

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

**NOTICE OF PENALTIES INCURRED AND DUE
FOR VIOLATIONS OF LAWS AND RULES**

**PENALTY ASSESSMENT: TV-190985
PENALTY AMOUNT: \$100**

Access Gentle Moving Corp.,
d/b/a Access Gentle Moving
11900 NE 1st Street, Suite 300
Bellevue, WA 98005

The Washington Utilities and Transportation Commission (Commission) believes Access Gentle Moving Corp., d/b/a Access Gentle Moving (Access Gentle or Company), violated Washington Administrative Code (WAC) 480-15-570, Driver Safety Requirements, which adopts Title 49 Code of Federal Regulations (49 CFR) Part 391 – Qualifications of Drivers.

Revised Code of Washington (RCW) 81.04.405 allows penalties of \$100 for each violation. In the case of an ongoing violation, every day's continuance is considered a separate and distinct violation.

On November 26, 2019, Commission Motor Carrier Investigator Wayne Gilbert completed a routine safety investigation of Access Gentle and documented the following violation:

- **One violation of 49 CFR § 391.51(b)(2) – Failing to maintain inquiries into driver's driving record in driver's qualification file.** The Company failed to maintain a driving record inquiry in Todd Brenden's driver qualification file.

The Commission considered the following factors in determining the appropriate penalty for this violation:

1. **How serious or harmful the violations are to the public.** The violation noted is serious and potentially harmful to the public. Household goods moving companies that fail to maintain driving record inquiries put their customers' belongings and the traveling public at risk. This violation presents public safety concerns.
2. **Whether the violations were intentional.** Considerations include:
 - Whether the Company ignored Commission staff's (Staff) previous technical assistance; and
 - Whether there is clear evidence through documentation or other means that shows the Company knew of and failed to correct the violation.

On December 10, 2007, the Commission received the Company's application for transfer of household goods moving authority. In the application, Todd Brenden, President of Access Gentle, acknowledged the Company's responsibility to understand and comply with applicable motor carrier safety regulations.

On May 11, 2009, Staff completed a routine safety investigation of Access Gentle wherein violations were identified and technical assistance was provided to the Company. The Company knew or should have known about these requirements.

3. **Whether the Company self-reported the violations.** Access Gentle did not self-report this violation.
4. **Whether the Company was cooperative and responsive.** The Company was cooperative throughout the safety investigation, and expressed a desire to come into compliance.
5. **Whether the Company promptly corrected the violations and remedied the impacts.** Access Gentle has corrected this violation.
6. **The number of violations.** Staff identified seven violation types with a total of seven individual occurrences.
7. **The number of customers affected.** The Company employs one driver and operates one commercial motor vehicle. Access Gentle traveled 6,380 miles in 2018. This safety violation presented a public safety risk.
8. **The likelihood of recurrence.** Staff provided technical assistance with specific remedies to help the Company assess how well its safety management controls support safe operations and how to begin improving its safety performance. The Company was cooperative with Staff, and expressed a desire to come into compliance. In light of these factors, Staff believes the likelihood of recurrence is low.
9. **The Company's past performance regarding compliance, violations, and penalties.**

On January 23, 2012, Access Gentle was assessed a penalty of \$500 in Docket TV-112118 for violations of WAC 480-15-630. The Company paid the \$500 penalty in full.

On July 23, 2012, the Company was penalized \$2,100 in Docket TV-120904 after failing to file its annual report and pay regulatory fees prior to May 1, 2012. As of May 9, 2018, Access Gentle holds a remaining balance of \$826.47.

On August 6, 2013, Access Gentle was assessed a penalty of \$50 in Docket TV-130954 for failing to file its annual report and pay regulatory fees prior to May 1, 2013. The Company paid the \$50 penalty in full.

On April 16, 2019, the Company's certificate was cancelled due to insufficient proof of insurance. On May 17, 2019, the Company's certificate was reinstated.
10. **The Company's existing compliance program.** Todd Brenden is responsible for the Company's safety compliance program.
11. **The size of the Company.** Access Gentle currently operates one commercial motor vehicle and employs one driver. The Company reported \$77,309 in gross revenue for 2018.

