

Docket No. TV- 200309 - Vol. I

In the Matter of: Starving Students, Inc.

January 20, 2021



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Page 1

BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

In the Matter of Determining DOCKET NO. TV-200309
the Proper Carrier
Classification of, and
Complaint for Penalties
against:

STARVING STUDENTS, INC.

VIDEOCONFERENCE BRIEF ADJUDICATIVE PROCEEDING
ADMINISTRATIVE LAW JUDGES
MICHAEL HOWARD AND RAYNE PEARSON

Volume I
Pages 1 - 18
January 20, 2021
9:01 a.m.

REPORTED BY: CRYSTAL R. McAULIFFE, RPR, CCR, #2121

Page 2

1 APPEARANCES
2 (All parties appeared via videoconference)
3
4 ADMINISTRATIVE LAW JUDGES:
5 MICHAEL HOWARD
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21 Also Present: Jacque Hawkins-Jones
22 Robert Hartford
23 Ryan Smith
24
25

Page 3

1 INDEX
2 January 20, 2021
3 Witness Page
4 JACQUE HAWKINS-JONES 7
5 By Mr. Callghan 13
6 By Mr. Callaghan
7
8
9
10
11 EXHIBIT INDEX
12 No. Admitted
13
14 Exhibit No. JHJ-3 9
15 Exhibit Nos. JHJ-1 and JHJ-2 11
16
17
18
19
20
21
22
23
24
25

Page 4

1 TEAMS VIDEOCONFERENCE; JANUARY 20, 2021.
2 9:31 a.m.
3 -oOo-
4 PROCEEDINGS
5 JUDGE HOWARD: Good morning, everyone.
6 Let's be on the record. The time is 9:31 a.m. My name
7 is Michael Howard. I'm an Administrative Law Judge with
8 the Washington Utilities and Transportation Commission.
9 We're here today for a Brief Adjudicative
10 Proceeding in Docket TV-200309, which is captioned "In
11 the Matter of Determining the Proper Carrier
12 Classification, and Complaint for Penalties against:
13 STARVING STUDENTS, INC."
14 It appears that we do not have a
15 representative from the company on the line at this
16 point.
17 Has anyone joined us so far representing
18 Starving Students?
19 Okay. Hearing no one from the company, we
20 are going to briefly go off the record for 15 minutes.
21 And I will stay on the call and hopefully someone from
22 the company will join us in that time. So we are off
23 the record for the moment.
24 (A break was taken from 9:32 a.m. 9:45 a.m.)
25 JUDGE HOWARD: So we are back on the record

Page 5

1 in Docket TV-200309. It appears we do not have anyone
 2 from Starving Students appearing today. But to return
 3 to my introduction to this hearing today, the Commission
 4 issued "Order 01" in this docket beginning a special
 5 proceeding at Starving Students Inc.
 6 The order alleges that Starving Students
 7 operated as a household goods carrier without a required
 8 permit. And today we're here for a Brief Adjudicative
 9 Proceeding.
 10 Let's take appearances from the party that
 11 is present. So could we have appearance from Commission
 12 Staff?
 13 MR. CALLAGHAN: Good morning, Your Honor.
 14 This is Nash Callaghan, Assistant Attorney
 15 General, appearing on behalf of Commission Staff.
 16 I have Jacque Hawkins-Jones, Investigator,
 17 here with me.
 18 THE COURT: Thank you, Mr. Callaghan. So,
 19 Mr. Callaghan, given that the company is not appearing
 20 today, what would Staff -- what would Staff pursue?
 21 What is your recommendation?
 22 MR. CALLAGHAN: Thank you, Your Honor.
 23 Staff asks that the commission find the company in
 24 default for failure to appear at this time and place set
 25 for the hearing. And Staff would request that the

Page 6

1 commission proceed with the hearing and resolve the
 2 issues before it.
 3 JUDGE HOWARD: Certainly, I will go ahead
 4 and let you present your testimony to support the motion
 5 for default first. And then I suppose after we have
 6 that testimony, then we will address the merits of the
 7 case.
 8 Does that sound acceptable?
 9 MR. CALLAGHAN: Yes, Your Honor.
 10 THE COURT: Okay. You may call your witness
 11 to support the motion for a default.
 12 MR. CALLAGHAN: Thank you, Your Honor.
 13 Staff calls Jacque Hawkins-Jones to the
 14 stand.
 15 THE WITNESS: Good morning.
 16 JUDGE HOWARD: Good morning, Ms. Jones.
 17 Would you please raise your right hand? And
 18 I will swear you in.
 19 Do you swear or affirm that the testimony
 20 you will give today is the truth, the whole truth, and
 21 nothing but the truth?
 22 THE WITNESS: Yes, I do.
 23 JUDGE HOWARD: You may proceed,
 24 Mr. Callaghan.
 25 MR. CALLAGHAN: Thank you, Your Honor.

