Docket No. TV-220240 - Vol. I

In the Matter of the Investigation of Super Friends Moving, LLC

May 18, 2022



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BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION In the Matter of the	1 EXAMINATION INDEX 2 FRANCINE GAGNE PAGE 3 By Mr. Roberson 7 4 JASON SHARP 6 By Mr. Roberson 16 7 8 STEPHANIE CHASE 9 By Ms. Gafken 20 10 11 EXHIBIT INDEX 12 EXHIBITS FOR ADMISSION 13 FG-1 E-mail String 11 14 FG-2 Letter 15 15 16 17 18 19 20 21 22 23 24 25
Page 2 A P P E A R A N C E S ADMINISTRATIVE LAW JUDGE: SAMANTHA DOYLE FOR COMMISSION STAFF: JEFF ROBERSON Assistant Attorney General P.O. Box 47250 Olympia, Washington 98504 360-664-1188 jeff.roberson@utc.wa.gov FOR PUBLIC COUNSEL: LISA W. GAFKEN Attorney General's Office 800 Fifth Avenue Suite 2000 Seattle, Washington 98104 206-464-6595 lisa.gafken@atg.wa.gov ALSO PRESENT: STEPHANIE CHASE FRANCINE GAGNE THOMAS JOHNSON JASON SHARP RYAN SMITH ******	LACEY, WASHINGTON; MAY 18, 2022 9:45 a.mo0o- PROCEEDINGS JUDGE DOYLE: Let's be on the record. Good morning. Today is Wednesday, May 18th, 2022, and the time is approximately 9:45. This is Docket TV-220240, which is captioned, Moving, LLC," doing business as Super Friends Moving, for the notice of intent to cancel temporary authority and notice of intent to deny application for permanent authority. My name is Samantha Doyle, and I'm the administrative law judge presiding over today's brief adjudicative proceeding. We will take short appearances from the parties here, and then we'll talk about how we're going to proceed this morning. Company is still not present after delaying the proceedings, so let's start with Commission Staff. Thank you. MR. ROBERSON: Good morning, Judge Doyle. My name is Jeff Roberson, R-O-B-E-R-S-O-N. I'm an

1 (Pages 1 to 4)

