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 1 BEFORE THE WASHINGTON

 2 UTILITIES AND TRANSPORTATION COMMISSION

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 4 In the Matter of the )

 Investigation of )

 5 )

 MVP MOVING AND STORAGE, LLC ) Docket No. TV-170039

 6 )

 For Compliance with WAC )

 7 480-15-560 and WAC 480-15-570 )

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10 BRIEF ADJUDICATIVE PROCEEDING, VOLUME I

11 Pages 1 - 24

12 ADMINISTRATIVE LAW JUDGE RAYNE PEARSON

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14 1:30 p.m.

15 April 4, 2017

16 Washington Utilities and Transportation Commission

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 2

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13

 FOR MVP MOVING AND STORAGE:

14

 Erik Hawkins

15 Jason Garcia

16

 ALSO PRESENT:

17

 Sandi Yeomans

18 Dave Pratt

19 \* \* \* \* \*

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0003

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 1 OLYMPIA, WASHINGTON; APRIL 4, 2017

 2 1:30 p.m.

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 4 P R O C E E D I N G S

 5

 6 JUDGE PEARSON: So let's be on the record.

 7 Good afternoon. This is Docket TV-170039,

 8 which is captioned In the Matter of the Investigation of

 9 MVP Moving and Storage, LLC, for Compliance with WAC

10 480-15-560 and 570.

11 My name is Rayne Pearson. I'm the

12 administrative law judge presiding over today's brief

13 adjudicative proceeding, and today is Tuesday,

14 April 4th, 2017, at approximately 1:30 p.m.

15 So we are here today because, on

16 February 21st, 2017, the Commission issued a Notice of

17 Intent to Cancel Certificate and a Notice of Brief

18 Adjudicative Proceeding setting today as the time for

19 oral statements.

20 The Commission issued the Notice of Intent

21 to Cancel following a compliance review conducted by

22 Commission Staff in December 2016, which resulted in a

23 proposed unsatisfactory safety rating for MVP Moving.

24 The Company had until March 21st, 2017, to

25 file a proposed safety management plan, which I

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 1 understand it has done, and we will be addressing how

 2 that affects the Company's safety rating today.

 3 And also there was a penalty assessment in

 4 Docket TV-170038 in the amount of $6,100. And

 5 Mr. Hawkins, you filed an application for mitigation --

 6 MR. HAWKINS: Yes.

 7 JUDGE PEARSON: -- in that docket and

 8 requested a hearing.

 9 So I'm assuming that neither party has any

10 objection to consolidating Dockets TV-170039 and

11 TV-170038 so that we can address all of the issues here

12 today?

13 MR. ROBERSON: No objection.

14 MR. HAWKINS: No.

15 JUDGE PEARSON: Okay. Then those matters

16 are consolidated and we will hear from the parties on

17 both dockets this afternoon.

18 So when I call on each of you to testify, I

19 will swear you in with the oath of witness, which means

20 that everything that you tell me today will be under

21 oath and be considered sworn testimony.

22 And for the court reporter's benefit, please

23 speak slowly and clearly and into the microphone that's

24 on the table. And once you're sworn in, you can present

25 your testimony and call witnesses, provided that the

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 1 Commission was notified about the witnesses in advance.

 2 And you can also introduce any exhibits that you have

 3 pre-filed, which I believe only Staff has done in this

 4 instance.

 5 So what we'll do is we'll first have Staff

 6 address the proposed safety management plan and the

 7 safety rating. And following Staff's presentation, the

 8 Company will have the opportunity to ask Staff's

 9 witnesses any questions and then present testimony if

10 you choose to. And at that time, you can address the

11 violations in the penalty assessment and what corrective

12 measures you've taken to prevent those from reoccurring

13 going forward. And then once you're done testifying,

14 Staff's attorney may have some questions for you, and

15 then Staff will make a recommendation on the penalty.

16 Do you have any questions before we get

17 started?

