ROUTING SLIP

TV-05/164

ASSIGNMENT NO.: 106054 MOTCAR NO.: 43869 PERMIT: HG-61975 CARRIER NAME: Johnson, Philip & ba: Paget Sound Delwery Buys INVESTIGATOR(S): Town MeVangh DATE: 3-3-06 RECOMMENDATION: Wose & file I Am recommending This Carrier For permanent 446 Authorit. M. Johnson received a satisfactory Safety
Potrip & has complied with deconomic reduceds.
Should carrier be rechecked? No REVIEWED BY: My Juddy DATE: Concur with recommendation to grant permanent HIHC authority close : forward to licensing services
FINAL RECOMMENDATION BY: Vi ai Ellist DATE: 3/10/06
OTHER INFORMATION: 3/10/06 Clasel car CC: Jon Mc Vauge

				VVA	UTILITIES	& IRANSPOR	TATION CO	<u>MMISSIO</u>	N		
(P)	US DO	T#	Lega	ıl: PHILLIF	JOHNSON	i					
			Ope	rating (DB.	A):PUGET	SOUND DELIV	ERY GUYS	<u> </u>			
MC/MX #:			S	tate #: HG	-61975	Federal Tax I): 83-03857	41 (EIN)			
Review Ty	/pe: Cor	nplian	ce Rev	view (CR) -	Receipt						
Scope:	Prir	cipal (Office		Location	of Review/Aud	it: Compan	y facility in	the U. S.	Territory:	
Operation	Types		state	intrastate					······································		
1	arrier:	N/A				Corporation					
1	nipper:	N/A		N/A	Gross Rev	/enue:		for ye	ear ending:		
Cargo	Tank:		N/A								
Company	Physica	al Add	ress:								· · · · · · · · · · · · · · · · · · ·
218 Main	Street S	Suite 1	53								***************************************
Kirkland, \	NA 980	33									
Contact N	lame:	P	hillin .le	ohnson							
Phone nu	mbers:				(2)		Fav 425_	820-0639		·	
E-Mail Ad					(-/		1 UX -120-	020-0003			
Company	Mailing	Addre	ess:	- "-	 						
218 Main	Street S	Suite 1	53	· ····			· · · · · · · · · · · · · · · · · · ·		······································		
Kirkland, \	VA 9803	33									
Report Su	mmary	· ······						·			
		· · · · ·		Report			#	of Pages			
				Part A - 0	2eneral		"	/			
				Part B - \							
					Recommen	dations					
					udit Receip		-	1			
					.uuit 1 toooip	ar age					
				Total Pa	ges			4			
								,,			
to	ai numb	er or p	oages i	ndicated (a	above) for e	e that I have reach document.	Mv signatu	re does no	eview/audit a	nd agree with ement with th	h the
	ungs or	the re	view/a	uait, nowe	er they hav	e been discuss	sed in detail	with me.			
QUI Haz	ESTION ardous I	S rega Materia	rding (this report of	or the Fede	ral Motor Carrie o the WUTC at	r Safety or				
	٧	/UTC O BOX		ATTN: TO		6H 360-664-12					
	0	LYMP	IA, WA	98504-72	250				•		
				This rep	ort will be	used to asses	s your safe	ty complia	ince.		
Person(s)											
Name: Pl	hillip Joh	nson					Title: C	Owner			
Name:	 						Title:			_	
Reporte	d By:	Tom	W	SVAng	4	Title: MCL	E 5p.	Inv.	Code: WA	0531 Date:	: 3/2/2006
Receive	ed By:		3	4			Title:	7	7		Olare es

i 3				· WA	UTILITIES & TR	ANSPORT	ATION COMMI	NOISS		
	US DO	T#	Lega		JOHNSON	Guitor Ofti	KITON COMMI	331014		
			_		A):PUGET SOU	ND DELIVE	RY GUYS			
MC/MX #:				state #:HG			:83-0385741 (E	IN)		_
Review Ty	ype: Co	mpliand	e Re	view (CR)				,		
Scope:		ncipal C		(7	Location of Re	view/Audit	: Company facil	ity in the U. S.	Territory:	
Operation	Types	Inters	tate	Intrastate			· · · · · · · · · · · · · · · · · · ·			
	Carrier:	N/A		Non-HM	Business: Corp	ooration				
	nipper:	N/A		N/A	Gross Revenue	9:	f	or year ending:		
	Tank:		N/A						·	
Company	Physic	al Addr	ess:							
218 Main Kirkland, \			i 3							_
Contact N Phone nu E-Mail Ad	ımbers:			ohnson 3-2067	(2)		Fax 425-820-0	639		
Company	Mailing	Addre	ss:		`	· · · · · · · · · · · · · · · · · · ·				
218 Main : Kirkland, \			3						· · · · · · · · · · · · · · · · · · ·	
Carrier Cla	ssificat	tion				 				
Exem	pt for Hi	re				**************************************			 	_
Cargo Clas						·····				
	al Freigh				ehold Goods					
				rdable qua	ntities of HM?	No		•		
is an HM			d?			N/A				
Driver Info	ormatio	n		···	···					_
		Int	er	Intra	Average trip le	eased drive	ers/month: 0			
	00 Miles			1	•		al Drivers: 1			
>= 10	0 Miles	:				CD	L Drivers: 0			
quipment	<u> </u>						·····			_
			Owi	ned Term	Leased Trip Le	eased		Owned T	erm Leased Trip Leased	<u></u>
Truck				2	0	0				
QUI Haz	ESTION ardous	S regar Materia	ding t Is rule	this report o	or the Federal Mo addressed to the	otor Carrier WUTC at:	Safety or			
	P	VUTC O BOX OLYMPI	4725	ATTN: TO 60 A 98504-72	M McVAUGH 36 250	60-664-1237	7			
				This rep	ort will be used	to assess	your safety cor	mpliance.		
erson(s) l	ntervie	wed	·····				-			

Name: Phillip Johnson

Title: Owner

Name:

Title:

Reported By:

Received By:

Title: MChE

Code:WA0531 Date: 3/2/2006

Title:



PUGET SOUND DELIVERY GUYS (PHILLIP JOHNSON dba)

U.S. DOT #:

State #: HG-61975

Review Date:

03/02/2006

Part B Violations

1 STATE	Primary: 391.25(c)(1) CFR Equivalent: 391.25(c)(1)	Discovered	Checked		Privers/Violation	ehicles Checked
Example	intain a copy of the response from each Staton, trip date: 2-28-06.	e agency in the driver qualific	cation file.	. <u>-</u> L		· · · · · · · · · · · · · · · · · · ·
Total M Record	Rating Information: iles Operated 20,000 able Accidents 0 able Accidens/Million Miles 0.000	OOS Vehicle (CR): 0 Number of Vehicle Inspected (CR): 0 OOS Vehicle (MCMIS): 0 Number of Vehicles Inspected (MCMIS): 0				
Your proposed safety rating is :		Rating Factors		Acute	Critical	
		Factor 1:	S	0	0	
		Factor 2:	S	0	0	
	SATISFACTORY	Factor 3:	S	0	0	
		Factor 4:	S	0	0	
		Factor 5:	N	0	0	
		Factor 6:	S	-	-	

