

TV-041904

ROUTING SLIP

105196

ASSIGNMENT NO.: ~~164356~~ MOTCAR NO.: 43322 PERMIT: H661S6

CARRIER NAME: WILLAMETTE EXPRESS LTD ✓

INVESTIGATOR(S): GRIMM DATE: 06300'S

RECOMMENDATION: ECONOMIC & SAFETY REVIEW CONDUCTED. RECOMMEND CONSIDERATION FOR PERMANENT AUTHORITY BASED ON FINDINGS SEE MEMORANDUM ATTACHED

Should carrier be rechecked? No

REVIEWED BY: *[Signature]* DATE: 7-5-05

concur with recommendation to grant permanent HIG authority close & process

FINAL RECOMMENDATION BY: _____ DATE: _____

OTHER INFORMATION: 7/5/05 closed case

cc: Bruce Grimm

Licensing

Posted

RMS TA

~~104306~~
105196

MEMORANDUM

TO: Mark Halliday, Motor Carrier Safety Compliance Mgr-UTC Olympia
FROM: Bruce Grimm, MCLE Special Investigator, UTC-Longview
DATE: June 29, 2005
RE: Willamette Express Ltd. HG61561
2505 SE Stubb St
Milwaukie OR 97222-7323

Willamette Express Ltd. Was issued provisional household goods authority as provided in WAC 480-15-340 on October 28, 2004 through Docket P079320 and Order TV041904. The carrier operates as a residential household goods carrier based on Oregon and has expanded the business into the Clark County area.

The firm is controlled by John Calvin, president, and there is competent sales and dispatch staff as well as a full time operations manager, Bob McDermott, who also oversees the safety effort. Principals and supervisors in the firm have many years in the household goods business. The firm has operated interstate and with intrastate Oregon for over ten years. Currently, most of the business is commercial and office moves. The carrier is also a commission agent for Stevens Van Lines Inc., a nationwide household goods carrier. There are periodic training meetings with all employees.

The carrier was initially contacted on November 9, 2004 for vehicle inspections and a review of the economic/safety regulations as prescribed by the Commission. A further review of the safety regulations was conducted on December 9, 2004. Management was conducted several times in the interim to answer technical questions and to offer guidance.

On June 2, 2005, a review of economic records was conducted and the firm was found to be in substantial compliance as noted below.

On June 28, 2005, a safety compliance review was conducted and the firm could anticipate a satisfactory safety rating based on Federal Motor Carrier Safety Administration criteria.

ECONOMIC REVIEW

The carrier has moved numerous shipments of household goods in the past year in interstate commerce and using intrastate Oregon authority. There were 26 bills of lading representing shipments of residential household goods using the Washington intrastate authority available for inspection.

Corporate registration with other agencies is complete and the carrier has not had a period of permit authority suspension or revocation. The address and phone number on file with the UTC is current. A current copy of the permit is at the main office. The carrier had no operations between October 28, 2004 and December 31, 2004 thus had no revenue reported on the annual report. Public liability and property damage insurance is underwritten by Vanliner Insurance Company who also writes the cargo insurance. Management is aware of the advertising rule. There is no leased equipment.

The firm recently updated the bill of lading to include the format required by Tariff 15-A. It is used on each Washington intrastate residential household goods shipment. The Notice to Shipper information is provided and receipt by the shipper documented.

Management, supervisors and salespersons are familiar with the provisions of Tariff 15-A which is available at the main office. The carrier has used appropriate hourly rates for shipments under 35 miles. The company is aware of billing procedures for distance/weight moves. There were no violations of rates and charges found in the bills of lading reviewed.

Written estimates are given when requested by the shipper. They are in writing and contain all required information. The firm uses a mix of binding and non-binding estimates. Supplemental estimates are generated when appropriate. There were no instances of under or over estimating found.

The company records all complaints and claims. These records are maintained for proper time periods. There is good communication between the carrier and customer during claims management. The firm is aware that unresolved complaints should be referred to the UTC.

The carrier was found to be operating within the scope of the permit. The firm has complied with the conditions and restrictions of the temporary authority. Copies of the permit are in each vehicle. The firm is aware that interstate authority must be registered with the UTC.

