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So Mr. Harlow, if you'd like to go first.

MR. HARLOW: Thank you, your Honor. I will

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Page 172

the desire arise.

comment briefly, and I will be available to address any particular questions about any particular request if you wish to do -- to make some.

Kind of big picture, we find it very ironic that the pervasive mantra of the data request objections is that the answers will somehow better enable Shuttle Express to compete with the respondent.

JUDGE PEARSON: Mr. Harlow, excuse me. Can you speak up for the court reporter? She's having trouble hearing you.

MR. HARLOW: I'll try to move the microphone closer. Is that better?

JUDGE PEARSON: Yes.

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MR. HARLOW: Yes. Yeah. The irony is the pervasive mantra of the application case was that Speedi would not compete, it was supposed to be offering a different service to an entire demographic that Shuttle Express not only was not serving, but could not serve.

I will say we have done a great deal of investigation, both before we filed our petition and after. We have a lot more details than we've let on. We've hinted about that. We certainly don't want to provide that all now. It's work product, and we feel it will unfairly enable the respondent to further hide the ball in its responses to discovery.

The respondent's objections try to convince you -- just going through the first half, they try to convince you of these things. First of all, they don't know who works at the airport, what they do, what days they do it or for how long. How in the world do they make payroll?

Page 174

Second, they try to convince you they don't know where their sales or their bookings come from. How do they market and serve the public if they don't know these basic facts?

Third, they don't know when or where their pre-reserved passengers are arriving from or on what flight, even though they promise to greet each one personally with a personal greeter. How do they staff SeaTac? Where do they staff SeaTac? And when do they staff SeaTac? It's a big place, and they supposedly have thousands of passengers coming in. How do they greet them if they don't track where they're coming from?

Fourth, they don't supposedly keep records of their sales and services for more than 60 days. Now, mind you, the standard for business record retention is seven years in the case of the IRS, and for several years for WUTC audits. These are basic business records

Page 173

But we certainly have good reason to believe that the documents that we're seeking will show that the respondent never intended to serve a new demographic at all. Their sole goal was to convince the Commission that they were offering a new service to the unserved.

Now, in our 20 -- barely over 20 data requests, almost every single one has not been answered, and fairly will not be answered if the objections are upheld.

Clearly, the last thing this respondent wants is for the Commission to see what their real intent was and what the real facts were that were behind the application. But their desire to hide the facts or to have only the facts that support their theory of the case come out are not grounds for objection.

The second high-level point I want to address is that many of their objections assert that the documents do not exist or would be too hard to provide. And I have to say, again, in my 30 years of experience representing mostly companies, I have never seen a company that had so few records of its essential business metrics. Plus many of the records they claim not to have are records and files that need to be retained for the Commission, for Labor and Industries and for taxing authorities to review and audit should

Page 175

that must be retained. They can't be deleted for [sic] 60 days.

Oh, and by the way, this data should come from the Hudson Group. Hudson basically stepped in for SpeediShuttle doing what they were doing for Shuttle Express, so we know pretty much exactly what records they have.

Fifth or sixth -- I don't know what number I'm on -- they don't know how long their passengers have to wait for a pickup or a departure, even though they supposedly guarantee 20 minutes. How do they guarantee something they don't even know or track?

And finally, supposedly they don't get cellular bills that show their Wi-Fi connectivity or usage.

And then finally, let me just drill down a couple -- on a couple of the key metrics, which are the Hudson data and the GO Group data. And the pictures I sent you are illustrative of the kind of prevarication that we've been seeing in this case from the original application and, if anything, it's getting worse.

You will notice on each of those two vans, and it's two of their vans, but we know that all of those vans have the GO Group logo on it. The GO Group is a national franchisor, and that is their logo.

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Page 176

That's their key trademark. And it's on -- it's on the SpeediShuttle vans because there must be some kind of a license agreement that allows them to use the trademark.

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Shuttle Express had one, but terminated it, so we know what it probably looks like, although we haven't received a copy of the agreement that SpeediShuttle has, but we know there has to be one. We're pretty -- we're reasonably certain that GO Group has done the same deal with SpeediShuttle that they had previously done with Shuttle Express.

