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State Of WASH.  
UTIL. AND TRANSP.  
COMMISSION

To the Utilities and Transportation Commission,

John A. Lutz with PMC Moving following up from the Investigation report performed in early March of 2022 by Sandi Yeomans of the UTC. This response is to confirm acknowledgement of the violations committed and to outline the measures we have taken and will continue to take in order to prevent this from occurring again. Among my main objectives, will be to increase the amount of time and energy spent on Safety requirements to ensure we always remain in Compliance.

Following is a rundown of the Violations that were identified, along with the actions we have taken and are continuing to take, in order to correct each item.

- 1) **Vehicle Maintenance** – Although we have kept Vehicle Maintenance Files for all the trucks we have owned and operated over the years, it was not compiled in the manner suitable for UTC requirements, i.e. Preventative maintenance schedule spreadsheet, etc. We have since corrected this, creating a Log Book for each respective truck to include the Preventative maintenance sheet and have completed annual DOT Inspections for each truck, which copies of those reports have been submitted to the UTC.  
I have also met with each of our drivers to emphasize the importance of the DVIR's and to immediately document any safety issue that arises with any of our Trucks so we can get it corrected right away.
- 2) **Medical Certifications** – We have obtained USDOT Medical Cards for all of our drivers currently employed and fully understand that they need to be renewed every two years unless otherwise specified. Furthermore, no new or current employee is allowed to be a Driver of our fleet vehicles unless they acquire their Medical Card.
- 3) **Driver Qualification Files** – “The 10 Commandments” → Have created a file for each driver employed at PMC Moving and are using the Driver Qualification File Checklist (from Section 3, page 76) as a guide to make sure all pertinent items are included in said File. We are still diligently working on completing these files and am frequently reviewing the Motor Carrier Safety Guidebook to better understand all expectations.
- 4) **USDOT Filing** – with the FMCSA, this has been completed. I understand that this needs to be updated every two years. I have submitted a copy of this to the UTC on 3/26/22
- 5) **Written Inspection Reports of Vehicles** – We keep Daily Logs that include mileage info, time cards, DVIR info, among others. I have updated a few items on the sheet to better reflect UTC requirements and have added an area where the driver can sign the report if vehicle defects are identified along with a plan of action.
- 6) **Background Checks** – we have located a service that we will be utilizing to screen all prospective employees. We have signed up with the Washington State Patrol (“Watch”) for criminal background checks and are aware of the qualifications for any potential employees and what types of crimes would disqualify them from employment in the Moving Industry.

In summary, although I have been very meticulous and hard-working to grow PMC Moving over the years and spend countless hours with: managing employees, recruiting/hiring, training staff on how to move furniture properly, client relations, in-home Estimates, phone calls, emails, Bills of Lading and record keeping, going out in the field to Move customer's belongings! to name several; I acknowledge that I have not put in enough time in the most important category → SAFETY. Plain and simply put. However, with this most recent audit along with Sandi's patience and help she has provided, it has allowed me to understand this category more thoroughly and by having identified each item it will allow me to organize this information much better so we can maintain high levels of Safety Compliance so that we never fall behind again.

Here are some additional courses of action I will be taking to ensure this doesn't happen:

- Hiring an office or an executive assistant to undertake some of the misc tasks so I can better focus on these items and not always be overwhelmed
- Providing more training for our staff, in particular for our drivers
- Setting up reminder dates in my Calendar as well as through Gmail about Annual DOT Inspections, MVR Reports for drivers, Brake Inspections for trucks, to name a few
- Handling these important items during our "slow periods" such as January/February so we can allocate enough time to get everything done correctly without being rushed
- Reviewing our Log Books more regularly to stay on top of all this as well as using the Motor Carrier Safety Guidebook as a reference more often
- Reaching out to the UTC staff whenever I am uncertain about how something should be documented or recorded in our Log books

Again, I apologize for getting behind on this matter and can assure that during the next inspection, all items will be up-to-date and I will be ready to exceed expectations and my goal will be to make your job easier!

Sincerely, \_\_\_\_\_

