



STATE OF WASHINGTON

UTILITIES AND TRANSPORTATION COMMISSION

1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250

(360) 664-1160 • TTY (360) 586-8203

March 12, 2018

Jimmy M Sherrell, President  
Shuttle Express, Inc.  
800 SW 16<sup>th</sup> St  
Renton, Washington 98057

RE: Order 20, Final Order  
*Docket TC-143691 – Application for Auto Transportation Authority*

Dear Mr. Sherrell:

Order 20 (Final Order) issued November 17, 2017, in docket TC-143691 required Shuttle Express, Inc. (Shuttle Express or company) to make a compliance filing by February 15, 2018, subsequently extended to March 19, 2018. The company submitted its response on March 6, 2018, titled Comprehensive Compliance Plan Letter.

Commission Staff reviewed the company's compliance plan and believes the plan does not adequately address the company's long standing history of non-compliance with the commission. The plan should explain why the violations occurred and how the company will prevent them from happening in the future. Please provide more detail by responding to the questions below. Each response should address company employee drivers as well as contract drivers, and company owned vehicles as well as contract vehicles.

1. Please elaborate on driver safety, qualifications, and training as follows:
  - a. How will company ensure adequate driver training?
  - b. Who will provide the training?
  - c. Is there refresher training?
  - d. How will the company manage drug and alcohol testing?
  - e. How will the company manage hours of service requirements?
  - f. Describe company protocol for when an accident occurs

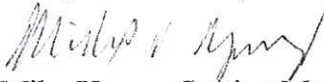
2. Please elaborate on vehicle safety, inspection, repair, and maintenance as follows:
- a. How will the company complete annual vehicle inspections?
  - b. How will the company maintain vehicle records of inspections, repairs, and maintenance?
  - c. How will the company ensure use of proper safety equipment?
  - d. How will the company ensure safe operating procedures?
  - e. How will the company ensure passenger safety?
  - f. How will the company maintain records in general?
  - g. How will the company be able to demonstrate to the commission which vehicle is being operated at any given time and when?

Providing this information will enable Staff to make a recommendation to the commission that the company has complied with Order 20 as directed in that order. If you have any questions please do not hesitate to contact us.

Sincerely,



Mat Perkinson, Motor Carrier Safety Manager  
Safety and Consumer Protection Division



Mike Young, Section Manager  
Water and Transportation Section