Page 7

E X A M I N A T I O N

1 BY MR. CALLAGHAN:
 2 **Q. Ms. Hawkins-Jones, could you state your name and
 3 spell your last name for the record?**
 4 A. My name is Jacque Hawkins-Jones. Last name
 5 H-a-w-k-i-n-s, hyphen, J-o-n-e-s.
 6 **Q. And where do you work?**
 7 A. I work at the Washington Utilities and
 8 Transportation Commission in the Consumer Protection
 9 Division.
 10 **Q. And are you the current Staff Investigator
 11 assigned to this case?**
 12 A. Yes, I am.
 13 **Q. Were you the first Staff Investigator assigned
 14 to this case?**
 15 A. No, I was not.
 16 **Q. Okay. Was this case transferred to you by
 17 another investigator?**
 18 A. Yes, it was.
 19 **Q. And who was that?**
 20 A. My supervisor, Bridget Feezer (phonetic),
 21 Assistant Director of Consumer Protection, transferred
 22 the case to me when the previous investigator, Brian
 23 Braun, left the agency.
 24 **Q. Okay. And once the case was transferred to you,
 25**

Page 8

1 **did you review the complaint in this case?**
 2 A. Yes, I did.
 3 **Q. And did you review the declaration of the
 4 previous investigator, Brian Braun?**
 5 A. Yes, I did.
 6 **Q. And, to your knowledge, are those documents true
 7 and correct?**
 8 A. Yes, they are.
 9 **Q. All right. And moving on to the company itself,
 10 is Starving Students a household goods carrier?**
 11 A. That's what they hold themselves out to be, yes.
 12 **Q. Okay. What services does Starving Students
 13 offer and advertise?**
 14 A. They offer and advertise local moves in the
 15 State of Washington and residential moves in the State
 16 of Washington.
 17 **Q. All right. And these -- you've seen these
 18 advertisements through your investigation; is that
 19 correct?**
 20 A. That is correct.
 21 **Q. And does the company currently have a household
 22 goods permit from the commission?**
 23 A. As of this morning, they do not hold a permit
 24 with the Commission.
 25 **Q. And the company did have a household goods**

Page 9

1 permit that was canceled due to lack of insurance in
 2 2016; is that correct?
 3 A. That is correct.
 4 Q. So presumably, the company should be aware that
 5 it does need a household goods permit from the
 6 Commission in order to operate?
 7 A. Yes.
 8 Q. Okay. And throughout this case, Staff has had
 9 difficulty serving the company; is that correct?
 10 A. That is correct.
 11 Q. But the process server was ultimately able to
 12 serve the company through the Washington State Secretary
 13 of State; is that right?
 14 A. Yes.
 15 Q. And is that Exhibit JHJ-3?
 16 A. Yes, it is.
 17 MR. CALLAGHAN: All right. Your Honor, at
 18 this point, Staff would offer Exhibit JHJ-3 into
 19 evidence.
 20 THE COURT: It is admitted.
 21 (Exhibit No. JHJ-3 was admitted.)
 22 MR. CALLAGHAN: Thank you. Thank you, Your
 23 Honor.
 24 BY MR. CALLAGHAN:
 25 Q. So have you, as part of your investigation, made

Page 10

1 attempts to provide the company with notice of today's
 2 hearing?
 3 A. Yes, I have.
 4 Q. Okay. Could you describe what efforts you've
 5 made?
 6 A. We have tried calling the agent -- or the
 7 company at the number listed. We've also sent a
 8 certified letter to the listed company owner. And we
 9 attempted to serve the company at a total of eight
 10 addresses.
 11 Q. Thank you.
 12 And is Staff requesting that the Commission
 13 classify Starving Students as a household goods carrier?
 14 A. Yes, we are.
 15 Q. Is Staff asking that the Commission assess
 16 penalties for two violations of RCW 81.80.075?
 17 A. Yes.
 18 Q. And what are Staff's recommendations for the
 19 penalty assessment?
 20 A. We recommend penalties for the advertising of a
 21 household goods mover and for the operating in the State
 22 of Washington without a Commission permit.
 23 Q. Does Staff have a recommendation about the
 24 specific amount?
 25 A. Staff recommends up to \$5,000 per violation.

