

Docket TC-020497

**Passenger Transportation Company
(Bus) Rulemaking**

Discussion Draft Rules

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PART 1 -- GENERAL ADMINISTRATIVE RULES

WAC 480-xx-xxx1 Purpose of chapter.

(1) The legislature has declared that companies operating as auto transportation companies or as passenger charter and excursion carriers in the state of Washington are engaged in businesses that affect the public interest and should be regulated. The purpose of these rules is to administer and enforce chapters 81.68 and 81.70 RCW by establishing the following standards that apply to auto transportation companies and to passenger charter and excursion carriers, to the extent allowed by the individual chapters of law:

- Public safety;
- Fair practices;
- Just, reasonable and sufficient charges;
- Nondiscriminatory application of rates;
- Adequate and dependable service;
- Consumer protection; and
- Compliance with statutes, rules and commission orders.

(2) This chapter replaces rules formerly contained in chapters 480-40 WAC and 480-30 WAC

(3) In addition to administering and enforcing chapters 81.68 and 81.70 RCW, the rules under this chapter are developed to comply with federal law.

WAC 480-xx-xxx6 Application of Rules.

(1) The rules in this chapter apply to any company subject to the jurisdiction of the commission under Chapters 81.04, 81.68, or 81.70. These rules apply to all passenger transportation companies, unless a part, rule, or reference within a rule states otherwise. These rules also include various requirements that apply to the company's customers and applicants.

(2) The tariffs filed by auto transportation companies must conform with these rules. If the commission accepts a tariff or schedule that conflicts with these rules, the acceptance does not constitute a waiver of these rules unless the commission specifically approves the variation consistent with WAC 480-xx-xx51. Tariffs or schedules that conflict with these rules and are not specifically approved by the commission are superceded by these rules.

(3) Any affected person may ask the commission to review the interpretation of these rules by filing an informal complaint under WAC 480-09-150 or by filing a formal complaint under WAC 480-09-420.

(4) No deviation from these rules will be permitted without written authorization by the commission. Violation will be subject to penalties as provided by law.

WAC 480-xx-xx11 Exempt operations.

(1) The following passenger transportation operations are not regulated by the commission under this chapter:

(a) Operations conducted wholly within the limits of an incorporated city or town.

(b) Auto transportation company operations from a point in a city or town in the state of Washington for a distance of not more than three road miles beyond the corporate limits of the city or town in which the trip began. The operations must not be part of a journey beyond the three-mile limit, either alone or in conjunction with another vehicle or vehicles.

(c) Commuter ride sharing or ride sharing for persons with special transportation needs in accordance with RCW 46.74.010, provided the ride-sharing operation does not compete with nor infringe upon comparable service that was actually being provided by an auto transportation company under chapter 81.68 RCW before the ride-sharing operation started.

(d) Municipal corporations and other government entities.

(e) Public transit agencies.

(f) Persons operating vehicles under exclusive contract to a public transit agency.

(g) Persons owning, operating, controlling, or managing taxicabs, hotel buses, or school buses, when operated as such.

(h) Passenger vehicles carrying passengers on a noncommercial basis, including but not limited to, non-profit corporations.

(i) Private carriers who, in their own vehicles, transport passengers as an incidental adjunct to some other established private business owned or operated by them in good faith.

(j) Transporting transient air flight crew or in-transit airline passengers between an airport and temporary hotel accommodations under an arrangement between the airline carrier and the passenger transportation company.

(k) Substituting ground transportation for air transportation under an arrangement between the airline carrier and the passenger transportation company in emergency situations arising from the inability of the air carrier to perform air transportation due to adverse weather conditions, equipment failure, or other causes.

(l) Transporting passengers who have had or will have had a prior or subsequent movement by air under a through ticket or common arrangement with an airline or with a connecting out-of-state passenger transportation company.

(m) Any other carrier or company that does not come within the term:

(i) "Auto transportation company" as defined in RCW 81.68.010;

(ii) "Charter party carrier of passengers" as defined in RCW 81.70.020; or

(iii) "Excursion service carrier" as defined in RCW 81.70.020.

WAC 480-xx-xx16 Determination of authority.

(1) In some instances, a person desiring to provide passenger transportation services may be subject to regulation as an auto transportation company under the provisions of chapter 81.68 RCW, a passenger charter or excursion carrier under the provisions of chapter 81.70 RCW, or both chapters, depending on the nature of the services offered and provided.

(2) When determining whether operations require an auto transportation or charter and excursion certificate the commission will consider factors including, but not limited to:

- (a) What is the nature of the proposed transportation service?
- (b) What is the origin and destination of the proposed transportation?
- (c) Who will provide the service?
- (d) Who will pay for the service?
- (e) How will the charges be assessed? (time of use, mileage or distance, passenger fares, flat fee, other)
- (f) How will the service be provided?
- (g) Will the service be offered to the public?
- (h) Will a passenger or group of passengers have exclusive use of the vehicle or will there be shared rides or mixed use?
 - (i) What type and size vehicle(s) will be used to provide the service?
 - (j) Who will own the vehicle(s)?
 - (k) Who will be responsible for the operation and control of the vehicle(s)?

(3) Any person may submit to the commission a detailed written description of a proposed passenger transportation service and request an informal staff determination of the authority required to provide the described service.

WAC 480-xx-xx21 Additional requirements.

(1) These rules do not relieve any passenger transportation company from any of its duties and obligations under the laws of the state of Washington.

(2) The commission retains the authority to impose additional or different requirements on any passenger transportation company in appropriate circumstances, consistent with the requirements of law.

WAC 480-xx-xx26 Severability.

If any provision of this chapter or its application to any person or circumstance is held invalid, the remainder of the chapter or the application of the provision to other persons or circumstances is not affected.

WAC 480-xx-xx36 Rules of practice and procedure.

Commission rules governing administrative practices and procedures are in chapter 480-09 WAC. If a rule in this chapter conflicts with a rule in chapter 480-09 WAC, the rule in this chapter applies. Copies of chapter 480-09 WAC are available from the commission records center on request.

WAC 480-xx-xx41 Definitions, general.

(1) See WAC 480-xx-x226 for definition of terms used primarily in tariffs and time schedules and WAC 480-xx-x196 for definitions used in driver and vehicle safety rules.

(2) Unless the language or context indicates that a different meaning is intended, the following words, terms and phrases mean:

"Agent" means a person authorized to transact business for, and in the name of, another.

"Airporter service" means auto transportation service where the origin and/or the destination point of the passenger's trip is a station served by air or rail transportation. Airporter service is often a premium service that involves handling luggage. Although stops may be made en route, they are usually limited to picking up or discharging passengers, luggage, and/or express freight bound to or from the airport or depot being served.

"Alternate arrangements for passengers" means the travel arrangements made by an auto transportation company that has accepted a trip booking or reservation from a passenger and that is unable to provide the agreed to transportation. The alternate arrangements may require travel by another carrier or mode of transportation at no additional cost to the passenger beyond what the passenger would have paid for the original transportation arrangement.

"Application docket" means a commission publication providing notice of all applications requesting auto transportation operating authority, with a description of the authority requested. This publication is sent to all persons currently holding auto transportation authority, to all persons with pending applications for auto transportation authority, to affected local jurisdictions or agencies, and to all other persons who asked to receive copies of the application docket.

"Area" means a defined geographical location. Examples include, but are not limited to:

- (a) A specified city or town;
- (b) A specified county, group of counties, or subdivision of the state, e.g., Western Washington;
- (c) A zone, e.g., company designated territory; or
- (d) A route, e.g., area within 4 road miles of Interstate 5.

"Auto transportation company" means every corporation or person, their lessees, trustees, receivers, or trustees appointed by any court, owning, controlling,

operating, or managing any motor-propelled vehicle not usually operated on or over rails, used in the business of transporting persons over any public highway in this state between fixed termini or over a regular route, and not operating exclusively within the incorporated limits of any city or town.

"Between fixed termini or over a regular route" means the termini or route between or over which an auto transportation company ordinarily operates any motor-propelled vehicle, even though there may be variance from the termini or route, whether the variance is periodic or irregular.

"Bus" means a motor vehicle designed, constructed, and or used for the transportation of passengers.

"Business days" means Monday, Tuesday, Wednesday, Thursday, and Friday.

"By-reservation-only service" means transportation of passengers by an auto transportation company, with routes being run only if passengers have made prior reservations.

"Cancellation" means:

(a) An act by the commission to terminate a company's charter and excursion carrier certificate or a company's auto transportation certificate; or

(b) An act by an auto transportation company to discontinue the application of a tariff, a tariff supplement, or a tariff item.

"Certificate" means:

(a) The certificate of public convenience and necessity issued by the Washington utilities and transportation commission under the provisions of chapter 81.68 RCW for the operation of an auto transportation company, or

(b) The certificate to operate as a charter and excursion carrier in the state of Washington issued by the Washington utilities and transportation commission under chapter 81.70 RCW.

"Certificated authority" means

(a) The territory and services granted by the commission and described in an auto transportation company's certificate of public convenience and necessity; or

(b) Operations in the state of Washington for charter and excursion service carriers.

"Charter party carrier of passengers" or "charter carrier" means every person engaged in the transportation of a group of persons who, pursuant to a common purpose and under a single contract, have acquired the use of a motor bus to travel together as a group to a specified destination or for a particular itinerary, either agreed upon in advance or modified by the chartering group after having left the place of origin.

"Claim" means a demand made on a company for payment resulting from a loss sustained through the company's negligence or for inadequate service provided by the company.

"Closed-door service" means a portion of a route or territory in which an auto transportation company is not allowed to pickup or deliver passengers. Closed-door service restrictions will be clearly stated in an auto transportation company's certificate.

"Common purpose" means that a group of persons is traveling together to achieve a common goal or objective. For example, a group of persons traveling together to attend a common function or visit a common location. For the purposes of these rules it does not mean a group of persons who have no common goal other than transportation to or from the airport or who are all traveling to the airport under separate ticket or fare.

"Commission" means the Washington utilities and transportation commission.

"Common carrier" means any person who transports passengers by motor vehicle over the public highways for compensation.

"Company" means an entity authorized by the commission to provide transportation of passengers, for compensation, using a motor vehicle, over the public highways of the state.

"Complaint" means one of two types of actions by a person against a passenger transportation company that the commission regulates:

(a) **"Informal complaints"** are those complaints filed with the commission under the provisions of WAC 480-09-150. Informal complaints are normally investigated and handled by commission staff.

(b) **"Formal complaints"** are those complaints filed with the commission under the provisions WAC 480-09-420. In a formal complaint, the burden of proof resides with the complaining party who must prove their assertions in a formal commission proceeding.

"Contract carrier" means a person holding a certificate issued by the commission authorizing transportation of passengers under special and individual contracts or agreements.

"Direct route" means an auto transportation company service over a route that goes from the origin to the destination with limited, if any, stops en route, and without departure to points not located on the specific route.

"Discontinuance of service:"

(a) **"Permanent discontinuance of service"** means that a company holding auto transportation authority issued by the commission is unable to continue to provide all, or part of, the service authorized by the company's certificate, filed tariff, or filed time schedule and requests commission permission to permanently discontinue all, or part of, its service and relinquish that certificate or portion of that certificate. See WAC 480-xx-x176.

(b) **"Temporary discontinuance of service"** means that a company holding auto transportation authority issued by the commission is unable to continue to

provide all, or part of, the service authorized by the company's certificate, filed tariff, or filed time schedule and requests commission permission to discontinue all, or part of, its service for a specified, limited period of time.

"Door-to-door service" means an auto transportation company service provided between a location specified by the passenger and a point specifically named by the company in its filed tariff and time schedule.

"Excursion service carrier" or "excursion carrier" means every person engaged in the transportation of persons for compensation over any public highway in the state from points of origin within any city, town, or area, to any other location within the state of Washington and returning to that origin. The service will not pick up or drop off passengers after leaving and before returning to the area of origin. The excursions may or may not be regularly scheduled. Compensation for the transportation offered must be computed, charged, or assessed by the excursion service company on an individual fare basis.

"Express freight/package service" means transportation offered by a bus company of freight and packages, other than packages or baggage carried or checked by passengers.

"Express passenger service" means auto transportation company service that is provided between fixed termini with few, if any, stops along the route designed to get passengers from origin to destination more quickly than normally scheduled passenger service.

"Federal motor carrier safety administration" means an agency of the United States Department of Transportation (USDOT) and successor agency to the former Interstate Commerce Commission.

"Filing" means any application, petition, tariff proposal, annual report, comment, complaint, pleading, or other document submitted to the commission.

"Fixed termini" means points of origin and destination that are set, static locations or defined areas. Examples include a city or town, a building or an airport. In addition "fixed termini" can include service between an airport and unlimited points within a named area.

"Flag stops" means a point along an auto transportation company's normally-traveled routes where the company stops only if they receive notification that a passenger wishes to board the bus at that point. An auto transportation company must list available flag stops in the company's tariffs and time schedules. Flag stops may only be named at points that provide safe access to the vehicle by waiting passengers.

"Group" means:

- (a) Two or more passengers traveling together;
- (b) A class of passengers to whom special rates and/or rules apply. For example, active military personnel.

“Intermediate points” means a point located on a route between two other points that are specifically named in an auto transportation company's certificate or tariff.

“Intermediate service” means providing service to an intermediate point.

“Interruption in service” means a period of time during which an auto transportation company cannot provide service listed in its certificate, its filed tariff, or its filed time schedule. An interruption in service is normally short lived, lasting no more than a few hours or a few days.

“Leasing:”

(a) **“Leasing authority”** means one auto transportation company allowing another person to operate all, or a portion, of the authority granted to the first company by the commission. A joint application to the commission is required for lease of authority. See WAC 480-xx-x116.

(b) **“Leasing equipment”** means the act of a passenger transportation company to supplement its fleet by leasing equipment from a third party. See WAC 480-xx-x211.

“Motor vehicle” or “vehicle” means:

(a) As related to auto transportation companies: every self-propelled vehicle used on the public highways, for the transportation of persons for compensation.

(b) As related to charter and excursion carriers: every self-propelled vehicle with a manufacturer’s seating capacity for eight or more passengers, including the driver, used on the public highways, for the transportation of persons for compensation.

“Named points” means cities, towns, or specific locations that are listed in an auto transportation company's certificate, tariff, or time schedule.

“Non-stop service” means transportation of passengers from point of origin to point of destination without making stops at any intermediate points.

“On-call service” means unscheduled auto transportation company service provided only to those passengers that have made a telephone request for service prior to boarding

“Passenger transportation company” means an auto transportation company or passenger charter and excursion carrier.

“Person” means an individual, firm, corporation, association, partnership, lessee, receiver, trustee, consortium, joint venture, or commercial entity.

“Premium service” means a type of service provided by an auto transportation company that is outside normal bus service. Examples include express service, direct route service, and nonstop door-to-door service.

