

I. BASIS FOR ORDER

Trusted Moving and Storage is a household goods motor carrier, as defined in 49 U.S.C. § 13102(12), operating in interstate commerce using commercial motor vehicles. Accordingly, Trusted Moving and Storage is subject to the jurisdiction of the FMCSA, Federal statutes and regulations related to the transportation of household goods, including 49 U.S.C. Chapters 135 and 149, and 49 C.F.R. Part 175, and orders of the Agency. Trusted Moving and Storage is required to provide transportation and service upon reasonable request, and must provide safe and adequate service and facilities. Trusted Moving and Storage is required to transport and deliver goods in accordance with its estimates and order-for-service contracts with its shippers, and must transport to destination and relinquish possession of household goods for which the shipper has tendered payment in accordance with the estimate and contract. FMCSA has determined that Trusted Moving and Storage is holding hostage household goods of individual shippers, and that Trusted Moving and Storage has failed to comply with Federal household goods motor carrier statutes and regulations. FMCSA issues this ORDER requiring the return of household goods to shippers and to compel compliance.

Trusted Moving and Storage has in its possession and control household goods from approximately 54 individual shippers, including household goods for which Trusted Moving and Storage has knowingly and willfully failed to give up possession in violation of its estimates and contracts after the shipper has tendered payment. Additionally, Trusted Moving and Storage has failed to maintain compliance with Federal financial responsibility requirements, and FMCSA revoked its operating authority registration effective November 27, 2012. Trusted Moving and Storage recently terminated many of its employees and has informed FMCSA that it does not have financial resources to continue operating as a household goods motor carrier and imminently intends to cease operations and shut its doors.

II. REQUEST FOR ADMINISTRATIVE PROCEEDING

Trusted Moving and Storage may request an administrative proceeding to show cause why it should not be required to comply with this ORDER. To request an administrative proceeding, you must notify in writing the office of the Regional Field Administrator on or before 5:00 p.m. PST on November 29, 2012 by fax to (303) 407-2339 or email to WSCENF@dot.gov.

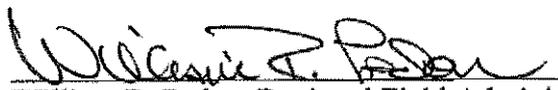
If Trusted Moving and Storage fails to request an administrative proceeding, this ORDER becomes effective at 5:00 p.m. PST on November 29, 2012. If you request an administrative proceeding on this ORDER, such proceeding shall be held on Friday, November 30, 2012 at 10:00 a.m. at 750 Walsh Avenue in Santa Clara, California, and Trusted Moving and Storage may present evidence to the Regional Field Administrator or his designee.

III. ENFORCEMENT OF ORDER AND DUTY TO COMPLY WITH FEDERAL REQUIREMENTS

In accordance with 49 U.S.C. §§ 507, 14701 *et. seq.*, and 14901, an action may be brought to enforce this ORDER and/or to penalize violations of this ORDER.

Trusted Moving and Storage has ongoing responsibility to comply with all applicable Federal motor carrier statutes and regulations. Nothing in this ORDER shall be construed to waive or modify any Federal statutory or regulatory requirement, and compliance with this ORDER shall not excuse any failure to comply with any such requirement. Further, this ORDER is in addition to, and does not amend, modify or supersede any other order, prohibition, or requirement to which Trusted Moving and Storage is or may become subject.

Issued this 29th day of November 2012


William R. Paden, Regional Field Administrator
Western Service Center
United States Department of Transportation
Federal Motor Carrier Safety Administration