

**From:** [ARCASOFT Customer support](#)  
**To:** [Remfrey, Patrick \(UTC\)](#)  
**Cc:** [McBride, Jodi \(UTC\)](#)  
**Subject:** Re: Passenger Transportation Certificate info  
**Date:** Tuesday, February 21, 2023 9:14:21 AM  
**Attachments:** [image001.png](#)  
[image002.png](#)

---

External Email

Dear Patrick

Could you dismiss the application in TC230071 for the scheduled service and give us approval for the charter exclusion service please, as of this instance.

Thank you  
Amitabh

Amitabh Sharma  
For ARCASOFT LLC



[www.arcatrips.com](http://www.arcatrips.com)

Please note that the contents of this email are confidential, and are meant specifically for you, the action addressee in this email. Onward transmission of this email and its contents are prohibited without the express written permission of Ms ARCASOFT LLC

---

**From:** Remfrey, Patrick (UTC) <patrick.remfrey@utc.wa.gov>  
**Date:** Friday, February 17, 2023 at 11:41  
**To:** ARCASOFT Customer support <contact@arcasoft.llc>  
**Cc:** McBride, Jodi (UTC) <jodi.mcbride@utc.wa.gov>  
**Subject:** RE: Passenger Transportation Certificate info

Amitabh,

We've requested that safety get you scheduled for new entrant training and bus inspection. I also heard that I should have a response on your business model soon, so hopefully by early next week.

**Patrick Remfrey**  
Licensing Services Manager  
Washington Utilities and Transportation Commission  
360-664-1223

[patrick.remfrey@utc.wa.gov](mailto:patrick.remfrey@utc.wa.gov)  
[transportation@utc.wa.gov](mailto:transportation@utc.wa.gov)  
[www.utc.wa.gov](http://www.utc.wa.gov)



---

**From:** ARCASOFT Customer support <contact@arcasoft.llc>  
**Sent:** Friday, February 17, 2023 8:06 AM  
**To:** Remfrey, Patrick (UTC) <patrick.remfrey@utc.wa.gov>  
**Cc:** McBride, Jodi (UTC) <jodi.mcbride@utc.wa.gov>  
**Subject:** Re: Passenger Transportation Certificate info

External Email

Dear Patrick

I hope you are well. Ms ARCASOFT LLC has been issued a WA UBI Number: 605 075 684

Please could you progress our application accordingly  
Thank you  
Amitabh

Sent from [Outlook for iOS](#)

---

**From:** Remfrey, Patrick (UTC) <[patrick.remfrey@utc.wa.gov](mailto:patrick.remfrey@utc.wa.gov)>  
**Sent:** Friday, February 10, 2023 07:35  
**To:** ARCASOFT Customer support <[contact@arcasoft.llc](mailto:contact@arcasoft.llc)>  
**Cc:** McBride, Jodi (UTC) <[jodi.mcbride@utc.wa.gov](mailto:jodi.mcbride@utc.wa.gov)>  
**Subject:** RE: Passenger Transportation Certificate info

Amitabh,

I'll have to check into that. It's a bit outside my area of expertise. Questions like this may be best answered directly by [jason.sharp@utc.wa.gov](mailto:jason.sharp@utc.wa.gov) or [jason.hoxit@utc.wa.gov](mailto:jason.hoxit@utc.wa.gov). To keep you updated, they are still reviewing your business plan. Right now, with the legislative session going on and a shortage of investigators, they are very busy, so I'd ask you to please be patient while we work through this.

As far as any other agency, it really comes down to the size of the vehicle. Seven passengers and less, including the driver would be the Department of Licensing. Eight and up falls under the UTC.

