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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 )

PUGET EXPRESS, LLC ) Docket No. TE-170951

6 )

For Compliance with WAC )

7 480-30-221 )

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10 BRIEF ADJUDICATIVE PROCEEDING, VOLUME I

11 Pages 1 - 53

12 ADMINISTRATIVE LAW JUDGE RAYNE PEARSON

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14 9:30 a.m.

15 October 18, 2017

16 Washington Utilities and Transportation Commission

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2

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14 FOR RESPONDENT PUGET EXPRESS, LLC:

15 Isaiah Fikre

16

ALSO PRESENT:

17

Matthew Perkinson

18 Jason Sharp

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0003

1 HEARING

VOLUME I: INDEX

2

3 WITNESSES: PAGE

4 JASON SHARP

5 Direct Examination by Mr. Roberson. . . . . 13

6

ISAIAH FIKRE

7

Direct Testimony by Mr. Fikre . . . . . . . 29

8 Cross-Examination by Mr. Roberson . . . . . 43

9

10

11 EXHIBITS FOR IDENTIFICATION ADMITTED

12 JS-1 Safety Compliance Report 17

13

14

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17

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1 OLYMPIA, WASHINGTON; OCTOBER 18, 2017

2 9:30 A.M.

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

4

5 JUDGE PEARSON: Good morning. This is

6 Docket TE-170951, which is captioned In the Matter of

7 the Investigation of Puget Express, LLC, for

8 Compliance with Washington Administrative Code

9 480-30-221.

10 My name is Rayne Pearson. I'm the

11 administrative law judge presiding over today's brief

12 adjudicative proceeding, and today is Wednesday,

13 October 18, 2017, at just after 9:30 a.m.

14 So we're here today because on

15 September 13th, 2017, the Commission issued a Notice

16 of Intent to Cancel Certificate and Notice of Brief

17 Adjudicative Proceeding setting time for oral

18 statements.

19 The Commission issued the Notice of Intent

20 to Cancel following a compliance review of Puget

21 Express conducted by Commission staff in August 2017,

22 which resulted in a proposed unsatisfactory safety

23 rating for the company, so the company was required to

24 file a proposed safety management plan.

25 Have you had an opportunity to do that,

0005

1 Mr. Fikre?

2 MR. FIKRE: Yes, I have plenty of

3 opportunity to do that. Some of them were a little

4 tougher to compile.

5 JUDGE PEARSON: Is your microphone on? Is

6 the red light on?

7 MR. FIKRE: No.

8 JUDGE PEARSON: If you could pull it

9 towards you --

10 MR. FIKRE: Okay.

11 JUDGE PEARSON: -- and press the button.

12 When the red light comes on, you can speak into the

13 microphone. Thank you.

14 MR. FIKRE: Yeah. So I start working on a

15 variety of things, obviously. One thing -- well, to

16 answer your question, yes. I can elaborate if you

17 want.

18 JUDGE PEARSON: No. We'll get to that. I

19 just wanted to know if you have completed the proposed

20 safety management plan and given it to Staff or --

21 MR. FIKRE: It's not complete, but it's in

22 the process of --

23 JUDGE PEARSON: Okay. When do you plan to

24 complete it? Because you do understand that we're

25 operating up against a clock right now, and if it's

0006

1 not --

2 MR. FIKRE: From my understanding --

3 JUDGE PEARSON: Hold on a second. If it's

4 not completed and approved by Staff by next Friday,

5 October 27th, you will lose your certificate.

6 MR. FIKRE: That was my understanding too,

7 so I'm aware about that.

8 JUDGE PEARSON: Okay. So when do you plan

9 to have it complete?

10 MR. FIKRE: I intend to have it complete

11 prior to that, but this meeting right here will also

12 determine to which direction I'll be going as well,

13 so --

14 JUDGE PEARSON: What do you mean by that?

15 MR. FIKRE: Basically the main reason why

16 I came here is -- I don't have any objection to the

17 finding of the report. The only reason why I came

18 here is to let you know that I do agree with that.

19 However, the -- the penalties is very

20 heavy to the point where I may not just -- I may not

21 continue doing that business.

22 That is, I make a living by providing

23 tourism and transportation using the limousine

24 license, not UTC, something that I wanted to expand.

25 However, in looking at the penalty and -- you know, if

0007

1 it's viable financially, if it's a viable move for me

2 to be able to just go ahead and just eliminate that,

3 then that's the direction that I will go.

4 So, you know, my -- you know, I didn't

5 come here with the intention to -- basically what I

6 had in mind was, you know, this meeting right here

7 will determine if -- if the fees goes down

8 significantly to the point where, you know, I'll

9 then -- to the point where it's a viable option for me

10 to move forward, then I'll go ahead and complete it

11 before -- before the deadline. If not, then -- then

12 that's the decision to be made after the meeting,

13 so --

14 JUDGE PEARSON: Okay. So just so you

15 know, most likely there won't be a decision made on

16 the penalty amount by the end of the day today,

17 particularly since you haven't prepared a safety

18 management plan, which is what Staff would need to see

19 in order to make a recommendation about a possibly --

20 MR. FIKRE: Right.

21 JUDGE PEARSON: -- reduced penalty. So

22 you're not going to get that answer here today.

23 You will have an opportunity to address

24 the violations and explain what you've done to correct

25 them, and what steps you're taking to prevent them

0008

1 from happening again.

2 But other than that, like I said, we're on

3 a tight time frame here. And it sounds like the other

4 option you're considering is voluntarily cancelling

5 your permit?

6 MR. FIKRE: Right.

7 JUDGE PEARSON: Okay. So you may not

8 have --

9 MR. FIKRE: I also -- I also, for me it's

10 a winning situation one way or another, because it's a

11 learning experience, you know, for the -- you know,

12 for the Department as well, based on being able to

13 operate, you know, a limousine license, which is

14 different.

15 But I need to -- I need to let you guys

16 know why these violations are likely to happen with

17 anybody and everybody out there, and -- maybe not

18 everybody, but the majority of the people.

19 And I think rather than random -- I

20 communicate that with the investigators too -- I would

21 like -- I learned so much in this -- you know, in this

22 particular encounter that I had with the

23 investigating, you know, crew, these violations are

24 less likely to happen. Any kind of violations are

25 less likely to happen where there's an inspection

0009

1 every year, mandatory inspection. Like in the Town

2 Car business, City of Seattle does that.

3 So I care so much about the profession,

4 and I don't necessarily have to satisfy the -- you

5 know, my compassion in the profession that I'm

6 committed to through UTC, I can always do it with --

7 you know, mostly I do it with the limousine license as

8 well.