“Private carrier” means a person who transports passengers in the person's own vehicle purely as an incidental adjunct to some other established private business owned or operated by that person in good faith.

"Private motor vehicle" means a vehicle owned or operated by a private carrier.

"Public highway" means every street, road, or highway in this state.

"Public transit agency" means a municipal corporation or agency of state or local government formed under the laws of the state of Washington for the purpose of providing transportation services including, but not limited to, Public Transportation Benefit Areas, Regional Transit Authorities, Municipal Transit Authorities, city and county transit agencies.

"Residence" means the regular dwelling place of an individual or individuals.

"Route" means a highway or combination of highways over which an auto transportation company provides passenger service. There are two types of routes:

(a) **"Irregular route"** means travel between points named in an auto transportation company's certificate via any highway or combination of highways the company wishes to operate over. The certificate issued to the company does not list highways to be used, but the company defines routes in its tariffs and time schedules.

(b) **"Regular route"** means an auto transportation company providing passenger transportation over a route named in the certificate issued to the company by the commission.

"Scheduled service" means an auto transportation company providing passenger service at specified arrival and departure times at points on a route.

"Single contract" means an agreement between a charter carrier and a group of passengers to provide transportation services at a set price for the group or trip. Under a single contract, passengers are not charged individually.

"Small business" means any company that has fifty or fewer employees.

"Special or promotional fares" means temporary fares for specific services offered for no more than ninety days.

"State" means the state of Washington.

"Subcontracting" means that a company holding authority from the commission contracts with a second company that also holds certificated authority to provide service that the original company has agreed to provide, but finds it is unable to provide.

"Suspension" means an act by the commission to temporarily revoke a company's certificated authority; or an act by the commission to withhold approval of an auto transportation company's tariff filing.

"Tariff" or **"tariff schedule"** means a document issued by an auto transportation company containing the services provided, the rates and charges the company bills its customers for those services, and the rules describing how the rates and charges apply.

"Tariff service territory" means a company-defined geographic division of its certificated authority in which a specific tariff applies.

"Ticket agent agreements" means a signed agreement between an auto transportation company and a second party in which the second party agrees, for compensation, to sell tickets to passengers on behalf of the auto transportation company. See WAC 480-xx-x332.

"Time schedule" means a document filed as part of an auto transportation company's tariff, or as a separate document, that lists the routes operated by the company and any rules specific to operating those routes.

WAC 480-xx-xx46 Change of address.

A company must notify the commission in writing of any change in physical business address, business mailing address, business telephone number, telefacsimile number, or e-mail address. This notice must be filed by letter, telefacsimile, or e-mail within 15 days following the change.

WAC 480-xx-xx51 Exemptions from rules in chapter 480-xx WAC.

(1) The commission may grant an exemption from the provisions of any rule in this chapter, if consistent with the public interest, with the purposes underlying regulation, and with applicable statutes.

(2) To request a rule exemption, a person must file with the commission a written request identifying the rule for which an exemption is sought, giving a full explanation of the reason for requesting the exemption.

(3) The commission will assign the request a docket number, if it does not arise in an existing docket, and will schedule the request for consideration at one of its regularly scheduled open meetings or, if appropriate under chapter 34.05 RCW, in an adjudication. The commission will notify the person requesting the exemption, and other interested persons, of the date of the hearing or open meeting when the commission will consider the request.

(4) In determining whether to grant the request, the commission may consider whether application of the rule would impose undue hardship on the petitioner, of a degree or a kind different from hardship imposed on other similarly situated persons, and whether the effect of applying the rule would be contrary to the purposes of the rule.

(5) The commission will enter an order granting or denying the request or setting it for hearing, pursuant to chapter 480-09 WAC.

WAC 480-xx-xx56 Mapping, auto transportation company.

(1) **Software and scale compatibility.** The commission uses geographic information system (GIS) software to track regulated public utility and transportation company operating territories. Auto transportation company maps must meet minimum standards to ensure that those maps may be compatible with the commission's GIS

mapping system. When required by this chapter to file a map, an auto transportation company must file that map in one of the methods described in paragraphs (a) and (b) of this section.

(a) **Electronic maps.** An auto transportation company may file an electronic map that is compatible with the commission's hardware and software. Before filing its map electronically, a company must contact the commission to determine whether its mapping software is compatible with that used by the commission.

(b) **Paper maps.** An auto transportation company may file a paper map or combination of paper maps using:

- (i) Official state highway map or comparable highway maps;
- (ii) United states geological survey (USGS) maps at a scale of 1:250,000;
- (iii) United states geological survey (USGS) maps at a scale of 1:24,000 when necessary to clearly resolve any inconsistencies or to reflect local service territories.

(c) **Availability of maps.** USGS maps are available through the Washington state department of natural resources and various private vendors. The official state highway map is available from the Washington state department of transportation.

(2) Map detail. Any map submitted to the commission must:

- (a) Clearly show counties, cities, freeways, highways, roads, streets, county lines, and any other feature described in the application or certificate;
- (b) Be clearly labeled to identify the features described in the certificate;
- (c) Have a north arrow;
- (d) Have a map legend briefly describing the features on the map;
- (e) Have a scale bar showing the distance on the map equal to a defined number of feet, miles or other unit; and
- (f) Have a title box that includes the company's name as shown on the company's auto transportation certificate, the company's registered trade name, the identification number of the filing to which the map applies, and a contact name and phone number.

WAC 480-xx-xx61 Records retention, auto transportation company.

(1) **General provisions.** An auto transportation company must keep all business records and reports for at least three years following the date those documents are created unless otherwise specified in these rules or unless a longer retention period is required by another governmental body.

(2) **Retention schedule table.** The following schedule shows periods that auto transportation companies must preserve various records.

<u>Type of Record:</u>	<u>Retention Period:</u>
1. Corporate and General Records:	

A. Incorporation and reorganization records including: (a) charter or certificate of incorporation and amendments; (b) legal documents related to mergers, consolidations, reorganization, receiverships and similar actions which affect the identity or organization of the company	Refer to Note 1.
B. Minutes of directors, executive committees, stockholders and other corporate meetings	Refer to Note 1.
2. Original certificate	Until cancellation.
3. Contracts and agreements: (a) Service contracts (management, accounting, financial or legal services)	Until expiration or termination plus 3 years.
(b) Contracts with employees and employee groups	Until termination plus 1 year.
(c) General contracts, leases and agreements	Until termination plus 1 year.
4. Capital stock records	Refer to Note 1.
5. Long-term debt records: (a) Bond indentures, underwritings, mortgages, and other long-term credit agreements	Until redemption plus 3 years.
(b) Registered bonds and debenture ledgers	Refer to Note 1.
(c) Stubs or similar records of bonds or other long-term debt issued	Refer to Note 1.
6. Ledgers: (a) General and subsidiary ledgers and indexes	Until discontinuance of use plus 3 years.
(b) Balance sheets and trial balance sheets of general and subsidiary ledgers	3 years.
7. Journals: (a) General journals	Until discontinuance of use plus 3 years.
(b) Subsidiary journals and any supporting data necessary to explain journal entries	3 years.
8. Cash books: (a) General cash books	Until discontinuance of use plus 3 years.
(b) Subsidiary cash books	3 years.
Note 1: Records referring to this note should be maintained as determined by the designated company records supervisory official. In determining the length of time to retain these records, companies should consider the record retention requirements of the Internal Revenue Service, Securities and Exchange Commission, state and local jurisdictions, and other regulatory agencies.	

(3) **Customer service records.** An auto transportation company must maintain complete and accurate customer service records.

- (a) Company service records include, but are not limited to:
 - (i) Daily trip records, by route or by unit of equipment, that show:
 - (A) The schedules operated,
 - (B) The number of passengers carried on each schedule,

- (C) The point each passenger boarded and disembarked from the vehicle,
 - (D) The fare charged each customer (for example full-fare, children's fare, round-trip fare),
 - (E) Notes indicating any condition causing the vehicle to deviate from its filed time schedule. For example, traffic backed up at an accident site, inclement weather, or equipment failure.
- (ii) Records of revenues received.
 - (iii) Bills or invoices issued.
 - (iv) Records of all reservations.
 - (v) Records of all tickets issued.
 - (vi) Records of all passenger service provided at free and/or reduced rates.
- (b) Customer service records must be kept on file in the general office of the company for at least three years and are subject to commission inspection.
 - (c) Customer service records must be kept in chronological, numerical, or service route order.

WAC 480-xx-xx63 Express freight, property transportation.

(1) 49 U.S.C. §14501 preempts state regulation of the routes, rates, and services of property carriers transporting general commodities, other than residential household goods. This preemption includes passenger transportation companies transporting property even if that property is being transported in the same vehicle as passengers.

(2) A passenger transportation company operating under the provisions of this chapter may transport property in the same motor vehicles that it uses to transport passengers without any additional authority or permits from this commission.

(3) When transporting property in a motor vehicle with passengers, the company must ensure that property may be safely and conveniently carried without causing discomfort to the passengers and that it is of an amount that does not disturb the convenience, speed and other essential qualities of the passenger service.

(4) If a passenger transportation company transports property in motor vehicles other than those used to transport passengers under this chapter, then the company must ensure that its operations comply with the insurance, driver, and equipment safety provisions established for property carriers under Chapter 480-14 WAC.

**PART 2--ACCOUNTING REQUIREMENTS, REPORTING REQUIREMENTS
AND REGULATORY FEES**

WAC 480-xx-xx66 Accounting requirements, auto transportation company.

(1) The commission publishes a uniform system of accounts (USOA) for auto transportation companies. The commission supplies copies of the USOA on request.

(a) The USOA defines accounting, financial, and other procedures the commission uses to determine if rates are fair, just, reasonable, and sufficient.

(b) The USOA contains accounting definitions, listings, and explanations of balance sheet and income statement accounts.

(2) The commission recommends companies maintain their financial and accounting records in concurrence with the USOA. Regardless of what accounting system a company uses, the company must maintain its books and records in a manner sufficient to complete the commission-issued annual report form, using figures that reconcile with the USOA.

WAC 480-xx-xx71 Reporting requirements.

(1) **Auto transportation company annual reports.** An annual report is an end-of-the-year summary of financial and operational activity that each regulated auto transportation company is required to file with the commission.

(a) Each year the commission provides an annual report form and instructions to each company at its address of record. Failure to receive the form does not relieve a company of its obligation to complete and file its annual report. A company that does not receive an annual report form must contact the commission to obtain a copy of the form.

(b) A company must file a complete, accurate annual report showing all requested information by May 1 of the succeeding year. Information provided on the annual report must agree with source documents maintained at company offices.

(c) The commission may grant an extension of time allowing the company to file its annual report after the May 1 due date if the commission receives a request for extension before May 1.

(d) The commission may issue penalty assessments or take action to suspend or cancel a certificate if a company fails to file its required annual report.

(e) A company selling, canceling, transferring, or in some other manner discontinuing operations must submit an annual report for that portion of the year in which the company operated.

(2) **Charter and excursion carrier annual safety reports.** An annual safety report is an end-of-the-year summary of motor vehicle and safety operating information that each charter and excursion carrier is required to file with the commission.

(a) Each year the commission provides an annual safety report form and instructions to each company at its address of record. Failure to receive the form does not relieve a company of its obligation to complete and file its annual safety report. A company that does not receive an annual safety report form must contact the commission to obtain a copy of the form.

(b) A company must file a complete, accurate annual safety report showing all requested information by December 31 of each year. Information provided on the

annual safety report must agree with source documents maintained at company offices.

(c) The commission may grant an extension of time allowing the company to file its annual safety report after the December 31 due date if the commission receives a request for extension before December 31.

(d) The commission may issue penalty assessments or take action to suspend or cancel a certificate if a company fails to file its required annual safety report.

(3) **Other reports.** The commission may require a company to file periodic or other special reports.

WAC 480-xx-xx76 Regulatory fees.

A regulatory fee is an annual assessment paid by each company to cover the costs of regulation.

(1) **Auto transportation company regulatory fees.** The maximum auto transportation company regulatory fee is set by statute at two-fifths of one percent of gross intrastate operating revenue.

(a) Each year, the commission may set the regulatory fee at an amount less than the statutory maximum.

(b) The minimum fee an auto transportation company must pay is **(Note: financial services to provide dollar amount)**. The commission may waive the minimum fee under the following circumstances: **(Note: currently being reviewed)**

(c) Each auto transportation company must pay its regulatory fee by May 1 of each year.

(2) **Charter and excursion carrier regulatory fees.** The charter and excursion carrier regulatory fee is established by commission order.

(a) The minimum fee a charter and excursion carrier must pay is the amount established for a single vehicle.

(b) Each charter and excursion carrier must pay its regulatory fee on or before December 31 of each year to cover the ensuing year beginning February 1.

(3) **Extension of time to pay regulatory fees.** The commission does not grant extensions of time for payment of regulatory fees.

(4) **Penalties for late fees.** If a company does not pay its regulatory fee by the date it is due, the commission will assess an automatic late fee of two percent of the amount due, plus one percent interest for each month the fee remains unpaid.

(5) **Administrative penalties or sanctions.** The commission may issue penalty assessments, or take action to suspend or cancel a certificate, if a company fails to pay its regulatory fee.

WAC 480-xx-xx79 Motor vehicle fund, auto transportation company.

In addition to regulatory fees each auto transportation company is required to pay mileage fees on each vehicle with a seating capacity over six operated over the public highways of the state. RCW 46.16.125 establishes the following mileage fees:

- (a) Fifteen cents for each 100 vehicle miles, or
- (b) Twenty cents for each 100 vehicle miles if the vehicle is propelled by steam, electricity, natural gas, diesel oil, butane, or propane.

PART 3--CERTIFICATES

WAC 480-xx-xx81 Certificates, general.

(1) **Certificate required.** A person must have a certificate from the commission before operating as a passenger transportation company in the state of Washington.

(2) **Company name.** The company name is the name of the certificate holder.

(a) A company electing to conduct operations under a trade name must first register the trade name with the commission.

(b) A company must conduct all operations under the company name or a registered trade name. The term "operations" includes, but is not limited to advertising, ticketing, and identifying vehicles.

(c) A company may not operate under a company name or trade name that is similar to that of another company if use of the similar name misleads the public or results in unfair or destructive competitive practices.

(3) **Display.** A company must keep its original certificate on file at its principle place of business subject to inspection by any customer, law enforcement officer, commission compliance officer, or other authorized commission representative who asks to see it. The company must carry a copy of its original certificate in each vehicle it operates.

(4) **Replacement.** The commission will replace a lost or destroyed original certificate at no charge.

(5) **Description of certificated authority.** When a company's certificate authority is described using boundaries such as cities, towns, streets, avenues, roads, highways, townships, ranges or other descriptions, those descriptions or boundaries are established in the certificate as they existed at the time the commission granted the authority.

(6) **Operating within certificated authority.**

(a) A company must operate strictly within the authority described in its certificate.