Page 5 Page 7 1 1 Assistant Attorney General representing Staff. My 2 contact information is on file. 2 We'll start with Staff's testimony and evidence 3 3 With me at the virtual counsel table is Staff's for the record, and then follow up with Public Counsel. 4 motor carrier safety supervisor, Jason Sharp, and 4 Mr. Roberson, you may begin. 5 Staff's special investigator, Francine Gagne. 5 MR. ROBERSON: And just as a matter of 6 JUDGE DOYLE: Okay. Thank you. 6 housekeeping so that we're all working off the same 7 And Public Counsel? 7 documents, I've asked Staff's witnesses to pull up the 8 8 MS. GAFKEN: Good morning. My name is Lisa exhibits from the docket. So they've done that already. 9 Gafken, Assistant Attorney General appearing on behalf 9 So when I ask them, it will be about those documents. 10 10 of Public Counsel. And at this point, Staff would like to call 11 With me this morning are regulatory analyst 11 Francine Gagne. 12 Stephanie Chase, and paralegal Thomas Johnson. 12 (Francine Gagne sworn.) 13 13 Public Counsel does -- I know we'll talk about JUDGE DOYLE: Great. Thank you. 14 the process here in a moment, but I just wanted to 14 EXAMINATION 15 15 BY MR. ROBERSON: mention that Public Counsel does plan to offer brief 16 testimony through Ms. Chase this morning. 16 Q. Good morning. Would you please state your name 17 JUDGE DOYLE: Great. Thank you. So with 17 and spell your last name for the record. 18 18 that, let's discuss how we're going to proceed here. A. My name is Francine Gagne. Last name, 19 19 The Commission issued a notice of intent to G-A-G-N-E. 20 20 Q. Who employs you? cancel the company's temporary authority and intent to 21 deny application for permanent authority, and the 21 A. The Washington Utilities and Transportation 22 Commission Staff recently attempted to perform a safety 22 Commission. Q. What position do you hold at the Commission? 23 review of Super Friends' operations. Failing to do so, 23 Super Friends denied Staff access and information needed 24 24 A. I'm a special investigator in motor carrier 25 to perform the review. 25 safety. Page 6 Page 8 We are here today to allow the company at the 1 Q. And what are your duties as a special 1 2 2 hearing to have an opportunity to respond to these investigator? 3 allegations contained in the notice. However, Company 3 A. My primary duties are to conduct safety 4 did not appear. So I will entertain a motion for 4 compliance investigations as needed and/or as directed 5 5 depending on the situation. default and allow presentations of evidence for the 6 6 Q. Have you received any training or education to record. 7 7 Are there any motions? allow you to perform your duties? 8 MR. ROBERSON: Good morning. Again, Jeff 8 A. I have. 9 Roberson for Staff, Judge Doyle. 9 Q. And what are those trainings? Or what is that Staff would move under RCW 34-05-440 and 10 10 education? 11 WAC 480-07-450 for entry of an order of default. As you 11 A. We receive the same education as federal and 12 12 mentioned, the proof of service on file in this docket Washington State Patrol employees through the FMCSA. 13 13 shows that the company was served with the notice of There are multiple courses that require passing grades. intent to cancel and notice of this hearing. They have 14 And then for vehicle inspections, we, again, 14 15 failed to appear at the place and time set for hearing. 15 receive the same training through the CVSA, Commercial 16 The APA -- that's 34-05-440 -- and the 16 Vehicle Safety Alliance. 17 Commission's rules, which is WAC 480-07-450, I think, 17 Q. And through that training, are you generally authorizes the Commission to enter an order of default familiar with the state and federal regulations 18 18 and dispose of the proceedings. governing the safe operation of household goods 19 19 20 Staff would ask the Commission to enter such an 20 carriers? 21 order and allow testimony from Staff's witnesses as well 21 A. Yes. Q. Switching gears a little bit, are you familiar 22 as Public Counsel. 22 23 MS. GAFKEN: Public Counsel supports the 23 with the company called Super Friends Moving, LLC? 24 24 motion for default. A. Yes. 25 JUDGE DOYLE: All right. Motion for default 25 Q. How are you familiar with Super Friends?