Page 11

1 Q. Okay. Thank you.
 2 And last week did, you check to see whether
 3 Starving Students was still offering household goods
 4 carrier services?
 5 A. Yes, I did.
 6 Q. And what did you find?
 7 A. I was able to secure a quote for a move between
 8 two ZIP codes within the state of Washington.
 9 Q. Okay. Thank you.
 10 MR. CALLAGHAN: Your Honor, with that, I'd
 11 offer Exhibits JHJ-1 and -2 into evidence.
 12 THE COURT: They are admitted.
 13 (Exhibit Nos. JHJ-1 and JHJ-2 were admitted.)
 14 MR. CALLAGHAN: Thank you, Your Honor.
 15 I have no further questions.
 16 JUDGE HOWARD: Ms. Hawkins-Jones, just to
 17 clarify. When we're talking about the service of
 18 process issue --
 19 THE WITNESS: Yes.
 20 JUDGE HOWARD: -- the -- you referred to
 21 Staff sending a certified letter to the company at its
 22 listed address. I'm not sure that that's in the record.
 23 Do you know which address Staff used?
 24 THE WITNESS: I would be able to look it up
 25 in just one moment. I do believe that that letter was

Page 12

1 not successfully -- sorry. I'm having a hard time
 2 finding it at the moment.
 3 The address that we sent the certified
 4 letter to was 12675 Mountain Crest Lane in Los Angeles,
 5 California 90049-6831.
 6 JUDGE HOWARD: Thank you. And I was
 7 wondering, the -- in the exhibits that we've already
 8 admitted, there is a place of business, it looks like,
 9 for the company in Bellevue.
 10 Did Staff, at any point, attempt to hand
 11 the -- the service process to the -- to the manager of
 12 that place of business?
 13 THE WITNESS, yes. There was an attempt to
 14 serve at that location and it was unsuccessful.
 15 JUDGE HOWARD: Can you tell me about that?
 16 THE WITNESS: From what I know, there was no
 17 one by that name at that service address or anyone
 18 representing that company at that address.
 19 JUDGE HOWARD: Was the company not operating
 20 at that address?
 21 THE WITNESS: Correct.
 22 THE COURT: Thank you. That -- that is all
 23 my questions for the moment.
 24 Mr. Callaghan, would you ask -- do you have
 25 any further questions on the service issue and the

1 motion to default?
 2 MR. CALLAGHAN: Your Honor, I do have just
 3 some quick follow-up, just to give a broader sense of
 4 Staff's -- Staff's attempts at service for this company.
 5 So, if I may?
 6 THE COURT: You may.
 7 MR. CALLAGHAN: Thank you.
 8 FURTHER EXAMINATION
 9 BY MR. CALLAGHAN:
 10 **Q. So, Ms. Hawkins-Jones, as part of your**
 11 **investigation, have you reviewed some of the paperwork**
 12 **from the process server in this case?**
 13 A. Some of the paperwork, yes.
 14 **Q. Okay. And are -- is it true that there have**
 15 **been many -- multiple addresses that could be possible**
 16 **business addresses both for Starving Students and for**
 17 **Ethan Margalith, the owner of Starving Students?**
 18 A. Yes. There were multiple addresses listed for
 19 each, the company and the individual.
 20 **Q. And has -- to your knowledge, did the process**
 21 **server attempt service at 3718 South Tacoma Way in**
 22 **Tacoma, Washington?**
 23 A. To my knowledge, yes.
 24 **Q. Okay. And did -- and you've already answered**
 25 **the question about the -- the address in Bellevue.**