SAFETY REVIEW

This is an Oregon based transporter of household goods with various Washington and Oregon intrastate as well as interstate operations. Principals and management have many years experience in the transportation industry.

The carrier meets the financial responsibility requirements with a Form E filing and has appropriate cargo insurance. Both policies are underwritten by Vanliner Insurance Company.

Vehicles are properly marked and identified. There have been no DOT recordable crashes in the past twelve months. Management, supervisors and drivers have a working knowledge of the federal motor carrier safety regulations as they apply to current operations.

The firm operates vehicles under 26,000 gross vehicle weight rating. Drivers are not required to possess a commercial driver's license. The firm has implemented a controlled substance and alcohol testing program based on company policy.

Driver qualification files were found to be substantially complete.

Hours of service records are maintained for 100 air mile drivers on a time card showing starting time, ending time and total on duty time. Log book graph type forms are used as appropriate. Supporting documents such as trip tickets, bills of lading and dispatch sheets are maintained. There was no violation of 11, 14 or 70 hour rule. The carrier uses the 34 hour reset and has knowledge of the 16 hour day exception.

Vehicles are maintained based on time or mileage. There is preventive maintenance performed. Drivers perform a pre trip inspection and report any defects on a driver vehicle inspection report. Annual periodic inspections have been performed. The firm has received roadside inspections in the past year.

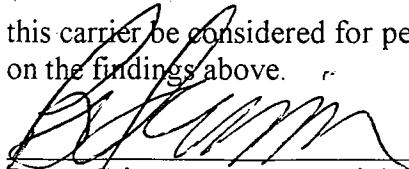
It is anticipated that the carrier would receive a satisfactory rating based on FMCSA criteria.

The carrier was offered future educational and technical assistance as appropriate or when needed.

SUMMARY

This is an experienced carrier with a professional staff and a working knowledge of the UTC economic and safety regulations. There is substantial compliance with the laws, rules and regulations as adopted by the Commission. It is recommended that


this carrier be considered for permanent intrastate household goods authority based on the findings above.



Bruce Grimm, MCLE Special Investigator

104306
105196

WASHINGTON UTILITIES & TRANSPORTATION COMMISSION - MOTOR CARRIER SAFETY

	US DOT # 1080376	Legal: WILLAMETTE EXPRESS LTD Operating (DBA):										
MC/MX #: 448995 State #: HG61561 Federal Tax ID:		Review Type: Compliance Review (CR)										
Scope: Principal Office		Location of Review/Audit: Company facility in the U. S. Territory:										
Operation Types Interstate Intrastate		Business: Corporation										
Carrier: Non-HM Non-HM		Gross Revenue:										
Shipper: N/A N/A		for year ending:										
Cargo Tank: N/A												
Company Physical Address:												
2505 SE Stubb St Milwaukie, OR 97222												
Contact Name: John Calvin												
Phone numbers: (1) 503-513-5118 (2)		Fax										
E-Mail Address:												
Company Mailing Address:												
2505 SE Stubb St Milwaukie, OR 97222												
Carrier Classification												
Authorized for Hire												
Cargo Classification												
Household Goods												
Does carrier transport placardable quantities of HM? No												
Is an HM Permit required? N/A												
Driver Information												
		Average trip leased drivers/month: 0										
		Total Drivers: 3										
		CDL Drivers:										
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;"></td> <td style="width: 15%; text-align: center;">Inter</td> <td style="width: 15%; text-align: center;">Intra</td> </tr> <tr> <td>< 100 Miles:</td> <td style="text-align: center;">3</td> <td></td> </tr> <tr> <td>>= 100 Miles:</td> <td></td> <td></td> </tr> </table>			Inter	Intra	< 100 Miles:	3		>= 100 Miles:				
	Inter	Intra										
< 100 Miles:	3											
>= 100 Miles:												
Equipment												
		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%; text-align: center;">Owned</td> <td style="width: 25%; text-align: center;">Term Leased</td> <td style="width: 25%; text-align: center;">Trip Leased</td> </tr> <tr> <td>Truck</td> <td style="text-align: center;">7</td> <td style="text-align: center;">0</td> <td style="text-align: center;">0</td> </tr> </table>			Owned	Term Leased	Trip Leased	Truck	7	0	0	
	Owned	Term Leased	Trip Leased									
Truck	7	0	0									
QUESTIONS regarding this report or the Federal Motor Carrier Safety Regulations should be addressed to: Washington Utilities & Transportation Commission P.O. Box 47250 Olympia WA 98504-7250 Office: 360-575-6957 Cell phone: 360-798-8724 e-mail: bgrimm@wutc.wa.gov												
This report will be used to assess your safety compliance.												
Person(s) Interviewed												
Name: John Calvin		Title: President										
Name:		Title:										
Reported By:		Title: MILESPECTOR										
		Code: WA0540 Date: 6/28/2005										
Received By:		Title:										



