Exh. TC-2 Docket TV-240169 Page 1 of 22

UTC	<b>US DOT #</b> 2919585	L Cgc		OVING & DELIVERY LLC
waterioonthe keeping	2919565	Oper	ating (DB	·
MC/MX #:				Federal Tax ID:
Review Ty	<b>/pe:</b> Comp	liance Re	view (CR)	
Scope:	Princip	pal Office		Location of Review/Audit: Company facility in the U. S. Territory:
Operation	Types Ir	nterstate	Intrastate	
C	carrier:	N/A	Non-HM	Business: Corporation
SI	nipper: 1	N/A	N/A	Gross Revenue: \$556,658.00 for year ending: 12/31/2021
Cargo	Tank:	N/A		
Company	Physical A	Address:		
2112 109	TH STREE	T SOUTH		
ТАСОМА	, WA 9844	4		
Contact I	Name:	DMITR	Y SATIR	
	umbers: (			(2) Fax
E-Mail Ac	•			GMAIL.COM
Company	Mailing A			
833 103R	D ST S			
ТАСОМА	, WA 9844	4-2733		
Carrier Cla	assificatio	n		
	rized for H			
Cargo Cla	ssificatior	1		1
	hold Good			
Equipmen	ıt			
	-	Ow	ned Term	Leased Trip Leased Owned Term Leased Trip Leased
Truck			0	2 0
Power units	s used in th	ne U.S.:2		
Percentage	e of time us	sed in the	U.S.:100	
Does car	rier transp	oort placa	rdable qu	antities of HM? No
ls an HM	Permit re	quired?		N/A
<b>Driver Inf</b>	ormation			
		Inter	Intra	Average trip leased drivers/month: 0
< 1	00 Miles:			Total Drivers: 3
>= 1	00 Miles:		3	CDL Drivers: 0
<b>_</b>	_			



Exh. TC-2 Docket TV-240169 Page 2 of 22



#### **PNW MOVING & DELIVERY LLC**

U.S. DOT #: 2919585

## Part A

QUESTIONS regarding this report or the Federal Motor Carrier Safety or Hazardous Materials rules may be addressed to the Office of Motor Carriers at:

> Tracy Cobile P.O. Box 47250 Olympia, WA 98504-7250 Phone: (360) 790-0653 Email: tracy.cobile@utc.wa.gov

#### This report will be used to assess your safety compliance.

#### Person(s) Interviewed Name: DMITRIY SATIR

Name:

Title: OWNER Title:



Exh. TC-2 Docket TV-240169 Page 3 of 22



# Part B Violations

1	Primary: WAC 480-15-550	Discovered	Cheeked	Drivers/V					
STATE ACUTE	CFR Equivalent: 387.7(a)	Discovered	Checked	In Violation	Cnecked				
Description									
-	mmerical motor vehicle without having adequate cargo i	nsurance covera	age.						
Example									
Driver name: D	2								
Trip date: Janu	ary 26, 2022 FRHT Unit: 5 VIN: 3ALACWFC2NDNF1335								
	violation: The company operated commercial motor vehic	cle, Unit #5, VIN	3ALACWFC2	NDNF1335 on	a total of				
82 occasions v	vithout cargo insurance on January (2022) 3, 4, 5, 6, 10,	11, 12, 13, 18, 2	20, 26, 27, Deo	ember (2021)	1, 2, 3, 6,				
	18, 20, 22, 23, 28, 29, November (2021) 1, 2, 4, 5, 6, 8,								
	27, 29, 30, September (2021) 1, 3, 4, 9, 15, 16, 20, 21, 2 26, 27, 28, 30, 31, July (2021) 27, 29.	22, 27, 28, Augu	st (2021) 3, 4,	5, 9, 10, 11, 1	2, 13, 16,				
2	Primary: 391.45(a)			Drivers/V	/ehicles				
STATE	Secondary: 391.11(a)	Discovered	Checked	In Violation					
CRITICAL	CFR Equivalent: 391.45(a)	2	3	2	3				
Description									
Using a driver	not medically examined and certified.								
Example									
Driver: Dmitriy Trip Date: Janu									
	violation: The carrier allowed this driver to drive a comme	ercial motor vehi	cle on a total o	of 48 occasions	s without a				
valid medical e	xaminers certificate (MEC) on the following dates: Janua	ary (2022) 11, 13	3, 17, 20, 26, E	December (202	21) 2, 9,				
	28, 29, 31, November (2021) 1, 2, 4, 9, 12, 29, 30, Octol			(2021) 2, 3, 9,	10, 14,				
16, 17, 20, 21,	22, 27, 28, August (2021) 2, 10, 12, 13, 14, 20, 23, 24, 2	25, 26, 27, 30, Jl	liy (2021) 30.						
Driver: Pavel A									
Trip Date: Janu									
	violation: The carrier allowed this driver to drive a comme								
valid medical examiners certificate (MEC) on the following dates: January (2022) 3, 4, 5, 6, 7, 10, 12, 13, 18, 21, 26, 27, December (2021) 1, 3, 6, November (2021) 5, 8, 9, 10, 11, 12, 15, 16, 17, 23, 24, 30, October (2021) 4, 5, 7, 9, 11, 14, 15, 18, 19, September (2021) 1, 8, 9, 10, 14, 15, 17, 28, August (2021) 3, 4, 5, 9, 10, 11, 16, 17, 18, 19, 23, 24, 27, 28, 30, 31, July									

(2021) 29.





3 STATE <b>CRITICAL</b>	Primary: WAC 480-15-555 Secondary: RCW 81.80.132 CFR Equivalent: 392.2	Drivers/Ve In Violation 3			
conviction for a Helper/Laborer Hire date: May First day worke Description of v	uct/retain paperwork containing criminal background che household goods carrier in the state of Washington. name: Tilei Logouii 20, 2021 d: May 20, 2021 violation: The criminal background check for Tilei Logouii or the first day of work on May 20, 2021. The criminal ba	was not conduc	ted by the car	rrier prior to the	May 20,
Hire date: 2021 Description of v 2021 hire date. Helper/Laborer Hire date: 2017 Description of v	name: Michael Ryzhichenko (the carrier did not provide the acutal day or month of hi <i>i</i> olation: The criminal background check for Michael Ryz The criminal background check was initially acquired on name: Anton Levchuk (the carrier did not provide the acutal day or month of hi <i>i</i> olation: The criminal background check for Anton Levch criminal background check was initially acquired on Janu	hichenko was n January 28, 20 ire in 2017) iuk was not con	22.		
4 STATE <b>CRITICAL</b>	Primary: 395.8(a)(1) CFR Equivalent: 395.8(a)(1)	Discovered 60	Checked 90	Drivers/Ve In Violation 2	
<b>Example</b> Driver name: D Trip date: Nove	ember 1, 2021 /iolation: The carrier failed to require the driver to make a n: oman Satir	record of duty	status.		
5 STATE	Primary: WAC 480-15-590 CFR Equivalent: 376.12(I)	Discovered 2	Checked 2	Drivers/Ve In Violation 2	
<b>Example</b> Vehicle: 3ALAC Trip date: Janu Description of v no copies of the Also in violation	violation: The carrier failed to present a valid original leas e lease agreements are being kept on board the leased e n: CWFC8KDKR0213	e agreement fo	-	time of investic	jation and