1 attempts to serve the company. The company is aware
 2 that it does need a household goods permit from the
 3 Commission in order to operate, and so Staff would ask
 4 that the Commission classify Starving Students as a
 5 household goods company and assess penalties.
 6 Thank you.
 7 THE COURT: Thank you, Mr. Callaghan.
 8 I will grant Staff's motion for default, so
 9 you may proceed with your testimony on the merits.
 10 MR. CALLAGHAN: I'm sorry. What was that
 11 last part?
 12 THE COURT: Well, let me clarify. I intend
 13 to grant Staff's motion for default.
 14 Do you have any further testimony you'd like
 15 to give on the merits of the case and classifying the
 16 company? Or has Staff already provided that?
 17 MR. CALLAGHAN: No, Your Honor. I believe
 18 we've already provided that. Thank you.
 19 THE COURT: Okay. If -- in that case, then,
 20 may I just clarify what Staff's requested penalty would
 21 be?
 22 The revised Order 01 refers to at least two
 23 violations of the relevant statute. We have the -- the
 24 advertising on -- the advertising for moving services, I
 25 believe, was in January. And -- sorry. I'm just

1 **Did the process server also attempt services at**
 2 **addresses in California?**
 3 A. Yes.
 4 **Q. Okay. And has the process server attempted**
 5 **services at 6252-1/2 Stanley Avenue South, Seattle,**
 6 **Washington?**
 7 A. Yes.
 8 **Q. Okay. And this was after Staff attempted to**
 9 **serve what had previously been Starving Students'**
 10 **registered agent, CT Corporate Systems; is that correct?**
 11 A. Correct.
 12 MR. CALLAGHAN: Okay. No further questions,
 13 Your Honor.
 14 THE COURT: Does Staff move for default at
 15 this time?
 16 MR. CALLAGHAN: Yes, we do, Your Honor. So
 17 under RCW 23.95.405(4), once the -- if a -- if a party
 18 has no registered agent and the agency has attempted
 19 service on the places of business and attempted to serve
 20 the party through certified mail, the Secretary of State
 21 is the -- is an acceptable form of service.
 22 Staff has made all those attempts. They
 23 were unsuccessful, unfortunately, and so we served the
 24 Secretary of State. That is Exhibit JHJ-3. And
 25 Starving Students has not appeared. Staff made multiple

1 looking for my notes on this. Advertising online on
 2 January 23rd. And then there's the quote on
 3 February 6th for services given over the phone. Are --
 4 and Ms. Hawkins-Jones referred to it sounded like
 5 another instance.
 6 So is Staff seeking two violations of the
 7 statute at issue or more?
 8 MR. CALLAGHAN: Just two at this time, Your
 9 Honor.
 10 JUDGE HOWARD: Okay. I think my last
 11 question, then, would just be a clarifying question for
 12 Ms. Hawkins-Jones.
 13 The Commission has sometimes classified --
 14 household good moving companies have relied on third
 15 parties to provide services.
 16 Is that an issue at all in this case?
 17 THE WITNESS: Not to my knowledge.
 18 JUDGE HOWARD: Okay. That's all the
 19 questions I had.
 20 Thank you for your testimony today,
 21 Ms. Jones, and you may be excused.
 22 THE WITNESS: Thank you.
 23 THE COURT: Well, Mr. Callaghan, is there
 24 anything else we should address before we adjourn today?
 25 MR. CALLAGHAN: I don't believe so, Your

1 Honor.

2 JUDGE HOWARD: All right. In that case, I
3 will take this all under advisement and issue an order
4 soon.

5 Before we adjourn, I'd like to ask Staff if
6 it would waive the requirement for me to issue an order
7 in 10 days.

8 It would be helpful to have the transcript
9 of the hearing available, and that can sometimes take
10 several days. So I would anticipate issuing the order
11 within five days from the date I receive the transcript.

12 Would Staff have any objection to waiving
13 that requirement?

14 MR. CALLAGHAN: No. No objection, Your
15 Honor.

16 THE COURT: All right. Thank you.

17 And in that case, we are adjourned and off
18 the record.

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21 (Proceeding adjourned at 10:06 a.m.)

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C E R T I F I C A T E

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STATE OF WASHINGTON)

) ss.

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COUNTY OF KITSAP)

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I, CRYSTAL R. McAULIFFE, a Certified Court
Reporter in and for the State of Washington, do hereby
certify that the foregoing transcript of the remote
deposition of [!WITNESS], having been duly sworn on
[!DATE TAKEN], is true and accurate to the best of my
knowledge, skill and ability.

