

**BEFORE THE WASHINGTON STATE
UTILITIES AND TRANSPORTATION COMMISSION**

In the Matter of Determining the Proper)	DOCKET TV-131608
Carrier Classification of, and Complaint for)	
Penalties against:)	
)	DECLARATION OF
DARYL MUNN d/b/a INNOVATIVE)	LAUREN McCLOY
MOVING CO.)	
)	
)	
)	

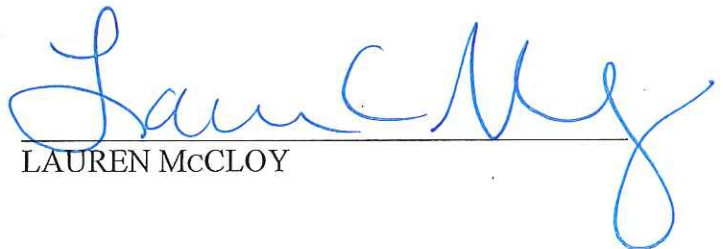
Lauren McCloy, under penalty of perjury under the laws of the State of Washington, declares as follows:

1. I am employed by the Washington Utilities and Transportation Commission (Commission) as a Compliance Investigator in the Consumer Protection and Communications Section. As a Compliance Investigator, my responsibilities include conducting investigations regarding the business practices of regulated utility or transportation companies. As part of those duties, I investigate household goods carriers that may be operating without the required Commission permit.
2. I began an investigation into the activities of Innovative Moving Co. in June 2013 because I received an email from a permitted carrier with links to advertisements indicating that the company is conducting household goods moves within the state of Washington without a permit.
3. I reviewed Commission records related to Innovative Moving Co. to determine whether the company held a household goods permit. According to Commission records, Daryl Munn d/b/a Innovative Moving Systems filed an application for household good carrier authority on June 21, 2005. Mr. Munn's application was dismissed as incomplete. In 2011, Mr. Munn d/b/a Innovative Moving Systems was found to be conducting household goods moves without a permit, in Docket TV-111368. The commission classified Daryl Munn d/b/a Innovative Moving Systems as a household goods carrier, and issued a stipulated order instructing Mr. Munn to obtain a permit from the commission no later than November 7, 2011, and before engaging in business as a household goods carrier within the state of Washington. The order became final on September 29, 2011, and Mr. Munn was assessed a penalty of

\$4,000, with \$3,600 suspended on the condition that the company obtain a permit. Mr. Munn failed to apply for a permit, and the full \$4,000 penalty was imposed on Dec. 1, 2011. Mr. Munn's outstanding debt was forwarded to a collection agency on June 1, 2012.

4. On June 21, 2013, I conducted an Internet search for advertising for Innovative Moving. I found 15 advertisements on www.craigslist.org offering local and intrastate household goods moving services. The advertisements contained testimonials recommending "Daryl."¹
5. On June 21, 2013, I called 360-471-1754 and spoke with "Daryl." I asked him for an estimate for a move from a two-bedroom house in Lakewood to a two-bedroom house in Olympia. He said it would cost \$85 per hour for two men and a truck, and that this includes a one-way charge for travel, all equipment needed for the move, and free wardrobe boxes. He said that he has been a professional mover for over 21 years.
6. On Aug. 7, 2013, I conducted another Internet search for advertising for Innovative Moving. I found additional advertisements for Innovative Moving Co. on www.thumbtack.com, and for "Innovative Moving Company" on www.yelp.com.²

DATED this 3rd day of September, 2013, at Olympia, Washington.


LAUREN McCLOY

¹ See Attachment A for the www.craigslist.org advertisements, printed on June 21, 2013.

² See Attachment B for advertisements on www.thumbtack.com and www.yelp.com, printed on Aug. 7, 2013.

Attachment A

***** INNOVATIVE MOVING*** EXPERIENCE THE DIFFERENCE!!**

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[CL, seattle kitsap co all services offered labor & moving](#)

[Reply](#) [gdj4f-3883311857@serv.craigslist.org](#) ^[2] flag ^[2] : [miscategorized prohibited spam best of](#) Posted:

2013-06-20, 8:52AM PDT

***** INNOVATIVE MOVING*** EXPERIENCE THE
DIFFERENCE!!
(PIERCE,KITSAP,MASON,JEFFERSON,BAINBRIDGE IS.)**

WELCOME.

INNOVATIVE MOVING IS A SMALL TEAM OF VERY EXPERIENCED MOVERS. THIS IS
WHAT WE DO FOR A LIVING,

NOT A PART TIME JOB OR OUT TO EARN A FEW EXTRA BUCKS ON THE WEEKENDS!