(b) The commission may take administrative action against a company operating outside its certificated authority. Refer to WAC 480-xx-x216 for information regarding the commission's compliance policy.

WAC 480-xx-xx86 Certificates, application fees.

(1) The purpose of an application filing fee is to partially cover application handling and processing expenses.

(2) The commission establishes the following fees for application filings:

Auto transportation company certificate application \$200

Application for certificate to provide regular route or fixed termini service. Forms include: application for new certificate, to reinstate a previously canceled certificate, to transfer all or a portion of a certificate to a new owner or business structure, to lease all or a portion of a certificate.

Note: Auto transportation company certificates include statewide charter and excursion carrier service, no additional application is required.

Auto transportation company certificate extension application \$150

Application for extension of certificate authority to add new or additional regular route or fixed termini service to an existing auto transportation certificate.

Charter and excursion carrier certificate application

Application for single certificate to provide both charter and excursion carrier service statewide. Forms include: application for new certificate, to reinstate a previously cancelled certificate, to transfer an existing certificate to a new owner or business structure. \$200

Certificate name change application \$ 35

Application to change a company's corporate name, change a trade name, add a new trade name, or change the surname of an individual owner or partner.

Auto transportation company certificate mortgage application. \$ 35

Application for permission to mortgage or otherwise encumber an auto transportation company certificate.

WAC 480-xx-xx91 Certificates, application filings, general.

(1) A company must submit its certificate application on forms provided by the commission.

(2) Applications must include all requested information, attachments, signed statements, and filing fees.

(a) The commission may reject or defer consideration of an application until the applicant provides all required information;

(b) The commission may reject or defer consideration of an application until the applicant pays any outstanding fees, fines, or penalties; or

(c) The commission may reject or dismiss an application if it includes false, misleading, or incomplete information.

(3) Applications for auto transportation certificate authority must include, but are not limited to:

- (a) A complete description of the proposed service including the line, route, or service territory described in terms such as streets, avenues, roads, highways, townships, ranges, cities, towns, counties, or other geographic descriptions;
- (b) A map of the proposed line, route, or service territory that meets the standards described in WAC 480-xx-xx56;
- (c) A statement of the applicant's assets and liabilities;
- (d) A proposed tariff and time schedule;
- (e) A statement of conditions that justify the proposed service;
- (f) Ridership and revenue forecasts for the first 12 months of operation;
- (g) A pro forma balance sheet and income statement for first 12 months of operation;
- (h) A list of equipment to be used in providing the proposed service; and
- (i) A statement of the applicant's prior experience and familiarity with the statutes and rules that govern the operations it proposes.

(4) The provisions of this rule do not apply to applications for auto transportation company certificate authority to provide intrastate service over an interstate regular route under a federal grant of authority. Refer to WAC 480-xx-xx93.

WAC 480-xx-xx93 Certificates, federal grant of authority to provide intrastate service over an interstate regular route, auto transportation company.

(1) This rule governs applications for auto transportation company certificates for authority to provide intrastate regular route service under a federal grant of authority under the provisions of 49 U.S.C. §13902.

(2) A company operating under a federal grant of authority to provide intrastate service over an interstate regular route must comply with state filing requirements no later than 30 days after the date the company first begins providing transportation entirely within the state.

(3) The commission will grant an auto transportation company application for certificate consistent with the federal grant of authority and limited to intrastate operations in conjunction with substantial regularly scheduled interstate operations on the same route.

(a) An application for certificate filed under the provisions of this rule must be submitted on forms provided by the commission and accompanied by the required auto transportation company certificate application filing fee in WAC 480-xx-xx86.

(b) A copy of the federal order granting authority and any other documents or correspondence relevant to the federal grant of intrastate authority must accompany the application.

(c) The application may be published on the commission's application docket for informational purposes only, but is not subject to intrastate protest.

WAC 480-xx-xx96 Certificates, acquisition of control.

(1) **Notice required.** Any person acquiring control of a passenger transportation company through acquisition of the stock of that company must notify the commission in writing within thirty days of the acquisition.

(2) **Content of notice.** Notice may be accomplished by filing a letter with the commission. The letter must include at least the following information:

- (a) The name, registered trade names, and certificate number of the acquired company.
- (b) The date of acquisition.
- (c) The names of the majority stockholders and the percent of stock each holds.
- (d) The name, address, telephone number, telefacsimile number, and e-mail address of a contact person within the company to whom questions may be directed.
- (e) The location (mailing address and physical address) where books and records of the acquired company will be retained.

WAC 480-xx-x101 Certificates, starting service.

(1) Filing a certificate application does not authorize the applicant to start operations of the type requested or in the territory described in the application. The commission must grant the application and issue a certificate before a company may start the requested service.

(2) This rule does not apply to applications for auto transportation company certificate under a preemptive federal grant of intrastate authority to provide service over an interstate route.

WAC 480-xx-x106 Certificates, application docket, protests, and intervention, auto transportation company.

(1) **Application docket.** The application docket is a notice of pending certificate applications published by the commission. The application docket is mailed to each existing auto transportation company certificate holder, to each person with a pending auto transportation company certificate application, to affected local jurisdictions or agencies, and to any other interested person who has asked to receive copies of the application docket. It includes notice of auto transportation company certificate applications for:

- (a) New certificate authority.
- (b) Extension of existing certificate authority.
- (c) Transfer all or a portion of certificate authority.

(2) **Protests.** An existing auto transportation company certificate holder may file a protest to an application on the docket. A passenger transportation organization, association, or conference may file a protest on behalf of existing certificate holders specifying the names of the persons or companies in whose interest the protest is filed.

(a) **Form of protests.** Protests must:

(i) Be filed within thirty days of the date the commission mailed the application docket notice;

(ii) Be filed according to the provisions of WAC 480-09-420;

(iii) Specify the reasons for protest; and

(iv) Specify the protestant's interest in the proceeding.

(b) **Failure to file protest on time.** A person who is eligible to file a protest but fails to do so within the thirty-day protest period may not in any way participate further in the proceeding, unless that person can show that the commission did not provide proper notice of the pending application, or that good cause exists for the failure to make a timely protest.

(3) **Intervention.** Any person, other than the applicant and protestants to an application, who desires to appear and participate, and who does not desire to broaden the issues of the proceeding, may petition in writing to be an intervener. Refer to chapter 480-09 WAC for information on intervention.

(4) **Applications not subject to the docket and protest provisions of this rule.** This rule does not apply to:

(a) Applications for charter and excursion carrier certificates.

(b) Applications to reinstate a certificate canceled for cause under the provisions of WAC 480-xx-x171, when the application is filed within thirty days of the certificate cancellation date;

(c) Applications for name change;

(e) Applications to mortgage an auto transportation company certificate; and

(f) Applications for auto transportation company certificate under a preemptive federal grant of intrastate authority to provide service over an interstate route.

WAC 480-xx-x108 Certificates, applications, charter and excursion carrier.

(1) A person applying for a certificate to provide charter and excursion carrier services in Washington State must be fit, willing, and able to provide service and to comply with state law and the safety and insurance requirements of this chapter.

(2) The commission will issue to any qualified applicant a certificate to provide charter and excursion carrier services in Washington upon receipt of:

(a) A complete application filing as required by WAC 480-xx-xx91;

(b) Proof of insurance as required by WAC 480-xx-x181; and

(c) A passing Commercial Vehicle Safety Alliance (CVSA) safety inspection of each motor vehicle to be operated by the applicant under its certificate.

WAC 480-xx-x109 Certificates, applications, auto transportation company.

(1) An applicant for a certificate to provide auto transportation company services in Washington State must have the knowledge, experience, and resources to conduct the service it is proposing in its application. The applicant must be willing and able to comply with state law and the requirements of this chapter.

(2) The commission must determine that the public convenience and necessity require the proposed service when considering an application for a new certificate or extension of an existing certificate.

(3) Auto transportation company certificate applications are subject to the docket notice and protest provisions of WAC 480-xx-x106.

(4) The commission may set for hearing any auto transportation company certificate application.

(5) The commission must hold a hearing and determine that an existing auto transportation company is not providing service to the satisfaction of the commission before it may grant a new certificate or extension of an existing certificate to provide service in a territory already served by another auto transportation company.

WAC 480-xx-x111 Certificates, overlapping applications, auto transportation company.

(1) The commission may consolidate applications for certificated auto transportation authority for joint consideration if:

(a) The authority requested in the applications overlaps in whole or in part; and

(b) The subsequent application was filed within thirty days of the mailing date of the application docket notice of the original application.

(2) Applications for overlapping authority not filed within thirty days after the initial application docket notice will be decided after the conclusion of proceedings resolving the initial application and any other application qualifying for joint consideration.

(3) When applications consolidated by the commission for joint consideration also contain requests for territory or services not overlapping that requested in the other application, and the nonoverlapping services or territory may be appropriately severed, the commission may decide the nonoverlapping portions of the application separately from the portions that do overlap.

WAC 480-xx-x113 Certificates, application hearings, auto transportation company.

(1) Auto transportation company certificate application hearings are governed by the provisions of Chapter 480-09 WAC.

(2) When an application has been protested, the commission will generally not consider written statements from witnesses the applicant has not made available for cross examination at hearing.

(3) An applicant must be prepared to present information at hearing, through documents or the testimony of witnesses, including but not limited to, the following:

(a) A description of the service proposed and the cost of that service for the area proposed in the application to be served;

(b) An estimate of the cost of the facilities to be used in providing the proposed service;

(c) The condition of the applicant's equipment and the program for maintenance and repair;

(d) A statement of the assets available to the applicant that will be used to provide the proposed service;

(e) Prior experience, if any;

(f) Familiarity with the statutes and rules that govern the operations it proposes;

(g) The public need for the service that the applicant proposes;

(i) The commission does not accept unsupported statements from the applicant that the authority is needed.

(ii) The applicant must support its application with independent witnesses who actually require the service or are knowledgeable about the need for service in the territory in which the applicant seeks authority.

(4) If an applicant requests a certificate or extension of certificate to operate in a territory already served by another certificate holder, the applicant must also show that the existing transportation company or companies will not provide service in that territory to the satisfaction of the commission.

(5) When determining if the territory at issue is already served by another certificate holder the commission may, among other things consider:

(a) The authority of existing companies and whether or not they are serving to the extent of that authority.

(b) The kinds, means, and methods of service provided.

(c) Whether the type of service provided reasonably serves the market.

(d) Whether the population density warrants additional facilities or transportation.

(e) The topography, character, and condition of the territory into which the proposed services are to be introduced, and the proposed territory's relation to the nearest territory through which transportation service is already provided.

(f) Whether a grant of the requested authority and the resulting increased competition will benefit the public.

WAC 480-xx-x116 Certificates, sale, lease, assignment, transfer or mortgage, auto transportation company.

(1) The commission must approve any sale, assignment, lease, transfer, or mortgage of a company's certificate, or any portion of the operating authority described in a company's auto transportation company certificate.

(2) To obtain commission approval for sale, assignment, lease, transfer, or mortgage, the parties to the transaction must jointly file an auto transportation company certificate application with the commission under the provisions of WAC 480-xx-xx91.

WAC 480-xx-x121 Certificates, name change.

(1) A company must file a name change application under the provisions of WAC 480-xx-xx91 to:

- (a) Change its corporate name;
- (b) Change its trade name;
- (c) Add a trade name to a certificate; or
- (d) Change the surname of an individual owner or partner to reflect a change resulting from marriage or other legal action.

(2) When filing a name change application, the applicant must include:

- (a) Copies of any corporate minutes or other legal documents authorizing the name change; and
- (b) Proof that the new name is properly registered with the department of licensing, office of the secretary of state, or other agencies, as may be required.

(3) If a name change results from a change in ownership, including addition or deletion of a partner, the company must file an application to transfer the certificate pursuant to the provisions of WAC 480-xx-x116.

WAC 480-xx-x126 Certificates, refiling application prohibited for six months, auto transportation company.

(1) A person whose application for auto transportation company authority has been denied after hearing may not refile the application for a period of six months from the date of the final order denying the application.

(2) A person whose application has been dismissed for failure to appear at a hearing, or who has been found to be in default, may not refile the application for a period of six months from the date of the final order dismissing the application.

WAC 480-40-x141 Certificates, notice of purchase or condemnation, auto transportation.

(1) An auto transportation company must notify the commission in writing within thirty days of a public transit agency purchasing or condemning all or a portion of the company's certificated authority.

(2) Notice must include a cover letter identifying the company, the affected authority, and a copy of the relevant document such as an ordinance, resolution, franchise, or contract.

WAC 480-xx-x151 Certificates, service agreements, auto transportation company.

(1) An auto transportation company may enter into an agreement to allow another certificated auto transportation company to operate in the first company's territory or over its route(s) when the first company:

(a) Holds exclusive authority in the territory or over the route(s) to be served; and

(b) Lacks suitable equipment to adequately serve its route(s), customers, or is unable to provide service on a temporary basis due to situations such as, but not limited to, road closures or other temporary restrictions imposed by local jurisdictions.

(2) The commission must approve the agreement before any service is provided. To apply for commission approval, the companies must jointly file a copy of the written agreement at least fifteen days before the proposed effective date of the agreement. Companies may request the fifteen-day approval period be waived in the case of an emergency.

(3) The agreement filed with the commission must clearly state:

(a) The first company will charge customers for service provided by the second company at rates and charges contained in the first company's filed tariff.

(b) The first company will pay the second company for providing service in compliance with terms stated in the agreement.

(c) The beginning and ending dates of the agreement.

(d) A provision for early termination of the agreement that includes at least five days' notice to the commission and to each party.

WAC 480-xx-x161 Certificates, suspending.

(1) **The commission may suspend a certificate for cause.** Cause includes, but is not limited to:

(a) Failure to maintain evidence of required liability insurance coverage for all areas of a company's operations;

(b) Failure to file an annual report or pay required regulatory fees;

(c) Failure to comply with the rates and rules contained in an auto transportation company's filed tariff;

(d) Failure to comply with the auto transportation company's filed time schedule;

(e) Failure or refusal to comply with operating standards that protect the public health, safety or welfare;

(f) Allowing others to operate under a company's certificated authority without having first obtained commission approval;

(g) Operating in a manner that violates the rights of customers and/or constitutes an unfair or deceptive business practice; or

(h) Repeated failure or refusal to comply with applicable laws and rules pertaining to operations of passenger transportation companies.

(2) **Notice of suspension.** The commission will issue an order notifying the company of the commission's action to suspend a certificate.

(3) **Contest of suspension.** A company may contest the suspension of its certificate by requesting a hearing or brief adjudicative proceeding.

(4) **Suspension without opportunity for prior hearing.** The commission may suspend a certificate without providing an opportunity for prior hearing if there is imminent danger to the public health, safety, or welfare, and there is insufficient time to conduct a hearing. If the commission invokes this suspension clause, the commission will, as soon as is practical, schedule a hearing or brief adjudicative proceeding to determine if the suspension should continue in force and effect.