IN WITNESS WHEREOF, I have hereunto set my hand
and seal this 1st day of February, 2021.


CRYSTAL R. McAULIFFE, RPR, CCR #2121



<p style="text-align: center;">A</p> <p>a.m 1:18 4:2,6,24 4:24 17:21</p> <p>ability 18:13</p> <p>able 9:11 11:7,24</p> <p>acceptable 6:8 14:21</p> <p>accurate 18:12</p> <p>address 6:6 11:22 11:23 12:3,17,18 12:20 13:25 16:24</p> <p>addresses 10:10 13:15,16,18 14:2</p> <p>adjourn 16:24 17:5</p> <p>adjourned 17:17 17:21</p> <p>Adjudicative 1:11 4:9 5:8</p> <p>Administrative 1:12 2:4 4:7</p> <p>admitted 3:12 9:20 9:21 11:12,13 12:8</p> <p>advertise 8:13,14</p> <p>advertisements 8:18</p> <p>advertising 10:20 15:24,24 16:1</p> <p>advisement 17:3</p> <p>affirm 6:19</p> <p>agency 7:24 14:18</p> <p>agent 10:6 14:10,18</p> <p>ahead 6:3</p> <p>alleges 5:6</p> <p>amount 10:24</p> <p>Angeles 12:4</p> <p>answered 13:24</p> <p>anticipate 17:10</p> <p>appear 5:24</p> <p>appearance 5:11</p> <p>appearances 2:1 5:10</p> <p>appeared 2:2 14:25</p> <p>appearing 5:2,15 5:19</p> <p>appears 4:14 5:1</p>	<p>asking 10:15</p> <p>asks 5:23</p> <p>assess 10:15 15:5</p> <p>assessment 10:19</p> <p>assigned 7:12,14</p> <p>Assistant 5:14 7:22</p> <p>attempt 12:10,13 13:21 14:1</p> <p>attempted 10:9 14:4,8,18,19</p> <p>attempts 10:1 13:4 14:22 15:1</p> <p>Attorney 2:12 5:14</p> <p>available 17:9</p> <p>Avenue 14:5</p> <p>aware 9:4 15:1</p> <hr/> <p style="text-align: center;">B</p> <p>back 4:25</p> <p>beginning 5:4</p> <p>behalf 5:15</p> <p>believe 11:25 15:17 15:25 16:25</p> <p>Bellevue 12:9 13:25</p> <p>best 18:12</p> <p>Box 2:13</p> <p>Braun 7:24 8:4</p> <p>break 4:24</p> <p>Brian 7:23 8:4</p> <p>Bridget 7:21</p> <p>Brief 1:11 4:9 5:8</p> <p>briefly 4:20</p> <p>broader 13:3</p> <p>business 12:8,12 13:16 14:19</p> <hr/> <p style="text-align: center;">C</p> <p>C 18:2,2</p> <p>California 12:5 14:2</p> <p>call 4:21 6:10</p> <p>Callaghan 2:12 3:6 5:13,14,18,19,22 6:9,12,24,25 7:2 9:17,22,24 11:10</p>	<p>11:14 12:24 13:2 13:7,9 14:12,16 15:7,10,17 16:8 16:23,25 17:14</p> <p>Callghan 3:5</p> <p>calling 10:6</p> <p>calls 6:13</p> <p>canceled 9:1</p> <p>captioned 4:10</p> <p>carrier 1:5 4:11 5:7 8:10 10:13 11:4</p> <p>case 6:7 7:12,15,17 7:23,25 8:1 9:8 13:12 15:15,19 16:16 17:2,17</p> <p>CCR 1:25 18:19</p> <p>Certainly 6:3</p> <p>certified 10:8 11:21 12:3 14:20 18:8</p> <p>certify 18:10</p> <p>check 11:2</p> <p>clarify 11:17 15:12 15:20</p> <p>clarifying 16:11</p> <p>Classification 1:6 4:12</p> <p>classified 16:13</p> <p>classify 10:13 15:4</p> <p>classifying 15:15</p> <p>codes 11:8</p> <p>commission 1:3 2:6 