9 But at the same time, I don't feel pretty

10 good -- I don't feel comfortable doing business with

11 these kind of violations, because I'm putting these --

12 you know, putting the public at risk, basically.

13 So if there's something that I cannot do,

14 but at least, you know, if there's a way maybe the

15 Commission can consider to give some sort of finding

16 where there will be a mandatory, you know, every year,

17 once a year, or every other year rather than random,

18 because I went a long period of time without being

19 inspected.

20 And these -- you know -- you know, these

21 violations could have been -- you know, I'm a rookie,

22 basically. When I came in, I really didn't have

23 anybody to talk to in terms of, you know -- or City of

24 Seattle inspection on the limousine is, hey, you know,

25 you set up an appointment every year.

0010

1 JUDGE PEARSON: Okay. I'm just going to

2 stop you right there, because what you're talking

3 about is a little bit outside of the scope of what

4 we're addressing here today, and you will get an

5 opportunity to speak.

6 My point was, you most likely won't have

7 enough information at the conclusion of today's

8 hearing to make the decision that you're talking

9 about, so just please keep that in mind.

10 MR. FIKRE: Right. I didn't know that,

11 but that's fine, so --

12 JUDGE PEARSON: Okay.

13 MR. FIKRE: I was given a deadline --

14 JUDGE PEARSON: And also please don't

15 speak over me. We need to speak one at a time because

16 we have a court reporter who's taking down everything

17 that we're saying. So wait for your opportunity to

18 speak, please, or let me know if you have something

19 you want to say.

20 So you mentioned the penalty that was

21 assessed in Docket TE-170950 in the amount of $8,300,

22 and you filed an application for mitigation of that

23 penalty on September 28th and requested that we assess

24 a reduced penalty.

25 And so we can consolidate the penalty

0011

1 assessment with the proposed safety rating docket.

2 And I'm assuming that neither party has an objection

3 to consolidating these dockets?

4 MR. ROBERSON: Staff has no objection.

5 JUDGE PEARSON: Okay.

6 And you're okay with that?

7 MR. FIKRE: I'm okay with that, yeah.

8 JUDGE PEARSON: Okay. So then we will

9 consolidate Dockets TE-170951 and TE-170950, and we'll

10 hear from the parties on both dockets this morning.

11 So when I call on each party to testify, I

12 will swear you in with the oath of witness so that

13 anything you tell the Court will be under oath and

14 will be considered sworn testimony.

15 And for the court reporter's benefit, as I

16 mentioned, please speak slowly and clearly and use the

17 microphone on the table in front of you. And once

18 you're sworn in, you can present your testimony and

19 introduce any exhibits that you've pre-filed, which I

20 don't believe you have, Mr. Fikre.

21 So let's just start by taking an

22 appearance from Commission staff.

23 MR. ROBERSON: Good morning. My name is

24 Jeff Roberson, R-O-B-E-R-S-O-N. I'm an assistant

25 attorney general representing Staff. My address is

0012

1 1400 South Evergreen Park Drive SW, P.O. Box 40128,

2 Olympia, Washington 98504. My email address is

3 jroberso@utc.wa.gov, and my phone number is

4 (360) 664-1188.

5 JUDGE PEARSON: Thank you.

6 And Mr. Fikre, if you could please state

7 your full name and spell your last name and your

8 address for the record.

9 MR. FIKRE: Isaiah Fikre, Isaiah spelled

10 I-S-A-I-A-H, last name F-I-K-R-E. And the address is

11 3800 South 176th Street, SeaTac, Washington 98188.

12 JUDGE PEARSON: Okay. And a phone number?

13 MR. FIKRE: (206) 949-9095.

14 JUDGE PEARSON: And an email address?

15 MR. FIKRE: You can use

16 info@pugetexpress.com.

17 JUDGE PEARSON: Okay.

18 So let's first have Staff today address

19 the proposed safety rating. And following Staff's

20 presentation, Mr. Fikre, you'll have an opportunity to

21 ask Staff's witness any questions, and then you can

22 present testimony and address the violations in the

23 penalty assessment.

24 And then once you're done testifying,

25 Staff's attorney may have some questions for you. And

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1 then Staff will make a recommendation possibly on the

2 penalty, depending on what information comes out

3 today, but it's also possible that Staff won't be

4 prepared to make a recommendation until they see the

5 proposed safety management plan from you.

6 Do you have any questions before we get

7 started?

8 MR. FIKRE: No.

9 JUDGE PEARSON: All right. Then

10 Mr. Roberson, you can call your first witness.

11 MR. ROBERSON: Good morning. Staff would

12 call Jason Sharp.

13 JUDGE PEARSON: Mr. Sharp, if you could

14 stand and raise your right hand.

15

16 JASON SHARP, witness herein, having been

17 first duly sworn on oath,

18 was examined and testified

19 as follows:

20

21 JUDGE PEARSON: Okay. You may be seated.

22

23 DIRECT EXAMINATION

24 BY MR. ROBERSON:

25 Q. Good morning.

0014

1 Can you please state your name and spell your

2 last name for the record?

3 A. Jason Sharp, S-H-A-R-P.

4 Q. And who employs you?

5 A. The Utilities and Transportation Commission.

6 Q. And what is your occupation?

7 A. I'm a motor carrier safety investigator.

8 Q. And how long have you worked for the

9 Commission in that capacity?

10 A. Almost one year.

11 Q. And can you describe any training that you've

12 had to enable you to carry out your duties?

13 A. Yes. I've successfully completed training

14 through the Federal Motor Carrier Safety

15 Administration covering North American Standard

16 Level 1 Driver and Vehicle Inspection, Passenger

17 Vehicle Inspection, General Hazardous Material

18 Inspection, as well as an Investigative Safety

19 Analysis course.

20 Q. And are you familiar with the statutes

21 governing charter party and excursion carriers?

22 A. Yes.

23 Q. And are you familiar with the Commission

24 regulations implementing those statutes?

25 A. Yes.

0015

1 Q. Does Staff perform safety investigations on

2 carriers that the Commission regulates?

3 A. Yes.

4 Q. And why does Staff do that?

5 A. To ensure the motor carriers are operating in

6 compliance with the safety regulations.

7 Q. And how does Staff typically perform a safety

8 investigation?