But Mr. Roemer claims there's no such agreement, only the ticket agreement. Well, I've looked at our ticket agreement, and it says nothing about use of logos. We don't think that the GO Group is allowing their logo to be used -- their key national trademark to be used without some kind of an agreement, that we've asked for and they've denied the existence of.

Hudson Group. Okay. Mr. Marks -- if you want to ask him any questions, you can put him under oath if you want, but Mr. Marks is on the phone because he is -- he's the subject matter of the Hudson agreement, which has recently been terminated by Shuttle Express as well.

He went into the booking engine on the SpeediShuttle website. Yes, it starts on SpeediShuttle,

Page 178 1 disclosed in the screenshot in Mr. Roemer's declaration, 2 Mr. Nelson knows fully well how to do it. He used to 3 work for Shuttle Express. He used to do it with us all 4

> So I'm sorry if there's tension in my voice, but the lies -- I'm sorry -- or the misrepresentations or the mistakes, whatever you want to call them, they're continuing, and they're continuing in such a big way that it's extremely frustrating to us.

This case should have had our discovery done in July and August, and we should be having a hearing now. Instead, we're having our first discovery dispute at the end of September, and I'm very concerned that our February 1st hearing date is at risk at the rate this case is going.

Thank you, your Honor.

JUDGE PEARSON: Thank you. Mr. Wiley? MR. WILEY: Yes, your Honor. If I could approach the bench, I wanted to hand you two cases from the Commission that I'm going to be referring to in my remarks.

Well, that was more of focus in the weeds than an opening statement. In my experience, I'll try to keep mine at a less specific and higher level, and if we want to get into specificity as you analyze the data

Page 177

but as Mr. Roemer admits in his declaration, quote, "The Hudson Group provides SpeediShuttle with multiple sites for actually booking the reservation." That's exactly right. That's a true statement, which he then tries to completely confuse and twist around.

What happens is the -- as Mr. Marks well knows, and tried to make clear in his declaration, the -- the bookings that are done in the foreign languages redirect to the URLs, which are listed in Mr. Roemer's declaration, which are Hudson Group URLs. In other words, it redirects to their website. That's where the booking takes place.

Even if you believe Mr. Roemer that somehow the bookings go back to SpeediShuttle, the fact that there's a click on a Hudson Group website means they're tracking it. We used to routinely pull statistical data from Hudson Group, and did up until a few weeks ago when we terminated our agreement with them. It was the easiest thing in the world to get this statistical data that we've asked for.

Mr. Roemer apparently doesn't know how to do that, but Mr. -- sorry, Mr. Marks, what's the name of the fellow who used to work for Shuttle Express? MR. MARKS: Mr. Nelson.

MR. HARLOW: Mr. Nelson, whose name is

Page 179

requests, I'll be happy to do that.

First of all, thank you for your time today. I know it's not a fun endeavor for the Court or tribunal to be involved in discovery disputes, but we have them here, and they are starting out, and I will not comment on the ad hominem sort of labels that have been coming repeatedly from the other side.

What I will say, your Honor, is that the Waste Management case, Order 03 from Docket No. 120033, was an enlightening case that I wasn't aware of until I was researching a solid waste discovery issue last week.

In that order, the case clearly stands for the proposition that discovery at the Commission is very different from superior or federal court. Discovery for Commission proceedings is governed under the APA 34.05.446, and the rule that you cited in your prehearing conference order, which is WAC 480-07-400.

The Commission prescribes under what circumstances discovery, if any, will take place in any proceeding. So far in this proceeding, as mentioned, we have an acknowledgement in the prehearing conference order that discovery will be governed by the basic rules that you cite. But that order, and neither Order 06, 02, 07, none of them clearly announce or set forth the appropriate scope of discovery that will occur, and

Page 180

there has been no ruling in this case on the appropriate scope of discovery.

As the Waste Management case suggests, in application cases -- which, after all, is what a petition for rehearing of an application is -- in application cases, there is no inherent right to discovery.

