

Your Honor,

My name is Camano Gahagan and I am the proud owner of AmericaM Movers LLC. I am writing in response to the recent decision by UTC staff to extend our probationary period. Although, I may not agree with this recommendation, I am willing to work with UTC staff fully to acquire our permanent authority.

First off, I would like to thank the UTC and the Judge who believed in me by granting us a temporary permit back in february 2020. That opportunity has changed my life beyond what I could've ever imagined and I am so grateful for the opportunity they gave me.

The purpose of this letter is two parts. First part is to emphasize to the court, that even though I disagree with the recent recommendation, I am willing to work hand in hand with UTC's staff to meet their recommendations.

Secondly, is to show the court all the amazing things AmericaM Movers has accomplished since being granted our temporary authority.

I believe being granted a household goods permit is a privilege. One that is obtained by hard work, trust, and lots of record keeping.

Since being granted temporary authority, I believe AmericaM Movers has tried to do everything asked of us and more. If we received a request or a recommendation from UTC staff we make sure to comply as soon as we possibly can.

The UtilitiesTransportation Commission and Staff has been more than fair to AmericaM Movers. However, some of the requirements and or recommendations made by UTC staff, I believe have appeared to be vague or have created confusion as to what is exactly expected of me. I understand this was not intentional by no means, but it played a part in us in the delay of our authority.

For example: the court and or UTC's staff recommended that AmericaM Movers create a drug testing program for our drivers and myself in 2020. There wasn't many instructions outside of writing up a policy and to do random tests for my drivers and myself.

Obviously, this is my first time running a business and starting a drug testing program. So I did exactly as directed in the instructions. I wrote up a drug testing policy for which our drivers had to sign, then we would test our drivers as part of the hiring process. In additoin, I would randomly test the Drivers and myself every 3 months or more.

In hindsight, I see where I could've done better with this situation. I could've called and asked for better instructions, but honestly, I was so darn excited to get the company up and running, I did just that. Plus, I was in debt and behind on bills waiting for my appeal, so I needed to hit the road running to make money.

After, our audit was completed in 2021 Of March Mr. Steiner from UTC's staff gave us a satisfactory rating. However, he concluded that we had not participated in a drug testing program. Mr. Steiner found, that for me to provide the testing defeated the purpose of random

testing. Therefore, Mr. Steiner recommended that we continue our probation and enroll in a drug testing program that test for both alcohol and drugs.

Unfortunately for us, the drug testing facility was never conveyed appropriately to me the first time by UTC's staff.

I contacted Mr. Steiner after his assessment and explained to him, that I would've enrolled in a program if only someone would've instructed me to do so. I asked Mr. Steiner to please read the initial recommendations, and see where it stated, that I needed to join a drug testing facility? Mr. Steiner, then got ahold of me and stated he agreed with my claims. He stated, he looked over the recommendations and found them to be vague. Although, Mr. Steiner agreed with me that the recommendations did not fully detail what I should've done, he still recommended another 6 months of probation, this way I could enroll in a program that does the testing themselves. A company that tests for both alcohol and drugs, he reiterated.

Although I was extremely disappointed with the extension, I knew this is what was required of me. So, I went and did exactly what was asked and signed up with Drug Free Business in Bothell, Washigton.

After signing up with the new program, I put Rianna Davis in Charge, because that was one of the recommendations that I not be in charge of the program. Even though it wasn't required of us, we continued testing our drivers before hiring them as a driver and allowing them behind the wheel of one of our trucks.

Honestly, Driving a big box truck like that is a huge responsibility one that should be taken very seriously.. It's our responsibility to keep everyone on the road safe, as much as we possibly can. Therefore, we will continue to keep the testing program in place, even if and when we are granted permanent authority.

In March of 2022, Mr. Steiner called to confirm if we enrolled in the drug testing program. We contacted him right away and gave him all the information he requested. We also added the additional drug tests we conducted outside of the program.

In April 2022 we received the unfortunate news that we were being recommended for another extension on our probation, because we had not conducted an alcohol test.

After receiving this news, I will admit, I was heartbroken and even felt defeated. We honestly thought we had did everything right this time! I mean I was so confident that we had complied with their instructions. But Mr. Steiner stated we needed to have at least one driver tested for alcohol even though this was never conveyed to us properly.

From my understanding, the recommendation was to only sign up for a drug and alcohol testing program? From that the drug testing facility would do the rest. Mistakenly, that was not the case. If I knew we needed to have one alcohol test done, I would've done it in a heartbeat!

In our defense, we were paying extra for tests that weren't even required of us, but we did it because it was the right thing to do. So an alcohol test would have not been an issue for our drivers or Myself at all.