9 A. A typical safety investigation is set out over

10 several stages, beginning with a pre-investigation in

11 which we look into the history of the motor carriers

12 through Commission files and federal and state

13 databases.

14 We will make an initial contact with the motor

15 carrier and send them some information on which

16 records we will need to review, as well as a carrier

17 information packet. And we request that that's filled

18 out and returned to us to give us a current picture of

19 their operation.

20 We will have an initial interview with them in

21 which we will review the records that we've requested.

22 We'll inspect any vehicles that the carrier has that

23 are regulated by the Commission, and we will take that

24 information and complete an investigative report and

25 then schedule a closing interview with the motor

0016

1 carrier going over our findings.

2 Q. Now, when you perform the safety

3 investigation, you look at the carrier's operations in

4 a defined period of time, correct?

5 A. Correct.

6 Q. And what is that time period?

7 A. The previous 365 days.

8 Q. And so your investigation does not concern

9 violations committed outside that time period?

10 A. Not in most circumstances.

11 Q. So you mentioned that when you finish an

12 investigation, you write a report, correct?

13 A. Correct.

14 Q. And could you turn to the exhibit marked

15 JS-1? Can you identify that exhibit?

16 A. Yes, this is my report.

17 Q. Report for what?

18 A. For the compliance investigation of Puget

19 Express, LLC.

20 Q. And is that a true and accurate copy of the

21 report you wrote?

22 A. It is.

23 MR. ROBERSON: Your Honor, at this point

24 Staff would move to admit Exhibit JS-1.

25 JUDGE PEARSON: And Mr. Fikre, do you have

0017

1 any objection?

2 MR. FIKRE: No.

3 JUDGE PEARSON: Then I will admit this in

4 into the record and mark it as JS-1.

5 (Exhibit No. JS-1 was marked and

6 admitted.)

7 BY MR. ROBERSON:

8 Q. Now, Mr. Sharp, are you familiar with a

9 company called Puget Express, LLC?

10 A. I am.

11 Q. And how are you familiar with that company?

12 A. I was the investigator that did their recent

13 safety investigation.

14 Q. And who from Puget Express did you speak with

15 in the course of that investigation?

16 A. Mr. Fikre.

17 Q. And I think you mentioned this, but when

18 Staff does an investigation of a company, do you look

19 at their compliance history with the Commission?

20 A. We do.

21 Q. And did you look into Puget Express's

22 compliance history before this investigation?

23 A. Yes.

24 Q. And what did you find?

25 A. I learned that Puget Express had a previous

0018

1 compliance investigation conducted in 2012, and that

2 serious violations were noted on that report.

3 Q. Okay.

4 Turning to this specific investigation, when

5 you perform a safety investigation, do you look to see

6 if the company has an alcohol or controlled substance

7 testing program?

8 A. Yes, if it's applicable.

9 Q. And did you look for such a program when

10 investigating Puget Express?

11 A. Yes, I did.

12 Q. And did you find such a program?

13 A. No.

14 Q. And do state and federal regulations require

15 certain carriers to participate in a drug and alcohol

16 testing program?

17 A. Yes. Any motor carrier that operates

18 commercial motor vehicles requiring their drivers to

19 have a commercial driver's license are, therefore,

20 required to have an alcohol and controlled substance

21 testing program.

22 Q. And you mentioned before that Puget had been

23 found for having committed certain serious violations,

24 so do federal and state regulations set out that

25 certain violations are more serious than others?

0019

1 A. Yes. And those would be acute violations and

2 critical violations, which are -- those are the more

3 serious violations linked to higher accident rates.

4 Q. And how serious is the failure to maintain a

5 drug testing program?

6 A. It's an acute violation.

7 Q. And had the Commission previously cited Puget

8 Express for failing to operate a drug and alcohol

9 testing program?

10 A. It did on their 2012 investigation.

11 Q. When you perform a safety investigation, do

12 you look at whether the carrier's drivers are properly

13 licensed?

14 A. Yes.

15 Q. And did you make this examination with

16 respect to Puget Express's drivers?

17 A. Yes.

18 Q. And did you find anything of note?

19 A. I discovered that the carrier's main driver,

20 Michael Kidane, did not have a passenger endorsement

21 on his commercial driver's license, which made him

22 ineligible to operate the carrier's 30-passenger bus.

23 Q. Did you find that that driver made at least

24 one trip during your inspection window?

25 A. Yes.

0020

1 Q. Do state and federal regulations prohibit

2 drivers from operating commercial motor vehicles

3 without the proper endorsements?

4 A. Yes.

5 Q. And how serious is the violation for failing

6 to comply with that?

7 A. That is an acute violation.

8 Q. Now, when you look -- or when you perform the

9 safety investigation, do you look at the carrier's

10 insurance coverage?

11 A. Yes, I do.

12 Q. And did you look at Puget Express's coverage?

13 A. Yes.

14 Q. And what happened when you first asked Puget

15 Express for its insurance certificate?

16 A. At the opening interview, Mr. Fikre provided

17 me a Certificate of Liability along with the carrier

18 information packet, both documents naming Zurich

19 American Insurance as the carrier's insurance

20 provider, with Marquette Cook & Associates as the

21 insurance agent representing them.

22 Q. And did you notice anything odd about that

23 certificate?

24 A. Yes. The liability certificate was missing a

25 certificate number, and the policy number that was

0021

1 listed did not match the Form E on file with the

2 Commission.

3 Q. And what were the effective dates of that

4 certificate?

5 A. That certificate stated the effective date of

6 May 4, 2017, through May 4, 2018.

7 Q. So did you investigate that certificate

8 further?

9 A. I did. I discovered that there were -- there

10 was an expired insurance binder in Commission files

11 listing that policy number.

12 Q. When did that binder expire?

13 A. I believe that it expired on May 4, 2011.

14 Q. Did you find anything else in your

15 investigation?

16 A. My investigation of the company's insurance?

17 Q. Yes.

18 A. Yes. So I -- as part of our verification of

19 insurance, I contacted Zurich American Insurance to

20 verify that the carrier maintained coverage for the

21 preceding 365 days, that they weren't involved in any

22 accidents, and that they maintained the minimum level

23 of $5 million, and was told that Puget Express did not

24 have a current policy through Zurich American

25 Insurance, and the policy number, which I referenced

0022

1 to them that was on the Form E at the Commission, was

2 cancelled in July of 2011 due to nonpayment of the

3 premium.