PUGET SOUND DELIVERY GUYS (PHILLIP JOHNSON dba)



U.S. DOT#:

State #: HG-61975

Review Date: 03/02/2006

Part B Requirements and/or Recommendations

- 1. ENSURE THAT YOU OBTAIN AN ANNUAL DRIVING RECORD CHECK ON EACH DRIVER EMPLOYED AND MAINTAIN THE DRIVING RECORD IN THE DRIVER'S QUALIFICATION FILE.
- 2. FOR DRIVER'S OPERATING WITHIN THE 100 AIR MILE RADIUS EXEMPTION, RECORD COMPLETE START, STOP AND ON-DUTY TIMES FOR EACH DRIVER. RETAIN THESE RECORDS FOR A MINIMUM OF SIX MONTHS.
- **3.** CFR Part 396.11. Ensure that each driver prepares a Driver Vehicle Inspection Report, at the completion of each day, covering those parts and accessories that affect the safe operation of the vehicle. Ensure that the report contains the required signatures and is maintained for 90 days.
- 4. This review will result in an intrastate safety rating and carrier profile. To obtain a copy of your profile, contact Ms. Carolyn Caruso at 360-664-1244.
- 5. Maintain a complete accident register for a period of three years, for each recordable accident involving a commercial motor vehicle. This includes accidents occurring on or after April 29th, 2003.
- **6.** Ensure that periodic inspections are conducted at least once a year, on each vehicle owned and operated by the company. The inspection must be defect free and conducted by a certified periodic inspector.



PÜGET SOUND DELIVERY GUYS (PHILLIP JOHNSON dba) U.S. DOT

State #: HG-61975

Review Date: 03/02/2006

Part C

Reason for Review: Other

Outer

Compliance Monitoring

Planned Action: 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:

Provsional HHG Co.

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: Phillip Johnson Corporate Contact Title: Owner

Remarks:

On March 2, 2006, I contacted Mr. Phillip Johnson, owner, at the carrier's main office located at 723 Kirkland Avenue, Kirkland, WA. The purpose of my contact was to conduct a safety compliance review of this provisional household goods carrier.

Mr. Johnson obtained provisional household goods permit #HG-61975 on August 8, 2005. Approximately 95% of his business is office moves and retail store deliveries within a 35 mile radius of Kirkland, WA. He only conducts household goods movements within this same radius.

Mr. Johnson owns and operates two straight trucks and currently is the only driver employed by his company. He is in the process of training another driver. I inspected both non-CDL trucks on January 26, 2006 and issued valid CVSA decals. The vehicles are insured with the Progressive Casualty Insurance Co., Policy #CA02584371-3, in the combined single limit of \$750,000. He also possesses cargo insurance with National Indemnity Co., Policy #70MTC015149, in the amount of \$20,000.

My initial meeting with Mr. Johnson took place on November 2, 2005 in Kirkland, WA. Additional visits occurred in January and March, 2006. In addition to discussing economic rules and regulations with Mr. Johnson and his office manager, Jill, I provided technical assistance on the Federal Motor Carrier Safety Regulations.

For the purposes of this safety compliance review, I reviewed records from August 2005 through March 2, 2006. The following safety violation was noted:

CFR Part 391 - Driver Qualifications:

Mr. Johnson's driver file did not contain a driving record check as required by CFR Part 391.25. He stated that he would contact DOL and obtain the document for placement into his file.

There were no other violations noted. Mr. Johnson received a Satisfactory safety rating and I am recommending his company for permanent household goods authority.

This assignment is submitted for closing.



PUGET SOUND DELIVERY GUYS (PHILLIP JOHNSON dba)

U.S. DOT #:

State #: HG-61975

Review Date: 03/02/2006

Part C

Principal Reviewer Signature

WA0531

Assistant Reviewers Signature(s)

Upload Authorized: Yes No

Authorized by: Date:

Uploaded: Yes No Failure Code:

Verified by: Date:

Household Goods Technical Assistance and Records Review Checklist

Rev. 4/01

Carrier: JOHNSON PHILLIP d/b/a: PUBET SOUND DELISERY G.	HG- 61975
Location: KIRKLAND, WA	Assignment #: 106054
Investigator: Tom McVALGH	UBI #:
Period of Records Checked: From: 11-2-05 To:	3-2-06 Total Number of Bills: 37

WAC Rule 1880-13	WAC Ruis Reisience	Findings.	Number: Number in Checked Violation
	Does the company have current accounts with: Labor & Industries Employment Security Secretary of State Dept. of Revenue	Yes No Yes No Yes No Yes No	
110	Address/Phone Number - Are the carrier=s address and phone number those listed in Commission records?	Yes No	
360	Permits - Is original kept in main office?	(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 1 st ? If not, were late fees and interest included? Does the carrier correctly calculate and submit regulatory fees?	Yes No Yes No 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: Yoqvessive Chauty Ins. Co. Policy: CA02584371-3 Liability Limits: 6750,000	Yes No	
550	Cargo Insurance - Does the carrier have adequate cargo insurance? Cargo Insurance information: Company NATIONAL INDEMNITY (6 - Policy: 70MTC & 15149 Limits: 20,000	Yes)No	

590/600	Leasing - Does the carrier lease equipment? If yes:	Yes (No
	Were the leases filed with and approved by the Commission? Were the terms of the lease complied with?	Yes No
610	Advertising - Is the carrier=s HG or TCC permit number included in all advertisements? If no, note on Aother information@.	Yes No W
	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?	Yes No
	Has the carrier issued a Bill of Lading for each shipment?	(Yes) No
740	Does each Bill of Lading contain all required information?	Yes No
620	Notice to Shippers - Is the carrier providing shippers with the ARights and Responsibilities@ guide	
	Has the notation on the Bills of Lading been signed by the shipper?	Yes 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?	Yes No Yes No Yes
	If shipper selected a valuation option, were charges computed correctly?	No
	Does the carrier accurately record start and stop times on the bill of lading for each job?	Yes No
7	Are the charged hourly rates within the rate band?	(Fest No
7	Are the extra labor charges within the rate band?	(res) No
	Does the carrier charge travel time to and from job sites?	(Yes) No
C	Charging overtime is optional. If the carrier charges overtime, are the charges within the rate band?	Yes No A//A
Ľ	las the carrier assessed hourly rates for any moves that have exceeded 5 miles from origin to destination?	Yes No WOT ANY MORE
 	las the carrier charged for any services not authorized under time rates? Long carry, stairs, piano charge, etc.)	Yes No NOT ANY MORE
ta	as the carrier provided packing material to the shipper at no cost?	Yes No Yes No
D m	oes the carrier use the Rand McNally mileage guide to determine	Yes No
ls	mileage computed correctly?	Yes No
100	etermination of weights - has the carrier weighed all shipments that have ceeded 35 miles from origin to destination? The empty and loaded weight tickets maintained with the bill of loding?	Yes No V/A MOURS

