



WORLD WIDE MOVERS, INC.

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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

TV-971477

January 03, 1998

Washington Utilities and Transportation Commission
1300 S Evergreen Park Dr SW
PO Box 47250
Olympia, WA 98504-7250

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WASH. UT. & TP. COMM.

Attn: Pat Dutton, Asst Director

Re: January 29, 1998 Meeting/ Agenda

After your meeting on the above referenced date, I walked away with the following questions:

- 1). First, and foremost, why were we there? You seem to have a question or desire to increase entry of permit holders. If that is so..... How many complaints have you received from consumers on a need for service that is not/ can not be provided by existing permit holders?
- 2). If there were requests for service that went unanswered, then what area needs that service? The WUTC and certificated operators for that area should address THAT service area.
- 3). If there were no complaints on failure of certificated carriers ability to serve area, then why is this an issue?
- 4). Is the WUTC's real problem, your inability to enforce against illegal, uncertified operators?
- 5). Does the WUTC believe you can solve the above deficiency (Para 4) by allowing these illegal operators to have a certificate? REMEMBER, these are operators who don't care about your rules and regulations. IF you catch them and fine them or cancel their certificate, they can walk and still operate as they do now. You will still have the problem of illegal operators. You must solve this problem, or you are in de facto de-regulation without legislative involvement.

THE ABOVE IS ONE ISSUE. Separate from that are all issues, that are between the WUTC, Certificated Operators, and the general public (consumers).

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During the meeting, members of the State Agencies and the illegal operators used different analogies to try to relate their thoughts. Consider the following analogy:

The Government requires a committee to be formed to designate Border Patrol routes and they decide to have Drug Dealers be a part of that decision. Good idea?

The WUTC in its discussions had illegal operators providing input on estimate, rate, route/ zones, and complaint procedures for certificated operators. The WUTC also wants committees formed to set rates that comprise these illegal operators. You are having illegal operators, who do not follow WUTC rules, do not charge WUTC rates, now deciding what I am required to charge for my rates. This is not just unethical-----
IT IS WRONG! NOW, REFER TO MY PREVIOUS ANALOGY!

Is the industry in need of complete re-engineering? I don't think so! Can improvements be made? YES. Because, if we don't provide good service, efficient service at a compensatory rate, we don't survive. This is a service industry.

Very Truly Yours,

Dennis E. White

CC: Washington Movers Conference
Paul Curl

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