4 Q. Did you look into Marquette Cook &

5 Associates?

6 A. I did.

7 Q. And what did you discover?

8 A. I contacted the office of the insurance

9 commissioner and was told that Marquette

10 Cook & Associates had their license revoked in 2012.

11 Q. And did you look to see whether Puget Express

12 had listed that insurance policy which had been

13 cancelled on any other Commission documents?

14 A. Yes. Marquette Cook & Associates was -- and

15 the Zurich American policy was listed on annual

16 reports for 2012, 2013 and 2014.

17 Q. And you mentioned that the effective date of

18 the certificate provided to you was May 4th, 2017?

19 A. Correct.

20 Q. So by my math, that's five years after

21 Marquette Cook & Associates lost its license, correct?

22 A. Correct.

23 Q. Is it unusual to have an effective date after

24 an agency has its license revoked?

25 A. Yes.

0023

1 Q. Okay.

2 Did you follow up with Puget Express about

3 any other possible insurance they might have?

4 A. I did.

5 Q. Okay.

6 A. I contacted Mr. Fikre, in which he told me at

7 that point that Marquette Cook & Associates was a

8 company that had scammed him, and that he was trying

9 to report them, but apparently that anything and

10 everything about them is false, and that he didn't

11 know why he handed me a fake insurance certificate,

12 but that he must have handed it to me on accident.

13 I then asked him who his current insurance was

14 through, and he stated that he had turned his business

15 over to Key Insurance years ago and that their office

16 would be sending me information.

17 I did receive a liability certificate from Key

18 Insurance stating that, effective April 6th, 2017,

19 that Puget Express was insured for $5 million through

20 American Services Insurance. And so as I verified

21 that information with American Services Insurance,

22 they confirmed that the policy went into effect for

23 $5 million on April 6th, 2017.

24 At that point, still looking within my scope

25 of 365 days, I attempted to verify an insurance

0024

1 coverage prior to April 6th, 2017, in which I received

2 a liability certificate, dated April 6, 2016, from Key

3 Insurance showing that Puget Express's 30-passenger

4 bus was insured at that point, but at a single-limit

5 level of $1,050,000, which is below the minimum

6 requirement of $5 million for a 30-passenger bus.

7 Q. And did you look to see if Puget Express made

8 any trips without the $5 million in coverage?

9 A. Yes, I did.

10 Q. Okay.

11 And so do state and federal regulations

12 forbid making intentionally false or fraudulent

13 entries on an application, certificate, report or

14 record?

15 A. Yes.

16 Q. And just to be clear, do state and federal

17 regulations require that basically charter carriers

18 carry $5 million of insurance?

19 A. Yes.

20 Q. How serious are the violations for making

21 intentionally false or fraudulent entry and failing to

22 carry the proper insurance?

23 A. Both violations are considered acute.

24 Q. Moving on, when you perform a safety

25 investigation, do you look for driver qualification

0025

1 files?

2 A. Yes.

3 Q. And did you look for them when you were

4 investigating Puget Express?

5 A. I did.

6 Q. And did you find them?

7 A. No.

8 Q. Do state and federal regulations require

9 those files?

10 A. Yes, they do.

11 Q. And how serious is the failure to maintain

12 such files?

13 A. Not having a driver qualification file is a

14 critical violation.

15 Q. And can you tell me how the Commission

16 previously cited Puget Express for the failure to

17 maintain driver qualification files?

18 A. Yes. That same violation was noted on their

19 2012 investigation.

20 Q. And when you perform the safety

21 investigation, do you look to see if drivers have

22 filled out a record of duty status?

23 A. Yes, I do.

24 Q. And did you look for those records when

25 investigating Puget Express?

0026

1 A. Yes.

2 Q. And did you find them for every trip for

3 which you should have found them?

4 A. No. Within my 30-day sample period of records

5 that I reviewed, I discovered 11 trips were made

6 without a record of duty status.

7 Q. And do state and federal regulations require

8 record of duty status reports?

9 A. Yes.

10 Q. And how serious is the violation to maintain

11 those reports?

12 A. Again, those are critical violations.

13 Q. When you perform a safety investigation, do

14 you look for records of vehicle inspections and

15 maintenance?

16 A. Yes.

17 Q. And did you look for those records when

18 investigating Puget Express?

19 A. Yes.

20 Q. Did you find them?

21 A. No.

22 Q. Do state and federal regulations require

23 those records?

24 A. Yes, they do.

25 Q. And how serious is the violation for failing

0027

1 to maintain those records?

2 A. Those are critical violations.

3 Q. And had the Commission previously cited Puget

4 Express for failing to maintain vehicle inspection and

5 maintenance logs?

6 A. Yes, in their 2012 investigation.

7 Q. No, when you closed with Puget Express, did

8 you speak with the company about the need to submit a

9 safety management plant to address the violations you

10 discovered?

11 A. Yes, I did.

12 Q. And did you follow up at any point with Puget

13 Express?

14 A. Yes. Several days prior to the deadline to

15 turn in the safety management plan, I reached out to

16 Mr. Fikre and was checking on his status with that.

17 Q. And to your knowledge, at this point has

18 Puget Express submitted a safety management plan?

19 A. Not that I've seen.

20 MR. ROBERSON: Staff has no further

21 questions.

22 JUDGE PEARSON: Okay.

23 Mr. Fikre, did you have any questions for

24 Mr. Sharp?

25 MR. FIKRE: No.

0028

1 JUDGE PEARSON: Okay. I just have a

2 couple of questions just to clarify.

3 So the repeat violations, I just want to

4 make sure that I understand which were repeat.

5 Failing to implement the alcohol and controlled

6 substance testing program; yes?

7 THE WITNESS: Correct.

8 JUDGE PEARSON: What about permitting a

9 driver to operate a vehicle without a passenger

10 endorsement?

11 THE WITNESS: No, that was a first-time

12 violation.

13 JUDGE PEARSON: Okay.

14 And what about the insurance violation?

15 THE WITNESS: That was not a repeat

16 violation.

17 JUDGE PEARSON: Okay.

18 What about the record of duty status?

19 THE WITNESS: No, that was not a repeat.

20 JUDGE PEARSON: Okay. Got it.

21 THE WITNESS: Yeah. The --

22 JUDGE PEARSON: Thank you.

23 THE WITNESS: Just the driver

24 qualification files, the vehicle maintenance files,

25 and the alcohol and controlled substance.

