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Mr. Dave Danner, Executive Director and Secretary,
UTC
PO Box 47250
Olympia, Wa 98504

Subject: Rocket Transportation (C-062991) requesting a waiver from no refund policy

Dr. Mr. Danner,

Please find attached a letter from our company requesting permission from the UTC requesting a waiver from a refund policy WAC 480-30-356.

Respectfully,

Rafael Roman
Managing Partner
Rocket Transportation
260643 Highway 101
Sequim, Wa 98382

Rocket Transportation C - 62991 would like to request authority to have a “No Refund” Exemption WAC 480-30-356

Rocket Transportation is not a scheduled bus service. Our service is “by reservation only” and we have found that customer convenience and company efficiency is negated due to reservation changes and cancellations prior to the travel date.

We believe that if we had the permission to have a no refund policy that we would be able to maintain some balance in costs, or at the very least not lose so much revenue unnecessarily.

- **Delayed flights** - Under the current rules a customer is eligible for a refund if their flight is delayed. After having dispatched a vehicle and driver, this is not only a loss of revenue but possibly unnecessary expense.
- If a person’s flight is delayed, that client may have been the last to arrive; meaning that the other clients and our driver may end up waiting unnecessarily. Rocket Transportation will be unnecessarily paying drivers for the extra time they have to wait.
- We may have sent a shuttle just for that traveler, and travel time is at least 2 hours even if we have only one traveler. That vehicle and driver have been dispatched for nothing and can not pick up other work “on the fly”.
- These cancellations also create a great deal of inconvenience and hardship for customers who already have a reservation and are waiting for other travelers who do not show up for their reservation for whatever the reason. A three hour trip now becomes a four or four and a half hour trip. This situation also causes us to lose customers because of the unreasonable hardship now imposed on them.
- Every day we continually try to balance shuttles due to the number of travelers and vehicle size. We may even add additional runs so as to maximize customer convenience. Cancellations make this task almost impossible.
- Shuttle times are flexed based on travelers reservations, which are made for travelers sometimes weeks and months in advance – Office staff staff then plan out each day’s trips, prepping vehicles and creating paperwork. When we have a cancellation all of that time spent by office staff prepping and planning is now lost revenue.

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- When a traveler cancels especially after we have dispatched a larger vehicle, we lose revenue because we are now having to pay more in fuel and maintenance costs that could and should have been avoided and the larger vehicle could have been booked on another trip.
- We find situations where our shuttles have been dispatched and are on their way to a certain location and now they have to be re-routed. This causes an extra hardship on clients that did not have to be picked up as early. It also increases our fuel costs and time that the driver has to be on the road.
- Our max capacity is currently nine passengers. There are times that we can not add a traveler to a particular shuttle run because of the current reservations. If a traveler cancels especially last minute we have lost all of that revenue plus the revenue we could have made from taking another reservation.

Again we believe that if the customer pays for their travel at the time of booking and they know in advance that there will be no refund. That the booking will not occur until the traveler is very sure of plans to travel eventually.

Currently we offer the most flexible policy for non-refundable tickets. The traveler can use the canceled ticket on a different shuttle for up to one year. It is our understanding that other providers allow for the use of a non-refundable ticket for only 90 days.

This permission will continue to allow us remain financially healthy, flexible and responsive to the community that we serve.