6 STATE	Primary: 390.19(b)(2)	Discovered	Checked	Drivers/V In Violation	
OTATE	CFR Equivalent: 390.19(b)(2)	1	1	1	1
<b>Example</b> Driver name: D Trip Date: Janu	lary 26, 2022		-		
	violation: The motor carrier failed to update the MCS-150 ess, correct cargo classification, number of drivers and ve				
7 STATE	Primary: 391.21(a) CFR Equivalent: 391.21(a)	Discovered	Checked 3	Drivers/V In Violation 3	
Example Driver name: D Trip date: Janu Description of v Also in violation Driver name: R Trip date: Janu Driver name: P Trip date: Janu Description of v applicants curre three year cras license, three y	who has not completed and furnished an employment ap mitriy Satir ary 26, 2022 violation: The carrier is using a driver who has not comple n: oman Satir ary 18, 2022 avel Arkhipchuk ary 27, 2022 violation: The employment application for this driver is inc ent address, social security number, date which application h and traffic history, list of all violations three years prior, ears employment with reason for leaving and signature of	eted and furnish complete and mi on was submitte statement of ar	ssing the addr	ress of employi erience/equipm suspension of c	ng carrier, nent type, Iriver
8 STATE	Primary: 391.51(b)(2) CFR Equivalent: 391.51(b)(2)	Discovered 1	Checked 3	Drivers/Vo In Violation	
pursuant to §3 Example Driver name: P Trip date: Janu	avel Arkhipchuk	·			





9 STATE				Drivers/V	ehicles
	Primary: 391.51(b)(3)	Discovered	Checked	In Violation	
	CFR Equivalent: 391.51(b)(3)	3	3	3	3
as equivalent. Driver name: D Trip date: Janu					
Also in violatior Driver name: R Trip date: Janu	n: Roman Satir Jary 18, 2022	who had been			
Driver name: P Trip date: Janu	'avel Arkhipchuk Jary 27, 2022				
10 STATE	Primary: 391.51(b)(4)	Discovered	Checked	Drivers/V In Violation	
	CFR Equivalent: 391.51(b)(4)	3	3	3	3
			·		ndar year
Driver name: D Trip date: Janu Description of 2021. Also in violation Driver name: R	Omitriy Satir lary 26, 2022 violation: The carrier failed to maintain the annual driver n: Roman Satir	abstract in the d			
2021. Also in violation Driver name: R <u>Trip date: Janu</u> 11	Omitriy Satir lary 26, 2022 violation: The carrier failed to maintain the annual driver n: Roman Satir	1	river qualificat	ion file for cale	ndar year ehicles
Driver name: D Trip date: Janu Description of v 2021. Also in violation Driver name: R <u>Trip date: Janu</u>	Omitriy Satir lary 26, 2022 violation: The carrier failed to maintain the annual driver n: Roman Satir lary 18, 2022	abstract in the d		ion file for cale	ndar year ehicles

2/23/2022 2:59:50 PM





12 STATE	Primary: WAC 480-15-480 Secondary: 392.2	Discovered	Checked 1	Drivers/V In Violation 1					
<b>Example</b> Driver name: D Trip date: Janu	iary 26, 2022 violation: Failing to file a completed annual report, pay re		·		f each				
13 STATE	13 Primary: 396.3(b)								
Trip Date: July Description of 14	MAAL74H606703 30, 2021 violation: The carrier failed to provide a vehicle maintena Primary: 396.3(b)(1)			Drivers/V	ehicles				
STATE	CFR Equivalent: 396.3(b)(1)	Discovered 2	Checked 2	In Violation	Checked 2				
<b>Example</b> Vehicle: 3ALA Trip date: Janu Description of Also in violatio	violation: The vehile maintenace record was missing the n: CWFC8KDKR0213	-	al number, yea	r, and tire size.					
15 STATE	Primary: 396.3(b)(2) CFR Equivalent: 396.3(b)(2)	Discovered 2	Checked 2	Drivers/V In Violation 2					
performed. <b>Example</b> Vehicle: 3ALA Trip date: Janu Description of Also in violatio	vio <sup>l</sup> ation: The carrier failed to maintain a scheduled mair n: CWFC8KDKR0213			nce operations	to be				





16 STATE	Primary: 396.3(b)(3) CFR Equivalent: 396.3(b)(3)		Discovered	Checked 2			ehicles Checked 2
Example Vehicle: 3ALA0 Trip date: Janu Description of Also in violation Vehicle: 3ALA0	a record of inspection, repairs and maintenanc CWFC2NDNF1335 lary 27, 2022 violation: The carrier failed to maintain a record n: CWFC8KDKR0213						
Trip date: Janu 17 STATE	Primary: 396.17(a)		Discovered	Checked			ehicles Checked
Onte	CFR Equivalent: 396.17(a)		1	3	1	ation	3
<b>Example</b> Vehicle: 1HTM Trip date: July	ercial motor vehicle not periodically inspected. MAAL74H606703 30, 2021 (Job 2805-1 Lockhart) violation: The carrier operated a commercial mo	otor vehicle	e not periodical	ly inspected.			
Total Mile Recordat	Rating Information:as Operated22,000ble Accidents0ble Accidents/Million Miles0.00		Number of Vel O per of Vehicles	OS Vehicle (N	d (CR): ICMIS):	2 0	
Your proposed	safety rating is :	Rating I			cute (	Critical	
	-		or 1:	C	1	0	
			or 2:	C U	0 0	1 2	
	CONDITIONAL		or 3: or 4:	U S	0	3 0	
			or 5:	N	0	0	
			or 6:	S	-	-	



Exh. TC-2 Docket TV-240169 Page 9 of 22



## Part B Requirements and/or Recommendations

1. DRIVER FITNESS BASIC PROCESS BREAKDOWN: Policies and Procedures

DESCRIPTION OF PROCESS BREAKDOWN: Owner, Dmitriy Satir does not have adequate systems in place to ensure drivers are physically qualified to drive a commercial motor vehicle (CMV). The carrier knowingly allowed drivers to operate a CMV on numerous occasions without a required medical examiners certificate.