WE UNDERSTAND THAT MOVING CAN BE A VERY EMOTIONAL AND PHYSICALLY
DRAINING TIME FOR MOST

FOLKS. THIS IS WHY WE BRING OUR PATIENTS, UNDERSTANDING, SUPERIOR
SKILLS,AND THE BEST ATTITUDES

IN THE BUISINESS WITH US ON EVERY JOB THAT WE DO!

HERE AT INNOVATIVE WE ARE ALL VESTED IN THE BUISINESS. WE BELIEVE THAT THIS
FURTHER ENHANCES JOB

PERFORMANCE AND CUSTOMER RELATIONS. UNDERSTANDING THAT " WORD OF
MOUTH" IN AND OF ITSELF CAN

MAKE OR BRAKE ANY BUISINESS, WE ENTER INTO EVERY JOB AS IF SUCH!

WE ARE A FULL SEVICE MOVING COMPANY THAT OFFERS A WIDE VARIETY A
SERVICES, EACH UNIQUE TO THAT

SPECIFIC JOB! FROM MOVING ONE ITEM ACCROSS THE ROOM IN YOUR HOME OR YOUR
ENTIRE HOME ACCROSS THE

THE COUNTRY, WE DO IT RIGHT EVERY TIME!

<http://seattle.craigslist.org/kit/lbs/3883311857.html>

6/21/2013

BELOW IS A LIST OF SERVICES WE PROVIDE:

1. LOCAL MOVES
2. INTRASTATE MOVES (WITHIN STATE OF WASHINGTON)
3. INTERSTATE MOVES (OUT OF STATE WITHIN LOWER 48)
4. DITY MOVES. (MILITARY ONLY) LOCAL OR INTERSTATE.
5. COMPLETE PACKING SERVICE (WITH PROFESSIONAL PACKERS)
6. LOAD AND/OR UNLOAD YOUR RENTAL TRUCKS
7. PIANO MOVES (ANY TYPE)
8. HOT TUBS (MAY REQUIRE EXTRA SPECS)
9. LOAD/UNLOAD YOUR MINI-STORAGE
10. SPECIALIZED PACKING FOR INTERNATIONAL MOVES/LOAD CONTAINERS.

INNOVATIVE HAS ALL TRUCKS, PERSONNEL AND EQUIPMENT TO ACCOMMODATE ANY AND ALL OF YOUR MOVING NEEDS.

WE ARE COMMITTED TO CUSTOMER SERVICE AND GUARANTEE YOUR COMPLETE SATISFACTION! WE SHOW UP ON TIME,

IN UNIFORM, AND WITH A POSITIVE ATTITUDE EVERY TIME!!

LOOKING FORWARD TO SERVING EACH AND EVERY ONE OF YOU.

ONLY ONE THING LEFT FOR YOU TO DO.....

" GET INNOVATIVE" !!

Mon-Sun 8-6

(360) 471-1754

*** INNOVATIVE MOVING*** EXPERIENCE THE DIFFERENCE!!

Page 3 of 3

- Location: PIERCE, KITSAP, MASON, JEFFERSON, BAINBRIDGE IS.
- it's NOT ok to contact this poster with services or other commercial interests

Posting ID: 3883311857 Posted: 2013-06-20, 8:52AM PDT [email to a friend](#)

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FORMAT: mobile regular

<http://seattle.craigslist.org/kit/lbs/3883311857.html>

6/21/2013

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CL seattle kitsap co all services offered labor & moving

Reply: sgz6g-3885823366@serv.craigslist.org ⁽²⁾ flag ⁽²⁾ : [miscategorized](#) [prohibited spam](#) [best of](#) Posted:

2013-06-21, 10:51AM PDT

MASTER HOUSEHOLD & PIANO MOVERS.. ((360) 471-1754)



Innovative Moving Co.

\$40-85 per hour

Bremerton, WA 98311 • I travel to my customers

"No one provides service like an owner"

Welcome!

Innovative Moving is a team of "master movers" who all have many years of moving experience. We created this company together and are all vested in it, thus we believe, provides a much greater service to each and every customer. Whether you're moving in town or across this great country, we promise to provide you with the best move money can buy!

We have the trucks, furn pads, floor protection, free wardrobe service and all the right equipment needed to ensure a smooth move, and with our low overhead, we can pass on the savings to our customers each and every time. Don't mess with the rest when you can experience the best!

Thanks and looking forward to working for you!

