ROUTING SLIP

| ASSIGNMENT NO.: 106035 MOTCAR NO.: 43 916 | PERMIT: HG-61965 |
|---|--|
| CARRIER NAME: 24 Express INC | |
| INVESTIGATOR(S): A. DICKSON | DATE: 2-17-06 |
| RECOMMENDATION: Compliance review noted one violation regulations - inoperable marker and clearance lights. was issued. Carmer received a satisfactory sat NO violations were found of the economic rules, concerning household gods carriers. I would recommend this company be considered for a permanent HG permit. | N of the Sately CVSA sticker Cty rating. Iregulations |
| Should carrier be rechecked? No REVIEWED BY: ML (deady DATE: Concur with recommendation to grant authorby close and forward to License | 2-72-06 PC: menut HHC |
| INAL RECOMMENDATION BY: Wicki Elliott DATE | E:_2 a3 06 |
| THER INFORMATION: 2/23/06 Classel CAC CC: Alan Nicher | |
| Liberary Service | 212 |
| ν | |

MEMORANDUM

February 17, 2006

Assignment No.: 106035

Industry Code: 207

To:

Vicki Elliott, Assistant Director, Transportation Safety

From:

Alan Dickson, Special Investigator

Subject:

24 Express, Inc.

12310 Hwy 99 Unit 118 Everett, WA 98204

425 290-8282

Permit Number: HG-61965

Mr. Lucas Kim, president/owner was contacted at the above address on February 7, 2006 and he submitted records and equipment for inspection.

Records showed only nine bills of lading issued for the period 8-31-05 through 1-28-2006. Each move was charged within the banded rate structure on properly completed bills of lading. A check of cargo insurance found the company in compliance with the regulation. One economic violation was noted, the truck was not identified with permit name and number.

The safety compliance review found the moving truck with defective clearance and marker lights. Mr. Kim stated he would repair the defects right away and have the vehicle properly identified within 30 days. A satisfactory safety rating was received and a CVSA sticker was issued.

Summary:

Company in compliance with economic rules and regulations; a satisfactory safety rating was received.

I would recommend this carrier to be considered for issuance of the permanent household goods permit.

Attached are compliance review, vehicle inspection report, and MCSAP data sheet.

Alan Dickson

| Carrier: N/A Non-HM Shipper: N/A N/A N/A Cargo Tank: N/A N/A N/A Cargo Tank: N/A N/A Cargo Tank: N/A N/A Company Physical Address: 12310 Hwy 99 Unit 118 Everett, WA 98204 Contact Name: Lucas Kim Phone numbers: (1) 425 290-8282 (2) Fax E-Mail Address: Company Mailing Address: 12310 Hwy 99 Unit 118 Everett, WA 98204 Report # of Pages Part A - General | erritory: 31/2005 |
|--|------------------------|
| MC/MX #: State #:A-106035 Federal Tax ID: 20-3120619 (EIN) Review Type: Compliance Review (CR) - Receipt Scope: Principal Office Location of Review/Audit: Company facility in the U. S. Te Operation Types Interstate Intrastate Carrier: N/A NOn-HM Shipper: N/A N/A Cargo Tank: N/A Cargo Tank: N/A Company Physical Address: 12310 Hwy 99 Unit 118 Everett, WA 98204 Contact Name: Lucas Kim Phone numbers: (1) 425 290-8282 (2) Fax Company Mailing Address: 12310 Hwy 99 Unit 118 Everett, WA 98204 Report # of Pages Part A - General | |
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| Carrier: N/A NOn-HM Shipper: N/A N/A NA NON-HM Shipper: N/A N/A N/A N/A Cargo Tank: N/A N/A N/A N/A Cargo Tank: N/A N/A N/A Company Physical Address: 12310 Hwy 99 Unit 118 Everett, WA 98204 Contact Name: Lucas Kim Phone numbers: (1) 425 290-8282 (2) Fax E-Mail Address: Company Mailing Address: 12310 Hwy 99 Unit 118 Everett, WA 98204 Report # of Pages Part A - General | |
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| 1720 Ellis Street. Suite #200 | |
| 1720 Ellis Street, Suite #200 | |
| Beillanam MA Dogge | |
| Bellingham, WA 98225 | |
| | |
| This report will be used to assess your safety compliance. | |
| rson(s) Interviewed | |
| lame: Lucas Kim Title: President | |
| Title [,] | |
| Reported By: Alan Dichson Title: Who Constitution | |
| Received By: Code: WA0553 | |
| Title: fresidua | Date : 2/7/2006 |

