## Docket No. TV-210382 - Vol. I

## In re Application of: Neo Moving LLC

July 21, 2021

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## BEFORE THE WASHINGTON

UTILITIES AND TRANSPORTATION COMMISSION

In re Application of ) DOCKET TV-210382
NEO MOVING LLC
For a permit to operate as a motor carrier of household goods

VIRTUAL BRIEF ADJUDICATIVE PROCEEDING, VOLUME 1
Pages 1-28
ADMINISTRATIVE LAW JUDGE RAYNE PEARSON

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\text { July 21, } 2021 \\
9: 48 \text { a.m. }
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Washington Utilities and Transportation Commission
621 Woodland Square Loop Southeast Lacey, Washington 98503

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A P P E ARANCES ADMINISTRATIVE LAW JUDGE:

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## ALSO PRESENT:

PATRICK REMFREY SHONDA DAVIS

*     *         *             *                 * 



LACEY, WASHINGTON; JULY 21, 2021
9:48 A.M.
--o00--
P R O C E E D I N G S

JUDGE PEARSON: Let's be on the record. Good morning. Today is Wednesday, July 21st, 2021. The time is approximately 9:48 a.m.

This is Docket TV-210382, which is an application for a household goods permit filed by Neo Moving, LLC.

My name is Rayne Pearson. I'm the administrative law judge presiding over today's brief adjudicative proceeding.

Let's begin by taking appearances from both parties and then we'll talk about how we're going to proceed this morning. So let's start with Commission Staff. Mr. Fukano?

MR. FUKANO: Good morning, Judge Pearson. Harry Fukano, Assistant Attorney General, here on behalf of Commission Staff.

JUDGE PEARSON: Thank you.
And for the company, Mr. Bowling, if you can state your first and last name and spell your last name and then provide your address, telephone number, and

1 email address.

MR. BOWLING: Sure. Charley Bowling, B-o-w-l-i-n-g. 20005 Poplar Way, Unit 2, Lynnwood, Washington 98036. Email, Charley with an e-y, C-h-a-r-l-e-y@neomoving.com. 425-971-1170.

JUDGE PEARSON: Great, thank you.
So before we get started, I just want to provide a roadmap for today's brief adjudicative proceeding. We're here today because the Commission originally issued a notice of intent to deny the company's application for permanent authority to operate as a household goods mover.

Mr. Bowling, you requested a hearing to have an opportunity to respond to the allegations contained in that notice and explained -- explain why the application should be approved.

So, Mr. Bowling, after Mr. Fukano gives a brief overview of Staff's case, you can present your case, and once you present your case, Staff will introduce its witness, Patrick Remfrey, who will testify about Staff's investigation, and then, Mr. Bowling, you will have an opportunity to ask Mr. Remfrey questions when he's finished testifying.

Once all of the witnesses have testified, both parties will have a chance to make closing

1 statements.

JUDGE PEARSON: Okay. Thank you.
Mr. Bowling, at this point, I'm going to swear you in, and then $I$ will let you testify and just kind of explain your side of the story.
(Charley Bowling sworn.)
JUDGE PEARSON: All right. So if you would
like to just go ahead and explain the circumstances behind the conviction that Staff represents in the notice of intent to deny.

MR. BOWLING: Okay. So I want to -- I want to kind of start out and give a bit of a background of kind of the events that led up to -- to that point if $I$ could. I grew up in group homes and foster homes since the age of 11 years old. I was disbanded from my family. So it was very difficult -- a very difficult period of my life as a child. I had very limited adult guidance, which hindered my ability to think and make good choices.

While this was a significant contributor as to my inability to function as an upstanding citizen when I grew into adulthood, I still take full accountability for the actions I took and refuse to take.

Those actions and upbringing, no matter how detrimental it seemed to me at the time, forced me to

1 become the man $I$ am today. It molded me to pursue and
2 become an (unintelligible), which means I'm still
3 (unintelligible) pretty much in -- in every category.
4 Didn't really have much formal schooling, and -- and I
5 wanted to become a better person and a better man.