#### BASIC SPECIFIC RECOMMENDED REMEDIES

Implement Safety Improvement Practices: The following are recommended practices related to Policies and Procedures.

• Develop a policy for the periodic review (at least twice per year) of driver qualification files. The motor carrier should not rely on third-party sources, such as insurance agencies. The procedure should include controls to ensure that documents requiring renewals are in place, to remind drivers of expiration dates on medical certificates, so they can schedule another physical examination in advance, and to prevent falsification of documents related to driver qualification.

• Establish a policy requiring drivers to submit copies of all vehicle and roadside inspections and moving violations to carrier management within 24 hours, and to notify management of suspended or revoked Commercial Driver's Licenses (CDLs) immediately following notification of suspension/revocation.

• Establish a policy requiring all new (since 2003) Commercial Driver's License (CDL) drivers to submit documentation of entry-level driver training in - for example, driver qualification requirements, Hours of Service (HOS), driver wellness, and whistleblower protection - or to take entry-level training provided by the carrier.

• Develop a policy for document retention and recordkeeping, including documents that are to be in the possession of the driver as proof of credentials.

• Develop a process to ensure that operations will always have the proper amount of fit drivers. This process would address how to deal with issues such as sick leave, vacation, training, suspension, and termination.

• Develop a written and progressive disciplinary policy focused on taking corrective action to ensure drivers comply with regulations and policies. A progressive disciplinary policy could include, among other things, written warnings, suspensions, or work restrictions, monetary penalties, and termination. This policy should also specify consequences for any carrier official who knowingly and willfully allows Driver Fitness Violations.

#### Seek Out Resources:

• You are encouraged to review your company's record at the following website: http://ai.fmcsa.dot.gov/SMS. You will need to use your PIN Number that has been provided by the FMCSA.

Contact industry associations to get resources and ideas on safety improvement practices from other carriers in
the industry

2. DRIVER FITNESS BASIC PROCESS BREAKDOWN: Roles and Responsibilities

DESCRIPTION OF PROCESS BREAKDOWN: Company owner Dmitriy Satir failed to maintain drivers motor vehice reports in the driver qualification files.

#### BASIC SPECIFIC RECOMMENDED REMEDIES

Implement Safety Improvement Practices: The following are recommended practices related to Roles and Responsibilities.

• Define and document the role of managers and supervisors for implementing driver-fitness policies and for monitoring compliance with them. This should include regular evaluation of the carrier's driver-wellness program.

• Define and document roles and responsibilities of managers and supervisors in providing training and maintaining qualifications for all employees according to driver-fitness regulations and company policies and procedures.

• Ensure that operations managers and dispatchers are responsible for having the proper amount of fit drivers by considering short-term changes, for example, with regard to vacations, variations in sales, and additional driver duties, and long-term changes, for example, with regard to permanent reassignment and termination of employees.

• Ensure that dispatchers and operation managers are responsible for ascertaining that drivers are qualified before authorizing runs.

Define and document roles and responsibilities of drivers, dispatchers, and other personnel according to driver





## Part B Requirements and/or Recommendations

fitness regulations and company policies and procedures.

3. Criminal background checks for prospective employees.

(1) Each carrier must complete a criminal background check for every person the carrier intends to hire.

(2) The carrier must keep evidence that it has completed a criminal background check for every person the carrier intends to hire for as long as that person is employed and for three years thereafter.

(3) No carrier may hire a person who has been convicted of any crime involving theft, burglary, assault, sexual misconduct, identity theft, fraud, false statements, or the manufacture, sale, or distribution of a controlled substance within the past five years.

4. HOS COMPLIANCE BASIC PROCESS BREAKDOWN: Monitoring and Tracking

DESCRIPTION OF PROCESS BREAKDOWN: Owner, Dmitriy Satir failed to have a system in place for tracking HOS which resulted in failing to monitor driver hours of service causing the potential for unsafe driving due to fatigue.

BASIC SPECIFIC RECOMMENDED REMEDIES

Implement Safety Improvement Practices: The following are recommended practices related to Monitoring and Tracking Processes.

• Implement an effective process for monitoring, tracking, and evaluating all drivers' compliance with Hours-of-Service (HOS) regulations and company policies.

• Promptly review all Records of Duty Status (RODS) for Hours-of-Service (HOS) violations and falsification. Look for discrepancies by comparing driver logs with their "check-in" calls and other supporting documents.

• Document all findings of fatigue-related noncompliance with regulations and/or company policies.

• Systematically check to see if drivers and dispatchers are regularly communicating about Hours-of-Service (HOS) availability and driver-fatigue level.

• Maintain roadside inspection, Records of Duty Status (RODS), supporting documents, dispatch schedules, and communication records to help evaluate the performance of all staff (drivers, dispatchers, and managers) involved in Hours of Service (HOS) and the effectiveness of compliance with HOS policies, procedures, and regulations.

• Regularly evaluate the company's fatigue-related inspection results via the Federal Motor Carrier Safety Administration's (FMCSA) website at http://ai.fmcsa.dot.gov/SMS. Assess violations for process breakdowns and how to remedy them.

• Implement a system for keeping accurate records of employees' Hours-of-Service (HOS) training needs and completed training, via software, a checklist in the driver's file, and/or another appropriate method.

• Evaluate personnel (log clerks, payroll, dispatchers, and third-party safety consultants) who are monitoring drivers' Records of Duty Status (RODS) for accuracy; for whether they are applying performance standards fairly, consistently, and equitably; and for whether they are documenting evaluations.

• Consider using Electronic On-board Recorders (EOBRs) to monitor and track Hours-of-Service (HOS) violations.

• When monitoring and tracking any fatigue-related issues, always assess whether an issue is individual or represents a systemic breakdown in the Safety Management Processes (Policies and Procedures, Roles and Responsibilities, etc.).

#### 5. WAC 480-15-550 Cargo insurance.

DESCRIPTION OF PROCESS BREAKDOWN: Company owner Dmitriy Satir failed to maintain cargo insurance coverage on all HHG commercial motor vehicles operating in intrastate commerce and regulated by the commission.