WAC 480-xx-x166 Certificates, canceling.

(1) **Cause for cancellation of a certificate.** The commission may cancel a certificate for cause. Cause includes, but is not limited to:

(a) Operating without proper insurance;

(b) Failure to file an annual report or pay required regulatory fees;

(c) Failure to correct within the time specified in a suspension order all conditions listed in the suspension order that led to the certificate's suspension;

(d) Continued violations of applicable laws and rules affecting the public health, safety, or welfare when the commission has reason to believe the company will not comply with those laws and rules following a specified period of suspension;

(e) Repeated failure or refusal to comply with applicable laws and rules pertaining to operations of passenger transportation companies;

(f) Failure to supply requested information needed by the commission in the performance of its regulatory functions;

(g) Submission of false, misleading or inaccurate information; or

(h) Allowing others to operate under a company's certificated authority without having first obtained commission approval.

(2) **Cancellation hearing.** The commission will normally hold a hearing prior to canceling a certificate, or will offer the company an opportunity for a hearing.

(3) **Notice of cancellation.** The commission will issue an order notifying the company of the commission's action to cancel a certificate.

(4) **Contest of cancellation.** A company may contest the cancellation of its certificate by requesting a hearing or brief adjudicative proceeding.

WAC 480-xx-x171 Certificates, reinstatement.

(1) The commission may reinstate a certificate canceled for cause under provisions of WAC 480-xx-x166 if the company:

(a) Corrects all conditions leading to the cancellation; and

(b) Files a certificate application to reinstate authority with the proper application fee within thirty days of the cancellation order service date.

(2) The commission may reinstate a certificate suspended under the provisions of WAC 480-xx-x161 if the company satisfies the terms of the suspension and all conditions leading to the suspension are corrected.

WAC 480-xx-x176 Certificates, service interruptions or discontinued operations, auto transportation company.

(1) **Interruptions in service.**

(a) An auto transportation company must file a written report with the commission and must post appropriate public notice of any interruption in regular service that is likely to continue for more than twenty-four hours.

(i) The written report must contain a full description of the cause for the interruption.

(ii) The written report and notice to the public must state the anticipated duration of the interruption.

(iii) Notice to the commission may be made via regular mail, by telefacsimile, or by e-mail.

(b) If an auto transportation company fails to notify the commission of any interruption in service that lasts five or more consecutive days, the commission will consider that the company has forfeited its certificate rights and the commission may institute administrative action to cancel the company's certificate of public convenience and necessity. Exception: The commission may allow resumption of operations after an interruption lasting five or more days if the auto transportation company can show that it was not responsible for the failure to render service and that failure to notify the commission resulted from conditions outside the control of the company.

(2) **Discontinuance of service.** An auto transportation company must not temporarily or permanently discontinue operations authorized under its certificate without prior approval from the commission.

(a) A company requesting commission approval to discontinue operations must give at least thirty days' written notice to its customers, officials of cities and counties where affected passengers reside, and the commission.

(b) The auto transportation company must file a written request with the commission for approval to discontinue operations.

(i) The written request for commission approval must contain at least the following:

(A) The name, telephone number, mailing address, telefacsimile number (if any) and e-mail address (if any) of a contact person;

(B) An explanation of the company's reasons for requesting approval to discontinue operations;

(C) An explanation of consequences for the company if the commission does not approve the request to discontinue operations;

(D) A statement of the number of passengers, by class of service provided, who will lose service if the commission grants the requested approval to discontinue operations; and

(E) An explanation of options available to the customers who will lose service.

(F) If the request is for approval to temporarily discontinue service, the written request must contain a statement declaring the date by which the company will return to service.

(c) Upon receipt of a request from company to discontinue operations, the commission will assign a docket number to the filing and will act on the request under the commission's normal open meeting process.

(i) In considering the request for approval to discontinue operations, the commission may consider the information required in this section, in addition to other information it deems necessary on a case-by-case basis.

(ii) The commission may attach conditions to any grant of discontinuance of operations that it deems necessary to protect the rights and interests of the public.

PART 4--INSURANCE

WAC 480-xx-x181 Public liability and property damage insurance.

(1) **Insurance coverage.** A company must have public liability and property damage insurance covering each motor vehicle it operates in the state of Washington.

(a) The insurance policy must be written by an insurance company authorized to write insurance in the state of Washington.

(b) The insurance policy must include the Uniform Motor Carrier Bodily Injury and Property Damage Liability Endorsement (Form F).

(c) If a company operates without the required insurance coverage, the commission may take immediate compliance action as described in WAC 480-xx-x161 and WAC 480-xx-x166.

(2) **Insurance limits.** The minimum limits of required public liability and property damage insurance for motor vehicles operated by companies are:

Motor vehicles that:	Must have bodily injury and property damage insurance or surety bond with the following minimum limits:
Have a passenger seating capacity of 15 or less (including the driver)	\$1,500,000 combined single limit coverage
Have a passenger seating capacity of 16 or more (including the driver)	\$5,000,000 combined single limit coverage

(3) **Insurance filings.** A company must file and maintain a Uniform Motor Carrier Bodily Injury Property Damage Certificate of Insurance (Form E) as a condition of being issued and maintaining a certificate to operate as a passenger transportation company.

(a) The Form E is a standard motor carrier insurance form recognized by the insurance industry and is normally filed with the commission by an insurance company rather than an insurance agent.

(b) The Form E must be issued in the company name exactly as it appears on the company's certificate or application for certificate.

(c) The Form E filing must remain in effect until canceled by a Notice of Cancellation (Form K). The Form K must be filed with the commission by the insurance company not less than thirty days before the cancellation effective date.

(d) A company may file a Uniform Motor Carrier Bodily Injury and Property Damage Liability Surety Bond (Form G) instead of the Form E.

(4) **Insurance binders.** The commission will accept an insurance certificate or binder for up to sixty days.

(a) An insurance certificate or binder may be canceled by written notice filed with the commission at least ten days before the cancellation effective date.

(b) An insurance certificate or binder must be replaced by a Form E within sixty days of filing, or before the expiration date, whichever occurs first.

(c) Insurance certificates or binders must show:

(i) The commission as the named insurance certificate holder;

(ii) The company name, exactly as it appears on the company's certificate or application for a certificate, as the insured;

(iii) The insurance company name;

(iv) The insurance policy number;

(v) The insurance policy effective and expiration dates; and

(vi) The insurance limits of coverage.

(vii) The agent's or other insurance representative's signature.

WAC 480-xx-x186 Insurance cancellation.

If a company's insurance filing is canceled, and a new filing that provides continuous coverage is not filed before the cancellation effective date, the commission may:

- (1) Dismiss a company's application for a certificate;
- (2) Suspend a company's certificate under the provisions of WAC 480-xx-x161;
- (3) Cancel a company's certificate under the provisions of WAC 480-xx-x166.

WAC 480-xx-x189 Self-insurance.

(1) A company conducting interstate passenger transportation services that has qualified as a self-insurer under 49 U.S.C. §13906 may be exempt from the liability and property damage insurance filing provisions under these rules, provided the company files with the commission:

- (a) A certified copy of the order issued by the Federal Motor Carrier Safety Administration showing that the company has qualified as a self-insurer;
- (b) A certified statement that the company is operating under that self-insuring authority; and
- (c) A certified statement that the self-insuring authority granted by the Federal Motor Carrier Safety Administration is in full force and effect.

(2) Upon the effective date of an order by the Federal Motor Carrier Safety Administration canceling a company's rights to act as a self-insurer, that company must file with the commission proper liability and property damage insurance or surety bond as required by WAC 480-xx-x181.

PART 5--EQUIPMENT AND DRIVERS

WAC 480-xx-x191 Vehicle licensing.

A company must ensure that each vehicle it operates is in compliance with all appropriate state vehicle licensing laws, commission rules, and commission orders.

WAC 480-xx-x193 Commercial vehicle defined.

Unless otherwise stated, for the purposes of the rules in Part 5--Equipment and Drivers, "commercial motor vehicle" means any motor vehicle used by an auto transportation company or charter and excursion carrier to provide passenger transportation services over the public highways of Washington State.

WAC 480-xx-x196 Operation of motor vehicles, general.

(1) **Discrimination prohibited.** No company operating motor vehicles under the provisions of this chapter will operate a vehicle in intrastate commerce on which the seating of passengers is based on race, color, creed, or national origin.

(2) **Inspection of baggage and other materials passengers wish to be carried in or on a motor vehicle.** Auto transportation companies are responsible for the safety and comfort of all passengers transported. To ensure safety and comfort it may be necessary for companies to inspect baggage and other materials to be transported in or on motor vehicles.

(a) Companies must include in their filed tariffs, in information provided to passengers, and on their tickets, information that advises passengers that all baggage and other materials to be carried in or on a motor vehicle is subject to inspection by the company.

(b) The information required by subsection (3)(a) must include a list of examples of materials that will not be accepted for transportation. Examples may include, but are not limited to, the following items:

- (i) Articles whose transportation as baggage are prohibited by law or regulation;
- (ii) Fragile or perishable articles;
- (iii) Articles whose dimensions exceed the size limitations in the company's filed tariff;
- (iv) Packages, bags, or parcels that are leaking;
- (v) Firearms;
- (vi) Articles that have foul and obnoxious odors; or
- (vii) Items that cause annoyance, discomfort, or harm to persons or property.

(3) **Service requirement.**

(a) An auto transportation company is a public service company with an obligation to provide service to the satisfaction of the commission to all customers within its certificated authority.

(b) No driver or operator of a motor vehicle used in the transportation of passengers by an auto transportation company shall refuse to carry any person presenting himself or herself at a regular stopping place who tenders the appropriate fare. Exception: Companies limiting operations to passengers with prior reservations are not subject to this provision.

(4) **Passenger Loading capacity.** No motor vehicle used in the transportation of passengers will carry more than one hundred fifty percent of its rated seating capacity.

(5) **Standing passengers.** No passenger will be permitted to stand unless the vehicle is equipped with devices designed and permanently installed to provide stability and safety for standing passengers. Further, even if the vehicle is properly equipped, no passenger will be permitted to stand for a distance exceeding thirty-five miles.

(6) **Reserve equipment.** All auto transportation companies must maintain sufficient reserve equipment to insure the reasonable maintenance of established routes and fixed time schedules.

(7) **Smoking on motor vehicles.**

(a) Smoking or carrying lit cigars, cigarettes, or other smoking materials is prohibited on vehicles operated by auto transportation companies.

(b) Each auto transportation company must post signs in its vehicles informing passengers that smoking is not permitted.

WAC 480-xx-x201 Vehicle and driver safety requirements.

(1) Companies must comply with all state and local laws and rules governing licensing, vehicle safety, and driver safety. Companies must also comply with the parts of Title 49, Code of Federal Regulations (49 CFR), adopted by reference, that are shown in the following chart. Information about 49 CFR, including the version adopted by the commission and where to obtain copies is set out in WAC 480-xx-x999.

49 CFR Part:		Notes:
Part 40 -	Procedures For Transportation Workplace Drug And Alcohol Testing Programs	Entire Part 40 is adopted and applies to Washington intrastate operations.
Part 382 -	Controlled Substance and Alcohol Use and Testing	Entire Part 382, including definition of commercial motor vehicle, is adopted and applies to Washington intrastate operations.
Part 383 -	Commercial Driver's License Standards; Requirements and Penalties	Entire Part 383, including definition of commercial motor vehicle, is adopted and applies to Washington intrastate operations.

49 CFR Part:		Notes:
Part 390 -	Safety Regulations, General	<p>Entire Part 390 is adopted and applies to Washington intrastate operations, with the following exceptions:</p> <p>(1) The terms "motor vehicle," "commercial motor vehicle," and "private vehicle" are not adopted. Instead, where those terms are used in Title 49 CFR, they have the meanings assigned to them in WAC 480-xx-x041 (motor vehicle and private vehicle) and WAC 480-xx-x193 (commercial motor vehicle).</p> <p>(2) Whenever the term "director" is used in Title 49 CFR, it means the commission.</p>
Part 391 -	Qualification of Drivers	<p>Entire Part 391 is adopted and applies to Washington intrastate operations, with the following exceptions:</p> <p>(1) A driver who operates vehicles exclusively within the state of Washington is not subject to Subpart E Physical Qualifications and Examinations Parts 391.41, 391.43, and 391.47 if the driver is operating vehicles with a gross vehicle weight rating under 26,001 pounds designed to transport fewer than 16 passengers (including the driver).</p> <p>(2) A driver subject to the provisions of Subpart E Physical Qualifications and Examinations Parts 391.41, 391.43, and 391.47 who operates vehicles exclusively within the state of Washington is not subject to Part 391.49 if that driver has obtained an intrastate medical waiver from the Washington department of licensing.</p>
Part 392 -	Driving of Motor Vehicles	<p>Entire Part 392 is adopted and applies to Washington intrastate operations.</p>

49 CFR Part:		Notes:
Part 393 -	Parts and Accessories Necessary for Safe Operation	Entire Part 393 is adopted and applies to Washington intrastate operations.
Part 395 -	Hours of Service of Drivers	Entire Part 395 is adopted and applies to Washington intrastate operations.
Part 396 -	Inspection, Repair, and Maintenance	Entire Part 396 is adopted and applies to Washington intrastate operations.
Part 397 -	Transportation of Hazardous Materials, Driving and Parking Rules	Entire Part 397 is adopted and applies to Washington intrastate operations.

(2) Companies must:

- (a) Maintain all motor vehicles in a safe and sanitary condition; and
- (b) Ensure that vehicles are free of defects likely to result in an accident or breakdown.

(3) No company, its agents, officers, or employees, will allow any article, commodity, or substance to be loaded in or on any motor vehicle used by the company to transport passengers that is dangerous to the lives and safety of passengers.

(4) No company, its agents, officers, or employees will allow any article, commodity, or substance to be loaded in or on any motor vehicle used by the company to transport passengers that is prohibited by the hazardous materials rules in Title 49 CFR from being transported on passenger-carrying vehicles.

(5) All motor vehicles operated under the provisions of this chapter are at all times subject to inspection by the commission or its duly authorized representatives.

(6) The commission will place out-of-service any motor vehicle having safety defects identified in the *North American Uniform Out-Of-Service Criteria*. Information about the *North American Uniform Out-of-Service Criteria* including the version adopted and where to obtain copies is set out in WAC 480-xx-x999. A company must not operate any vehicle placed out-of-service until proper repairs have been completed.

(7) The commission will place out-of-service any driver meeting criteria identified in the *North American Uniform Out-Of-Service Criteria*. A company must not allow a driver who has been placed out-of-service to operate a motor vehicle until the conditions causing the driver to be placed out-of-service have been corrected.

WAC 480-xx-x206 Vehicle and driver identification, auto transportation company.