Testimonials

"I would recommend Daryl to anyone! Email me, and I'll tell you the entire story! The first day I called Innovative - he came out the same day to give me a bid. He and his assistant were helpful, letting me know what they could do - what else they could offer, tips on how to pack certain items that were in my home - and I hadn't even hired him yet! We kept in touch over the next 3 weeks until moving day - and they showed up exactly when they said they were going to. All I had to do was pack and leave boxes and items in the room that they were in. They did the rest. They wrapped mirrors, wrapped couches, wrapped hobby boats, went way above and beyond what I thought was part of the job. I even changed the plans the day before, asking if they could make one stop with part of the truckload to my Dad's house and the other part to a storage unit. 'No problem,' was always Daryl's response, and he meant it! Since he owns the company, he makes sure that everything is done to perfection. He's a wonderful person to work with and as busy as I was with moving, being a Mom, having 3 dogs, and a full-time job - I needed someone exactly like Daryl to just take over and get the job done at a fantastic price. Doing the math - it would have cost me my time and about the same amount of money if I hired guys to move it into a U-haul, rented a U-haul, hired moves at my new house...etc. Not to mention I would have had to do a lot of it, or facilitate it. I could go on forever about how pleased I am with Innovative Moving. Do

<http://seattle.craigslist.org/kit/lbs/3885823366.html>

6/21/2013

not hesitate to call Daryl and talk to him about your next move - he's amazing. Tell him that Jenn sent ya! ;) I wish Daryl did organizing and unpacking boxes....I've been in my new house 3 months and still am not done. Enjoy your move - and please, please call Daryl. You will be thankful you did. " - Jennifer

"I'm very happy with the service that Innovative Moving provided. They were professional and worked with me to find the most cost effective way to move long distance. They were very careful with my belongings and ridiculously good at packing them all into the smallest storage unit I could afford... they're Tetris Masters. I couldn't find a better price and even if I did find a better price in the future I would still use Innovative because I now trust them. " - Ryan

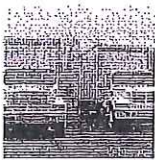
"Great job guys. Couldn't have ask for better movers. Will refer you to anyone i know that needs moving services. Thanks so much- Alan" - Alan

"Innovative moved me yesterday into my new home. Daryl and Wade are truly moving masters. They took such care with all my goods especially all of my antiques. They padded everything in my home before loading into their truck and i must mention this was incredible also. They had such good attitudes and were so very quick, yet carefull too. Innovative was refered to me through some friends of mine and i will be doing the same to anyone i know who will be moving. Thank you so much guys for the great and pro job." - Kimberly

"What a day! Yesterday Wade and Darrell packed and moved my household. They were efficient, professional and friendly. They were undaunted by my hoard. They worked together as a streamlined team, and didn't stop until the move was complete. 12 hours. Their service was impeccable, their prices unbeatable, their attitude the best!" - Christie

"Recently hired Innovative to load our rental truck for us. We are relocating to Florida via my husbands new job. (sunshine, YES!). Anyways, we had a truck and trailer waiting for them because last time we moved that's what the movers needed. They took suck care of all of our things, especially our antiques. Brought a bunch of cardboard with them and with they blankets and pads we had made sure everything was covered and protected. It was amazing to watch them load the truck row by row. True pro's at what they do. Like a big puzzle where everything fit in it's own little place with no room in between. Needless to say we didnt even use the trailer this time and took it back. Just wanted to say thanks again guys and let others know that Innovative is the real deal!! Off to the sunshine!!" - Wuanita

"Outstanding gentlemen! Couldn't have asked for better movers. I initially thought a first that Daryl and Alan should have brought another mover but they handled it with ease! I have friends and other family members moving soon and will definitely recommend Innovative Moving Co. To them. Thank you so much guys!" - John



- Location: (360) 471-1754
- it's NOT ok to contact this poster with services or other commercial interests

Posting ID: 3885823366 Posted: 2013-06-21, 10:51 AM EDT FORMAT: [email to a friend](#)

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[help](#)

<http://seattle.craigslist.org/kit/lbs/3885823366.html>

6/21/2013

Attachment B



What services do you need?

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Thumbtack » Washington » Movers Seattle

Moving



Innovative Moving Co.
Bremerton, WA

11 reviews

1 Thumbtack Highlighted service

Gold member

Other movers near you

Moving Services
Eastside Moving Company · Issaquah, WA
We Move with a box truck and everything needed for a professional move. We...

