

**Docket No. TV-200861 - Vol. I**

**In the Matter of: JFS Transport, Inc. d/b/a Coast Movers**

**January 12, 2021**



**206.287.9066 | 800.846.6989**

1325 Fourth Avenue, Suite 1840, Seattle, Washington 98101

[www.buellrealtime.com](http://www.buellrealtime.com)

email: [info@buellrealtime.com](mailto:info@buellrealtime.com)



BEFORE THE WASHINGTON  
UTILITIES AND TRANSPORTATION COMMISSION

---

In the Matter of Determining ) DOCKET TV-200861  
the Proper Carrier Classification )  
of, and Complaint for Penalties )  
Against: )  
)  
JFS TRANSPORT, INC., D/B/A )  
COAST MOVERS )  
)

---

VIRTUAL PREHEARING CONFERENCE, VOLUME I

Pages 1-22

ADMINISTRATIVE LAW JUDGE SAMANTHA DOYLE

---

January 12, 2021

9:30 A.M.

Washington Utilities and Transportation Commission  
621 Woodland Square Loop Southeast  
Lacey, Washington 98503

REPORTED BY: TAYLER GARLINGHOUSE, CCR 3358

Buell Realtime Reporting, LLC  
1325 - 4th Avenue, Suite 1840  
Seattle, Washington 98101  
(206) 287-9066 | Seattle  
(360) 534-9066 | Olympia  
(800) 846-6989 | National

[www.buellrealtime.com](http://www.buellrealtime.com)

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

A P P E A R A N C E S

ADMINISTRATIVE LAW JUDGE:

SAMANTHA DOYLE

FOR COMMISSION STAFF:

JEFF ROBERSON  
Office of the Attorney General  
PO Box 40128  
Olympia, Washington 98504  
(360) 664-1188  
jeff.roberson@utc.wa.gov

ALSO PRESENT:

JACQUE HAWKINS-JONES

SUSIE PAUL

\* \* \* \* \*

EXAMINATION INDEX

	PAGE
EXAMINATION OF JACQUE HAWKINS-JONES	
By Mr. Roberson. . . . .	6
EXAMINATION OF SUSIE PAUL	
By Mr. Roberson. . . . .	12

EXHIBIT INDEX

EXHIBITS FOR ADMISSION	PAGE
JHJ-1 Screen Capture of JFS's Web Page	10
JHJ-2 Email from JFS Transport Regarding Quote	12
SP-1 Screen Capture of JFS's Facebook Page	16
SP-2 Notes of Telephone Conversation	19

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

1 LACEY, WASHINGTON; JANUARY 12, 2021

2 9:30 A.M.

3 --o0o--

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

5

6 JUDGE DOYLE: Let's be on the record. Good  
7 morning. My name is Samantha Doyle, and I'm the  
8 administrative law judge presiding over today's  
9 prehearing conference.

10 This is Docket TV-200861. We just took  
11 about a 15-minute recess, the time is approximately  
12 9:45, to allow JFS Transport, Incorporated, doing  
13 business as Coast Movers time to appear.

14 So at this time, I see no one has joined the  
15 meeting, so let's first take an appearance from  
16 Commission Staff and then I will entertain a motion for  
17 default depending on how Staff wants to proceed.

18 Mr. Roberson?

19 MR. ROBERSON: Good morning, Judge Doyle.  
20 My name is Jeff Roberson, R-o-b-e-r-s-o-n. I am an  
21 assistant attorney general representing Commission  
22 Staff. With me at counsel table is Staff's two  
23 witnesses, Ms. Jacque Hawkins-Jones and Ms. Susie Paul.  
24 And if you're ready, I'm ready to move for default.

25 JUDGE DOYLE: Okay. Go right ahead.

1                   MR. ROBERSON: The Administrative Procedure  
2 Act, RCW 34.05.440, and the Commission's procedural  
3 rules, which are at WAC 480-07-450, authorize the  
4 Commission to enter an order of default and dispose of  
5 the merits of the matter when a party fails to appear at  
6 the time and place commanded for hearing.

7                   Order 01 in this matter, I believe it's  
8 paragraph 48, provides notice to the company that if it  
9 fails to appear, it could be held in default under those  
10 two provisions.

