

ROUTING SLIP

ASSIGNMENT NO.: 104307 MOTCAR NO.: 43474 PERMIT: H661724

CARRIER NAME: BIG AC'S SPECIALTY MACHS INC ✓

INVESTIGATOR(S): GRIMM DATE: 11-23-05

RECOMMENDATION: ECONOMIC & SAFETY COMPLIANCE REVIEW
CONDUCTED AFTER ETA VISITS. RECOMMEND
CONSIDERATION FOR PERMANENT HHG AUTHORITY
SEE MEMORANDUM ATTACHED

Should carrier be rechecked? N

REVIEWED BY: [Signature] DATE: 12-05-05

Concur with recommendation to grant permanent HHG
authority close process

FINAL RECOMMENDATION BY: Vicki Elliott DATE: 12/7/05

Approve staff recommendation

OTHER INFORMATION: 1-7/05 closed re
cc: Bruce Grimm
Licensing

[Signature]

WASHINGTON UTILITIES & TRANSPORTATION COMMISSION - MOTOR CARRIER SAFETY



US DOT #
1057263

Legal: BIG AL'S SPECIALTY MOVERS INC
Operating (DBA):

MC/MX #: 439795 **State #:** HG61724 **Federal Tax ID:** 86-1053760 (EIN)

Review Type: Compliance Review (CR) - Receipt

Scope: Principal Office **Location of Review/Audit:** Company facility in the U. S. **Territory:**

Operation Types	Interstate	Intrastate
Carrier:	Non-HM	Non-HM
Shipper:	N/A	N/A
Cargo Tank:	N/A	

Business: Corporation
Gross Revenue: _____ **for year ending:** _____

Company Physical Address:

3200 NE 164th Street
Ridgefield, WA 98642-8928

Contact Name: Alfred Bartley

Phone numbers: (1) 360-576-1988 (2)

Fax 509-692-3333

E-Mail Address: specialtymovers@aol.com

Company Mailing Address:

3200 NE 164th Street
Ridgefield, WA 98642-8928

Report Summary

Report	# of Pages
Part A - General	1
Part B - Violations	1
Part B - Recommendations	1
Review/Audit Receipt Page	1
Total Pages	4

Disclaimer: By signing below, I acknowledge that I have received a copy of this review/audit and agree with the total number of pages indicated (above) for each document. My signature does not imply agreement with the findings of the review/audit, however they have been discussed in detail with me.

QUESTIONS regarding this report or the Federal Motor Carrier Safety Regulations should be addressed to: Washington Utilities & Transportation Commission

P.O. Box 47250
Olympia WA 98504-7250
Office: 360-575-6957 Cell phone: 360-798-8724 e-mail: bgrimm@wutc.wa.gov

This report will be used to assess your safety compliance.

Person(s) Interviewed

Name: Rhonda Bartley

Title: Treasurer

Name:

Title:

Reported By: *[Signature]*

Title: *MGY SPEC*

Code: WA0540 **Date:** 11/17/2005

Received By: *[Signature]*

Title:

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Carrier Classification

Authorized for Hire

Cargo Classification

Household Goods

Does carrier transport placardable quantities of HM? No
Is an HM Permit required? N/A

Driver Information

	Inter	Intra	Average trip leased drivers/month: 0
< 100 Miles:	4		Total Drivers: 4
>= 100 Miles:			CDL Drivers: 0

Equipment

	Owned	Term Leased	Trip Leased		Owned	Term Leased	Trip Leased
Truck	3	0	0	Trailer	1	0	0

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Office: 360-575-6957 Cell phone: 360-798-8724 e-mail: bg Grimm@wutc.wa.gov

This report will be used to assess your safety compliance.

Person(s) Interviewed

Name: Rhonda Bartley **Title:** Treasurer
Name: **Title:**

Reported By: *[Signature]* **Title:** MCLE SPEC INV. **Code:** WA0540 **Date:** 11/17/2005

Received By: *[Signature]* **Title:**



BIG AL'S SPECIALTY MOVERS INC

U.S. DOT #: 1057263

State #: HG61724

Review Date:

11/17/2005

Part B Violations

1 STATE	Primary: 391.23(c)	Discovered 2	Checked 4	Drivers/Vehicles	
	CFR Equivalent: 391.23(c)			In Violation	Checked

Description

Failing to investigate driver's background within 30 days of employment.

