

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

In the Matter of Determining the Proper)	DOCKET TV-143269
Carrier Classification of, and Complaint for)	
Penalties against:)	
TRAVIS MOLENDA d/b/a MAJOR)	DECLARATION OF
MOVERS LLC)	MEGAN BANKS
)	

Megan Banks, 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 and 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 Travis Molenda d/b/a Major Movers LLC in May 2014 after a consumer called Commission staff and provided Mr. Molenda's name and telephone number, (425) 870-0058. A google.com search for (425) 870-0058 produces an angleslist.com posting, with a company posted description, for "Major Movers." The posting states that the company is a "full service moving and storage company." The angleslist.com posting also offered \$400 of moving services for \$299.¹
3. I reviewed Commission records related to Travis Molenda d/b/a Major Movers LLC to determine whether the company held a household goods permit. According to Commission records, as of September 5, 2014, there is no record of Travis Molenda d/b/a Major Movers LLC now (or ever) holding a household goods permit. However, a review of commission records produces a Cease and Desist order that was entered on May 23, 2012 in Docket TV-120428 and expired two years from that date on May 23, 2014.

¹ See Attachment A for an advertisement containing Travis Molenda's telephone number posted on www.angleslist.com, which I printed on May 30, 2014.

4. On May 30, 2014, I called (425) 870-0058 and requested a move within Marysville. The woman who answered the telephone stated that there was a three hour minimum for any move. When I said I had found them on angleslist.com, she also stated that the special was still available and I could get two men and a truck for \$299. She also told me that the \$299 covered three hours and anything over that would be charged at \$89 an hour. She said the company could move me the week of June 2, 2014.
5. On August 15, 2014, I confirmed that no permit application had been submitted for "Travis Molenda." A search on angleslist.com produces a new coupon for Major Movers LLC offering five percent off for seniors. In addition, on angleslist.com, there are multiple reviews on Major Movers LLC from August 2014. Finally, the angleslist.com posting states that, "Yes, I am appropriately licensed for my trade."²
6. On September 4, 2014, I texted (425) 870-0058 requesting an estimate for a move within Marysville. I received a text response the same day quoting me \$299 for three hours of moving services, including a truck.

DATED this 23 day of September, 2014, at Olympia, Washington.


MEGAN BANKS

² See Attachment B for advertisements containing Travis Molenda's telephone number posted on www.angleslist.com, which I printed on August 15, 2014.

Attachment A

Location: Messages Help Cart Account

Search the List Shop Deals Band of Neighbors Answers Write a Review

Search the List > Major Movers

Major Movers

[Schedule New](#) [Write a Review](#) [Message Provider](#)

Contact Information

Travis Melendz
5011 Turk Dr
Marysville WA 98271 (Map it)
(425) 870-0558

[Add to My Favorites](#)

Business Description

Major Movers is a full service moving and storage company servicing the state of Washington. We have over 20 years of experience on our cross to... [read more](#)

Service Area

We Are Located and Cover The Pacific Northwest. We Deliver To Almost Anywhere In The World. Storage Services Offered In The Snohomish County Area

Operating Hours

Mon	05:30 AM - 10:30 PM
Tue	05:30 AM - 10:30 PM
Wed	05:30 AM - 10:30 PM
Thu	05:30 AM - 10:30 PM
Fri	05:30 AM - 10:30 PM
Sat	05:30 AM - 10:30 PM
Sun	08:00 AM - 08:00 PM

Services Include

Residential & commercial moving, storage, local installation, insurance coverage on every move. High value art moves & piano.

Payment Options



24 Hour/Emergency Service:

Yes

In Business Since:

2008

On Angi's List Since:

October 2008

Senior Discount:

5%

Free Estimates:

Yes

Warranties/Guarantees

Yes

Trade License Information

Buy Now and get it scheduled in 48 hours!