(1) A company must ensure that all motor vehicles operated in the transportation of passengers are properly identified.

- (a) Each motor vehicle must display the certificate holder's name (or registered trade name) and certificate number on each side of the vehicle. A company with

both intrastate and interstate operations may display its U S Department of Transportation identification number in addition to, or in place of, its commission-issued certificate number.

(b) Each motor vehicle operated in regular route service must display a suitable destination sign.

(c) Each motor vehicle operated in transportation of passengers must display on the vehicle a company identification or unit number.

(d) All identifications must be clearly legible, conspicuous, and of a size that is easily readable.

(e) All identifications, except those displayed on leased or substitute vehicles, must be permanent.

(2) An auto transportation company must ensure that all drivers operating motor vehicles in the transportation of passengers are properly identified. Identification may include, but is not limited to, an identification badge or a uniform with a nametag identifying the driver by name or number.

WAC 480-xx-x211 Leasing vehicles.

(1) A passenger transportation company operating a leased vehicle must have a written lease agreement with the owner of the vehicle.

(2) It is the company's responsibility to ensure that:

(a) A copy of the lease is carried in each leased vehicle;

(b) A copy of the lease is kept in the company's files during the effective period of the lease and for at least one year after the lease expires;

(c) A copy of the lease is provided to the owner of the leased vehicle;

(d) The company has complete possession, control, and use of the motor vehicle during the period of the lease;

(e) The leased motor vehicle is properly insured as specified in WAC 480-xx-x181;

(f) The leased vehicle is properly identified as specified in WAC 480-xx-x206;

(g) The leased vehicle is operated in compliance with all safety laws and rules, including those regarding vehicle inspection, records, and maintenance; and

(h) The terms of the lease are followed.

(3) If a company leases a vehicle with a driver, the company must also ensure that:

(a) The driver of the leased motor vehicle is on the company's payroll during the lease period;

(b) The driver operates in compliance with all driver qualification, safety and hours of service laws and rules;

(c) The driver is subject to the company's alcohol and controlled substance policies; and

(d) The company maintains appropriate files and paperwork on the driver for a period of at least one year following the expiration of the lease.

(4) The company and the owner of the leased vehicle must specify in the lease who is responsible for all expenses relating to the leased motor vehicle. The lease must contain all information shown in the following sample lease form. If a company uses an alternate form, the company must ensure the alternate form contains all information requested on the sample.

EQUIPMENT LEASE AGREEMENT							
A copy of this lease must be carried in the leased vehicle. Copies must also be maintained in the files of both parties for the length of the lease plus one year following the expiration of the lease.							
Name and address of company leasing vehicle (lessee):				Certificate number:			
Name and address of party from whom the vehicle is being leased (lessor):				Certificate number, if any:			
Vehicle make and year:		Vehicle Serial Number:		Vehicle License Number:			
The lease will become effective at _____ (time) on _____ (date), and will continue until _____ (date) unless canceled in writing prior to that date.							
Compensation that will be paid to owner of vehicle (lessor): \$ _____ per _____ If lease also includes driver, compensation for driver: \$ _____ per _____							
Lessee/Lessor Expense Agreement							
Place an Ax@ or a checkmark next to each item indication whether the lessee or lessor is responsible for the listed expenses.							
Item	Lessee	Lessor	Item	Lessee	Lessor		
Vehicle Licensing Fees			Equipment Rental Taxes				
Toll and Ferry Charges			Fuel and Oil				
Vehicle Loan Payments			Vehicle Maintenance				
Parts & Tires			Major Vehicle Repairs				
Insurance, Comprehensive			Minor Vehicle Repairs				
Insurance, Theft			Other (explain):				
Insurance, Fire			Other (explain):				
Under the terms of this lease, the lessee must:							
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> ▪ have complete possession, control and use of the vehicle during the lease period ▪ be in complete control of all certificate operations ▪ provide liability and property damage insurance </td> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> ▪ ensure that the driver of the leased vehicle is an employee of the lessee ▪ ensure that the vehicle is properly identified ▪ comply with all safety regulations ▪ bill and collect proper tariff rates and charges </td> </tr> </table>						<ul style="list-style-type: none"> ▪ have complete possession, control and use of the vehicle during the lease period ▪ be in complete control of all certificate operations ▪ provide liability and property damage insurance 	<ul style="list-style-type: none"> ▪ ensure that the driver of the leased vehicle is an employee of the lessee ▪ ensure that the vehicle is properly identified ▪ comply with all safety regulations ▪ bill and collect proper tariff rates and charges
<ul style="list-style-type: none"> ▪ have complete possession, control and use of the vehicle during the lease period ▪ be in complete control of all certificate operations ▪ provide liability and property damage insurance 	<ul style="list-style-type: none"> ▪ ensure that the driver of the leased vehicle is an employee of the lessee ▪ ensure that the vehicle is properly identified ▪ comply with all safety regulations ▪ bill and collect proper tariff rates and charges 						
The parties signing this lease certify that the information shown above is true and correct, that the provisions of the lease will be enforced by both parties, and that all operations conducted with the leased equipment will be conducted in compliance with applicable laws and rules.							
Lessee Signature/Title _____ date signed _____							
Lessor Signature/Title _____ date signed _____							

PART 6 -- COMPLIANCE

WAC 480-xx-x216 Commission compliance policy.

(1) The commission is authorized to administer and enforce laws and rules relating to passenger transportation companies. The commission delegates authority to the commission staff to inspect equipment, drivers, records, files, accounts, books, and documents. The commission also delegates to its staff authority to arrest without warrant or to issue citations to any person found violating this chapter in the presence of its staff.

(2) The commission encourages voluntary compliance with statutes, rules, and commission orders.

(3) The commission will enforce statutes, rules, and commission orders through:

(a) A program emphasizing education and technical assistance.

(b) A compliance program including:

(i) Investigation and resolution of complaints;

(ii) Safety compliance reviews of drivers and equipment;

(iii) Economic compliance audits including, but not limited to, rates, charges, and billing practices of auto transportation companies;

(iv) Coordinated roadside enforcement; and

(v) Cooperative agreements with other agencies to enable effective enforcement and appropriate use of resources.

(4) Where necessary to ensure compliance with statutes, rules, and commission orders, the commission will pursue:

(a) Administrative actions that the commission believes will best ensure future compliance by the violating company, including, but not limited to, warnings, sanctions, or penalty assessments under the provisions of chapter 81.04 RCW;

(b) Suspension or cancellation of a company's certificate:

(i) When the commission believes education and penalties have not been, or will not be, effective to secure compliance;

(ii) For willful violations of legal requirements; or

(iii) For serious actions including, but not limited to, misrepresentation;

(c) Enforcement action against violators based on information collected by commission staff; or

(d) Proceedings in district and superior court.

WAC 480-xx-x221 Sanctions for operating without a valid certificate.

(1) **Operating without a certificate.**

(a) A company that operates as a passenger transportation company without a certificate from the commission is subject to citation if observed or contacted by a representative of the commission or other law enforcement agency.

(b) If the commission receives information that a passenger transportation company is operating without a certificate, and a commission representative or other law enforcement agency has not observed those operations, the commission may:

(i) Issue a citation through the court; or

(ii) Contact the company and provide education and technical assistance concerning applicable regulations. This includes supplying the company with a copy of the applicable laws, rules, and certificate application forms.

(c) If the company continues to operate without a certificate after commission education and technical assistance is offered, the commission may institute an administrative proceeding to classify the company pursuant to RCW 81.04.510. If, as a result of that proceeding, the commission formally classifies the company as an auto transportation company, a passenger charter carrier, or an excursion carrier operating without the required certificate, the commission will issue a cease and desist order pursuant to RCW 81.04.510.

(d) If a company operates in violation of a commission order, the commission may impose penalties and/or take legal action in court.

(2) **Operating while certificate is suspended.** A company that operates after the commission suspends the company's certificate is subject to:

(a) Misdemeanor or gross misdemeanor citations, for which the company must appear in district court;

(b) Monetary penalty assessments or other commission administrative actions; or

(c) Commission proceedings to cancel the company's certificate.

(3) **Operating after certificate is canceled.** A company that continues to operate after the commission cancels the company's certificate is subject to:

(a) Misdemeanor or gross misdemeanor citations, for which the company must appear in district court; and

(b) Enforcement proceedings in superior court.

PART 7 -- TARIFFS, TIME SCHEDULES, RATES, AND RATE FILINGS

WAC 480-xx-x222 Passenger charter and excursion carriers not subject to provisions of Part 7.

The rules in Part 7 of this chapter relating to tariffs, time schedules, rates, and rate filings apply only to auto transportation companies. Passenger charter and excursion carriers are not subject to the provisions of this part.

WAC 480-xx-x223 Tariffs and time schedules, federal preemption of certain operations.

(1) The commission interprets the provisions of 49 U.S.C. §14501 as preempting the requirements of state laws and regulations relating to intrastate fares for the transportation of passengers by an interstate motor carrier of passengers operating over a regular route authorized by the Federal Motor Carrier Safety Administration (FMCSA). Because of this federal preemption, the commission will no longer require the filing of rate tariffs or time schedules for the transportation of passengers in Washington intrastate commerce by interstate motor carriers of passengers, if that transportation is provided over a regular route authorized by the FMCSA.

(2) Auto transportation companies operating in Washington intrastate commerce on routes not authorized by the FMCSA are subject to the tariff and time schedule rules contained in this chapter.

(3) Auto transportation companies operating over both routes authorized by the FMCSA and over routes not authorized by the FMCSA must file tariffs and time schedules for those routes not authorized by the FMCSA.

WAC 480-xx-x226 Tariffs and time schedules, definitions used in.

Definitions of general terms and terms specific to driver and equipment safety are contained in WAC 480-xx-xx41 and WAC 480-xx-x196, respectively. Unless the language or context indicates that a different meaning is intended, the following words, terms, and phrases have the following meanings:

"Charge" means the total price assessed to a passenger by an auto transportation company for providing transportation. A charge includes the cost of the fare together with any other costs charged to the customer, for example: a charge might consist of the adult fare plus the cost for carrying extra baggage on board the bus.

"Fare" or "ticket price" or "rate" means the amount charged to a passenger on a bus for transportation.

"Joint rate" or "joint fare" means a rate that applies from a point located on one auto transportation company's route to a point located on another auto transportation company's route, made by agreement or arrangement between the companies. A joint rate or fare agreement is also known as a through-ticketing agreement.

"Local rate" or "local fare" means a rate applying between stations within a single company's authority.

"Long and short haul clause" means a clause that prohibits an auto transportation company from charging more for a shorter than for a longer haul over the same route.

"Sales commission" means a fee paid to an agent for selling tickets on behalf of an auto transportation company.

"Seasonal fares and seasonal time schedules" means filing of tariffs or time schedules naming different fares, rates, routes, or arrival and departure times for

different periods of the year. For example: A company may offer more scheduled routes during certain periods than it does in others; or, a company may assess different rates in heavily-traveled months than it does during off-peak months.

"Through rate" or "through fare" means a rate applying from point of origin to point of destination that combines two or more rates in a single auto transportation company's tariff or rates from two or more auto transportation companies.

WAC 480-xx-x231 Tariffs and time schedules, general.

(1) **Tariffs and time schedules no longer subject to chapter 480-149 WAC.** As of the effective date of these rules, those auto transportation companies that are required to file Washington intrastate tariffs and time schedules are no longer subject to tariff and time schedule provisions of the commission's Tariff Circular No. 6 (chapter 480-149 WAC). Auto transportation companies are instead subject to, and must comply with, the tariff and time schedule requirements of this chapter.

(2) **Additional regulatory requirements.** Auto transportation companies are also subject to additional rules regarding tariff and time schedule filings contained in chapter 480-09 WAC, including, but not limited to:

- (a) WAC 480-09-015 - Submission of "confidential" information; and
- (b) WAC 480-09-101 - When communications are received.

WAC 480-xx-x236 Tariffs and time schedules, must file before starting service.

(1) **Tariffs.** No auto transportation company subject to tariff filing requirements of Part 7 of this chapter will provide service until it files a tariff with the commission and the commission approves that tariff or allows it to become effective by operation of law.

(2) **Time schedules.** No auto transportation company subject to time schedule filing requirements of Part 7 of this chapter will provide service until it files a time schedule with the commission and the commission approves that time schedule or allows it to become effective by operation of law.

WAC 480-xx-x238 Tariffs and time schedules, companies must comply with the provisions of filed tariffs.

(1) **Tariffs.** No auto transportation company may assess fares, rates, or charges that are higher, lower, or different from those contained in the company's filed tariff. Further, no auto transportation company may accept a payment for service provided that is higher, lower, or different from the rates and charges contained in the company's filed tariff.

(2) **Time schedules.** An auto transportation company must provide service along all routes, and to all points, listed on the company's filed time schedule. Further, an auto transportation company must make a conscientious effort to operate in compliance with the times of arrival and departure shown on the company's filed time schedule.

WAC 480-xx-x241 Tariffs and time schedules, content.

(1) **Tariffs.** The tariff filed with the commission by an auto transportation company must show all fares, rates, and charges it will charge its customers, together with rules that govern how fares, rates, and charges will be assessed. The tariff must contain, but is not limited to the following sections:

- (a) A title page meeting the requirements of WAC 480-xx-x291;
- (b) A rules section meeting the requirements of WAC 480-xx-x306;
- (c) A fares section meeting the requirements of WAC 480-xx-x241; and
- (d) A map meeting the requirements of WAC 480-xx-x301 and WAC 480-xx-x056.

(2) **Time schedules.** The time schedule filed with the commission by an auto transportation company may be filed as a separate document or as a section of an auto transportation company's tariff. In either case the filed time schedule must contain, but is not limited to:

- (a) The times of arrival at, and departure from, all termini.
- (b) The times of arrival at, and departure from, all intermediate points served.
- (c) The distance between all points shown in the schedule.
- (d) A list of all flag stops at which the company will provide service.
- (e) A list of points, if any, along the carrier's route to which service cannot be provided, and the reason service cannot be provided.

WAC 480-xx-x246 Tariffs and time schedules, posting.

An auto transportation company must maintain a copy of its filed tariff and its filed time schedule in the company's offices, at each passenger facility, and on each vehicle operated. The company must make these documents available for inspection on request.

WAC 480-xx-x251 Tariffs, rates and charges, general.

(1) Tariffs must provide adult fares, stated in dollars and cents, per passenger, together with the names of the stations or stopping places to or from which those fares apply, arranged in a simple and systematic manner.

(2) The tariff must clearly state whether rates apply "one way" or "round trip."

(3) Fares applying to specific groups of passengers must clearly define the qualities that define that group. For example, "children, under 2 years of age" or "active military personnel with military identification."

(4) Fares applying during specific periods must be clearly labeled with definitions of those periods. For example: A company may charge one fare during peak service months, and charge a different fare during off-peak periods.

