>1</sup> See Attachment A for screen captures from Department of Revenue's database, captured on March 23, 2020.

<sup>2</sup> See Attachment B for results from USDOT Safety Administration database, printed on March 23, 2020.

<sup>3</sup> See Attachment C for screen capture from Secretary of State's database, captured on March 23, 2020.

<sup>4</sup> See Attachment D for screen capture from Commission database, captured on March 23, 2020.

Touch retirement website<sup>5</sup>. The Holiday Touch website says it is proud to partner with Moves for Seniors, a company that specializes in simplifying the senior move experience.

10 I reviewed the Moves for Seniors website and found a “FAQ” link at the bottom of the webpage. Under the question “Do you provide service in my area?” The website states, in part: “Moves for Seniors provides moving services in every state except Alaska at this time.”<sup>6</sup>

11 On February 18, 2020, I visited the Transit Systems, Inc. webpage and used the “Get Quote” button to request a quote for a household goods move under an assumed name. I filled out the online form to request a move from Bellingham, Washington, to Olympia, Washington. I included six pieces of furniture and 14 medium sized boxes in my request. I received an email response from Carol Tract, Logistics Specialist, at Transit Systems, Inc. which included a quote for \$1,500.00 for two movers.<sup>7</sup>

12 On March 18, 2020, I visited the website for a Holiday Touch retirement facility located in Olympia, Washington. On the webpage, it advertises Moves for Seniors as a partner to assist with moving into the facility and offers a link which directed me to the Moves for Seniors page on the Holiday Touch retirement website.<sup>8</sup>

13 The Holiday Touch website also includes a video about Moves for Seniors to learn more about the services the company provides.<sup>9</sup> The video shows an image of a map of the

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<sup>5</sup> See Attachment E for a screen capture of Moves for Seniors’ advertisement on Holiday Touch website.

<sup>6</sup> See Attachment F for a screen capture of Moves for Seniors Frequently Asked Question website, captured on March 19, 2020.

<sup>7</sup> See Attachment G for a copy of the emailed quote, dated February 18, 2020.

<sup>8</sup> See Attachment H for a screen capture of Holiday Touch’s facility webpage, captured on March 18, 2020.

<sup>9</sup> See Attachment I for a screen capture of the Moves for Seniors video link on the Holiday Touch’s webpage, captured on March 20, 2020.

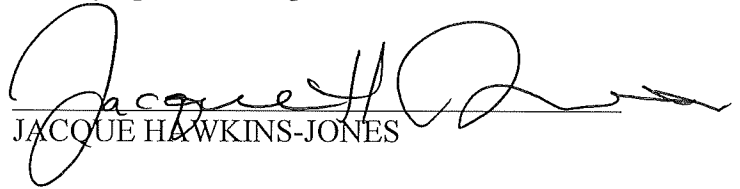
United States and marks the states with its logo showing where Moves for Seniors provides household goods moving services.<sup>10</sup> Washington is marked in the map.

14 On March 20, 2020, I visited the Moves for Seniors website. Located at the bottom of the page, it states: “A division of Transit Systems, Inc.”<sup>11</sup>”

15 As of the date of this declaration, Transit Systems, Inc. d/b/a Moves for Seniors has not applied for, nor was granted, a permit to operate in the state of Washington as a household good carrier.

16 As of this date, TSI d/b/a MFS has not meet the cease and desist requirements as assessed in Order 04 and I recommend the suspended penalty of \$5,000 be imposed.

DATED this 23<sup>rd</sup> day of March, 2020, at Olympia, Washington.

  
JACQUE HAWKINS-JONES

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<sup>10</sup> See Attachment J for a screen capture of the map from the Moves for Seniors video, captured on March 20, 2020.

<sup>11</sup> See Attachment K for a screen capture of Moves for Seniors webpage, captured March 20, 2020.