# U.S. DOT #: 2919585

## Part B Requirements and/or Recommendations

(1) Carriers must have cargo insurance coverage at the levels prescribed in subsection (2) of this section to protect all household goods transported under the permit. The commission will not issue a permit for authority to operate without acceptable proof of required cargo insurance coverage.

(2) The minimum limits of required cargo insurance are:

(a) Ten thousand dollars for household goods transported in motor vehicles with a gross vehicle weight rating of less than ten thousand pounds.

(b) Twenty thousand dollars for household goods transported in motor vehicles with a gross vehicle weight rating of ten thousand pounds or more.

(3) Carriers must provide proof of required cargo insurance (Certificate of Liability Insurance or Form H Uniform Motor Carrier Cargo Certification of Insurance) when they apply for a permit. In addition, carriers must have proof of cargo insurance at their main office available for inspection by commission representatives.

(4) The commission may suspend or cancel the permit of any carrier operating without required cargo insurance coverage.

- 6. Periodically review the maintenance and inspection records for all lease vehicles as required by Part 396 of the FMCSR. Keep a record to document these reviews and notify the vehicle owner of any violations detected.
- 7. Is Your Registration Information Current?

FMCSA requires carriers to update their registration data via a MCS-150 form every 24 months. Please review, verify and update your contact information, Vehicle Miles Travelled (VMT) and Power Unit (PU) data to ensure that it is current and accurate, since it is used in the new Carrier Safety Measurement System. You should access the system, review all the information and press the submit button. Once you've done this, the system will record that you've reviewed the information and you will be in compliance with the biennial update requirement. https://li-public.fmcsa.dot.gov/LIVIEW/PKG REGISTRATION.prc option"

- 8. Required information for employment application:
  - 1. The name and address of the employing motor carrier.
  - 2. The applicant's name, address, date of birth, and social security number.

3. The addresses at which the applicant has resided during the 3 years preceding the date on which the application is submitted.

4. The date on which the application is submitted.

5. The issuing State, number, and expiration date of each unexpired commercial motor vehicle operator's license or permit that has been issued to the applicant.

6. The nature and extent of the applicant's experience in the operation of motor vehicles, including the type of equipment (such as buses, trucks, truck tractors, semitrailers, full trailers, and pole trailers) which he/she has operated.

7.A list of all motor vehicle accidents in which the applicant was involved during the 3 years preceding the date the application is submitted, specifying the date and nature of each accident and any fatalities or personal injuries it caused.

8.A list of all violations of motor vehicle laws or ordinances (other than violations involving only parking) of which the applicant was convicted or forfeited bond or collateral during the 3 years preceding the date the application is submitted.

9.A statement setting forth in detail the facts and circumstances of any denial, revocation, or suspension of any license, permit, or privilege to operate a motor vehicle that has been issued to the applicant, or a statement that no such denial, revocation, or suspension has occurred. 10.

(i) A list of the names and addresses of the applicant's employers during the 3 years preceding the date the application is submitted,

(ii) The dates he or she was employed by that employer,

(iii) The reason for leaving the employ of that employer,

(iv) After October 29, 2004, whether the (A) Applicant was subject to the FMCSRs while employed by that previous employer.

11. For those drivers applying to operate a commercial motor vehicle as defined by part 383 of this subchapter, a list of the names and addresses of the applicant's employers during the 7-year period preceding the 3 years contained in paragraph (b)(10) of this section for which the applicant was an operator of a commercial motor vehicle, together





## Part B Requirements and/or Recommendations

with the dates of employment and the reasons for leaving such employment. 12. The following certification and signature line, which must appear at the end of the application form and be signed by the applicant.

- **9.** Ensure that all drivers are fully and properly qualified before operating in interstate commerce. Maintain a complete file as required for each driver, documenting the qualification process.
- **10.** Establish a systematic maintenance records program for all vehicles. Maintain a complete file for each subject vehicle, recording all repair, maintenance and inspection operations performed.
- 11. 396.21 Periodic inspection recordkeeping requirements.
  - (a) The qualified inspector performing the inspection shall prepare a report that:
  - (1) Identifies the individual performing the inspection;

(2) Identifies the motor carrier operating the vehicle or intermodal equipment provider intending to interchange the vehicle to a motor carrier;

(3) Identifies the date of the inspection;

(4) Identifies the vehicle inspected;

(5) Identifies the vehicle components inspected and describes the results of the inspection, including the

identification of those components not meeting the minimum standards set forth in appendix G to this subchapter; and

(6) Certifies the accuracy and completeness of the inspection as complying with all the requirements of this section. (b)(1) The original or a copy of the inspection report shall be retained by the motor carrier, intermodal equipment provider, or other entity that is responsible for the inspection for a period of fourteen months from the date of the inspection report. The original or a copy of the inspection report must be retained where the vehicle is either housed or maintained.

(2) The original or a copy of the inspection report must be available for inspection upon demand of an authorized Federal, State or local official.

(3) Exception. If the motor carrier operating the commercial motor vehicles did not perform the commercial motor vehicle's last annual inspection, or if an intermodal equipment provider did not itself perform the annual inspection on

equipment intended for interchange to a motor carrier, the motor carrier or intermodal equipment provider is responsible for obtaining the original or a copy of the last annual inspection report upon demand of an authorized Federal, State, or local official.

- **12.** Carrier must file an annual report with the Utilities and Transportation Commission to pay regulatory fees no later than May 1.
- 13. Safety Management Plan (SMP) Requirement

You have been assessed a proposed safety rating of CONDITIONAL, within 60 days, send and have approved, a safety management plan to the UTC describing what actions you have taken in response to this review to ensure that you are complying with the Motor Carrier Safety Regulations.

The Washington Utilities and Transportation Commission (UTC) allows motor carriers to request an upgrade of its safety rating based on corrective action as defined in 49 CFR, section 385.17. The request for an upgrade must include a written description of correction actions taken, documentation of these corrective actions, and an explanation of how its operations meet the safety standards and factors specified in 49 CFR sections 385.5 and 385.7.

Within 60 days from the receipt of your proposed rating, you may request, in writing, a change to your safety rating based on corrective actions. You should do so as soon as possible so the UTC has the opportunity to review and evaluate your safety management plan before the effective date of the final safety rating. If you fail to obtain an improved rating within 60 days from the receipt of your proposed rating, the unsatisfactory rating will become final and you must cease operations.