Example

Lale Salavea, 11-17-05.

2 STATE	Primary: 395.8(f)	Discovered 3	Checked 34	Drivers/Vehicles	
	CFR Equivalent: 395.8(f)			In Violation	Checked

Description

Failing to require driver to prepare record of duty status in form and manner prescribed.

Example

Al Bartley, 9-14-05. Record of duty status did not contain mileage or shipping document reference.

3 STATE	Primary: 396.17(c)	Discovered 1	Checked 1	Drivers/Vehicles	
	CFR Equivalent: 396.17(c)			In Violation	Checked

Description

Using a commercial motor vehicle not periodically inspected in accordance with minimum standards.

Example

Ford F-350, 11-17-05. No documentation of annual inspection.

Safety Fitness Rating Information:

Total Miles Operated	10,500
Recordable Accidents	0
Recordable Accidents/Million Miles	0.000

OOS Vehicle (CR):	0
Number of Vehicle Inspected (CR):	0
OOS Vehicle (MCMIS):	0
Number of Vehicles Inspected (MCMIS):	0

Your proposed safety rating is :

SATISFACTORY

Rating Factors		Acute	Critical
Factor 1:	S	0	0
Factor 2:	S	0	0
Factor 3:	S	0	0
Factor 4:	S	0	0
Factor 5:	N	0	0
Factor 6:	S	-	-

Corrective actions must be taken for any violations (deficiencies) identified on Part B of this report.

Ronald Barty
 Received by _____

Title _____

11/17/05
 Date _____



BIG AL'S SPECIALTY MOVERS INC

U.S. DOT #: 1057263

State #: HG61724

Review Date:

11/17/2005

Part B Recommendations

1. Conduct periodic internal reviews of your driver qualification, hours of service control, maintenance, accident analysis/reporting, training, and other safety systems to ensure continued compliance with the FMCSR.

[Handwritten Signature]
Received by

Title

11/19/05
Date

Washington Utilities and Transportation Commission
**Household Goods Technical Assistance and
 Records Review Checklist**

Rev. 4/01

Carrier: BIG AL'S SPECIALTY MAJORS INC d/b/a:	HG- 61724
Location: 3200 NE 164th ST RIDGEFIELD WA 98642 Investigator: GRIMM	Assignment #: / UBI #: 602362040
Period of Records Checked: From: 03-05 To: 10-05 Total Number of Bills: 3	

WAC Rule	WAC Rule Reference	Findings	Number Checked	Number in Violation
480-15-	Does the company have current accounts with: Labor & Industries Employment Security Secretary of State Dept. of Revenue	<input checked="" type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> No		
110	Address/Phone Number - Are the carrier=s address and phone number those listed in Commission records?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
360	Permits - Is original kept in main office?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
480	Annual Report/Regulatory Fees - Has the carrier filed the most recent annual report? Was the annual report filed on or before May 1 st ? If not, were late fees and interest included? Does the carrier correctly calculate and submit regulatory fees?	<input checked="" type="radio"/> Yes <input type="radio"/> No N/A <input checked="" type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> No		
530	Insurance - Does the carrier have current public liability and property damage insurance? Does it match the information on file with the Commission? Liability and property damage insurance information: Company: <u>UNITED FINANCIAL CASUALTY</u> <u>PROGRESSIVE CASUALTY INS CO</u> Policy: <u>CA849079S</u> Liability Limits: <u>\$2000000 CSL</u>	<input checked="" type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> No		

550	Cargo Insurance - Does the carrier have adequate cargo insurance? Cargo Insurance information: Company <u>AAIS</u> Policy: <u>C01164250</u> Limits: _____	<input checked="" type="radio"/> Yes <input type="radio"/> No		
590/600	Leasing - Does the carrier lease equipment? If yes: Were the leases filed with and approved by the Commission? Were the terms of the lease complied with?	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Yes <input type="radio"/> No		
610	Advertising - Is the carrier's HG or TCC permit number included in all advertisements? If no, note on another information@.	<input checked="" type="radio"/> Yes <input type="radio"/> No		