11                   The company has failed to appear as  
12 required, so Staff would move to set out a move for an  
13 order of default and ask that the Commission allow Staff  
14 to present its merits case and dispose of this matter on  
15 the merits.

16                   JUDGE DOYLE: Great. Let's walk through  
17 Staff's evidence and go ahead and start with how service  
18 was accomplished. Thank you. Your motion is accepted.

19                   MR. ROBERSON: I believe the service is in  
20 the docket, the affidavit -- the affidavit of service,  
21 and I believe the record center would have served an  
22 electronic copy on the company.

23                   JUDGE DOYLE: Okay. Great.

24                   MR. ROBERSON: And at this point, Staff  
25 would call Ms. Jacque Hawkins-Jones to the stand.

1 MS. HAWKINS-JONES: Good morning.

2 JUDGE DOYLE: Good morning.

3 Ms. Hawkins-Jones, can you raise your right hand.

4 (Jacque Hawkins-Jones sworn.)

5 JUDGE DOYLE: Thank you. Go right ahead.

6

7 E X A M I N A T I O N

8 BY MR. ROBERSON:

9 Q. Would you please state your full name and spell  
10 your last name for the record?

11 A. Yes, Jacque Hawkins-Jones, last name  
12 H-a-w-k-i-n-s, hyphen, J-o-n-e-s.

13 Q. Who employs you?

14 A. I am employed by the Washington State Utilities  
15 and Transportation Commission.

16 Q. What position do you hold at the Commission?

17 A. I am a compliance investigator in the consumer  
18 protection division.

19 Q. How long have you worked for the Commission as a  
20 compliance investigator?

21 A. I have been with the Commission as an  
22 investigator for over one year.

23 Q. What are your duties as an investigator?

24 A. As an investigator, I investigate the business  
25 practices of Commission-regulated utility and

1 transportation companies including household good  
2 carriers who may be operating without a  
3 Commission-issued permit.

4 Q. Would you please provide a brief summary of your  
5 educational and vocational background?

6 A. Sure. I have an associate's degree from Olympic  
7 College and have over seven year's experience as a  
8 certified investigator in the state of Washington. I  
9 have also completed numerous trainings including  
10 advanced courses in fraud training.

11 Q. Changing gears a little bit, are you familiar  
12 with the company called JFS Transport, Incorporated,  
13 which does business as Coast Movers?

14 A. Yes, I am.

15 Q. How did you become familiar with JFS?

16 A. I was asked to conduct a follow-up review of the  
17 company as ordered in Docket TV-180315.

18 MR. ROBERSON: And, Your Honor, at this  
19 point, I would ask actually for a brief recess. I  
20 neglected to send out some exhibits a few minutes ago.  
21 The exhibits that Ms. Hawkins-Jones and Ms. Paul will be  
22 using, I just sent to you and to them so we can all look  
23 at the same materials. So I would just ask that we take  
24 a brief recess while those come into your inboxes and  
25 you open them up.



1 JUDGE DOYLE: Okay. Let's just take a brief  
2 three-minute recess.

3 MR. ROBERSON: Thank you.

4 (Pause in the proceedings.)

5 JUDGE DOYLE: Let's be back on the record.  
6 It's 9:52. We took a brief recess to open the exhibits  
7 that Staff just circulated. I had an opportunity to  
8 open and look at them all.

9 Go ahead, Mr. Roberson.

10 BY MR. ROBERSON:

11 Q. So excuse me, Ms. Hawkins-Jones, how did you  
12 become familiar with JFS again?

13 A. I became aware of JFS because I was asked to  
14 conduct a follow-up review of the company.

15 Q. And in the course of that review, did you  
16 discover that the Commission had cancelled JFS's permit?

17 A. Yes, I did.

18 Q. And when did the Commission cancel the company's  
19 permit?

20 A. In -- I found on March 2nd, 2020, the Commission  
21 issued an Order 01 in Docket TV-191046 and notified JFS  
22 Transport that its permit was cancelled for failure to  
23 file an annual report and pay the associated regulatory  
24 fees.

25 Q. Has JFS filed an application for reinstatement

1 since the cancellation of its permit?