Exh. TC-2 Docket TV-240169 Page 13 of 22



## Part B Requirements and/or Recommendations

You must develop a safety management plan:

1. The plan must address all violations on the most recent Compliance Review. Corrective actions to address other violations noted on your review must also be included.

2. Identify why the violations were permitted to occur.

3. Discuss the actions taken to correct the deficiency or deficiencies that allowed the violations to occur. Include actual documentation of this corrective action. (For example: documentation may include items such as new policies and procedures, training programs and sign-in lists, or copies of new forms.

4. Outline actions taken to ensure that similar violations do not reoccur in the future. YOU MUST DEMONSTRATE THAT YOUR OPERATIONS CURRENTLY MEET THE SAFETY STANDARD AND FACTORS SPECIFIED IN 49 CFR 385.5 and 385.7. To do so, you must demonstrate that you now have adequate safety management controls in place which function effectively to ensure acceptable compliance with applicable safety requirements.

5. If your request includes actions that will be conducted in the near future, such as training, reorganization of departments, purchasing of computer programs, etc, include a detailed description of the activity or training and a schedule of when that activity will commence and when it will be completed.

6. Include any additional documentation relating to motor carrier safety and the prevention of crashes that you believe supports your request.

7. Include a written statement certifying the carrier will operate within federal and state regulations and the carrier's operation currently meets the safety standard and factors specific in 49 CFR 385.5 and 385.7. A corporate officer; partner, or the owner of the company must sign the statement.

You must submit your request to:

Washington Utilities and Transportation Commission Attention: Jason Sharp, Motor Carrier Safety Supervisor jason.sharp@utc.wa.gov

or

P.O. Box 47250 Olympia, WA 98504-7250



														I		Exh. TV-24 age 14	
P	NW MO	OVING	& DE	LIVER	Y LLC	;										Re	view Date:
UTC	.S. DO	T #: 29	919585	5												02	/23/2022
								Part	С								
Reason fo Planned A			omplia omplia			ng											
Parts Rev				-													
325 382 ✓	383 √	387 ✓	390 ✓	391 √	392 √	393 √	395 √	396 √	397	398	399	171	172	173	177	178	180
<u>Prior Revi</u> 5/6/2020	iews	<u>Pri</u>	or Pro	secuti	<u>ons</u>												
<u>Unsat/Unf</u> Is the mot procedure transport	or car es cont passe	rier of tained ngers	passe in 49 in a co	CFR p	art 38 rcial m	5 subp notor v	oart A, /ehicle	AND ?	does i								
Does carr Unsat/Unf		•	ріаса	rdable	quan	titles	or naz	ardou	is mate	eriais		pplical	ble				
Corporate Corporate					R						Sp	pecial	Study	Inform	nation	:	
Remarks: INVESTIG		REPO	RT RE	CEIVE	ED BY	:											
Name: Dm Title: Owne Carrier Nar USDOT: 29	er me: PN	IW Mo	ving &	Delive	ry LLC	;											

REASON FOR THE INVESTIGATION:

UTC Assignment: 122013 Date: February 23, 2022

Per order 01 (TV-200419 & TV-200421 consolidated), this follow-up safety investigation was assigned to Tracy Cobile, Special Investigator of the Washington Utilities and Transportation Commission (commission). The carrier operates in intrastate commerce.

#### SCOPE OF THE INVESTIGATION:

The investigation was assigned to Special Investigator Tracy Cobile on January 27, 2022. The carrier was contacted on January 27, 2022 and a full investigation was set to begin February 1, 2022, as an onsite comprehensive investigation. Investigator Cobile corresponded with Dmitriy Satir (Owner/Driver) via email dmitriysatir@gmail.com <mailto:dmitriysatir@gmail.com>, pnwmovinganddelivery@gmail.com <mailto:pnwmovinganddelivery@gmail.com> and telephone 253-579-7122 during this investigation. Present at the start of the review was Special Investigator Cobile along with company owner Dmitriy Satir.

SMS was checked on January 27, 2022, and it was noted that no BASICs were in alert status.

CARRIER OPERATION DESCRIPTION:

PNW Moving & Delivery LLC (carrier) is a household goods carrier operating out of Tacoma, Washington. The carrier is a provisional household goods company that began operations in March 2016 and following a cancellation for lack of insurance was reinstated June 2, 2020. The carrier currently operates two straight trucks classified as commercial motor



Exh. TC-2 Docket TV-240169 Page 15 of 22



U.S. DOT #: 2919585

Part C

vehicles (CMV) operating under the UTC permit. The carrier employed five drivers operating within the state of Washington within the past 365 days and has three current drivers. PNW Moving & Delivery LLC recorded a gross revenue of \$556,658 for the calendar year ending December 31, 2021. The carrier is not and has not been involved in any emergency relief efforts in the last 365-days. The carrier last updated the Vehicle Miles Traveled (VMT) for 2019. Satir is responsible for the carrier's safety program.

#### PRE-INVESTIGATION:

On January 27, 2022, a carrier information packet was emailed to the carrier requesting investigation information, the records that would need to be reviewed, and the information the carrier would need to make available. The carrier was requested to fill-out and return the carrier information packet with a list of all commercial motor vehicle drivers and all commercial motor vehicles utilized in the past 12 months and an all-employee list prior to the start of this investigation. The carrier packet was returned incomplete via email on January 31, 2022. On February 1, the carrier began emailing additional information requested to Investigator Cobile. At the time of the review the documents requested were a list of all recordable accidents for the past 365 days from the date of review, driver qualification files for all drivers used within the past 12 months, insurance documentation, all records of duty status (logbooks/timecards) for the previous six months with supporting documents, all maintenance files and records for each commission regulated vehicle. A copy of the carrier's profile and MCS-150 were originally obtained through MCMIS on January 27. The carrier's previous review was completed May 6, 2020. The carrier received a proposed unsatisfactory rating.

Commission records show that Satir attended the initial Household Goods Training provided by commission staff in May 2018. This is an in-depth training that covers compliance responsibilities and requirements of household goods carriers for consumer protection and safety.

#### CDLIS (DRIVER LICENSE) CHECK:

Per eFOTM, CDLIS checks should be conducted on a sampling of all drivers subject to CDL requirements. PNW Moving & Delivery LLC had five non-CDL drivers in the last 365 days. On January 31, the driver's license status/histories for the three current drivers (Dmitriy Satir, Roman Satir and Pavel Arkhipchuck) were checked through CDLIS. No records were available through CDLIS for all three drivers. Secure Access Washington (SAW) was checked for Washington licensed drivers. See Part 383 below for details.