Page 9 Page 11 1 A. They were assigned to me in the 2022 work plan 1 initial safety performance investigation and to please 2 to conduct their initial safety compliance investigation 2 get back in touch with me. I had set up a temporary 3 3 after their probationary period. date to meet with them to review their records and just Q. So you were assigned the duty of performing a 4 4 to make sure that the address we had on file was the 5 review of their operations just as a matter of course? 5 correct address. 6 A. That's correct. 6 Q. And did you kind of engage with multiple rounds 7 Q. And why does Staff review the operations of 7 of e-mails with Super Friends after sending that initial 8 carriers -- provisional carriers? 8 e-mail? 9 A. Provisional carriers are required to be seen 9 A. Yes. 10 within the first 18 months of operation or obtaining 10 Q. Without getting into the details of each of 11 their provisional permit, and that was in -- that was those communications just yet, would you please turn to 11 12 why I was going to see Super Friends. the exhibit marked FG-1. 12 13 Q. So Super Friends is operating under a 13 A. Yes. provisional permit, then? Q. Would you please identify that document. 14 14 15 A. That's correct. 15 A. That is a PDF of the e-mail string between Q. And are you generally familiar with how long 16 16 myself and Company owner, Jacob Raich. 17 they've held that provisional permit? 17 Q. And is that a true and accurate copy of the 18 A. They obtained this provisional permit in 18 e-mail string between you and Mr. Raich? 19 September of 2014 -- or, I'm sorry, no, September of 19 A. Yes, it appears to be. 20 2019. September 14 of 2019. 20 MR. ROBERSON: Judge Doyle, at this point, 2.1 Q. So is that longer than 18 months? 21 Staff would move to admit Exhibit FG-1. 22 A. It is right about at 18 months. 22 JUDGE DOYLE: Thank you. FG-1 is admitted 23 Q. And is it 2019 or 2020? I guess it doesn't 23 into the record. 24 matter. (Exhibit FG-1 marked.) 24 2.5 A. It's 2020. I misspoke. 25 BY MR. ROBERSON: Page 10 Page 12 Q. But that would also be over 18 months? 1 Q. So, Ms. Gagne, would you turn to the bottom of 1 2 2 Page 2 of that exhibit, FG-1. A. That's correct. 3 Q. Okay. When you were assigned the task of 3 A. Okay. 4 reviewing Super Friends' operations, did you review its 4 Q. Is that your initial e-mail to Super Friends? 5 history at the Commission? 5 6 A. I did. 6 Q. Did you receive any response from Super 7 7 Q. And what did you discover? Friends? 8 A. I had visited or attempted to do a compliance 8 A. I did a little over a week later receive a 9 investigation on Super Friends earlier, but was unable 9 response, yes. Q. And I believe you mentioned it was Mr. Raich 10 10 to do so because they were in the process of losing their permit because of no insurance. 11 that e-mailed you? 11 12 12 And then I did review their records with the A. That's correct. 13 Commission as far as current and/or existing penalties, 13 Q. And you said that he's the company manager or what their current situation was with regard to the 14 14 president? 15 Commission. 15 A. That's correct. He is one of the co-owners, 16 Q. Okay. Did you attempt to contact Super Friends 16 yes. 17 to set up the review you were assigned to perform? 17 Q. Okay. And how did Mr. Raich respond to you? A. He initially apologized for the late response. 18 18 Q. And how did you try to do that? He claimed he was out of town. He terminated the lease 19 19 20 A. I tried primarily through their listed e-mails 20 at the address that we had and basically said he did not 21 that they have on their company record with the 21 intend to continue his business, his operations. 22 Commission. 22 Q. And if you would turn back to Page 2 of Q. And what did you say in your e-mails to Super 23 Exhibit FG-1, is that Mr. Raich's e-mail and response to 23 24 24 vou? 25 25 A. Generally, that I was assigned to conduct their A. Yes.

Page 13 Page 15 1 Q. What did you do after you received that e-mail 1 you. 2 from Mr. Raich? 2 (Exhibit FG-2 marked.) 3 3 A. I responded back to him expressing sorrow that JUDGE DOYLE: You may continue, 4 he was canceling his company operations, and then sent 4 Mr. Roberson. 5 him a permit cancellation form so that basically he 5 BY MR. ROBERSON: 6 could be removed from our listing since he was not going 6 Q. Has Super Friends, at any time, made itself 7 to continue operations, to go ahead and just cancel his 7 available to you to perform the safety review that you 8 permit and we would be done. 8 were assigned to perform? 9 9 Q. And if you turn now to the bottom of Page 1 of A. No. 10 Q. So has Super Friends had a safety review from 10 Exhibit FG-1, is that your e-mail to Mr. Raich? anyone on Commission Staff? A. Yes. 11 11 12 Q. Did Mr. Raich respond to your e-mail? 12 A. He did. He said he would complete the permit 13 Q. And given that it has not had a safety review, 13 cancellation form I sent him as soon as he got back in has it received a satisfactory rating following a safety 14 14 15 front of his desktop. 15 review? Q. And did you respond to that e-mail? 16 16 A. No. 17 A. I did. I gave him from -- he responded on the 17 MR. ROBERSON: Staff has no further 18 15th. I gave him until March 24th and just expressed 18 questions of Ms. Gagne. 19 that I was still waiting on his permit cancellation 19 JUDGE DOYLE: Public Counsel, did you have 20 20 any questions for the witness before we dismiss them? form. If he had sent it, I hadn't gotten it. 21 And at that point, I basically said, You need 21 MS. GAFKEN: Public Counsel does not have 22 to either send in that form or complete the required 22 any questions for Ms. Gagne. Thank you. 23 paperwork for the safety investigation. One or other of 23 JUDGE DOYLE: Thank you. 24 those choices needed to happen. 24 And, Mr. Roberson, did you have any other Q. And would you turn to the top of Page 1 of 25 witnesses or testimony you'd like to give before we turn 25 Page 14 Page 16 1 1 Exhibit FG-1. Is that your response to Mr. Raich? to Public Counsel? 2 2 A. Yes. MR. ROBERSON: Staff, at this point, would 3 Q. Now, you mentioned you wrote a letter that you 3 like to call Jason Sharp. 4 attached when you responded. 4 (Jason Sharp sworn.) 5 A. That's correct. 5 JUDGE DOYLE: Great. Thank you. 6 Q. Would you please turn to Exhibit FG-2. 6 You may proceed. 7 7 A. Okay. EXAMINATION 8 Q. Would you identify that document. 8 BY MR. ROBERSON: 9 A. That is a copy of the letter that I attached to 9 Q. Good morning. Would you please state your name the e-mail string on the 24th just expressing to 10 and spell your last name for the record. 10 Mr. Raich that we need to have access to his company 11 A. Jason Sharp, S-H-A-R-P. 11 12 12 Q. Who employs you? documents in order to conduct what we need to conduct. 13 Q. Is that a true and accurate copy of the letter 13 A. The Washington Utilities and Transportation that you sent to Super Friends? 14 14 Commission. 15 A. Yes. 15 Q. What position do you hold at the Commission? 16 MR. ROBERSON: Judge Doyle, at this point, 16 A. I am the motor carrier safety supervisor. 17 Staff would move to admit Exhibit FG-2. 17 Q. As the motor carrier safety supervisor, what JUDGE DOYLE: I apologize. Really quick, 18 are your duties? 18 before moving forward, Public Counsel, I did not check 19 19 A. I assign safety investigations to our safety 20 20 with you. Did you have any objections to the admission investigators. I review their investigative reports and 21 of FG-1 before moving forward? 21 issue recommendations based on the findings of those 22 MS. GAFKEN: No, I have no objections to 22 reports. 23 FG-1. And I also have no objections to FG-2. 23 Q. Have you received any training or education to 24 JUDGE DOYLE: Great. Thank you very much. 24 allow you to carry out your duties at the Commission? 25 FG-2 is also admitted into the record. Thank 25 A. Yes. Similar to Investigator Gagne, I have