2:11,13 4:8 5:3,11 5:15,23 6:1 7:9 8:22,24 9:6 10:12 10:15,22 15:3,4 16:13</p> <p>companies 16:14</p> <p>company 4:15,19 4:22 5:19,23 8:9 8:21,25 9:4,9,12 10:1,7,8,9 11:21 12:9,18,19 13:4 13:19 15:1,1,5,16</p> <p>complaint 1:6 4:12 8:1</p> <p>Consumer 7:9,22</p>	<p>Corporate 14:10</p> <p>correct 8:7,19,20 9:2,3,9,10 12:21 14:10,11</p> <p>COUNTY 18:6</p> <p>Court 5:18 6:10 9:20 11:12 12:22 13:6 14:14 15:7 15:12,19 16:23 17:16 18:8</p> <p>Crest 12:4</p> <p>CRYSTAL 1:25 18:8,19</p> <p>CT 14:10</p> <p>current 7:11</p> <p>currently 8:21</p> <hr/> <p style="text-align: center;">D</p> <p>date 17:11 18:12</p> <p>day 18:15</p> <p>days 17:7,10,11</p> <p>declaration 8:3</p> <p>default 5:24 6:5,11 13:1 14:14 15:8 15:13</p> <p>deposition 18:11</p> <p>describe 10:4</p> <p>Determining 1:5 4:11</p> <p>difficulty 9:9</p> <p>Director 7:22</p> <p>Division 7:10</p> <p>docket 1:5 4:10 5:1 5:4</p> <p>documents 8:6</p> <p>Drive 2:6</p> <p>due 9:1</p> <p>duly 18:11</p> <hr/> <p style="text-align: center;">E</p> <p>E 7:1 13:8,8 18:2,2</p> <p>efforts 10:4</p> <p>eight 10:9</p> <p>Ethan 13:17</p> <p>Evergreen 2:6</p> <p>evidence 9:19</p>	<p>11:11</p> <p>excused 16:21</p> <p>Exhibit 3:11,14,15 9:15,18,21 11:13 14:24</p> <p>exhibits 11:11 12:7</p> <hr/> <p style="text-align: center;">F</p> <p>F 13:8 18:2</p> <p>failure 5:24</p> <p>far 4:17</p> <p>February 16:3 18:15</p> <p>Feezer 7:21</p> <p>find 5:23 11:6</p> <p>finding 12:2</p> <p>first 6:5 7:14</p> <p>five 17:11</p> <p>follow-up 13:3</p> <p>foregoing 18:10</p> <p>form 14:21</p> <p>further 11:15 12:25 14:12 15:14</p> <hr/> <p style="text-align: center;">G</p> <p>General 2:12 5:15</p> <p>give 6:20 13:3 15:15</p> <p>given 5:19 16:3</p> <p>go 4:20 6:3</p> <p>going 4:20</p> <p>good 4:5 5:13 6:15 6:16 16:14</p> <p>goods 5:7 8:10,22 8:25 9:5 10:13,21 11:3 15:2,5</p> <p>grant 15:8,13</p> <hr/> <p style="text-align: center;">H</p> <p>H 13:8</p> <p>H-a-w-k-i-n-s 7:6</p> <p>hand 6:17 12:10 18:14</p> <p>hard 12:1</p> <p>Hartford 2:17</p> <p>Hawkins-Jones</p>
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2:17 3:4 5:16 6:13 7:3,5 11:16 13:10 16:4,12 hearing 4:19 5:3,25 6:1 10:2 17:9 helpful 17:8 hereunto 18:14 hold 8:11,23 Honor 5:13,22 6:9 6:12,25 9:17,23 11:10,14 13:2 14:13,16 15:17 16:9 17:1,15 hopefully 4:21 household 5:7 8:10 8:21,25 9:5 10:13 10:21 11:3 15:2,5 16:14 Howard 1:13 2:5 4:5,7,25 6:3,16,23 11:16,20 12:6,15 12:19 16:10,18 17:2 hyphen 7:6	January 1:17 3:2 4:1 15:25 16:2 JHJ-1 3:15 11:11 11:13 JHJ-2 3:15 11:13 JHJ-3 3:14 9:15,18 9:21 14:24 join 4:22 joined 4:17 Jones 6:16 16:21 Judge 4:5,7,25 6:3 6:16,23 11:16,20 12:6,15,19 16:10 16:18 17:2 JUDGES 1:12 2:4	Matter 1:5 4:11 McAULIFFE 1:25 18:8,19 merits 6:6 15:9,15 Michael 1:13 2:5 4:7 michael.howard... 