0029

1 JUDGE PEARSON: Okay. Thank you. Okay.

2 So Mr. Fikre, at this point, if you would

3 stand and raise your right hand, I can swear you in.

4

5 ISAIAH FIKRE, witness herein, having been

6 first duly sworn on oath,

7 was examined and testified

8 as follows:

9

10 DIRECT TESTIMONY OF MR. FIKRE

11

12 JUDGE PEARSON: You can go ahead and be

13 seated. And let's just walk through each of the

14 violations in the penalty assessment that were just

15 discussed and you can explain why the violation

16 occurred and then any steps that you've taken to

17 correct the violation and prevent it from happening

18 again. Okay?

19 So the first is 49 CFR, part 382.115(a),

20 failing to implement an alcohol and controlled

21 substances testing program, which was a repeat

22 violation from 2012.

23 MR. FIKRE: Most of these violations were

24 done for the simple fact that -- by the way, I do want

25 to -- if I can move forward with that question, I do

0030

1 want you to know that it's a one-man show, just one

2 vehicle, and possibly would add more or stuff like

3 that, but it's not like -- not that it doesn't excuse

4 any of the -- you know, these violations whatsoever.

5 But I just -- the picture that I want you -- I don't

6 want you to have a picture of this as a company that

7 have 60, 70, 100 busses just, you know, trying just

8 to -- so right off the bat, there was a lot of

9 preparation mentally and emotionally going forward to

10 this.

11 Like I have about, like, seven, eight

12 vehicles, you know, under limousine license,

13 combination of vans, Town Cars and SUVs, and I have

14 about, I think, seven or eight cars registered, you

15 know, under my company. That's what I mostly am

16 focused on.

17 So right off the bat, there was a lot of

18 attention, you know, directed towards Puget Express as

19 well. So a lot of these violations have been

20 neglected, you know.

21 JUDGE PEARSON: So just to clarify, you

22 have one 30-passenger bus that operates under your

23 charter and excursion certificate. Is that what we're

24 talking about?

25 MR. FIKRE: At the time, that's -- that

0031

1 was -- that -- you know, just when I first started the

2 business, you know, and pretty much I just limited it

3 to one or maybe two in the beginning type of thing.

4 But I'm planning to expand this more.

5 And based on what needs to be done, needs

6 to be given proper attention and -- but, yeah, so --

7 and so I -- just lack of commitment of good

8 bookkeeping and recordkeeping is what pretty much, you

9 know, triggered this, so --

10 JUDGE PEARSON: Okay.

11 And do you have a drug and alcohol testing

12 program in place now?

13 MR. FIKRE: I have contacted several

14 companies, and I chose to get involved with someone

15 who's local, so I pretty much -- yes, but I haven't

16 quite identified if I should go -- you know, this

17 person costs -- I thought I might, you know, go with

18 somewhere local just in case I need to go somewhere,

19 you know, to get tested or send a driver in the

20 future.

21 So like I say, it's fair to say yes.

22 JUDGE PEARSON: So you're enrolled in a

23 consortium?

24 MR. FIKRE: I haven't made that decision,

25 but I've done study to the point I've identified who

0032

1 to go with.

2 JUDGE PEARSON: But you understand that

3 you need to enroll and show proof of enrollment in

4 order to keep your certificate?

5 MR. FIKRE: Yep, right. And I actually

6 have things that I've prepared at home as far as --

7 you know, I operate from home basically, so, you know,

8 I have had serious meetings with people that are in

9 the profession or are familiar with the profession.

10 And well, I'm keeping, you know, documents

11 on drivers, such as medical, their medical, their

12 current and updated medical cards, and also their --

13 having files rather than -- you know, for potential

14 driver down the road and, you know, with a checklist

15 of what I need.

16 JUDGE PEARSON: Okay. We'll get to that

17 in second.

18 But just speaking to this particular

19 violation, again, you'll need to enroll in an alcohol

20 and drug testing program and provide proof to Staff

21 that you've done that really quickly, like in the next

22 couple days.

23 MR. FIKRE: My plan was to actually meet

24 the deadline and have a bunch of things emailed or

25 faxed to these guys so --

0033

1 JUDGE PEARSON: Okay.

2 MR. FIKRE: -- I'm aware about that, yeah.

3 JUDGE PEARSON: Okay. So the next

4 violation, allowing your driver to operate the

5 commercial motor vehicle without the passenger

6 endorsement on his CDL, has that been corrected?

7 MR. FIKRE: Yes, that have been corrected.

8 He's no longer with me, and I wasn't -- again, it was

9 an honest mistake. A CDL is a CDL is what I was

10 thinking, but obviously not.

11 JUDGE PEARSON: So you didn't know the

12 endorsement was required?

13 MR. FIKRE: No.

14 JUDGE PEARSON: And he's no longer with

15 the company?

16 MR. FIKRE: No.

17 JUDGE PEARSON: So who's driving that

18 vehicle?

19 MR. FIKRE: I've pretty much -- you know,

20 I have a couple guys in place, so -- and I've had -- I

21 have their information I can -- which I plan to go

22 ahead and submit that along with some of the things

23 that I've corrected as well.

24 JUDGE PEARSON: Okay. Because they have

25 commercial driver's licenses with the proper

0034

1 endorsements?

2 MR. FIKRE: They do. They currently do

3 work for hotels that require those, so yeah.

4 JUDGE PEARSON: So you'll be able to

5 provide that to Staff?

6 MR. FIKRE: Yeah. I have them on file,

7 yeah.

8 JUDGE PEARSON: So next, operating a

9 passenger carrier vehicle without having in effect the

10 minimal levels of financial responsibility. It sounds

11 like that's been corrected as of April of 2017, so

12 these are before -- past violations.

13 But can you explain how that happened, why

14 you didn't have the proper amount of insurance before

15 April of this year?

16 MR. FIKRE: So it is true that I have been

17 using -- I went back and looked at my records as well.

18 I have been using Marquette Cook company that went

19 belly-up for some reason. I've just been -- while,

20 you know, I wasn't -- I wasn't -- I pretty much wasn't

21 aware, you know, that they were actually -- you know,

22 went belly-up.

23 But then, again, at the same time, I --

24 you know, I found a cheaper insurance with Key

25 Insurance for I want to say about maybe four or

0035

1 five -- maybe three years, four years ago, so -- and

2 while I was paying insurance -- and they knew this was

3 for UTC, so I figured whatever I was paying every year

4 was the requirement, but not necessarily paying

5 attention to what -- you know, how much I was paying.

