

Rocket Transportation
261321 US 101
Sequim, WA 98382

Mark L Johnson, Executive Director and Secretary
Washington Utilities and Transportation Commission
PO BOX 47250
Olympia, WA 98504-7250

State Of WASH.
UTIL. AND TRANSP.
COMMISSION

11/08/19 07:07

Received
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November 4, 2019

Dear Mr. Johnson;

Rocket Transportation is writing this letter in a bid to continue suspension of the penalty assessments: TC-171022. Rocket fully admits that the lapse in Driver DOT Renewals is in clear violation of the suspension agreement of October 2017 and will honor your final decision.

Although it does not excuse the violations, we ask that you take into account extenuating circumstances that Rocket Transportation has experienced since the agreement was made.

The Operations Manager and Dispatcher both departed Rocket soon after the last audit at the busiest time of the year. After years of brushing off the owner as insisting on unnecessary tasks and oversight, the audit revealed an even higher level of responsibility which they refused to accept while receiving the same compensation as the owner. With the untimely departure of previous management, Rocket owner, drivers and agents stepped forward to fill additional responsibilities and I am impressed at what Rocket has accomplished with no Operations Manager, three less office staff and automation not yet active. However, implementation of the plan devised after the last audit was lost with the loss of the key personnel.

The violations came from a driver who believed his card to be valid – he assumed it was always good for 2 years, rather than a maximum of 2 years. We now have a solid Dispatcher backing up Drivers actively involved in maintaining safety. In addition to completely implementing the previous plan, we have added lines to our DVIR making the driver write the Med Card Expiration and Drivers License Expiration each day that they drive. These two items will prevent a driver from driving with a lapsed Med Card at Rocket Transportation.

The support and encouragement from audit staff are what motivate Rocket to achieve a perfect Safety Record; not the penalty assessments. Sandi is an amazing auditor and I appreciate her support in ongoing procedure implementation to make safety just a standard part of Rocket operations. I ask for one more deferment.

Thank you for your time and consideration in this matter.

Respectfully,

Kathy Roman
CEO, Director of Finance & Technology
Rocket Transportation LLC