2:8 minutes 4:20 moment 4:23 11:25 12:2,23 morning 4:5 5:13 6:15,16 8:23 motion 6:4,11 13:1 15:8,13 Mountain 12:4 move 11:7 14:14 mover 10:21 moves 8:14,15 moving 8:9 15:24 16:14 multiple 13:15,18 14:25	13:24 14:4,8,12 15:19 16:10,18 Olympia 2:7,14 once 7:25 14:17 online 16:1 oOo- 4:3 operate 9:6 15:3 operated 5:7 operating 10:21 12:19 order 5:4,6 9:6 15:3,22 17:3,6,10 owner 10:8 13:17	proceed 6:1,23 15:9 proceeding 1:11 4:10 5:5,9 17:21 PROCEEDINGS 4:4 process 9:11 11:18 12:11 13:12,20 14:1,4 Proper 1:5 4:11 Protection 7:9,22 provide 10:1 16:15 provided 15:16,18 pursue 5:20
<hr/> I <hr/> INDEX 3:1,11 individual 13:19 instance 16:5 insurance 9:1 intend 15:12 introduction 5:3 investigation 8:18 9:25 13:11 investigator 5:16 7:11,14,18,23 8:4 issue 11:18 12:25 16:7,16 17:3,6 issued 5:4 issues 6:2 issuing 17:10	<hr/> K <hr/> KITSAP 18:6 know 11:23 12:16 knowledge 8:6 13:20,23 16:17 18:13	<hr/> N <hr/> N 7:1,1 13:8,8 name 4:6 7:3,4,5,5 12:17 Nash 2:12 5:14 need 9:5 15:2 Nos 3:15 11:13 notes 16:1 notice 10:1 number 10:7	<hr/> P <hr/> Page 3:3 Pages 1:16 paperwork 13:11 13:13 Park 2:6 part 9:25 13:10 15:11 parties 2:2 16:15 party 5:10 14:17,20 PEARSON 1:13 2:5 penalties 1:6 4:12 10:16,20 15:5 penalty 10:19 15:20 permit 5:8 8:22,23 9:1,5 10:22 15:2 phone 16:3 phonetic 7:21 place 5:24 12:8,12 places 14:19 please 6:17 PO 2:13 point 4:16 9:18 12:10 possible 13:15 present 2:17 5:11 6:4 presumably 9:4 previous 7:23 8:4 previously 14:9	<hr/> Q <hr/> question 13:25 16:11,11 questions 11:15 12:23,25 14:12 16:19 quick 13:3 quote 11:7 16:2
<hr/> J <hr/> J-o-n-e-s 7:6 Jacque 2:17 3:4 5:16 6:13 7:5	<hr/> L <hr/> lack 9:1 Lane 12:4 Law 1:12 2:4 4:7 left 7:24 Let's 4:6 5:10 letter 10:8 11:21,25 12:4 line 4:15 listed 10:7,8 11:22 13:18 local 8:14 location 12:14 look 11:24 looking 16:1 looks 12:8 Los 12:4	<hr/> O <hr/> O 7:1 13:8 oOo- 17:24 objection 17:12,14 offer 8:13,14 9:18 11:11 offering 11:3 OFFICE 2:12 Okay 4:19 6:10 7:17,25 8:12 9:8 10:4 11:1,9 13:14	<hr/> R <hr/> R 1:25 13:8,8 18:2 18:8,19 raise 6:17 RAYNE 1:13 2:5 rayne.pearson@... 2:8 RCW 10:16 14:17 receive 17:11 recommend 10:20 recommendation 5:21 10:23 recommendations 10:18 recommends 10:25 record 4:6,20,23,25 7:4 11:22 17:18 referred 11:20 16:4 refers 15:22 registered 14:10,18 relevant 15:23 relied 16:14	
<hr/> M <hr/> M 7:1 13:8 mail 14:20 manager 12:11 Margalith 13:17				