Bill of Lading

720	Bills of Lading - Is the carrier using a Uniform Household Goods Bill of Lading that meets the requirement of Tariff 15-A? Has the carrier issued a Bill of Lading for each shipment?	<input checked="" type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> No		
740	Does each Bill of Lading contain all required information?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
620	Notice to Shippers - Is the carrier providing shippers with the ARights and Responsibilities@ guide Has the notation on the Bills of Lading been signed by the shipper?	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Yes <input checked="" type="radio"/> No	3	3

Tariffs - Rates & Charges

490	Does the carrier have a copy of Tariff 15-A? If yes: Is it current? Is it available to the public?	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Yes <input type="radio"/> No		
	If shipper selected a valuation option, were charges computed correctly?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
	Does the carrier accurately record start and stop times on the bill of lading for each job?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
	Are the charged hourly rates within the rate band?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
	Are the extra labor charges within the rate band?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
	Does the carrier charge travel time to and from job sites?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
	Charging overtime is optional. If the carrier charges overtime, are the charges within the rate band?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
	Has the carrier assessed hourly rates for any moves that have exceeded 35 miles from origin to destination?	<input checked="" type="radio"/> Yes <input type="radio"/> No	1	3
	Has the carrier charged for any services not authorized under time rates? (Long carry, stairs, piano charge, etc.)	<input checked="" type="radio"/> Yes <input type="radio"/> No		
	Packing Material rates - are the charges within the rate band? Does the carrier charge for materials not in the tariff? (Such as: paper, tape, padding, bubble wrap, shrink wrap, tape, etc.) Has the carrier provided packing material to the shipper at no cost?	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Yes <input checked="" type="radio"/> No		

	Does the carrier use the Rand McNally mileage guide to determine mileage for tariff purposes?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
	Is mileage computed correctly?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
750	Determination of weights - has the carrier weighed all shipments that have exceeded 35 miles from origin to destination? Are empty and loaded weight tickets maintained with the bill of lading?	<input checked="" type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> No		
	Does the carrier use correct tariff mileage/weight charges?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
	Packing Material rates - are the charges within the rate band? Does the carrier charge for materials not in the tariff? (Such as: paper, tape, padding, bubble wrap, shrink wrap, tape, etc.) Has the carrier provided packing material to the shipper at no cost?	<input checked="" type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> No		
	Storage-in Transit - Has the carrier improperly classified or converted and storage-in-transit into long term storage?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
	Does the carrier use correct rates for movements into and/or out of storage-in-transit?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
	Have shipments properly classified as storage-in-transit been charged long term storage rates?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
	Has the carrier provided temporary storage-in-vehicle? If yes: Are the charges within the rate band? Did the carrier obtain the shipper's authorizing signature?	<input checked="" type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> No		
	Are charges for stairs, elevators, and long carry calculated within the rate band?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
	Are extra stop(s) charges calculated within the rate band?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
	Are piano/organ charges calculated within the rate band?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
	Has the carrier charged for "Expedited Service"? If yes: Did the carrier obtain the shippers' authorizing signature?	<input checked="" type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> No		

Estimates

640	Is the company aware that verbal estimates are not allowed?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
630-690	Does the carrier issue written estimates? If yes: Are written estimates based on a written inventory (cube sheet)?	<input checked="" type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> No		
	Do written estimates include all required information?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
	Does the carrier provide written estimates without visually inspecting the goods at the origin?	<input type="radio"/> Yes <input checked="" type="radio"/> No		
	Binding Estimates - Does the carrier issue binding estimates? If yes: Is required documentation attached to binding estimates? Has carrier failed to honor any binding estimates? Have any binding estimates exceeded the highest legal tariff rate?	<input checked="" type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> No		
	Has the carrier issued any supplemental estimates on binding estimates? If yes: Is a signed supplemental estimate attached to the original estimate?	<input checked="" type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> No		
	Have all written estimates been signed by the customer?	<input checked="" type="radio"/> Yes <input type="radio"/> No		