# ATTACHMENT A

Browser address bar: [https://secure.dor.wa.gov/gteunauth/\\_/#1](https://secure.dor.wa.gov/gteunauth/_/#1)

Browser tabs: c.wa.gov, Businesses | Washington Depart..., eServices

Navigation: View Favorites Tools Help

Taskbar: riff- 15-C, Consumer Protection - Ho..., Compliance Items, Movers' Court, UTC, CenturyLink UT-181051 - H..., UTC Investigations, Tariffs, DRIVES DOL, Cases Application Home, Junkmail

## Washington State Department of Revenue

Services > Business Lookup

### Business Lookup

[Clear search](#) [Search](#)

Search for business licenses, tax accounts, and reseller permits issued by the Washington State Department of Revenue.

#### Search By

General license  Tax account  Governing people  Trade name  Reseller permit

**Business name**  **UBI/Account ID #**  **License #**

**Street address**  **City**  **County**

**Endorsement type**

I'm not a robot

Account does not exist or the account has been closed more than 5 years.

[Search](#)

#### Other Resources

[Professional Licenses \(DOL\)](#) [Contractor, Electrician, or Plumber \(L&I\)](#) [Corporations Registration Data \(SOS\)](#)  
[Health Care Provider Credential \(DOH\)](#) [Worker's Comp Premium Status \(L&I\)](#) [Suspect Fraud \(DOR\)](#)

\*This site only displays business licenses, tax accounts, and reseller permits issued by the Washington State Department of Revenue. See "Other Resources" above for links to information on licenses and accounts issued by other agencies.

Windows taskbar: Type here to search, icons for Edge, Word, File Explorer, Mail, Network, Camera, Calculator, Chrome, Skype, system tray (9:12 AM, 3/23/2020)

Webpage captured on 3/23/2020

## Washington State Department of Revenue

[Services](#) > [Business Lookup](#) > TRANSIT SYSTEMS, INC.

### License Information:

[New search](#) [Back to results](#)

**Entity name:** TRANSIT SYSTEMS, INC.

### Business name:

**Entity type:** Profit Corporation

**UBI #:** 604-199-155

### Business ID:

### Location ID:

**Location:** None

**Excise tax and reseller permit status:** [Click here](#)

**Secretary of State status:** [Click here](#)

### Governing People May include governing people not registered with Secretary of State

[Governing people](#)

[Title](#)

SMITH, CHRISTOPHER L.

The Business Lookup information is updated nightly. Search date and time: 3/23/2020 9:13:37 AM

Type here to search



9:13 AM  
3/23/2020

Webpage captured on 3/23/2020.

# ATTACHMENT B

## Addresses

Business Address: **999 OLD EAGLE SCHOOL ROAD #114**

Business Phone: **(215) 687-7896** Business Fax: **Fax: (800) 228-8131**

Mail Address:

Mail Phone:

Mail Fax:

Undeliverable Mail:

# FMCSA Motor Carrier

USDOT Number: 517872

Docket Number: MC261796

Legal Name: TRANSIT SYSTEMS, INC.

DBA (Doing-Business-As) Name



## Rejected Insurances:

Form:	Type:	Coverage From:	\$0	To:	\$0
Policy/Surety Number:		Received:	Rejected:		
Rejected Reason:					



# FMCSA Motor Carrier

USDOT Number: **517872**

Docket Number: **MC261796**

Legal Name: **TRANSIT SYSTEMS, INC.**

DBA (Doing-Business-As) Name



## Insurance History:

Form: <b>84</b>	Type: <b>SURETY</b>				
Policy/Surety Number: <b>PSI-000001-LP</b>	Coverage From	<b>\$0</b>	To:	<b>\$10,000 *</b>	
Effective Date From: <b>01/01/1993</b>	To: <b>06/22/1997</b>	Disposition: <b>Cancelled</b>			

Insurance Carrier: MOUNTBATTEN ENVIRONMENTAL INS & SURETY CO

Attn: STEVE FLETCHER

Address: 33 ROCKHILL ROAD  
BALACYNWYD, PA 19004 US

Telephone: Fax:

Form: <b>84</b>	Type: <b>SURETY</b>				
Policy/Surety Number: <b>NONE</b>	Coverage From	<b>\$0</b>	To:	<b>\$10,000 *</b>	
Effective Date From: <b>08/01/1997</b>	To: <b>09/05/2003</b>	Disposition: <b>Cancelled</b>			