. `	Does the carrier use correct tariff mileage/weight charges?	Yes No	NIA	
	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?	Yes No Yes No Yes No	((
	Storage-in Transit - Has the carrier improperly classified or converted and storage-in-transit into long term storage?		VA	
	Does the carrier use correct rates for movements into and/or out of storage-in-transit?	Yes No	CC	
	Have shipments properly classified as storage-in-transit been charged long term storage rates?	Yes 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?	Yes No Yes No Yes No		
	Are charges for stairs, elevators, and long carry calculated within the rate band?	Yes No	<u>. </u>	
	Are extra stop(s) charges calculated within the rate band?	Yes No	VA	
	Are piano/organ charges calculated within the rate band?	Yes No	10	
	Has the carrier charged for AExpedited Service@? If yes: Did the carrier obtain the shippers= authorizing signature?	Yes (No		
	Estimates	100 110		<u> </u>
640	Is the company aware that verbal estimates are not allowed?	Ves No	·	
630-690	Does the carrier issue written estimates? If yes: Are written estimates based on a written inventory (cube sheet)? Do written estimates include all required information?	Yes No		
	Does the carrier provide written estimates without visually inspecting the goods at the origin?	Yes (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 existing text.		SILL I	Comply
	Have all written estimates been signed by the customer?	Yes) No		
	Does the carrier retain all written estimates of moves they have	Yes No		
			[1

Has the carrier issued any Supplemental Estimates? If yes: Do supplemental estimates show what additional service requested by the customer that would cause the increase is a signed supplemental estimate attached to the original Has the carrier refused to agree to release a shipment upor 110% of a written and any supplemental estimates? If the goods were released upon payment of 110% of a written has the customer been allowed 30 days to pay the balance? Has the carrier collected more than 25% over the written not estimate (plus any supplemental estimate) for time charges moves, or collected more than 15% over the estimate for acother services? Has the carrier collected more than 15% over a written non-testimate (plus any supplemental estimate) for mileage rated Has the carrier underestimated any shipments? If yes, How many were underestimated How many total moves did company conduct	Yes No Yes No Yes No Yes No The payment of Yes No
Does carrier understand that it they choose not to issue writte they can not provide service by offering to meet or beat anoth company=s estimate?	en estimates, Yes No
Claims	
Does the carrier maintain a Complaints and Claims Register? If yes: Does the register include all required information? 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 obeen recorded and processed?	
Are all claim record documents retained for 6 years?	Yes No
Are complaint records maintained in office for 3 years after reshipment date?	solution or Yes No
Does the carrier notify the customer in writing, within 10 days, or complaint was received?	that claim Yes No
Does the carrier investigate the claim quickly?	Yes No
Does the carrier advise customer of resolution? Advisement is: Written Verbal	Yes No
Does the carrier pay, refuse, or offer a compromise on a claim days?	Les MO
If claim is not settled within 120 days, does carrier the continue claimant every 60 days?	163 140
If a customer is not satisfied with the carrier=s resolution, is the referred to the Commission? Does the carrier provide the customer with the Commission=s to Consumer Affairs?	I LES INO

Operations

	<u> </u>			
190	Permit - Is carrier operating within the scope of the permit?	Yes No	- 	
300	Temporary Permit - Is carrier in compliance with conditions attached to its temporary authority?			
390	Carrier Name - Is the carrier operating under its permitted name or an approved d/b/a?	Yes No		
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?	Yes No		
900 930	Interstate Authority - Has the carrier operated in interstate commerce? If yes: Is the carrier properly registered? Is a copy of the SSRS/Exempt receipt in each vehicle	Yes No Yes No Yes No		
360	Permits - Does carrier keep copies in each vehicle?	Yes No		
560	Vehicle Identification - Is the carrier=s equipment properly identified by name and permit number?	(es No		
600	Leased vehicles: are copies of leases in each vehicle?	Yes No	SIA	

This records review indicated that the carrier=s records are in compliance with WUTC rules and regulations.

This records review indicated that some records, as indicated in this form, need to be corrected. The items that need correction have been discussed.

This records review found numerous record violations. All of the items that need correction were discussed.

Company Representatives contacted during this records review.	Position Held	Phone Number
Phillip Johnson	OWNER Office MNGR.	206-778-206=

Other information:

3-2-06: CARRIER SECENCED A Satisfactory Streety
1 sure by street
- sating on compliance resiew. Mr. This
- has complied with economic reduvements
- uncluding proper Bills of Cadrong, Advertising
Had torit Chevers (De Cara a a
the connen for Perment Authority.

-		
·		
		_
·		
	•	
•		· · · · · · · · · · · · · · · · · · ·
		· · · · · · · · · · · · · · · · · · ·
	<u> </u>	
•		
· 		
f vou bovo one most		
f you have any questions, or would like further to	echnical assistance, please contact:	
Tom McVAngl Investigator		,
10m / 1c VAngl		360-586-1150
Investigator V	Telephone	FAX
	•	
I, as a representative of this company, a understand the findings as stated borois	cknowledge receipt of this records a	eview form and
understand the findings as stated herei	n.	orion ioiiii allu
		, ,
- 7 Lan	— Ohuse Title	3/2/01-
Received By	Title	Date

2006 MCSAP DATA SHEET

Assignment #:	106054
Date of CR/Inspection:	March 2, 2006
Carrier Name:	Johnson, Phillip
DBA:	Puget Sound Delivery Guys
Permit #:	HG-61975
DOT #:	N/A
MC #:	
MotCar #:	43869

COMPLIANCE REVIEW DATA:

	ONITED AND DATA.
Safety Rating:	SATISFACTORY
Number of	2
Vehicles	
Operated:	
Number of	1
Drivers Operated:	
Total Miles for	20,000
Prior Year:	
Recordable	0
Accidents for	
Prior Year:	
Accident Ratio:	

PART B VIOLATIONS:

TIME D VIOLATIONS.
1

2006 MCSAP DATA SHEET (cont):

VEHICLE INSPECTION DATA:

Vehicle		MB	MB	SB	SB	SB	VAN	VAN			Γ
Type:	MC	1-15	16+	1-8	9-15	16+	1-8	9-15	TRK	TT	TRA
# of Vehicle											
Inspections:]					ļ	
# of											
Defective							!		·		
Vehicles:					·						,
Defective											
Vehicle	TE INVA	VIELENIE	A Nake	্রিট্ / (বি	O CON	116) 6 0764	คำลา/สหลัก	vicini Avan	E115		
Ratio:	E E E	A PENDAL	ya vivilky	NAVID	reversivi	In C. R.		STELL CALLE	נוש):		
# of OOS			in the second	and or on North Delay ye.		Amerika isaba at dan adda.	_is later and site for the s	\$670.000 S665.001			
Vehicles:	ļ										
OOS Vehicle	1										
Ratio:	LE ELAN	VIELIBIL		IRVAVIE!	(O) (COM	IP(CIE)	er Gibb	SIERASII	EID .		
Location of		and the second	elita tangan dan arkan dan dan dan dan dan dan dan dan dan d	and the second second	Angelet Maria Maria de Caracia de	anga kutu di katatan je padasa	dağ İstilik İstilik ili	Acceptance No.		Land State of Land	
Inspection:			1								
Level of				-							
Inspection:							ļ				