I got into some trouble when I was younger as I -- as I entered into adulthood, and -- and that -that kind of conditioning that $I$ had as -- as a youth carried over late into my adulthood, and I continued to make bad decisions, and I continue to pay for those until this day.

Alcohol played a significant role in -- in the criminal events that took place, which is preventing me from gaining -- which is preventing me from gaining the authority that I'm seeking today.

I -- I've done several things to combat and recondition myself and my thinking and my actions. I'm going to speak to those.

I've -- I've donated to several organizations on a monthly basis, one of which being DAWN, which is a domestic violence shelter to women. I'm also making monthly donations to Mary's Place, which is a transitional housing shelter for homeless women and children. I acknowledge the fact that women and children are deeply affected by acts of domestic

1 violence, and I have affected my own family in this
2 regard. So I have a personal experience with this
3 problem and I hope to give value combatting this
4 epidemic.

7 for me to do. That was something I -- I did on my own.
8 That's all part of taking accountability and
9 responsibility for my actions. Not for some kind of 10 recompense from someone somewhere, it was for my own 11 rehabilitation.

1 community. come with a lot of ups and downs. It can be a roller

1 coaster ride so to speak. And I've grown up in an 2 abusive household. My father was an alcoholic, and -3 and maybe that's conditioned me to respond in ways that 4 were not justifiable and -- and -- at which point now 5 I'm hoping to regain some -- some solitude, some -6 some -- I don't know if that's the right word. I'm 7 hoping to regain my freedom back, my -- my ability to 8 protect and serve people.

1 I know I was belligerent. I know that $I$ was verbally 2 abusive.

1 happened or as if nothing was going to happen. And when
2 the police showed up, they asked her her side of the
3 story, they asked me mine, and -- and then they -- I was
4 kind of standing in the kitchen, slash, area where the
5 upstairs leads to, and $I$ was explaining my side, and
6 they said well, you're under arrest. At which point I 7 had more poor judgment and I proceeded to stand at the 8 landing, which was a bad idea because anytime you take a 9 step towards the victim at that point, they're going to 10 have to do what they have to do.

MR. BOWLING: So it was two years, so the date that -- the date that $I$ believe the date $I$ was convicted, which was October of 2018, I believe, and

1 then two years from that point. would definitely be a process, I think.

JUDGE PEARSON: All right. How about if after the hearing if the parties stay in touch and, Mr. Fukano, if you hear back from the district court, if you could let Mr. Bowling know, and meanwhile, Mr. Bowling, if you could attempt to locate that information. And basically whichever party locates it first, if you could provide it to me via email.

MR. BOWLING: Sure. Can I -- can I have your email address, Your Honor? JUDGE PEARSON: Yes. MR. BOWLING: I'm ready. JUDGE PEARSON: It's Rayne, R-a-y-n-e. MR. BOWLING: $A-y-n-e, ~ o k a y$. JUDGE PEARSON: Dot Pearson, $\mathrm{P}-\mathrm{e}-\mathrm{a}-\mathrm{r}-\mathrm{s}-\mathrm{o}-\mathrm{n}$. MR. BOWLING: Okay. JUDGE PEARSON: At utc. MR. BOWLING: Okay. JUDGE PEARSON: Dot WA, W-A, dot gov, g-o-v. MR. BOWLING: Okay. Got it. JUDGE PEARSON: Yeah, so, Mr. Bowling, if you can just work on obtaining that. I'm guessing that you're probably going to have to be the one to obtain it, but if for some reason Mr. Fukano hears back because he's put out that inquiry, then he can let you know if he obtains the information in the meantime.

MR. BOWLING: Is it possible to take a picture, like scan the document as well; is that suitable?

JUDGE PEARSON: Yes.
MR. BOWLING: Okay.
JUDGE PEARSON: That would be fine.
And then, Mr. Fukano, if you have questions for Mr. Bowling, please go ahead.

MR. FUKANO: Thank you, Your Honor.