Moving Services
Stress Free Movers · Kirkland, WA
Moving can be a stressful experience. Entrust your moving process to Stress...

Full Service Moving
Eco-Movers · Seattle, WA
Eco-Movers is a licensed and insured moving company in the state of Washington....

Moving & Storage Services
Express Movers, Inc. · Seattle, WA
You deserve the best! Call Express Movers, Inc. in Seattle. We are available in...

[Browse all](#)

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Let us do the work

1

Answer a few questions about your needs

2

Get a quote from this pro within 24 hours

3

If you want, get competing quotes from other pros

[Request a Free Quote](#)

About Innovative Moving Co.

1 7 Thumbtack jobs completed

"No one provides service like an owner"

Welcome!

Innovative Moving is a team of "master movers" who all have many years of moving experience. We created this company together and are all vested in it, thus we believe, provides a much greater service to each and every customer. Whether you're moving in town or across this great country, we promise to provide you with the best move money can buy!

We have the trucks, furn pads, floor protection, free wardrobe service and all the right equipment needed to ensure a smooth move, and with our low overhead, we can pass on the savings to our customers each and every time. Don't mess with the rest when you can experience the best!

Thanks and looking forward to working for you!

Location

Bremerton, WA 98311

DOJ Smart Search verified

Address verified

Email verified

License verified

Phone verified

Thumbtack reviewed

[Picture](#) [Map](#)

Nearby service areas

- [Movers Tacoma](#)
- [Movers Bainbridge Island](#)
- [Movers Port Angeles](#)
- [Movers Auburn](#)
- [Movers Renton](#)
- [Movers Oak Harbor](#)
- [Movers Mercer Island](#)
- [Movers Lynnwood](#)
- [Movers Bothell](#)
- [Movers Olympia](#)



Share

<http://tack.bz/3crp>

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Like 0

Feedback?

Reviews

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July 2, 2013

Daryl and his son did a fantastic job. Everything was wrapped and on the truck in about a quarter of the time my wife and I would have taken by ourselves. I have nothing at all negative to say.

Mike K.

June 13, 2013

Great job. They showed up on time, professional, loaded items carefully and quickly unloaded.

Rob C.

June 6, 2013

Daryl and his partner Wade did a great job for us. They showed up on time and finished when they said they would for the very reasonable price stated. They actually moved additional items and did additional work I had not included for the quote Daryl gave me and absolutely nothing was damaged. Both of them were friendly and customer service oriented. I would certainly use them again and would highly recommend them to you.

Bill E.

Bill E.

April 30, 2013

Daryl and his crew were incredible! I called last minute and he was able to work around the schedule I needed. He was a very hard worker, never complained and went out of his way to stay busy. I would highly recommend Innovative Moving Company.

Jenifer B.

September 6, 2012

Daryl gave me a email quote of \$25.00 per hour per worker, when I talked to him he changed the rate to \$30.00 per hour per person. He assured me he would meet me at our new house on time but after I waited an hour for him I called him and he said he was running late about 45 minutes later he showed up. When he started working he and his nephew worked hard, we fed them dinner and he finished unloading the truck, then he presented me with a bill for \$35.00 per hour per worker, I refused the increase and he changed it back to our verbal agreement of \$30.00. So if you hire Daryl, make sure you get his quote in writing so he won't try to change the charges.

Phyllis B.

September 22, 2011

I would recommend Daryl to anyone! Email me, and I'll tell you the entire story! The first day I called Innovative - he came out the same day to give me a bid. He and his assistant were helpful, letting me know what they could do - what else they could offer, tips on how to pack certain items that were in my home - and I hadn't even hired him yet!

We kept in touch over the next 3 weeks until moving day - and they showed up exactly when they said they were going to. All I had to do was pack and leave boxes and items in the room that they were in. They did the rest. They wrapped mirrors, wrapped couches, wrapped hobby boats, went way above and beyond what I thought was part of the job.

I even changed the plans the day before, asking if they could make one stop with part of the truckload to my Dad's house and the other part to a storage unit. 'No problem,' was always Daryl's response, and he meant it!

Since he owns the company, he makes sure that everything is done to perfection. He's a wonderful person to work with and as busy as I was with moving, being a Mom, having 3 dogs, and a full-time job - I needed someone exactly like Daryl to just take over and get the job done at a fantastic price. Doing the math - it would have cost me my time and about the same amount of money if I hired guys to move it into a U-haul, rented a U-haul, hired movers at my new house...etc. Not to mention I would have had to do a lot of it, or facilitate it.