**Patrick Remfrey**

Licensing Services Manager  
Washington Utilities and Transportation Commission  
360-664-1223  
[patrick.remfrey@utc.wa.gov](mailto:patrick.remfrey@utc.wa.gov)  
[transportation@utc.wa.gov](mailto:transportation@utc.wa.gov)  
[www.utc.wa.gov](http://www.utc.wa.gov)



---

**From:** ARCASOFT Customer support <[contact@arcasoft.llc](mailto:contact@arcasoft.llc)>  
**Sent:** Friday, February 10, 2023 7:29 AM  
**To:** Remfrey, Patrick (UTC) <[patrick.remfrey@utc.wa.gov](mailto:patrick.remfrey@utc.wa.gov)>  
**Cc:** McBride, Jodi (UTC) <[jodi.mcbride@utc.wa.gov](mailto:jodi.mcbride@utc.wa.gov)>  
**Subject:** Re: Passenger Transportation Certificate info

External Email

Dear Patrick

I hope you are well. I am still waiting for a UBI, to move forward with my application with WUTC. The secy of State office has asked for some additional documents, and I have requested for them. Once they arrive, early next week, will be sending them to the SOS office.

In the meantime, I was testing my software, and on some occasions, it recommends pickup from a street near residential areas. For example, for some addresses that I put into the software near Seattle Hill Road, it recommended pick up from 41<sup>ST</sup> Ave SE to be the most central from all addresses input into the system. To be sure, we have put in restrictions in the software that it cannot select main streets.

I was going through the <https://www.codepublishing.com/WA/MillCreek/html/MillCreek10/MillCreek1012.html> and there are no restrictions that I could find for a street pickup. That is understandable, since people frequently flag cabs on streets for pickup. However I thought I would first check with WUTC if there are any regulations governing street pickups? Could you let me know please?

If WUTC is not the correct agency, who can I check this with?

Thank you for the help  
Amitabh

For ARCASOFT LLC



Please note that the contents of this email are confidential, and are meant specifically for you, the action addressee in this email. Onward transmission of this email and its contents are prohibited without the express written permission of Ms ARCASOFT LLC

---

**From:** ARCASOFT Customer support <[contact@arcasoft.llc](mailto:contact@arcasoft.llc)>  
**Date:** Tuesday, February 7, 2023 at 08:49  
**To:** Remfrey, Patrick (UTC) <[patrick.remfrey@utc.wa.gov](mailto:patrick.remfrey@utc.wa.gov)>  
**Cc:** McBride, Jodi (UTC) <[jodi.mcbride@utc.wa.gov](mailto:jodi.mcbride@utc.wa.gov)>  
**Subject:** Re: Passenger Transportation Certificate info

Thank you for the update Patrick. Please find attached the new insurance certificate naming WUTC as certificate holder.

This has also been sent to [insurance@wutc.wa.gov](mailto:insurance@wutc.wa.gov). The company will be sending form E separately, as mentioned below.

Regards  
Amitabh

---

**From:** Remfrey, Patrick (UTC) <[patrick.remfrey@utc.wa.gov](mailto:patrick.remfrey@utc.wa.gov)>  
**Date:** Tuesday, February 7, 2023 at 08:26  
**To:** ARCASOFT Customer support <[contact@arcasoft.llc](mailto:contact@arcasoft.llc)>  
**Cc:** McBride, Jodi (UTC) <[jodi.mcbride@utc.wa.gov](mailto:jodi.mcbride@utc.wa.gov)>  
**Subject:** RE: Passenger Transportation Certificate info

Amitabh, that isn't a problem, however safety won't perform the initial inspection without insurance coverage that isn't expiring. Just something to be aware of.

**Patrick Remfrey**  
Licensing Services Manager  
Washington Utilities and Transportation Commission  
360-664-1223

[patrick.remfrey@utc.wa.gov](mailto:patrick.remfrey@utc.wa.gov)  
[transportation@utc.wa.gov](mailto:transportation@utc.wa.gov)  
[www.utc.wa.gov](http://www.utc.wa.gov)



---

**From:** ARCASOFT Customer support <[contact@arcasoft.llc](mailto:contact@arcasoft.llc)>  
**Sent:** Tuesday, February 7, 2023 8:24 AM  
**To:** Remfrey, Patrick (UTC) <[patrick.remfrey@utc.wa.gov](mailto:patrick.remfrey@utc.wa.gov)>  
**Subject:** Re: Passenger Transportation Certificate info

External Email

Dear Patrick

I have changed my liability insurance to a different provider, and amended the start date for coverage to 28 Feb, just fyi, please see attached. The new insurer will be adding WUTC as certificate holder and sending FORM E to you by 21 February.

