



March 19, 2018

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

Mike Young, Section Manager
Water and Transportation Section

1300 S. Evergreen Park S.W.
P.O. Box 47250
Olympia, WA 98504

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

Dear Mr. Perkinson and Mr. Young:

This letter and attached correspondence is a follow-up to Jimmy Sherrell's previous letter titled Comprehensive Compliance Plan and your request dated March 12, 2018 for additional information regarding the company's compliance. We understand that the commission's perception of Shuttle Express history reflects non-compliance. It is our full intention to move the company forward with safety, integrity, respect, care, and adhere to compliance, providing the best quality, professional and safe hospitality transportation services for the traveling community.

We believe that the violations occurred through conflicting information and/or perhaps of lack of clear understanding on our part. Shuttle Express has several technology solutions, support infrastructure and skilled personnel to ensure appropriate procedures and regulatory guidelines are adhered to. Our entire team continues to work diligently to respond to the Seattle area ridership without compromising our reliability and safety standards. As a company our core values, culture and internal standards distinguish ourselves as a needed quality community service.

We are committed to earning the commission's trust and will continuously improve upon our service to the community with consistency to achieve positive outcomes.

Again, our sincere apologies on behalf of our entire Shuttle Express team as we look forward to moving forward and putting all of this behind in full compliance with Order 20 as directed.

Sincerely,

A handwritten signature in blue ink, appearing to read "Kere S. Greene".

Kere S. Greene
Executive Vice President
Shuttle Express, Inc.

800 SW 16th Avenue SW

Renton, WA 98057

425 981 7070