Illustration of rate page:

Tariff No. 2		2nd Revised Page 18		
Company Name: John Doe's Transportation Company, Inc., C-9999, d/b/a John's Buses				
Rate Schedule				
Named below are adult fares, for persons 12 years of age and over, stated in dollars and cents per person, for one-way travel.				
	Between			
And	Spokane	Deer Park	Chewelah	Colville
Spokane	--	#\$3.50 @\$4.50	#\$8.50 @\$9.50	#\$10.50 @\$11.50
Deer Park	#\$3.50 @\$4.50	--	#\$5.00 @\$6.00	#\$7.00 @\$8.00
Chewelah	#\$8.50 @\$9.50	#\$5.00 @\$6.00	--	#\$3.50 @\$4.50
Colville	#\$10.50 @\$11.50	#\$7.00 @\$8.00	#\$3.50 @\$4.50	--
<p>Note 1: All fares with # prefix apply during the months of April through December. All fares with @ prefix apply during the months of January through March.</p> <p>Note 2: Round-trip fares will be 180 percent of the one-way fares.</p> <p>Note 3: Fares to or from intermediate points not named in this tariff will be the same as the fares to or from the next more distant point named.</p> <p>Note 4: Refer to page __ for rules on children's fares, group fares, extra baggage charges, etc.</p>				
Issued by: John Jones, President Issue date: July 6, 2002 Effective Date: August 20, 2002 (For official use only)				

WAC 480-xx-x256 Tariffs and time schedules, rejection.

The commission will reject tariff or time schedule filings that:

- (1) Are not accompanied by the required transmittal letter;
- (2) Are not accompanied by all required documentation;
- (3) Do not contain all required information;
- (4) Do not comply with format rules;
- (5) Are not accompanied by required maps;
- (6) Reflect retroactive rate treatment;
- (7) Are not filed in accordance with the notice requirements shown in WAC 480-xx-x261 through 480-xx-x271; or
- (8) Contain provisions that conflict with state statutes, commission rules, or an auto transportation company's certificated authority.

WAC 480-xx-x261 Tariffs and time schedules, tariffs requiring one business-day notice to the commission.

The commission may approve on one business-day notice:

- (1) Initial tariff filings that accompany applications for certificated authority;
- (2) Tariff adoptions filed under the provisions of WAC 480-xx-321; and
- (3) Tariff filings whose only purpose is to add a new service option or a service level which has not been previously included in the company's tariff, if that service option or service level is requested by a customer.

WAC 480-xx-x262 Tariffs and time schedules, tariffs requiring seven calendar-day notice to the commission.

A company must provide at least seven calendar-days' notice to the commission on filings whose only purpose is:

- (1) To implement decreases in rates or charges; or
- (2) To add a new service option or service level that has not been previously included in the company's tariff.

WAC 480-xx-x266 Tariffs and time schedules, tariffs requiring thirty calendar-day notice to the commission.

A company must provide at least thirty calendar-days' notice to the commission on any filing that will result in an increase in rates or charges to customers.

WAC 480-xx-x271 Tariffs and time schedules, customer notice requirements.

(1) Each auto transportation company must provide notice to its customers at least thirty days prior to the stated effective date for any proposed tariff change that would increase recurring or pre-occurrence charges or restrict access to services (e.g., rate increase, route reduction, time schedule change).

(2) **Thirty-day notice to public.** At least thirty days prior to the stated effective date, the company must post a notice in a conspicuous place for each affected route or routes. The published notice must remain posted until the commission takes action on the request. The notice must be posted in:

- (a) Each vehicle;
- (b) Each passenger facility, when applicable;
- (c) Each station, when applicable; and
- (d) A copy of the published notice must be posted on an Internet website accessible to the public using generally available browser software.

(3) **Content of postings.** The published notice required by this rule must include:

- (a) The date the notice is issued;
- (b) The company's name and address;

- (c) A brief explanation of the reasons(s) the company has requested the rate change
- (d) A comparison of current and proposed rates by service, when applicable;
- (e) The requested effective date;
- (f) A statement that the commission has authority to set final rates that may vary from the company's request, which may be either higher or lower depending on the results of the investigation;
- (g) A description of how customers may contact the company if they have specific questions or need additional information about the proposal;
- (h) Public involvement language. A company may choose from:
 - (i) commission-suggested language that is available from the commission's designated public affairs officer; or
 - (ii) company-developed language that must include information on how to access the commission's process by mailing or faxing a letter, or submitting an e-mail; and how to contact the commission for process questions or to be notified of the scheduled open meeting at which the proposal will be considered by the commission.

(4) **Other customer notice.** The commission may require additional notice to customers other than described in this rule when the commission is holding a public hearing in a contested case, or when the effect of a company's proposal may have a significant impact on:

- (a) Customer rates;
- (b) Access to services; or
- (c) When the commission determines that additional customer education is needed.

WAC 480-xx-x273 Tariffs and time schedules, notice verification and assistance.

(1) Within five days of making a filing requiring posting of a customer notice under WAC 480-30-x271, but no sooner than the date the filing is submitted to the commission, a company must file a statement with the commission's records center that the required notice has been posted. The declaration must include:

- (a) Description of where the notice was posted;
- (b) Date the notice was posted; and
- (c) A copy of the customer notice.

(2) A company may request assistance from the commission's designated public affairs officer with efforts to comply with WAC 480-xx-x271 .

WAC 480-xx-x276 Tariffs and time schedules, less than statutory notice handling.

(1) The commission may allow auto transportation company tariff or time schedule filings to become effective with less notice than is shown in WAC 480-xx-x262 and 480-

xx-x266 when there is an emergency or when good cause is shown. This process is known as "less than statutory notice" (LSN) handling.

(2) **LSN application process.** An auto transportation company filing for LSN handling may use an LSN form supplied by the commission, or a letter containing at least the following information:

- (a) Company identification information:
 - (i) Company's name and registered trade name;
 - (ii) Company's certificate number;
 - (iii) Company's mailing address;
 - (iv) Company's telephone number, e-mail address, and telefacsimile number;and
- (v) The name and telephone number of a person to contact regarding the filing;
- (b) Tariff or time schedule identification information:
 - (i) The identifying number of the tariff or time schedule being amended;
 - (ii) The identifying number and title of the tariff or time schedule item(s) being amended; and
 - (iii) The identifying number of the tariff or time schedule page being amended;
- (c) A concise description of the provisions being proposed;
- (d) A statement of the reason(s) for requesting LSN handling; and
- (e) The effective date requested.

(3) **Dates on pages.** Granting LSN handling is at the discretion of the commission. All tariff or time schedule pages accompanying an application for LSN handling must display the effective date that would apply were the company not requesting LSN handling. If the company grants the company's request for LSN handling, commission staff will enter the effective date authorized by the commission's order on the tariff or time schedule pages before returning copies to the company.

(4) **Notice requirements.** An auto transportation company requesting LSN handling of a filing must post notice in its offices, stopping places, and on all vehicles concurrent with submitting the filing to the commission. The company must file a copy of its public notice with the application for LSN handling.

WAC 480-xx-x281 Tariffs and time schedules, format and size requirements.

- (1) An auto transportation company must file tariffs and time schedules that:
 - (a) Are filed in loose-leaf format;
 - (b) Are typed or mechanically printed (not handwritten) using at least ten-point type; and
 - (c) Are printed on eight and one-half inch by eleven-inch paper, with margins of at least one-half inch on each side.

(2) Auto transportation companies are encouraged to file their tariffs and time schedules electronically, according to policies and procedures developed and implemented by the commission through issuance of policy statements or orders of the commission.

WAC 480-xx-x286 Tariffs and time schedules, changes must be identified.

Each change in fares, rates, charges, times of arrival or departure, routes, schedules, or rules must be clearly identified in filed tariffs and time schedules by using one of the following methods:

(1) By printing the appropriate code symbol immediately to the left of the material being changed. Approved symbols are:

Code Symbol	Used to indicate:
(R) or ▼	Reductions in rates or charges
(A) or ▲	Increases in rates or charges
(C) or ◆	Changes resulting in neither increases nor decreases; also changes in arrival or departure times
(N)	New rates, routes, service points, services, or rules
***	Material previously shown has been deleted

(2) By printing a notice in distinctive type at the location defined in the following table:

If the changes affect:	The notation must state:	The notation must be printed:
All fares, rates, and charges on a tariff page or on a tariff supplement page.	All fares, rates, and charges on this page are _____ (Company would state in the blank the nature of the changes, using one of following terms: <ul style="list-style-type: none"> • Increases • Decreases; or • Wording changes resulting in neither increases or decreases.) 	In the top margin of the page.
All fares, rates, and charges in a tariff.	All fares, rates, and charges in this tariff are _____ (Company would state in the blank the nature of the changes, using one of following terms: <ul style="list-style-type: none"> • Increases • Decreases; or • Wording changes resulting in neither increases or decreases.) 	In the top margin of the title page.
All times of arrival and departure	All times of arrival and departure on this page are changed	In the upper corner of the page

WAC 480-xx-x291 Tariffs and time schedules, title pages.

(1) **Tariffs.** The title page of every auto transportation tariff filed with the commission must show at least the following:

- (a) The certificate name of the auto transportation company, its certificate number, and all trade names filed with the commission to which the tariff applies.
- (b) An identifying tariff number.
- (c) The number of any tariff being canceled by the tariff to which the title page applies (canceling a tariff also cancels all supplements applying to that tariff).
- (d) The types of services covered by the tariff. For example: "passenger rates" or "passenger rates and time schedule."
- (e) A clear description of the territory and routes to which the tariff applies;
- (f) The date the tariff is issued and the date it becomes effective;
- (g) The name, title, telephone number, telefacsimile number (if any), e-mail address (if any), and mailing address of the person who files the tariff; and
- (h) A box that is at least three-fourths of one inch in height, spans from margin to margin and is labeled "for official use only."

(2) **Time schedules.** If the time schedule is filed as a separate document, not part of the auto transportation company's tariff, the title page of a time schedule must include the same information as is required in paragraph (1)(a) through (1)(h), above. If the time schedule is filed as a section or part of an auto transportation company's tariff, no separate title page is required.

Illustration of tariff title page:

Original Title Page
Tariff No. 2
Cancels
Tariff No. 1
of
John Doe's Bus Company, Inc. d/b/a John's Buses Certificate No. 1999
Naming rates for passenger service In the following described territory:
Between Spokane and Olympia, with intermediate stops at Moses Lake, Ellensburg, North Bend, Seattle, and Tacoma and with flag stops at other points on Interstate 90 and Interstate 5
<u>Issued by:</u> John Jones, President 1234 East Easy Street Any City, Washington Phone: (555) 555-5555 Fax: (555) 555-5556
For official use only

WAC 480-xx-x296 Tariffs and time schedules, page format.

(1) **Tariffs.** All pages in an auto transportation company's tariff, except the title page, must include the following:

- (a) A page header that includes:
 - (i) The identifying number of the tariff;
 - (ii) A page number;
 - (ii) A revision number;
 - (iii) The name and certificate number of the company filing the tariff; and
 - (iv) Any applicable registered trade name.
- (b) A page footer that includes:
 - (i) The name of the person filing the tariff;
 - (ii) The date the page is issued;
 - (iii) The date the page becomes effective; and
 - (iv) A box that is at least three-fourths of an inch in height, spanning from margin to margin that is labeled, "for official use only."

Illustration of tariff page:

Tariff No. 2	2nd Revised Page 18
Company Name: John Doe's Transportation Company, Inc., C-9999, d/b/a John's Buses	
Issued by: John Jones, President	
Issue date: _____	Effective Date: _____
(For official use only)	

(2) Time schedules. An auto transportation company's filed time schedule must:

(a) Be numbered consecutively in the upper right-hand corner, beginning with number one, and must show the number of the time schedule cancelled by it, if any. See sample time schedule.

(b) Show the company's identifying information, including by not limited to:

(i) The company's official name, as shown on the company's certificate;

(ii) The company's registered trade name(s), if any; and

(iii) The company's certificate number.

(c) List all termini and intermediate points for which the time schedule applies.

(d) Show clearly the routes traversed, including the exact location of each regular stop, each flag stop, and any point to which service is provided.

(e) Show what points, if any, on the company's routes, to which service cannot be rendered, and the reasons that service cannot be rendered.

(f) Show the time of arrival and departure from all termini and intermediate stops.

(g) Show the distance between all points and stops shown in the schedule.

(h) Show clearly the periods in which specific provisions of the time schedule apply. For example, if particular routes apply only on certain days of the week, in certain seasons, or in certain months, that information must be shown on the time schedule.

(i) At the bottom of the page, there must be a box that is at least three-fourths of an inch in height, spans from margin to margin and is labeled "for official use only."

Illustrations of time schedule (either format may be used):

Time Schedule No. 2
 Cancels
 Time Schedule No. 1

TIME SCHEDULE
 of
 Walter A. Keys,
 Operating under Trade Name of
 Wenatchee-Cashmere Stage Line
MOTOR VEHICLE PASSENGER AND EXPRESS SERVICE
 Between
 Wenatchee, Washington and Cashmere, Washington
 With Terminal Departs at
 123 So. Wenatchee Ave., Wenatchee; Butler's Jewelry Store, Cashmere
 via the following route:
 West on Wenatchee Avenue to city limits; then west on Sunset
 Highway through Monitor to Terminal at Cashmere

Issued: June 8, 1967

Effective: June 23, 1967

Issued by: Walter A. Keys
 Title: Owner and Manager
 St. Address: 123 So. Wenatchee Ave.
 City and State: Wenatchee, Washington

<u>Leave Wenatchee (Read Down)</u>					<u>Leave Cashmere (Read Up)</u>				
	Sunday	Daily	Mileage	From		Sunday	Daily		
Ex.Sun.	Only	Ex. Sun.		Wenatchee to	Daily	Only			
	AM	PM			AM	PM	PM		
Lv.	11:00	1:30	5:30	0.0	Wenatchee.....	Ar.	10:40	1:10	5:10
"	11:08	1:38	5:38	2.7	Wenatchee River Bridge.....	Lv.	10:32	1:02	5:02
"	11:09	1:39	5:39	3.3	Olds Corner.....	"	10:31	1:01	5:01
"	11:12	1:42	5:42	4.4	Sunnyslope.....	"	10:29	12:59	4:59
"	11:16	1:46	5:46	6.0	Burkeys Corner.....	"	10:22	12:52	4:52
"	11:23	1:53	5:53	8.1	Monitor P. O.	"	10:16	12:46	4:46
"	11:29	1:59	5:59	9.3	Red Bridge.....	"	10:11	12:41	4:41
Ar.	11:40	2:10	6:10	12.5	Cashmere.....	Lv.	10:00	12:30	4:30

NOTE: All trips noted above are run during the months of April through November. During the months of December through March, None of the "Sunday Only" trips will be run.

