

ROUTING SLIP

TV-040671

ASSIGNMENT NO.: 104259 MOTCAR NO.: 42583 PERMIT: HG-61386

CARRIER NAME: Boots, Inc. d/b/a Bucks A&A Mailing

INVESTIGATOR(S): Leon Macomber DATE: 10/15/04

RECOMMENDATION: Performed economic checks with improved results. Awaiting confirmation of appropriate cargo insurance prior to recommendation permanent authority.

Close & file.

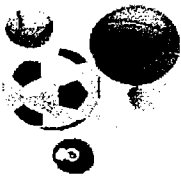
Should carrier be rechecked? No.

REVIEWED BY: MJ [Signature] DATE: 10-15-04
concur with recommendation. close & file

FINAL RECOMMENDATION BY: _____ DATE: _____

OTHER INFORMATION: 10/18/04 closed case
cc: Leon Macomber
Licensing

[Signature]



Leon Macomber/WUTC
10/15/2004 09:08 AM

To Carolyn Caruso/WUTC,
cc Mark Halliday/WUTC,
bcc
Subject Boots, Inc. HG-61386/Assign# 104259

Boots, Inc. HG-61386
d/b/a Brooks A & A Moving
149331 22nd Avenue W.
Lynnwood, WA. 98037
Phone: (425) 742-0139
UBI# 602-206-823
MotCar# 42583
P-79274

Industry Code: 207
Contract: Michelle Brooks, Sec/Vice-President

On October 14, 2004 I contacted Ms. Michelle Brooks, Secretary/Vice-President of Boots, Inc., concerning an economic technical, educational assist recheck as required by their six-month provisional status of their household goods permit operation.

Records were examined for the period of September 1, 2004 thru September 30, 2004 with the following results:

WAC 480.14.110 - Carrier's address and phone number are those listed with the Commission.

WAC 480.14.360 - Original permit posted on the wall of their residence/office so that the public can observe that they are properly licensed with the Commission.

WAC 480.14.480 - Annual report is not due until May 1, 2005, covering the period of June 21, 2004 thru December 31, 2004.

WAC 480.14.530 - Current liability and property damage insurance matches the information on file with the Commission, which is State Farm Mutual Automobile Insurance Company, Policy # 0500845-D25-47C, in the amount of \$750,000 CSL.

WAC 480.14.550 - Cargo Insurance still has not been obtained although insurance broker is still shopping.

WAC 480.14.590-600 - Carrier does not lease equipment.

WAC 480.14.610 - Carrier is now advertising with HG-61386 number displayed in the ad and/or on their trucks.

WAC 480.14.720 -Carrier is now using the appropriate Househ Goods Bills of Lading.

WAC 480.14.740 - Bills of Lading do contain required information.

WAC 480.14.620 - Carrier does handout "Rights & Responsibilities Guide" to each customer,

but the drivers are not always obtaining the required signature on the bill of lading.

WAC 480.14.490 - Carrier does have a current copy of Tariff 15A and it is available to the public.

WAC 480.14.640 - Carrier is aware that verbal estimates are not allowed.

WAC 480.14.630-690 - Carrier does issue non-binding estimates and I found no apparent violations.

WAC 480.14.800-870 - Carrier is now maintaining a claims register and currently has had four claims and all four were handled appropriately.

WAC 480.14.190 - Carrier is operating within their permit authority.

WAC 480.14.300 - Carrier is in-compliance with the conditions attached to its' temporary provisional status.

WAC 480.14.390 - Carrier is operating under their permit name and/or trade name.

WAC 480.14.430-450 - Carrier has not been suspended and/or cancelled during period of operation.

WAC 480.14.900-930 - Carrier does not operate in interstate commerce.

WAC 480.14.360 - Carrier does keep copies of permit authority in all three trucks.

WAC 480.14.560 - Carrier's trucks are now properly identified with permit name and HG-61386 number on bothsides of power unit doors via a magnetic sign.

WAC 480.14.600 - Carrier does not lease equipment.

All violations were discussed with Ms. Michelle Brooks, Secretary/Vice-President, and several items were corrected before I left and she had a drivers meeting regarding entries to be signed and initialed on bills of lading.

As soon as I received confirmation of cargo insurance coverage from Ms. Michelle Brooks, I will be recommending issuance of their permanent authority.

