



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

621 Woodland Square Loop S.E. • Lacey, Washington 98503
P.O. Box 47250 • Olympia, Washington 98504-7250
(360) 664-1160 • TTY 1-800-833-6384 or 711

April 5, 2023

John Frank LLC
PO Box 23442
Seattle, WA 98108

Re: TV-230107– Granting Temporary Household Goods Authority, Subject to Conditions,
Pending Decision on Permanent Authority - THG070798

Dear John Frank LLC:

On February 17, 2023, John Frank LLC filed an application with the Washington Utilities and Transportation Commission (Commission) to provide residential household goods transportation services in the state of Washington. You have met the initial application requirements by attending Household Goods training on March 23, 2023. The Commission provisionally grants your application and John Frank LLC is now authorized to operate on a **temporary** basis.

The Commission will evaluate whether John Frank LLC qualifies for permanent authority. To qualify for permanent authority, your company must satisfy the following requirements:

1. Operate for at least six months.
2. Allow the Commission to review your business operations and records. Commission staff will review records and inspect vehicle(s), and you must receive a satisfactory safety rating as a result of that review.
3. Complete a criminal background check on each person John Frank LLC employs or intends to employ. The Commission will not grant permanent authority if any company employee has been convicted of any crime within the past five years involving theft, burglary, assault, sexual misconduct, identity theft, fraud, false statements, or the manufacture, sale, or distribution of a controlled substance. Even if a conviction for any of these offenses is more than five years old, the Commission will not grant permanent authority if it determines that the nature or extent of the crime(s) will likely interfere with the proper operation of a household goods moving company.
4. Pay any outstanding monetary penalty or fee owed to the Commission.
5. Resolve all consumer complaints pending with the Commission.

Enclosed with this letter are copies of John Frank LLC's provisional permit and a copy of a self-addressed consumer survey to assist the Commission in evaluating John Frank LLC's application. Please provide a copy of this survey to your first 10 customers and ask them to complete and mail it to the Commission at the address on the reverse side.

The Commission may cancel your provisional authority if you violate any applicable state law, Commission rule or tariff provision. If you have any questions, please contact Licensing Services at 360-664-1222 or by email at transportation@utc.wa.gov.

Sincerely,

Kathy Hunter
Director, Transportation Safety

Enclosures:

- Provisional permit
- Customer Survey form

NOTICE: This action is delegated to the Secretary, or the Secretary's delegate, for decision. In addition to serving you this letter, the Commission will post on its website for at least 14 days a list of all matters delegated to the Secretary for decision. You may seek Commission review of this decision. Email your request to Amanda Maxwell, Secretary, at records@utc.wa.gov. You may also mail your request to 621 Woodland Square Loop SE, Lacey, WA 98503, PO Box 47250, Olympia, WA 98504-7250. You must file a request for Commission review no later than 14 days after the date of this letter.