WILLAMETTE EXPRESS LTD

U.S. DOT #: 1080376

State #: HG61561

Review Date:

06/28/2005

Part B Violations

Safety Fitness Rating Information:

Total Miles Operated	35,000
Recordable Accidents	0
Recordable Accidents/Million Miles	0.000

OOS Vehicle (CR):	0
Number of Vehicle Inspected (CR):	0
OOS Vehicle (MCMIS):	0
Number of Vehicles Inspected (MCMIS):	3

Your proposed safety rating is :

SATISFACTORY

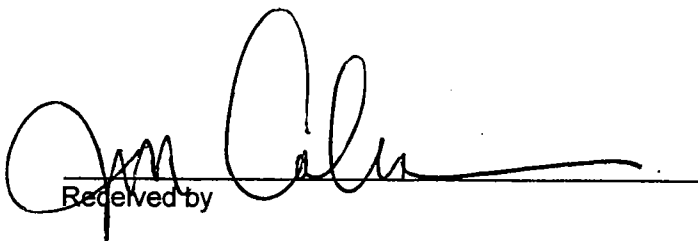
Rating Factors

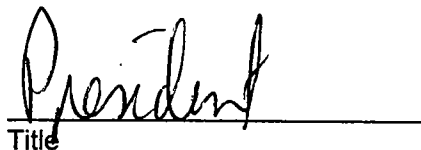
Acute

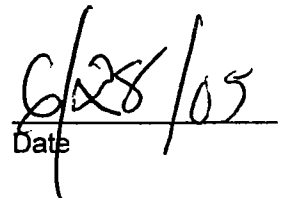
Critical

Factor 1:	S	0	0
Factor 2:	S	0	0
Factor 3:	S	0	0
Factor 4:	S	0	0
Factor 5:	N	0	0
Factor 6:	S	-	-

Corrective actions must be taken for any violations (deficiencies) identified on Part B of this report.


 Received by


 Title


 Date



WILLAMETTE EXPRESS LTD

U.S. DOT #: 1080376


State #: HG61561

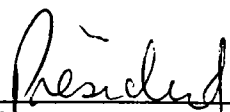
Review Date:

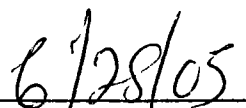
06/28/2005

Part B Recommendations

1. Conduct periodic internal reviews of your driver qualification, hours of service control, maintenance, accident analysis/reporting, training, and other safety systems to ensure continued compliance with the FMCSR.


Received by _____


Title _____


Date _____

WASHINGTON UTILITIES & TRANSPORTATION COMMISSION - MOTOR CARRIER SAFETY

	US DOT # 1080376	Legal: WILLAMETTE EXPRESS LTD Operating (DBA):
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MC/MX #: 448995 **State #:** HG61561 **Federal Tax ID:**
Review Type: Compliance Review (CR) - Receipt
Scope: Principal Office **Location of Review/Audit:** Company facility in the U. S. **Territory:**

Operation Types	Interstate	Intrastate	Business: Corporation
Carrier:	Non-HM	Non-HM	Gross Revenue: _____ for year ending: _____
Shipper:	N/A	N/A	
Cargo Tank:	N/A		

Company Physical Address:

