## Docket No. TV-170039 - Vol. I

## In the Matter of the Investigation of MVP Moving and Storage, LLC

April 4, 2017



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16 17	Washington Utilities and Transportation Commission 1300 South Evergreen Park Drive Southwest Olympia, Washington 98504-7250	16	* * * * *
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20	REPORTED BY: ANITA W. SELF, RPR, CCR #3032	19 20	
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1	APPEARANCES		OLYMPIA, WASHINGTON; APRIL 4, 2017
	AFFLARANCES	1	
3	ADMINISTRATIVE LAW JUDGE:	2	1:30 p.m.
	ADMINISTRATIVE LAW JUDGE: RAYNE PEARSON Washington Utilities and:		
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Page 5 Page 7 5 1 understand it has done, and we will be addressing how 1 last name, and give us your address and telephone 2 that affects the Company's safety rating today. MR. HAWKINS: Erik Hawkins, H-A-W-K-I-N-S. And also there was a penalty assessment in 3 3 4 Docket TV-170038 in the amount of \$6,100. And Street address or --4 Mr. Hawkins, you filed an application for mitigation --JUDGE PEARSON: Yes, please. 5 MR. HAWKINS: 10930 SE 172nd Street, that's MR. HAWKINS: Yes. 6 JUDGE PEARSON: -- in that docket and Apartment A-204, Renton 98055. 7 requested a hearing. JUDGE PEARSON: Okay. And a phone number 8 8 So I'm assuming that neither party has any and email for you? 9 objection to consolidating Dockets TV-170039 and MR. HAWKINS: (425) 505-3144. Email is 10 11 TV-170038 so that we can address all of the issues here 11 erik@mvpmove.com. 12 today? JUDGE PEARSON: Okay. Great. 12 MR. ROBERSON: No objection. And if you would go ahead and do the same 13 13 MR. HAWKINS: No. 14 14 thing. 15 JUDGE PEARSON: Okay. Then those matters MR. GARCIA: Jason Garcia, last name 15 are consolidated and we will hear from the parties on G-A-R-C-I-A. Address is 236 Jericho Avenue NE, and 16 16 that's J-E-R-I-C-H-O, and that's Renton, Washington both dockets this afternoon. 98059. Phone number, (206) 660-4291. Email would be So when I call on each of you to testify, I 18 18 will swear you in with the oath of witness, which means jason@mvpmove.com. 19 19 that everything that you tell me today will be under JUDGE PEARSON: Okay. Thank you. 20 21 oath and be considered sworn testimony. 21 So Mr. Roberson, you may proceed with the 22 And for the court reporter's benefit, please issue of the Company's proposed safety management plan 22 23 speak slowly and clearly and into the microphone that's and safety rating whenever you're ready. 23 24 on the table. And once you're sworn in, you can present MR. ROBERSON: Staff would call Sandi 24 25 your testimony and call witnesses, provided that the 25 Yeomans. Page 6 Page 8 DIRECT EXAMINATION BY MR. ROBERSON / YEOMANS 8 JUDGE PEARSON: Ms. Yeomans, if you would 1 Commission was notified about the witnesses in advance. 1 2 And you can also introduce any exhibits that you have stand and raise your right hand. 2 3 pre-filed, which I believe only Staff has done in this 3 SANDI YEOMANS. witness herein, having been 4 So what we'll do is we'll first have Staff 5 first duly sworn on oath, 5 6 address the proposed safety management plan and the was examined and testified 6 7 safety rating. And following Staff's presentation, the as follows: 7 Company will have the opportunity to ask Staff's 8 witnesses any questions and then present testimony if JUDGE PEARSON: Okay. You may be seated. 9 10 you choose to. And at that time, you can address the 10 11 violations in the penalty assessment and what corrective 11 DIRECT EXAMINATION BY MR ROBERSON: 12 measures you've taken to prevent those from reoccurring going forward. And then once you're done testifying, Q. Good afternoon. Could you state your name and 13 14 Staff's attorney may have some questions for you, and spell it for the record? then Staff will make a recommendation on the penalty. A. Name is Sandra Yeomans. Last name is 15 Y-E-O-M-A-N-S. 16 Do you have any questions before we get 16 17 started? Q. And who is your employer? 17 A. Washington State Utilities and Transportation 18 MR. HAWKINS: I don't think so, no. 18 JUDGE PEARSON: Okay. So first, let's take 19 19 20 an appearance from Commission Staff. 20 Q. And in what capacity does the Commission employ MR. ROBERSON: Assistant Attorney [sic] Jeff 21 you? 21 22 Roberson appearing on behalf of Commission Staff. 22 A. I am a motor carrier special investigator. 23 JUDGE PEARSON: Okay. Thank you. 23 Q. And how long have you been a special And then let's just start with you, investigator? 2.4 24 25 Mr. Hawkins, if you could state your name, spelling your A. Almost two years. 25

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	DIRECT EXAMINATION BY MR. ROBERSON / YEOMANS 9	1	JUDGE PEARSON: So we'll start with 49 CFR
