

BEFORE THE WASHINGTON  
UTILITIES AND TRANSPORTATION COMMISSION

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

JFS TRANSPORT, INC., d/b/a  
COAST MOVERS

DOCKET TV-200861

DECLARATION OF  
SUSIE PAUL

I, Susie Paul, 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 moving companies that may be operating in violation of Commission rules.

2 On March 2, 2020, the Commission notified JFS Transport, d/b/a Coast Movers, (JFS Transport) that its permit was cancelled for failure to file an annual report and pay the associated regulatory fees (Docket TV-191046).

3 On Sept. 3, 2020, I reviewed JFS Transport's Facebook page. The Facebook page advertised moving services and displayed "Permit #HG-642332."<sup>1</sup> Using a fictitious name, I sent a message on JFS Transport's Facebook chat page and asked about a move in Tacoma. I received a return chat that stated "I'll have my office call you. What is your cell?"

a.

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<sup>1</sup> Screen shots of JFS Transport's Facebook page, captured Sept. 3, 2020, is attached.

4           On Sept. 4, 2020, at 10:29 a.m., I received a telephone call from 1-888-546-6820. The caller identified himself as Jason from “Coast Movers.” I thanked Jason for returning my call and he apologized for the delay and said he has been really busy with some “big jobs.” I told Jason I was thinking of moving my mother on Sept. 8, instead of Sept. 7 because I had checked with other movers and they said it was a lot more expensive because of the holiday. Jason said, “Our rates don’t change for holidays.” He said their rates are competitive but that they have a “three-hour minimum while most other companies have a two-hour minimum.”

5           Jason told me that Sept. 7 would probably work, but if another big job came in they could perform the move on the afternoon of Sept. 9, or on Sept. 10.

6           Jason asked me where the move was taking place and asked for the zip code for the origin. I gave him a zip code of 98402. Jason said that was easy because it is just “over the bridge.” He told me they are located in Gig Harbor. Jason asked for the zip code of the destination and I gave him zip code 98445. Jason said he was not sure distance-wise, but he thought that it would be only a half-hour to 45 minutes travel charge. Jason asked me about square footage, and I told him the move was from a one-bedroom apartment to another one-bedroom apartment and that both apartments were on the ground floor. Jason asked if the square footage was about 1,000 feet. I told him I had no idea but thought maybe 900 square feet because the apartment was not very big.

7           Jason said the move would take two guys and a truck at a rate of \$165 per hour and a transportation fee of \$395. He told me the transportation fee is because “the trucks aren’t cheap to run.”

8           Jason asked about the furnishings to be moved. I told him just regular furniture: a couch, a stressless chair, one dining table and four chairs, a buffet, lots of books, and a

couple of end tables. I told Jason the bed had a Tempur-Pedic mattress and was heavy and asked if someone could disassemble and reassemble the bed. Jason said, “Yes, we are a full serve company.” Jason said with the bed assembly, he thought it best to add another guy so they could do the move quickly.

9 Jason gave me a quote of three guys at \$165 per hour, plus the \$395 transportation fee. Jason told me he could give me a \$100 discount. Jason gave me a final quote of \$1,029.

DATED this 30th day of November 2020, at Olympia, Washington.

/s/ Susie Paul  
SUSIE PAUL

## **Attachment to Declaration of Susie Paul re: JFS Transport d/b/a Coast Movers**

Notes from telephone conversation with Jason re: household goods move:

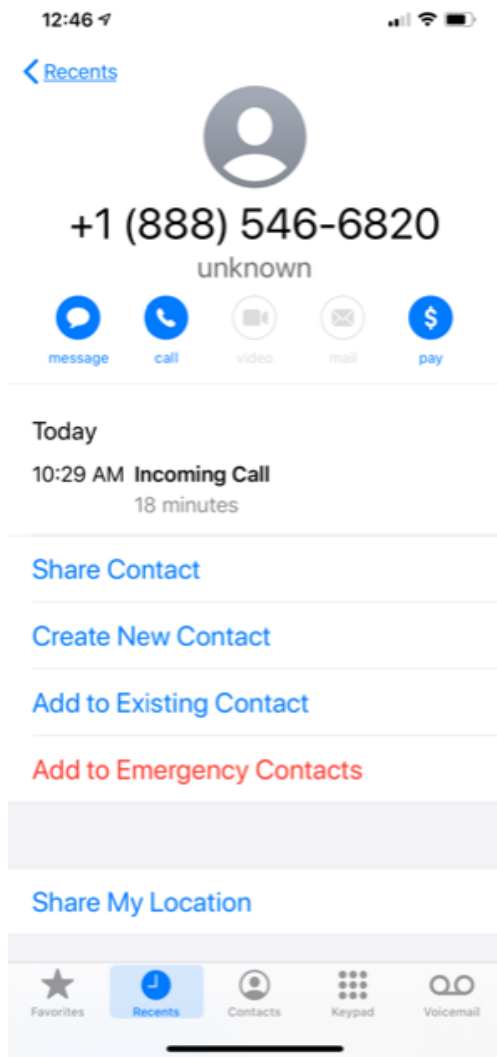
September 4, 2020 @ 10:29 a.m. (Call from 888-546-6820)

