1	BEFORE THE WASHINGTON	
2	UTILITIES AND TRANSPORTATION COMMISSION	
3	In the Matter of the Petition of)Docket TS-09	90424
4)Volume I	
5	SAN JUAN EXPRESS, INC.,)Pages 1-95 Petitioner,)	
6	Relating to Discontinuance of)	
7	Commercial Ferry Service Authorized) by Certificate of Convenience and)	
0	Necessity No. BC-117.	
8)	
9		
10	A hearing in the above-entitled mat	ter
11	was held at 9:33 a.m. on Tuesday, June 9, 2009, a	at
12	1300 South Evergreen Park Drive, S.W., Olympia,	
13	Washington, before Administrative Law Judge DENN	ĽS
14	MOSS, Chairman JEFF GOLTZ, Commissioner PATRICK (OSHIE
15	and Commissioner PHILIP JONES.	
16	The parties present were as follows	3:
17	SAN JUAN EXPRESS, INC., by David W	
18	Attorney at Law, Williams Kastner & Gibbs, PLLC, Union Square, 601 Union Street, Suite 4100, Seat Washington 98101.	
19		
20	COMMISSION STAFF, by Jonathan C. Thompson, Assistant Attorney General, 1400 S. Evergreen Park Drive, S.W., P.O. Box 40128, Olymp	pia,
21	Washington 98504-0128.	
22		
23		
24	Barbara L. Nelson, CCR	
25	Court Reporter	

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1	JUDGE MOSS: Good morning, everyone. My
2	name is Dennis Moss. I'm an Administrative Law Judge
3	with the Washington Utilities and Transportation
4	Commission.
5	We are convened this morning in a hearing
6	styled In the Matter of the Petition of San Juan
7	Express, Inc., Petitioner, Relating to Discontinuance
8	of Commercial Ferry Service Authorized by Certificate
9	of Convenience and Necessity Number BC-117. Our
10	docket number is TS-090424.
11	This is, as I described it, a request under
12	Washington Administrative Code 480-51-130, for a
13	12-month discontinuance of service under certificate
14	BC-117, which is the company's seasonal service
15	between Seattle and Friday Harbor.
16	Let's begin with our appearances. Mr.
17	Wiley.
18	MR. WILEY: Yes, Your Honor. David Wiley.
19	JUDGE MOSS: You can remain seated. You
20	don't need to stand.
21	MR. WILEY: Okay. David Wiley, with the
22	firm of Williams Kastner, Two Union Square, 601 Union
23	Street, Suite 4100, Seattle, Washington, 98101. My $$
24	e-mail address is DWiley@WilliamsKastner.com. And my
25	direct phone number is 206-233-2895. Appearing on

1 behalf of the Petitioner, San Juan Express, Inc.

2	JUDGE MOSS: Thank you. Mr. Thompson.
3	MR. THOMPSON: Jonathan Thompson, Assistant
4	Attorney General, representing the Commission Staff.
5	My address is 1400 South Evergreen Park Drive, S.W.,
б	Olympia, Washington, 98504. My telephone number is
7	360-664-1225; fax is 360-586-5522; and my e-mail
8	address is JThompso@Wutc.Wa.Gov.
9	JUDGE MOSS: Thanks very much. Anyone else
10	wish to enter an appearance? Hearing nothing. We
11	rarely get to do hearings that are sort of shoot from
12	the hip, as it were, with live testimony, but I do
13	understand, from talking to Mr. Wiley beforehand this
14	morning, that Mr. Bryan is here, the president and
15	CEO of the company, and he will Mr. Wiley would
16	wish to put him on the stand to testify.
17	And Mr. Wiley has also prepared for and
18	presented to the bench a small set of exhibits that I
19	assume he will be referring to during the course of
20	that examination.
21	And I have also provided both counsel and
22	the bench with a copy of an exhibit that the bench
23	wishes to put into the record, and I'm going to
24	mention a couple more here.
0.5	

25 Let me first ask you, Mr. Thompson, if you

intend to put on a witness this morning?

2	MR. THOMPSON: No, we do not.
3	JUDGE MOSS: Okay, thank you. Of course you
4	will have the opportunity to cross-examine Mr. Bryan.
5	With respect to the bench exhibits, I have listened
б	to the MP3 digital recording of the open meeting at
7	which this matter was first set for hearing on May
8	14th, 2009.
9	I think perhaps, to use the nautical
10	metaphor, we don't need to sail those same waters, so
11	I would like to make that an exhibit for our record
12	by reference. If we ever need it transcribed, we can
13	easily have that done, but I don't propose to do that
14	unless it becomes necessary.
15	I'm going to provide you all with an exhibit
16	list, and it will include the site, the so-called URL
17	Internet address where you can access that recording.
18	I have inquired as to whether we can break out the
19	first 15 minutes and 25 seconds of that open meeting
20	and eliminate it for purposes of this docket and I'll
21	if so, I'll let you know.
22	We also the document that I distributed
23	to you earlier is the tariff filing of February 4th,
24	2009, by San Juan Express, Inc. related to this
25	certificate, and Tariff Number 42, which is for the

1 Seattle to Friday Harbor service for 2009, and that tariff was allowed to become effective on the no 2 3 action agenda at the Commission open meeting of 4 February 26th, 2009. So were this service occurring 5 this year, this would be the governing tariff. A third item that I wish to place into the б 7 record, Mr. Wiley, you probably don't have with you, 8 or perhaps it's in your pile here, I don't really know. We would like to see the contract between 9 10 Clipper Navigation and C-Port Marine Services leasing the Victoria Clipper III. Do we have that this 11 12 morning? 13 MR. BRYAN: I have brought that with me. 14 JUDGE MOSS: Okay, good. Thank you. We can 15 make copies at another moment in time. There may be 16 some questions about it this morning. In fact, let 17 me say, let's do get some copies of that for the 18 bench now. So I wonder if, Judge Friedlander, if you 19 could assist us in that way? 20 JUDGE FRIEDLANDER: Sure. JUDGE MOSS: Mr. Bryan here could provide 21 22 you with a copy. 23 JUDGE FRIEDLANDER: How many copies did you 24 need? 25 JUDGE MOSS: Why don't we have six.