The change was since this coverage provider is providing the same coverage at a substantially lower cost and I am waiting to get the requisite licenses before starting operations. I expect to get them by 28 Feb hopefully and will most definitely not start operations till all legal issues are resolved.

For your information please  
Regards  
Amitabh Sharma

For ARCASOFT LLC



Please note that the contents of this email are confidential, and are meant specifically for you, the action addressee in this email. Onward transmission of this email and its contents are prohibited without the express written permission of Ms ARCASOFT LLC

---

**From:** Remfrey, Patrick (UTC) <[patrick.remfrey@utc.wa.gov](mailto:patrick.remfrey@utc.wa.gov)>  
**Date:** Monday, February 6, 2023 at 10:24

**To:** ARCASOFT Customer support <[contact@arcasoft.llc](mailto:contact@arcasoft.llc)>

**Subject:** RE: Passenger Transportation Certificate info

It's received, and will be processed today.

**Patrick Remfrey**

Licensing Services Manager

Washington Utilities and Transportation Commission

360-664-1223

[patrick.remfrey@utc.wa.gov](mailto:patrick.remfrey@utc.wa.gov)

[transportation@utc.wa.gov](mailto:transportation@utc.wa.gov)

[www.utc.wa.gov](http://www.utc.wa.gov)



---

**From:** ARCASOFT Customer support <[contact@arcasoft.llc](mailto:contact@arcasoft.llc)>

**Sent:** Monday, February 6, 2023 10:20 AM

**To:** Remfrey, Patrick (UTC) <[patrick.remfrey@utc.wa.gov](mailto:patrick.remfrey@utc.wa.gov)>

**Subject:** Re: Passenger Transportation Certificate info

External Email

Dear Patrick

Please see attached the complete application or charter services for our B2B and B2C requirements, as discussed.

Please do not hesitate to ask in case of questions

Regards

Amitabh Sharma

For ARCASOFT LLC

*arcasoft*

Please note that the contents of this email are confidential, and are meant specifically for you, the action addressee in this email. Onward transmission of this email and its contents are prohibited without the express written permission of Ms ARCASOFT LLC

---

**From:** Remfrey, Patrick (UTC) <[patrick.remfrey@utc.wa.gov](mailto:patrick.remfrey@utc.wa.gov)>

**Date:** Monday, February 6, 2023 at 09:38

**To:** ARCASOFT Customer support <[contact@arcasoft.llc](mailto:contact@arcasoft.llc)>

**Subject:** RE: Passenger Transportation Certificate info

**Patrick Remfrey**

Licensing Services Manager

Washington Utilities and Transportation Commission

360-664-1223

[patrick.remfrey@utc.wa.gov](mailto:patrick.remfrey@utc.wa.gov)

[transportation@utc.wa.gov](mailto:transportation@utc.wa.gov)

[www.utc.wa.gov](http://www.utc.wa.gov)



---

**From:** ARCASOFT Customer support <[contact@arcasoft.llc](mailto:contact@arcasoft.llc)>

**Sent:** Monday, February 6, 2023 8:15 AM

**To:** Remfrey, Patrick (UTC) <[patrick.remfrey@utc.wa.gov](mailto:patrick.remfrey@utc.wa.gov)>

**Cc:** Young, Elaina (UTC) <[elaina.young@utc.wa.gov](mailto:elaina.young@utc.wa.gov)>

**Subject:** Re: Passenger Transportation Certificate info

**External Email**

Dear Patrick

Thank you for your reply. Would it be ok if I come over to your office to discuss, perhaps at 1100? I would like to take this opportunity to show you the software and how it works also

Please let me know

Regards

Sent from [Outlook for iOS](#)

---

**From:** Remfrey, Patrick (UTC) <[patrick.remfrey@utc.wa.gov](mailto:patrick.remfrey@utc.wa.gov)>  
**Sent:** Monday, February 6, 2023 6:57:00 AM  
**To:** ARCASOFT Customer support <[contact@arcasoft.llc](mailto:contact@arcasoft.llc)>  
**Cc:** Young, Elaina (UTC) <[elaina.young@utc.wa.gov](mailto:elaina.young@utc.wa.gov)>  
**Subject:** RE: Passenger Transportation Certificate info

Amitabh,

I don't have many meetings today, so unless I'm on the phone, I should be free to discuss pretty much anytime between 9-12, or 1-3:30.