Page 1 of 1

2/7/2006 11:41:37 AM

ICS-151/CR CAPRI: 6.2.0

WASHINGTON UTILITIES & TRANSPORTATION COMMISSION US DOT# Legal: 24 EXPRESS INC 0000000 Operating (DBA): MC/MX #: State #: A-106035 Federal Tax ID: 20-3120619 (EIN) Review Type: Compliance Review (CR) Scope: **Principal Office** Location of Review/Audit: Company facility in the U. S. Territory: **Operation Types** Interstate Intrastate Carrier: N/A Non-HM Business: Corporation Shipper: N/A N/A **Gross Revenue:** \$4,000.00 for year ending: 12/31/2005 Cargo Tank: N/A **Company Physical Address:** 12310 Hwy 99 Unit 118 Everett, WA 98204 **Contact Name:** Lucas Kim Phone numbers: (1) 425 290-8282 (2)Fax E-Mail Address: **Company Mailing Address:** 12310 Hwy 99 Unit 118 Everett, WA 98204 **Carrier Classification** Other: HG-61965 Cargo Classification General Freight Other: HG-61965 Does carrier transport placardable quantities of HM? No Is an HM Permit required? N/A **Driver Information** inter Intra Average trip leased drivers/month: 0 < 100 Miles: 1 Total Drivers: 1 >= 100 Miles: CDL Drivers: 0 **Equipment** Owned Term Leased Trip Leased Owned Term Leased Trip Leased Truck QUESTIONS regarding this report or the Federal Motor Carrier Safety Regulations may be addressed to the WUTC at: 1720 Ellis Street, Suite #200 Bellingham, WA 98225 This report will be used to assess your safety compliance. Person(s) Interviewed Name: Lucas Kim Title: President Name: Title: Reported By: Title: Moter Carrier. Code:WA0553 Date: 2/7/2006 Received By: Title:

ACS-151/CR CAPRI: 6.2.0

Page 1 of 1

2/7/2006 11:37:28 AM



24 EXPRESS INC

U.S. DOT #: 0000000

State #: A-106035

Review Date: 02/07/2006

Part B Violations

Primary: 393.9 STATE **Drivers/Vehicles** Discovered Checked In Violation Checked CFR Equivalent: 393.9 1

Description

Operating a motor vehicle not having the required operable lamps.

Example

U # 1, 1999 Intl, lic no. A 04486 Y - Wa inoperable clearance and side marker lamps

2-7-2006

Safety Fitness Rating Information: **Total Miles Operated**

2.000 **Recordable Accidents** 0

Recordable Accidens/Million Miles 0.000

OOS Vehicle (CR): 0

Number of Vehicle Inspected (CR): 1

OOS Vehicle (MCMIS): 0

Number of Vehicles Inspected (MCMIS): 0

Your proposed safety rating is:

SATISFACTORY

| | Acute | Critical |
|---|------------------|---------------------------------|
| S | 0 | 0 |
| s | 0 | 0 |
| s | _ | 0 |
| S | _ | 0 |
| N | _ | 0 |
| S | - | U |
| | S S S N | S 0 S 0 S 0 S 0 N 0 |

Received by

Capri 6.2.0.483

president

Date



24 EXPRESS INC

U.S. DOT #: 0000000

State #: A-106035

Review Date: 02/07/2006

Part B Recommendations

| 1. | This | review will | result in | a Safe | ty Rating. |
|----|------|-------------|-----------|--------|------------|
|----|------|-------------|-----------|--------|------------|

2. Ensure that all vehicles are systematically repaired and maintained. Establish a complete file for each vehicle, recording all repair, maintenance and inspection operations performed.