1	JUDGE FRIEDLANDER: Okay.
2	MR. BRYAN: Now, all I have to do is find
3	it.
4	JUDGE MOSS: Okay. All right. Now,
5	finally, I'm reserving a spot. We have received a
б	series of letters, e-mail transmissions, what have
7	you, from members of the public or the community,
8	principally from tourist-related organizations,
9	chamber of commerce, and one from a state
10	representative. I will reserve a place on the
11	exhibit list for that.
12	We'll receive those this afternoon with the
13	thought that there may be some that come before 1:30
14	when we have our public comment hearing, so I'll put
15	that on the record at that time.
16	And with that, unless there's anything else
17	preliminary from the parties, we can call your
18	witness.
19	MR. WILEY: Thank you, Your Honor. I'd call
20	Mr. Darrell Bryan to the stand, if he's identified
21	the contract.
22	JUDGE MOSS: Well, we'll take a brief
23	recess.
24	MR. BRYAN: Thank you. I apologize.
25	JUDGE MOSS: It might be useful for us to

1 have that up here.

-	have that up here.
2	(Recess taken.)
3	JUDGE MOSS: Let's go back on the record.
4	We'll have Mr. Bryan.
5	MR. WILEY: Would you like him to go call
б	his office to have it faxed down now?
7	JUDGE MOSS: I don't think it's that
8	critical. Would you like it? Okay. Well, let's go
9	ahead and do that. We'll go back into recess.
10	(Recess taken.)
11	JUDGE MOSS: Mr. Bryan, if you will rise and
12	raise your right hand, please.
13	Whereupon,
14	DARRELL E. BRYAN,
15	having been first duly sworn, was called as a witness
16	herein and was examined and testified as follows:
17	JUDGE MOSS: Thank you. Please be seated.
18	Mr. Wiley, you may proceed.
19	MR. WILEY: Yes, Your Honor. Do you want to
20	pre-mark the exhibits, or what's your pleasure on
21	that or the Commissioners' pleasure?
22	JUDGE MOSS: Let me just identify them
23	quickly for the record, and then we'll number them
24	and so forth later. Well, I'll go ahead and give
25	them numbers now. That way you can refer to them by

1 number.

All right. First we have the certificate of
public convenience and necessity, Permit Number
BC-117, and we'll call that DB-1. Second we have Mr.
Bryan's professional qualifications, and we'll mark
that as DB-2.

7 And then we have a set of orders. I will 8 mark them individually. We have -- what will be 9 marked as Exhibit DB-3 is a Commission order in a 10 matter concerning Aqua Express, L.L.C. It's Order 11 Number One in Docket TS-051318. And it's an order 12 granting temporary discontinuance of service.

We will mark as DB-4 an order from this
Commission in the matter concerning the company Aqua
Express, L.L.C., and it's Order Number One in Docket
TS-060903, an order granting temporary discontinuance
of service.

I'll mark as Exhibit DB-5 another order from
this Commission, also involving Aqua Express, LLP,
again Order Number One in this case, Docket
TS-061812, and again an order granting temporary
discontinuance of service.
And finally, I'll mark as DB-6 the Fourth
Order from this Commission concerning Aqua Express,

25 LLP. It's Order Number Three in Docket TS-070889,

1 and it is an initial order accepting settlement agreement and authorizing discontinuance of 2 3 commercial ferry service for one year. 4 Oh, did you intend to make this packet of 5 advertising materials an exhibit? б MR. WILEY: At this point, I'm not sure, 7 Your Honor. It's so voluminous, I was surprised by 8 it. JUDGE MOSS: I'll mark it for identification 9 10 as DB-6, if you wish to do so. 11 MR. THOMPSON: I think it should be DB-7, 12 Your Honor. 13 JUDGE MOSS: Thank you. You are quite right, Mr. Thompson. I appreciate you catching that. 14 15 MR. WILEY: Your Honor, do you wish to mark 16 the bench exhibit at this point? 17 JUDGE MOSS: Yes, I'll give you numbers for 18 those. Actually, I can give you a handout that will 19 make it easier, perhaps. 20 MR. WILEY: Okay. 21 JUDGE MOSS: And just for the record, Exhibit B-1, Bench One, is the open meeting minutes 22 23 that I mentioned at the outset. B-2 is the tariff 24 filing of February 4th, 2009, and associated papers. 25 B-3 will be the contract between Clipper and C-Port

1 Marine Services. And by the way, that is the letter C-Port. And then I'm reserving B-4 for public 2 3 comment. 4 And of course, we may have additional bench 5 requests along the way. I'll number those as we get б to that, if we get to that. 7 All right. Now, with that, anything else 8 before we proceed? 9 MR. WILEY: Nothing from Petitioner. 10 JUDGE MOSS: All right. Very good. Go 11 ahead. 12 13 DIRECT EXAMINATION 14 BY MR. WILEY: 15 Q. Good morning, Mr. Bryan. Would you please 16 state and spell your last name and provide your 17 address for the record? 18 A. Yes, Darrell E. Bryan, B-r-y-a-n. My 19 address is under Clipper Navigation, Inc., 2701 20 Alaskan Way, Seattle, Washington, 98121. 21 Q. And are you also employed by and associated with San Juan Express, Inc., the Petitioner in this 22 23 matter? 24 A. Yes, sir, I am. 25 COMMISSIONER OSHIE: Excuse me, Mr. Wiley.

1 Mr. Bryan, this is Commissioner Oshie. You may want to turn your microphone on. I'm not sure that it is. 2 3 THE WITNESS: Thank you. I apologize. 4 COMMISSIONER OSHIE: That way the 5 individuals who are tracking this on the bridge line б will be able to hear your testimony. 7 THE WITNESS: Very good. Thank you. 8 Ο. Mr. Bryan, I think I was asking you about 9 San Juan Express, Inc. What is its relationship, 10 please, to Clipper Navigation, Inc.? 11 Α. It is a wholly-owned subsidiary of Clipper 12 Navigation, Inc. 13 Q. What are your job titles, please, with respect to both companies, if you would? 14 15 Α. I am the president and CEO for both 16 entities. In fact, I might add that the brief resume 17 that I had provided showed my former position as 18 executive vice president and general manager, which 19 changed two years ago. 20 And so referring you to DB-2, that's the Ο. 21 revision that you would make on your title; is that 22 correct? Yes, sir; that's correct. 23 Α.