18 MR. HAWKINS: I don't think so, no.

19 JUDGE PEARSON: Okay. So first, let's take

20 an appearance from Commission Staff.

21 MR. ROBERSON: Assistant Attorney [sic] Jeff

22 Roberson appearing on behalf of Commission Staff.

23 JUDGE PEARSON: Okay. Thank you.

24 And then let's just start with you,

25 Mr. Hawkins, if you could state your name, spelling your

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 1 last name, and give us your address and telephone

 2 number.

 3 MR. HAWKINS: Erik Hawkins, H-A-W-K-I-N-S.

 4 Street address or --

 5 JUDGE PEARSON: Yes, please.

 6 MR. HAWKINS: 10930 SE 172nd Street, that's

 7 Apartment A-204, Renton 98055.

 8 JUDGE PEARSON: Okay. And a phone number

 9 and email for you?

10 MR. HAWKINS: (425) 505-3144. Email is

11 erik@mvpmove.com.

12 JUDGE PEARSON: Okay. Great.

13 And if you would go ahead and do the same

14 thing.

15 MR. GARCIA: Jason Garcia, last name

16 G-A-R-C-I-A. Address is 236 Jericho Avenue NE, and

17 that's J-E-R-I-C-H-O, and that's Renton, Washington

18 98059. Phone number, (206) 660-4291. Email would be

19 jason@mvpmove.com.

20 JUDGE PEARSON: Okay. Thank you.

21 So Mr. Roberson, you may proceed with the

22 issue of the Company's proposed safety management plan

23 and safety rating whenever you're ready.

24 MR. ROBERSON: Staff would call Sandi

25 Yeomans.

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 1 JUDGE PEARSON: Ms. Yeomans, if you would

 2 stand and raise your right hand.

 3

 4 SANDI YEOMANS, witness herein, having been

 5 first duly sworn on oath,

 6 was examined and testified

 7 as follows:

 8

 9 JUDGE PEARSON: Okay. You may be seated.

10

11 DIRECT EXAMINATION

12 BY MR. ROBERSON:

13 Q. Good afternoon. Could you state your name and

14 spell it for the record?

15 A. Name is Sandra Yeomans. Last name is

16 Y-E-O-M-A-N-S.

17 Q. And who is your employer?

18 A. Washington State Utilities and Transportation

19 Commission.

20 Q. And in what capacity does the Commission employ

21 you?

22 A. I am a motor carrier special investigator.

23 Q. And how long have you been a special

24 investigator?

25 A. Almost two years.

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 1 Q. Did you perform the compliance audit of MVP

 2 Moving?

 3 A. I did.

 4 Q. And did you uncover violations during the course

 5 of that audit?

 6 A. I did.

 7 Q. Did you write a report detailing those

 8 violations?

 9 A. I did.

10 Q. Did you write that report contemporaneously with

11 your audit?

12 A. I did.

13 Q. And could you turn to Exhibit SY-1. Could you

14 identify that document?

15 A. Yes, I can.

16 Q. And what is it?

17 A. This is my Assignment Report and a Pre-Report

18 for MVP Moving and Storage.

19 Q. And is that a true and accurate copy of that

20 report?

21 A. Yes, it is.

22 MR. ROBERSON: Thank you. I have no further

23 questions.

24 JUDGE PEARSON: Okay. Thank you.

25 Mr. Hawkins, did you have any questions for

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 1 Mr. Yeomans?

 2 MR. HAWKINS: I don't have any questions,

 3 no.

 4 JUDGE PEARSON: Okay. So at this point we

 5 can move on to the Company's response and walk through

 6 the violations. Which of you would like to speak first?

 7 MR. HAWKINS: I will.

 8 JUDGE PEARSON: So if you could stand and

 9 raise your right hand.