		2	Part 391.45(a), failing to require employees to be
1	Q. Did you perform the compliance audit of MVP	3	medically examined and certified prior to driving
2	Moving?	4	company vehicles on 55 occasions.
3	A. I did.	5	DIRECT TESTIMONY BY MR. HAWKINS
4	Q. And did you uncover violations during the course	6	MR. HAWKINS: So basically what we've done
5	of that audit?		•
6	A. I did.	7	to not have that happen again is, with hiring, we
7	Q. Did you write a report detailing those	8	basically use the background well, the Guide to
8	violations?	9	Achieving a Satisfactory Safety Record for, you know,
9	A. I did.	10	the forms to do our checklist to make sure this doesn't
10	Q. Did you write that report contemporaneously with	11	happen, essentially. I'm sorry. I'm a little bit
11	your audit?	12	nervous.
12	A. I did.	13	JUDGE PEARSON: That's okay.
13	Q. And could you turn to Exhibit SY-1. Could you	14	MR. HAWKINS: I'm trying to
14	identify that document?	15	JUDGE PEARSON: So can I just ask you, did
15	A. Yes, I can.	16	this happen because you weren't aware of this
16	Q. And what is it?	17	requirement?
17	A. This is my Assignment Report and a Pre-Report	18	MR. HAWKINS: This happened we were aware
18	for MVP Moving and Storage.	19	of the requirement. We did at one point, in fact,
19	Q. And is that a true and accurate copy of that	20	follow the requirements, and it got laxed [sic] and it
20	report?	21	fell by the wayside, I guess, is to put it in a
21	A. Yes, it is.	22	summed-up form.
22	MR. ROBERSON: Thank you. I have no further	23	JUDGE PEARSON: Okay. So now you use the
23	questions.  JUDGE PEARSON: Okay. Thank you.	24	checklist?
24 25	Mr. Hawkins, did you have any questions for	25	MR. HAWKINS: Basically, yes. So well,
	Dogo 10		<u> </u>
	Page 10		Page 12
	Page 10 DIRECT EXAMINATION BY MR. ROBERSON / YEOMANS 10	1	Page 12 not basically 100 percent, yes. On the course of
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1	Page 13 so that is something that we have adjusted.		Page 15 cross-examination by Mr. Roberson / Hawkins 15
	·		CROSS-EXAMINATION BY MIX. ROBERSON / HAWRING
2	We use the driver time record as supplied,	1	paperwork and hiring. It's something that I personally
3	Section 8 of the page 169 of the Guide to Achieving a	1	oversee, go through the checklist and make sure that our
4	Satisfactory Safety Record. Basically, now they will	2	drivers list of eligible drivers is updated and, you
5	not be paid unless this is turned in. So this is turned	3	know, we have a running list on our white board of our
6	in on a weekly basis, and then at a monthly once it's	4	guys that are current. And if they go away, they're
7	completed, their complete month is turned into us and	5	taken off the list and the new driver is added. But
8	filed in their employee file.	7	yes, we hit all the specific checklist [sic].
9	JUDGE PEARSON: Okay. Thank you.	8	So visuals for staff that are in the office, and
10	And then finally there is WAC 480-15-555,	9	then also visuals for Jason and I, reminders on
11	failing to obtain criminal background checks prior to	10	calendars for, you know, checking drivers' yearly I
12	hiring five of your employees.	11	think for getting the yearly checks for licensing and
13	MR. HAWKINS: Everybody is currently	12	the accidents and whatnot, all those reminders are
	checked, background, before employment. Essentially,	13	listed on a Google calendar that we share, and a
14			reminder will pop up and say, Carlos is ready for his
15	once we take an application and even consider them in	14	yearly check in terms of the accident reports and
16	for training, that's the first thing that happens. Once		driver's history and whatnot.