Q. Could you just briefly describe your dutiesand responsibilities with both Clipper Navigation,

1 Inc. and San Juan Express, Inc., please?

2	A. The role is essentially the same. I'm a
3	small company, you wear many hats. As a CEO, handle
4	oversight of the operations. I'm the single signing
5	authority for all contracts, checks, but it's deeply
б	involved in all phases of the operation, and as it
7	applies to the subsidiary, San Juan Express, as well.
8	Q. And you indicated that San Juan Express is a
9	wholly-owned subsidiary; is that correct?
10	A. That is correct.
11	Q. Are there shareholders, officers, and
12	directors that are the same for both companies?
13	A. That's correct. The founder and chair of
14	Clipper Navigation is Meredith Tall, who owns the
15	vast majority of the company; John Ebel, who had been
16	our attorney for many years, has a small percentage;
17	and a man by the name of David Hsiao; as well as
18	myself. So there are the four of us, and both
19	companies, they're represented on.
20	Q. Could you spell Mr. Hsiao's name, please,
21	for the record?
22	A. Yes, sir. It's H-s-i-a-o, David.
23	Q. Thank you. We have marked for
24	identification DB-2, which is your resume that I
25	previously referred to. Without regurgitating

1 everything that's on it, could you please just provide the Commissioners a bit of your background in 2 3 the marine passenger vessel industry? 4 Α. Yes, sir. I might just start with a 5 comment. As a small company, we found it vital to us б to be heavily involved in those aspects involving our 7 industry. So I served on the board of the Passenger 8 Vessel Association for ten years and was president of 9 that trade association based in Washington, D.C. So 10 I'm still on the board for Interferry, which 11 represents ferry operators worldwide, and I was the 12 president of that organization in 2001. I was also 13 representative for the Passenger Vessel Association when I was named to MTSNAC, and that was the Marine 14 15 Transportation System National Advisory Council, and 16 I served two years in that advisory, reported to 17 Secretary of Transportation Norm Mineta. 18 Also have -- was involved, selected to 19 participate in the Washington State Legislative Joint 20 Task Force on Ferries in 2000, and have been involved 21 in a number of other marine associations and organizations, including MTAC, which is associated 22 23 with Kitsap Transit and their efforts to establish 24 passenger-only ferry service to Bremerton, Kitsap 25 County.

1 And so there are a number of others. I 2 won't bore you. Those are probably the highlights, 3 but we found it vital, as a small company, to be 4 involved. One that was of course an issue for this 5 week, I represent our industry and have. I was б trying to figure out when I first started, but it's 7 been at least ten years, and that is -- it used to be 8 U.S. Immigration Airport, Sea Ports Users Group, and 9 now it's under U.S. Customs. And I go back to D.C. 10 two to three times a year and essentially I sit there 11 to represent our sector to make sure we don't get 12 charged any customs or cost recovery charges that our 13 industry does not want to participate in.

14 Q. And is that a relatively hot button issue 15 currently?

16 Yes, it is. And as I think everyone knows, Α. Homeland Security is looking for additional dollars, 17 18 and so there are a couple of areas that -- where they want additional charges, and the cruise ship industry 19 and the airline, international air carriers, because 20 21 they want to be assured, when the ship pulls in or the aircraft arrive, that they've got customs people 22 23 there to clear them.

24 So -- and that legislation was sunsetted 25 several years ago by a Congressman from Florida who had first introduced it, at the request of the cruise ship industry, reintroduced it to reinstate it. But it is a top -- top of mind issue for the international ferry operators, of whom more than 80 percent are represented here in the Pacific Northwest and Alaska.

Q. Could you, for the Commissioners' benefit, give us a little background on the history of San Juan Express's operations, you know, giving us a little foundation on when you started and where you serve, generally? And then we'll go to some more specific questions.

13 We started service, if my recollection is Α. correct, 1991. We received our certificate in 1991, 14 15 and have served Friday Harbor. And it's a seasonal 16 service, and right from the get-go, we started as a 17 seasonal service, Seattle to Friday Harbor. And we 18 several times attempted to provide some service later into the fall, but the demand period is in the 19 20 summer.

And what we soon found with that service was that one of the things that you'll hear from me, time and time again, is with our kind of service, you're talking about high capital cost for the cost of equipment and high operating cost. And the fare

1 structure generally is lower.

And what we found, as we have found with our
Victoria Clipper service and ferry operators
worldwide, that the transportation fare does not
cover your capital costs and your operating costs.
So we had to come up with other things to generate
ancillary or incremental revenue.

8 And our service to the San Juans, we began 9 to sell whale watching, non-regulated hotel packages. 10 And some of the materials you see before you show 11 some of the hotels in that. We're the largest 12 purchaser of hotel rooms, for instance, in Victoria. 13 We're a major purchaser of hotel rooms in Friday Harbor, Vancouver, Seattle. We are Amtrak's single 14 15 largest customer in the Pacific Northwest, between 16 Seattle and Vancouver, Kenmore Air's largest 17 customer.

18 So what we found, that we have a wholistic view of our travel business, that we no longer view 19 ourselves simply as a ferry operator. We are a 20 travel service. And because the dynamics that apply 21 to Friday Harbor also apply to Victoria. Forty-eight 22 23 percent of our business is non-marine. If we had to 24 rely on the marine transportation, we'd be out of business, like so many other ferry operators. And so 25

1 we have really tried to optimize the awareness.

2	And again, those materials, you'll see that
3	we try and cross-sell, try and make people aware of
4	the products within the islands and conjunctive with
5	travel to the islands. And I think that's
б	essentially it. And in terms of that service, we've
7	provided that with in 2007, and I know we'll talk
8	about that, a brief delay in startup for, what is
9	that, 17 years.
10	Q. Mr. Bryan, you indicated that 48 percent of
11	your business is non-marine. Is that with respect to
12	your gross annual revenues for Clipper Navigation and
13	San Juan Express that you're making that statement?
14	A. That's correct.
15	Q. Okay.
16	A. It's you know, of course, the bulk of our
16 17	A. It's you know, of course, the bulk of our business is the parent company, Clipper Navigation,
17	business is the parent company, Clipper Navigation,
17 18	business is the parent company, Clipper Navigation, or some people know it as Clipper Vacations. Our
17 18 19	business is the parent company, Clipper Navigation, or some people know it as Clipper Vacations. Our business to San Juans is a very small part of it and
17 18 19 20	business is the parent company, Clipper Navigation, or some people know it as Clipper Vacations. Our business to San Juans is a very small part of it and our business to San Juans in the best of years could
17 18 19 20 21	business is the parent company, Clipper Navigation, or some people know it as Clipper Vacations. Our business to San Juans is a very small part of it and our business to San Juans in the best of years could not survive without its association with Clipper,
17 18 19 20 21 22	business is the parent company, Clipper Navigation, or some people know it as Clipper Vacations. Our business to San Juans is a very small part of it and our business to San Juans in the best of years could not survive without its association with Clipper, Victoria Clipper or Clipper Vacations.