Showing 1 of 1

Moving **\$299 for Two Movers and a Truck!**

\$299.00

VALUE	DISCOUNT	REMAINING
\$400.00	25%	3 DAYS

Overview [Media](#)

Grades & Reviews In **Moving (140)**

	Recent	All
Overall	A	A
Pricing	A	A
Quality	A	A
Responsiveness	A	A
Punctuality	A	A
Professionalism	A	A
All Reviews	140	141
Non-Member Reviews	0	0
POH Nominations	39	39
Disputes	0	0



[Click to view Review Histogram](#)

Filter Reviews: **Member Reviews**

- 😊 **A** 6/25/2014 I used Major Movers back in March to move from one home to another. I was so happy with the service back then that I hired this company again to move my grand...
- 😊 **A** 6/23/2014 Travis returned my call almost immediately and within a matter of minutes we were able to arrange for a household move from Moses Lake to Bothell. We were...
- A** 5/21/2014 It was absolutely wonderful. I can't say enough good things. They were very accommodating even though they had to park at a loading dock and take an elevator up...
- A** 5/6/2014 Travis and his crew are Second to none! They came in, surveyed my household items, told a time that it would be done, and beat the mark by a half hour. These...
- A** 4/22/2014 They moved us from our old house to our new house. Very polite and professional.

[View all Reviews >>](#)

http://my.angieslist.com/AngiesList/myangie/checkthelist/spinformation.aspx?oe8vpBU0... 5/30/2014

Yes, I am appropriately licensed for my trade

Eco-Friendly Accreditations
No Eco Friendly Accreditations.

Bonded:
Yes

Insured:
Yes
All members carry liability insurance and bonds are informational only, and are self-reported. Since insurance and bonds can expire and can be cancelled, homeowners should always check such information for themselves.

[Search Google For This Company](#)

[Check the Better Business Bureau](#)

[See an Error?](#)

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Attachment B

Location:

[Messages](#) [Help](#) [Cart](#) [Account](#)

[Search the List](#) [Shop Deals](#) [Band of Neighbors](#) [Answers](#) [Write a Review](#)

[Search the List](#) > [Major Movers](#) > [Reviews](#)

Major Movers

[Schedule Now](#) [Contact the Provider](#)

Contact Information

Travis McFarland
3011 Turk Dr
Marysville WA 98271 (Map it)
Phone Number

[Add to My Favorites](#)

Business Description

Major Movers is a full service moving and storage company servicing the state of Washington. We have over 20 years of experience on our crews to... [read more](#)

Service Area

We Are Located and Cover The Pacific Northwest, But Deliver To Almost Anywhere In The World. Storage Services Offered In The Snohomish County Area

Operating Hours

Mon	05:30 AM - 10:30 PM
Tue	05:30 AM - 10:30 PM
Wed	05:30 AM - 10:30 PM
Thu	05:30 AM - 10:30 PM
Fri	05:30 AM - 10:30 PM
Sat	05:30 AM - 10:30 PM
Sun	08:00 AM - 08:00 PM

Services Include

Residential & commercial moving, storage, local interstate, insurance coverage on every move, high value art moves & plans.

Payment Options



24 Hour/Emergency Service:

Yes

In Business Since:

2009

On Angie's List Since:

October 2009

Senior Discount:

5%

Free Estimates:

Yes

Warranties/Guarantees:

Yes

Trade License Information

Overview [Media](#)

All Reviews

Reviews submitted for this Service Provider: 1 to 10 of 172

Filter Reviews

By Categories:
 By Review Type:
 By Grade:
 By Date:

A	91%
B	2%
C	3%
D	3%
F	1%

Review Date: August 11, 2014

Company Name:	Major Movers	Concerns? Please tell us!
Category:	Moving	Overall: A
Services Performed:	Yes	Price: A
Hire Again:	Yes	Quality: A
Approximate Cost:	\$590.00	Responsiveness: A
Description Of Work:	Move from house to storage	Punctuality: A
Member Comments:	They did the job very carefully. I like their service. I would	Professionalism: A
Share on Band of Neighbors:	Yes	