Page 17 Page 19 1 undergone investigative safety analysis training as a 1 period? 2 previous investigator with the Commission. That 2 A. That is correct. 3 3 training is conducted by the Federal Motor Carrier Q. And so based on those two things, you recommend 4 Safety Administration. 4 that the Commission cancel the provisional permit and As well as -- I am certified to do commercial 5 5 deny the application for permanent authority? 6 vehicle inspections through the Commercial Vehicle 6 A. Yes. 7 Safety Alliance. 7 MR. ROBERSON: Staff has no further 8 Q. And given that training, are you generally 8 questions. 9 familiar with the state and federal regulations 9 JUDGE DOYLE: Thank you. governing the safe operation of household goods 10 10 And, Ms. Gafken, do you have any questions for carriers? 11 11 Mr. Sharp? 12 A. Yes. 12 MS. GAFKEN: I do not have any questions for 13 Q. Are you familiar with the company called Super 13 Mr. Sharp. Thank you. Friends Moving, LLC? 14 14 JUDGE DOYLE: Thank you. 15 A. Yes. 15 MR. ROBERSON: Judge Doyle, Staff has no Q. How are you familiar with that company? 16 16 further witnesses. 17 A. I assigned the initial provisional safety 17 JUDGE DOYLE: Great. Thank you so much. 18 investigation to Investigator Gagne on the 2022 motor 18 And, Ms. Gafken, you may bring your witnesses 19 carrier work plan. 19 forward. 20 Q. And are you familiar with the course of her 20 MS. GAFKEN: Great. Thank you. 2.1 review or investigation? 21 Public Counsel would like to call Stephanie 22 A. Yes. Investigator Gagne and I were in contact Chase. 22 23 throughout the investigator -- inquiry to investigation, 23 (Stephanie Chase sworn.) 24 I should say -- as she ran into some difficulties in JUDGE DOYLE: Thank you. You may begin. 24 25 getting the company to provide the information she 25 MS. GAFKEN: Thank you. Page 18 Page 20 EXAMINATION 1 requested. 1 2 2 Q. Given what you know about Investigator Gagne's BY MS. GAFKEN: 3 review, do you have any recommendation for the 3 Q. Would you please state your name, spelling your 4 Commission about what to do with Super Friends' 4 last name. 5 provisional permit and its application for permanent 5 A. My name is Stephanie Chase, C-H-A-S-E. 6 6 Q. Who are you employed by? authority? 7 7 A. Yeah. I would recommend, on behalf of Staff, A. I work as a regulatory analyst for the 8 that the Commission cancel the provisional permit of 8 Washington State Office of the Attorney General in the 9 Super Friends as it has failed to provide information 9 Public Counsel Unit. 10 requested of Commission Staff that is required to 10 Q. How long have you been employed by the Attorney 11 perform its regulatory duties. 11 General's Office as a regulatory analyst? 12 Q. And why does staff need that information? 12 A. I have worked for Public Counsel since January 13 13 A. Staff is responsible for conducting those 2020. 14 14 Q. Would you please describe your duties as a safety investigations previously mentioned to determine 15 a company's safety fitness, and we're also charged with 15 regulatory analyst. 16 doing so within an 18-month provisional period. 16 A. As a regulatory analyst, I review a variety of 17 Since we are now, as Investigator Gagne 17 matters including energy, water, transportation, 18 testified to, beyond that provisional period, there 18 telecommunication proceedings. 19 19 are -- there's multiple layers of where the company is And for transportation matters, I typically 20 20 out of compliance. So they're beyond their provisional review the filings and information contained in the 21 period, and they're failing to produce records requested 21 docket. I conduct my own independent research of the 22 of Staff -- or I should say requested by Staff. 22 companies, prepare questions for them, and then 23 Q. When you say, "they're beyond their provisional 23 communicate with Staff about the matter. 24 period," do you mean that the company has not achieved a 24 Q. Are you familiar with Super Friends? 25 satisfactory safety rating within its provisional 25 A. I am familiar with Super Friends. I was