1 Α. Yes, because the -- for one, the unregulated services in the islands, the whale watching, a 2 3 substantial number of the people going to Friday 4 Harbor continue whale watching, and which we use that 5 same vessel to go out for a two-and-a-half-hour whale watch trip. What we found is that there are -- an б 7 overwhelming majority of people are not going to 8 Friday Harbor simply to see Friday Harbor. We have 9 some people who go up there because their boats are 10 up there and we have some people on the islands that 11 will use our service.

12 We have a one-way/one-way with Kenmore Air, 13 for instance. So for those people where the schedule doesn't work, they can use both services to get back 14 15 and forth. But our core business being the vacation 16 packages, that's really what supports Clipper, which 17 in turn supports San Juan Express. Our revenues for 18 San Juan Express do not offset the cost of that 19 service.

Q. Since 1991, have you also been involved in
working with the legislature in terms of laws that
impact the commercial ferry industry in Washington?
A. We were involved with the working groups
that took place particularly after the 1995
legislation. And for those of you who do not know,

1 we were very key to that 1995 legislation, since we came to the UTC Staff on an issue that existed. And 2 3 there was -- the UTC Staff felt that there needed to 4 be clarity with some amended legislation. So we were involved in that, and then in the early working 5 б groups, along with Argosy, Victoria San Juan Cruises, 7 Victoria Express, a number of the certificate holders 8 that worked on the issues.

9 Q. When you say there needed to be clarity, was 10 that with respect to whether you needed a certificate 11 as a commercial ferry operator to perform certain 12 services?

13 Α. Yes, sir. In fact, in a nutshell, what had happened, in our mind, there was an illegal operator 14 15 that could cancel trips that didn't have enough 16 passengers, adjust or set their own fare, and it came 17 down to that individual's belief that they were 18 providing excursion service and therefore did not 19 need a certificate. And they were going exactly the same route we were going. 20

We needed to go through a process for fare and schedule approval, and so, frankly, we -- when we worked with the UTC Staff, we then went to the Chair of the Senate Transportation Committee, Karen Schmidt, the vice chair, Senator Haugen, and Ruth

Fisher on the House side, and got new -- I shouldn't say we got. New legislation was drafted with some clarity and it went through without a whole lot of contention, which I don't think we've seen much of since then.

Q. Have you also been involved in any specific
stakeholder rule makings at the Commission with
respect to implementation of legislation?

9 A. Back in the -- as I say, shortly after, and 10 there were -- and I don't recall much of this taking 11 place in the last few years, but back in the early 12 '90s and then following the '95 legislation, there 13 were working groups, and we did participate at that 14 time.

Q. Has San Juan Express or yourself, and you can distinguish in what capacity, have you been involved in prior service discontinuance requests under the Commission's rules?

A. Yes, sir. We were partner with Aqua Express in conjunction with Argosy, Nichols Brothers Boatyard and Four Seasons Marine, and started up a service between Seattle and Kingston. We spent a lot of time down here and in the community working on that, and the Staff and the Commission were very supportive. But finally we relinquished that certificate.

1 We also had been approached by Mosquito 2 Fleet, Pacific Navigation -- I can't remember the 3 legal name, but Greg Dronkert, who's a partner, and 4 Mike Bennett approached us, because that service, in 5 its ten years, had never made money. They were in б financial distress and they originally wanted us as a 7 partner. We ended up buying the entire entity, 8 operated for two years. 9 Q. If I could interrupt you. Could you 10 identify what the route is? 11 Α. Oh, I apologize. That route was from 12 Everett to Friday Harbor. And part of the reason we 13 agreed to a partnership and then subsequently to take over the entire business was we felt that with the 14 15 infrastructure that we had in place, marketing, the 16 reservations offices, sales, operations, engineering, 17 et cetera, that we could reduce their overhead and 18 make it profitable. We were wrong.

19 And at the end of the lease of the vessel 20 that we had, the Orca Song, we asked for a one-year 21 temporary suspension. We were granted that. Going 22 into the next year, we could not find a satisfactory 23 vessel that had the speed that we could use for the 24 short season service, and what we also found is many 25 of the people who might have been interested in going

1 to Everett would also go to Seattle and use the service out of Seattle. So we ended up giving up 2 3 that certificate. 4 We have been a strong proponent, as of 1995 5 legislation, of use it or lose it. And we try to б live by that, and we have given up other segments of 7 the certificate, including Rosario. We had 8 discussion --9 Ο. Calling your attention to Exhibit DB-1, is 10 that the reference to Rosario that's in that 11 certificate? 12 Α. Yes, sir; that's correct. We had received 13 approval for a number of years for suspension of that 14 service, and it had to do with docking issues, 15 ownership changes, and this year, we had no -- and 16 there were some other considerations in terms of 17 Washington State Ferries provides a good service in 18 the islands at no cost within the islands. And so 19 we, at the suggestion, I might add, of Staff, agreed 20 with them that we should go ahead and move forward 21 and relinquish that portion of the certificate to Friday Harbor, Rosario. 22 23 Had you previously relinquished other Q. 24 portions of BC-117? Roche Harbor?

25 A. That's correct. When we first got the

1 Certificate B-117 from Puget Sound Express, there were other elements of the certificate originally, 2 3 one that the Commission took away because the 4 predecessor had not filed the appropriate report, but 5 there was another segment, and I was thinking about this last night, I believe it was Edmonds to Pt. б 7 Townsend that we had given up, because we never had 8 any intention to provide a service between Edmonds to 9 Port Townsend. Staff may have better information on 10 that, but that's the best of my recollection. And I 11 think that's about it. 12 ο. Mr. Bryan, going back to the Mosquito Fleet 13 service, when did you relinquish the certificate between Friday Harbor and Everett, to the best of 14 15 your knowledge? 16 The years begin to flow together, but I Α. 17 believe it was year before last is when we made the 18 request to relinquish that certificate. 19 ο. 2007? That's correct. 20 Α. 21 Q. And since that time, since you -- since Mosquito Fleet abandoned the certificate, or 22 23 relinquished, I think is a better verb, the 24 certificate, has anyone applied to serve that route? 25 No, sir, no one has. Α.