[View This Member's Profile](#)
[View Member Review Histogram](#)
[View all Reviews by this Member](#)

Review Date: August 08, 2014

Company Name:	Major Movers	Concerns? Please tell us!
Category:	Moving	Overall: A
Services Performed:	Yes	Price: A
Work Completed Date:	August 07, 2014	Quality: A
Hire Again:	Yes	Responsiveness: A
Approximate Cost:	\$400.00	Punctuality: A
Description Of Work:	move from Seattle condo to Bellevue house	Professionalism: A
Member Comments:	Very professional with good price. Would use them again	
Share on Band of Neighbors:	No	

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Review Date: August 07, 2014

Company Name:	Major Movers	Concerns? Please tell us!
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http://my.angieslist.com/AngiesList/myangie/checkthelist/spinformation.aspx?oe8vpBU0... 8/15/2014

Yes, I am appropriately licensed for my trade

Eco-Friendly Accreditations
No Eco-Friendly Accreditations

Bonded:
Yes

Insured:
Yes

All members concerning insurance and bonds are informational only and are self-reported. Since insurance and bonds can vary and not be uniform, members should always check with their broker for themselves.

[Search Google For This Company](#)

[Check the Better Business Bureau](#)

[See an Error?](#)

Category: Moving

Services Performed: Yes
* More than 15 days to a review when work has been completed

Work Completed Date: June 28, 2014

Hire Again: Yes

Approximate Cost: \$400.00

Description Of Work:
Safely and quickly moved our belongings from our old home, to our new home.

Member Comments:
We contacted Major Movers when our original moving plan fell through. They were very responsive, and happened to have an opening the following weekend. They arrived on time, and even called us 30 minutes before they arrived. We had originally requested 3 movers (we have a lot of crap to move), but due to an unforeseen hiccup, only 2 were available at the last minute. I was a little nervous at first, thinking that perhaps this would take quite a bit longer without the extra set of hands; the two gentlemen that showed up worked EXTREMELY hard! We could tell within the first hour of them working, that they would have no trouble in completing the move in the amount of time they had quoted. I was very impressed with how quickly they packed our belongings, but NEVER once felt as though they were being careless. If you're looking for a moving company, definitely give these guys a call!
On a side note, there is another company with the same name being reviewed elsewhere (including Yelp) - THAT company is based out of Everett (and has plenty of bad reviews), and is NOT the same company. THIS Major Movers is based out of Marysville, and as far as I can tell, is not affiliated with the Everett "Major Movers" - don't pass those guys up, thinking they are the same company. These guys rock!

Share on Band of Neighbors: No

These are happiness moments

Overall A
Price A
Quality A
Responsiveness A
Punctuality A
Professionalism A

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Review Date: August 08, 2014

Company Name: Major Movers

Category: Moving

Services Performed: Yes
* More than 15 days to a review when work has been completed

Work Completed Date: August 01, 2014

Hire Again: Yes

Approximate Cost: \$620.00

Description Of Work:
Showed up early, broke down beds, put them back up, moved and protected everything, placed everything where we wanted it at the new place.

Member Comments:
It went great great guys, very professional, hard working... Showed up early, broke down beds, put them back up, moved and protected everything, placed everything where we wanted it at the new place. Highly recommend them!!!

Share on Band of Neighbors: Yes

Concerns? Please tell us!

Overall A
Price A
Quality A
Responsiveness A
Punctuality A
Professionalism A

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Review Date: August 04, 2014

Company Name: Major Movers

Category: Moving

Services Performed: Yes
* More than 15 days to a review when work has been completed

Work Completed Date: July 25, 2014

Hire Again: Yes

Approximate Cost: \$700.00

Description Of Work:
Moved a full truck from a rental home in Marysville to a new condo in Lake Stevens. These guys even made a quick detour to a storage facility to drop off my washer and dryer in storage.

