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BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

In re Application No. D-079116 of

CWA, INC., D/B/A CENTRAL
WASHINGTON AIRPORTER,

for a Certificate of Public Convenience and
Necessity to Operate Motor Vehicles in
Furnishing Passenger and Express Service as
an Auto Transportation Company

Docket No. TC-021402

DIRECT TESTIMONY OF
BOB CLEM
FOR
CWA, INC. D/B/A CENTRAL WASHINGTON AIRPORTER

February 27, 2003

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A. GENERAL BACKGROUND

Q. PLEASE STATE YOUR FULL NAME AND ADDRESS.

A. I am Bob Clem, and my address is 2400 West Washington Avenue, Yakima, Washington 98903.

Q. DO YOU WORK?

A. Yes.

Q. WHERE DO YOU WORK?

A. I am the Yakima Airport manager.

B. THE PUBLIC NEED FOR CWA'S SERVICE

Q. HOW MANY TIMES A YEAR DO YOU TRAVEL TO SEATTLE OR SEA-TAC?

A. I travel to Seattle or Sea-Tac Airport about ten to twelve times per year.

Q. WAS THAT TRAVEL FOR BUSINESS OR PLEASURE?

A. Both.

Q. WHERE DO YOU TRAVEL FROM WHEN YOU ARE HEADING TO SEATTLE OR SEA-TAC?

A. I travel from Yakima.

Q. WHEN YOU TRAVEL TO SEATTLE OR SEA-TAC, WHAT MEANS OF TRANSPORTATION DO YOU USE?

A. I travel by car or airplane.

Q. HOW LONG DOES IT TAKE?

A. It takes me two-and-one-half hours by car, and forty minutes by airplane.

Q. DO YOU KNOW WHAT AN AIRPORTER SERVICE IS?

A. Yes.

Q. WHAT DOES THAT TERM MEAN TO YOU?

A. It is a bus service that takes passengers to the airport.

1 Q. ARE YOU FAMILIAR WITH THE SERVICE THAT CWA PLANS TO OFFER
2 UNDER THIS APPLICATION?

3 A. Yes, I understand that CWA will offer an airporter service.

4 Q. ARE YOU FAMILIAR WITH THE LOCATIONS WHERE CWA PLANS TO SERVE?

5 A. Yes. CWA will serve Yakima, Ellensburg, Cle Elum, Amtrak's Seattle station and Sea-
6 Tac airport.

7 Q. ARE YOU FAMILIAR WITH CWA'S PROPOSED SERVICE SCHEDULE?

8 A. Yes, I am somewhat familiar with it.

9 Q. DO YOU NEED A SERVICE LIKE THAT PROPOSED BY CWA FOR BUSINESS
10 OR PERSONAL TRAVEL?

11 A. Yes, I do have a need for a service like that which CWA will offer.

12 Q. WOULD YOU USE CWA'S SERVICE, IF CWA'S APPLICATION WERE
13 GRANTED?

14 A. Yes, I would.

15 Q. DO YOU BELIEVE THAT YOU HAVE ENOUGH INFORMATION TO GAUGE THE
16 PUBLIC'S NEED FOR CWA'S SERVICE?

17 A. I have enough information.

18 Q. DO YOU KNOW OTHER PEOPLE WHO HAVE A NEED FOR CWA'S SERVICE OR
19 WOULD CONSIDER USING IT?

20 A. Yes.

21 Q. BASED ON THESE FACTORS, DO YOU BELIEVE THAT THERE IS A PUBLIC
22 NEED FOR CWA'S SERVICE?

23 A. Yes.

24 **B. GREYHOUND'S SERVICE IS UNSATISFACTORY**

25 Q. HAVE YOU EVER HEARD OF GREYHOUND?

26 A. Yes.

1 Q. DO YOU KNOW WHAT SERVICE GREYHOUND PROVIDES IN YOUR AREA?

2 A. Yes.

3 Q. WHAT SERVICE IS THAT?

4 A. Greyhound offers city-to-city service.

5 Q. HAVE YOU EVER USED THAT SERVICE OR CONSIDERED USING IT?

6 A. No.

7 Q. WHY NOT?

8 A. It does not go directly to Sea-Tac airport, which is the destination I want to reach.

9 Q. IF YOU WANTED TO USE GREYHOUND'S SERVICE BETWEEN SEA-TAC OR
10 AMTRAK AND THE AREA FROM WHICH YOU WOULD TRAVEL, WOULD YOU
11 HAVE TO SWITCH BUSES OR TAKE A CAB FROM DOWNTOWN SEATTLE?

12 A. Yes.

13 Q. DO YOU KNOW HOW OFTEN GREYHOUND'S SERVICE RUNS TO DOWNTOWN
14 SEATTLE FROM WHERE YOU LIVE OR WORK?

15 A. No.

16 Q. DOES GREYHOUND'S SCHEDULE AND ROUTE MEET YOUR TRAVEL NEEDS?

17 A. No.

18 Q. IF NOT, WHY NOT?

19 A. Greyhound takes far too long to get to Seattle, and then I would need to catch another bus
20 to Sea-Tac.

21 Q. ATTACHED TO YOUR TESTIMONY IS A LETTER. PLEASE EXPLAIN WHY
22 YOU HAVE PROVIDED THAT LETTER.

23 A. The letter is from me to Larry Wickkiser of CWA. It describes a "ticket lift survey"
24 conducted by the Yakima Airport in April of 2002. The survey revealed that, since
25 United Express discontinued service between Yakima and Sea-Tac, a large number of
26 people have begun to drive between those points. These are people who would be very

1 interested in a service like that proposed by CWA. My letter is only a summary of that
2 lengthy survey, which I can provide if necessary.

3
4 Q. DOES THIS CONCLUDE YOUR TESTIMONY?

5 A. Yes.

6
7
8 I declare under penalty of perjury under the laws of the State of Washington that
9 the foregoing is true and correct.

10 EXECUTED this ____ day of February, 2003 at _____(city) in
11 _____County, Washington.

12
13 _____
14 Bob Clem

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