1 Q. Now, regarding the Aqua Express reference that you made, we've identified an exhibit in this 2 3 proceeding, or a series of exhibits, DB-3 through 6. 4 Do you have those in front of you? 5 Yes, sir. Α. б Ο. These are orders of the Commission, are they 7 not? 8 Α. Yes, sir. 9 Q. Do they represent a series of proceedings in which the operators of Aqua Express sought and 10 11 received discontinuance authority from the 12 Commission? 13 Α. Yes, sir. Very painful memories and accurate recitation of what we experienced there. 14 15 Ο. And what ultimately happened with Aqua 16 Express's authority between Kingston and Seattle? 17 The partners made a decision to relinquish Α. 18 that certificate because we felt, after the money 19 that we had lost and the lack of demand for the service, and the, quite frankly, the Sounder service 20 21 going in, that that was not something that we were going to attempt to move forward with, that the 22 23 conditions were not right, and so we, as a group, 24 decided that we were going to let it go. 25 Returning to the current permit, the San Q.

1 Juan Express, Inc. permit and the service between 2 Seattle and Friday Harbor, in the 17 or so years in 3 which you've operated that certificate, have you ever 4 sought discontinuance approval before from this Commission? And if so, under what circumstances? 5 б Α. Yes, sir. For a 30-day period in 2006, we 7 had a contract with C-Port and the Navy, and in 8 August, when they needed the boat, we were able to 9 utilize another vessel to finish out the season and 10 our certificate. The following, and I do happen to 11 have that contract with me. And once again, I 12 apologize. That contract shows an expiry date of 13 March 15, 2007. 14 And but -- as typical with the government or 15 with the military, there is language that if 16 conditions arise necessitating an extension, that 17 that could be handled. 18 We had been told when we went into this that the Abraham Lincoln, it was another Lincoln contract, 19 was going to -- they were going to move it through 20 21 the Puget Sound Naval Shipyard, Bremerton, as quickly as possible, because of deployment. There were 22

issues in the Middle East at the time. I have

24 correspondence here, too, e-mails, copies of e-mails,

giving us updates as to why the delay. They had a 25

0027

1 problem with their nuclear reactor, where they 2 couldn't pass the test. 3 But I have all this that I can provide if 4 you -- and so we -- the nutshell is that we asked for 5 a temporary suspension of June 1 through June 30, and б then we went ahead and finished out the summer, 7 consistent with our tariff. 8 Ο. And your certificate? 9 Α. And the certificate, thank you. 10 And the year, just for the record, of that Q. 11 discontinuance? 12 Α. That was June 1 through June 30 of 2007. 13 Q. Thank you. And I might add, Mr. Wiley, I think it was 14 Α. 15 in 2003, we had a Navy contract in the summer, but we 16 were able to find a substitute vessel to operate to 17 Friday Harbor for the entire season. There was one 18 available through David Giersdorf, and the vessel's 19 name was Lewis and Clark. And so we operated that 20 season with a substitute vessel while the Navy used 21 the Clipper III for force protection between Todd 22 Shipyard and Bremerton. 23 Thank you. Let's move forward to this Q. 24 season and talk about some of the circumstances that

you find yourselves in today. Why are you seeking

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1 discontinuance approval today?

2	A. In short, because we've invested a lot of
3	resources, a lot of heart in this route. It's a
4	route that not only the people who travel it like it;
5	our employees like it. It fits in well with our
6	wholistic view of travel in the Pacific Northwest.
7	But we spent a lot of time talking about this. There
8	had been discussions about the route.
9	We C-Port Marine didn't get approval from
10	the Navy for contracting for vessels until late
11	March, and those documents that I'll be providing
12	will show you that the lateness of the contract
1 0	
13	signing.
13	But what really the challenges we face,
14	But what really the challenges we face,
14 15	But what really the challenges we face, and I think everyone is familiar with the passport
14 15 16	But what really the challenges we face, and I think everyone is familiar with the passport issue, the western hemisphere travel initiative that
14 15 16 17	But what really the challenges we face, and I think everyone is familiar with the passport issue, the western hemisphere travel initiative that required that people entering the United States from
14 15 16 17 18	But what really the challenges we face, and I think everyone is familiar with the passport issue, the western hemisphere travel initiative that required that people entering the United States from Canada or the Caribbean, Mexico, would have to have
14 15 16 17 18 19	But what really the challenges we face, and I think everyone is familiar with the passport issue, the western hemisphere travel initiative that required that people entering the United States from Canada or the Caribbean, Mexico, would have to have what they called a secure travel document. And it
14 15 16 17 18 19 20	But what really the challenges we face, and I think everyone is familiar with the passport issue, the western hemisphere travel initiative that required that people entering the United States from Canada or the Caribbean, Mexico, would have to have what they called a secure travel document. And it was as a result of 9/11 that this legislation came
14 15 16 17 18 19 20 21	But what really the challenges we face, and I think everyone is familiar with the passport issue, the western hemisphere travel initiative that required that people entering the United States from Canada or the Caribbean, Mexico, would have to have what they called a secure travel document. And it was as a result of 9/11 that this legislation came through. And that was in 2004.
14 15 16 17 18 19 20 21 22	But what really the challenges we face, and I think everyone is familiar with the passport issue, the western hemisphere travel initiative that required that people entering the United States from Canada or the Caribbean, Mexico, would have to have what they called a secure travel document. And it was as a result of 9/11 that this legislation came through. And that was in 2004. We were because of our primary business

fact, Governor Gregoire was very helpful when we had a meeting with her in Lake Union November of 2005 in moving things forward. She was also very aggressive in having Liz Luce, the Director of State Department of Licensing, come up with an enhanced driver's license.

7 We were involved with Senator Murray and 8 Senator Stevens in terms of getting a delay in 9 implementation. But June 1, last week, was the day 10 where there was no more extension. To enter the 11 United States from Canada or Mexico or the Caribbean, 12 you now have to have a passport or a passport card or 13 a Nexus card or something like that, or an enhanced 14 driver's license.