Insurance Carrier: TRAVELERS CASUALTY & SURETY CO. OF AMERICA

Attn: CLAIM=BFPCLAIMS@TRAVELERS.COM/VERIFY=AHAWKIN1

Address: ONE TOWER SQUARE-5GS  
HARTFORD,, CT 06183 US

Telephone: Fax: (888) 460 - 6622

Form: <b>84</b>	Type: <b>SURETY</b>				
Policy/Surety Number: <b>153945</b>	Coverage From	<b>\$0</b>	To:	<b>\$10,000 *</b>	
Effective Date From: <b>11/17/2003</b>	To: <b>10/01/2013</b>	Disposition: <b>Cancelled</b>			

Insurance Carrier: AMERICAN CONTRACTORS INDEMNITY COMPANY

Attn: ICC BROKER - RENEWAL DEPARTMENT

Address: 801 S. FIGUEROA STREET, SUITE 700  
LOS ANGELES, CA 90017 US

Telephone: (310) 649 - 0990 Fax: (310) 649 - 0033

Form: <b>84</b>	Type: <b>SURETY</b>				
Policy/Surety Number: <b>1001000296</b>	Coverage From	<b>\$0</b>	To:	<b>\$75,000 *</b>	
Effective Date From: <b>10/01/2013</b>	To: <b>12/16/2016</b>	Disposition: <b>Cancelled</b>			

Insurance Carrier: AMERICAN CONTRACTORS INDEMNITY COMPANY

Attn: ICC BROKER - RENEWAL DEPARTMENT

Address: 801 S. FIGUEROA STREET, SUITE 700  
LOS ANGELES, CA 90017 US

Telephone: (310) 649 - 0990 Fax: (310) 649 - 0033

\* If a carrier is in compliance, the amount of coverage will always be shown as the required Federal minimum (\$5,000 per vehicle, \$10,000 per occurrence for cargo insurance, \$75,000 for bond/trust fund insurance for brokers and freight forwarders). The carrier may actually have higher levels of coverage.

# FMCSA Motor Carrier

USDOT Number: 517872

Docket Number: MC261796

Legal Name: TRANSIT SYSTEMS, INC.

DBA (Doing-Business-As) Name



Authority History:				
Sub No.	Authority Type	Original Action	Disposition Action	
	PROPERTY BROKER	REINSTATED	10/04/2005	
0	PROPERTY BROKER	GRANTED	05/03/1993	REVOKED 11/24/2003

Pending Application:				
Authority Type	Filed	Status	Insurance	BOC-3

Revocation History:			
Authority Type	1st Serve Date	2nd Serve Date	Reason
BROKER	10/01/2003	11/24/2003	INVOLUNTARY REVOCATION

Business Information

**BUSINESS INFORMATION**

Business Name: **TRANSIT SYSTEMS, INC.** UBI Number: **604 199 155**  
Business Type: **FOREIGN PROFIT CORPORATION** Business Status: **TERMINATED**  
Principal Office Street Address: **999 OLD EAGLE SCHOOL RD STE 114, WAYNE, PA, 19087-1707, UNITED STATES** Principal Office Mailing Address:  
Expiration Date: **12/31/2018** Jurisdiction: **UNITED STATES, PENNSYLVANIA**  
Formation/ Registration Date: **12/08/2017** Period of Duration: **PERPETUAL**  
Inactive Date: **04/03/2019**  
Nature of Business: **BROKERAGE OF MOVING AND SHIPPING SERVICES**

**REGISTERED AGENT INFORMATION**

Registered Agent Name: **C T CORPORATION SYSTEM**  
Street Address: **711 CAPITOL WAY S STE 204, OLYMPIA, WA, 98501, UNITED STATES** Mailing Address: **711 CAPITOL WAY S STE 204, OLYMPIA, WA, 98501, UNITED STATES**

**GOVERNORS**

Title	Governors Type	Entity Name	First Name	Last Name
GOVERNOR	INDIVIDUAL		CHRISTOPHER L.	SMITH

Back Filing History Name History Print Return to Business Search

Type here to search 9:25 AM 3/23/2020

Webpage captured on March 23, 2020.