10

11 ERIK HAWKINS, witness herein, having been

12 first duly sworn on oath,

13 was examined and testified

14 as follows:

15

16 JUDGE PEARSON: Okay. Go ahead and be

17 seated. So let's just walk through each of the

18 violations in the penalty assessment and you can briefly

19 explain --

20 MR. HAWKINS: Sure.

21 JUDGE PEARSON: -- why the violation

22 occurred, and then any steps you've taken to correct the

23 violation and prevent the violations from happening

24 again.

25 MR. HAWKINS: Sure.

0011

 1 JUDGE PEARSON: So we'll start with 49 CFR

 2 Part 391.45(a), failing to require employees to be

 3 medically examined and certified prior to driving

 4 company vehicles on 55 occasions.

 5 DIRECT TESTIMONY BY MR. HAWKINS

 6 MR. HAWKINS: So basically what we've done

 7 to not have that happen again is, with hiring, we

 8 basically use the background -- well, the Guide to

 9 Achieving a Satisfactory Safety Record for, you know,

10 the forms to do our checklist to make sure this doesn't

11 happen, essentially. I'm sorry. I'm a little bit

12 nervous.

13 JUDGE PEARSON: That's okay.

14 MR. HAWKINS: I'm trying to --

15 JUDGE PEARSON: So can I just ask you, did

16 this happen because you weren't aware of this

17 requirement?

18 MR. HAWKINS: This happened -- we were aware

19 of the requirement. We did at one point, in fact,

20 follow the requirements, and it got laxed [sic] and it

21 fell by the wayside, I guess, is -- to put it in a

22 summed-up form.

23 JUDGE PEARSON: Okay. So now you use the

24 checklist?

25 MR. HAWKINS: Basically, yes. So -- well,

0012

 1 not basically -- 100 percent, yes. On the course of

 2 hiring a driver, what we do is let them know what we

 3 need from them, essentially clear background, we need a

 4 medical card for operating the vehicle, and basically

 5 just go down the checklist provided by the UTC to ensure

 6 that we're following the public safety guidelines to not

 7 have these happen again.

 8 JUDGE PEARSON: Okay. And have all of the

 9 drivers -- I think -- how many were there?

10 MR. HAWKINS: Currently we have three

11 drivers, and everybody currently is 100 percent in

12 compliance with the checklist and the UTC requirements.

13 JUDGE PEARSON: Okay. So they all now have

14 valid --

15 MR. HAWKINS: Everybody, yes.

16 JUDGE PEARSON: -- medical cards? Okay.

17 MR. HAWKINS: Yep.

18 JUDGE PEARSON: Okay. Thank you.

19 So let's move on to the second violation,

20 which is 49 CFR Part 395.8(a), failing to require

21 drivers to make a record of duty status on 58 occasions.

22 MR. HAWKINS: This came down to not filling

23 out driver's logs and us not ensuring that this was

24 completed. We did have a system of tracking time. It

25 wasn't separated out in terms of drivers and laborers,

0013

 1 so that is something that we have adjusted.

 2 We use the driver time record as supplied,

 3 Section 8 of the -- page 169 of the Guide to Achieving a

 4 Satisfactory Safety Record. Basically, now they will

 5 not be paid unless this is turned in. So this is turned

 6 in on a weekly basis, and then at a monthly -- once it's

 7 completed, their complete month is turned into us and

 8 filed in their employee file.

 9 JUDGE PEARSON: Okay. Thank you.

10 And then finally there is WAC 480-15-555,

11 failing to obtain criminal background checks prior to

12 hiring five of your employees.

13 MR. HAWKINS: Everybody is currently

14 checked, background, before employment. Essentially,

15 once we take an application and even consider them in

16 for training, that's the first thing that happens. Once

17 we receive the application, the background is checked,

18 and we use IntelliCorp background screening.

19 We did -- this is another thing that we did

20 do in the beginning, and it fell again by the wayside,

21 and so there was a handful that had them and a handful

22 that didn't. Everything is up-to-date now. Every

23 current employee's background has been checked.