Does the carrier retain all written estimates of moves they have conducted?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
Has the carrier issued any Supplemental Estimates? If yes: Do supplemental estimates show what additional services were requested by the customer that would cause the increase? Is a signed supplemental estimate attached to the original estimate?	<input checked="" type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Yes <input type="radio"/> No		
Has the carrier refused to agree to release a shipment upon payment of 110% of a written and any supplemental estimates?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
If the goods were released upon payment of 110% of a written estimate, has the customer been allowed 30 days to pay the balance?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
Has the carrier collected more than 25% over the written non-binding estimate (plus any supplemental estimate) for time charges on hourly moves, or collected more than 15% over the estimate for accessorial or other services?	<input type="radio"/> Yes <input checked="" type="radio"/> No		
Has the carrier collected more than 15% over a written non-binding estimate (plus any supplemental estimate) for mileage rated moves?	<input type="radio"/> Yes <input checked="" type="radio"/> No		
Has the carrier underestimated any shipments? If yes, How many were underestimated _____ How many total moves did company conduct _____	<input type="radio"/> Yes <input checked="" type="radio"/> No		
Does carrier understand that if they choose not to issue written estimates, they can not provide service by offering to meet or beat another company's estimate?	<input checked="" type="radio"/> Yes <input type="radio"/> No		

Claims

800-870	Does the carrier maintain a Complaints and Claims Register? If yes: Does the register include all required information?	<input checked="" type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> No		
	Have all complaints been recorded in the register? NO RESIDENTIAL	<input type="radio"/> Yes <input type="radio"/> No		
	Are all complaints and claims consecutively numbered? CLAIMS	<input checked="" type="radio"/> Yes <input type="radio"/> No		
	Have all claims for loss and damage filed within 9 months of delivery date been recorded and processed?	<input type="radio"/> Yes <input checked="" type="radio"/> No		
	Are all claim record documents retained for 6 years?	<input type="radio"/> Yes <input checked="" type="radio"/> No		
	Are complaint records maintained in office for 3 years after resolution or shipment date?	<input type="radio"/> Yes <input checked="" type="radio"/> No		
	Does the carrier notify the customer in writing, within 10 days, that claim or complaint was received?	<input type="radio"/> Yes <input checked="" type="radio"/> No		
	Does the carrier investigate the claim quickly?	<input type="radio"/> Yes <input checked="" type="radio"/> No		
	Does the carrier advise customer of resolution? Advisement is: Written <input type="radio"/> Verbal <input checked="" type="radio"/>	<input type="radio"/> Yes <input checked="" type="radio"/> No		
	Does the carrier pay, refuse, or offer a compromise on a claim within 120 days?	<input type="radio"/> Yes <input checked="" type="radio"/> No		
If claim is not settled within 120 days, does carrier the continue to inform claimant every 60 days?	<input type="radio"/> Yes <input checked="" type="radio"/> No			

If a customer is not satisfied with the carrier=s resolution, is the customer referred to the Commission?
 Does the carrier provide the customer with the Commission=s toll-free line to Consumer Affairs?

Yes No
 Yes No

Operations

190	Permit - Is carrier operating within the scope of the permit?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
300	Temporary Permit - Is carrier in compliance with conditions attached to its temporary authority?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
390	Carrier Name - Is the carrier operating under its permitted name or an approved d/b/a?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
430-450	Suspension/Cancellation - Has the carrier=s permit been suspended or canceled during the time frame of this records check? If yes: Did the carrier operate during the suspension or cancellation period?	<input checked="" type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> No		
900	Interstate Authority - Has the carrier operated in interstate commerce? If yes:	<input checked="" type="radio"/> Yes <input type="radio"/> No		
930	Is the carrier properly registered? Is a copy of the SSRS/Exempt receipt in each vehicle	<input checked="" type="radio"/> Yes <input type="radio"/> No <input checked="" type="radio"/> Yes <input type="radio"/> No		
360	Permits - Does carrier keep copies in each vehicle?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
560	Vehicle Identification - Is the carrier=s equipment properly identified by name and permit number?	<input checked="" type="radio"/> Yes <input type="radio"/> No		
600	Leased vehicles: are copies of leases in each vehicle? <i>PENSKE-LONG TRUCK</i>	<input checked="" type="radio"/> Yes <input type="radio"/> No		