# ATTACHMENT D

http://apps.utc.wa.gov/apps/companies/\_layouts/15/CompaniesApp/CustomForm.aspx?mode=display&List=8ced1461%2Dec77%2D40219

Search...

apps.utc.wa.gov

Edit View Favorites Tools Help

Tariff- 15-C Consumer Protection - Ho... Compliance Items Movers' Court UTC CenturyLink UT-181051 - H... UTC Investigations Tariffs DRIVES DOL Cases Application Home Junkmail

Newsfeed OneDrive Sites Hawkins-Jones, Jacque (UTC)

SHARE FOLL

Companies Cases

Search Company Name

History Contacts Industries Cases

Cancel Permits & Insurance

View Version History

Company Name\* Transit Systems Inc.

DBA Names Moves for Seniors

Company Legacy ID A0242

Unified Business Identifier 604199155

Regulatory Status Inactive

Contact Name Andrew Shafer

Contact Title Representative

Contact Phone 610-535-4909

Contact E-Mail Address bobbb@movesforseniors.com

Contact Fax

Address Change Date

Physical Address Street 999 Old Eagle School Road

Physical Address City Wayne

Physical Address State PA

Physical Address Zip 19087

Mailing Address Street 999 Old Eagle School Rd.

Mailing Address City Wayne

Mailing Address State PA

Mailing Address Zip 19087

Type here to search

9:29 AM 3/23/2020

Webpage captured on 3/23/2020.



Find a Community

Enter City, State, or Zip Code

SEARCH

## Retirement Guide

Senior Living Options

Transition Tips for A Loved One

Transition Tips for Yourself

Retirement Cost of Living Calculator

Financial Options

Planning a Visit

Senior Living Articles

Partnerships

Glossary of Terms

Search

1-800-322-0999

Get in Touch

Senior Living Life at Holiday Our Communities About Us Retirement Guide

Home Retirement Guide Partnerships Moves for Seniors

## Moves for Seniors

Holiday Retirement understands that moving to a senior living community can be stressful. That's why we're proud to partner with Moves for Seniors, a company that specializes in simplifying the senior move experience.

Some specific ways in which Moves for Seniors can help include:

- 1. Simple package pricing for local moves\***  
Residents who choose to use Moves for Seniors will receive a free move estimate, a free senior moving checklist, and the options of adding other services such as sorting and packing.
- 2. Orchestrating the move**  
Moves for Seniors will coordinate the move between the resident, its team of movers, and Holiday community management.
- 3. Help on move-in day**  
Moves for Seniors movers will move all furniture and boxes into the new resident's apartment, assemble the furniture, and remove all packing materials.
- 4. Packing and unpacking\*\***  
Moves for Seniors can pack, label, deliver, and unpack all belongings for new residents at a Holiday community.
- 5. Sorting and organizing\*\***  
Moves for seniors can help new residents downsize for their move into a Holiday community.



### Read what some of our residents have to say

*"Timely, professional, courteous, cooperative and careful. Would highly recommend."*  
- Dave

*"Very professional. Nice people. They were on time and took great care with our belongings."*  
- Denise

*"The movers were clean cut and in clean uniforms. They called ahead and were on time. They were very efficient and professional. Exceptional experience!"*  
-Lori

*"The moving crew arrived right on time. They were efficient and took care not to create any damage to the home or furniture. The crew was efficient in explaining the charges when presenting the paperwork. They made the move of my 86 year old mother to a senior facility a snap. I would recommend this company to others in the future."*  
-Jim

### Want to learn more?



To learn more about Moves for Seniors **watch our short video**, then call to get a free quote at 1-800-220-7920 or visit [www.movesforseniors.com/holidaymoves](http://www.movesforseniors.com/holidaymoves).