E X A M I N A T I O N
BY MR. FUKANO:
Q. Good morning, Mr. Bowling.
A. Good morning, sir. How are you?
Q. I'm doing well. How are you this day?
A. Doing well as well. I -- I could complain -- I always say $I$ could complain, but $I$ choose not to.
Q. I just have one quick question.

So are you contesting or at all challenging
Staff's assertion that there was a conviction for assault 4 in 2018?
A. I'm sorry, could you repeat that?
Q. Certainly.

You would agree that you -- you have a conviction for assault 4 from 2018; is that correct?
A. Correct, yes.

MR. FUKANO: No further questions from
Staff.
JUDGE PEARSON: So I guess, then, I have one additional question for you, Mr. Bowling.

Just to be clear, Commission rules have a bar on any applicant who has had a conviction in the past five years. So your option, then, would be to argue asking the Commission to make an exception and waive our rule.

MR. BOWLING: Correct, that is correct, Your Honor. Yes.

JUDGE PEARSON: Okay. Okay. All right. So based on that request, Mr. Fukano, do you have any additional questions for Mr. Bowling?

MR. FUKANO: One moment, Your Honor.
JUDGE PEARSON: Sure.
BY MR. FUKANO:
Q. Mr. Bowling, are you familiar with the Commission's standard for exemption and modification?
A. Exemption from?
Q. Commission rules.
A. No, I'm not.
Q. And so would you please explain why the Commission should grant an exemption from its rules in

1 this instance?
A. I think it would be a reiteration of -- of kind of the details that $I$ gave earlier in terms of my service helping others and -- and also helping clean up some of the mess that $I$ made with my own family. You know, taking ownership and accountability, which I have done, which I have demonstrated, which I've testified for. You know, I would like the opportunity to continue to do those things, to make those donations, to make those charitable actions, and -- and just, you know, provide for my family and -- and my son.

MR. FUKANO: No further questions from Staff.

JUDGE PEARSON: Okay. Thank you.
And, Mr. Bowling, did you want to call your witness?

MR. BOWLING: Sure. Shonda Davis.
MS. DAVIS: Hi. I'm Shonda Davis. We need to go like any further as far as work or anything like that?

JUDGE PEARSON: I will just swear you in at this time.
(Shonda Davis sworn.)
JUDGE PEARSON: Okay. Great. So if you could just state and spell your full name for the court

1 reporter.

MS. DAVIS: Sure. Shonda Davis, D-a -- I'm sorry, $S-h-o-n-d-a$, last name $D-a-v-i-s$.

JUDGE PEARSON: Okay, great.
And so you can do this one of two ways. Mr. Bowling, if you want to ask her questions that she answers or, Ms. Davis, if you just want to give a narrative explanation to support him. Either way is fine.

MS. DAVIS: Sure. I will just do a narrative explanation. Make it easier that way.

JUDGE PEARSON: Okay.
MS. DAVIS: Yes, as he stated, that night, yes, he had too much to drink. He did break a glass. Obviously we have a young son who obviously we were yelling and stuff like that --

THE COURT REPORTER: Ms. Davis, can you slow down and speak up? I am having a hard time hearing you.

MS. DAVIS: I said that as he stated, he was drinking, he had his voice raised. With us having a young son, I wanted to leave the house. He was upset that I wanted to leave and not be able to give his side of the story, so that was when the physical altercation occurred of him trying to hold me down.

At that time, I was able to get up from him.

1 As he stated, contacted the police so that it wouldn't
2 escalate any further, and then we were able to leave.
3 And then the police came, I was upstairs throughout the
4 time. When they said that I had called, he wasn't
5 aware. That's when I believe he tried to go upstairs 6 and asked me if $I$ did, and that's when they arrested 7 him. So yes, it was, obviously he stated, a domestic 8 violence situation.

So overall, we're just trying to ask him have the ability to continue with his business, continue

1 to be an upstanding member. He's done a great job with
2 the places that he sponsors as stated. The shelters, my
3

1 stipulated or agreed to, then Staff need not introduce 2 evidence and may proceed to discussion on the exemption 3 if that would be agreeable.

JUDGE PEARSON: That is definitely agreeable to me because there was a stipulation, and so I think we can proceed with that and just address the exemption. That works.