2 A. I checked this morning and there was no  
3 application on file.

4 Q. Did you look to see whether the company was  
5 continuing to operate despite the cancellation of its  
6 permit?

7 A. Yes, I did.

8 Q. How did you do that?

9 A. I visited the company's website and obtained a  
10 quote for a move.

11 Q. What date did you review the company's website?

12 A. I reviewed the company's website on  
13 October 20th, 2020.

14 Q. So roughly seven months after the cancellation  
15 of its permit, correct?

16 A. Correct.

17 Q. What did you find when you went to the website?

18 A. I found that the company still had its UTC  
19 permit number listed on its website.

20 Q. And that permit number was for a household goods  
21 carrier, correct?

22 A. Correct.

23 Q. And you also mentioned that you obtained a quote  
24 from the website; is that correct?

25 A. That is correct.

1 Q. Did you take a screen capture of JFS's website  
2 when you visited it?

3 A. I did.

4 Q. Would you please turn to exhibit marked JHJ-1?

5 A. I'm there.

6 Q. Would you please identify this exhibit?

7 A. Yes, this is the screenshot of JFS Transport's  
8 web page that I captured on October 20th, 2020.

9 Q. Is that a true and accurate copy of the screen  
10 capture that you took when you visited the website?

11 A. Yes, it is.

12 MR. ROBERSON: Judge Doyle, at this point,  
13 Staff would move to admit Exhibit JHJ-1.

14 JUDGE DOYLE: Thank you. JHJ-1 is admitted.

15 (Exhibit JHJ-1 admitted.)

16 BY MR. ROBERSON:

17 Q. So, Ms. Hawkins, you mentioned that you  
18 requested a quote from JFS, how did you do that?

19 A. Yes. I used the company's free moving quote  
20 option available on its web page and requested a quote  
21 for a move to occur on October 31st, 2020. I requested  
22 the move be between two ZIP codes within the state of  
23 Washington.

24 Q. And what happened after you submitted your  
25 request for a quote?

1 A. I received a call from a gentleman who  
2 identified himself as Jason from JFS Transport.

3 Q. And what did you and Jason talk about on this  
4 phone call?

5 A. He requested additional information regarding  
6 the move and said he would provide me a quote via email.

7 Q. What information did you provide him about the  
8 move on that phone call?

9 A. I provided him the ZIP codes of the apartment  
10 buildings that I was attempting to move into, he asked  
11 the floors of the apartments that I was moving out of  
12 and into, and he asked if the parking spots were large  
13 enough to fit a moving truck.

14 Q. And after that conversation, did JFS provide you  
15 with a quote for the move?

16 A. Yes, he did.

17 Q. And what terms did that quote contain?

18 A. He provided me a quote for a three-man crew for  
19 \$185 per hour for a three-hour minimum and it included a  
20 \$395 transportation fee.

21 Q. Would you please turn to exhibit marked JHJ-2?

22 A. I'm there.

23 Q. Would you please identify that document?

24 A. This is the email I received from JFS Transport  
25 regarding my quote for a move.

1 Q. Is that a true and accurate copy of the quote  
2 that JFS provided to you?

3 A. Yes, it is.

4 MR. ROBERSON: At this point, Staff would  
5 move to admit Exhibit JHJ-2.

6 JUDGE DOYLE: JHJ-2 is now admitted into the  
7 record.

8 (Exhibit JHJ-2 admitted.)

9 MR. ROBERSON: And I have no further  
10 questions for Ms. Hawkins-Jones, so I would tender her  
11 to the Bench if you have questions.

12 JUDGE DOYLE: No further questions. Thank  
13 you, Ms. Hawkins-Jones.

14 MS. HAWKINS-JONES: Thank you.

15 MR. ROBERSON: At this point, Staff would  
16 call Ms. Susie Paul.

17 JUDGE DOYLE: And, Ms. Paul, can you please  
18 raise your right hand.

19 (Susie Paul sworn.)

20 JUDGE DOYLE: Great. Thank you very much.

21 Mr. Roberson, go right ahead.

22

23 E X A M I N A T I O N

24 BY MR. ROBERSON:

25 Q. Good morning. Would you please state your full

1 name and spell your last name for the record?