*\*Moves for Seniors also offers long distance move services, but not at a package rate.*

*\*\* These services are at additional cost.*

Our Communities



About the Site

# ATTACHMENT F

https://www.movesforseniors.com/resources/faqs/

apps.utc.wa.gov | apps.utc.wa.gov | Pages - TV-170747 | Compliance Activities - Holiday ... | FAQ Page | Our Services | You... x

Edit View Favorites Tools Help

Tariff- 15-C | Consumer Protection - Ho... | Compliance Items | Movers' Court | UTC | CenturyLink UT-181051 - H... | UTC Investigations | Tariffs | DRIVES DOL | Cases Application Home | Junkmail

1-800-227-0515 | CONTACT US | GET A QUOTE

SENIOR MOVING SERVICES | SENIOR COMMUNITY MOVING SERVICES | **RESOURCES** | BLOG | ABOUT US

HOME / RESOURCES / FAQs

## Learn More About Our Services

We know that moving can be stressful and the concept of senior moving services may lead to lots of questions. Below are the most frequently asked questions that we receive about our services. If you have questions that you do not find on the list, please contact us directly and we will happily help!

- + What makes Moves for Seniors different from other moving companies?
- + How does the process work with Moves for Seniors?
- + Do you provide service in my area?  
Most likely, the answer is yes. Moves for Seniors provides moving services in every state except Alaska at this time. Our network of licensed and insured vendor partners including local and long distance movers, labor only services, removal of unwanted items and Senior Move Facilitators can be found throughout the country.
- + How much does it cost to consult with Moves for Seniors?
- + How much do your services cost?
- + How does payment work?
- + Who are Senior Move Facilitators?

Type here to search

6:25 PM 3/19/2020

**ATTACHMENT G**

Ashley Brown &lt;ashybrown84@gmail.com&gt;

**Ashley Brown, Your quote is ready (Going to Olympia; Quote #1303901)**

1 message

**Carol Tract** <carolt@transitsystems.com>  
Reply-To: carolt@transitsystems.com  
To: Ashley Brown <ashybrown84@gmail.com>

Tue, Feb 18, 2020 at 8:50 AM



*Hi Ashley Brown,*

I have prepared a price quote for you based on the information you provided. Please call me with any questions, to learn more about our service options, or to book your move or shipment.

Quote is subject to change based on actual inventory and weight.

Regards,

**Carol Tract**

***Logistics Specialist***

1-800-626-1257

carolt@TransitSystems.com

If you need boxes or other packing supplies, you can click [here](#).

## Quote Details:

**Price: \$1500.00**

**Quote #: 1303901**

### White Glove Service

Two professional movers will provide inside pickup and inside delivery. They will prepare the furniture items for safe transport. Other services may be available, please contact us for details.

### Pickup Location:

Bellingham, WA  
98225

### Delivery Location:

Olympia, WA  
98501

**Total Miles: 159.28**

### Items:

- **6 - Furniture items**
- **14 - Box / medium (3.1 cubic feet)**

**Total Estimated Weight: 940.00 LBS**

### Insurance Information

We strongly recommend you select additional insurance to cover the value of your items. If you do not, federally mandated carrier policies provide a maximum possible payout of 60 cents per pound for White Glove service and 10 cents per pound for Economy service.

### Timeframes

Our timeframes are not guaranteed. On average:  
Economy shipments pickup within 3 business days and deliver within 5 business days of pickup.

White Glove shipments pickup within 15 business days of booking and deliver within 20 business days of pickup.

If you've selected a priority pickup, your pickup date will appear in the space below.