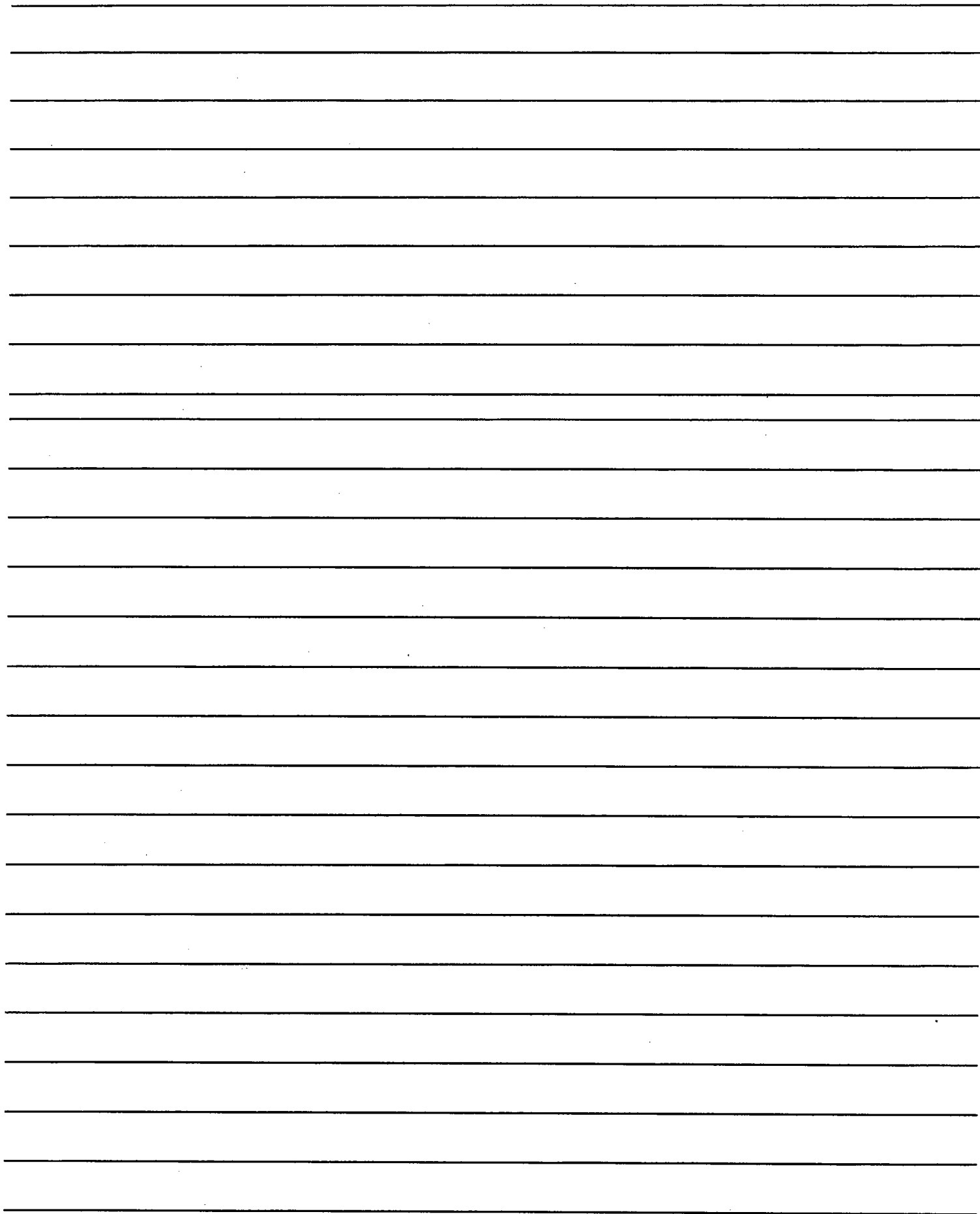
This records review indicated that the carrier=s records are in compliance with WUTC rules and regulations.

This records review indicated that some records, as indicated in this form, need to be corrected. The items that need correction have been discussed.

This records review found numerous record violations. All of the items that need correction were discussed.