MR. FUKANO: Would that be agreeable, Mr. Bowling?

MR. BOWLING: Absolutely. Thank you.
MR. FUKANO: Thank you.
With that, $I$ would like to call Staff
witness, Patrick Remfrey, to the stand.
(Patrick Remfrey sworn.)
JUDGE PEARSON: All right. Thank you.
Go ahead, Mr. Fukano.
E X A M I N A T I O N

BY MR. FUKANO:
Q. Good morning, Mr. Remfrey. Will you please state your name and spell your last name for the record?
A. My name is Patrick Remfrey, spelled $R-e-m-f-r-e-y$.
Q. And what is your current occupation?
A. I'm a transportation specialist 3 in the

1 licensing section at the Utilities and Transportation 2 Commission.
Q. And how long have you been in that position?
A. I have been in this position for about one year and eight months.
Q. And what does that position involve?
A. For the most part, it is the reviewing and processing of applications for regulated companies like household goods, solid waste, auto trans, and charter excursion. And specifically to household goods in processing the application is also to perform the background check as required by WAC 480-15-302(8).
Q. Thank you.

Are you familiar with the matter involving Neo Moving at issue in today's hearing?
A. Yes, I am.
Q. And how are you familiar?
A. I am familiar because I performed the background check in both DOL and the WATCH System that identified the conviction from 2018.
Q. And you've heard today that the company is seeking exemption from the Commission rule regarding prior convictions, WAC 480-15-302(8), correct?
A. Correct.
Q. Are you familiar with the Commission exemption

1 standard for waiving or modifying its rules?
A. I am familiar with that standard, yes.
Q. What is that standard?
A. The specifics I'd have to pull up in the WAC to read, but it has to do with if the -- does the exemption meet the public good or consumers, is it -- does it make sense for Washington.
Q. May I refer you to WAC 480-07-110?
A. I'm there.
Q. What does sub 1 state?
A. (As read) The Commission, in requests -- in response to a request or on its own initiative, may grant an exemption from, or modify the application of, any of its rules in individual circumstances if the exemption or modification is consistent with the public interest, the purposes underlying regulation, and applicable statutes. Consistent with due process and the public interest, the Commission may modify the application of procedural rules in this chapter or on its own initiative during a particular adjudication or other docket without following the process identified in subsection 2.
Q. Thank you.

To your mind, what is the purpose underlying the Commission's regulation regarding background checks?
A. To my mind, the purpose is to en- -- as best the Commission can, ensure the consumer allowing basically a stranger into their house and access to all their worldly potions is the most trustworthy, responsible individual that the Commission can permit to do that.
Q. And how would you say that is related to the public interest in household goods moving?
A. I think anyone who's ever moved would understand that not having all your stuff is possibly one of the more stressful experiences you can go through in life, and moving is a pretty big deal. And for the Commission to say that this company is permitted and authorized to do it and we give the stamp of approval on it, we have to do our due diligence to make sure that they are, aside from operating correctly and charging the correct amount and everything, being staffed and ran by as trustworthy people as possible.
Q. Based on what you've heard at today's hearing, do you believe the Commission should grant a modifications of its rules in this instance?
A. I think that $I$ don't personally have a problem with the modification in this instance. I think that every single situation is much more nuance than what a simple conviction says. And in this particular instance, I don't think I would personally have issue

1 with somebody moving my possessions who was convicted of 2 an assault in the past under the circumstances as 3 described to me. Mr. Bowling?

MR. BOWLING: Yes.

JUDGE PEARSON: Okay. And I can try to do it before I leave, but $I$ can't make any promises. MR. BOWLING: Understandable. JUDGE PEARSON: I appreciate that flexibility.

MR. BOWLING: Always. Thanks. JUDGE PEARSON: All right. If there is nothing else, then $I$ just want to thank you all for appearing today, and we are adjourned.
(Adjourned at 10:21 a.m.)

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CE RT I F IC AT 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.

## Iaylen garlinghouse



Tayler Garlinghouse, CCR 3358