VEHICLE INSPECTION VIOLATIONS

Vehicle		MB	MB	SB	SB	SB	VAN	VAN			
Type:	MC	1-15	16+	1-8	9-15	16+	1-8	9-15	TRK	TT	TRA
Brakes											
Steering											
Lights									<u> </u>		
Tires/Wheels /Rims											
Horn				_							
Windshield/ Wipers					· .						
Mirrors											
Emergency Equipment/ Exits						-				_	
Coupling Devices									-		
Frame				_				-		-	
Suspension											
Exhaust									~		
Other						-					

McVaugh

Inspector(s):	

2006 MCSAP DATA SHEET (cont):

ABBREVIATIONS:

MC = Motorcoach

MB = Mini-Bus

SB = School Bus

Van = Van

TRK = Truck

TT = Truck Tractor

TRA = Trailer

ROUTING SLIP

ASSIGNMENT NO.: 105310	MOTCAR N	0.:43869	PERMIT: HG-	6197
CARRIER NAME: Johnson, Phil	Up Pa	get Sound	Delivery	Guy
ASSIGNMENT NO.: 105310 CARRIER NAME: Johnson Phili INVESTIGATOR(S): Tow Ma	Waugh		_ DATE: <u>//-</u> 3	3-05
RECOMMENDATION: Close + PROVISIONAL VISIT. Facture ETA VIS	File. Pani	Tutto	l HHG Veryuve	
·				<u></u>
Should carrier be rechecked? <u>Les</u>	2-3	weeks	· · · · · · · · · · · · · · · · · · ·	
REVIEWED BY:	-	DATE:		
				<u></u>
•				
		,		
FINAL RECOMMENDATION BY:		DAT	E:	
				·
OTHER INFORMATION:				

MEMORANDUM

November 3, 2005

Assignment No.: 105310

Industry Code: 207

To:

Vicki Elliot,

Assistant Director, Transportation

From:

Thomas R. McVaugh, MCLE Special Investigator

Subject

Johnson, Phillip

dba: Puget Sound Delivery Guys

218 Main Street Suite 153 [Kirkland, Wa 98033]

Permit Number: HG-61975

On November 2nd, 2005, I contacted Mr. Phillip Johnson, owner of Puget Sound Delivery Guys, a provisional household goods operator as permitted under WUTC Permit #HG-61975. This was my initial visit with this carrier to explain the provisional process and a portion of the economic regulations governing household goods.

Mr. Johnson stated that he currently owns and operates two straight trucks that are grossed under 26, 001 pounds. His primary business (75%) involves office and retail store deliveries. The remainder involves intrastate household goods transportation.

During this initial visit, I discussed the following economic regulations with Mr. Johnson:

Permits

Leasing

Advertising

Regulatory Fees

Damage Files

Tariffs

Information that must be given to customers

Estimates

Insurance requirements
Rule Books
Annual Reports
Household Goods Terminology

Mr. Johnson is somewhat familiar with the regulations but needs additional training and instruction in billing, bills of lading, tariff usage, estimating, valuation and safety. I will be contacting him in approximately two weeks for our second appointment.

This assignment is submitted for closing.

Thomas R. McVaugh MCLE Special Investigator Washington Utilities and Transportation Commission

Household Goods Technical Assistance and Records Review Checklist

Conview 7/ 6	Checklist	
Carrier: Johnson, PHILLIP d/b/a: Description Carrier: Johnson, PHILLIP		HG-
Pucet Sound Delisery Guy	کم	61975
Location: KIRKLAND, WA	Assignment #: /	105310
Investigator: Tom MeVAn6H	<i>106016</i> UBI#:	
Period of Records Checked: From: //- 2-05 To:	Total N	Number of Bills: 30

WAC Rule 480-15	WAC Rule Reference	Findings	Checked	
110	Address/Phone Number - Are the carrier's address and phone number those listed in Commission records?	PYes □ No	12	12
360	Permits - Is original kept in main office?			
480	Annual Report/Regulatory Fees - Has the carrier filed the most recent annual report?	ØYes □ No		
÷	annual report? Was the annual report filed on or before May 1 st ? If not, were late fees and interest included?	□Yes □ No □Yes □ No □Yes □ No	NIA	
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:	⊠Yes □ No		
	Company: PROSVESSIVE CASUALTY Ins. Co. Policy: <u>CA02584371-3</u> Exp: 3-25. Liability Limits: 4750,000	-06		
550	Cargo Insurance - Does the carrier have adequate cargo insurance? Cargo Insurance information:	Tyres □ No		
	Policy: 70MTCB15149			
90/600	Limits:			
30/000	Leasing - Does the carrier lease equipment? (Not to include leasing companies) If yes:	□Yes ☑ No		
	Were the leases filed with and approved by the Commission? Were the terms of the lease complied with?	□Yes □ No □Yes □ No		
610	Advertising - Is the carrier's HG or TCC permit number included in all	□Yes □ No	PRRIE	WHS OF