**Patrick Remfrey**

Licensing Services Manager  
Washington Utilities and Transportation Commission  
360-664-1223  
[patrick.remfrey@utc.wa.gov](mailto:patrick.remfrey@utc.wa.gov)  
[transportation@utc.wa.gov](mailto:transportation@utc.wa.gov)  
[www.utc.wa.gov](http://www.utc.wa.gov)



---

**From:** ARCASOFT Customer support <[contact@arcasoft.llc](mailto:contact@arcasoft.llc)>  
**Sent:** Friday, February 3, 2023 5:45 PM  
**To:** Remfrey, Patrick (UTC) <[patrick.remfrey@utc.wa.gov](mailto:patrick.remfrey@utc.wa.gov)>  
**Subject:** Re: Passenger Transportation Certificate info

External Email

Dear Patrick

Firstly apologies if I have made a mistake. Could we talk on a phone cal tomorrow please, I may need some more clarification regards

Sent from [Outlook for iOS](#)

---

**From:** Remfrey, Patrick (UTC) <[patrick.remfrey@utc.wa.gov](mailto:patrick.remfrey@utc.wa.gov)>  
**Sent:** Friday, February 3, 2023 3:13:56 PM  
**To:** ARCASOFT Customer support <[contact@arcasoft.llc](mailto:contact@arcasoft.llc)>  
**Subject:** RE: Passenger Transportation Certificate info



Amitabh,

I received your application, and it is assigned to docket TC-230071. However, I think you're confused as to how this is going to work. What that application is for is the single run from Mill Creek to SeaTac. That is the only thing that you should be including on that form. All the parts about your software are not pertinent to this application. That is a separate issue that we are going to be discussing with the Attorneys General and Transportation Safety staff to determine if it will even be legal in Washington State. Should it be legal, this is where the charter/excursion authority will come into it.

I need a replacement application form that is specific to the single daily run between Mill Creek and the airport that you discussed. That is the issue that is subject to protest. The answer to question #3 should be something like:

“Scheduled Service between points in Mill Creek and Seattle-Tacoma International Airport by Reservation Only.”

The tariff should be specific to this service with those points listed.

If you don't want your business plan posted to the website, please send all the financial documents separate from the business plan. You will also need a route map. When I have a new copy of the application that is specific to the Mill Creek to SeaTac route, I will be able to provide a more thorough list of any remaining required items.

**Patrick Remfrey**

Licensing Services Manager

Washington Utilities and Transportation Commission

360-664-1223

[patrick.remfrey@utc.wa.gov](mailto:patrick.remfrey@utc.wa.gov)

[transportation@utc.wa.gov](mailto:transportation@utc.wa.gov)

[www.utc.wa.gov](http://www.utc.wa.gov)



---

**From:** ARCASOFT Customer support <[contact@arcasoft.llc](mailto:contact@arcasoft.llc)>

**Sent:** Friday, February 3, 2023 2:23 PM

**To:** Remfrey, Patrick (UTC) <[patrick.remfrey@utc.wa.gov](mailto:patrick.remfrey@utc.wa.gov)>

**Subject:** Re: Passenger Transportation Certificate info

## External Email

Dear Patrick

Thank you for the help. The application for a charters registration has been submitted and payment has been made online.

The insurance company advises that the FORM E with WUTC as certificate holder has been mailed directly to you.