remote 18:10	14:1,5 15:24 16:3	successfully 12:1	two 10:16 11:8	Z
REPORTED 1:25	16:15	supervisor 7:21	15:22 16:6,8	ZIP 11:8
Reporter 18:9	servng 9:9	support 6:4,11	U	0
representative 4:15	set 5:24 18:14	suppose 6:5	U 13:8	01 5:4 15:22
representing 4:17	skill 18:13	sure 11:22	ultimately 9:11	1
12:18	Smith 2:18	swear 6:18,19	unfortunately	1 1:16
request 5:25	soon 17:4	sworn 18:11	14:23	10 17:7
requested 15:20	sorry 12:1 15:10,25	Systems 14:10	unsuccessful 12:14	10:06 17:21
requesting 10:12	sound 6:8	T	14:23	11 3:15
required 5:7	sounded 16:4	T 7:1 13:8,8 18:2,2	Utilities 1:3 2:6,13	12675 12:4
requirement 17:6	South 2:6 13:21	Tacoma 13:21,22	4:8 7:8	13 3:6
17:13	14:5	take 5:10 17:3,9	V	1300 2:6
residential 8:15	Southwest 2:6	taken 4:24 18:12	videoconference	15 4:20
resolve 6:1	special 5:4	talking 11:17	1:11 2:2 4:1	18 1:16
return 5:2	specific 10:24	TEAMS 4:1	violation 10:25	1st 18:15
review 8:1,3	spell 7:4	tell 12:15	violations 10:16	2
reviewed 13:11	ss 18:5	testimony 6:4,6,19	15:23 16:6	2 11:11
revised 15:22	Staff 2:11 5:12,15	15:9,14 16:20	Volume 1:15	20 1:17 3:2 4:1
right 6:17 8:9,17	5:20,20,23,25	Thank 5:18,22 6:12	W	2016 9:2
9:13,17 17:2,16	6:13 7:11,14 9:8	6:25 9:22,22	waive 17:6	2021 1:17 3:2 4:1
Robert 2:17	9:18 10:12,15,23	10:11 11:1,9,14	waiving 17:12	18:15
RPR 1:25 18:19	10:25 11:21,23	12:6,22 13:7 15:6	Washington 1:2	2121 1:25 18:19
Ryan 2:18	12:10 14:8,14,22	15:7,18 16:20,22	2:7,14 4:8 7:8	23.95.405(4) 14:17
S	14:25 15:3,16	17:16	8:15,16 9:12	23rd 16:2
seal 18:15	16:6 17:5,12	think 16:10	10:22 11:8 13:22	3
Seattle 14:5	Staff's 10:18 13:4,4	third 16:14	14:6 18:5,9	360 2:7
Secretary 9:12	15:8,13,20	time 4:6,22 5:24	Way 13:21	3718 13:21
14:20,24	stand 6:14	12:1 14:15 16:8	we're 4:9 5:8 11:17	4
secure 11:7	Stanley 14:5	today 4:9 5:2,3,8	we've 10:7 12:7	40128 2:13
see 11:2	Starving 1:8 4:13	5:20 6:20 16:20	15:18	5
seeking 16:6	4:18 5:2,5,6 8:10	16:24	week 11:2	5,000 10:25
seen 8:17	8:12 10:13 11:3	today's 10:1	WHEREOF 18:14	6
sending 11:21	13:16,17 14:9,25	total 10:9	witness 3:3 6:10,15	6252-1/2 14:5
sense 13:3	15:4	transcript 17:8,11	6:22 11:19,24	664-1160 2:7
sent 10:7 12:3	state 7:3 8:15,15	18:10	12:13,16,21 16:17	6th 16:3
serve 9:12 10:9	9:12,13 10:21	transferred 7:17	16:22 18:11,14	7
12:14 14:9,19	11:8 14:20,24	7:22,25	wondering 12:7	7 3:5
15:1	18:5,9	Transportation 1:3	work 7:7,8	8
served 14:23	statute 15:23 16:7	2:6,13 4:8 7:9	X	
server 9:11 13:12	stay 4:21	true 8:6 13:14	X 7:1 13:8	
13:21 14:1,4	Students 1:8 4:13	18:12	Y	
service 11:17 12:11	4:18 5:2,5,6 8:10	truth 6:20,20,21		
12:17,25 13:4,21	8:12 10:13 11:3	TV-200309 1:5		
14:19,21	13:16,17 14:25	4:10 5:1		
services 8:12 11:4	15:4			
	Students' 14:9			

81.80.075 10:16

9

9 3:14

9:01 1:18

9:31 4:2,6

9:32 4:24

9:45 4:24

90049-6831 12:5

98504 2:7,14