Page 21 Page 23 1 assigned to two Super Friends dockets in 2020. Those 1 questions for Ms. Chase. 2 were Dockets TV-190835 and TV-200820. And I served as a 2 JUDGE DOYLE: Thank you. 3 3 regulatory analyst in both of those matters. Mr. Roberson, do you have any questions for 4 The earlier docket, the 190835 docket -- that 4 Ms. Chase? 5 resulted from the company having their permit canceled 5 MR. ROBERSON: I have no questions, Judge 6 earlier in 2019. Public Counsel participated in a 6 Doyle. 7 settlement agreement in that case with Staff and the 7 JUDGE DOYLE: Thank you. 8 8 company, where the company agreed to complete some Ms. Gafken, did you have any other witnesses or 9 safety training and have an extended provisional permit 9 statements you'd like to make before moving on? 10 time, and they agreed to pay a \$20,000 penalty. 10 MS. GAFKEN: We have no further witnesses. 11 And that -- they also, in that case, applied 11 I had planned on providing kind of a summary at the end, 12 for a permit, but then began operating prior to 12 but I assume that that's going to happen after this 13 13 receiving their permit. That resulted in the Docket phase of the proceeding. JUDGE DOYLE: Great. 14 TV-200820 complaint case. And in that case, the company 14 15 15 failed to appear at the hearing again, and there was With that, Mr. Roberson, would you like to make 16 another \$20,000 penalty levied against the company. 16 any final statements? And then Ms. Gafken will have her 17 Q. Are you aware of any other Super Friends 17 opportunity as well. 18 18 dockets before the Commission? MR. ROBERSON: Good morning, again. Jeff 19 19 A. Yes. So I'm also aware of an earlier matter, Roberson for Staff. which was TV-170206, which was another cease-and-desist 20 20 It's a pretty simple case. WAC 480-15-450 21 case where the company was operating without a permit. 21 requires carriers to make their information available to 22 Q. Do you know whether Super Friends complied with 22 Commission Staff for the performance of the Commission's 23 that former cease-and-desist order? 23 regulatory duties. One of the Commission's paramount 24 A. It is my understanding that they received a 24 duties is ensuring that carriers operate safely. 25 permit again after the 2017 case but failed to pay their 25 This was a review to ensure that the carrier Page 22 Page 24 insurance or complete their insurance filing, and that's 1 was operating safely. It has denied Staff the 1 2 2 why it was canceled again in 2019, resulting in the information it needs to ensure the carrier is doing so. 3 190835 case and then the later 200820 case. 3 That justifies and provides good cause for cancellation 4 Q. Ms. Chase, have you reviewed the current Super 4 of the permit. 5 Friends docket? 5 As explained by Ms. Gagne -- Investigator Gagne 6 A. Yes, I've reviewed the materials in the docket 6 and Supervisor Sharp, the carrier is a provisional 7 7 as well as the exhibits filed last week by the carrier. WAC 480-15-305 3 says that a provisional 8 Commission Staff. 8 carrier that fails to make satisfactory progress to a 9 Q. Could you explain what Public Counsel's 9 satisfactory safety rating will prompt the Commission to 10 10 concerns are. cancel or deny the application for permanent authority. 11 A. Sure. Public Counsel has a number of concerns 11 You know, if there's no safety review, there's no 12 12 with this company. They have a pretty long history of satisfactory safety rating. 13 13 failing to comply and then also failing to pay the So Staff's recommendation is that the penalties that have been levied against them. 14 Commission cancel the provisional permit for good cause, 14 15 In this case, they failed to provide the 15 deny the application for permanent authority, and I 16 requested information to Commission Staff, who are 16 think that is supported by the evidence. Thank you. 17 tasked, of course, with ensuring that the company is 17 JUDGE DOYLE: Thank you. 18 operating safely and protecting consumers. And, Ms. Gafken? 18 MS. GAFKEN: Thank you. 19 The company, in the e-mails provided by Staff, 19 20 has stated that they are seeking to terminate their 20 I agree with Mr. Roberson that this is a fairly 21 lease. They're dissolving their company. They're not 21 straightforward and simple case. Super Friends has 22 intending to continue their operations. 22 stated its intent not to continue operating as a 23 23 household goods carrier in the state of Washington, and Given all of that, Public Counsel believes that 24 there's good cause to cancel the permit in this case. 24 it has at least stated that it's taken steps to dissolve

