

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

In the Matter of Determining the Proper)	DOCKET TV-140339
Carrier Classification of, and Complaint for)	
Penalties against:)	
JOHNATHAN JORDE d/b/a QUEEN CITY)	DECLARATION OF
MOVERS LLC)	LYNDA HOLLOWAY
_____)	
)	
)	

Lynda Holloway, 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. Commission Staff (Staff) began an investigation into the activities of Johnathan Jorde d/b/a Queen City Movers LLC in November 2013, after reviewing his application for a household goods carrier permit, dated October 30, 2013. A 2012 arrest for indecent liberties was found, which may have rendered Mr. Jorde unable to pass the fitness standards required to hold a household goods carrier permit.
3. On December 23, 2013, Staff searched records related to Johnathan Jorde d/b/a Queen City Movers LLC to determine whether the company held a household goods permit. According to Commission records, as of March 3, 2014, there is no record of Johnathan Jorde d/b/a Queen City Movers LLC now (or ever) holding a household goods permit.
4. On December 23, 2013, Staff contacted Johnathan Jorde d/b/a Queen City Movers LLC to request a move from one location in Seattle to another 15 blocks away. Staff received a response the same day stating, "We don't charge drive time in Cap Hill...Estimate: 2 Movers (90hr.), 1.5-2 hours, \$145- \$180."

5. On February 10, 2014, Mr. Jorde sent an email to the Commission's Licensing Services section asking to withdraw his application by writing, "Thanks for your time. I definitely want to take back my application for a permit to be a household goods Mover but I will definitely be reapplying soon."¹ The Commission refunded Mr. Jorde's \$550 application fee and issued Order 01 in Docket TV-132018 dismissing the application.²
6. On February 13, 2014, I conducted an Internet search for advertising for Queen City Movers. I found the company's webpage at www.queencitymovers.com advertising "From Pods to Palaces" and "Competitive Rates: [\$90hr. 2 Movers] [\$110hr. 3 Movers] [\$125hr. 4 Movers]" listing John Jorde as owner/resident."³
7. On February 13, I sent an email to queencitymovers@hotmail.com requesting a quote to move from an apartment in Everett to a house in Kent. I asked specifically if the rates on the company website included a truck or if I would need to rent a Uhaul. I received a response within 2 minutes from Mr. Jorde asking questions about the move saying, "The hourly cost includes a truck" and "we charge drive time back to the yard."⁴
8. On February 13, I sent Mr. Jorde the Commission's Dismissed Application for a Household Goods Permit letter signed by Sharon Wallace, Assistant Director, Consumer Protection and Communications. The letter is a reminder that unless and until Mr. Jorde obtains a household goods permit, that he may not conduct household goods moves in Washington.⁵
9. On March 3, I conducted another Internet search for Queen City Movers. I found recent reviews posted on February 21, 2014, and March 2, 2014.⁶
10. On March 3, 2014, I sent Mr. Jorde another email asking if he would still be available mid to late March to move my household goods from Everett to Kent.

¹ See Attachment A for the email from Mr. Jorde asking to "take back" his application for a household goods carrier permit.

² See Attachment B for Docket TV-132018 Order 01 Dismissing Application.

³ See Attachment C for Queen City Movers webpage as it appeared on February 13, 2014.

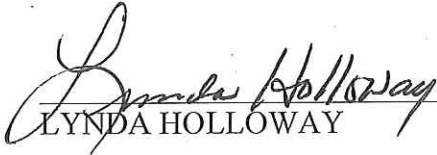
⁴ See Attachment D for John Jorde's email response to a request to move household goods from Everett to Kent.

⁵ See Attachment E for the Dismissed Application for a Household Goods Permit letter, dated February 13, 2014.

⁶ See Attachment F for Yelp reviews, dated February 21 and March 2, 2014.

11. On March 4, 2014, Mr. Jorde responded to me by email saying, "Glad to hear your house is getting closer to closing. The month is pretty open so far so let me know when a date looks good to you."⁷

DATED this 20th day of March, 2014, at Olympia, Washington.


LYNDA HOLLOWAY

⁷ See Attachment D for the additional response to moving the request to move household goods.

Attachment A

From: Queen City Movers <queencitymovers@hotmail.com>
Sent: Friday, February 07, 2014 4:46 PM
To: Leipski, Tina (UTC)
Subject: RE: APPLICATION FOR A HOUSEHOLD GOODS PERMIT

Tina,

Thanks for your time. I definitely want to take back my application for a permit to be a Household Goods Mover but I will definitely be reapplying soon. You can send the money to:

John Jorde

235 Bellevue Ave. East Apt#107

Seattle, WA 98102

Attachment B

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION
1-360-664-1222**

In re Application of)
) DOCKET TV-132018
QUEEN CITY MOVERS LLC,)
) ORDER 01
)
for a permit to operate as a motor) ORDER DISMISSING APPLICATION
carrier of household goods.)
.....)