24 JUDGE PEARSON: Okay. So when you ran the

25 background checks on those five employees, did anything

0014

 1 turn up?

 2 MR. HAWKINS: I believe the five

 3 employees -- I believe there's only two of them that are

 4 current employees still, and nothing came up. So

 5 nothing has changed in terms of employment for those

 6 guys that were on -- current employees anyway.

 7 JUDGE PEARSON: Okay.

 8 Does Staff have any questions for

 9 Mr. Hawkins? I'll give Mr. Roberson a minute.

10 MR. ROBERSON: Sorry, your Honor. I just

11 had a quick question.

12 CROSS-EXAMINATION

13 BY MR. ROBERSON:

14 Q. You mentioned that several of the problems that

15 we're discussing resulted from laxness or things falling

16 by the wayside. Have you put in place any systems that

17 will prevent similar laxness or things falling through

18 the cracks?

19 A. Basic -- yes, we have. So Jason and I have --

20 basically, we are the one -- we're the ones that decide

21 essentially, that are the overseers of this. What we've

22 done is we've hired help in our office to help keep

23 things, I guess, more organized, so when we get -- so

24 when we get busy again, things like this don't happen.

25 This is a focus now for when it comes to

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 1 paperwork and hiring. It's something that I personally

 2 oversee, go through the checklist and make sure that our

 3 drivers -- list of eligible drivers is updated and, you

 4 know, we have a running list on our white board of our

 5 guys that are current. And if they go away, they're

 6 taken off the list and the new driver is added. But

 7 yes, we hit all the specific checklist [sic].

 8 So visuals for staff that are in the office, and

 9 then also visuals for Jason and I, reminders on

10 calendars for, you know, checking drivers' yearly -- I

11 think for getting the yearly checks for licensing and

12 the accidents and whatnot, all those reminders are

13 listed on a Google calendar that we share, and a

14 reminder will pop up and say, Carlos is ready for his

15 yearly check in terms of the accident reports and

16 driver's history and whatnot.

17 So we're doing basically what was -- what was

18 recommended to us in a way that we think will work for

19 us, and in a way that will remind us and make sure it

20 doesn't happen.

21 MR. ROBERSON: Thank you. That's all I

22 have.

23 JUDGE PEARSON: Okay.

24 So does Staff want to make a recommendation

25 at this point both with respect to the penalty and the

0016

 1 safety rating?

 2 MR. ROBERSON: Yes. Staff would like to

 3 call Dave Pratt.

 4 JUDGE PEARSON: Okay. Mr. Pratt, if you

 5 could stand and raise your right hand.

 6

 7 DAVE PRATT, witness herein, having been

 8 first duly sworn on oath,

 9 was examined and testified

10 as follows:

11

12 JUDGE PEARSON: Okay. Please be seated.

13

14 DIRECT EXAMINATION

15 BY MR. ROBERSON:

16 Q. Can you please state your name and spell it for

17 the record?

18 A. My name is David Pratt, P-R-A-T-T.

19 Q. And who is your employer?

20 A. I work for the Washington Utilities and

21 Transportation Commission.

22 Q. And in what capacity do you work for the

23 Commission?

24 A. I currently am the assistant director for

25 transportation safety, which means I oversee motor

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 1 carrier safety.

 2 Q. And how long have you been employed in that

 3 position?

 4 A. Ten years.

 5 Q. Are you familiar with the safety audit of MVP

 6 Moving?

 7 A. Yes, I am.

 8 Q. Do you know what the proposed safety rating was

 9 that resulted from that audit?

10 A. Yes. It was an unsatisfactory safety rating.

11 Q. And does a carrier that is given a proposed

12 unsatisfactory rating have a chance to improve that

13 rating?