	Tariffo Deta o o		Numb Check	
490	Does the carrier have a copy of Tariff 15-A?			
	i yes.	ØYes □	No	
	Is it current?	ØYes □	100000000000000000000000000000000000000	
	Is it in the office and available to the public?	ØYes □	100000000000000000000000000000000000000	
330	Does the carrier accurately record start and stop times for each job?	Zeres L	NO	
lourly		ØYes Φ	No Im	PROPER
	Are the charged hourly rates within the rate band?	DYes □ I	VO CARA	CIAR 13 M
		ØYes □ N	usin	6 wate
· ·	Does the carrier charge travel time to and from job sites?	□Yes □ N		
	Charging overtime is optional. If the carrier charges overtime, are the charges within the rate band?			
		□Yes □ N	10 N/1	9
	Has the carrier assessed hourly rates for any moves that have exceeded 35 miles from origin to destination?	ØYes □ N	ADVI	580 on
	Has the carrier charged for any population and the	Pies Li N		pue vot
	Has the carrier charged for any services not authorized under time rates? (Long carry, stairs, piano charge, etc.)	☑Yes □ N	Ins	work
	Packing Material rates are the at		Sup	Ples
	Does the carrier charge for materials not in the tariff? (Such as: paper, padding, bubble wrap, shrink wrap, tape, etc.)	ØYes □ No		
	tape, padding, bubble wrap, shrink wrap, tape, etc.) Has the carrier provided packing material to the shipper at no cost?	ØYes □ Ng		-
30	The proving material to the snipper at no cost?	□Yes ☑ No		
_	Does the carrier use the Rand McNally mileage guide to determine mileage for tariff purposes?	□Yes □ No		O-ADVI
	s mileage computed correctly?		on pi	OPEL FOR
	Does the carrier use correct tariff mileage/weight charges?	□Yes Ø No		
		□Yes No	1.	
j.	Packing Material rates - are the charges within the rate band?	□Yes □ No	 	
4	opes the carrier charge for materials not in the tariff? (Such as: paper, padding, bubble wrap, strink wrap, tape, etc.) las the carrier provided packing material to the artism of the particular to the artism.		B .	1
Off Li	las the carrier provided packing material to the shipper at no cost?	™Yes □ No	ł	1
ļi			1	
	torage-in Transit - Has the corrier in	□Yes □ No		
5	torage-in Transit - Has the carrier immediate	□Yes □ No		No
S a	storage-in Transit - Has the carrier improperly classified or converted nd storage-in-transit into long term storage?			No Storage
a D Si	storage-in Transit - Has the carrier improperly classified or converted nd storage-in-transit into long term storage? loes the carrier use correct rates for movements into and/or out of torage-in-transit?	□Yes □ No		
S a D si	storage-in Transit - Has the carrier improperly classified or converted nd storage-in-transit into long term storage? loes the carrier use correct rates for movements into and/or out of lorage-in-transit? ave shipments properly classified as atomics in the storage in the st	□Yes □ No □Yes □ No □Yes □ No	NA	
s a D si H	storage-in Transit - Has the carrier improperly classified or converted and storage-in-transit into long term storage? loes the carrier use correct rates for movements into and/or out of torage-in-transit? ave shipments properly classified as storage-in-transit been charged ng term storage rates?	□Yes □ No	NA	
s a D si H	storage-in Transit - Has the carrier improperly classified or converted and storage-in-transit into long term storage? loes the carrier use correct rates for movements into and/or out of torage-in-transit? ave shipments properly classified as storage-in-transit been charged as the carrier provided temporary storage-in-vehicle?	□Yes □ No □Yes □ No □Yes □ No □Yes □ No	NA	
s a D si H	storage-in Transit - Has the carrier improperly classified or converted and storage-in-transit into long term storage? loes the carrier use correct rates for movements into and/or out of torage-in-transit? ave shipments properly classified as storage-in-transit been charged and term storage rates? as the carrier provided temporary storage-in-vehicle? If yes: Are the charges within the rate bands	□Yes □ No □Yes □ No □Yes □ No □Yes □ No □Yes □ No	NA	
s a D si H	storage-in Transit - Has the carrier improperly classified or converted and storage-in-transit into long term storage? loes the carrier use correct rates for movements into and/or out of torage-in-transit? ave shipments properly classified as storage-in-transit been charged and term storage rates? as the carrier provided temporary storage-in-vehicle? If yes: Are the charges within the rate bands	□Yes □ No □Yes □ No □Yes □ No □Yes □ No	NA	
S a D D s s H lo	storage-in Transit - Has the carrier improperly classified or converted and storage-in-transit into long term storage? loes the carrier use correct rates for movements into and/or out of torage-in-transit? ave shipments properly classified as storage-in-transit been charged as 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?	□Yes □ No □Yes □ No □Yes □ No □Yes □ No □Yes □ No	NA	
S a D D s s lo	storage-in Transit - Has the carrier improperly classified or converted and storage-in-transit into long term storage? loes the carrier use correct rates for movements into and/or out of torage-in-transit? ave shipments properly classified as storage-in-transit been charged as 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? e charges for stairs, elevators, and long carry calculated within the rate and?	□Yes □ No □Yes □ No □Yes □ No □Yes □ No □Yes □ No □Yes □ No □Yes □ No □Yes □ No	N/A	
S a D D s s lo	storage-in Transit - Has the carrier improperly classified or converted and storage-in-transit into long term storage? sees the carrier use correct rates for movements into and/or out of lorage-in-transit? ave shipments properly classified as storage-in-transit been charged and term storage rates? as 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? e charges for stairs, elevators, and long carry calculated within the rate and? e extra stop(s) charges calculated within the rate band?	□Yes □ No □Yes □ No □Yes □ No □Yes □ No □Yes □ No □Yes □ No □Yes □ No □Yes □ No	N/A N/A	
S a D S s look of the state of	storage-in Transit - Has the carrier improperly classified or converted and storage-in-transit into long term storage? sees the carrier use correct rates for movements into and/or out of torage-in-transit? ave shipments properly classified as storage-in-transit been charged as 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? e charges for stairs, elevators, and long carry calculated within the rate and? e extra stop(s) charges calculated within the rate band?	□Yes □ No □Yes □ No □Yes □ No □Yes □ No □Yes □ No □Yes □ No □Yes □ No □Yes □ No	N/A	
S a D S s H lo S H lo Ar ba	storage-in Transit - Has the carrier improperly classified or converted and storage-in-transit into long term storage? soes the carrier use correct rates for movements into and/or out of torage-in-transit? ave shipments properly classified as storage-in-transit been charged as 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? The charges for stairs, elevators, and long carry calculated within the rate and? The extra stop(s) charges calculated within the rate band?	□Yes □ No □Yes □ No □Yes □ No □Yes □ No □Yes □ No □Yes □ No □Yes □ No □Yes □ No	N/A N/A	

480-15	WAC Rule Reference	Findings	Number Checke	
	Has the carrier charged for "Expedited Service"? If yes: Did the carrier obtain the shippers' authorizing signature?	□Yes ₺ N	0	d Violation
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	Wice	Camp)
	Estimates			
640	Is the company aware that verbal estimates are not allowed?			
30-690	Does the carrier issue written estimates? If yes:	ØYes □ No		
	Are written estimates based on a written inventory (cube sheet)?	ØYes □ No	, ·	
	Do written estimates include all required information?	□Yes ☑ No	allan	
	Does the carrier provide written estimates without visually inspecting the goods at the origin?	□Yes □ No	TARIL	RUE
	Binding Estimates - Does the carrier issue binding estimates? If yes: Is required documentation attached to the discussion of the back of the discussion of the back of the discussion of the back of the discussion of the back of the discussion of the back of the discussion of the back of the discussion of the back of the discussion of the back of the discussion of the back of the discussion of the back of the discussion of the back o	ØYes □ No		R WAS
	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 supplementation.	□Yes □ No	RULE	ane of
	If yes:	□Yes □ No	WILL	CORREC
	Is a signed supplemental estimate attached to the original estimate? Have all written estimates been signed by the customer?	□Yes Ø No	7.457	Alles
	Does the carrier retain all written estimates of moves they have conducted?	□Yes □ No	<u>-</u>	
	Has the carrier issued any Supplemental Estimates? If yes:	□Yes ☑ No		
	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		
	las the carrier refused to agree to release a shipment upon payment of 10% of a written and any supplemental estimates?	□Yes 忆 No		
	f the goods were released upon payment of 110% of a written estimate, as the customer been allowed 30 days to pay the balance?	□Yes □ No	NA	
n	las the carrier collected more than 25% over the written non-binding stimate (plus any supplemental estimate) for time charges on hourly noves, or collected more than 15% over the estimate for accessorial or ther services?	□Yes ♠ No		
_	- The state of the	□Yes ☑ No		
H	as the carrier underestimated any shipments?	□Yes ᡚ No		
	oes carrier understand that it they choose not to issue written estimates, ey can not provide service by offering to meet or beat another ompany's estimate?	ØYes □ No		