15 We didn't know what the impact would be to 16 our business, and there's been a lot of discussion on 17 this. Also, I serve on the board, the Convention 18 Visitors Bureau. I was a chair for two years, I've been on the board for 15 years. And again, business 19 occupancy in Seattle and much of the region is at an 20 21 all-time low. And that is representative of what exists across the country. 22

Until recently, I was on the Board of
Tourism Victoria, as well, and I was president of
that organization at one time. But business, tourism

business is way down. And I think this would be borne out by talking to just about anyone in the tourism/hospitality industry. Fuel prices last year hit us, \$4.60 a gallon. And again, what's beginning to happen is we're beginning to see that rise again, \$70 a barrel.

7 And so we had kind of the perfect storm of
8 issues coming together that led to uncertainty as to
9 what's going to happen.

10 And we had many discussions and, looking at 11 the bigger picture of the company, not wanting to put 12 the company and the 200 year-round employees, the 13 250, 260 employees at risk, we made this decision to enter into an agreement that would provide -- there 14 15 was no cost to us. It was all revenue to us. And 16 this agreement that you'll see that we have with the 17 Navy was not a case of gouging the Navy or anybody 18 else. The price that we showed prior to June 1 per-day costs and after Labor Day is \$2,300 a day, is 19 20 what we charge. In the summer, it's \$6,000 a day. And I think if you talk to the Washington 21 State Ferries or to C-Port Marine or to the Navy, our 22 price per day has not changed in 15 years. And so it 23 24 is -- you know, I want to negate any views that it's 25 an opportunity to gouge. That was not it. It was a

1 certainty of cash flow to get us through a tough year 2 so that next year we'll be in a stronger position, 3 the entire company, and can be assured that we're 4 around and the employees -- many of our employees --5 and I apologize for the sidetrack.

б But we have many employees who have been 7 with us for the full 23 years that the company's been 8 in existence. We're very proud that we don't have 9 layoffs. We've had one layoff this year. And again, 10 you talk to people in the industry, and there is a 11 lot of that. But we think that if we manage 12 prudently, that we can get through tough times, and 13 this is one of those tough times.

Q. As you looked at the tea leaves in spring of this year, was there any intent on the part of San Juan Express/Clipper Navigation management to abandon the route at issue permanently?

18 Α. No, not at all. In fact, I talked to a number of people about alternate vessels. Tom 19 Tougas, who owned the Orca Song. Jack -- well, it 20 21 wasn't Jack Harmon, it was Port of Kingston, Marc Bissonnette. They were looking to acquire the boat 22 23 and then we talked about leasing that boat. Two 24 Harbor vessel, Matt Nichols, from Nichols Brothers Boatyard, and it was in California. 25

1 The issues that we had in terms of finding an alternative vessel, especially at that date, 2 3 happened to be with speed. You're talking 82 4 nautical miles between Seattle and Friday Harbor. 5 And so the speed's too slow, it creates other б situations in terms of fatigue factors for the crew. 7 You're limited to 12 hours per day. And that's not 8 underway time; that's when you're on the vessel. You 9 could be at the dock in Friday Harbor and that counts 10 to it if you're on the vessel.

11 Some of the issues that we had, too, with 12 those alternate vessels was two of the vessels had insufficient storage capacity for sewage. We, as an 13 operator, cannot dump sewage overboard. And so we 14 15 looked at one of the vessels going up and doing some 16 whale watching and going to Friday Harbor. The tank 17 was insufficient and there's nothing we could do to 18 create larger tank space. And so we looked, and in fact, on the Orca Song, besides the speed, a 20-knot 19 boat, that was the fastest of the ones we looked at, 20 21 which would make for a little over a four-hour trip to Friday Harbor, it was -- the contract was for 22 \$110,000, which was economically -- it wasn't 23 24 feasible with that amount. But fortunately, that wasn't the sole factor in our consideration. 25

Q. As you looked at these alternative vessels to try to cover the route in spring of 2009, how many -- how many people did you speak with who had boats available? And could you just elaborate a little bit more on why those were not sufficient, just in characterizing them?

7 Α. Yeah, there were four people I spoke to, and 8 to be succinct, which I'm generally not, but one is 9 the speed of the vessel was not acceptable. Two is 10 the sewage storage capacity was insufficient, which 11 would cause, on a long day, with full loads, sewage 12 overboard, which would have subjected us to fines and 13 penalties with the Coast Guard, and we have an 14 unblemished record in those kind of things.

15 In terms of -- another issue is with that 16 slow speed, we would run into problems where we would 17 be over the 12 hours for our crew, and there wasn't a 18 satisfactory alternative. In fact, I brought an article from David Moseley from last Friday that 19 Washington State Ferries is having this issue 20 21 themselves in the San Juan Islands. And it is a critical -- it's no different than truck drivers. 22 23 I'm sure the Utilities and Transportation Commission 24 has oversight on that.

25

So those are really the main issues that

1 were affecting us. And there just aren't many 2 vessels available. As you go into summer, people 3 have made their arrangements for deploying equipment, 4 and then the other factor is, for us, what has made 5 us successful on that route is the Clipper III is a б fast boat. If not for the parent company, could not 7 go out and buy a boat -- a replacement boat for the 8 Clipper III, its fair market value right now is \$3.5 9 million. To go out and buy that boat, if you were to 10 check with Nichols Brothers Boatyard or, let's see, 11 another shipyard, Dakota Creek, or Gladding-Hearn, in 12 Somerset, Mass. You're talking a boat that, at 13 minimum, would be \$5.5 to \$8 million. You can't make that work on a seasonal run. 14

But we were able to acquire that boat, we've been able to use it in other areas, and we've also used it to augment some of our service in the past to Victoria. But it's a very limited market of vessels that were a suitable replacement, and those were the only four that I could find.

Q. And since the open meeting on May 14th,
2009, have you made subsequent inquiries, as well?
A. Yes, I once again revisited and we started
to look if we could compromise some things. The Two
Harbor boat from California, it only has a 100-gallon

holding tank. And the reason they can get away with
 it is it's ocean service. And once they get out in
 the ocean, they can open the valve. That wouldn't be
 too attractive or legal in our case.

5 But we looked at whether or not we could put 6 additional holding. But I received a call from Matt 7 Nichols that they blew up an engine. This is 8 detailed, but it was a Deutz engine, which are hard 9 to replace, and it was going to take half the summer 10 to get a new engine and parts to restore it.