**Total \$ 1500.00**



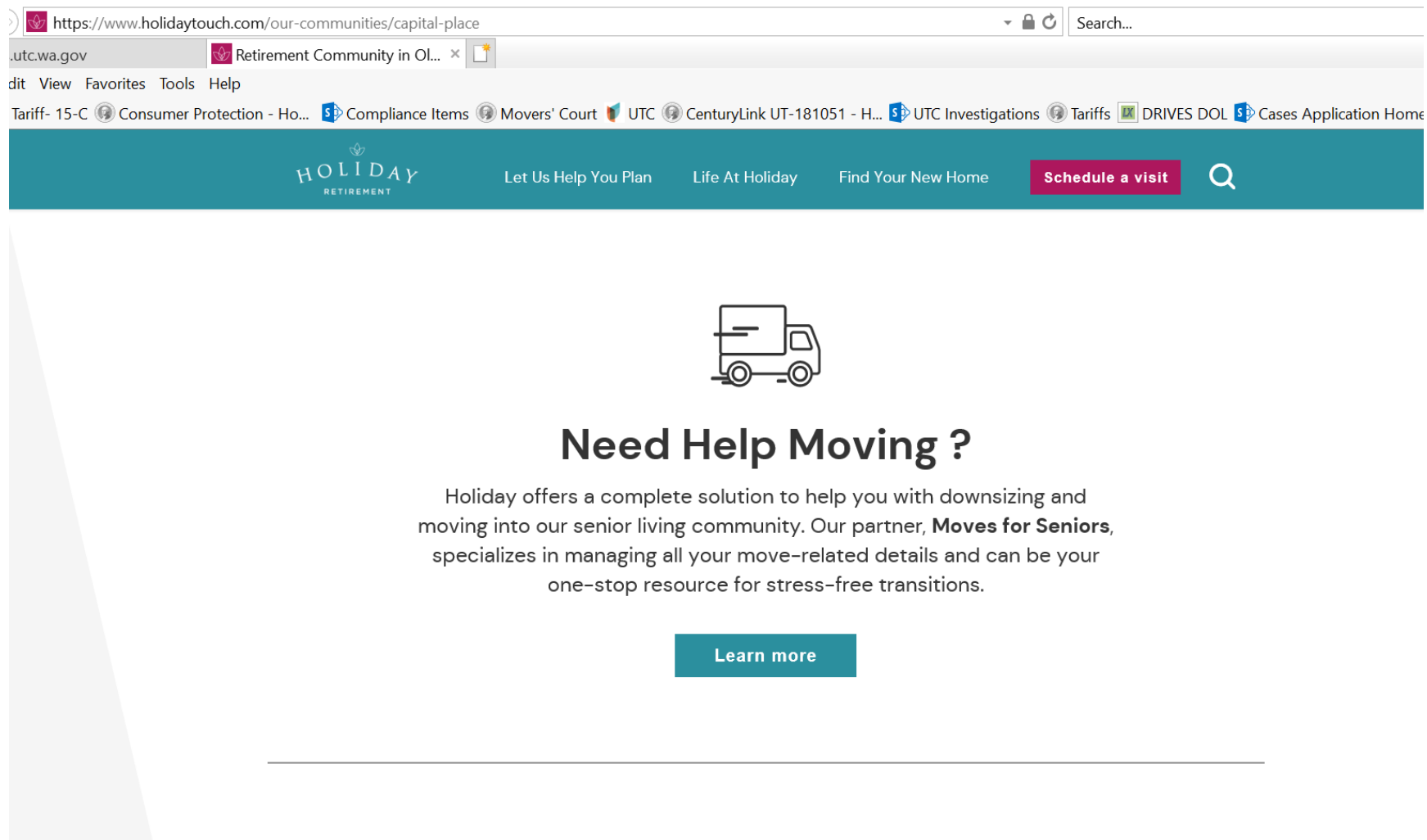
Ready to book?

Call us:

