


MEMORANDUM

August 26, 2003

TO: Gene Eckhardt, Regulatory Services Assistant Director,
Transportation and Water Section

FROM: Bonnie L. Allen, Regulatory Analyst



I agree.

SUBJECT: Household Goods Carrier Permit
Application No. P-79069 Docket No. TV-030977



Tri-City Moving and Storage Co., Inc.
d/b/a Mayflower
420 South 20th Avenue
Pasco, WA 99301

Discussion

On May 1, 2002, Tri-City Moving and Storage Co., Inc., filed Application No. P-79069 requesting permanent household goods authority.

The Commission granted the company temporary authority subject to conditions pending a decision on its application for permanent authority. The company has operated under Household Goods Carrier Permit No. HG-60636 since June 14, 2002.

Application No. P-79069 appeared on the Commission's June 24, 2002, application docket subject to comment for no less than 180 days while the company conducted operations under its temporary authority. No comments were received.

Under the provisions of WAC 480-15-330 the Commission will grant or deny an application for permanent authority after conducting a complete review of the application filing, supporting statements, reports, or other information necessary to determine fitness, public interest, and current or future public convenience and necessity.

Tri-City Moving and Storage Co., Inc., consists of:

James L. Marshall, President, with 51% interest and

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James L. Marshall, Sr., Vice President, with 49% interest

James L. Marshall is the former general manager of Crown Moving of Pasco. James L. Marshall Sr., has 38 years of trucking experience with two years of moving experience as an owner-operator and agent for Mayflower. The applicants indicate that they have not previously been denied authority based on fitness and have not been convicted of a Class A or B felony.

Compliance staff worked with the company providing technical assistance during its temporary operations. Investigator Bruce Grimm completed a Safety Compliance Review and a Household Goods Technical Assistance and Records Review Checklist. He found the company in general compliance and June 30, 2003, Investigator Grimm recommended the applicant be considered for permanent authority.

Tri-City Moving and Storage Co., Inc., is registered with the Secretary of State as a corporation doing business in the state. The company holds a UBI number with active tax, unemployment, and industrial insurance accounts.

The company filed its annual report for 2002, reported \$171,370 revenue generated under its temporary authority, and paid associated regulatory fees.

The Commission received no customer survey questionnaires from consumers that had used the company's service. The Commission did receive one consumer complaint regarding a dispute over charges that were 25% higher than the estimate given. That complaint was opened July 29, 2003, and is yet unresolved.

Recommendation:

P-79069 is an uncontested application and therefore no hearing is required. The applicant has an open consumer complaint that should be resolved before the permanent authority is granted. There are no outstanding issues that suggest staff should ask the Commission to set the application for hearing.

I recommend that Licensing Services Staff prepare an order to grant Application No. P-79069 without hearing and reissue Permit No. HG-60636 to Tri-City Moving and Storage Co., Inc., as unrestricted permanent authority to operate as a household goods carrier in the state of Washington.

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Note to Licensing Staff

It appears that this company operates as an agent for Mayflower, an interstate household goods mover. I don't believe Mayflower is actually a trade name that this company uses for its intrastate transportation.

Coordinate with Consumer Affairs staff to ensure that informal complaint is resolved before permanent authority is granted.