Received by

Preside t

2706

Date



24 EXPRESS INC

U.S. DOT #: 0000000

State #: A-106035

Review Date: 02/07/2006

Part C

Reason for Review: Other

Planned Action: Compliance Monitoring

Safestat Category:

Parts Reviewed Certification:

325 382 383 387 390

37 390 391 392 393 395 396

Prior Reviews

Prior Prosecutions

Special Study Information:

397

398

399

171

172

173

177

178

180

Unsat/Unfit Information

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

Does carrier transport placardable quantities of hazardous materials?

Unsat/Unfit rule: Not Applicable

Corporate Contact: Lucas Kim
Corporate Contact Title: President

Remarks:

Compliance review conducted as part of the provisional household goods carrier. One safety violation noted, defective clearance and marker lamps.

A satisfactory safety rating was received.

Recommend consideration of issuance of a permanent HG permit.

Principal Reviewer Signature

WA0553

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: 24 Express INC | HG- 61965 |
|--|------------------------------|
| Location: 12310 Hwy 99 Unit 118 Eurett | Assignment #: (06035 |
| II | UBI#: 602519006 |
| Period of Records Checked: From: 8-31-05 To: 1-2 | 28-06 Total Number of Bills: |

| WAC Rule 480-15- | WAC Rule Reference | Findi | ngs | Number Checked | Number in Violation |
|------------------------|---|--------------|---------------------|-------------------|------------------------|
| | Does the company have current accounts with: Labor & Industries Employment Security Secretary of State Dept. of Revenue | ØYes ØYes | □ No □ No □ No □ No | | |
| 110 | Address/Phone Number - Are the carrier's address and phone number those listed in Commission arecords? | ⊠Yes | □ No | | |
| 360 | Permits - Is original kept in main office? | Ø Yes | □ No | | |
| 480 | Annual Report/Regulatory Fees - Has the carrier filed the most recent annual report? Was the annual report filed on or before May 1st? If not, were late fees and interest included? | □Yes □Yes | □ No | | |
| | Does the carrier correctly calculate and submit regulatory fees? | □Yes | □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: National Indemnity Co. Policy: 70 TRN - 347788 Liability Limits: 4750,000 | ∭Yes ∭Yes | | | |
| | Cargo Insurance - Does the carrier have adequate cargo insurance? Cargo Insurance information: Company National Indemnity (o, Policy: 70TRN-347788 Limits: 430,600 | Yes | □ No | | |

| 590/60 | 0 Leasing | | |
|---------------|---|-------------------------------------|----------------------|
| | Does the carrier lease equipment? If yes: | □Yes Z No | |
| = | Were the leases filed with and approved by the Commission? Were the terms of the lease complied with? | □Yes □ No | 1 |
| 610 | Advertising - Is the carrier's HG or TCC permit number included in all advertisements? If no, note on "other information". | Yes □ 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? | ØYes □ No | |
| | Has the carrier issued a Bill of Lading for each shipment? | ✓Yes □ No | |
| 740 | Does each Bill of Lading contain all required information? | ØYes □ 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? | Yes □ No | |
| | Tariffs - Rates & Charges | 7-163 2 10 | |
| 490 | Does the carrier have a copy of Tariff 15-A? | T | |
| | If yes: Is it current? Is it available to the public? | ØYes □ No ØYes □ No | |
| | If shipper selected a valuation option, were charges computed correctly? | ØYes □ No | |
| | Does the carrier accurately record start and stop times on the bill of lading for each job? | ZYes □ No | |
| | Are the charged hourly rates within the rate band? | ØYes □ No | |
| | Are the extra labor charges within the rate band? | ØYes □ No | |
| | Does the carrier charge travel time to and from job sites? | ØYes □ No | |
| | Charging overtime is optional. If the carrier charges overtime, are the charges within the rate band? | ☑Yes □ No | |
| | Has the carrier assessed hourly rates for any moves that have exceeded 35 miles from origin to destination? | □Yes Ø No | |
| | las the carrier charged for any services not authorized under time rates? Long carry, stairs, piano charge, etc.) | □Yes ✓ No | |
| ta | Packing Material rates - are the charges within the rate band? Does the carrier charge for materials not in the tariff? (Such as: paper, ape, padding, bubble wrap, shrink wrap, tape, etc.) Has the carrier provided packing material to the shipper at no cost? | ØYes □ No □Yes Ø No □Yes Ø No | |
| n | oes the carrier use the Rand McNally mileage guide to determine nileage for tariff purposes? | ØYes □ No | |
| ls | mileage computed correctly? | ríYes □ No | 1 |
| , | etermination of weights - has the carrier weighed all shipments that he've ceeded 35 miles from origin to destination? | ¥Yes □ No | 1041/ rated |
| Do | pes the carrier use correct tariff mileage/weight charges? | Yes □ No | W/i 35 Milas |
| | | □Yes □ No | ' () |