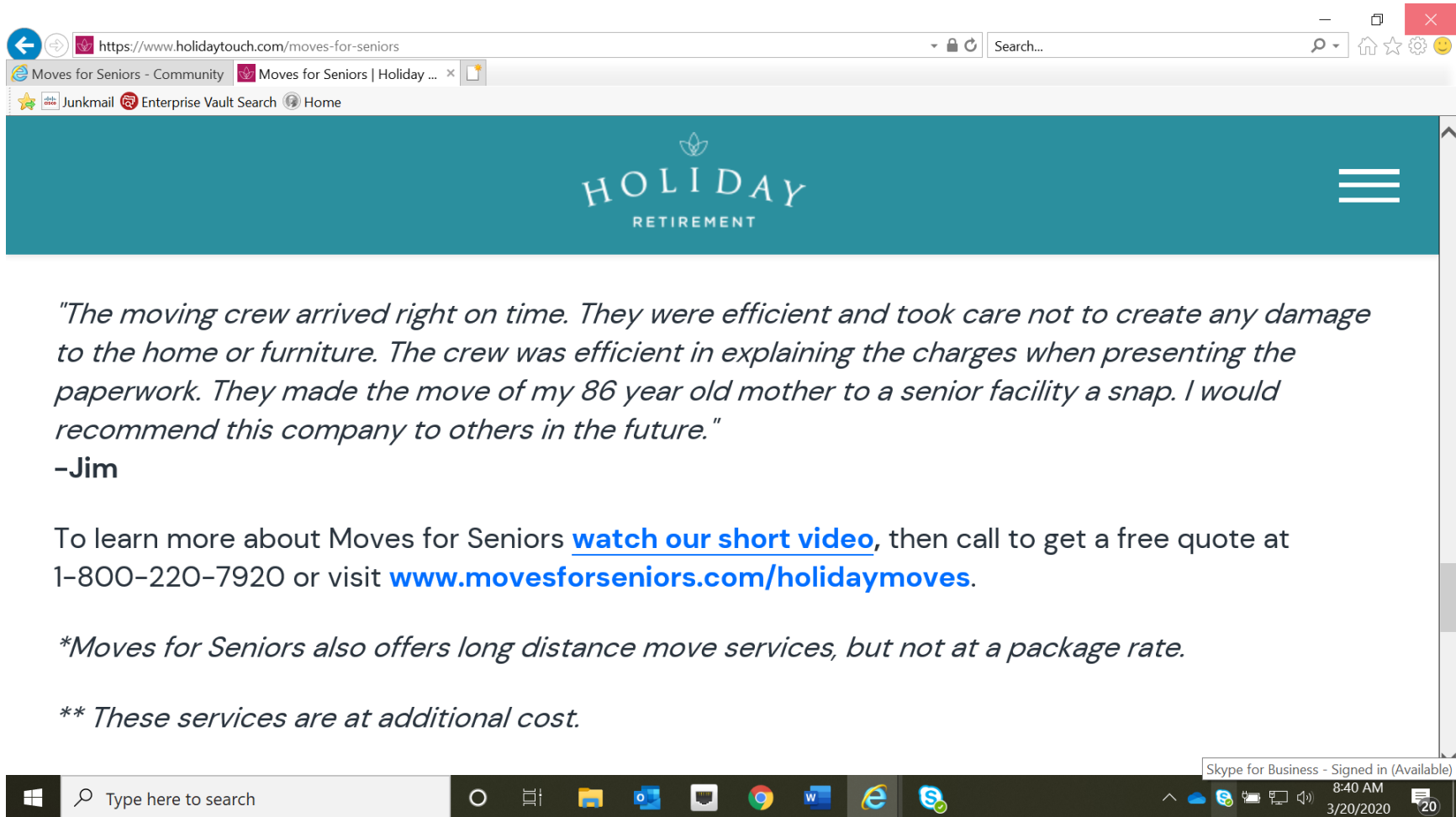
**1-800-626-1257**



*You requested a price quote from TSI. We will use your email only to follow up with quote information and reminders. To unsubscribe completely, click [here](#).*

