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November 16, 2017

**VIA WUTC WEB PORTAL**

Mr. Steven V. King  
Executive Director and Secretary  
Washington Utilities and Transportation Commission  
P.O. Box 47250  
Olympia, WA 98504-7250

**Subject: Shuttle Express, Inc., Courtesy Notice re Event That May Impact the Public**

Dear Mr. King:

This letter is submitted on behalf of Shuttle Express, Inc., as a courtesy notice to the Commission of potential service challenges next week that may be caused by an event that is outside of the control of Shuttle Express. No formal action is requested, though informal coordination may assist Shuttle Express in its efforts to protect the public interest from the adverse impact of the event we expect.

The “event” is that Speedishuttle Washington, LLC has internally announced plans to cease operating as an auto transportation company providing share ride service between SeaTac Airport and points in King County, effective on or about November 20, 2017. We learned this late on Tuesday, November 14, 2016 from the attached internal correspondence issued by Speedishuttle to its employees (copy attached). We do not at this time have a copy showing a signature,<sup>1</sup> but we have reason to believe the document is authentic and accordingly feel it is appropriate for Shuttle Express and the Commission to be prepared to deal with the potential consequences.

First, we wish to advise you that we had attempted to reach a mutually acceptable agreement with Speedishuttle that would have facilitated a transition of passengers currently holding reservations on Speedishuttle to Shuttle Express in a way that would help minimize the adverse impacts on the public of this sudden cessation of service. Those efforts were not fruitful. Thus, we expect there may be some confusion and disruption at the airport and hotels, in particular. Some passengers may not get effective notice and may feel abandoned. And the Commission may get some complaints. We cannot be sure exactly what will happen, because we are not privy to any of the details of Speedishuttle’s plan for exiting the market, other than the information in the attached letter.

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<sup>1</sup> If we can get a signed copy, we will follow up.

Mr. Steven V. King  
Executive Director and Secretary  
Washington Utilities and Transportation Commission  
Page 2

Next, as you know, Shuttle Express is authorized to provide share ride service and is serving nearly all of King County already. We wanted you to know that we plan to do our best to have extra staff available on and around the 20<sup>th</sup> as may be needed to handle a sudden surge in demand for our services, particularly customer service agents, dispatchers, and drivers. Also, we will alert our town car drivers and independent contractors who will be able to take up some slack under the new rules adopted this past summer by the Commission. The first few days could be especially challenging, considering we don't know how many passengers had pre-booked travel on Speedishuttle after the 20<sup>th</sup> and through the holidays. But our goal will be to offer the same efficient door-to-door service to all members of the traveling public as they might have received if Speedishuttle had not suddenly exited the market.

We also want you to know that any travelers who request our service and can demonstrate that they had a reservation with Speedishuttle will be carried at the Speedishuttle tariffed fare or the Shuttle Express fare—whichever is lower. We will be extending this offer as a further effort to minimize the disruption to passengers and potential public backlash against share ride services in general. Of course any fare offers must also be consistent with our tariff, which should be the case in most or all instances.<sup>2</sup> And we will not be able to refund fares to any passengers who have prepaid reservations with Speedishuttle. They will have to get refunds directly from Speedishuttle or their credit card company directly.

We realize the Commission has little or no ability to recommend passengers to a particular carrier. But to the extent information can be conveyed to the public as simply a factual statement of our authority and readiness to provide comparable service at a comparable rate, Shuttle Express would certainly encourage the Commission to share some or all of the information in this letter with any stranded passengers or other members of the public who might contact the Commission in connection with Speedishuttle's cessation of service.

If you have any questions about these developments or can suggest anything that might ease this transition, please feel free to contact me at any time day or night at the office or on my cell phone.

Very truly yours,

/s/

Brooks E. Harlow  
Attorney for Shuttle Express, Inc.  
Lukas, LaFuria, Gutierrez & Sachs, LLP

cc (email): Mike Young  
Suzanne Stillwell  
Pat Hazzard  
Bridgit Feeser

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<sup>2</sup> Under the Commission's "flexible fare" rule, WAC 480-30-420.

# speediSHUTTLE

SEATTLE

November 14, 2017

To: ALL Employees

This letter confirms that your last day of employment with SpeediShuttle Washington will be on November 20, 2017, since we are ceasing operations in the state of Washington.

If you are covered by our medical benefits plan, you will continue to receive benefits until November 30, 2017. You will receive a separate benefits status letter that will outline the status of your benefits upon termination. The letter will include information about your eligibility for Consolidated Omnibus Budget Reconciliation Act (COBRA) continuation of group health coverage.

Additionally, any accrued PTO will NOT be included in your final paycheck. You may pick up your final paycheck on the 20th from the base yard or we can mail it to your home.

All company property must be returned. This includes your office keys, identification badges, any company owned laptops and equipment, etc.

You will need to keep the company informed of your contact information so that we are able to provide the information you may need in the future such as your W-2 form.

If you wish us to speak on your behalf to potential employers, please feel free to reach out to Human Resources. Please let us know if we can assist you during your transition.

Regards,