These are happiness moments

Overall A
Price A
Quality A
Responsiveness A
Punctuality A
Professionalism A

[View This Member's Profile](#)

Member Comments:

I am beyond impressed with the two young men who showed up at my doorstep. I have never seen movers work SO HARD!! They were completely undaunted by the large amount of STUFF I had for them to move. They packed the truck like experts (which they most certainly are) and filled the whole thing up. They were careful with my furniture and respectful of any instructions or wishes I had. They were completely fair when calculating the time I was paying for, and I feel like I got an incredible deal for my money. I highly recommend this moving company and would choose them again in a heartbeat. Thanks, Major Movers!!!

Share on Band of Neighbors: Yes

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Review Date: July 31, 2014

Company Name: Major Movers
Category: Moving
Services Performed: Yes
*How Well is your review where work has been completed.
Work Completed Date: July 29, 2014
Hire Again: Yes
Approximate Cost: \$477.00

Concerns? Please tell us!

Overall A
Price A
Quality A
Responsiveness A
Punctuality A
Professionalism A

Description Of Work:
Moved packed contents from apartment to storage locker

Member Comments:
Professional, prompt, quick, no cost surprises.

Share on Band of Neighbors: No

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Review Date: July 29, 2014

Company Name: Major Movers
Category: Moving
Services Performed: No
*How Well is your review where work has been completed.
Work Completed Date: July 23, 2014
Hire Again: Yes
Approximate Cost: \$293.00

Concerns? Please tell us!

Overall B
Price NA
Quality NA
Responsiveness NA
Punctuality NA
Professionalism NA

Description Of Work:

Member Comments:
Did not use a deal coupon and used their services.

Share on Band of Neighbors: Yes

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Review Date: July 28, 2014

Company Name: Major Movers
Category: Moving
Services Performed: Yes
*How Well is your review where work has been completed.
Work Completed Date: July 02, 2014
Hire Again: Yes

Concerns? Please tell us!

Overall A
Price A
Quality A
Responsiveness A
Punctuality A
Professionalism A



Description Of Work:
Communication with the team was excellent - I was on the road in a moving truck and they worked with the methods of communication that worked for me. They were able to fit us in on a July day with only a week's notice. The guys that came were friendly, professional, quick, and kind to my mother. I will definitely refer them to others.

Share on Band of Neighbors: No

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Review Date: July 27, 2014

<http://my.angieslist.com/AngiesList/myangie/checkthelist/spinformation.aspx?oe8vpBU0...> 8/15/2014

Company Name:	Major Movers	Concerns? Please tell us!
Category:	Moving	Overall A
Services Performed:	Yes <small>*Note: Weight is given to a review when work has been completed.</small>	Price A
Work Completed Date:	July 22, 2014	Quality A
Hire Again:	Yes	Responsiveness A
Approximate Cost:	\$299.00	Punctuality A
Description Of Work:	Moved me from a one bedroom apartment in the Delridge area to a condo near Westwood.	Professionalism A
Member Comments:	The two movers, Brandon and Pete, were punctual and pleasant. They had problems with my sofa which they resolved. They didn't break anything and moved me within the three hours. Would be happy to use them again.	 View This Member's Profile View Member Review Histogram View all Reviews by this Member
Share on Band of Neighbors:	Yes	
Review Date: July 27, 2014		
Company Name:	Major Movers	Concerns? Please tell us!
Category:	Moving	Overall D
Services Performed:	No <small>*Note: Weight is given to a review when work has been completed.</small>	Price NA
Work Completed Date:	July 22, 2014	Quality NA
Hire Again:	No	Responsiveness NA
Approximate Cost:	\$299.00	Punctuality NA
Description Of Work:		Professionalism NA
Member Comments:	Probably would have been great, but they were already booked up for all the dates I needed.	 View This Member's Profile View Member Review Histogram View all Reviews by this Member
Share on Band of Neighbors:	Yes	
1 2 3 4 5 6 7 8 9 10 next ...		
		Show <input type="text" value="10"/> reviews per page

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