2505 SE Stubb St
Milwaukie, OR 97222

Contact Name: John Calvin

Phone numbers: (1) 503-513-5118 (2) _____ **Fax** _____

E-Mail Address: _____

Company Mailing Address:

2505 SE Stubb St
Milwaukie, OR 97222

Report Summary

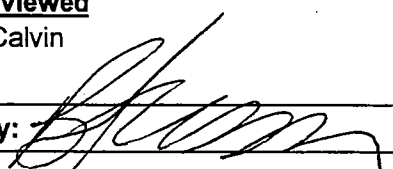
Report	# of Pages
Part A - General	1
Part B - Violations	1
Part B - Recommendations	1
Review/Audit Receipt Page	1
Total Pages	<u>4</u>

Disclaimer: By signing below, I acknowledge that I have received a copy of this review/audit and agree with the total number of pages indicated (above) for each document. My signature does not imply agreement with the findings of the review/audit, however they have been discussed in detail with me.

QUESTIONS regarding this report or the Federal Motor Carrier Safety Regulations should be addressed to: Washington Utilities & Transportation Commission

P.O. Box 47250
Olympia WA 98504-7250
Office: 360-575-6957 Cell phone: 360-798-8724 e-mail: bgrimm@wutc.wa.gov

This report will be used to assess your safety compliance.

Person(s) Interviewed	
Name: John Calvin Name: _____	Title: President Title: _____
Reported By: 	Title: MCLESSEE IN _____ Code: WA0540 Date: 6/28/2005
Received By: _____	Title: _____



WILLAMETTE EXPRESS LTD

U.S. DOT #: 1080376

State #: HG61561

Review Date

06/28/2005

Part C

Reason for Review: Company Request
Planned Action: Compliance Monitoring
Safestat Category:

Parts Reviewed Certification:

325	382	383	387	390	391	392	393	395	396	397	398	399	171	172	173	177	178	180
			✓	✓	✓			✓	✓									

Prior Reviews Prior Prosecutions

Special Study Information:

Unsat/Unfit Information

Does passenger vehicle transport more than 15 passengers, including driver?

Does carrier transport placardable quantities of hazardous materials?

Unsat/Unfit rule:60-Day - no Interstate Passengers or Placardable HM

Corporate Contact: John Calvin
Corporate Contact Title: President

Remarks:

This is an Oregon based transporter of household goods with various Washington and Oregon intrastate as well as interstate operations. Principals and management have many years experience in the transportation industry.

The carrier meets the financial responsibility requirements with a Form E filing and has appropriate cargo insurance. Both policies are underwritten by Vanliner Insurance Company.

Vehicles are properly marked and identified. There have been no DOT recordable crashes in the past twelve months. Management, supervisors and drivers have a working knowledge of the federal motor carrier safety regulations as they apply to current operations.

The firm operates vehicles under 26,000 gross vehicle weight rating. Drivers are not required to possess a commercial driver's license. The firm has implemented a controlled substance and alcohol testing program based on company policy.

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Vehicles are maintained based on time or mileage. There is preventive maintenance performed. Drivers perform a pre trip inspection and report any defects on a driver vehicle inspection report. Annual periodic inspections have been performed. The firm has received roadside inspections in the past year.

It is anticipated that the carrier would receive a Satisfactory rating based on FMCSA criteria.

The carrier was offered future educational and technical assistance as appropriate or when needed.



WILLAMETTE EXPRESS LTD

U.S. DOT #: 1080376

State #: HG61561

Review Date

06/28/2005

Part C

Principal Reviewer Signature

WA0540

Assistant Reviewers Signature(s)

Upload Authorized:

Yes

No

Authorized by:

Date:

Uploaded:

Yes

No

Failure Code:

Verified by:

Date:

Washington Utilities and Transportation Commission
**Household Goods Technical Assistance and
 Records Review Checklist**