17	we receive the application, the background is checked,	16 17	So we're doing basically what was what was
18	and we use IntelliCorp background screening.	18	recommended to us in a way that we think will work for
19	We did this is another thing that we did	19	us, and in a way that will remind us and make sure it
20	do in the beginning, and it fell again by the wayside,	20	doesn't happen.
21	and so there was a handful that had them and a handful	21	MR. ROBERSON: Thank you. That's all I
22	that didn't. Everything is up-to-date now. Every	22	have.
23	current employee's background has been checked.	23	JUDGE PEARSON: Okay.
24	JUDGE PEARSON: Okay. So when you ran the	24	So does Staff want to make a recommendation
25	background checks on those five employees, did anything	25	at this point both with respect to the penalty and the
	<u> </u>	23	
	Dogo 14		Dogo 16
	Page 14 CROSS-EXAMINATION BY MR. ROBERSON / HAWKINS 14		Page 16 DIRECT EXAMINATION BY MR. ROBERSON / PRATT 16
1	_	1	_
1 2	CROSS-EXAMINATION BY MR. ROBERSON / HAWKINS 14	1 2	DIRECT EXAMINATION BY MR. ROBERSON / PRATT 16
	CROSS-EXAMINATION BY MR. ROBERSON / HAWKINS 14 turn up?		DIRECT EXAMINATION BY MR. ROBERSON / PRATT 16 safety rating?
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	Page 17 DIRECT EXAMINATION BY MR. ROBERSON / PRATT 17		Page 19 DIRECT EXAMINATION BY MR. ROBERSON / PRATT 19
1	carrier safety.	1	So I believe that the plan does meet the
2	Q. And how long have you been employed in that	2	criteria that we have under CFR 49, Part 385, and I do
3	position?	3	believe my recommendation would be that this company's
4	A. Ten years.	4	operating authority be upgraded to conditional effective
5	Q. Are you familiar with the safety audit of MVP	5	today.
6	Moving?	6	And that Staff also be instructed to conduct a
7	A. Yes, I am.	7	follow-up, non-rated review in one year of this company
8	Q. Do you know what the proposed safety rating was	8	to make sure they're still in compliance. And then we
9	that resulted from that audit?	9	do another rated review a year after that, which would
_	A. Yes. It was an unsatisfactory safety rating.	-	be approximately April 2019.
10	Q. And does a carrier that is given a proposed	10	The reason I lay this schedule out is, according
11	unsatisfactory rating have a chance to improve that	11	to the federal guidelines, which we follow, we don't
12	rating?	12	issue rated reviews generally more often than every two
13	A. Yes. In the terms of a household goods carrier,	13	years. So we come back in one year and do a non-rated
14		14	
15	for that industry, the carrier has 60 days from the date	15	review, and then the second year it would be rated. So
16	that a proposed safety rating is issued to develop a plan and have it approved by the Commission in order to	16	the Company would have to live with the conditional rating for the two years, but have a chance to upgrade
17	•	17	
18	get that rating upgraded. If they do not have that done	18	it in April of '19.
19	within the 60 days, their permit is cancelled. If they	19	Also in this case, this company is still in
20	do get that approved within the 60 days, which is what	20	provisional status. When the Commission issues a permit
21	we're here for today, the permit status would be	21	for household goods, it starts off in provisional
22	upgraded to conditional and stay that way until the next	22	status, and it's usually required to be a minimum of six
23	rated review.	23	months and a maximum of 18 months. One of the criteria
24	Q. And did MVP Moving submit a safety management	24	for becoming permanent is that you achieve a
25	plan?	25	satisfactory safety rating. So in this case, since they
	Page 18 DIRECT EXAMINATION BY MR. ROBERSON / PRATT 18		Page 20 DIRECT EXAMINATION BY MR. ROBERSON / PRATT 20
1	A. Yes, they did.	1	haven't done that yet, my recommendation would also be
2	<ul><li>A. Yes, they did.</li><li>Q. Have you reviewed that plan?</li></ul>	1 2	haven't done that yet, my recommendation would also be to continue to leave them in provisional status until
	· · · · · · · · · · · · · · · · · · ·		• • •
2	Q. Have you reviewed that plan?	2	to continue to leave them in provisional status until
2	Q. Have you reviewed that plan?  A. Yes, I have.	2	to continue to leave them in provisional status until the time that they do receive that upgrade.