· i

territorio de la constancia de la consta		
48 _{C-1}	5- WAC Rule Reference	Findings Number Number in
720	Bills of Lading - Is the carrier using a Uniform Household Goods Bill of Lading that meets the requirement of Tariff 15-A?	Ghecked Violation
740	Has the carrier issued a Bill of Lading for each shipment? Does each Bill of Lading contain all the state of	Wyes 1 No - Billing Town
750	Does each Bill of Lading contain all required information?	□Yes ☑ 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?	Yes No CESES Hourly Roth
	Claims	, Lies O No
800-870	Does the carrier maintain a Complaints and Claims Pogietor	
	If yes: Does the register include all required information?	□Yes □ No He will Begin □Yes □ No me Receises
	Have all complaints been recorded in the register?	LYes I No me Receives
		□Yes □ No
	Are all complaints and claims consecutively numbered?	Tyes I No No Physics Library
	Have all claims for loss and damage filed within 9 months of delivery date been recorded and processed?	□Yes □ No No Chams Files □Yes □ No P5 Vet.
	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 □	□Yes □ No
į	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 the carrier continue to inform claimant every 60 days?	□Yes □ 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?	□Yes □ No
	Operations **	TIES LI NO
190	Permit - Is carrier operating within the scope of the permit?	ØYes □ No
300	Temporary Permit - Is carrier in compliance with conditions attached to ts temporary authority?	Tes D No Provisional
	Carrier Name - Is the carrier operating under its permitted name or an approved d/b/a?	ØYes □ No
30-450	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?	□Yes □ No
	· · · · · · · · · · · · · · · · · · ·	

80:15-	MAG Kule Reference	Findings	Number	Number in
900	Interstate Authority - Has the carrier operated in interstate commerce? If yes:	□Yes ☑ N6	Checked	Violation
930	Is the carrier properly registered? Is a copy of the SSRS/Exempt receipt in each vehicle	□Yes ☑ No		
360		□Yes □ No		
	Permits - Does carrier keep copies in each vehicle?	□Yes □ No	unka	al DY
560	Vehicle Identification - Is the carrier's equipment properly identified by name and permit number?	□Yes □ No	untz	Zine.
600	Leased vehicles: are copies of leases in each vehicle?	□Yes □ No	NA	

I his records review indicated that the carrier's records are in compliance with regulations.	WUTC rules and	
This records review indicated that some records, as indicated in this form, nee items that need correction have been discussed.	d to be corrected.	Th

☐ This records review found numerous record violations. All of the items that need correction were discussed.

Company Representatives contacted during this records review.	Position Held	Phone Number
TILL Johnson	President Office Magr.	226-7782067

Other information:

Trutial Visit judicates this Course 15 is need

OF Further ETA. 78 % of sperior 15 office

moves & retail 5 fore pelisery (Non-vegulates).

I will meet with Mr. Johnson in Approx.

2 weeks for Additional ETA.

1-26-06: Carrier's primary operation (90%) 15 OFFice

moves & Retail Stone nelisery.

	· · · · · · · · · · · · · · · · · · ·
CARRIER 15 VERY	austomer orientes Aus
_ Attentive to comp	Olying With Water D. Co.
1-26-06 ETA meeting C	overed the Following.
13/6 Requirements	VALUATION, SIT, SIV Rate
- (1910 tile Estimates	s & salamal such 1
Annual Report & Reg	7. Fees.
SAFety: 393,391,395	, 396, Accident File
The next meeting	E WILL BE to CONDUCT
A. SAFety Complia	Ance Review mus
Anticipated recomme	ensation for Permanent
Huthority.	
you have any questions, or would like furthe	r technical assistance, please contact:
Tom McVAugu	71 2 1 1 1 - 22 21 5 5
Investigator	" 360-664-1237 360-586-1/50 Telephone FAX
, as a representative of this company, acknov Inderstand the findings as stated herein.	wledge receipt of this records review form and
o a canon herent.	

Title

Date

Received By

ROUTING SLIP

ASSIGNMENT NO.: 106 016	MOTCAR NO.: 43849	PERMIT: HG-6197
CARRIER NAME: Johnson, Pho	Mip Sta: Puget Sou	ino Delivery Gus
INVESTIGATOR(S): Jon Ne	VAngl	DATE: 2-10-06
RECOMMENDATION: (65e	title: This is	the princesum
HHG CARRIER'S S	eeonn 674 VISI	T. Primary
Focus WAT on s	Hety regulations	TANIF 15
Bills of LAping,	KETIMETING, VALUE	tion () Ary Age
Claims CANGO insu	VALLE AND ADVER	trsing. Refer
To HHG rechnica	C PRSISTANCE &	AND RECOVOS
Review Checklist	(4ttAcher). Next	meeting will
include CR Ans	close-out if	A SATISFACTORY
vature (3 OBTAIN	IED. I suspecte	O BOTH Trucks
MO ISSUED CVS A	A Decals.	
Should carrier be rechecked? $2-3$	weeks for CR	& closeout
REVIEWED BY:	DATE:	
FINAL RECOMMENDATION BY:	DAT	E.
OTHER INFORMATION:		

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

Carrier: Johnson, PHILLIP	Checklist
d/b/a:	HG-
Pucet Sound Delivery Guy	61975
Location: KIRKLAND, WA	Assignment #: 105310
Investigator: Tom MeVAn6H	106016 UBI#:
373	·
Period of Records Checked: From: //- 2-05 To:	Total Number of Bills: 30

WAC Rule 480-15	WAC Rule Reference	Findings	Number Ghecked	Numbe Violatio
110	Address/Phone Number - Are the carrier's address and phone number those listed in Commission records?	PYes □ No	12	12
360	Permits - Is original kept in main office?			
480	Annual Report/Regulatory Fees - Has the carrier filed the most recent annual report?	ØYes □ No		
	annual report?	□Yes □ No		
	Was the annual report filed on or before May 1st ? If not, were late fees and interest included?	□Yes □ No	NIA	
	·	□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:	ØYes □ No		
	Company: PROSVESSIVE CASUALTY Ins. Co Policy: <u>CA02584371-3</u> Exp: 3-25			
550	Liability Limits: 4750, 000	-06		
550	Cargo Insurance - Does the carrier have adequate cargo insurance? Cargo Insurance information:	ØYes □ No		
	Company NAtronal Fordements Co. Policy: 70MTCB15149			
	Policy: 70MTC815149			
	Limits:			
90/600	Leasing -	/		
	Does the carrier lease equipment? (Not to include leasing companies) If yes:	□Yes ☑ No		
	Were the leases filed with and approved to the	□Yes □ No		
	Were the terms of the lease complied with?	□Yes □ No		
610	Advertising - Is the carrier's HG or TCC permit number included in all		BRUEK	WAS
	- Comorno		POUSED	OF

