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State Of WASH.  
UTIL. AND TRANSP.  
COMMISSION

**From:** [Kere Greene](#)  
**To:** [UTC DL Records Center](#)  
**Cc:** "[Kere Greene](#)"; "[Jimmy Sherrell](#)"  
**Subject:** Amendments Feedback - Chapter 480-30  
**Date:** Sunday, December 8, 2019 10:20:36 AM  
**Attachments:** [image003.png](#)

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To: The State of Washington UTC,

Thank you for allowing Shuttle Express the opportunity to participate in providing comments and feedback relating to Chapter 480-30. We value the purpose and the relationship with the Utilities and Transportation Commission.

**Please review below our feedback and comments in regards to the changes made to Chapter 480-30 allowing flex fares:**

- 1. Have the amendments increased opportunities to maintain and expand safe, fair, adequate, dependable and fairly priced to transportation services to the public?**
  - The amendment has allowed Shuttle Express to adjust fares accordingly and to fairly price services within a competitive and consistently changing market. In addition, the positive change to the amendment allows fares to be adjusted with consistency to all geographical areas throughout the region as it relates to travel time, actual distance and traffic conditions etc.
- 2. Have the amendments reduced the costs of complying with tariff changes and compliance with regulations?**
  - The amendments have reduced costs to comply with compliance and regulations by enabling a more efficient tariff adjustment process without providing explanation and on-going negotiation. The process has everything built within the allowed flexibility permitted in setting and adjusting fares to flow quickly without undue hindrance or burden to the travelling public.
- 3. Have the amendments reduced duration of time required to process tariffs?**
  - The amendment has reduced duration and time to adjust fares. Shuttle Express is able to make adjustments to individual tariff areas and at different times. Not only does this save time, it keeps the tariff relevant to each particular area at specific times and demand.
- 4. Have the amendments increased opportunities for new and existing companies to provide service?**
  - No comment or knowledge to other companies.
- 5. Has there been an increase in consumer complaints about unreasonable or unfair fares?**
  - There haven't been any consumer complaints relating to the amendment changes that Shuttle Express is aware of.

**6. Have the changes resulted in an increase in ridership?**

- Shuttle Express tracks ridership within each zip code and outlined area. It is very difficult to comment on increase in ridership due to several factors that impact the situation. Shuttle Express continues to market in order to support the community by providing safe, trustworthy transportation services with hopes of steady expansion as the area population continues to grow. Our biggest challenges are having a fair level playing field with TNCs and the Port staff putting Shuttle Express and other smaller local transportation service providers at a disadvantage when directly compared to what's permitted for TNCs.

Sincerely yours in service,

Kere S. Greene  
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