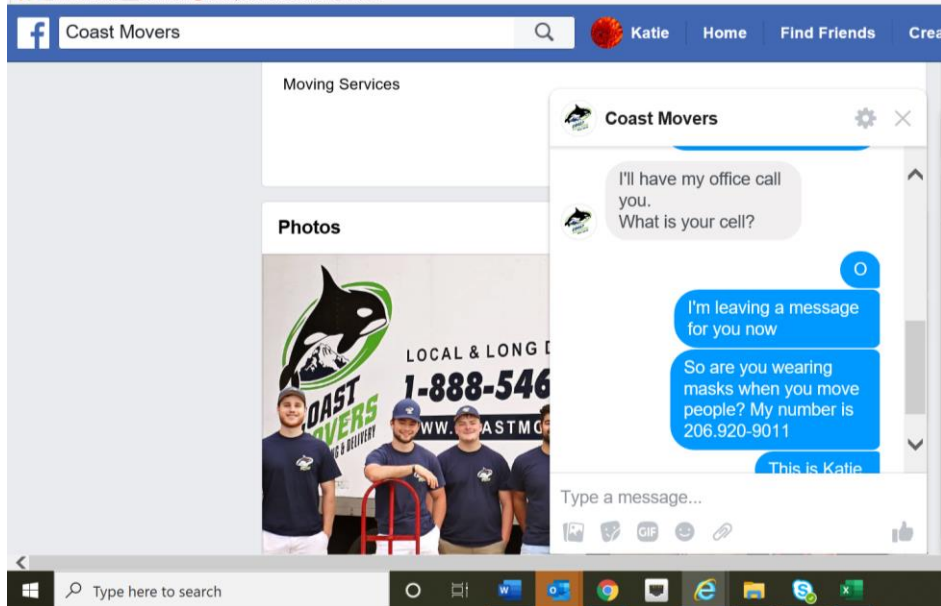
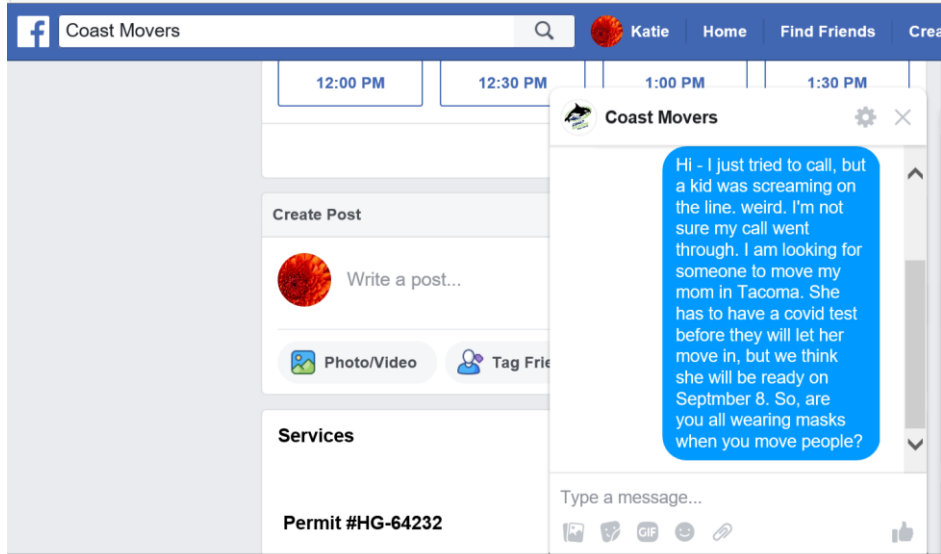
I received a call from a man who identified himself as Jason from Coast Movers. I thanked him for calling me back and he apologized for the delay and said he has been really busy with some "big jobs. I told Jason I had been looking at different companies to move my Mom and I thought maybe Sept. 8, instead of September 7, would work if she got her Covid19 test back. I explained that she couldn't move in until she got a negative test, but the apartment was waiting for her so we could be flexible. I said that she would probably have the results by Monday but that a couple of other companies said it was a lot more expensive because of the holiday. Jason said, "Our rates don't change for holidays." He said their rates are competitive but that they have a "three-hour minimum while most other companies have a two-hour minimum." I told him we are flexible on the move date, so whatever works best for them. He said probably the 7<sup>th</sup> will work, but if another big job comes in they can do it on the afternoon of September 9<sup>th</sup>, or on September 10<sup>th</sup>. We talked about the company's handling of covid – he said the guys will wear masks, especially if requested. He said if they are outside, they will probably take them off while moving heavy stuff. He said they all do social distancing. Jason asked me where the move was taking place. I told him Tacoma, both places. He asked me if I had the zip code for where my Mom is at now. I told him 98402. He said that was easy because it is just "over the bridge." I asked where they were at and he said Gig Harbor. He asked me if I had the zip code for the new place. I told him I just googled it and it is 98445. He said he wasn't sure distance-wise but thought that it would only be a half-hour to 45 minutes travel charge because my Mom's place was so close. We talked about my Mom's belongings and I said she was moving from a one-bedroom apartment to another one-bedroom apartment. Both are on the ground floor. He asked me if the square footage was about 1,000, but I told him I really have no idea but maybe about 900 sq ft. It isn't very big. Jason told me that it would be two guys and a truck at a rate of \$165 per hour and a transportation fee of \$395. He said that the trucks aren't cheap to run. He then asked me about my Mom's furnishings and I told him she had just regular furniture and told him a couch, stressless chair, dining table and four chairs, a buffet, lots of books, a couple of end tables, just regular stuff, but her bed was kind of heavy and has a tempurpedic mattress. I asked if someone could help disassembling and reassembling the bed. He said "Yes, we are a full service company." He asked if we needed help with packing. I told him I would do that for my Mom. Jason said that with the bed assembling he thought it best to add another guy and they could do