. –	WAC Rule Reference	Findings	Numb Check	er Number ked Violatio
490	Does the carrier have a convert Tirk to the Charges			
	Does the carrier have a copy of Tariff 15-A? If yes: Is it current? Is it in the office and available to the public?	ØYes □	No	
330 lourly	Does the carrier accurately record start and stop times for each job?	ØYes □ I	 	DEPER
	Are the charged hourly rates within the rate band?		Bil	CIELADIO
	Are the extra labor charges within the rate band?	QYes □ N	USIN	6 wetc
	Does the carrier charge travel time to and from job sites?	ØYes □ N		<u> </u>
	Charging overtime is optional. If the carrier charges overtime, are the charges within the rate band?	□Yes □ N		9
	Has the carrier assessed hourly rates for any moves that have exceeded 35 miles from origin to destination?	150 C2 C1 1/4	ADVI	sep on
	Has the carrier charged for any services not authorized under time rates (Long carry, stairs, piano charge, etc.)	P ⊠Yes □ No	Ins	ple vot
	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?	ØYes □ No ØYes □ No □Yes Ø No		Pils
330 eage	Does the carrier use the Rand McNally mileage guide to determine mileage for tariff purposes?	□Yes I No	YAH	OP-ADVI
	s mileage computed correctly?	□Yes ☑ No	on fi	aper for
	Does the carrier use correct tariff mileage/weight charges?	OYes D No	 	<u> </u>
Qt -	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.) las the carrier provided packing material to the shipper at no cost?	□Yes □ No □Yes □ No □Yes □ No		
	torage-in Transit - Has the carrier improperly classified or converted nd storage-in-transit into long term storage?	□Yes □ No	1/10	No
	oes the carrier use correct rates for movements into and/or out of orage-in-transit?	□Yes □ No	ic	storay.
	ave shipments properly classified as storage-in-transit been charged ng term storage rates?	□Yes □ No	11	
H	as 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?	□Yes □ No		
Ar ba	e charges for stairs, elevators, and long carry calculated within the sate	□Yes □ No □Yes □ No	1/1.4	
Ar	e extra stop(s) charges calculated within the rate band?	□Yes □ No	NIA	
	e piano/organ charges calculated within the rate band?			
	The face party?	□Yes □ No	1	

48041	5- WAC Rule Reference	Findings	Number	
	Has the carrier charged for "Expedited Service"? If yes: Did the carrier obtain the shippers' authorizing signature?	□Yes ☑ No	⁻]	d Violation
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 □Yes □ No	Wich	- Camply
	Estimates			
640	Is the company aware that verbal estimates are not allowed?	TOY OF THE	7	T
630-690	Does the carrier issue written estimates? If yes: Are written estimates based on a written inventory (cube sheet)?	ØYes □ No	- 	
	Do written estimates include all required information?	☐Yes ☐ No	(MANIK	
	Does the carrier provide written estimates without visually inspecting the goods at the origin?	□Yes No	7001SP	RULE
	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:	☐Yes ☐ No☐Yes ☐ No☐Y	RULE WILL	N WAS ANE OF He CONNEC WHES
	Is a signed supplemental estimate attached to the original estimate? Have all written estimates been signed by the customer?	□Yes Ø No	<i>y.u.s y</i>	Alles
	Does the carrier retain all written estimates of moves they have conducted?	☐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 □Yes □ No □Yes □ No		
	Has the carrier refused to agree to release a shipment upon payment of 110% of a written and any supplemental estimates?	□Yes D No		
	, 1 - 7 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -	□Yes □ No	NA	
	other services?	□Yes ♠No		
.	is through taken moves?	□Yes Ø No		-
	Has the carrier underestimated any shipments?	□Yes ☑ No		
B 1	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?	DYes □ No		

'v

48C-1	F	<u>.</u>				
406-1	WAC Rule Reference	Findings		mber No	umber in Iolation	ī
720	Bills of Lading - Is the carrier using a Uniform Household Goods Bill of Lading that meets the requirement of Tariff 15-A?	□Yes □				, A
	Has the carrier issued a Bill of Lading for each shipment?	□Yes Ū		1-20-	6 G	
740	Does each Bill of Lading contain all required information?	1	/	Billing	i fuv	alca
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?	□Yes □	No ces	es Ha	nly R	te
	Claims	. □Yes □∕I	No			
800-870			/			
	If yes: Does the register include all required information?	□Yes ២ N	10 He	en An PRECEI	Best	re.
	Have all complaints been recorded in the register?	□Yes □ N	10 me	Rece	y con	m
	Are all complaints and claims consecutively numbered?	□Yes □ N				
	Have all claims for loss and damage filed within 0 west to 5	□Yes □ N	10 No	Clam	s file	en
	processed?	□Yes □ N		fet.		
	Are all claim record documents retained for 6 years?	□Yes □ N				ı
	Are complaint records maintained in office for 3 years after resolution or shipment date?	□Yes □ No	<u> </u>	-		
	Does the carrier notify the customer in writing, within 10 days, that claim or complaint was received?	□Yes □ No	-			
ĺ	Does the carrier investigate the claim quickly?	□Yes □ No	- 			
1	Does the carrier advise customer of resolution?		-			
ľ	Advisement is: Written ☐ Verbal ☐	□Yes □ No)			
1	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 the carrier continue to inform claimant every 60 days?	□Yes □ No	 	-		
Į.	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?	□Yes □ No	1			-
1	Operations **	TIES TIMO				
190	Permit - Is carrier operating within the scope of the permit?	F. 51.				
300 1	Temporary Permit - Is carrier in compliance with conditions attached	⊠Yes □ No	Port	ور دار	7	
390 C	Carrier Name - Is the carrier operating under its permitted name or an	ØYes □ No	Han	SONA		
30-450 S	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?	□Yes □ No				
	· · ·			A14 (100000000000000000000000000000000000	20000000000	

80-15-	• AC Rule Reference	Findings	Number Checked	Number in
900	Interstate Authority - Has the carrier operated in interstate commerce? If yes:	□Yes ₺ Ŋ6	***************************************	Violation
930	Is the carrier properly registered? Is a copy of the SSRS/Exempt receipt in each vehicle	□Yes ☑ No		
360	Permits - Does carrier keep copies in each vehicle?	□Yes □ No		
560	Vehicle Identification - Is the carrier's equipment properly identified by name and permit number?	□Yes □ No	unka	91 0 # 4me
600	Leased vehicles: are copies of leases in each vehicle?	□Yes □ No	NA	

☐ This records review indicated that the carrier's records are in compliance with WUTC rules and regulations.	
This records review indicated that some records, as indicated in this form, need to be corrected. Titems that need correction have been discussed.	
\square This records review found numerous record violations. All of the items that need correction were discussed.	t

Position Held	Phone Number
President Office Mass	226-7782067

Other information:

Initial Visit judicates this Course 15 14 need
of Further ETA. 75% of speration 13 pa need
moves à rétail store pelevery (Non-vegulation).
I will meet with Mr. Jolinson in Approx.
2 weeks for Additional ETA.
1-26-06: CARRICA'S PRIMARY SPERATION (90%) 15 OFFICE
moves & Refail Stone Delivery.

CARRIER 15 VERY COSTOMER ORIENTED AND
- Attentive to complying with Wate Rules
1-26-06 ETA meeting covered the Following:
BIL peringer to last of the Following:
Blk Requirements, VALuation, SIT, SIV, Rate
Chim File Estimates & Supplemental Estimates
Reg. Fees.
SAFety: 39'3, 391, 395, 396, Accident File
The next meeting will be to consuct
- H. SAFety Compliance Review
Anticipated recommensation for Permanent
Authority.
f you have any questions, or would like further technical assistance, please contact:
Tom Mc/Aug17 360-664-1237 360-586-1150 Investigator Telephone FAX
relepnone FAX
l, as a representative of this company, asknowled
l, as a representative of this company, acknowledge receipt of this records review form and understand the findings as stated herein.

