**Mr. Kajanoff,**

Thank you for your report covering the services provided under the exemption for the period beginning December 15, 2013, through January 14, 2014. Staff’s review shows that we need additional information, as follows, to respond to all of the conditions the commission established in Order 1, Appendix A. If you have any questions, please let me know.

**Condition D** - Shuttle Express must inform passengers verbally or in writing reasonably in advance (under the circumstances of the exigent event) of the pickup and give them option to use rescue service. Shuttle Express will provide passengers who decline rescue service with a full refund of any prepaid fare and any courtesy adjustment (e.g. reimburse airport parking or airline fees or fare increases) consistent with Shuttle Express’s policies for late or delayed service.

**Data Request Item 1:**

1. For each service interruption or circumstance where the company could not timely fulfill its commitment, please provide the amount of time in advance Shuttle Express informed each customer and gave them the option of rescue service?
2. Did any passenger refuse the rescue service? If so, please provide the amount the customer was charged and the amount of the refund plus any courtesy adjustment.

**Condition E** - Shuttle Express may not provide rescue service as a scheduled or planned event as part of the Company’s regulated service. Shortage of equipment is not a viable reason for a rescue, but an unexpected shortage of drivers or equipment not being timely available at the particular pickup location is.

**Data Request Item 2:**

For the period of December 15, 2013, through January 15, 2014, please provide:

1. The total number of drivers employed by Shuttle Express.
2. The total number of drivers scheduled to drive each day.
3. The total number of drivers who reported for their scheduled shift each day.
4. The total number of drivers who reported in sick each day.
5. The total number of drivers who did not report for other reasons.

**Condition F** - No up-charge may be levied on the passenger receiving rescue service; the original tariffed or quoted fares must be honored.

**Data Request Item 3:**

1. Under “Trips and Revenue,” Shuttle Express reported $1,530 in revenue from rescue service. Is this the total amount that customers paid for service? Please explain in detail.
2. For each rescue service provided, provide a copy of receipts (or other documentation) showing the origin / destination and rate / fare each customer paid.

**Condition H** - Shuttle Express may use rescue service to the airport only when Shuttle Express cannot otherwise ensure the passenger will make their flight.

**Data Request Item 4:**

For each trip, please describe the circumstances that led the company to conclude that it could not otherwise ensure the passenger would make their flight.

**Condition I** - Shuttle Express may use rescue service from the airport only when wait times exceed reasonable staging times – typically more than 45 minutes – caused by unexpected circumstances or unforeseen numbers of passengers seeking service that were not pre-booked.

**Data Request Item 5:**

For each of the four trips that originated at the airport:

1. Provide the number of customers “rescued” from the airport staging area.
2. Provide the wait time experienced by each of these customers.

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| **Condition L –** The independent contractor must not use customer information for any sales or marketing purposes of its own and must protect and not disclose customer information to the full extent required by WAC 480-30-456. Any violation of that rule by a contractor will be deemed and treated as a violation of WAC 480-30-456 by Shuttle Express itself. |

**Data Request Item 6:**

1. Provide the customer information collected for each customer whose customer information was provided to a third-party.
2. Provide the company name, address, phone number of the third-party with whom the customer information was shared.
3. Provide copies of any agreements with the parties who were provided customer information.
4. Provide the process and measures taken to protect the customer’s information.
5. Provide information about any other safeguards implemented to protect the customer’s information.

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| **Condition M –** Shuttle Express shall be liable for any violation of law an independent contractor commits while participating in the rescue service to the same extent Shuttle Express would be liable if Shuttle Express committed the violation. |

**Data Request Item 7:**

Please provide any violation of law (state, local or federal) by an independent contractors used during the waiver period.

1. Identify each company in violation.
2. List each violation.
3. Provide copies of all tickets issued by law enforcement.

**Condition O – Shuttle Express must compile records on the operation of the Company’s rescue service sufficient to show compliance with these conditions, and Shuttle Express must maintain those records in its primary company office. These records must include drug testing records and documentation of insurance for each independent contractor. Shuttle Express must provide a report to the Commission by February 1, 2014, on the operation of that service during the period in which the rule exemptions are in effect.**

**Data Request Item 8:**

Please provide the following:

1. For each trip, the number of customers rescued.
2. Copies of insurance policies for each independent contractor in effect during the waiver period.
3. Copies of each independent contractor’s drug testing records in effect during the waiver period.
4. Copies of any safety inspections conducted on independent contractors by the Washington State Patrol during the waiver period.