"For Official Use Only"

Time Schedule No. 2
 Cancels
 Time Schedule No. 1

TIME SCHEDULE

of

Walter A. Keys,

Operating under Trade Name of

Wenatchee-Cashmere Stage Line

MOTOR VEHICLE PASSENGER AND EXPRESS SERVICE

Between

Wenatchee, Washington and Cashmere, Washington

With Terminal Depots at: 123 So. Wenatchee Ave., Wenatchee; Butler's Jewelry Store, Cashmere

via the following route: West on Wenatchee Avenue to city limits; then west on Sunset

Highway through Monitor to Terminal at Cashmere

Issued: June 8, 1967

Effective: June 23, 1967

Issued by: Walter A. Keys

Title: Owner and Manager

St. Address: 123 So. Wenatchee Ave.

City and State: Wenatchee, Washington

WESTBOUND

Mileage	From Wenatchee to	@ AM	# AM	Daily AM	Daily PM	@ PM	Daily PM	X PM
0.0	Wenatchee.....	Lv. 7:00	8:30	11:00	1:30	3:30	5:30	9:30
2.7	Wenatchee River Bridge.....	" 7:08	8:38	11:08	1:38	3:38	5:38	9:38
3.3	Olds Corner.....	" 7:09	8:39	11:09	1:39	3:39	5:39	9:39
4.4	Sunnyslope Bridge.....	" 7:12	8:42	11:12	1:42	3:42	5:42	9:42
6.0	Burkeys Corner.....	" 7:16	8:46	11:16	1:46	3:46	5:46	9:46
8.1	Monitor P. O.	" 7:23	8:53	11:23	1:53	3:53	5:53	9:53
9.3	Red Bridge.....	" 7:29	8:59	11:29	1:59	3:59	5:59	9:59
12.5	Cashmere.....	Ar. 7:40	9:10	11:40	2:10	4:10	6:10	10:10

EASTBOUND

Mileage	From	@	#	Daily	Daily	@	Daily	X
	Cashmere to	AM	AM	AM	PM	PM	PM	PM
0.0	Cashmere.....	Lv. 8:00	9:30	12:30	2:30	4:30	6:20	10:15
3.1	Red Bridge.....	" 8:11	9:41	12:41	2:41	4:41	6:31	10:26
4.4	Monitor P. O.	" 8:16	9:46	12:46	2:46	4:46	6:36	10:31
6.5	Burkeys Corner.....	" 8:22	9:52	12:52	2:52	4:52	6:42	10:37
8.1	Sunnyslope Bridge.....	" 8:29	9:59	12:59	2:59	4:59	6:49	10:44
9.2	Olds Corner.....	" 8:31	10:01	1:01	3:01	5:01	6:51	10:46
9.8	Wenatchee River Bridge.....	" 8:32	10:02	1:02	3:02	5:02	6:52	10:47
12.5	Wenatchee.....	" 8:40	10:10	1:10	3:10	5:10	7:00	11:00

Explanatory Notes: @Daily except Sunday # Sunday only X Saturday only

Note: All trips noted above are run during the months of April through November. During the months of December through March, None of the "Sunday Only" trips will be run.

"For Official Use Only"

WAC 480-xx-x301 Tariffs and time schedules, maps with tariffs.

An auto transportation company must file a map with its tariff that clearly identifies the company's entire certificated authority area. If an auto transportation company divides its authorized certificate area into service territories, areas, or zones the company must also file a map showing each of the tariff service territory divisions. The maps must meet the specifications in WAC 480-xx-xx56.

WAC 480-xx-x306 Tariffs and time schedules, tariff rules.

(1) Tariff rules must be stated in clear language and explicit terms, setting forth all standards and policies that will govern how the auto transportation company assesses fares, rates, and charges to its customers.

(2) All provisions contained in an auto transportation company's tariff must be clearly labeled as to the type of service on which they apply. Example: Scheduled, door-to-door, by reservation only.

(3) Auto transportation company tariffs must contain rules addressing at least the following subjects:

(a) Children's fares. Rules relating to children's fares must clearly indicate the ages for which those fares apply.

(b) Baggage, including the amount of baggage that may be transported free of additional charge, baggage liability (see WAC 480-xx-x406), and overweight or excess baggage charges. Baggage rules must also address company policies regarding passengers wishing to carry with them skis and bicycles.

(c) Transportation of animals. Rules relating to animals must provide that service animals, such as dogs traveling with sight or hearing impaired passengers, will be transported free of charge if they lie at the feet of their master and do not occupy passenger seats.

(d) Refunds for unused and partially used tickets.

(i) Rules relating to refunds must state, "Unused tickets will be redeemed at the purchase price. Unused portions of round-trip or commutation tickets will be redeemed by charging the regular fare or fares for the portion or portions used, and refunding the balance of the purchase price."

(ii) A company offering "door-to-door" service or "by reservation only" service may assess an administrative fee in those instances where a cost is incurred due to a customer requested change. If a company chooses to assess an administrative fee, the tariff must include rules that clearly identify the cost and under what circumstances the administrative fee will be assessed.

Examples of administrative fee rules:

A ten dollar administrative fee will be assessed for customer requested changes made less than 24 hours in advance. Administrative fees are deducted from ticket refunds.

If a customer makes a reservation for a ride from the airport to Olympia and the company's vehicle arrives at the airport to pick up the customer but the customer does not show up, the customer will not be given a refund.

(e) Fares applying to intermediate points not named, which must state, "Fares to or from intermediate points not named in this tariff will be the same as the fares to or from the next more distant point named."

(f) Long haul/short haul provisions. This rule must state that no customer will be required to pay more for transportation to an intermediate point along a route than is charged for a longer trip over that same route.

(g) Areas or zones to which rates apply. Where fares to or from a named point includes stops beyond the regular terminal, or where no regular terminal is maintained, the tariff must define the zone within which fares to and from a named point apply. For example: "Rates apply within 5 road miles of points named."

(h) Commuter fares, if offered by the company.

(i) Alternate means of transport that will be provided by the company if it is unable to provide transportation to a customer for whom a reservation has been accepted.

(j) Holidays observed by the company.

WAC 480-xx-x311 Tariffs and time schedules, changes.

Companies may change filed tariffs or time schedules by one of two methods:

(1) Issuing revised pages to the tariff or time schedule. A revised page must have the same page number as the page it cancels. For example: "1st revised page 1" cancels "Original page 1."

(2) Issuing a complete new tariff or time schedule. Each of the pages in a new tariff or time schedule must be identified as an original page. For example: "Original Title Page," "Original Page 1," "Original Page 2," and so on.

WAC 480-xx-x316 Tariffs and time schedules, supplements.

(1) Auto transportation companies may issue supplements to filed tariffs or time schedules to reflect short-term situations.

(2) Auto transportation companies may not issue tariff supplements to make general rate increases.

(3) Supplements are subject to all applicable rules and procedures including transmittal letters, notice to customers and the commission, and proper format.

(4) Supplements to a tariff or time schedule must be numbered consecutively. If a newly filed supplement cancels a previous supplement(s), that information must be clearly shown on the new supplement. For example: "Supplement 6 cancels Supplements 4 and 5."

WAC 480-xx-x318 Tariffs and time schedules, supplements or new filings required.

(1) **Discontinuance of service.** When the commission grants permission for an auto transportation company to discontinue service, the company must file supplements to cancel tariffs and time schedules on file with the commission. If permission is granted to discontinue service to only a portion of routes operated, the company must file supplements or new tariffs and time schedules reflecting the routes that are not discontinued.

(2) **Lease or sale of authority.** An auto transportation company leasing or selling a portion of its certificated authority to another company must file supplements or new tariffs and time schedules reflecting the routes retained.

WAC 480-xx-x321 Tariffs and time schedules, filings after name change or change in ownership.

(1) When an auto transportation company changes the name on its certificate, the company must file a tariff and time schedule in its new name or must adopt the existing filed tariff and time schedule.

(2) When an auto transportation company leases, transfers, or acquires a portion of the certificated authority of another company, it must file a new tariff and time schedule reflecting the same rates and routes as the prior company.

(3) When an auto transportation company obtains operating control of another company, it must file a new tariff and time schedule at the same rate levels and on the same time schedule as the prior company or adopt the existing filed tariff and time schedule of the prior company.

(4) An auto transportation company filing a tariff to comply with subsections (1), (2), and (3) of this section cannot raise rates in that filing. A separate rate increase filing must be made.

(5) To adopt existing filed tariffs or time schedules, the auto transportation company must file with the commission an adoption form.

(a) Adoption forms are available from the commission on request.

(b) Companies may use alternate forms as long as those forms are substantively equal to that shown in the example below.

Tariff No. _____
and/or
Time Schedule No. _____

_____adopts,
(Name of new company and registered trade name of new company)

(state here what is being adopted: e.g. Tariff Number, Supplement Number,
Time Schedule Number, Page Numbers, Item Numbers, Sections, or other)

filed with the Washington Utilities and Transportation Commission by

(Insert here name of prior company)

before the date of its (new company) acquired possession of that (prior)
company.

issued by:

Name and title of person filing notice _____

Signature of person issuing notice _____

Phone # _____ E-mail address _____

Fax # _____ Date filed _____

WAC 480-xx-x326 Tariffs and time schedules, filing procedures.

(1) **Method of filing.** An auto transportation company may submit tariff and time schedule filings to the commission in person, by mail, or by telefacsimile. If an auto transportation company files by telefacsimile, a hard copy must be mailed on the same day as the telefacsimile transmission. Companies are encouraged to file their tariffs and time schedules electronically, according to policies and procedures developed and implemented by the commission through issuance of policy statements or orders of the commission.

(2) **Transmittal letter.** An auto transportation company must file two copies of a transmittal letter with each tariff or time schedule filing submitted to the commission.

(a) The transmittal letter must include at least the following:

(i) The name, certificate number, and trade names of the company;

(ii) A description of each proposed change in the tariff or time schedule and a brief statement of the reason for each change;

(iii) If the filing requires customer notice under the provisions of WAC 480-xx-x271, the transmittal must also include the date notice was posted and must list the locations at which the notice was posted; and

(iv) A contact person's name, mailing address, telephone number, telefacsimile number (if any), and e-mail address (if any).

(b) Transmittal letters accompanying rate filings must also include the following:

(i) The percentage amount that fares will change if approved by the commission;

(ii) The amount revenue will change if the commission approves the proposed rates.

(3) Additional documents required.

(a) **Filing due to governmental, or other entity, action.** If the filing results from action of another entity or governmental body, the company must file documentation of that action. For example: notices of increased fees to use depots or stations.

(b) **Tariff or time schedule filed by an agent.** If the tariff or time schedule filing is made by a person other than an owner, partner, or corporate officer, the company must include with its filing a statement granting authority for that person to file on behalf of the company. The statement must be signed by an owner, partner, or corporate officer, and may be incorporated into the transmittal letter accompanying the filing.

WAC 480-xx-x331 Tariffs and time schedules, approval.

Receipt by the commission of a tariff or time schedule filing does not mean that the provisions of the filing are approved. Companies may not implement provisions contained in filings until the commission approves the filing or until it allows filed provisions to become effective by operation of law.

WAC 480-xx-x332 Tariffs and time schedules, ticket agent agreements must be filed & approved.

(1) An auto transportation company may enter into contracts or agreements with a second party for the sale of tickets or fares on behalf of the company, provided the form of such contracts or agreements has been previously approved by the commission.

(2) The contract or agreement form submitted to the commission for approval must contain, but is not limited to, the following:

(a) The name and certificate number of the auto transportation company;

(b) Spaces in which to record identifying information about the person entering into the contract or agreement with the company. This information must include at least the person's :

- (i) Name;
- (ii) Business address.
- (iii) Business telephone number.
- (iv) Business telefacsimile number.
- (v) Business e-mail address.

(c) Spaces in which will be recorded the date on which the contract or agreement becomes valid and the date on which the contract or agreement will expire.

(d) A clear description of the services that will be provided by the second party on behalf of the company;

(e) A statement of the percentage of revenue or the set dollar amount that the company will pay the second party for performing those services; and

(f) A statement as to how and when payment will be made to the company for tickets, less commission.

WAC 480-xx-x333 Tariffs and time schedules, free and reduced rates.

(1) No auto transportation company will charge, demand, collect, or receive a greater, lesser, or different compensation for transportation of persons, than the rates, fares, and charges that are contained in that company's effective tariff filed with the commission. Further, no auto transportation may extend to any person any privilege that is not uniformly extended to all persons under the same circumstances.

(2) An auto transportation company wishing to provide service at free or reduced rates under the provisions of RCW 81.28.080, must first publish those free or reduced rates in its filed tariff.

(a) RCW 81.28.080 allows auto transportation companies to extend free or reduced transportation between points in the state of Washington to groups or persons such as, but not limited to:

- (i) The company's employees and their families;
- (ii) The company's officers, agents, and attorneys at law;
- (iii) Charitable institutions and persons exclusively engaged in charitable work;
- (iv) Indigent, destitute and homeless persons and to such persons when transported by charitable societies or hospitals, and the necessary agents employed in such transportation;
- (v) Inmates of the national homes or state homes for disabled volunteer soldiers and of soldiers' and sailors' homes, including those about to enter and those returning home after discharge;

- (vi) Persons injured in accidents or wrecks and physicians and nurses attending those injured persons;
 - (vii) The National Guard of Washington when on official duty;
 - (viii) Students going to and returning from state institutions of learning.
- (3) If an auto transportation company chooses to provide service at free or reduced rates, the company must publish in its tariff:
- (a) The name of the customer or a detailed description of a customer class;
 - (b) The service provided; and
 - (c) The applicable rate(s), amount of reduction (such as, twenty percent), or if free, "\$0.00" or "no charge."
- (4) The company's owners or stockholders are responsible for the revenue not collected by providing service at free or reduced rates. Ratepayers will not subsidize the revenue an auto transportation company donates by providing service at free and reduced rates.

WAC 480-xx-x334 Tariffs and time schedules, substitute page filings.

- (1) An auto transportation company may file substitute tariff or time schedule pages within a pending tariff filing if:
- (a) There is no material change to the terms and conditions of service contained in the pending tariff page. This restriction does not apply to changes made to address commission concerns with the filing;
 - (b) The change does not increase the rates or fares contained in the pending tariff page; or
 - (c) The change is to make typographical corrections to the pending tariff page.
- (2) The filing of substitute tariff pages must include a transmittal letter as set forth in WAC 480-xx-x326. The substitute filing must include the notation "Do Not Redocket."
- (3) The commission retains discretion to reject any substitute tariff or time schedule pages where doing so is in the public interest.

WAC 480-xx-x336 Tariffs and time schedules, withdrawing a filing.