Title

Date

Received By

Washington State Patrol WullC UNIFORM DRIVER/VEHICLE INSPECTION REPORT

1224530

J578	LEVEL: 1	2	3 4	1 5	
GENERAL			HAZARDO	OUS MATE	RIALS
DATE TIME (MILITARY) 1 , 26, 04 BEGUN 10:05:	TIME (MILITARY)) HAZARD C	ASS / DIVISION N	0	
LOCATION: SR/MP	FINISHED 10: 20	REPORTABL	EQTY? Y N	HAZARDOUS \	WASTE? Y N
KINKLAND					OTANKS? Y N
CARRIER NAME (Inclue DBA when application)	. //	ER <i>202</i> 0			
John SON, Phillip	Juse	t Soun	s Del	csery	Puys
218 MAIN ST CITY KIRKLAND STATE	Sui'	te /3	13	_	0
KIRKIAND STATE	ZIP CODE	INTERSTATE I	OOT NO.	ICC NO.	
130 (32) (32)	DRIVE	*********			
DRIVER NAME	LICENS		<i>,</i>	STATE	EXP. YEAR
DATE OF BIRTH MED. CERT. Y N SH	IPPER NAME			SHIPPING NO.	
/ / WAIVER Y N		·			
REGISTERED OWNER NAME/ADDRESS	VEHICL		v.w.	Por	V
SAME		6.	12000	PBT I	HAIE
UNIT TYPE YEAR/MAKE	CO. UNIT NO.	L	CENSE NO. / VIN I		STATE
1 TR 99/ISUZU	1	A68	50864		CUA
3		· · · · ·			
4			 .	·	
1 2 3 4	<u> </u>	8 9	10 11	12	
B Hydroute				T	
FRONT			1		
CFR V	IOLATIONS) 1 2	3 4	Unit #s Complied
					O/S Complete
	· · · · · · · · · · · · · · · · · · ·			<u> </u>	
	<u>-: </u>				
					
				1	
	-			_	
			+	-	
			+	 	
CVSA DECALS UNIT 1 UNIT 2 UNIT 2	IIT 3	UNIT 4	NOIC !	NO.	
	_				
	IVER SIGNATURE				
Vehicle may not be operated until 0 / S defects noted above are repaired.		<u> </u>		1 <u>-</u>	0

UNIFORM DRIVER/VEHICLE INSPECTION REPORT

1224531

DIST/DET	L	EVEL: 1	2	_ 3	_ 4 _	5 _/	
	GENERAL			HAZA	RDOUS	MATERIA	ALS
DATE TIME (MI) 1 26 06 BEGUNCE LOCATION: SR/MP	19 km	IME (MILITARY) NISHED	1	CLASS / DIVI			
LOCATION: SRIMP KINKLAND	S	CALEHOUSE NO. CN					
KIRCHAO		CARRI	ER 200			CARGO TA	
CARRIED NAME (Inclue DBA when app	dicable)				-		
ADDRESS (1 5+	≤ 100	te 15	<u> </u>	De le	<u> </u>	Jugs
218 MAIN CITY KINKLAND	STATE/	ZIP CODE 98033	INTERSTATE	DOT NO.		ICC NO.	-
KIRKLANIS	<i>DVP</i>	DRIVE					
DRIVER NAME		LICENS		,		STATE	EXP. YEAR
DATE OF BIRTH MED.	CERT. Y N SHIPP	ER NAME			SHII	PPING NO.	
/ / WAIVE	R Y N	VEHIC	E TK				
REGISTERED OWNER NAME/ADDRESS		VEITIG		G.V.W.	<u> </u>	PBT RATE	
UNIT TYPE YEAR	MAKE C	O. UNIT NO.		LICENSE NO	. / VIN NO.		STATE
1 TR 84/	40	2	A587	7966			WA
3			<u>.</u>	<u>'</u>			
4					·	- 1	
1 2	3 4 5	6 7	8 9	10	11 12	2	
FRONT	HXXXIa	Well!	STM	HNI	*14		
				500000 7 16 18			
CFR	Vio	LATIONS		D 1	2 3		t #s /S Complied
<u> </u>							
							
							
				-			
CVSA DECALS UNIT 1 UNIT 2	UNIT :	3	UNIT 4		NOIC NO.	, -	
Vehicle may not be opera	ated until O / S	R SIGNATURE	1	<u> </u>	L		
defects noted above are Driver may not drive unti		PR SIGNATURE	e fil		1	1/1	
3000-150-160 R (2/99)		1. 103!	/		1 0	<i>[] </i>	

2006 MCSAP DATA SHEET

Assignment #:	106016
Date of CR/Inspection:	1-26-06
Carrier Name:	Johnson, Phillip
DBA:	Puget Sound Delivery Guys
Permit #:	HG-61975
DOT #:	
MC #:	·
MotCar #:	43869

COMPLIANCE REVIEW DATA:

Safety Rating:	
Number of	
Vehicles	
Operated:	•
Number of	
Drivers Operated:	
Total Miles for	
Prior Year:	
Recordable	
Accidents for	
Prior Year:	
Accident Ratio:	

PART B VIOLATIONS:

Part 382/Part 40	
Part 383	
Part 387	
Part 390	
Part 391	
Part 392	
Part 395	
Part 396	
Part 397	

2006 MCSAP DATA SHEET (cont):

VEHICLE INSPECTION DATA:

Vehicle		MB	MB	SB	SB	SB	VAN	VAN	<u> </u>	<u> </u>	J.——
Type:	MC	1-15	16+	1-8	9-15	16+	1-8	9-15	TRK	TT	TRA
# of Vehicle									2		
Inspections:									_		
# of		-							0		
Defective	l								U		
Vehicles:									4	l	
Defective		100									l
Vehicle	TIV	V F RI	ANTE	Î92. <u>4</u> ₹ÎP1	KO CON	FD DINE	ด้าย) (ปักกัง	Vienes Vie	B1 B1		
Ratio:			70.00 D 10.00			IBK C. L.	En Y / C E Ball	THEM VOTE	p. D)		
# of OOS							abelia (i.) por latera initi i e i la bre labor prim	ekirlik linda e sewat king a papa <u>nali</u>			
Vehicles:											
OOS Vehicle											
Ratio:	ILIKAV	vie, ibj <u>e</u>	ANNIKE	irvasti.	O COM	ipeni	EIR (GID)	YE'RANE	EUD)		
Location of	Kirkl	and, \overline{V}	VΑ			One was a second of the second	in the internal and the second and t	20	o Maria de Carlos de Santos de Carlos de	<u>olia vii viiki sii</u> geeliselesi siisi	
Inspection:							•				
Level of									5		
Inspection:											

VEHICLE INSPECTION VIOLATIONS

Vehicle		MB	MB	SB	SB	SB	VAN	VAN			
Type:	MC	1-15	16+	1-8	9-15	16+	1-8	9-15	TRK	TT	TRA
Brakes											
Steering						-	l				-,
Lights											
Tires/Wheels /Rims			·						,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		
Horn									-		
Windshield/ Wipers											
Mirrors											
Emergency Equipment/ Exits											
Coupling Devices					-						
Frame											
Suspension				7.							
Exhaust											
Other											

McVaugh

Inspector(s):	
[(J)	