6 So the insurance usually -- my insurance

7 actually renewed in April every year, so I don't know

8 if it was April or May when we met, but we just

9 renewed. So I could see how it could look like

10 something -- that I just got insurance for the purpose

11 of the investigation.

12 But -- so -- and it came to my attention

13 when Mr. Sharp was going through the whole

14 investigation that he was given wrong information.

15 And when I looked at my -- when I contacted my

16 insurance, they have informed me that UTC, in fact,

17 required $5 million, not $1 million. But I was paying

18 $1 million, so I told them that that needs to be

19 corrected, so --

20 JUDGE PEARSON: So you didn't know --

21 MR. FIKRE: I didn't know.

22 JUDGE PEARSON: -- until your insurance

23 company told you?

24 MR. FIKRE: Yeah. Mr. Sharp brought that

25 up to my attention that it wasn't -- yeah -- so

0036

1 anyway, yeah.

2 JUDGE PEARSON: Okay.

3 And then with respect to 49 CFR, part

4 390.35, that was making a fraudulent or intentionally

5 false statement or producing a false record, that has

6 to do with the certificate that was presented from

7 Marquette & Cook that had a date of May 2017 as the

8 effective date.

9 MR. FIKRE: That was something that I got

10 on -- I've been getting things like that pretty much

11 every year for a while, so -- and that was something

12 that I got.

13 And so, again, that wasn't supposed to

14 be -- that wasn't supposed to be given to him.

15 Rather, I should have given him whatever Key Insurance

16 sent me.

17 But it wasn't -- it's not in the card.

18 It's something I've been paying every month

19 automatically, and so it wasn't -- it wasn't -- that

20 doesn't make it -- it was pretty much a scam that I --

21 that I was in the process of actually paying them.

22 So -- and I don't look at that in detail, so -- but

23 apparently it was missing a lot of information as

24 well.

25 JUDGE PEARSON: So that certificates was

0037

1 something that was mailed to you; it's not something

2 that you altered?

3 MR. FIKRE: No.

4 JUDGE PEARSON: Okay.

5 MR. FIKRE: I don't have that capability

6 of -- I'm not that -- when it comes to doing it, I

7 barely struggle to try to get things scanned and

8 emailed or faxed, so --

9 JUDGE PEARSON: So you said that

10 Marquette & Cook continued to take automatic monthly

11 payments from you even though they're out of business?

12 MR. FIKRE: So I have made -- so they

13 wanted -- they pretty much offer me -- it was somehow,

14 someway, somebody who keep calling on a blocked

15 number. But, you know, I kind of -- you know, I kind

16 of got suspicious, you know, and -- but then it didn't

17 make any sense for me to why -- you know, to why I

18 would actually all of a sudden be contacted by these

19 guys and pay -- you know, insurance usually go up,

20 they don't usually go down. If they do, not to that

21 level.

22 So -- and at that point, then I kind of

23 put that aside and -- but I accidentally with -- I

24 have turned that into the -- with -- to the

25 investigation crew with the rest of my documents.

0038

1 JUDGE PEARSON: Okay.

2 So the bottom line --

3 MR. FIKRE: Remember at the time, too, it

4 really didn't make any sense for me to give them that

5 while I'm paying insurance, if I'm paying -- whether

6 I'm paying partial insurance or full insurance,

7 though.

8 JUDGE PEARSON: And the bottom line is,

9 you had insurance through another carrier?

10 MR. FIKRE: Right, yeah.

11 JUDGE PEARSON: So you gave them the wrong

12 document?

13 MR. FIKRE: Yeah. But remember, at the

14 time, it then turned out to be the insurance I had was

15 not full. It was not -- it wouldn't satisfy fully,

16 but I had insurance at the time, basically.

17 JUDGE PEARSON: Okay.

18 So with respect to the driver

19 qualification files, why did that violation occur,

20 particularly when you received the same violation in

21 2012?

22 So you were put on notice in 2012 that you

23 needed to create and maintain driver qualification

24 files, but you still didn't do it. So why is that?

25 MR. FIKRE: At the time I was more so --

0039

1 in the beginning, it was just me, so I was, like,

2 well, it's just me, whatever, you know, I don't need

3 to screen myself, whatever.

4 But -- and then later on, I thought, well,

5 now I'm really -- I really need to stay focused on my

6 limousine license, and so bringing in another person

7 who's got a CDL might be a viable option and just --

8 again, not -- not doing a good job in bookkeeping, and

9 so --

10 JUDGE PEARSON: Okay.

11 And then what about the violations for

12 failing to make a record of duty status? Was that a

13 requirement that you weren't aware of?

14 MR. FIKRE: I give them 1099, you know,

15 that's -- you know, usually kind of consulted

16 somebody, you know, how do you do this when you hire

17 somebody, you know? And so he was, like, well, you

18 know, I can't give them specific hours, because you

19 never know when we need them.

20 And so -- and at the end of the year, you

21 just give them 1099. So -- and it's just lack of not

22 going -- not hiring someone professional that does

23 this for a living, or not being -- I figured as long

24 as I report, you know, the income that they make, you

25 know, at the end of the year, it would have been okay.

0040

1 So I just -- I just wasn't really fully

2 aware in terms -- this is the first time that I've

3 done where I've actually involved other -- other

4 drivers.

5 JUDGE PEARSON: Okay. So I'll just stop

6 you right there.

7 I'm going to ask Mr. Sharp to explain what

8 a record of duty status is, because he'll be able to

9 do so better than I can because it doesn't have

10 anything to do with taxes.

11 MR. SHARP: So a record of duty status is

12 required for all drivers to maintain when they're on

13 duty for each seven-day period.

14 And in Mr. Fikre's case for Puget Express,

15 they would have operated under a short-haul exemption,

16 which would have required their drivers to log on a

17 time card their -- the time that they started on duty,

18 the time that they were relieved from duty, and the

19 total hours that they worked on any day that they

20 worked. And that Puget Express was required to

21 maintain those records of duty status for a period of

22 six months.

23 JUDGE PEARSON: Okay.

24 And so this has less to do with -- it's

25 not timekeeping purposes for the purpose of payroll,

0041

1 it's for the purpose of --

2 MR. SHARP: Fatigue -- keeping fatigued

3 drivers off the road.

4 JUDGE PEARSON: So making sure that

5 they're not working so many hours that it becomes

6 dangerous for them to operate a vehicle. So that's

7 the purpose of it. It has nothing to do with how you

8 pay them.

