



Jimmy M Sherrell
President
Shuttle Express C-975
800 SW 16th St
Renton, WA 98057

March 6, 2018

Mr. Steven V. King
Executive Director and Secretary
Washington Utilities and Transportation Commission
Attn: Records Center
PO Box 47250
Olympia, WA 98504-7250

Re: Dockets TC-143691, TC-160516, TC-161257 Orders 19, 12, 09 (consolidated)
Answer to Comprehensive Compliance Plan

Dear Mr. King:

This is in answer to the judge Rayne Pearson's requirement Order 149 for a comprehensive compliance plan Due March 19, 2018.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Jimmy M Sherrell".

Jimmy M Sherrell,
President



March 16, 2018

Washington Utilities and Transportation Staff
Staff

Re: Dockets TC-143691, TC-160516, TC-161257 Orders 19,12,09 (consolidated)

Comprehensive Compliance Plan:

Dear Washington Utilities and Transportation Staff:

This is a comprehensive compliance plan outlining Shuttle Express policies and procedures for compliance to regulations related to vehicles, driver safety, ticket agent agreement forms, and identifying flag stops in posted schedules.

VEHICLE REGULATIONS:

Shuttle Express requested and received a satisfactory grade per CFR 385.17 for safety standards meeting Federal Motor Carrier Safety Regulations specified in 49 CFR 385.5 and 385.7. The company has and continues to adhere to these regulations.

DRIVER SAFETY:

Shuttle Express performs new hire training in class room and on road for all drivers; CDL and DOL. Recurrent safety meetings are conducted quarterly with all drivers. Insurance is through TRAX Insurance who performs safety audits. The company has received safety rewards as a leader in the industry as: Presidents Circle, Risk Control 2017; Risk Control Award of Excellence 2017 for 10 consecutive years; Risk Control Excellence Top 10% 2012; Risk control Excellence 2005, 2007, 2008, 2009.

Driver training is offered as enclosure. (1)

TICKET AGENT AGREEMENT FORM: All ticket agent forms have been implemented and conform to WAC 480-30-391. This procedure will be adhere to follow the regulation as approved by staff. Agreements will be submitted in electronic versions. If signature is unavailable Shuttle will seek other proof or testament agreed to by both parties and approved by staff.

Ticket form is offered as enclosure. (2)

FLAG STOPS IN POSTED SCHEDULES: Flag stops have been adhered to December 2017 that removed the language identified in the final order.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Jimmy Sherrell", written in a cursive style.

Jimmy Sherrell, President

Shuttle Express

Documents enclosed 1, 2.



Date: 3/1/2018

To: Washington Utilities and Transportation Commission

RE: Addressing Dockets TC-143691, TC-160516, and Docket TC-161257 (*Consolidated*)
Order 19/Order 12/ Order 09

To whom it may concern:

Shuttle Express, Inc. continues to operate within Federal Motor Carrier Safety Administration Regulations.

In addition to operating within these regulations, we have a thorough safety plan for our drivers. Starting at the hiring process with drivers which includes a driver abstract for the past five years and a pre-employment drug and alcohol screening.

Drivers then undergo multiple training sessions both off and on road, this includes classroom training for three days, on the road training for another two to three days depending on performance, and if applicable large vehicle orientation for two more days. During this training they are being instructed on safety, habits, policies and procedures.

Shuttle Express, Inc. also has dashboard cameras in our vehicles. We use these to monitor our drivers' performance and to provide continuous safety training. We are constantly improving the quality of our drivers and experience for our guests.

We have quarterly safety meetings required for all drivers where safety issues are reviewed and reemphasized.

Safety has always been a significant part of the culture for Shuttle Express, Inc. and always will be.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert McCann", with a long horizontal flourish extending to the right.

Robert McCann

Driver Safety & Performance Manager

(425) 981-7069