With regards  
Amitabh

---

**From:** Remfrey, Patrick (UTC) <[patrick.remfrey@utc.wa.gov](mailto:patrick.remfrey@utc.wa.gov)>  
**Date:** Friday, February 3, 2023 at 11:39  
**To:** ARCASOFT Customer support <[contact@arcasoft.llc](mailto:contact@arcasoft.llc)>  
**Subject:** RE: Passenger Transportation Certificate info

Amitabh,

You don't need a letter for the charter application, those are pretty straight forward. Just the application, fee and the Form E for your commercial auto liability will do. The form E comes from the underwriting company, so tell your agent or broker that you need one filed with the UTC. You can file the application without the form E, we just can't schedule the safety inspection until er have it

For the passenger transportation one, here is the link to the Washington Administrative Code (WAC) on what needs to be included in a complete application: [WAC 480-30-096](#):

Looking closer at that WAC, I don't see a requirement in the law for a cover letter. I may have mixed that up with the laws in another industry, so my apologies. What I did notice is Item 2(e) states: (e) A statement of conditions from the applicant and statements from members of the public that demonstrate that public convenience and necessity requires the proposed service;

That is partly the support statements and partly your answer to question 4. Attach additional pages if needed to complete any part of the application.

**Patrick Remfrey**

Licensing Services Manager  
Washington Utilities and Transportation Commission  
360-664-1223  
[patrick.remfrey@utc.wa.gov](mailto:patrick.remfrey@utc.wa.gov)  
[transportation@utc.wa.gov](mailto:transportation@utc.wa.gov)

[www.utc.wa.gov](http://www.utc.wa.gov)



---

**From:** ARCASOFT Customer support <[contact@arcasoft.llc](mailto:contact@arcasoft.llc)>  
**Sent:** Friday, February 3, 2023 10:53 AM  
**To:** Remfrey, Patrick (UTC) <[patrick.remfrey@utc.wa.gov](mailto:patrick.remfrey@utc.wa.gov)>  
**Subject:** Re: Passenger Transportation Certificate info

External Email

Dear Patrick

Thank you for your time today. We will be going ahead to file for a charters license for our B2B and B2C offering, and then separately file for the scheduled airport service.

Would you be kind enough to send over a sample transmittal letter please. Thank you so much for the help

Amitabh

---

**From:** Remfrey, Patrick (UTC) <[patrick.remfrey@utc.wa.gov](mailto:patrick.remfrey@utc.wa.gov)>  
**Date:** Tuesday, January 31, 2023 at 14:35  
**To:** ARCASOFT Customer support <[contact@arcasoft.llc](mailto:contact@arcasoft.llc)>  
**Subject:** Passenger Transportation Certificate info

Here are the two companies that even come close to operating in that area. They don't specifically name Mill Creek, but I believe that someone living in Mill Creek could schedule a pick-up from Pacific Northwest Transportation Services (d/b/a Premier and Capital Airporter), which could be the basis of any possible protest. Wickkiser is less likely, but I included both companies tariffs for reference.

**Pacific Northwest Transportation Services:**

8. DOOR-TO-DOOR PASSENGER SERVICE BETWEEN: Seattle-Tacoma International Airport and points within King County (Excluding Vashon and Maury Island), Pierce, **Snohomish** and Kitsap Counties, and Joint Base Lewis-McChord (JBLM).

## **Wickkiser International Companies Inc:**

PASSENGER AND EXPRESS SERVICE BETWEEN: Bellingham International Airport, Seattle Tacoma International Airport and Paine Field with service to intermediate points via I-5 and off route points within 5 miles of I-5 in only Skagit and **Snohomish Counties**; and with service to Everett and Seattle. Closed door operations between Seattle Tacoma International Airport, downtown Seattle and Paine Field and I-5 and the South Everett Park-and-Ride.

The application forms are attached. You'll want to file them here:

<https://www.utc.wa.gov/documents-and-proceedings/electronic-filing>, and pay for the application here: <https://www.utc.wa.gov/documents-and-proceedings/online-payments>.

The Howling Moon Shuttle tariff documents were drafts that the company used to start up service. The Excel doc is probably the best place to start as far as formatting and that type of thing is concerned. This is a long but not impossible process and I'm sure you'll have questions that pop up along the way so don't hesitate to ask when anything comes up.

### **Patrick Remfrey**

Licensing Services Manager

Washington Utilities and Transportation Commission

360-664-1223

[patrick.remfrey@utc.wa.gov](mailto:patrick.remfrey@utc.wa.gov)

[transportation@utc.wa.gov](mailto:transportation@utc.wa.gov)

[www.utc.wa.gov](http://www.utc.wa.gov)