9 Does that make sense?

10 MR. FIKRE: Yeah, it makes sense. Yeah.

11 Yeah.

12 JUDGE PEARSON: Okay.

13 Now, these are forms that -- example forms

14 are provided in our booklet -- what's it called now --

15 Your Guide to Achieving a Satisfactory Safety Rating,

16 and that has example forms in it that you can use that

17 are probably fairly self-explanatory.

18 MR. SHARP: Yes, and I did provide a copy

19 of that to Mr. Fikre at our opening interview.

20 JUDGE PEARSON: Okay. All right.

21 And the last violation is failing to keep

22 minimum records of inspection and vehicle maintenance,

23 and this was also a repeat violation from 2012.

24 So can you explain why this wasn't

25 corrected and whether you've corrected it now?

0042

1 MR. FIKRE: Kind of stupid, but when a

2 vehicle doesn't move much, and it's a diesel engine,

3 of course, you do oil change once in a blue moon,

4 maybe once a year or something like that, you know.

5 And so, again, it's just something that I didn't think

6 was that big of a deal. It was just, you know, I'm

7 here and there.

8 But, again, these are little things that

9 required just a little bit of attention that needs to

10 be attended to that I didn't have. But, you know, I

11 mean, if I'm paying that kind of money for a bus, I

12 figure, you know, I've got to do oil change, you know,

13 but not necessarily caring for, um -- to have a file

14 for it.

15 Again, it's just poorly run, my

16 recordkeeping, but just -- that being said, you know,

17 FYI, I went back and got the last -- all the records

18 that they have on oil keeping [sic], since I do oil

19 change at the same place, so I was able to go ahead

20 and get that and correct it, but --

21 JUDGE PEARSON: So it has been corrected?

22 MR. FIKRE: Yeah.

23 JUDGE PEARSON: And you can provide that

24 to Staff?

25 MR. FIKRE: Yeah.

0043

1 JUDGE PEARSON: Okay.

2 And then you also understand that part of

3 the safety management plan needs to include whatever

4 policies that you put in place or procedures to

5 prevent these violations from recurring again in the

6 future? You know that that's part of it?

7 MR. FIKRE: Yes. Yeah.

8 JUDGE PEARSON: Okay.

9 And for the plan to be acceptable to

10 Staff, you'll have to show very detailed steps of what

11 you're doing to make sure this doesn't happen again?

12 MR. FIKRE: Right.

13 JUDGE PEARSON: Okay.

14 Mr. Roberson, do you have any questions

15 for Mr. Fikre?

16 MR. ROBERSON: Just a couple.

17

18 CROSS-EXAMINATION

19 BY MR. ROBERSON:

20 Q. You said that in -- I guess it was three or

21 four years ago, you went with Key Insurance; is that

22 correct?

23 A. Yeah.

24 Q. At that point, who did you consider your

25 insurance company?

0044

1 A. I don't understand.

2 Q. Did you consider Key Insurance or Zurich

3 American to be your insurer?

4 A. Key Insurance.

5 Q. So you didn't consider Zurich American to be

6 your insurer?

7 A. I think there might have been confusion to

8 being -- you know, I had a conversation with the --

9 the owner of the company to what -- you know, what

10 happened with the -- you know, what happened with

11 the -- with Jason about the -- you know, the fake

12 insurance and stuff like that.

13 And he just pretty much, you know, explained

14 to me -- I asked why was Zurich used, and that being a

15 big insurance company, I guess, even on the insurance

16 that I have with them, it was -- if I'm not mistaken,

17 it's also listed, so -- and so -- but yeah, I -- Key

18 Insurance pretty much subcontract with them, I guess

19 that's how it works, so I go with them.

20 Q. So I guess my question is, why did you keep

21 documents that weren't from your insurer?

22 A. It was sent to me. It was sent to me, so it

23 was just on my table kind of when I turned that in and

24 report the file on that, but yeah.

25 Q. Okay.

0045

1 My other question concerns the Key policy.

2 Investigator Sharp asked you for all documents related

3 to your insurance, correct?

4 A. Right.

5 Q. And the only documents that you provided

6 mentioned that you'd obtained the policy in the first

7 instance in April of 2017.

8 MR. ROBERSON: 2016.

9 MR. SHARP: The Key Insurance coverage

10 shows that his bus was put on the policy April 6th,

11 2016.

12 BY MR. ROBERSON:

13 Q. So do you have any proof of insurance before

14 that that you didn't give to Investigator Sharp?

15 A. I would have to -- I would have to ask -- I

16 think it might have been -- is it Douglas or Key? I'm

17 not sure. It might have been -- I've been with Key

18 Insurance a lot longer than that.

19 MR. ROBERSON: Fair enough. Okay. I

20 think we're done.

21 JUDGE PEARSON: Okay.

22 So listening to your responses, I

23 appreciate that you're being honest about how these

24 violations occurred and that you're not attempting to

25 make excuses. You're just being honest about your

0046

1 poor recordkeeping and things of that nature.

2 And it sounds like kind of the overarching

3 theme is you didn't take these regulations very

4 seriously, or you thought, it's just me, I don't need

5 a driver qualification file; I have one vehicle, I

6 don't need to keep maintenance records.

7 But hopefully, by virtue of the fact that

8 you're here today with the proposed unsatisfactory

9 safety rating and the possibility of losing your

10 certificate, hopefully the seriousness of that is

11 apparent now, and what you need to do.

12 And it sounds like, you know, at the

13 beginning you said, well, I have to decide whether

14 it's worth it for me to keep the certificate, but then

15 a little bit later you said you had plans to expand,

16 and it sounds like this is something you want to

17 continue doing. This is a service you want to

18 continue doing.

19 MR. FIKRE: Right. You know, of course,

20 yeah, that's -- you know, I'm committed to the tourism

21 and transportation. And I also would be using other

22 vehicles as well to make their job easier, because all

23 they're asking us to do is make sure -- take out

24 tourists in the public safety.

25 And I travel quite a bit with my family,

0047

1 and I would want to be served by someone who oversees

2 such a thing in another state or another country. So

3 for me, it's a win-win situation as well as for the

4 UTC as well.

5 You know, I'm constantly going out there

6 and telling people, hey, you know, I got looked into,

7 you guys -- you know, you don't want to do this. It's

8 so much easier to just do what you need to do. And so

9 basically I'm just -- you know, once I'm done, anyway,

10 I intend to pretty much give people a packet of what

11 works for me. They can utilize that or they can copy

12 it or whatever. So yes.