I am submitting this assignment for closure.

Leon Macomber
MCLE Special Investigator

10/14/04

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

Rev. 4/01

Carrier: <u>Boots, Inc.</u> d/b/a: <u>Brooks A&A Moving</u>	HG- <u>61386</u>
Location: <u>14931 22nd. Ave. W. Lynnwood, WA. 98037</u>	Assignment #: <u>104259</u>
Investigator: <u>Lee Macomber</u>	UBI #: <u>602-206-823</u>
Period of Records Checked: From: <u>09/01/04</u> To: <u>09/30/04</u> Total Number of Bills: <u>84</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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" 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 ? 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	<u>Not Done until May 1st. 2005.</u>	
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>State Farm Mutual Auto Ins. Co.</u> Policy: <u>0500845-D25-47C</u> Liability Limits: <u>\$750,000</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 _____ Policy: _____ Limits: _____	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <u>Attempting to purchase.</u>		

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	1	—
610	Advertising - Is the carrier's HG or TCC permit number included in all advertisements? If no, note on "other information".	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	3	—

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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	84	—
740	Does each Bill of Lading contain all required information?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	84	—
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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	84	20

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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	—
	If shipper selected a valuation option, were charges computed correctly?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	84	—
	Does the carrier accurately record start and stop times on the bill of lading for each job?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	84	25
	Are the charged hourly rates within the rate band?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	84	—
	Are the extra labor charges within the rate band?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	84	—
	Does the carrier charge travel time to and from job sites?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	84	—
	Charging overtime is optional. If the carrier charges overtime, are the charges within the rate band?	<input type="checkbox"/> Yes <input type="checkbox"/> No	NOT CHARGED	
	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	84	—
	Has the carrier charged for any services not authorized under time rates? (Long carry, stairs, piano charge, etc.)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Sales Tax	
	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		
	Does the carrier use the Rand McNally mileage guide to determine mileage for tariff purposes?	<input type="checkbox"/> Yes <input type="checkbox"/> No	None yet	
	Is mileage computed correctly?	<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	<i>None</i>	<i>Get</i>
	Storage-in Transit - Has the carrier improperly classified or converted and storage-in-transit into long term storage?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<i>"</i>	<i>"</i>
	Does the carrier use correct rates for movements into and/or out of storage-in-transit?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<i>"</i>	<i>"</i>
	Have shipments properly classified as storage-in-transit been charged long term storage rates?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<i>"</i>	<i>"</i>
	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	<i>"</i>	<i>"</i>
	Are charges for stairs, elevators, and long carry calculated within the rate band?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>None</i>	<i>Get</i>
	Are extra stop(s) charges calculated within the rate band?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>"</i>	<i>"</i>
	Are piano/organ charges calculated within the rate band?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>"</i>	<i>"</i>
	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	<i>"</i>	<i>"</i>

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	<i>Mileage Only</i>	
	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 checked="" 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 type="checkbox"/> Yes <input checked="" 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	<i>None</i>	<i>Get</i>

	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 checked="" type="checkbox"/> Yes <input 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	4	—
	Have all complaints been recorded in the register?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	4	—
	Are all complaints and claims consecutively numbered?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	4	—
	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	4	—
	Are all claim record documents retained for 6 years?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	4	—
	Are complaint records maintained in office for 3 years after resolution or shipment date?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	4	—
	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	4	—
	Does the carrier investigate the claim quickly?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	4	—
	Does the carrier advise customer of resolution? Advisement is: Written <input type="checkbox"/> Verbal <input type="checkbox"/>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	4	—
	Does the carrier pay, refuse, or offer a compromise on a claim within 120 days?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	4	—
	If claim is not settled within 120 days, does carrier the continue to inform claimant every 60 days?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	4	—
	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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No	4	—

Operations

190	Permit - Is carrier operating within the scope of the permit?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	—
300	Temporary Permit - Is carrier in compliance with conditions attached to its temporary authority?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	—
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	1	—
430-450	Suspension/Cancellation - Has the carrier's permit been suspended or canceled during the time frame of this records check? If yes: Did the carrier operate during the suspension or cancellation period?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	1	—

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

Alan Macomber
Investigator

(360) 664-1236
Telephone

(360) 586-1150
FAX

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

X [Signature]
Received By

Sec/Vice
Title

10/14/04
Date