I could go on forever about how pleased I am with Innovative Moving. Do not hesitate to call Daryl and talk to him about your next move - he's amazing. Tell him that Jenn sent ya! ;)

I wish Daryl did organizing and unpacking boxes...I've been in my new house 3 months and still am not done.

Enjoy your move - and please, please call Daryl. You will be thankful you did.

Jennifer P.

August 11, 2011

I'm very happy with the service that Innovative Moving provided. They were professional and worked with me to find the most cost effective way to move long distance. They were very careful with my belongings and ridiculously good at packing them all into the smallest storage unit I could afford... they're Tetris Masters. I couldn't find a better price and even if I did find a better price in the future I would still use Innovative because I now trust them.

Ryan J.

August 5, 2011

Great job guys. Couldn't have ask for better movers. Will refer you to anyone i know that needs moving services. Thanks so much- Alan

Alan O.

July 11, 2011

Innovative moved me yesterday into my new home. Daryl and Wade are truly moving masters. They took such care with all my goods especially all of my antiques. They padded everything in my home before loading into their truck and i must mention this was incredible also. They had such good attitudes and were so very quick, yet careful too. Innovative was refered to me through some friends of mine and i will be doing the same to anyone i know who will be moving. Thank you so much guys for the great and pro job.

Kimberly M.

May 19, 2011

What a day! Yesterday Wade and Darrell packed and moved my household. They were efficient, professional and friendly. They were undaunted by my hoard. They worked together as a streamlined team, and didn't stop until the move was complete. 12 hours. Their service was impeccable, their prices unbeatable, their attitude the best!

Christie H.

May 3, 2011

Outstanding gentlemen!
 Couldn't have asked for better movers. I initially thought a first that Daryl and Alan should have brought another mover but they handled it with ease! I have friends and other family members moving soon and will definitely recommend Innovative Moving Co. To them. Thank you so much guys!

Feedback?

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 FAQs
 Services Directory

Popular Services

House Cleaner
 Photographer
 Party DJ
 Mover
 Personal Trainer

**Have a Question?
 Contact Us!**

support@thumbtack.com

Searching for a Service?

Post a Request

John G.

[Write a review](#)

Question and answer

Q. Why does your work stand out from others who do what you do?

A. We are all 15 plus years experienced movers. That is very rare and you wont find that with many other moving company's. With low overhead, superior movers, free wardrobe service, great home and floor protection on every job and masters in the art of moving keeps our customers completely satisfied, always coming back to us again with their moving needs.

Q. What do you like most about your job?

A. Being able to work for yourself is always a huge bonus but even more so than that is meeting different folks at their homes and providing a superior moving experience for each and every one of them, each and every time. Our goal as a team is to enter into every job as if it were our first, provide a moving service, second to none, thus creating friends and repeat customers for life.

Q. What questions do customers most commonly ask you? What's your answer?

A. How long have we been doing this/ how long have we been in business and then when they find out/ how can your body hold out for so long?

Answer= We love what we do and have good chiropractors!!

Featured in

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<http://www.thumbtack.com/wa/bremerton/movers/moving>

8/7/2013

Yelp is using Facebook to personalize your experience. Options



Innovative Moving Company

1 review

Category: Movers

PO Box 298
Bremerton, WA 98337

(360) 373-3606

Hours:
Mon-Sun 9 am - 5 pm

Accepts Credit Cards: No



One review for Innovative Moving Company

1 review in English



Kevin C.
Seattle, WA

10/4/2011

First to Review

If I could give this place a negative rating, I would. Worst experience ever. Initially, we set up a verbal agreement for Darryl (sp?) to come and move my stuff on a Monday morning at 10 (which was my bad, I should have got a contract signed or something). I call at 9 and dude says "oh man, I forgot to tell you that I don't have room for your stuff. The other guy who you're sharing truck space with lock up the whole truck." Uh - say what?? So I work out with Darryl, thinking he'll rent another truck and drive my stuff down as planned. He says he'll give me a call back at 3pm - up until this point he has been good at calling me back. Well, 3pm rolls around no call. So I call him an leave a vrm. Same thing at 4pm. And 5pm. You get the picture right? Home dude screwed me, and straight up baited - not the way to do business. He gets 1 star bc it's the lowest you can give, never trust this man.

Innovative moving, I hate you. Strong words, I know, but I think it's appropriate seeing how most everything I own is in Seattle and I'm in Los Angeles. Peace with two fingers.

(6 Filtered)

Best of Yelp: Bremerton - Movers

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Map location is approximate. Help us map it

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Seattle, WA