11 Q. Can you put in context or characterize the 12 issues facing the industry in 2009 versus all of the 13 other years in which you've operated BC-117, which I think the record will show is 16 to 17 years? 14 15 Α. Well, you know, and one of the things I 16 failed to mention, Mr. Wiley, earlier, this perfect 17 storm. We've always felt that we were somewhat 18 recession-proof, because people would forego the longer vacations when things got tough and they would 19 take shorter getaway trips. 20

This year, with two wars, with the economy at -- you know, I don't recall experiencing anything like this in terms of the gas cost, the media's -well, I shouldn't blame all the media, but in terms of people's concern about, you know, certainty about

1 a job, continued employment, all this, all these 2 coming together, that's what's different than what we 3 experienced after the first Iraq war and what we've 4 experienced in other times that -- where we did fine, 5 but things leading up to this summer have not been 6 encouraging, and so we've done a hunker down deal. 7 We've cut back on any number of things, because part 8 of the -- my pontification with our staff is that if 9 we manage properly, if we cut down the cost, we don't 10 have to make the difficult decisions with regard to 11 people.

Q. Just briefly, in your trade association capacity, can you comment on what other either regional or national passenger ferry companies have been experiencing of late for the Commissioners' information?

17 Yes. And you may -- of course, this is so Α. 18 close to me, because of the business and because of my dealings with B.C. Ferries, for instance, up 19 north. It used to be just like the state ferries, 20 21 basically managed by the legislative assembly up there. Now it's a Crown corporation. They operate 22 23 as a business. They, in the last two and a half 24 months, have laid off 40 senior management. They 25 have a dramatic decrease in their ridership.

1 Bay Ferries, which operates between Bar Harbor and Yarmouth, just got a \$5 million subsidy 2 3 from the province of Nova Scotia because of declining 4 ridership. And New York Fast Ferries, New York 5 Waterways, which you may recall from 9/11, they were б the ferry service that was used to take people off of 7 lower Manhattan over to Brooklyn. The CSX out of 8 southern California, the Wave, gone out of business. 9 CATS, the Canadian-American Transportation Service, 10 which had service between Bar Harbor and Yarmouth, 11 \$40 million investment by MARAD, the state of New 12 York, went out of business after 70 days.

13 Harbor Links, between Vancouver and Nanaimo, folded. Hawaii Super Ferry, a gigantic car-carrying 14 15 catamaran that operated in Hawaii, MARAD money, \$100 16 million, just closed down, and that was partly 17 because of economic conditions, partly because of an 18 environmental issue that went to the Supreme Court, but they shut that down. That boat has -- the first 19 boat has gone to the military, second boat they're 20 21 negotiating the military taking over. And the Hawaii Department of Transportation had a service operating, 22 and they just recently closed that down. 23

These are just a few, but it's because the economic conditions and the high cost of operating 1 expensive capital equipment.

2	Q. Are you also aware of and that's been
3	brought to both of our attention, of recent
4	legislation in the state of Washington that Staff may
5	ask you about, but I just wanted to get your views on
б	it. It's, for the record, it's ESB 5894. Are you
7	aware of that?
8	A. Yes, and in fact, Staff had made me aware of
9	it. I had been unaware of it before that. And
10	initially, before reading it, I thought, you know,
11	this might be something that's applicable that might
12	be what we needed. But, you know, for our service,
13	although and I try to be consistent in the things
14	that I say. I should have stayed with that before
15	Aqua Express, when I said no service could survive
16	without government subsidy. Would have had a little
17	more money in the pocket.
18	But in terms of our service to Friday
19	Harbor, overwhelmingly visitors to the area.
20	However, there's still a strong percentage, and it's
21	not, you know, it's not 20 percent, it's not 50
22	percent, are using it as transportation. And because
23	that's a money-losing route. The only reason we're
24	able to maintain it is the non-regulated services
25	that help to subsidize it. And so for us to turn

away from the opportunity for any other
 point-to-point transportation service I think would
 be ill advised.

If I could draft the language, or more
appropriately David draft the language, perhaps
there's some things that could be done that would fit
our needs.

But our issue is, you know, we've put a lot 8 9 of time in on this route and we just do not believe 10 we would be well advised to walk away and limit it to 11 excursion services. And in fact, quite frankly, I 12 was a little bit surprised that we hadn't heard 13 anything about this up until the point, because I 14 would have liked to have been involved, and that's no 15 one's fault but our own.

16 One of the cost cutting measures we had to 17 make a couple years ago is when our lobbyist, Jim 18 Boldt, retired and we used Robin Appleford. We had 19 to cut expense. And you may like Olympia, but I just 20 don't come down here very much.

Q. Without getting into a legal issue, because I know there'd be objections, the statute uses the term commercial ferry service does not serve an essential transportation purpose and is solely for recreation.

1 Do you view your route between Seattle and 2 Friday Harbor as consistently fitting that 3 description? 4 Α. We are not solely an excursion or --5 service. We do provide -- and as I testified б earlier, for some of those folks that need to go back 7 and forth, because our schedule is not conducive to 8 all of them traveling both directions, we do work

10 I might also add that when we first applied 11 for this certificate, there were prohibitions about 12 us having a schedule conflict with Washington State 13 Ferries, that it was geared towards tourists and the like. And that -- and frankly, I say that, but the 14 15 demand factor is from south to north; it's not from 16 the islands into Seattle. But we do provide some 17 service for people coming down to use a hospital or 18 doctor services or people who leave their boat up there or vice versa. Small service, but it is not 19 solely as you related, for tourists. 20

Q. You've historically provided, I think you alluded to it briefly in your testimony, service to the Tulip Festival. I think it might be covered under the Seattle-La Conner point-to-point.

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with Kenmore.

provide, how would you characterize that service
 under the new legislation?

3 Α. Completely different, and it would apply 4 under the ESB 5894. There is no essential service 5 being provided. We're taking people up to the tulip б fields. And what we do, incidentally, is we do that 7 in conjunction with motor coach carrier. We used to 8 deadhead motor coaches up there and then take them 9 out on tours with the gardens. Now we do one way on 10 the boat, one way on the motor coach. But that is 11 all excursion or no essential service there.

Q. Recognizing we're going to have a public hearing segment this afternoon and there may be updates to this, since your discontinuance request and the notice that you provided in May -- in March and since that time, have you personally received contact from prospective customers to complain about the service that's mentioned?