2 3 4	<ul><li>Q. Have you reviewed that plan?</li><li>A. Yes, I have.</li><li>Q. And do you find that it addresses the problems</li></ul>	2 3 4	to continue to leave them in provisional status until the time that they do receive that upgrade. This is kind of a judgment call by me to
2 3 4 5	<ul> <li>Q. Have you reviewed that plan?</li> <li>A. Yes, I have.</li> <li>Q. And do you find that it addresses the problems that resulted in the proposed unsatisfactory safety</li> </ul>	2 3 4 5	to continue to leave them in provisional status until the time that they do receive that upgrade.  This is kind of a judgment call by me to determine how long they can go past the 18 months. And
2 3 4 5 6	<ul> <li>Q. Have you reviewed that plan?</li> <li>A. Yes, I have.</li> <li>Q. And do you find that it addresses the problems that resulted in the proposed unsatisfactory safety rating?</li> </ul>	2 3 4 5 6	to continue to leave them in provisional status until the time that they do receive that upgrade.  This is kind of a judgment call by me to determine how long they can go past the 18 months. And in this case, it would be a full two years beyond it. I
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	Page 21		Page 23
	21		23
1	Commission to impose the entire suspended penalty and	1	the proposed conditional
2	potentially new penalties for new violations.	2	JUDGE PEARSON: Oh, okay. So that one I
3	MR. ROBERSON: That covers it, I think.	3	should cross out?
4	JUDGE PEARSON: Okay.	4	MR. HAWKINS: (Nods head.)
5	Mr. Hawkins or Mr. Garcia, do you have any	5	JUDGE PEARSON: Okay. Never mind then.
6	questions for Mr. Pratt?	6	So DP-2 is the memo in connection with the
7	MR. HAWKINS: No questions.	7	penalty assessment; and then DP-3 is actually your
8	MR. GARCIA: No questions.	8	Company's proposed safety management plan; and DP-4 is
9	JUDGE PEARSON: Okay. Well, thank you all	9	the Staff evaluation of your safety plan.
	for coming here today. When is the 60-day deadline?		Are you okay with those? Okay. I will go
10	MR. ROBERSON: I think it's tomorrow.	10	ahead and admit them all into the record then.
11		11	
12	MS. YEOMANS: I think it is tomorrow.	12	(Exhibits SY-1, DP-2, DP-3 & DP-4 were
13	MR. ROBERSON: It's been a while.	13	admitted into evidence.)
14	JUDGE PEARSON: So in light of that, I will	14	MR. ROBERSON: Should I bring this to the
15	tell you today from the bench, I'll issue my ruling that	15	records center or
16	I will be upgrading your safety rating to conditional,	16	JUDGE PEARSON: Yeah. Or I think I take it
17	but I won't have a written order out most likely, not	17	to Paige. I'll take it. Okay. If that's all then,
18	by tomorrow. Maybe. We'll see if I can do it. It will	18	thank you very much for coming here today.
19	be out this week. But with that ruling from the bench,	19	MR. HAWKINS: Thank you.
20	then you're assured that your safety rating has been	20	MR. GARCIA: Thank you.
21	upgraded and you have to maintain your permit. Okay?	21	MR. HAWKINS: Appreciate it.
22	So is there anything else before we go off	22	JUDGE PEARSON: We are adjourned.
23	the record?	23	(Hearing concluded at 1:55 p.m.)
24	MR. ROBERSON: It occurs to me that I did	24	-000-
25	not move to admit any of the exhibits we talked about,	25	
	Page 22		Page 24
	Page 22		Page 24
	Page 22 22		Page 24
1	22	1	24
1	22 so I would I think the only exhibit we really talked	1	_
2	22 so I would I think the only exhibit we really talked about was Exhibit SY-1. I would move to	2	24 CERTIFICATE
2	so I would I think the only exhibit we really talked about was Exhibit SY-1. I would move to JUDGE PEARSON: Which exhibit is that?	2	24  CERTIFICATE  STATE OF WAŞHINGTON )
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