In auto transportation cases, that right is even more constrained, since the Commission now decides those cases on brief adjudicative proceeding records, and has already stated -- the Commission, that is -- that by rule and case law, an objecting carrier has no right to, and is not involved in financial or operational fitness issues in an application case.

In other words, they completely lack standing to inquire as to financial fitness issues, so any rehearing of an application case for auto transportation authority should and must be consistent with that approach.

Now, what we have in this case is a hopelessly intertwined pleading. You've seen numerous references to that position by both the respondent and the staff. And it's very important, for today's rulings, that we bifurcate those two proceedings. They are consolidated for economy; we understand that. We

for this industry; and, two, that would force risk of disclosure of proprietary information that, in addition to being irrelevant, could cause a real risk of harm to an existing provider in an industry that the Commission has described as fully competitive. And thus, the scope of allowable discovery in a case like this should be informed and well-informed by those decisions by the Commission.

One of the concerns that we have, in looking at the objected-to data requests, is that they weren't analyzed on the basis of statute, rule or case law. They were just propounded as the broadest possible requests to get proof against allegations that are noticed pleading.

One of the other concerns that we have, your Honor, is that a lot of the scope of the discovery sought by the complainant fails to consider proportionality. Proportionality is a doctrine and now codified in federal rules of civil procedure on discovery.

And there's no better context on the breadth, cost and scope of what the discovery involves here than a review of the annual report of the respondent. That recent annual report reflects \$754,000 in annual revenues in the first year of operation. The

Page 181

support efficiency. But it's very important that you, in analyzing data requests, consider whether it's directed to the petition for rehearing or the complaint.

If it is directed to the complaint, we acknowledge, as we did at the prehearing conference, that discovery is allowed generally where anti-competitive conduct is alleged, and that's allowed by the Commission rule. But the Commission and your Honor can and should limit appropriate discovery based on allegations already resolved by the Commission in the Everett Airporter case that we cited in our opposition to the motion to compel.

It is disingenuous, at a minimum, for this complainant to be broadly alleging anti-competitive behavior based on first-year operating losses or below-cost rates on the basis of Commission staff analyzed and approved rates, and on the basis of fair flexibility authorized by the Commission in 2013.

In a complaint case, there is simply no unfettered right to obtain a competitor's financial information simply by noticed pleading, a parade of horribles, through a complaint, and then casting the widest net possible to sweep up any scintillas of proof, one, that are irrelevant, as a matter of law, to a complaint, as is already established by this Commission

Page 183

Page 182

expansive scope of Shuttle Express's discovery requests
 threaten to pale that, and there is no proportionality
 in many of the questions that they are seeking.

In addition to that, your Honor, the complainant fails to acknowledge that Order 06 is on review at the Commission. And I think even you would acknowledge that that order, by its express terms, was not effective until and unless the Commission reviewed that ruling. Many of the requests sought in this current dispute go to the heart of the petition for rehearing, which is on review.

So your Honor, I can go through a number of the particularities in the weeds that were alleged and respond, but I don't think that's what you're seeking, at least based on your opening comments. I am happy to respond individually. We did a very detailed response.

I do want to say, your Honor, that I believe the attack on the credibility of a declarant, who swears under oath, is entirely inappropriate at this Commission. I also think that Mr. Roemer's very pointed responses to Mr. Marks' declaration set forth the accurate circumstance of this company's operations.

I also believe that the website references to foreign language and all the other reservation and trip distinctions that are in Mr. Roemer's declaration