2 A. My name is Susie Paul. My last name is spelt  
3 P-a-u-l.

4 Q. Who employs you?

5 A. I'm employed by the Washington Utilities and  
6 Transportation Commission.

7 Q. What position do you hold at the Commission?

8 A. I'm an investigator for the consumer protection  
9 section.

10 Q. How long have you worked as an investigator for  
11 the Commission?

12 A. I started at the Commission as an investigator  
13 in April of 2013.

14 Q. Earlier Ms. Hawkins-Jones described her duties,  
15 would you say that yours are basically identical?

16 A. Yes, they are.

17 Q. Would you please provide your educational and  
18 vocational backgrounds?

19 A. Yes. I have a bachelor's degree in criminal  
20 justice from St. Martin's University and I'm a  
21 Washington State certified investigator. I have taken  
22 the core and advanced training sponsored by Washington  
23 State. And for most of my years as an investigator, I  
24 have taken continuing education courses offered for  
25 Washington State investigators by the Pacific Northwest

1 License Tax & Fraud Association.

2 Q. Are you familiar with a company called JFS  
3 Transport, Incorporated, which does business as Coast  
4 Movers?

5 A. Yes.

6 Q. How are you familiar with JFS?

7 A. I was assigned to assist in the investigation  
8 and the follow-up investigation for JFS.

9 Q. How did you investigate JFS's operations?

10 A. I reviewed Coast's Facebook page, which is also  
11 JFS.

12 Q. When -- sorry. When did you review that  
13 Facebook page?

14 A. I reviewed that page on September 3rd of 2020.

15 Q. What did you find when you went to JFS's  
16 Facebook page?

17 A. I found that they were advertising moving  
18 services and that they had also displayed a household  
19 goods permit number that's typically issued by the  
20 Commission.

21 Q. Did you take a screen capture when you visited  
22 JFS's Facebook page?

23 A. Yes, I did.

24 Q. Would you please turn to the exhibit marked  
25 SP-1?

1 A. I didn't get the exhibits, but I do have my own  
2 copies.

3 Q. Actually, we should probably all work off the  
4 same copies. I will send them again right now.

5 A. Yeah, I don't know if there was a problem coming  
6 through, but...

7 Q. One second.

8 A. Okay.

9 MR. ROBERSON: And, Judge Doyle, I'm going  
10 to cc you just so that we all know that we're looking at  
11 the same...

12 JUDGE DOYLE: Thank you.

13 MS. PAUL: There they are, okay.

14 JUDGE DOYLE: I have also received them. Go  
15 ahead and proceed.

16 BY MR. ROBERSON:

17 Q. So, again, would you please turn to the exhibit  
18 marked SP-1?

19 A. Yes, I'm there.

20 Q. Would you please identify that document?

21 A. Yes, this is a screen capture that I took from  
22 Coast Movers' Facebook page and this is their chat that  
23 they have on their Facebook.

24 Q. Is that a true and accurate copy of the screen  
25 capture that you took of JFS's Facebook page?



1 A. Yes, it is.

2 MR. ROBERSON: At this time, Staff would  
3 move to admit Exhibit SP-1.

4 JUDGE DOYLE: SP-1 is admitted into the  
5 record.

6 (Exhibit SP-1 admitted.)

7 BY MR. ROBERSON:

8 Q. What did you do after reviewing JFS's Facebook  
9 page?

10 A. I -- I -- well, I left them a message. I sent  
11 them a chat message and asked about a move, and then I  
12 had a phone call from them on the next day, September  
13 4th.

14 Q. So you sent them a message via Facebook  
15 Messenger and they returned that message via phone call?

16 A. Yes.

17 Q. And did the person who called you identify  
18 himself or herself?

19 A. Yes, the person -- the caller identified himself  
20 as Jason from Coast Movers.

21 Q. And what did Jason say when he called you?

22 A. He -- we talked about different dates for moving  
23 and he said that the 7th would work, although it was a  
24 holiday, they didn't charge holiday rates, and then  
25 asked questions about the move, the locations.

1 Q. And what locations did you provide to him?

2 A. I provided him two different locations in  
3 Tacoma.

4 Q. When you say "different locations," what do you  
5 mean?

6 A. They were identified by ZIP code. Jason asked  
7 me for ZIP codes, and I gave him two different ZIP codes  
8 for the Tacoma area.

9 Q. Did you describe for Jason the nature of the  
10 move?

11 A. Yes, I told him that I was moving from a  
12 one-bedroom apartment to another one-bedroom apartment,  
13 both of them on the ground floor. And we talked about  
14 the square footage. I said I didn't really have an  
15 idea, but I thought it was at about 900 square feet.