Rev. 4/01

Carrier: d/b/a: <u>WILLAMETTE EXPRESS LTD</u>	HG- <u>61561</u>
Location: <u>2505 SE STUBB ST MILWAUKIE OR 97222</u>	Assignment #: ¹⁰⁵¹⁹⁶ <u>104300</u>
Investigator: <u>GRIMM</u>	UBI #: <u>602-441-897</u>
Period of Records Checked: From: <u>10-04</u> To: <u>05-05</u> Total Number of Bills: <u>26</u>	

WAC Rule	WAC Rule Reference	Findings	Number Checked	Number in Violation
480-15-				
	Does the company have current accounts with: Labor & Industries Employment Security Secretary of State Dept. of Revenue	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
110	Address/Phone Number - Are the carrier's address and phone number those listed in Commission records?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
360	Permits - Is original kept in main office?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
480	Annual Report/Regulatory Fees - Has the carrier filed the most recent annual report? Was the annual report filed on or before May 1 st ? <u>PGD 1/15</u> If not, were late fees and interest included? Does the carrier correctly calculate and submit regulatory fees?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No		
530	Insurance - Does the carrier have current public liability and property damage insurance? Does it match the information on file with the Commission? Liability and property damage insurance information: Company: <u>VANLINEZ INS CO</u> Policy: <u>TRV3711000</u> Liability Limits: <u>\$750,000 CSK</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
550	Cargo Insurance - Does the carrier have adequate cargo insurance? Cargo Insurance information: Company <u>VANLINEZ INS CO</u> Policy: <u>CGV3711000</u> Limits: <u>\$5000 MIN.</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		

590/600	Leasing - Does the carrier lease equipment? If yes: Were the leases filed with and approved by the Commission? Were the terms of the lease complied with?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No		
610	Advertising - Is the carrier's HG or TCC permit number included in all advertisements? If no, note on "other information".	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Bill of Lading

720	Bills of Lading - Is the carrier using a Uniform Household Goods Bill of Lading that meets the requirement of Tariff 15-A? Has the carrier issued a Bill of Lading for each shipment?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	26	26
740	Does each Bill of Lading contain all required information?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
620	Notice to Shippers - Is the carrier providing shippers with the "Rights and Responsibilities" guide Has the notation on the Bills of Lading been signed by the shipper?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No		

Tariffs - Rates & Charges

490	Does the carrier have a copy of Tariff 15-A? If yes: Is it current? Is it available to the public?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No		
	If shipper selected a valuation option, were charges computed correctly?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
330 Hourly	Does the carrier accurately record start and stop times on the bill of lading for each job?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
	Are the charged hourly rates within the rate band?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
	Are the extra labor charges within the rate band?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
	Does the carrier charge travel time to and from job sites?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
	Charging overtime is optional. If the carrier charges overtime, are the charges within the rate band? <i>AFTER 7PM</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
	Has the carrier assessed hourly rates for any moves that have exceeded 35 miles from origin to destination?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
	Has the carrier charged for any services not authorized under time rates? (Long carry, stairs, piano charge, etc.)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
	Packing Material rates - are the charges within the rate band? Does the carrier charge for materials not in the tariff? (Such as: paper, tape, padding, bubble wrap, shrink wrap, tape, etc.) Has the carrier provided packing material to the shipper at no cost?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No		
330 Mileage	Does the carrier use the Rand McNally mileage guide to determine mileage for tariff purposes? <i>n/a</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
	Is mileage computed correctly? <i>n/a</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
750	Determination of weights - has the carrier weighed all shipments that have exceeded 35 miles from origin to destination? Are empty and loaded weight tickets maintained with the bill of lading?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No		
	Does the carrier use correct tariff mileage/weight charges?	<input type="checkbox"/> Yes <input type="checkbox"/> No		

	Packing Material rates - are the charges within the rate band? Does the carrier charge for materials not in the tariff? (Such as: paper, tape, padding, bubble wrap, shrink wrap, tape, etc.) Has the carrier provided packing material to the shipper at no cost?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
	Storage-in Transit - Has the carrier improperly classified or converted and storage-in-transit into long term storage?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
	Does the carrier use correct rates for movements into and/or out of storage-in-transit?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
	Have shipments properly classified as storage-in-transit been charged long term storage rates?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
	Has the carrier provided temporary storage-in-vehicle? If yes: Are the charges within the rate band? Did the carrier obtain the shipper's authorizing signature?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No		
	Are charges for stairs, elevators, and long carry calculated within the rate band?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
	Are extra stop(s) charges calculated within the rate band?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
	Are piano/organ charges calculated within the rate band?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
	Has the carrier charged for "Expedited Service"? If yes: Did the carrier obtain the shippers' authorizing signature?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No		