Page 184 Page 186 point out some of the flaws in the wide net that they're 1 that. 2 seeking to cast. MR. WILEY: Thank you. 3 But your Honor. I do think that it's time 3 JUDGE PEARSON: Are there any questions 4 that we bifurcate analytically the petition for 4 before we go through the data requests? Okay. 5 rehearing and the complaint and decide which are So with respect to Data Request No. 1 -- and appropriate under which statute, rule and case law. And 6 I'm not going to read the data requests because I expect 7 we don't -- what we have to date is a bunch of 7 that everyone has them in front of them and know which 8 ones I'm referring to -- Shuttle Express is entitled to 8 allegations thrown against the wall, and now 9 proof-seeking by the complainant to support those the following information: The total number of 9 overbroad and inappropriate allegations. SpeediShuttle employees who work for SpeediShuttle 10 10 11 JUDGE PEARSON: Thank you, Mr. Wiley. Seattle; the number of those employees who speak a Mr. Beattie, did you want to -language other than English -- and I do mean fluently 12 MR. BEATTIE: Thank you, Judge Pearson. 13 speak the language and are able to converse with 13 On behalf of Staff, I'll just make a general customers; for those employees who speak a language 14 14 comment. It's my observation, as Staff counsel, that 15 other than English, please identify them by job title 15 Shuttle Express believes the scope of discovery in this 16 and job description and identify which languages they 16 17 17 case is wide open, and perhaps after your rulings today speak. 18 will learn a little bit more about the scope. MR. WILEY: Can you slow down just a little 18 19 But before hearing your rulings, I'll just 19 bit? 20 JUDGE PEARSON: Sure. And I can repeat 20 offer that as an observation that, indeed, it's not just hyperbole on Mr. Wiley's part. I believe that Shuttle 21 anything that you --21 Express really does believe that the door is wide open, 22 MR. WILEY: Can you repeat the last portion 22 23 everything is relevant. of that? 23 24 24 From Staff's perspective, Shuttle Express's JUDGE PEARSON: Sure. For those employees data requests go beyond what Staff would need to offer who speak a language other than English, identify them 25 Page 185 Page 187 this Commission in analysis in the form of testimony, by job title and job description and identify which 1 and so we certainly would support narrowing the scope of languages they fluently speak. discovery. 3 Let me know when you're ready and I'll move 3 4 JUDGE PEARSON: Thank you, Mr. Beattie, and to No. 2. 4 5 that provides an excellent segue into my next comment, MR. WILEY: I am. which was going to be that I want to clarify the scope 6 JUDGE PEARSON: All right. of the proceeding at this point, and just make it clear 7 For Data Request No. 2, SpeediShuttle must 7 8 that it's limited to, number one, whether SpeediShuttle 8 provide any correspondence that demonstrates how is providing the service the Commission authorized it to 9 SpeediShuttle is executing the business plan approved by 9 10 the Commission, and providing only the service it is provide consistent with the business model approved by 10 the Commission in Docket TC-143691, and whether 11 authorized to provide. 11 SpeediShuttle is providing service below cost as alleged 12 MR. HARLOW: Can you say the first part 12 in the complaint in Docket TC-160516. And those are the again? Any correspondence on how SpeediShuttle is 13 13 14 only issues that we're looking at. So my decisions 14 executing -related to each data request will reflect the scope of 15 JUDGE PEARSON: Any correspondence that 15 16 the proceeding, and I trust that subsequent data 16 demonstrates how SpeediShuttle is executing the business requests issued by the parties will do the same. 17 plan approved by the Commission, and providing only the 17 So I also want to be clear that I don't need service it is authorized to provide. 18 18 19 MR. HARLOW: Thank you, your Honor. 19 to hear any additional argument on the motion to compel, 20 JUDGE PEARSON: Are you ready, Mr. Wiley? so please refrain from making any additional argument as 20 I walk through the data requests. But do feel free to 21 MR. WILEY: Yes, I am. I'm sorry. 21 22 ask clarifying questions as we go, if necessary. JUDGE PEARSON: Okay. 22 And finally, I will not be issuing a written 23 Data Request No. 3, SpeediShuttle must 23 provide any documents that demonstrate how its hiring 24 l order. My decisions will be made from the bench today, so please take notes, and I will give you time to do practices support the business model approved by the 25