After receiving the news for another extension, I immediately contacted Mr. Steiner to get some clarification? He said the Drug Free business was supposed to run one alcohol test on one

driver. He stated that he spoke with Drug Free business and they admitted that it was their fault for not running the Alcohol test for our company. Moreover, Drug Free Business stated, I did request and pay for the alcohol testing, but the alcohol test slipped through the cracks. Again, I thought we were in compliance the entire time, but I guess we were not? If I or Rianna had only been instructed to make sure the facility ran at least one random alcohol test it would've been done without question..

I fully understand the position of UTC's staff. UTC's staff is just doing their due diligence before granting us our authority. I'm sure, UTC's staff and the court felt as though it was taking a potential risk in granting us temporary authority in 2020. I mean, people with past records can be concerning if you do not know their true intentions. It's very difficult to determine whose intentions are just and whose are not just from one meeting. just because someone promises something doesn't always mean they will follow through it. Words are merely that, words! How you really determine someone's genuine intentions is through their actions.

With that said, I would like to believe, I have proven myself and my intentions through my actions these last several years. Ever since I was granted temporary authority, I have done everything in my power to see AmericaM Movers LLC prosper. From the on set AmericaM Mover's motivation was to provide customers with a transparent and trustworthy company. One that provides customers a great experience and service every time. A company customers are proud to recommend to their friends and family. From our reviews, I believe we have done just that!

Since our start in February 2020, we have become one of the best, if not the best Movers in and around Snohomish County. AmericaM makes sure to go above and beyond for our customers on each and every move. We provide everything from home safe-t-proofing, where we lay down floor runners throughout the house, cover banisters, rails, the front door, and door frames with ram jambs. We wrap every piece of furniture with extreme caution and care, we even cover glass with cardboard, and use a variety of other techniques to protect the customers belongings. We have 100s of pictures on our website showcasing the work we do so customers can see we are the real deal!

AmericaM provides a number of services: residential, commercial, and long distance moves. We provide packing services, staging, furniture assembly, office moves, and much more. The first year we did \$175,000 in sales in just 8 short months. In 2021 we tripled our sales to a whopping \$575,000. All that was accomplished with just 6 to 8 employees and 2 trucks. This year we're on pace to exceed last year's totals with a great start to the first quarter with \$120,000.

AmericaM Movers has over 100+ 5 star reviews over various platforms. We receive tons of referrals and repeat customers constantly. We have written referrals from Real estate agents, businesses, and even a anti terrorist unit.

Something that i'm very proud of is AmericaM's website. Our site is recognised as one of the best and ranks on go daddy as the top website for our industry. It scores a 98 which is phenomenal. The best part is i did the website all by myself . Not bad for a guy with zero computer experience.

But what we are most proud of was the opportunity to give back to our community this last winter. We partnered up with the Everett Navy for a Christmas event where we bought a bunch of toys for kids with fathers overseas. It was one of the highlights of my life. We also got to hand out christmas trees to military families which was really cool to. We are on board next year for another Toys for tots event.

Like I said before, I genuinely put my heart and soul into this business everyday. I work 6 to 7 days a week without breaks in between. This is honestly my passion. I literally look forward to getting up everyday to improve my company. I've never felt this way about any other job I ever did in my life.

Every year I have a number of goals that I set. So far I have accomplished most of what I have set out to do and more. Recently, I bought a house for my mom, fiancée, and I. We move in this month. It's our first home and we can't wait!

My life is truly blessed and I thank UTC for providing me the opportunity to prove my worth and make a living for my family.

With that said, I would love to be granted my permanent authority, but that's not my decision to make. If I have to wait to complete the one alcohol test that is being recommended by UTC staff, then I will do so without any complaints.

However, for future reference, if UTC staff could provide a little more clarity for what is expected of us that would be great. I know this is a two lane road and I will make sure to ask more questions to so we can be on the same page to. I just want to be in compliance so we are not facing similar situations like these ever again. Just know i will do whatever is required of me as long as i'm properly instructed.

UTC staff current recommendation is for us to continue our probationary authority, but I'm being told that it's still the Judge's decision to approve that recommendation.

Therefore, I'm asking the court to please take into consideration everything I have stated in this letter. Hopefully, You'll see that my actions have shown proof that I take UTC and my temporary authority very seriously! And, if and when, i'm granted permanent authority I will continue to follow all rules and regulations set by UTC and DOT.

Please Your Honor provide AmericaM Movers leniency. If you feel we have done enough to be granted authority than great! But If you feel i havn't done enough to be granted authority, I will work hard to attain that privilege. If you feel we need to get the alcohol test done before granting our authority, then I will personally make sure a random alcohol test is done by August.

AmericaM Movers means everything to me and my family. We have multiple employees that have worked with us for 2 years now and depend on this company. I have a house payment now

that relies on this business. This is our life, so please keep our dream alive and we will continue to follow UTC staff recommendations while providing a trustworthy and transparent service for our customers.

Thank you Your Honor.

Respectfully,

Camano Gahagan, CEO

Rianna Davis, CFO

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