

## MEMORANDUM

April 5, 2005

TO: Gene Eckhardt, Regulatory Services Assistant Director,  
Transportation and Water Section

FROM: Bonnie L. Allen, Regulatory Analyst

SUBJECT: Household Goods Carrier Permit  
Application No. P-79298 Docket No. TV-041418

Reliable Movers, LLC

d/b/a Reliable Moving

40 Lake Bellevue, Suite 100

Bellevue, WA 98005

Mailing Address:

2608 2<sup>nd</sup> Avenue #123

Seattle, WA 98121

### **Discussion**

On August 11, 2004, Reliable Movers, LLC filed Application No. P-79298 requesting permanent household goods authority.

The Commission granted the company temporary authority subject to conditions pending a decision on its application for permanent authority. The company has operated under Household Goods Carrier Permit No. HG-61449 since August 18, 2004.

Application No. P-79298 appeared on the Commission's August 23, 2004, application docket subject to comment for no less than 180 days while the company conducted operations under its temporary authority. No comments were received.

Under the provisions of WAC 480-15-330 the Commission will grant or deny an application for permanent authority after conducting a complete review of the application filing, supporting statements, reports, or other information necessary to determine fitness, public interest, and current or future public convenience and necessity.

Mr. Benny Sena, 100% owner of Reliable Movers, LLC has 14 years of experience in all areas of operations from crew leader, dispatch, sales, and management. He

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believes his company's customer satisfaction rate and its reputation as a respectable "pack and load" company will make Reliable Movers, LLC an asset to the moving industry. The applicant has not been convicted of a Class A or B felony or previously been denied authority based on fitness.

Compliance staff worked with the company providing technical assistance during its temporary operations. Investigator Tom McVaugh completed a Safety Compliance Review and a Household Goods Technical Assistance and Records Review Checklist. Investigator McVaugh found the company in general compliance and March 9, 2005, he recommended the applicant be considered for permanent authority.

Reliable Movers, LLC is registered with the Secretary of State and holds a valid UBI number with tax registration, industrial insurance, and unemployment insurance accounts.

The Commission received seven survey questionnaires from customers that were satisfied with the service received from Reliable Movers, LLC, would use the service again, and would recommend the service to others. The Commission received no customer complaints regarding this company's service.

**Recommendation**

P-79298 is an uncontested application and therefore no hearing is required. There are no outstanding issues that suggest staff should ask the Commission to set the application for hearing.

I recommend that Licensing Services Staff prepare an order to grant Application No. P-79298 without hearing and reissue Permit No. HG-61449 to Reliable Movers, LLC as unrestricted permanent authority to operate as a household goods carrier in the state of Washington.