#### AUTHORITY:

PNW Moving & Delivery LLC is an authorized for-hire carrier of household goods operating in intrastate commerce and is required to have operating authority. The carrier operates under the USDOT number 2919585. The carrier has intrastate authority through the commission under provisional permit, THG-067549.

#### INSURANCE:

PNW Moving & Delivery LLC is required to maintain a minimum level of public liability of \$750,000. A check with the carrier's insurance shows a \$750,000 Auto Liability policy with United Financial Casualty Insurance Company/Progressive Commercial and \$25,000 Cargo Insurance with Insurance Solutions underwriter for United Financial Casualty Company/Progressive Commercial. See Part 387 for details.

#### RED FLAG DRIVERS:

A&I (SMS) was checked through Portal on January 27, and the carrier has no drivers with red flag violations in the last 365 days.

#### DRUG AND ALCOHOL SUPPLEMENTAL REVIEW:

This is a full comprehensive investigation therefore a Drug and Alcohol Supplemental Review was not required.

#### HAZARDOUS MATERIALS SUPPLEMENTAL REVIEW:

PNW Moving & Delivery LLC does not transport any hazardous materials that require placarding. A Hazardous Materials Supplemental Review is not required.





## Part C

#### INVESTIGATION:

This is a full comprehensive investigation that checked Parts 376, 380, 382, 383, 387, 390, 391, 392, 393, 395 and 396.

Part 376 Lease and Interchange of Vehicles:

The carrier trip leased, and term leased commercial motor vehicles from Enterprise Rental Truck in Fife, Washington during the previous 365 days.

Two violations of WAC 480-15-590 occurred when the carrier failed to maintain the original lease agreement for the current term leased vehicles the company operates.

Part 380 Special Training:

PNW Moving & Delivery LLC does not operate long combination vehicles (LCVs). The carrier has not employed drivers that meet the definition of entry level driver.

#### Part 40 and Part 382

PNW Moving & Delivery LLC does not operate vehicles with a GVWR of 26,001 lbs. or more and is not required to have a controlled substance and alcohol testing program.

#### Part 383 Commercial Drivers' License:

The carrier employs three current drivers that have operated in the state of Washington over the past 365 days and within the past six months. Per eFOTM guidelines, a sample size of three drivers was required to be checked. The carrier does not use commercial vehicles with a GVWR of 26,001 lbs. or more and the drivers are not required to have a CDL. Drivers Dmitriy Satir, Roman Satir and Pavel Arkhipchuk were checked through SAW and the driver license statuses were current and valid at the time of this investigation.

#### Part 387 Financial Responsibility:

The carrier's vehicle (Unit #4, VIN 3ALACWFC8KDKR0213) is insured with Insurance Solutions an underwriter for United Financial Casualty Company/Progressive Commercial, policy number CA 07501656-7. The carrier's insurance agent is Alexander Babin, contact telephone number of 253-202-2726 or email alexanderbabin@yahoo.com. Investigator Cobile verified the carrier did maintain \$750,000 in Auto Liability coverage and did not have a lapse in coverage in the last 365 days. The carrier also maintains \$25,000 in cargo insurance with United Financial Casualty Company/Progressive Commercial, policy number CA 07501656-7, no lapse in cargo insurance was determined.

On February 1, insurance agent, Alexander Babin responded to Investigator Cobile's email inquiry regarding the liability coverage and cargo coverage for PNW Moving & Delivery LLC. Babin states the coverage only applies to the one vehicle listed on the policy (3ALACWFC8KDKR0213) and does not extend to any other vehicles owned and/or leased by the company. Investigator Cobile spoke with Dmitriy Satir in detail about the minimum liability and cargo requirements the company must maintain on all owned/leased vehicles operating in commerce. Satir was unable to provide the requested supporting documents (insurance and cargo coverage amounts) from Enterprise Truck Rental (253-922-5266) for Unit #5, VIN 3ALACWFC2NDNF1335 that the company currently term leases. Satir states Enterprise Truck Rental does not provide cargo insurance options. Satir was informed again of the minimum liability insurance and cargo requirements and instructed by Investigator Cobile to obtain proper liability and cargo coverage prior to any further operations using Unit #5, VIN 3ALACWFC2NDNF1335 or operating any future commercial motor vehicles regulated by the commission that are not adequately insured.

Based on the records provided during the six months preceding the start of this investigation, the carrier used a term leased truck that did not have cargo coverage on 82 occasions from July 27, 2021 through January 27, 2022 as follows:

The company operated truck Unit #5, VIN 3ALACWFC2NDNF1335 on a total of 82 occasions without cargo insurance on January (2022) 3, 4, 5, 6, 10, 11, 12, 13, 18, 20, 26, 27, December (2021) 1, 2, 3, 6, 7, 8, 9, 15, 16, 18, 20, 22, 23, 28, 29, November (2021) 1, 2, 4, 5, 6, 8, 9, 10, 12, 15, 16, 18, 24, 30, October (2021) 7, 11, 15, 18, 21, 22, 25, 27, 29, 30,



Exh. TC-2 Docket TV-240169 Page 17 of 22



# Part C

September (2021) 1, 3, 4, 9, 15, 16, 20, 21, 22, 27, 28, August (2021) 3, 4, 5, 9, 10, 11, 12, 13, 16, 18, 19, 23, 24, 26, 27, 28, 30, 31, July (2021) 27, 29.

One acute violation of WAC 480-15-550 occurred when the carrier failed to have adequate cargo insurance on a term leased truck through Enterprise Rental Truck (VIN 3ALACWFC2NDNF1335).

On February 16, 2022, Satir provided insurance coverage documentation from United Financial Casualty Company/Progressive Commercial (Policy #07501656-7) showing cargo coverage of \$25,000 in place for Unit #5, VIN 3ALACWFC2NDNF1335 with an effective date of February 16, 2022.

Part 390 General FMCSR:

The carrier has not been involved in any Department of Transportation recordable accidents in the last 365 days.

PNW Moving & Delivery LLC last updated the MCS-150 on June 18, 2020 and recorded 28,000 vehicle miles travelled (VMT) for calendar year 2019. Satir states a total of 22,000 VMT for the calendar year 2021 ending December 31, 2021.

One violation of 390.19(b)(2) occurred when the carrier failed to update the MCS-150 registration form with the current principal place of business address, correct cargo classification, number of drivers and vehicles and the correct company official's name.