Estimates

640	Is the company aware that verbal estimates are not allowed?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
630-690	Does the carrier issue written estimates? If yes: Are written estimates based on a written inventory (cube sheet)?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
	Do written estimates include all required information?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
	Does the carrier provide written estimates without visually inspecting the goods at the origin?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
	Binding Estimates - Does the carrier issue binding estimates? If yes: Is required documentation attached to binding estimates? Has carrier failed to honor any binding estimates? Have any binding estimates exceeded the highest legal tariff rate? Has the carrier issued any supplemental estimates on binding estimates? If yes: Is a signed supplemental estimate attached to the original estimate?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No		
	Have all written estimates been signed by the customer?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
	Does the carrier retain all written estimates of moves they have conducted?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
	Has the carrier issued any Supplemental Estimates? If yes: Do supplemental estimates show what additional services were requested by the customer that would cause the increase? Is a signed supplemental estimate attached to the original estimate?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No		
	Has the carrier refused to agree to release a shipment upon payment of 110% of a written and any supplemental estimates?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
	If the goods were released upon payment of 110% of a written estimate, has the customer been allowed 30 days to pay the balance?	<input type="checkbox"/> Yes <input type="checkbox"/> No		

	Has the carrier collected more than 25% over the written non-binding estimate (plus any supplemental estimate) for time charges on hourly moves, or collected more than 15% over the estimate for accessorial or other services?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
	Has the carrier collected more than 15% over a written non-binding estimate (plus any supplemental estimate) for mileage rated moves?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
	Has the carrier underestimated any shipments? If yes, How many were underestimated _____ How many total moves did company conduct _____	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
	Does carrier understand that if they choose not to issue written estimates, they can not provide service by offering to meet or beat another company's estimate?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		

Claims

800-870	Does the carrier maintain a Complaints and Claims Register? If yes: Does the register include all required information?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
	Have all complaints been recorded in the register? <i>unknown</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
	Are all complaints and claims consecutively numbered? <i>BY DATE</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
	Have all claims for loss and damage filed within 9 months of delivery date been recorded and processed?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
	Are all claim record documents retained for 6 years? <i>WILL BE</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
	Are complaint records maintained in office for 3 years after resolution or shipment date? <i>WILL BE</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No		
	Does the carrier notify the customer in writing, within 10 days, that claim or complaint was received?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
	Does the carrier investigate the claim quickly?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
	Does the carrier advise customer of resolution? Advisement is: Written <input checked="" type="checkbox"/> Verbal <input type="checkbox"/>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
	Does the carrier pay, refuse, or offer a compromise on a claim within 120 days?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
If claim is not settled within 120 days, does carrier the continue to inform claimant every 60 days?	<input type="checkbox"/> Yes <input type="checkbox"/> No			
If a customer is not satisfied with the carrier's resolution, is the customer referred to the Commission? Does the carrier provide the customer with the Commission's toll-free line to Consumer Affairs?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No			

Operations

190	Permit - Is carrier operating within the scope of the permit?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
300	Temporary Permit - Is carrier in compliance with conditions attached to its temporary authority?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
390	Carrier Name - Is the carrier operating under its permitted name or an approved d/b/a?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
430-450	Suspension/Cancellation - Has the carrier's permit been suspended or canceled during the time frame of this records check?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
	If yes: Did the carrier operate during the suspension or cancellation period?	<input type="checkbox"/> Yes <input type="checkbox"/> No		

If you have any questions, or would like further technical assistance, please contact:

Bruce Grimm

Investigator

360-798-8727

Telephone

FAX

I, as a representative of this company, acknowledge receipt of this records review form and understand the findings as stated herein.

[Signature]

Received By

President

Title

6/28/05

Date