

Shelly Grunden
11725 Pacific Highway SW
Lakewood, WA 98499

March 11, 2018

Mark Johnson
Executive Director/Secretary
Washington Utilities and Transportation Commission
PO Box 47250
1300 Evergreen Park Dr SW
Olympia, WA 98504-7250

Mr Johnson:

I work with Capital Aeroporter as our hotel guests utilize their transportation services to and from SeaTac Airport. Our hotel is aware that they provide both Door-to-Door Service for residents and visitors to/from home addresses and Scheduled Service to/from hotels in the Lakewood area and vicinity surrounding the JBLM area.

I am concerned that another Auto Transportation company can gain the authority to operate Scheduled Service to/from the Dupont, Lakewood and vicinity surrounding the JBLM area, because it would cause Capital Aeroporter to increase prices and lower the quality of service to the traveling public, including a less-desirable infrequent availability of pickup times. This would be detrimental to our guests and specifically other hotels in Lakewood. The only other service in the area has operated only every 2 ½ hours for over a decade.

The service they provide:

- Makes a reasonable effort to expand and improve its service to consumers in the Dupont, Lakewood and vicinity surrounding the JBLM area
- Provides service that is: convenient, safe, timely, direct, frequent, expeditious, courteous and respectful
- Meets advertised/posted schedules and Fulfills commitments made to customers
- Meets consumer preferences or needs for travel
- Responsive to Consumer requests

Sincerely,

Shelly Grunden
Guest Services
Town Place Suites Lakewood, WA
CC: John Fricke, Capital Aeroporter Airport Shuttle