

**BEFORE THE WASHINGTON  
UTILITIES AND TRANSPORTATION COMMISSION**

In the Matter of Determining the Proper  
Carrier Classification of, and Complaint  
for Penalties against:

ROCKET VAN LINES, LLC

DOCKET TV-200475

DECLARATION OF  
ROBERT HARTFORD

I, Robert Hartford, under penalty of perjury under the laws of the State of Washington, declare as follows:

1. I am employed by the Washington Utilities and Transportation Commission (Commission) as a compliance investigator in the Consumer Protection 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. On Oct. 11, 2019, Commission Staff found advertisements on Craigslist for Rocket Van Lines, LLC (Rocket Van Lines), which advertised itself as a household goods moving company. The advertisement offered to provide household goods moving services in the area of Spokane, Washington. The advertisement also provided a telephone number of (208) 446-5657, and a website address, rocketvanlines.com.<sup>1</sup>
3. On Oct. 11, 2019, Commission Staff searched the Idaho Secretary of State's website. The results produced a company name of Rocket Van Lines, LLC, governing person Matthew Rycraft, a UBI number of 3305933, and an address of 12200 W Parkway Dr., Post Falls, ID 83854-6492.<sup>2</sup>
4. On Oct. 11, 2019, Commission Staff searched Commission records and verified that neither Rocket Van Lines, nor Matthew Rycraft are a permitted household goods carrier in the state of Washington.
5. On Oct. 14, 2019, the Commission sent a compliance letter to notify Matthew Rycraft that Rocket Van Lines must cease and desist operations as a household goods carrier in Washington until the company obtains the required household goods carrier permit from the Commission.<sup>3</sup>

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<sup>1</sup> See Attachment A, for a copy of the Craigslist ad, captured on Oct. 11, 2019.

<sup>2</sup> See Attachment B, for a copy of Secretary of State record, captured on Oct. 11, 2019.

<sup>3</sup> See Attachment C, for a copy of the compliance letter, dated Oct. 14, 2019.

6. On Nov. 24, 2020, I searched [www.spokane.craigslist.org](http://www.spokane.craigslist.org) for household goods movers. I found a post by Rocket Van Lines, which advertised itself as a household goods moving company and listed a phone number of (208) 446-5657.<sup>4</sup>
7. On Dec. 10, 2020, I called the phone number listed on Rocket Van Lines' website, (208) 446-5657, and requested a move using movers and a truck. A company representative, who identified himself as Matt, gave me a quoted rate of \$125 per hour for two movers with a two-hour minimum and a 26' truck and an estimated time of five – six hours between Spokane Valley and Liberty Lake, WA.<sup>5</sup>
8. On Jan. 15, 2021, I searched Commission records and verified that neither Rocket Van Lines, nor Matthew Rycraft are a permitted household goods carrier.<sup>6</sup>

DATED this 15th day of January, 2021, at Lacey, Washington.

/s/ Robert Hartford

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ROBERT HARTFORD

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<sup>4</sup> See Attachment D, for a copy of the Craigslist ad., captured Nov.24,2020.

<sup>5</sup> See Attachment E, for a copy of the phone conversation summary, dated Dec. 10, 2020.

<sup>6</sup> See Attachment F, for a copy of the Commission's companies database, captured Jan 15, 2021.