The Commission's Enforcement Policy provides that some Commission requirements are so fundamental to safe operations that the Commission will issue mandatory penalties for each occurrence of a first-time violation.¹ The Commission generally will assess penalties per type of violation, rather than per occurrence, for first-time violations of those critical regulations that do not meet the requirements for mandatory penalties. The Commission will assess penalties for any equipment violation meeting the Federal Motor Carrier Safety Administration's "out-of-service" criteria and also for repeat violations of critical regulations, including each occurrence of a repeat violation.

The Commission has considered these factors and determined that it should penalize Access Gentle \$100, calculated as follows:

- One violation of 49 CFR § 391.51(b)(2) – Failing to maintain inquiries in driver's driving record in driver's qualification file. The Commission assesses a penalty of \$100 for this violation.

This information, if proven at a hearing and not rebutted or explained, is sufficient to support the penalty assessment.

Your penalty is due and payable now. If you believe the violation did not occur, you may deny committing the violation and contest the penalty through evidence presented at a hearing or in writing. Alternatively, if there is a reason for the violation that you believe should excuse you from the penalty, you may ask for mitigation (reduction) of the penalty through evidence presented at a hearing or in writing. The Commission will grant a request for hearing only if material issues of law or fact require consideration of evidence and resolution in a hearing. Any request to contest the violation or for mitigation of the penalty must include a written statement of the reasons supporting that request. Failure to provide such a statement will result in denial of the request. *See* RCW 81.04.405.

If you properly present your request for a hearing and the Commission grants that request, the Commission will review the evidence supporting your dispute of the violation or application for mitigation in a Brief Adjudicative Proceeding before an administrative law judge. The administrative law judge will consider the evidence and will notify you of his or her decision.

You must act within 15 days after receiving this notice to do one of the following:

- Pay the amount due.
- Contest the occurrence of the violation.
- Admit the violation but request mitigation of the penalty amount.

Please indicate your selection on the enclosed form and submit it electronically through the Commission's web portal **within FIFTEEN (15) days** after you receive this notice. If you are unable to use the web portal, you may submit it via email to records@utc.wa.gov. If you are

¹ Docket A-120061 – Enforcement Policy of the Washington Utilities & Transportation Commission – Section V.

unable to submit the form electronically, you may send a paper copy to the Washington Utilities and Transportation Commission, PO Box 47250, Olympia, Washington 98504-7250.

If you do not act within 15 days, the Commission may take additional enforcement action, including but not necessarily limited to suspending or revoking your certificate to provide regulated service, assessing additional penalties, or referring this matter to the Office of the Attorney General for collection.

DATED at Lacey, Washington, and effective December 27, 2019.

RAYNE PEARSON
Director, Administrative Law Division

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION
PENALTY ASSESSMENT TV-190985

PLEASE NOTE: You must complete and sign this document, and send it to the Commission within 15 days after you receive the penalty assessment. Use additional paper if needed. I have read and understand RCW 9A.72.020 (printed below), which states that making false statements under oath is a class B felony. I am over the age of 18, am competent to testify to the matters set forth below and I have personal knowledge of those matters. I hereby make, under oath, the following statements.

- 1. **Payment of penalty.** I admit that the violations occurred and enclose \$100 in payment of the penalty.
- 2. **Contest the violation.** I believe that the alleged violation did not occur for the reasons I describe below (**if you do not include reasons supporting your contest here, your request will be denied**):

a) I ask for a hearing to present evidence on the information I provide above to an administrative law judge for a decision.

OR b) I ask for a Commission decision based solely on the information I provide above.

- 3. **Application for mitigation.** I admit the violations, but I believe that the penalty should be reduced for the reasons set out below (**if you do not include reasons supporting your application here, your request will be denied**):

a) I ask for a hearing to present evidence on the information I provide above to an administrative law judge for a decision.

OR b) I ask for a Commission decision based solely on the information I provide above.

I declare under penalty of perjury under the laws of the State of Washington that the foregoing, including information I have presented on any attachments, is true and correct.

Dated: _____ [month/day/year], at _____ [city, state]

Name of Respondent (company) – please print

Signature of Applicant

RCW 9A.72.020:

“Perjury in the first degree. (1) A person is guilty of perjury in the first degree if in any official proceeding he makes a materially false statement which he knows to be false under an oath required or authorized by law. (2) Knowledge of the materiality of the statement is not an element of this crime, and the actor’s mistaken belief that his statement was not material is not a defense to a prosecution under this section. (3) Perjury in the first degree is a class B felony.”