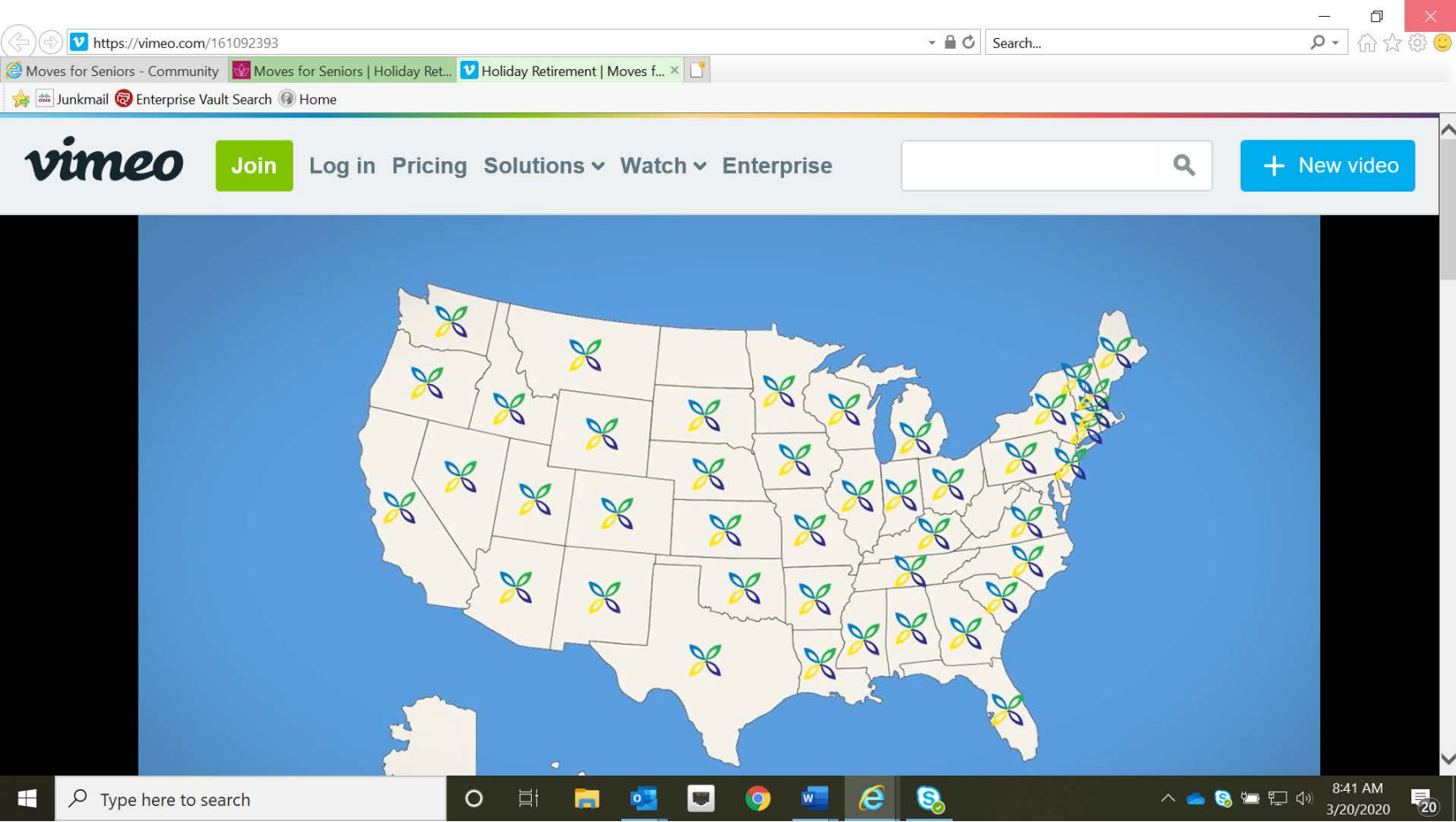


Website screen captured on March 18, 2020.



Moves for Seniors video – screen captured March 20, 2020.

ATTACHMENT J



Map showing Moves for Senior locations captured from video on March 20, 2020.

The screenshot shows a web browser window with the URL <https://www.movesforseniors.com/senior-moving-services/local-moving/>. The website has a dark blue header with a logo on the left, the phone number 1-800-227-0515, and the text 'AAA'. Below the header is a navigation bar with links for 'CONTACT US' and 'GET A QUOTE'. A secondary navigation bar features 'SENIOR MOVING SERVICES' (highlighted), 'SENIOR COMMUNITY MOVING SERVICES', 'RESOURCES', 'BLOG', and 'ABOUT US'. A 'SUBMIT' button is visible below the navigation. The main content area is divided into five columns: 'Senior Moving Services' (listing Senior Move Facilitation, Local Moving, Long Distance Moving, Labor-Only, Discard & Donate, and Legacy Services), 'Senior Community Moving Services' (listing Incoming Resident Moving, Intra-Community Moving, New Community Lease-Up, Risk Management, and Employee Relocation), 'Resources' (listing FAQs, Videos, and Research Papers), 'About Us' (listing Meet the Team, Who We Are, Become A Vendor, and Contact Us), and a contact section for Transit Systems, Inc. (listing address: 999 Old Eagle School Road, Suite 114, Wayne, PA 19087 and phone: 800-227-0515). Social media icons for Facebook, Twitter, LinkedIn, and Pinterest are also present. The Windows taskbar at the bottom shows the search bar and various application icons, with the system clock displaying 7:57 AM on 3/20/2020.

Website screen captured March 20, 2020.