13 JUDGE PEARSON: Okay.

14 So in light of the fact that we have until

15 the end of the day on Friday, the 27th, to make a

16 decision about whether or not you get to keep your

17 certificate, I would like you to complete your safety

18 management plan and get it turned into Staff no later

19 than close of business on Friday.

20 MR. FIKRE: Yeah, I've been -- I've been

21 working on that nonstop. I actually -- I didn't know

22 I was coming to this kind of setting, so otherwise I

23 would have -- you know, I just -- I thought I was

24 meeting with -- you know, I actually called -- was

25 that you that I talked to on the phone?

0048

1 MR. ROBERSON: (Nods head.)

2 MR. FIKRE: So I just wanted to talk to

3 somebody who could lower the price a little bit to

4 help me out, and the penalty, and that's what I came

5 here for. But this is -- this is a little more than I

6 expected.

7 But yes, I've been working on that, and I

8 will continue to work on that afterward. But yeah,

9 I -- I have a bunch of things. I have --

10 unfortunately, I don't think I'll be able to email it

11 to you, but I'll have to just fax it to you. You

12 know, I'm still working on getting that thing, you

13 know, going, but yeah.

14 JUDGE PEARSON: Okay.

15 So you do understand you'll have to have

16 that turned in by the end of the day Friday?

17 MR. FIKRE: Yeah. And that even if I have

18 to -- in some cases, if the fax is not going to work,

19 driver files, and if it doesn't make any sense, I'll

20 just drive it and deliver it to you guys as well by

21 that day.

22 JUDGE PEARSON: Okay.

23 MR. FIKRE: I have it pinned on my

24 calendar, so I'll probably do it --

25 JUDGE PEARSON: And then --

0049

1 MR. FIKRE: Yeah.

2 JUDGE PEARSON: Okay.

3 And then I'll need Staff's recommendation

4 no later than noon on Wednesday in order for me to

5 turn an order around and get it out by close of

6 business on Friday.

7 So is that realistic for Staff?

8 MR. PERKINSON: Matthew Perkinson here.

9 Yes, that be would reasonable.

10 JUDGE PEARSON: Okay. All right.

11 And so is it realistic for you to provide

12 any sort of recommendation at this point,

13 Mr. Perkinson? Is there anything you want to say

14 or --

15 MR. PERKINSON: I don't think we need to

16 address -- we know the status of the safety management

17 plan and the penalty assessment. We can't really make

18 a recommendation at this point.

19 JUDGE PEARSON: That's what I thought.

20 So Mr. Fikre, just to elaborate a little

21 bit further, once you submit your safety management

22 plan -- and it might be useful if Staff has a little

23 bit of time after this to sit with him and really

24 explain what needs to be included in that, just so

25 that you understand exactly what has be to submitted,

0050

1 because there's not going to be a lot of time for back

2 and forth. If what you give to Staff is incomplete,

3 there's -- we're just going to run out of time.

4 MR. FIKRE: Yeah, I'm aware about that.

5 JUDGE PEARSON: Okay.

6 MR. FIKRE: They've extended themselves

7 far beyond to be able to help me get these things

8 done, so --

9 JUDGE PEARSON: Okay.

10 And so what will happen is, once you

11 submit that safety management plan, at that point

12 Staff will review it, Mr. Perkinson will prepare a

13 memo that he will deliver to me, and that will contain

14 any recommendation about any reduction in the penalty

15 if he feels that's appropriate based on the safety

16 management plan that you've submitted. Okay?

17 So there will be a recommendation to that

18 effect. It just won't be until we see what you have

19 and Staff has had a chance to evaluate that.

20 MR. FIKRE: Fair enough.

21 JUDGE PEARSON: All right.

22 So -- and just understand that, in the

23 event that you don't meet your deadline, you're unable

24 to provide something that's satisfactory, we don't

25 have a choice but to cancel your certificate effective

0051

1 Friday, October 27th, because of the federal

2 requirements. There's no way we can get around that.

3 So in the event that that happens --

4 MR. FIKRE: I'm aware of that.

5 JUDGE PEARSON: -- you may no longer

6 operate as a charter or excursion carrier, which

7 includes advertising or offering those services, and

8 you'll be ordered to cease and desist all operations

9 unless and until you're able to come into compliance.

10 MR. FIKRE: Right.

11 JUDGE PEARSON: Okay.

12 You understand that?

13 MR. FIKRE: Yes.

14 JUDGE PEARSON: Okay.

15 So is there anything else that we need to

16 discuss before we go off the record?

17 MR. ROBERSON: Staff has nothing.

18 JUDGE PEARSON: Okay.

19 So does that sound like -- perhaps the

20 parties should convene for a little bit here after the

21 hearing and give him some additional guidance to make

22 sure he can --

23 MR. FIKRE: They've done enough.

24 JUDGE PEARSON: Well, I'm just a little

25 bit concerned, because when we went through the

0052

1 violations today, it seemed like you didn't completely

2 understand. Particularly with respect to the record

3 of duty status, you were talking about unrelated

4 things.

5 So I just want to make sure that you

6 understand what's required of you, and it might be

7 helpful to go over it one more time with Staff just to

8 make sure, because, like I said, we don't have a lot

9 of time for corrections to be made or back and forth

10 between the parties.

11 MR. FIKRE: Yeah, it's -- it was just the

12 way it was worded, the way you said it. But this -- I

13 have a signup sheet on the bus. Whoever takes it puts

14 their name on it and start time and date, so --

15 JUDGE PEARSON: Okay. I want you to be

16 able to keep your certificate, so that's why I'm

17 advocating that we do all we can to make sure this

18 happens.

19 Okay?

20 MR. FIKRE: Thank you.

21 JUDGE PEARSON: All right. Then we will

22 be off the record and be adjourned. Thank you.

23 (Hearing concluded at 10:26 a.m.)

24

25 -o0o-

0053

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

2

3 STATE OF WASHINGTON )

) ss.

4 COUNTY OF KING )

5

6

7 I, ANITA W. SELF, a Certified Shorthand

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

9 certify that the foregoing transcript is true and

10 accurate to the best of my knowledge, skill and

11 ability.

12 IN WITNESS WHEREOF, I have hereunto set my hand

13 and seal this 1st day of November, 2017.

14

15

16

17 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

18 ANITA W. SELF, RPR, CCR #3032

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