

**Verified Statement of Pacific Northwest Transportation Services, Inc. d/b/a Capital Aeroporter – President/CEO in Objection of the Extension Application TC-181008**

I, James N Fricke, President/CEO of Pacific Northwest Transportation Services, Inc., dba Capital Aeroporter, am submitting the following in opposition to the extension application in this proceeding:

Pacific Northwest Transportation Services, Inc, holds auto transportation authority under Certificate WUTC 862, which includes, in part, Holiday Inn Express and Suites – Tacoma South Lakewood, 11751 Pacific Highway SW, Lakewood, WA 98499.

Capital Aeroporter has provided Scheduled Airporter Service from points within Pierce County, et al., since 1973. Scheduled Service has been provided to Holiday Inn Express & Suites, 11751 Pacific Highway SW, Lakewood, WA 98499, and its predecessor since the inn was built.

The number of scheduled runs has been increased over the years from eight to twenty-three to help passengers better match their flights departing from as early as 0500. The frequency of departures varies from as short as 40-minute intervals. These intervals and departures are adjusted from time to time, based upon semi-annual reviews of our passengers' weighted flight times.

Airport shuttle service between Sea-Tac Airport and a City, e.g., Lakewood or Tacoma, by the very commonly used Google search will refer inquirers to Capital Aeroporter's website by link. We offer link portals to hotels/inns for their websites to facilitate their guests' airport shuttle reservations.

Reservations are required to assure seat availability to and from Sea-Tac Airport. On-site Airport Coordinator Staff monitor flight arrivals to accommodate passengers who arrive early or late, or to accommodate potential customers, in need of transportation, that walk-up to our counter without a reservation. Passengers may make reservations by website or telephone which are confirmed via email, text and/or telephone. We make every effort to accommodate passengers, even on short notice.

Customer service and safety are important in every step along the way with every passenger to best meet each of their needs. Passengers are texted to "Rate My Ride" as a follow up in an effort to make continual service improvements and to immediately address and service issues.

Capital Aeroporter is unaware of any customer service issues or service failures not caused by extraordinary events in relation to our scheduled service at the Holiday Inn Express and Suites – Tacoma South Lakewood.

**VERIFICATION**

Name and Title: James N. Fricke  
Business/Organization: Pacific Northwest Transportation Services, Inc. d/b/a Capital Aeroporter  
Street/Mailing Address: PO Box 2163  
City, State, Zip Code: Olympia, WA 98507-2163  
Telephone: 360-754-7113 x106

*I understand that this information is being given as testimony for a proceeding for a grant of operating authority by the Washington Utilities and Transportation Commission, an agency of the State of Washington. I certify or declare under penalty of perjury under the laws of the State of Washington that the information contained in this statement is true and correct.*

James N. Fricke



March 17, 2019

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date