14 A. Yes. In the terms of a household goods carrier,

15 for that industry, the carrier has 60 days from the date

16 that a proposed safety rating is issued to develop a

17 plan and have it approved by the Commission in order to

18 get that rating upgraded. If they do not have that done

19 within the 60 days, their permit is cancelled. If they

20 do get that approved within the 60 days, which is what

21 we're here for today, the permit status would be

22 upgraded to conditional and stay that way until the next

23 rated review.

24 Q. And did MVP Moving submit a safety management

25 plan?

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 1 A. Yes, they did.

 2 Q. Have you reviewed that plan?

 3 A. Yes, I have.

 4 Q. And do you find that it addresses the problems

 5 that resulted in the proposed unsatisfactory safety

 6 rating?

 7 A. I do. I would say that Ms. Yeomans and I

 8 reviewed it. She gave me her initial recommendations.

 9 And I guess I would give Mr. Hawkins a little

10 more credit. I know it's tough being in here, and it's

11 kind of -- we're here all the time, so we're used to it,

12 so I understand it. But I think he did undersell

13 himself a little bit. I do think that the plan

14 contained a lot of details about how they had put some

15 systems in place and how they had taken personal

16 responsibility for the violations.

17 So based on that, I believe that they submitted

18 an appropriate safety plan. It did address the

19 violations. It talked about how they occurred, talked

20 about what they did to correct them, and how they were

21 going to keep them in compliance in the future. And

22 they also provided documentation, which we require for

23 medical certification, and particularly important in

24 this case, the documentation on the criminal background

25 checks for employees.

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 1 So I believe that the plan does meet the

 2 criteria that we have under CFR 49, Part 385, and I do

 3 believe my recommendation would be that this company's

 4 operating authority be upgraded to conditional effective

 5 today.

 6 And that Staff also be instructed to conduct a

 7 follow-up, non-rated review in one year of this company

 8 to make sure they're still in compliance. And then we

 9 do another rated review a year after that, which would

10 be approximately April 2019.

11 The reason I lay this schedule out is, according

12 to the federal guidelines, which we follow, we don't

13 issue rated reviews generally more often than every two

14 years. So we come back in one year and do a non-rated

15 review, and then the second year it would be rated. So

16 the Company would have to live with the conditional

17 rating for the two years, but have a chance to upgrade

18 it in April of '19.

19 Also in this case, this company is still in

20 provisional status. When the Commission issues a permit

21 for household goods, it starts off in provisional

22 status, and it's usually required to be a minimum of six

23 months and a maximum of 18 months. One of the criteria

24 for becoming permanent is that you achieve a

25 satisfactory safety rating. So in this case, since they

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 1 haven't done that yet, my recommendation would also be

 2 to continue to leave them in provisional status until

 3 the time that they do receive that upgrade.

 4 This is kind of a judgment call by me to

 5 determine how long they can go past the 18 months. And

 6 in this case, it would be a full two years beyond it. I

 7 still would recommend that, but I would caution the

 8 Company to say, if in two years from now, if we come

 9 back, if we're not able to upgrade it at that time,

10 there would probably some tougher consequences, because

11 then it would have been approximately a three-year

12 period. So I just encourage you to stay on top of this.

13 So based on everything that I've said and based

14 on the Company's actions that they've taken, I believe

15 that the $6,100 penalty, which is broken down by the

16 different violations, I am willing to mitigate -- I

17 could recommend mitigation of a good portion of this.

18 And so because of their actions, I would

19 recommend that we only issue a penalty of $3,000, that

20 we suspend $3,100 of that penalty for the period of two

21 years. And the condition is that, as long as we don't

22 come back and find any repeat violations of critical

23 rules, the penalty would be eliminated at the end of two

24 years.

25 If we do find repeat violations, I would ask the

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 1 Commission to impose the entire suspended penalty and

 2 potentially new penalties for new violations.

 3 MR. ROBERSON: That covers it, I think.

 4 JUDGE PEARSON: Okay.

 5 Mr. Hawkins or Mr. Garcia, do you have any

 6 questions for Mr. Pratt?