| } | Packing Material rates - are the charges within the | | | |
|---|--|--------------|-------------|------------|
| 1 | Does the carrier charge for materials not in the tariff? (Such as a new or | ☑Yes □ N | 0 | |
| Does the carrier provide written estimates without visually inspecting the goods at the origin? 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? Have all written estimates been signed by the customer? Does the carrier retain all written estimates of moves they have conducted? 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? Has the carrier refused to agree to release a shipment upon powers of | ·] | ļ | | |
| Lotes the carrier charge for materials not in the tariff? (Such as: paper, lape, padding, bubble waya, shrink wap, tape, etc.) Hats the carrier provided packing material to the shipper at no cost? Lotes in No Lotes in | | | | |
| | | Lifes Z No | <u> </u> | |
| | storage-in-transit into long term storage? | ld □Yes ☑ No | | |
| | storage-in-transit? | ØYes □ No | , | |
| | Have shipments properly classified as storage-in-transit been charged long term storage rates? | □Yes ☑ No | | |
| | IT yes: | □Yes Ø No | | |
| 1. | Are the charges within the rate band? Did the carrier obtain the shipper's authorizing circulture. | □Yes □ No | | |
| | · · · · · · · · · · · · · · · · · · · | | 1 | |
| | Are charges for stairs, elevators, and long carry calculated within the rate band? | Yes □ No | | |
| | | ØYes □ No | | |
| | | ØYes □ No | | |
| | If yes: | □Yes 🕱 No | | |
| | Did the carrier obtain the shippers' authorizing signature? | □Yes □ No | | |
| | Estimates | | | |
| | - | ⊠Yes □ No | | |
| 630-690 | If yes: | □Yes 🎗 No | | |
| | Are written estimates based on a written inventory (cube sheet)? | □Yes □ No | | |
| | | | No F | stimtes |
| | Does the carrier provide written estimates without visually inspecting the goods at the origin? | □Yes 🎘 No | | 7(1104) 9. |
| | į iryes: | □Yes 💆 No | · | |
| | Is required documentation attached to binding estimates? | □Yes □ No | | j |
| | Have any binding estimates exceeded the highest legal trains | 1 1 | | |
| | Has the carrier issued any supplemental estimates on binding estimates? | 1 1 | | |
| | , ii yes. | 1 1 | | |
| | is a signed supplemental estimate attached to the original estimate? | UYes □ No | | |
| | Have all written estimates been signed by the customer? | □Yes □ No | NO F | timotee |
| | Does the carrier retain all written estimates of moves they be to | | _// | 3//11/21 |
| ł | conducted? | ⊔Yes □ No | | |
| | Has the carrier issued any Supplemental Estimates? If yes: | | | |
| | Has the carrier issued any Supplemental Estimates? If yes: Do supplemental estimates show what additional services were | □Yes 🍂 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? | □Yes 🎜 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? | □Yes 🎜 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? | □Yes 🎜 No | | |