Company Representatives contacted during this records review.	Position Held	Phone Number

Other information:



If you have any questions, or would like further technical assistance, please contact:

Bruce Grimm

Investigator

360-798-8724

Telephone

FAX

I, as a representative of this company, acknowledge receipt of this records review form and understand the findings as stated herein.

Donald Swaley

Received By

owner

Title

10/20/05

Date

MEMORANDUM

TO: Vicki Elliott, Asst. Transportation Director-UTC Olympia
FROM: Bruce Grimm, MCLE Special Investigator-UTC Longview
DATE: November 23, 2005
RE: Big Al's Specialty Movers Inc HG61724 Assignment: 104307

Big Al's Specialty Movers Inc., HG-61724, obtained household goods permit authority under the provisions of WAC 480-15-340 upon review of an application (P079351) docketed on April 4, 2005. The principal shareholders in this Washington based corporation are Alfred and Rhonda Bartley, who are active in the day to day business operation.

The carrier was offered educational and technical assistance in all aspects of the economic and safety regulations as adopted and enforced by the Commission

On May 3, 2005, carrier officials were given a comprehensive review of the economic regulations and the principles of Tariff 15-A. Safety regulations were discussed on July 26, 2005.

Further educational and technical assistance on economic and safety issues was afforded the firm on October 10, October 20 and October 27, 2005.

An economic and safety compliance review was performed on November 17, 2005.

The firm has operated primarily as a retail store delivery general commodities carrier specializing in commercial piano and organ moves for several years. The carrier has an excellent reputation for reliability, customer service and safe operating procedures after handling nearly 2000 individual commercial or office shipments, which are not regulated under the WAC 480-15 rules, in the past two years. Customer satisfaction is high based on surveys performed by the carrier.

ECONOMIC REGULATION

The carrier has transported only three residential household goods moves in 2005. The firm has operated within the scope of the permit authority. Management is aware of annual reporting requirements.

Cargo insurance with limits of \$250,000 less deductible is underwritten by Oregon Automobile Insurance Company (Policy C01164250).

The carrier uses the proper bill of lading format for residential household goods moves. Rates and charges are within the banded Tariff 15-A rates. The company is aware of the differences in hourly and weight/distance hauls.

When an estimate is given, it is in writing and in the proper format. The carrier is aware that verbal estimates are illegal. The firm has not charged more than an estimate given to a customer.

There have been no claims or complaints. The firm is aware of the reporting and record retention requirements for loss/damage/complaints.

SAFETY REGULATIONS

The carrier has a working knowledge of the federal motor carrier safety regulations. There have been no recordable crashes in the past twelve months. Vehicles are properly marked and identified.

Driver qualification files were essentially complete with the exception of some timely background investigations on drivers. The carrier planned to update the files immediately.

The carrier generally operates within a 150 air mile radius of the principal place of business. Driver maintain a time record consisting of starting time, ending time and total on duty time. When the record of duty status format is used there were some form and manner type violations. The carrier was given additional instruction on log book content, 11-14-70 hour rules, 34 hour reset and the 16 hour exception.

Drivers perform a pre-trip inspection and have been filing a post trip inspection report. Written maintenance records are kept and due dates for service to be performed are tracked. One vehicle did not have a current annual (periodic) inspection documented.

The firm operates vehicles under 26,001 gross vehicle weight rating and drivers are not currently subject to commercial driver's license or controlled substance/alcohol testing.

No commercial motor vehicles were available for inspection on the date of this survey as they were working out of the area. The carrier has not had any vehicle out of service violations. Inspections will be scheduled at a later. However, as noted above the


annual (periodic) inspections have been performed by a qualified mechanic pursuant to 49 CFR Part 396.17.

SUMMARY

Even though the carrier has transported few residential household goods shipments during the provisional period, management has a good working knowledge of the economic regulations concerning bills of lading, estimates, rates and charges, and claims management.

The firm could anticipate a satisfactory safety rating based on criteria of the federal motor carrier safety administration. There is general compliance with financial responsibility, crash reporting, knowledge, driver qualification, hours of service and inspection, repair and maintenance regulations.

This carrier is recommended for permanent household goods authority based on the findings of this economic and safety compliance review. Additional educational and technical assistance was offered to the carrier, if needed, in the future.


Bruce Grimm, MCLE Special Investigator

12-02-05