the company, including terminating the company's lease.

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MS. GAFKEN: Thank you. I have no further

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Page 25 Page 27 Further, Super Friends failed to provide Staff 1 1 CERTIFICATE 2 2 with information and access to company records, which is STATE OF WASHINGTON 3 3 a vital component to Staff's ability to provide the 4 COUNTY OF KING 4 oversight that they provide. 5 5 Super Friends's refusal to provide access and 6 I, Rose Detloff, a Certified Court Reporter in 6 information in and of itself is good cause to cancel 7 and for the State of Washington, do hereby certify that 7 their permit and deny their request for a permanent 8 the foregoing transcript is true and accurate to the 8 permit. 9 best of my knowledge, skill and ability. 9 Public Counsel does have some significant 10 10 concerns about the company's ability to safely operate. 11 11 They have an extensive past history of noncompliance, 12 12 including operating without a license. There's at least 13 13 three dockets involving Super Friends: 14 14 Docket TV-170206, TV-190835, and TV-200820. 15 The company has failed to pay its past 15 16 penalties that have been levied in at least two dockets. 16 My commission expires: 17 This company simply does not qualify to hold a permit 17 DECEMBER 6, 2022 18 and has not demonstrated an ability to comply with the 18 19 Commission's regulations. 19 20 And as a result, Public Counsel believes that 20 21 the Commission does have good cause to cancel its 21 22 provisional permit and to certainly not issue a 22 23 permanent permit. Thank you. 23 JUDGE DOYLE: Thank you very much. 24 24 25 I will take today's testimonies and evidence 25 Page 26 1 into consideration before issuing an order. 2 Are there any further questions before we go 3 off the record? 4 MR. ROBERSON: Nothing from Staff. 5 MS. GAFKEN: Nothing further from Public 6 Counsel. 7 JUDGE DOYLE: Great. Thank you all for your 8 participation today. 9 And with that, we'll be off the record. (Proceedings adjourned at 10:13 a.m.) 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25

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