Page 188 Page 190 MR. WILEY: One more time. 1 Commission. 1 2 2 Are you ready, Mr. Wiley? JUDGE PEARSON: Sure. SpeediShuttle must 3 MR. WILEY: Yes, I am, your Honor. provide all documents that concern or address SpeediShuttle providing service other than the service 4 JUDGE PEARSON: For Data Request No. 4, 5 SpeediShuttle must provide the total number of 5 described in the business plan approved by the 6 reservations made between May 2015 and the most recent 6 Commission. 7 7 available date, and the number of reservations made in a MR. WILEY: Your Honor, clarification. In 8 other words, just general, how they promote themselves 8 language other than English for that same time period. 9 Okay. So with respect to Data Request in the marketplace; is that -- that, I assume, would go 9 to your ruling? 10 No. 5, because the information related to the number of 10 11 11 SpeediShuttle employees who speak languages other than JUDGE PEARSON: Well --English that are working as airport greeters at SeaTac 12 MR. WILEY: If it doesn't deal with the 12 will be provided in response to Data Request No. 1, for 13 conditions or service distinctions that the Commission 13 Data Request No. 5, SpeediShuttle must provide the total talked about in Order 04, but just talks about how they 14 14 promote their service, I assume that -number of customers who have been greeted by a personal 15 15 16 greeter at SeaTac between May 2015 and the most recent JUDGE PEARSON: Right. Or any internal 16 available date, and, of those customers, the number who 17 17 documentation as well. requested or required a greeter who spoke a language 18 For Data Request No. 13, SpeediShuttle must 18 19 other than English. 19 provide the information requested with the exception of Okay. So Data Request No. 6 is denied. the data related to Hawaii. So from Data Request 20 Data Request No. 7, SpeediShuttle must 21 No. 13, just delete the words "or in Hawaii." 21 provide all documents that demonstrate that departures 22 Data Requests 14, 15 and 16 are generally 22 either are or are not being made within 20 minutes. 23 denied. To obtain the information sought in those three 23 MR. HARLOW: Your Honor, can you give me the 24 24 data requests, SpeediShuttle must provide financial 25 first part of that again, please? documents that demonstrate the costs of providing 25 Page 189 Page 191 JUDGE PEARSON: Sure. SpeediShuttle must service in Washington, and the revenues generated from 1 that service from May 2015 to the most recent date provide all documents that demonstrate that departures either are or are not being made within 20 minutes. 3 available. 3 MR. HARLOW: Your Honor, this is Mr. Harlow. MR. HARLOW: Thank you, your Honor. 4 4 MR. WILEY: Thank you. For clarification, we have requested, obtained and 5 JUDGE PEARSON: So for Data Request No. 8, reviewed the financial reports that SpeediShuttle this answer will be complete once SpeediShuttle provides submitted for 2015 to the Commission, and those show --7 7 8 its fleet list, which it has said it will do, and I haven't looked at them for a while, but they generally 9 9 nothing else is required. show operating costs and operating revenues, but they 10 For Data Request No. 9, SpeediShuttle must 10 don't show what I call GS and A, general services provide all documents that demonstrate how walk-up 11 administration marketing numbers, and they don't show 11 the fully-loaded costs, much of which may be being done 12 service will be or is used pursuant to the business plan 12 approved by the Commission. 13 out of Hawaii. Like management may be done, hiring may 13 14 MR. WILEY: Could you do that one again, be done out of Hawaii, advertising may be done 15 please? 15 company-wide in airline magazines that serve both JUDGE PEARSON: Sure. SpeediShuttle must 16 markets and so on, so forth. 16 provide all documents that demonstrate how walk-up 17 So understanding the scope of your ruling, 17 service will be or is used pursuant to the business plan can we understand that it goes beyond simply the 18 18 approved by the Commission. operating data that's provided to the Commission? It 19 19 20 Data Request No. 10 is denied. does cover shared and common costs. 20 21 Data Request No. 11 is denied. 21 JUDGE PEARSON: It does go beyond that. I For Data Request No. 12, SpeediShuttle must 22 want to know the entirety of the costs of providing provide all documents that concern SpeediShuttle 23 service in Washington. 23 providing service other than the service described in 24 MR. HARLOW: Thank you for the the business plan approved by the Commission. clarification, your Honor.