- 1 Queen City Movers LLC has filed an application with the Washington Utilities and Transportation Commission (Commission) for a permit to operate as a motor carrier of household goods within the state of Washington.
- 2 On February 7, 2014, Queen City Movers LLC notified the Commission that it does not wish to proceed with the application for a motor carrier of household goods permit and requested that the application be withdrawn and the proceeding dismissed.

ORDER

- 3 **THE COMMISSION ORDERS** the application of Queen City Movers LLC filed in Docket TV-132018 is dismissed.
- 4 The Commission has delegated authority to the Secretary to enter this Order under RCW 80.01.030 and WAC 480-07-905(1)(e).

DATED at Olympia, Washington and effective February 10, 2014.

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

STEVEN V. KING
Executive Director and Secretary

Attachment C

Queen City Movers

From Pods To Palaces, We Treat You Like Royalty.

Queen City was the original epithet of Seattle from 1869 until 1982. It was named by a couple of real estate developers in Portland. At the time as many folks thought Portland would be the larger city. Seattle has grown enormously since then but the spirit of Northwest living still prevails and has created a city full of pride and spirit that has been comforting to its generations of hardworking residents.

We hope to become a company that embodies the homespun regality of Seattle as we build a better future for generations to come. We want to be stewards of the community and embody all that Seattle's residents have worked so hard for and cherish.

WE LOVE SEATTLE!

Competitive Rates:

[\$90hr. 2 Movers]

[\$110hr. 3 Movers]

[\$125hr. 4 Movers]

Contact Us Today!

Call Us!

Email Us!

John Jorde Owner/Resident

queencitymovers@hotmail.com

1-206-295-1467

Queen City Movers DOT #2397038

206.295.1467 queencitymovers@hotmail.com

235 Bellevue Ave. E Suite #107 Seattle, WA 98102

Attachment D

Moving Cost

6 messages

Alison Kramer <alisonkramer15@gmail.com>
To: queencitymovers@hotmail.com

Thu, Feb 13, 2014 at 8:48 AM

Hey, I'm looking to move from my apt in Everett to a house in the Kent area. I saw the rates on your website and need to know if that includes your truck, or would I need to rent a uhaul? Also, do you work on weekends, since getting time off of work in the middle of the week is hard. Let me know. [425-998-3638](tel:425-998-3638) or resp to this email.

Thanks, Alison K.

Queen City Movers <queencitymovers@hotmail.com>
To: Alison Kramer <alisonkramer15@gmail.com>

Thu, Feb 13, 2014 at 8:57 AM

Alison,
Thanks for the inquiry! The hourly cost includes a truck. We also carry wardrobes for loose items which are free and of course we work very fast and carefully.
What date were you thinking of moving? We can move anyday you like and we only have a one hour minimum and although we charge drive time back to the yard, I'll keep it at 30 minutes. Let me know if you have any other questions?

Thanks,
John Jorde
Queen City Movers
[206.295.1467](tel:206.295.1467)

--- Original Message ---

From: "Alison Kramer" <alisonkramer15@gmail.com>
Sent: February 13, 2014 8:48 AM
To: queencitymovers@hotmail.com
Subject: Moving Cost

Hey, I'm looking to move from my apt in Everett to a house in the Kent area. I saw the rates on your website and need to know if that includes your truck, or would I need to rent a uhaul? Also, do you work on weekends, since getting time off of work in the middle of the week is hard. Let me know. [425-998-3638](tel:425-998-3638) or resp to this email.

Thanks, Alison K.

Alison Kramer <alisonkramer15@gmail.com>
To: Queen City Movers <queencitymovers@hotmail.com>

Thu, Feb 13, 2014 at 11:43 AM

Thanks for the quick response John! I'm hoping to get the house by mid-March, so I'll contact you again if everything goes as planned and I'm able to move outta here!

Thanks,
Alison K.
[Quoted text hidden]

Queen City Movers < queencitymovers@hotmail.com>
To: Alison Kramer <alisonkramer15@gmail.com>

Thu, Feb 13, 2014 at 12:11 PM

Alison,
Sounds good. We also provide packing services and we get our boxes at reasonable prices and provide them at cost along with any supplies if you use our packing service. We hope to hear from you soon.
Thanks,
John Jorde
Queen City Movers
206.295.1467

--- Original Message ---

From: "Alison Kramer" <alisonkramer15@gmail.com>
Sent: February 13, 2014 11:43 AM
To: "Queen City Movers" <queencitymovers@hotmail.com>
Subject: Re: Moving Cost

[Quoted text hidden]

Alison Kramer < alisonkramer15@gmail.com>
To: Queen City Movers <queencitymovers@hotmail.com>

Mon, Mar 3, 2014 at 4:13 PM

Hi John, looks like were a bit closer to a closing date on the house! Yippee!! Are you still available to move my stuff mid to late March?

