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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
MARY LOU SNYDER
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 Mary Lou Snyder, and my address is 512 Justice Dr., Yakima, Washington, 98901.

Q. DO YOU WORK?

A. Yes.

Q. WHERE DO YOU WORK?

A. I work at Global Travel of Yakima.

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 two to three times per month.

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 my home or the airport.

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 two-and-one-half hours by car or forty minutes, plus check-in, 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 passenger transfer service that brings people to the airport.

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

3 A. Yes. 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.

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 offered by CWA. It offers more trips per day
12 than Greyhound and goes directly to the airport.

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

15 A. Yes.

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

18 A. Yes.

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

21 A. Yes. My customers at the travel agency would use it.

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

24 A. Yes. There is a public need for CWA's service.

25 C. GREYHOUND'S SERVICE IS UNSATISFACTORY

26 Q. HAVE YOU EVER HEARD OF GREYHOUND?

1 A. Yes.

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

3 A. Yes. Grayhound offers transportation between Yakima and Seattle.

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

5 A. No.

6 Q. WHY?

7 A. Greyhound's service stops too much and is too slow.

8 Q. DOES THAT SERVICE PROVIDE TRANSPORTATION BETWEEN SEA-TAC OR
9 AMTRAK AND THE AREA FROM WHICH YOU WOULD TRAVEL?

10 A. No.

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

14 A. Yes.

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

17 A. Yes, twice a day. That is not convenient, and I would not use the service to go to Sea-
18 Tac Airport.

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

20 A. No, because of the reasons I identified above.

21 Q. DOES THIS CONCLUDE YOUR TESTIMONY?

22 A. Yes.

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1 I declare under penalty of perjury under the laws of the State of Washington that
2 the foregoing is true and correct.

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

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Mary Lou Snyder

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