	cket Nos. 10-143091 and 10-100310 (Consolidated) - Vo	1. 111	
	Page 192		Page 194
1	MR. WILEY: Your Honor, we may seek some	1	got behind in my notes.
2	further guidance on this regarding disclosure of the	2	JUDGE PEARSON: Uh-huh.
3	financial information? There is no protective order in	3	MR. HARLOW: But I assume that you're saying
4	this matter, and so, you know, if we can have some sort	4	that was already provided pursuant to an earlier data
5	of nondisclosure agreement negotiated between the	5	request order
6	parties that I know you won't be involved in but	6	JUDGE PEARSON: Sorry. Can you speak up?
7	there is concern because of what I said previously.	7	MR. HARLOW: Order 06, perhaps? Can you
8	The Commission said this is a competitive	8	hear me now?
9	industry, and clearly providing financial information to	9	JUDGE PEARSON: Yeah. You're talking about
10	a competitor, as opposed to a public utility or someone	10	19?
11	who is operating exclusively within Commission	11	MR. HARLOW: Yeah. So are you basically
12	jurisdiction, is just a theoretical and practical	12	saying that's covered by, I think, 04 and 06 probably?
13	concern. So that's where the lack of protective	13	JUDGE PEARSON: Right.
14	order I fully understand why you've ruled that way	14	MR. HARLOW: Okay. Thank you for clarifying
15	and didn't dispute it, but that's where, in this unique	15	that.
16	industry, if we could seek some protection, we'd like	16	JUDGE PEARSON: Okay.
17	it.	17	And did you all hear me for Data Request
18	JUDGE PEARSON: I'll leave that up to the	18	No. 20?
19	parties to work that out.	19	MR. HARLOW: No, I missed that.
20	MR. WILEY: Okay. And so I just wanted you	20	JUDGE PEARSON: Okay. SpeediShuttle must
21	to understand, we need to discuss that	21	provide copies of reports filed with the Commission in
22	JUDGE PEARSON: Okay.	22	the Port of Seattle.
23	MR. WILEY: amongst ourselves.	23	And Data Requests 21, 22 and 23 are denied.
24	MR. HARLOW: Your Honor, we've reached out	24	So Mr. Wiley, do you have an estimated date
25	to Mr. Wiley on several occasions to try to do that, and	25	by which you can provide responses?
	Page 193		Page 195
1	Page 193 I'm hopeful that we can do that. He's asked for	1	Page 195 MR. WILEY: That was going to be my next
1 2		1 2	
	I'm hopeful that we can do that. He's asked for		MR. WILEY: That was going to be my next
2	I'm hopeful that we can do that. He's asked for essentially the same information from Shuttle Express,	2	MR. WILEY: That was going to be my next point, your Honor. You anticipated.
2	I'm hopeful that we can do that. He's asked for essentially the same information from Shuttle Express, so it is a two-way street.	2	MR. WILEY: That was going to be my next point, your Honor. You anticipated.  We will have some discovery responses in by
2	I'm hopeful that we can do that. He's asked for essentially the same information from Shuttle Express, so it is a two-way street.  MR. WILEY: Which I did indicate, as you'll	2 3 4	MR. WILEY: That was going to be my next point, your Honor. You anticipated.  We will have some discovery responses in by the end by Friday, the 30th, as we indicated.
2 3 4 5	I'm hopeful that we can do that. He's asked for essentially the same information from Shuttle Express, so it is a two-way street.  MR. WILEY: Which I did indicate, as you'll recall, is that we'd withdraw if those data requests	2 3 4	MR. WILEY: That was going to be my next point, your Honor. You anticipated. We will have some discovery responses in by the end by Friday, the 30th, as we indicated. JUDGE PEARSON: Okay. MR. WILEY: The other requests, I want to take I want to analyze them, talk to the client, and
2 3 4 5 6	I'm hopeful that we can do that. He's asked for essentially the same information from Shuttle Express, so it is a two-way street.  MR. WILEY: Which I did indicate, as you'll recall, is that we'd withdraw if those data requests were rejected or denied.	2 3 4 5 6	MR. WILEY: That was going to be my next point, your Honor. You anticipated. We will have some discovery responses in by the end by Friday, the 30th, as we indicated. JUDGE PEARSON: Okay. MR. WILEY: The other requests, I want to
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