Part 391 Qualification of Drivers:

The carrier employed a total of five drivers that operated in intrastate commerce during the previous 365 days, with three current drivers. Per eFOTM guidelines, a sample size of three Driver Qualification Files were to be inspected. Driver files requested to be reviewed were for drivers Dmitriy Satir, Roman Satir and Pavel Arkhipchuk.

The carrier had a driver, Anton Levchuk, drive for the company in the last 365-days and no driver qualification file was maintained for this driver. Anton Levchuck was stopped and inspected (WAW819001674) roadside on March 23, 2021 laden with HHG. Investigator Cobile spoke with Satir in detail about the driver qualification requirements of CFR 391.51(a).

Two critical violations of 391.45(a) occurred when the carrier allowed drivers to operate a commercial motor vehicle who had not been medically certified by a medical examiner listed on the National Registry of Medical Examiners.

Based on the records provided during the six months preceding the start of this investigation, the carrier used drivers that were not medically examined and certified on 109 occasions from July 27, 2021 through January 27, 2022 as follows:

Dmitriy Satir operated a total of 48 times without a valid medical examiners certificate (MEC) January (2022) 11, 13, 17, 20, 26, December (2021) 2, 9, 16, 17, 20, 23, 28, 29, 31, November (2021) 1, 2, 4, 9, 12, 29, 30, October (2021) 29, 30, September (2021) 2, 3, 9, 10, 14, 16, 17, 20, 21, 22, 27, 28, August (2021) 2, 10, 12, 13, 14, 20, 23, 24, 25, 26, 27, 30, July (2021) 30.

Pavel Arkhipchuk operated a total of 61 occasions without a valid medical examiners certificate (MEC) on January (2022) 3, 4, 5, 6, 7, 10, 12, 13, 18, 21, 26, 27, December (2021) 1, 3, 6, November (2021) 5, 8, 9, 10, 11, 12, 15, 16, 17, 23, 24, 30, October (2021) 4, 5, 7, 9, 11, 14, 15, 18, 19, September (2021) 1, 8, 9, 10, 14, 15, 17, 28, August (2021) 3, 4, 5, 9, 10, 11, 16, 17, 18, 19, 23, 24, 27, 28, 30, 31, July (2021) 29.

Three violations of 391.21(a) occurred when the carrier failed to ensure each driver had a complete employment application on file.

One critical-type violation of 391.51(b)(2) occurred when the carrier failed to maintain the driver's driving records in the driver qualification files.

Three violations of 391.51(b)(3) occurred when the carrier failed to road test and certify drivers prior to operating a commercial motor vehicle for the company.

Three violations of 391.51(b)(4) occurred when the carrier failed to maintain the annual driver abstracts in the driver qualification files.





Review Date: 02/23/2022

Part C

Three violations of 391.51(b)(6) occurred when the carrier failed to maintain the annual driver certificate of violations in the driver qualification files.

In accordance with FMCSA Memorandum MC-ECS-2012-0004 medical certificates for 25 percent of the driver qualification file sample size (one) were to be selected for verification.

Driver Name: Pavel Arkhipchuk Date of Birth: 5/29/2002 ME's License/Certificate Number: AP60223719 Date of Issuance of the MEC: January 31, 2022 MEC Expiration: January 31, 2024 National Registry Identification Number: 1874673071 Phone Number: 253-475-5908 Date and Time Contacted: February 8, 2022 @ 8:11 a.m. Person Contacted: Tannery Results: MEC Check Confirmed

Part 392 - Driving of Commercial Motor Vehicles:

PNW Moving & Delivery LLC is an intrastate carrier and at the time of this investigation the carrier is not current on its annual regulatory fees for 2019 and 2020. The carrier was advised to contact Rachel Stark in the Regulatory Services Division and was provided her contact phone number and email. Satir states he did not complete the annual reporting requirements because he was busy and didn't fully understand how to complete the online forms.

The carrier's principal place of business is located in Washington and all household goods moves start and stop from the Tacoma, Washington location.

Dmitriy Satir was informed that using radar detectors and handheld devices while driving is prohibited.

The carrier's bill of ladings (BOL) do not meet the minimum information requirements defined in Tariff 15-C (Item 95) required by WAC 480-015-710(3). Common information missing on the carrier BOL is the UTC permit number, company email address, destination address of delivery, customer signatures and/or initials, no times of vehicles leaving/returning to the terminal and no start, stop time for each employee involved in the move. An example of an incomplete bill of lading can be found on BOL/Work Order (3550-1) for customer, Dmitriy Shkarin dated January 27, 2022.

One violation of WAC 480-15-480(4) occurred when the carrier failed to file annual reports and pay regulatory fees for 2019 and 2020.

Three critical violations of WAC 480-15-555 occurred when the carrier failed to conduct/retain paperwork containing criminal background checks or hiring an individual with a disqualifying conviction for a household goods carrier in the state of Washington.

Part 395 - Hours of Service:

PNW Moving & Delivery LLC employed five drivers during the last 365 days, employing three drivers during the previous six months. In accordance with eFOTM procedures, a sample size of three Record of Duty Status (RODS) was required to be checked for a 30-day period. PNW Moving & Delivery LLC operated all services under the short-haul exemption in Part 395.1(e) within the last 365 days and does not require an ELD.

For this investigation, a 30-day period was requested to be reviewed for November 1 through November 30, 2021 for drivers Dmitriy Satir, Roman Satir and Pavel Arkhipchuk. This required that 90 RODS be checked. As part of the investigation, supporting documents were requested.

Sixty critical violations of 395.8(a)(1) occurred when the carrier failed to require drivers to make a record of duty status.

Part 393 & 396 - Maintenance and Inspection:



Exh. TC-2 Docket TV-240169 Page 19 of 22



U.S. DOT #: 2919585

## Part C

The carrier operates two term leased straight trucks and one owned straight truck classified as commercial motor vehicles in intrastate commerce during the last 365-days. Unit #3, VIN 1HTMMAAL74H606703 is owned by the company and not currently operating or being used, however the vehicle was operated on July 30 (Job #2805-1 Lockhart) which falls within the sample period of this investigation therefore the vehicle maintenance file for this unit was requested to be reviewed. The carrier stated the major vehicle maintenance and annual inspections are conducted primarily with Enterprise Truck Rental located in Fife, Washington.

Vehicle Maintenance Records:

In accordance with the eFOTM, a sample size of three vehicle maintenance files were to be reviewed.

Investigator Cobile requested to review the maintenance files for the following three vehicles: Unit #5 VIN 3ALACWFC2NDNF1335, Unit #4 VIN 3ALACWFC8KDKR0213 and Unit #3 VIN 1HTMMAAL74H606703.