| 1 | Has the carrier collected more than 25% | | | |
|---------|--|--------------|--|-------------|
| | 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? | □Yes Ø No | | |
| | Has the carrier collected more than 15% over a written non-binding estimate (plus any supplemental estimate) for mileage rated moves? | □Yes 💆 No | | |
| | Has the carrier underestimated any shipments? If yes, How many were underestimated How many total moves did company conduct | □Yes 🔼 No | | |
| | Does carrier understand that it they choose not to issue written estimates they can not provide service by offering to meet or beat another company's estimate? | s, ⊠Yes □ No | | |
| | Claims | | | |
| 800-8 | If yes: | Yes 🗆 No | <u> </u> | |
| | Does the register include all required information? | □Yes □ No | | |
| | Have all complaints been recorded in the register? | ⊠Yes □ No | | |
| | Are all complaints and claims consecutively numbered? | ⊠Yes □ No | | |
| | Have all claims for loss and damage filed within 9 months of delivery date been recorded and processed? | ⊠Yes □ No | | |
| | Are all claim record documents retained for 6 years? | ⊠Yes □ No | | |
| | Are complaint records maintained in office for 3 years after resolution or shipment date? | ⊠Yes □ No | | - |
| · | Does the carrier notify the customer in writing, within 10 days, that claim or complaint was received? | ⊠Yes □ No | | |
| | Does the carrier investigate the claim quickly? | ⊠Yes □ No | - | |
| | Does the carrier advise customer of resolution? | | | |
| | Advisement is: Written Verbal | ØYes □ No | | |
| | Does the carrier pay, refuse, or offer a compromise on a claim within 120 days? | ⊠Yes □ No | | |
| | If claim is not settled within 120 days, does carrier the continue to inform claimant every 60 days? | ØYes □ No | | |
| | If a customer is not satisfied with the carrier's resolution, is the customer referred to the Commission? | ØYes □ No | | |
| | Does the carrier provide the customer with the Commission's toll-free line to Consumer Affairs? | ⊠Yes □ No | | |
| | Operations | | | |
| 190 | Permit - Is carrier operating within the scope of the permit? | ⊠Yes □ No | | |
| 300 | remporary Permit - Is carrier in compliance with conditions attached to the | ØYes □ No | | |
| 390 | Carrier Name - Is the carrier operating under its permitted page or an | ØYes □ No | | |
| 430-450 | Suspension/Cancellation - Has the carrier's permit been suspended or canceled during the time frame of this records check? If yes: | □Yes ☑ No | | |
| | Did the carrier operate during the suspension or cancellation period? | JYes □ No | | İ |

| 900 | Interstate Authority - Has the comission and the | | T | | |
|--------------|--|--|-------------|---------------|--------------|
| • | Interstate Authority - Has the carrier operated If yes: | in interstate commerce? | □Yes 🐧 N | 0 | |
| 930 | Is the carrier properly registered? Is a copy of the SSRS/Exempt receipt in each vehicle | | | 0 | |
| | | | □Yes □ N | 1 | } |
| 360 | Permits - Does carrier keep copies in each ve | hicle? | ØYes □ No | , | |
| 560 | Vehicle Identification - Is the carrier's equipme name and permit number? | Vehicle Identification - Is the carrier's equipment properly identified by | | | |
| 600 | Leased vehicles: are copies of leases in each | □Yes 🖟 No | | | |
| This rec | cords review indicated that some record that need correction have been discusse cords review found numerous record vio | s, as indicated in this fo | rm, need to | be correct | ed. The |
| | Representatives contacted during this records | T | | | · |
| eview. | | Position Held | | Phone Num | ber |
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| You have any questions or would like further took it. | | |
| you have any questions, or would like further technical a | ssistance, please contact: | |
| Alan Videsin Investigator | <u>360 647-1348</u> Telephone | 647-7710 FAX |
| | Telephone | FAX |
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| , as a representative of this company, acknowle understand the findings as stated herein. | dge receipt of this records re | view form and |
| 1 John | Press 1 | 3/3/21 |
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