Thanks,
Alison

[Quoted text hidden]

Queen City Movers < queencitymovers@hotmail.com>
To: Alison Kramer <alisonkramer15@gmail.com>

Tue, Mar 4, 2014 at 1:42 AM

Alison,
Glad to hear your house is getting closer to closing. The month is pretty open so far so let me know when a date looks good to you.
Thanks,
John Jorde
Queen City Movers
206.295.1467

--- Original Message ---

From: "Alison Kramer" <alisonkramer15@gmail.com>
Sent: March 3, 2014 4:13 PM

[Quoted text hidden]

[Quoted text hidden]

Attachment E



STATE OF WASHINGTON

UTILITIES AND TRANSPORTATION COMMISSION

1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250

(360) 664-1160 • www.utc.wa.gov

February 13, 2014

John Jorde
Queen City Movers LLC
235 Bellevue Ave., Suite 107
Seattle, WA 98102

Re: Dismissed Application for a Household Goods Permit

Dear Mr. Jorde:

Your household goods permit application was dismissed on Feb. 10, 2014, in Docket TV-132018. On Feb. 7, 2014 Queen City Movers LLC notified the commission that it did not wish to proceed with the application for a household goods permit and requested the application be withdrawn. As a reminder, unless and until you obtain a household goods permit, you may not conduct household goods moves in Washington.

You may not operate as a household goods mover in Washington state. Operating as a household goods mover without the required permit is illegal and subject to a penalty of **\$5,000 per violation**. This means that you may receive this penalty for each day you operate in violation of the law.

You may not advertise as a household goods mover in Washington state. Advertising for the transportation of property for compensation in Washington without a proper permit is against the law. The penalty for advertising without a permit is **\$5,000 per violation**. This means that you may receive a penalty for each and every advertisement.

If you advertise or operate as a household goods mover without a valid permit, the commission will take enforcement action against you. Such action will include the above-mentioned financial penalties; you will be served with a subpoena and be required to appear before a judge. In addition, the commission may file a civil action in Superior Court and request additional penalties against you should you fail to comply with commission's orders.

Queen City Movers LLC
Page 2

You may contact Tina Leipski at (360) 664-1170 to discuss the status of your canceled permit. If you have questions about the household goods laws, please contact Lynda Holloway, Compliance Investigator, at (360) 664-1129.

Sincerely,

A handwritten signature in cursive script, appearing to read "S. Wallace".

Sharon Wallace, Assistant Director
Consumer Protection and Communications

Attachment F



Sara P.
Seattle, WA
0 friends
1 review

★★★★★ 2/21/2014

Nothing is more exciting to me than finding the house of my dreams! Nothing is more stressful or loathsome to me than the subsequent and inevitable moving process.

Enter Queen City Movers, who are aptly named, because quite frankly, if the Queen of England was in need of a moving service fit for a queen, this is that company.

Let me preface this review with full admission that while a devout review reader, I have yet to actually contribute to the vast pool of reviews that clog the internet. Owner John Jorde and his valiant sidekick Fred are just that over-the-top stupendous that it warranted my very first review EVER.

I have moved many times in the past, and the moving companies I've used have ranged from 'meh' to 'omg horrible' and everything in between. I took a chance and called John after reading a few of his Yelp reviews, and from the moment he picked up the phone (yes, he answered my call on the first try!!) I instinctively knew our move was in good hands. John asked all necessary questions, we set up the time, and he promptly emailed me a quote range that he assured me he wouldn't go over.

Fast forward to moving morning, or as I like to call it, the moment of truth. John and Fred arrived on time and quickly surmised that I had far underestimated the amount of our belongings, which quite honestly, I had. John didn't flinch, and without skipping a beat, he added only one more hour onto his quote (which I thought was more than generous) and promised he and Fred would bust a move and 'get it done!' The next several hours played out like watching Cirque du Soleil performers dazzle their audience with impeccable timing and precision. John and Fred are masters of their craft. Everything was smooth as silk until the day was wrapping up, and I received a call from John (we were already at our new place, they had gone back to get a second load) informing me of an unfortunate incident. Our Webber smoker on our deck tilted slightly while moving it off our balcony across our living room, spilling some

://www.yelp.com/biz/queen-city-movers-seattle

3/3/2014



Allason L.
Mill Valley, CA
0 friends
1 review

★★★★★ 3/2/2014

Queen City movers is great! He was incredibly efficient, friendly and careful. I would absolutely call him again to move my things! Big up to everyone in the company.