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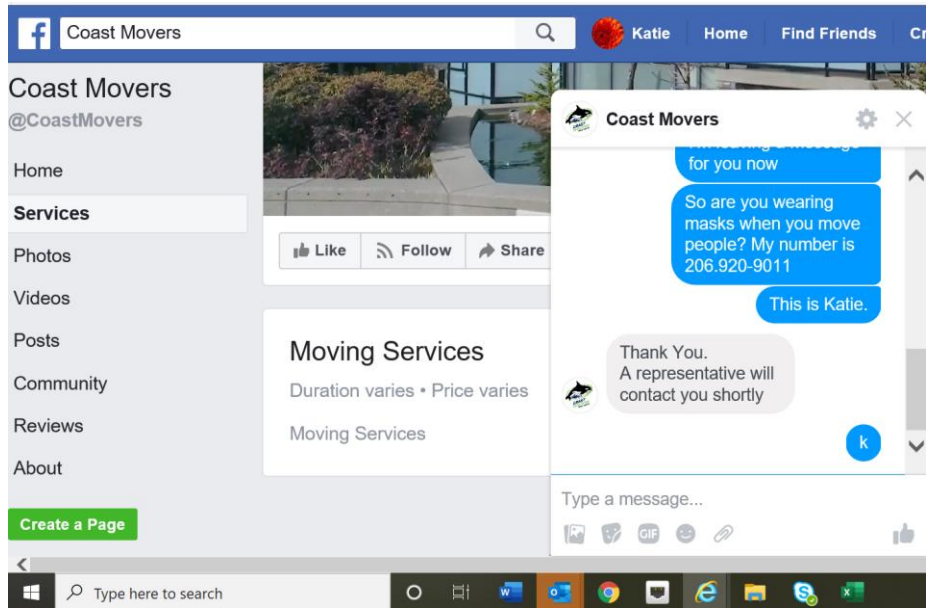
the move quickly. Jason then quote me three guys at \$165 plus the \$395 transportation fee. He said he could give me a discount of \$100. He then did some adding and told me the total cost is \$1,029.

We talked some more about the flexibility of the date and said again he could make the move happen on the 7<sup>th</sup>. He also told me that September was filling up. He apologized and asked for my name again and I told him Katie. I told him my Mom's name is Meredith. I told him I would call as soon as my Mom's test came back and we ended the call.





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Screenshots of chat with Coast Movers – captured Sept. 3, 2020.