 7 MR. HAWKINS: No questions.

 8 MR. GARCIA: No questions.

 9 JUDGE PEARSON: Okay. Well, thank you all

10 for coming here today. When is the 60-day deadline?

11 MR. ROBERSON: I think it's tomorrow.

12 MS. YEOMANS: I think it is tomorrow.

13 MR. ROBERSON: It's been a while.

14 JUDGE PEARSON: So in light of that, I will

15 tell you today from the bench, I'll issue my ruling that

16 I will be upgrading your safety rating to conditional,

17 but I won't have a written order out -- most likely, not

18 by tomorrow. Maybe. We'll see if I can do it. It will

19 be out this week. But with that ruling from the bench,

20 then you're assured that your safety rating has been

21 upgraded and you have to maintain your permit. Okay?

22 So is there anything else before we go off

23 the record?

24 MR. ROBERSON: It occurs to me that I did

25 not move to admit any of the exhibits we talked about,

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 1 so I would -- I think the only exhibit we really talked

 2 about was Exhibit SY-1. I would move to --

 3 JUDGE PEARSON: Which exhibit is that?

 4 MR. ROBERSON: It's the report. It's SY-1.

 5 JUDGE PEARSON: Oh, okay. And is there -- I

 6 don't have the exhibit list in front of me. Do you have

 7 a copy of it, so I can look at it to see if there's

 8 anything else that would be useful?

 9 MR. ROBERSON: Absolutely.

10 JUDGE PEARSON: Okay.

11 And does the Company have a copy of this?

12 MR. ROBERSON: They do.

13 JUDGE PEARSON: Okay.

14 So do you have an objection to admitting any

15 of these --

16 MR. HAWKINS: I mean --

17 JUDGE PEARSON: -- into the record?

18 MR. HAWKINS: No, I don't think so.

19 JUDGE PEARSON: Okay. So what it is is,

20 SY-1 is the safety compliance report, which you received

21 a copy of; DP-1 is the safety rating memorandum, which I

22 believe would just tell me in detail what Staff's

23 recommendation is, and which would be helpful to me --

24 MR. HAWKINS: And actually, I removed that

25 one because it's been replaced with the DP-4, which is

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 1 the proposed conditional --

 2 JUDGE PEARSON: Oh, okay. So that one I

 3 should cross out?

 4 MR. HAWKINS: (Nods head.)

 5 JUDGE PEARSON: Okay. Never mind then.

 6 So DP-2 is the memo in connection with the

 7 penalty assessment; and then DP-3 is actually your

 8 Company's proposed safety management plan; and DP-4 is

 9 the Staff evaluation of your safety plan.

10 Are you okay with those? Okay. I will go

11 ahead and admit them all into the record then.

12 (Exhibits SY-1, DP-2, DP-3 & DP-4 were

13 admitted into evidence.)

14 MR. ROBERSON: Should I bring this to the

15 records center or --

16 JUDGE PEARSON: Yeah. Or I think I take it

17 to Paige. I'll take it. Okay. If that's all then,

18 thank you very much for coming here today.

19 MR. HAWKINS: Thank you.

20 MR. GARCIA: Thank you.

21 MR. HAWKINS: Appreciate it.

22 JUDGE PEARSON: We are adjourned.

23 (Hearing concluded at 1:55 p.m.)

24 -o0o-

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 1 C E R T I F I C A T E

 2

 3 STATE OF WASHINGTON )

 ) ss.

 4 COUNTY OF KING )

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 6

 7 I, ANITA W. SELF, a Certified Shorthand Reporter

 8 in and for the State of Washington, do hereby certify

 9 that the foregoing transcript is true and accurate to

10 the best of my knowledge, skill and ability.

11 IN WITNESS WHEREOF, I have hereunto set my hand

12 and seal this 11th day of April, 2017.

13

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17 ANITA W. SELF, RPR, CCR #3032

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