16 Q. Did JFS provide you with a quote after your  
17 phone call with Jason?

18 A. Yes. He provided me a quote of \$165 per hour  
19 and a transportation fee of \$395. He -- he added that  
20 the trucks weren't cheap to run, and then we talked  
21 about the different furniture that might be moved, and  
22 he said that he could give me a discount of a hundred  
23 dollars and he gave me a total of \$1,029.

24 Q. When you described the furniture for him, just  
25 out of curiosity, what kind of furniture -- I know you

1 mentioned it was an apartment move, but did you list  
2 specific examples?

3 A. I did. I said just regular furniture, a couch,  
4 a stressless chair, dining table, four chairs, a buffet,  
5 lots of books, a couple end tables, just regular stuff,  
6 and a heavy -- heavy bed.

7 Q. Did you make notes about your conversation with  
8 Jason?

9 A. Yes, I did.

10 Q. Did you take those notes contemporaneously with  
11 your conversation with him?

12 A. Yes, I did.

13 Q. Do you take notes like that in the ordinary  
14 course of investigating whether a company is operating  
15 without a permit?

16 A. Yes.

17 Q. Is it important that those notes be accurate?

18 A. Yes, it's very important.

19 Q. And were the notes of your conversation with  
20 Jason accurate?

21 A. Yes.

22 Q. And why is it important that those notes be  
23 accurate?

24 A. It's important it's accurate because it's an  
25 investigation on a company, and for both consumer

1 protection and for the company's sake, we want to have  
2 accurate information. Oftentimes our investigation  
3 could lead to violations that could result in penalties.

4 Q. Would you please turn to Exhibit SP-2?

5 A. Yes, I'm there.

6 Q. Would you please identify that exhibit?

7 A. That is my notes from my telephone conversation  
8 with Jason regarding the move.

9 Q. Is that a true and accurate copy of the notes  
10 that you took about your conversation with Jason?

11 A. Yes.

12 MR. ROBERSON: Staff would at this point  
13 move to admit Exhibit SP-2.

14 JUDGE DOYLE: SP-2 is admitted into the  
15 record. Thank you.

16 (Exhibit SP-2 admitted.)

17 MR. ROBERSON: And at this point, I have no  
18 more questions for Ms. Paul, so I would tender her to  
19 the Bench if you have any.

20 JUDGE DOYLE: I have no further questions  
21 for Ms. Paul. Thank you very much.

22 MS. PAUL: Thank you.

23 MR. ROBERSON: And at this point, Staff has  
24 presented its case and would rest.

25 JUDGE DOYLE: Okay. Well, thank you. Your

1 motion for default is granted and I will memorialize it  
2 in an order.

3 Is there anything further that we need to  
4 discuss today?

5 MR. ROBERSON: Poss- -- excuse me.  
6 Possibly. On December 1st, Staff moved to consolidate  
7 this docket with Docket TV-180315. The company had five  
8 days to oppose that motion. It hasn't done so. I don't  
9 know if you want to just dispose of that on a paper  
10 record, but we could deal with that here if you would  
11 like.

12 JUDGE DOYLE: Thank you for the reminder.  
13 Let's just look at that now and consolidate the dockets.  
14 They are similar facts and matters of law, so I will  
15 consolidate Docket TV-180315 with this docket,  
16 TV-200861, and that will also be memorialized in the  
17 order.

18 MR. ROBERSON: Would you like to hear live  
19 testimony from Ms. Hawkins-Jones or will the declaration  
20 that she submitted with the motion suffice?

21 JUDGE DOYLE: The testimony that was  
22 submitted with the motion will suffice. Thank you.

23 MR. ROBERSON: Thank you.

24 JUDGE DOYLE: Anything else for today?

25 MR. ROBERSON: Nothing from Staff.

1 JUDGE DOYLE: Great. Thank you all for  
2 appearing today and we are adjourned.

3 (Adjourned at 10:09 a.m.)  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

1  
2  
3  
4  
5  
6  
7  
8  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25

C E R T I F I C A T E

STATE OF WASHINGTON  
COUNTY OF THURSTON

I, Tayler Garlinghouse, a Certified Shorthand Reporter in and for the State of Washington, do hereby certify that the foregoing transcript is true and accurate to the best of my knowledge, skill and ability.



Tayler Garlinghouse  
Tayler Garlinghouse, CCR 3358