One critical-type violations of 396.3(b) occurred when the carrier failed to maintain a vehicle maintenance file.

Two violations of 396.3(b)(1) occurred when the carrier failed to keep maintenance records with the required vehicle identifiers.

Two violations of 396.3(b)(2) occurred when the carrier failed to maintain a scheduled maintenance record.

Two violations of 396.3(b)(3) occurred when the carrier failed to maintain a record of inspection, repair, and maintenance.

One critical-type violation of 396.17(a) for using a commercial motor vehicle not periodically inspected.

Driver Vehicle Inspection Reports (DVIRs):

Investigator Cobile inquired about the carrier's DVIR process as part of this investigation. Satir was unable to demonstrate compliance with the DVIR process and stated when defects occur, the drivers will verbally inform Satir of any defects found during their post-trip inspections. The DVIR documentation and reporting requirements outlined in CFR 396.11 were discussed in detail with Satir. The carrier was not in compliance with the DVIR reporting and documentation requirements, however no violations were recorded due to a lack of documentation as proof that a DVIR was required.

Vehicle Inspections:

In accordance with eFOTM, a sample size of two vehicles were inspected. The vehicles were inspected at the carrier's principal place of business.

The vehicles inspected are as follows:

2002 Freightliner, VIN 3ALACWFC2NDNF1335 - vehicle inspection resulted in an OOS condition. 2019 Freightliner, VIN 3ALACWFC8KDKR0213

The 2004 International, VIN 1HTMMAAL74H606703 was not in operation at the time of this investigation and was not inspected.

See attached Aspen reports.

CLOSING INTERVIEW:

The closing interview was conducted on February 23, 2022, via telephone. Present at the closing interview was Investigator Cobile and company owner Satir. This investigation resulted in a proposed conditional safety rating.

Satir responded promptly throughout the entire scope of this investigation. When Satir was asked why repeated critical violations were allowed to occur, he stated he was busy and didn't get around to fixing the issues. Technical assistance was also provided to the carrier during the process of this review. Satir provided some documentation during the investigation to prove violations discovered were being and/or had been corrected.



Exh. TC-2 Docket TV-240169 Page 20 of 22



## Part C

#### DOCUMENTS PROVIDED TO THE CARRIER:

The carrier was provided with one copy of the review, Parts A and B with requirements and recommendations to include the Safety Management Plan (SMP) guidance and Safety Fitness Rating. The carrier was also provided with an electronic copy of the guide "Achieving a Satisfactory Motor Carrier Safety Record."

#### FOLLOW-ON ACTION:

Continued compliance monitoring. Recommend imposing administrative penalties for acute violation WAC 480-15-550, critical violations 391.45(a) for a total of 109 occasions, WAC 480-15-555 and 395.8(a)(1) and critical-type violations 396.17(a) and 396.3(b) and 391.51(b)(2) consistent with the enforcement policy. Recommend imposing suspended penalty portion of \$1,950 (Docket TV200421, Order 01). Recommend the carrier complete and have approved a safety management plan (SMP) and perform compliance inspections within six months to one year after SMP is approved. Recommend forwarding to the Consumer Protection section for an inquiry into the lack of bill of lading requirements being met as required by WAC 480-15-710(3). Recommend Satir attend the next available HHG safety training class. Recommend no issuance of permanent permit until penalties are satisfied and the carrier achieves a satisfactory safety rating. Work with AAG to issue Notice of Intent to Cancel (NOIC).

Upload Author	ized:	Yes	No
Authorized by:			Date:
Uploaded:	Yes	No	Failure Code:
Verified by:			Date:





U.S. DOT #: 2919585

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# Safety Fitness Rating Explanation

This report lists the facts which were used to determine the Safety Fitness Rating for the above motor carrier. Federal and State violations are combined for rating purposes. However, only the federal or federal equivalent section number is shown below. A check mark identifies the range within which the data fell when determining the Safety Fitness Rating. All information within a FACTOR block relates only to that FACTOR.

FACTOR 1 VIOLATIONS AFFECTI S 387.7(a)	1 (A)	0 Point = Satisfactory û 1 Point = Conditional >1 Point = Unsatisfactory
FACTOR 2 VIOLATIONS AFFECTI S 391.45(a)	Driver Qualification (CFR Parts 382, 383, 39	91) 0 Point = Satisfactory û 1 Point = Conditional >1 Point = Unsatisfactory
FACTOR 3 VIOLATIONS AFFECTIONS S 392.2 S 395.8(a)(1	Operational/Driving (CFR Parts 392, 395) NG RATING POINTS 1 (C)	) 0 Point = Satisfactory 1 Point = Conditional û >1 Point = Unsatisfactory
FACTOR 4 VIOLATIONS AFFECTIN NONE		ance Data (OOS%)) 3 inspections SATISFACTORY
Fewer than 3 InspectionsRate same as other RegulatoryFactors 1, 2, and 3û0Point= Satisfactory1Point= Conditional>1Point= Unsatisfactory	3 or more Inspect         OOS Less than 34%         Satisfactory         Conditional         If a pattern of Non-Compliance with a Critical or an Acute Violation	OOS 34% or Higher Conditional Unsatisfactory
	azardous Material (CFR Parts 397, 171, 172, 173, 17 a carrier of Hazardous Material	77, 180)
FACTOR 6 ((	Accident (Recordable Accident Rate) Recordable Accidents) X (1 million)) ÷ (Total Miles (0 X 1,000,000) ÷ 22,000 = 0 = SATISFACTORY	) = Rate
	ACCIDENT RATEFACTOR RATINGû0.000 - 1.500=>1.500=Unsatisfactory	



				Exh. TC-2 Docket TV-240169 Page 22 of 22
	PNW MOVING & DEL	IVERY LLC		Review Date:
	U.S. DOT #: 2919585			02/23/2022
1		Safety Fitness	Rating Explanation	•
-	RALL SAFETY FITNES lumber of Factors (1-6) s Unsatisfactory 1	<b>S RATING</b> shown above as less than s Condit 2	-	
FOR	MULA TO CALCULATE	THE OVERALL SAFETY	FITNESS RATING	
	Number	of Factors		
	Unsatisfactory	Conditional	OVERALL RATING	
	0	2 or fewer	Satisfactory	
	0	3 or more	Conditional	
ί	ù 1	2 or fewer	Conditional	
	1	3 or more	Unsatisfactory	
	2	0 or more	Unsatisfactory	