- (1) When withdrawing a tariff or time schedule filing, an auto transportation company must submit a letter that includes the following:
- (a) The name and address of the auto transportation company;
 - (b) Docket number of the filing being withdrawn;
 - (c) The name of the contact person for the withdrawal;
 - (d) An explanation of why the company is requesting the withdrawal; and
 - (e) A statement certifying that the submitting person has authority to withdraw the filing on behalf of the auto transportation company.
- (2) The commission retains discretion to deny withdrawal of a filing where doing so is in the public interest.

WAC 480-xx-x339 Tariffs and time schedules, suspension by the commission.

(1) The commission may, on receiving a complaint or protest, or on its own motion, suspend tariff rates, tariff charges, tariff rules, or tariff time schedules as provided in RCW 81.04.130.

(2) The commission will not take action to suspend a tariff or time schedule, or any part of a tariff or time schedule, based on a complaint or protest unless the complaint or protest is filed in compliance with the commission's rules of practice and procedure as set out in chapter 480-09 WAC.

WAC 480-xx-x343 Joint tariffs and through-ticketing arrangements.

(1) Auto transportation companies may file joint tariffs providing through-ticket arrangements. Such tariffs must list all companies participating in the tariff, must show all fares, rates and charges applicable between points on its line and all affected points on the line of the connecting carrier or carriers, and all rules that govern how those rates and charges will be assessed to customers.

(2) Joint tariffs and amendments or supplements to joint tariffs must be issued and filed in accordance with the rules in Part 5 of this chapter.

(3) Companies must provide information to customers, at the time a ticket is purchased, or a reservation is made as to the identities of all companies that will be providing transportation, the locations of any transfer points, and any policies that differ between the companies.

WAC 480-xx-x346 Tariffs and time schedules, general rate increases and fuel cost update.

An auto transportation company filing a rate change based on changes in general operating expenses must update the test period fuel costs using actual fuel costs for the most recent twelve-month period.

WAC 480-xx-x347 Tariffs and time schedules, special or promotional fare tariff filings.

(1) The commission encourages auto transportation companies to explore innovative rates and rate structures including special or promotional fares intended to:

- (a) Retain or increase the number of passengers using the company's services;
- (b) Provide the public with flexible transportation options; and
- (c) Make more efficient and effective use of the company's equipment and other resources.

(2) When an auto transportation company files a special or promotional fare, the filing must at a minimum be accompanied with the following:

- (a) A statement supporting the use of the proposed special or promotional fare;

(b) A verifiable cost-of-service study showing that the proposed special or promotional fare covers all variable costs to provide the service and provide a contribution to fixed costs; and

(c) Information detailing the potential effect on revenue of the proposed special or promotional fare, as well as the effect on revenue of the current fare.

PART 8--CONSUMER RULES

WAC 480-xx-x350 Passenger charter and excursion carriers not subject to provisions of Part 8.

The consumer rules apply only to auto transportation companies. Passenger charter and excursion carriers are not subject to the provisions of Part 8 of this chapter.

WAC 480-xx-x361 Availability of information.

(1) **Company information.** A company that provides passenger transportation service must have a:

- (a) Toll-free business telephone number; and
- (b) Mailing address.

(2) **Messaging.** A company must have voice mail, an answering machine, or answering service to receive calls when company personnel are unavailable.

(3) **Responding to customer inquiries.**

(a) A company must respond to all non written messages within twenty-four hours excluding weekends and holidays, as defined in the company's tariff.

(b) A company must acknowledge and respond to a customer's written inquiry within two weeks of receipt.

(4) **Information that must be available.** A company must make the following items available to customers upon request at no charge.

- (a) The commission's Passenger Transportation Company rules in chapter 480-30 WAC;
- (b) The company's current tariff and time schedule;
- (c) The company's current certificate; and
- (d) Any current, proposed, or most recently canceled tariff page that relates to the customer's service.

WAC 480-xx-x366 Refusal of service.

(1) A company may refuse service to a person when:

- (a) In the company's judgment, providing the service would be hazardous, unsafe, or dangerous to persons or property;

- (b) In the company's judgment, driveways or roads are improperly constructed or maintained, do not have adequate turn arounds, or have other unsafe conditions;
- (c) The customer has an outstanding amount due to the company;
- (d) The customer refuses to allow company personnel, drivers, agents, or representatives access to baggage or other materials prior to it being loaded in or on the vehicle;
- (e) The customer appears to be under the influence of drugs or alcohol; or
- (f) The customer attempts to bring on board the vehicle materials that would be detrimental to the safety or comfort of other passengers.

WAC 480-xx-x376 Fair use of customer information.

- (1) Customer information includes the customer's name, address, and telephone number.
- (2) Companies must use customer information only for:
 - (a) Providing and billing for services the customer requests;
 - (b) Marketing new services or options to its customers; or
 - (c) Providing information to its customers.
- (3) Any sale or release of customer information without the written permission of the customer is prohibited. The only exceptions to this rule are:
 - (a) Release of information to the commission to investigate or resolve complaints filed with the commission by a customer;
 - (b) Sharing nonpayment information with agencies the company engages to act as the company's agent in pursuing collection of past due accounts.
- (4) Companies are allowed to collect and release customer information in aggregate form if the aggregated information does not allow any specific customer to be identified.

WAC 480-xx-x386 Service or rate complaints.

- (1) **Company responsibility.**
 - (a) **Complaints from customer.** When a company receives a service or rate complaint from a customer it must:
 - (i) Acknowledge the complaint within twenty-four hours;
 - (ii) Investigate promptly;
 - (iii) Report the results of the investigation to the complainant;
 - (iv) Take corrective action, if warranted, as soon as appropriate under the circumstances;
 - (v) Inform the complainant that the decision may be appealed to a higher level representative of the company, if any;

(vi) Inform the complainant, if still dissatisfied after speaking with the higher level representative, that the commission is available to review the complaint; and

(vii) Provide the complainant with the commission's address and toll-free telephone number.

(b) Complaint referred by commission. When commission staff refers an informal complaint to the company, the company must:

(i) Investigate and report the results to commission staff within two business days (commission staff may grant an extension of time for responding to the complaint if requested and warranted);

(ii) Keep commission staff informed of progress toward the resolution on a weekly basis; and

(iii) Inform the commission staff of the final result.

(c) Complaint record. A company must keep a record of all complaints at least three years. The record of complaints must be made readily available for commission review. The record must contain:

(i) The complainant's name and address;

(ii) Date and nature of the complaint;

(iii) Action taken;

(iv) The final result, and

(v) All official documents regarding the complaint.

(2) Complaints to commission. Customers may file with the commission either:

(a) An informal complaint against the company under the provisions of WAC 480-09-150; or

(b) A formal complaint against the company under the provisions of WAC 480-09-420.

WAC 480-30-x391 Credits or refunds as compensation in consumer complaints or problems.

Companies may offer customers a credit or refund as compensation for service quality problems, billing problems, or other problems experienced by the customer.

WAC 480-xx-x403 Ticketing requirements.

Auto transportation companies must issue tickets, receipts, or other alternate informational documents to their customers that include, but are not limited to, the following information:

(1) The name of the company;

(2) The service, trip, or route on which the ticket applies;

(3) The date or dates on which ticket is valid;

(4) Information about the company's policy for refunds;

(5) A list of items that are prohibited from being brought on board the vehicle or being packed in checked baggage;

(6) Notice that baggage may be inspected and the consequences of failing to allow access to baggage for such inspection;

(7) Information related to baggage liability, the ability to declare higher value, and the charges for such declaration;

(8) The company's toll-free telephone number.

WAC 480-xx-x406 Baggage liability and claims for loss or damage.

(1) **Baggage liability.** An auto transportation company must include provisions in its filed tariff relating to its liability for loss or damage to baggage checked by the passenger.

(a) The minimum amount of liability must be:

(i) At least \$250 per adult fare; and

(ii) At least \$100 per child's fare.

(b) The company's tariff must also contain provisions allowing passengers to declare a value in excess of \$250, by paying an additional charge, and must allow the passenger to recover the increased amount. The passenger's declared amount may not exceed the actual value of the baggage and its contents.

(c) Company tariff provisions may limit the maximum value for which the company will be liable. This maximum value may not be less than \$1,000 per bag or item checked.

(d) Companies do not have to offer excess value coverage on articles of extraordinary value including, but not limited to:

(i) Negotiable instruments;

(ii) papers;

(iii) money;

(iv) manuscripts;

(v) irreplaceable publications;

(vi) documents;

(vii) jewelry; and watches.

(2) **Delivery of checked baggage.** All checked baggage must be made available to the passenger within a reasonable time of arrival at destination. If not, the company will deliver the baggage to the passenger's local address at the company's expense.

(3) **Claims.** Auto transportation companies must make trace and claim forms available to their passengers upon request at each of the company's stations, depots, or terminals and from the driver of each vehicle operated. The forms must be prepared in duplicate. The company will retain one copy. The second copy will be given to the passenger filing the claim.

(a) Checked baggage that cannot be located within one hour shall be designated as lost. The company shall notify the passenger at that time and furnish the passenger with a appropriate tracing form and claim form.

(b) Any passenger declaring that his or her baggage has been lost or damaged shall be provided with a claim form.

(c) The company must resolve claims for baggage loss or damage within 60 days of receipt with a firm offer of settlement or by a written explanation of denial of the claim.

(4) **Loss or damage to carry-on items.** The company shall not be held responsible for loss or damage to baggage carried on board the vehicle unless it can be shown that the company was in some way negligent. Each company shall have a written policy detailing the manner in which items, articles, or baggage left on board a company's vehicles will be handled and the manner in which the company will make efforts to return such articles to their rightful owners.

PART 9 -- INTERSTATE OPERATIONS

WAC 480-xx-x900 General requirements for interstate operations.

(1) **General requirements:** No passenger transportation company may operate any motor vehicle or combination of motor vehicles over the public highways of this state in interstate commerce unless the company has:

(a) Obtained the appropriate operating authority from the Federal Motor Carrier Safety Administration (FMCSA) if operating as a registered carrier;

(b) Obtained valid insurance as required by FMCSA;

(c) Registered:

(i) With a base state as required by 49 CFR Part 1023, if operating as a registered carrier; or

(ii) With the commission if operating as a registered exempt carrier; and

(d) Paid the annual Washington state registration fee for each vehicle.

(2) Applicable laws and rules:

(a) When conducting interstate operations, registered and registered exempt carriers and the motor vehicles they operate must comply with the laws and rules that apply to interstate operations.

(b) When conducting Washington intrastate operations, registered and registered exempt carriers and the motor vehicles they operate must comply with the laws and rules that apply to intrastate operations.

WAC 480-xx-x910 Registered carriers.

(1) Single state registration system. Washington participates in the base state insurance registration program established in 49 U.S.C § 11506 and 49 CFR part 1023. To register as a registered carrier in interstate commerce within the state of Washington, you must register with a base state, pay the appropriate fee for any motor vehicles operated within Washington state, and show proof of insurance.

(2) **Passenger carriers based outside of Washington state.** Any passenger carrier whose base state, as defined in federal regulation, is a state other than the state of Washington, must register with that state and carry a legible receipt in each motor vehicle operated within the state of Washington showing base state registration, payment of the appropriate per vehicle fee, and proof of insurance.

(3) **Washington-based passenger carriers.** Any passenger carrier whose base state, as defined in federal regulation, is Washington state, must register for interstate operations as follows:

(a) Between August 1 and November 30 of each year, each Washington-based interstate passenger carrier must apply to the commission to register for the following year, on forms provided by the commission.

(b) The registering passenger carrier must state the number of motor vehicles to be operated in each participating state, provide other required information, such as proof of insurance, and submit the registration fee established by that state for each motor vehicle.

(c) Within thirty days after receiving the registration fee and application, the commission will provide to the carrier a receipt or receipts showing, at a minimum, the carrier's name and address, its USDOT permit number, and the names of the states for which it is registered.

(d) The passenger carrier must place a receipt or an authorized copy in each motor vehicle for which it has paid the required fee.

(e) Any Washington-based passenger carrier that begins interstate operations in a state for which it has not registered may register for that state at any time, stating the number of motor vehicles to be operated in each state and submitting the required information and registration fee for each motor vehicle. The commission will provide a new receipt, if the passenger carrier has not previously registered, or supplemental receipt, if it has registered, showing the states for which the motor carrier has registered.

WAC 480-xx-x920 Registered exempt carriers.

(1) If you are operating under the exemptions of the Federal Motor Carrier Act, with no authority issued by the USDOT or its successor agency, you may not operate over the public highways of the state of Washington unless you register with the commission between August 1 and November 30 of each year, or at any time after November 30

when you begin interstate exempt operations, or when you will operate additional motor vehicles within the state.

- (2) To register with the commission as a registered exempt carrier, you must:
 - (a) Complete a registration application on a form provided by the commission;
 - (b) Identify the number of motor vehicles you will operate within the state;
 - (c) Pay the registration fee for each motor vehicle; and
 - (d) Provide proof of insurance.

WAC 480-xx-x930 Registration fee and receipts.

(1) **Registration fee.** The annual registration fee for registered and registered exempt interstate passenger transportation companies operating vehicles over the public highways of Washington State is:

- (a) \$10 for each motor vehicle operated by a passenger transportation company providing interstate passenger charter or excursion service.
- (b) \$0 for each motor vehicle operated by a passenger transportation company providing interstate regular route service.

(2) **Registration receipts.**

(a) A legible receipt showing registration with a base state or the commission as a registered or registered exempt carrier must be present in each motor vehicle and the receipt is subject to inspection at all times by law enforcement agents and commission representatives. No person or firm may use a registration receipt issued by the commission other than the registered or registered exempt carrier to whom it was issued.

- (b) All receipts issued for a calendar year expire on December 31 of that year.

WAC 480-xx-x940 Insurance requirements for interstate operations.

Registered and registered exempt carriers conducting interstate operations must provide evidence of insurance in the amount prescribed by the USDOT or its successor agency written by a company authorized to write insurance in any state.

PART 10--ADOPTION BY REFERENCE

WAC 480-xx-x999 Adoption by reference.

In this chapter, the commission adopts by reference all, or portions of, regulations and standards identified below. They are available for inspection at the commission branch of the Washington state library. The publications, effective dates, references within this chapter, and availability of the resources are as follows:

- (1) The North American Uniform Out-of-Service Criteria is published by the Commercial Vehicle Safety Alliance (CVSA).

- (a) The commission adopts the version in effect on April 1, 2003.
- (b) This publication is referenced in WAC 480-xx-x108 and WAC 480-xx-x201.
- (c) The North American Out-of-Service Criteria is a copyrighted document.

Copies are available from CVSA in Bethesda, Maryland.

(2) Title 49 Code of Federal Regulations, cited as 49 CFR, is published by the United States Government Printing Office.

- (a) The commission adopts the version in effect on October 1, 2003.
- (b) This publication is referenced in WAC 480-xx-x201.
- (c) Copies of Title 49 Code of Federal Regulations are available from the Government Printing Office and from various third-party vendors.