19 A. No, sir. I've not heard of any complaints 20 until I heard the KOMO news this morning, one person 21 with a small inn in Friday Harbor. But part of our 22 reason for being proactive was to minimize 23 inconvenience to the consumer and offering them 24 choices, but --

25 Q. And if I could interrupt, when you say by

1 being proactive, could you explain what you mean for 2 the record?

3 Α. I believe that a 15-day notice is required. 4 We did 60 days. And we contacted everyone who had 5 reservations. We offered them choices. In fact, б what we did is the fare to go to Friday Harbor is 7 less than it costs to go to Victoria. We came up 8 with a fare and whale watching out of Victoria that 9 was the same as what it would cost to go to Friday 10 Harbor. So that if people were going up there 11 primarily to do marine sea life search or whale 12 watching, they could do that to Friday Harbor. 13 But we had a number of options that we

provided to people, and I kept a record of everyone 14 15 who was contacted, where they're from, what choice 16 selection they made, and we received support from 17 folks, one -- there was disappointment, of course, on 18 the parts of some people, because they wanted to see Friday Harbor, but overwhelmingly, they appreciated 19 the contact and appreciated being given alternatives. 20 21 The business people that I've spoken to, although disappointed, you know, you rely on 22 23 different forms of transportation. They understood 24 and understand the basis for our decision. 25 Mr. Bryan, why, in your view, is this Q.

1 request consistent with the public interest?

2 Α. Well, I think that, you know, in terms of --3 and this is my biased opinion, is I think many people 4 in the islands recognize that there had been no 5 service to Friday Harbor from Seattle prior to our б starting that service. And I am convinced that 7 because of the high cost of equipment and the high 8 cost of operation, the high cost of advertising and 9 that and what we've found in our experience, that 10 there isn't a great demand to come in and fill that 11 void.

12 And we have invested 17 years and I think most people will say that we've done a good job. 13 We've had our hiccups, we've had equipment failures 14 15 at times, like most transportation companies, but we 16 provided a good, consistent service. And that, 17 taking the big picture view of what we've done and 18 what we're asking for, because we clearly plan to be back in 2010. And we want that route. We think 19 that, as I say, we've done a good job. 20 21 And in terms of -- you know, especially at

22 this point, you know, who's best served by a decision 23 not to grant the suspension? We're talking -- you 24 know, in terms of this far into the season, you know, 25 the other operators to the area won't start until the

end of the month into that area. Victoria San Juan
 Cruises I believe starts I think next week. And the
 service from Port Angeles that goes to Victoria and
 then carries over will be starting up later this
 month.

б And I know I'm going -- I'm digressing, and 7 I apologize, but I think that we've -- our track 8 record has been good. And this -- we believe there 9 is a factual basis here of why we made the decision, 10 whether people agree or not that -- hopefully you 11 understand. I think the lack of negative comments 12 and some of the positive comments from some of the 13 business people, some of the people on Friday Harbor, indicates that they understand what the situation is 14 15 that we're facing. 16 JUDGE MOSS: Mr. Wiley, how much more? 17 MR. WILEY: I have just one or two

18 questions, Your Honor.

JUDGE MOSS: All right. Well, go ahead and finish up, and then we'll take our recess after that. Q. Mr. Bryan, before the open meeting on May l4th, there was a proposed order that was drafted by the Staff that approved discontinuance, obviously subject to the Commissioners' review, but my question is in that order, there are some conditions such as

1 filing a progress report during a period -- an interval of discontinuance. What is your view on 2 3 progress reports? Do you have any objection to that? 4 Α. No objection. 5 Ο. As far as any other conditions to the б discontinuance that you are aware of now that have 7 been expressed, do you have any objection to any 8 conditions? 9 Α. No, sir. 10 Can you tell me, just in summary, why this Q. 11 route is important to San Juan Express? 12 Α. It's -- you know, and on this point, I feel 13 like I'm talking out one side of my mouth, and so 14 I'll preface that. But it is important because of 15 the whole -- we offer service throughout the Pacific 16 Northwest and you haven't had a chance to see our 17 propaganda there, but we do wine tours over to 18 Yakima, Prosser, we do Leavenworth tours. We like to 19 think of ourselves as Pacific Northwest travel 20 experts, and this is an important part of that. 21 We have a lot of people that will go to Friday Harbor and spend time there. They'll go on. 22 23 In fact, what I failed to mention is Washington State 24 Ferries, we're a customer of theirs, too, because we 25 use Washington State Ferries to go from Friday Harbor

to Sidney. Blackball Transport out of Port Angeles,
 we're a customer of theirs, as we are with B.C.
 Ferries. So we have this big wide range of products
 that we offer.

5 The ticket price to Friday Harbor for a 6 number of these people is a small part of the total 7 revenue per passenger. It is not uncommon for us to 8 have revenue of \$2,000, \$2,400 per person, because 9 it's one part of a continuing part of our vacation 10 product. But having said that, I also do not want to 11 give up those people who use our service to go up to 12 their property up in the islands or they go up 13 because their boat's up there or what have you. But this is a very important part of what we do and what 14 15 we sell.

Q. Mr. Bryan, as an illustrative exhibit, we've marked DB-7, which is a packet. Is that the reference to your complete or comprehensive service that you're referring to in terms of how you hold out and advertise?

A. This is just a few things I happened to
bring with me for your review, but yes, sir, it is.
MR. WILEY: Thank you. Your Honor, I think
that completes our direct examination. I would
tender the witness and offer Exhibits DB-1 through

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1 DB-6.

2	JUDGE MOSS: Any objections?
3	MR. THOMPSON: No objection.
4	JUDGE MOSS: Hearing no objection, then, the
5	exhibits will be admitted as marked, as are the bench
б	exhibits, I might add. And we'll take our recess
7	now. Let's take 15 minutes, until, what is that,
8	five before the hour by the wall clock.
9	THE WITNESS: And I'll call and see if
10	they've faxed that yet.
11	MR. WILEY: They have.
12	THE WITNESS: Oh, they have? Oh.
13	(Recess taken.)
14	JUDGE MOSS: Let's be back on the record.
15	Okay. Mr. Wiley, you had completed your examination
16	of Mr. Bryan, I believe, and so we have him available
17	for cross-examination. Mr. Thompson, did you have
18	any questions?
19	MR. THOMPSON: I do have just a couple of
20	questions, but first I wanted to clear something up
21	with regard to the certificate that's been marked as
22	or I guess admitted at this point as DB-1.
23	JUDGE MOSS: Yes.
24	MR. THOMPSON: And there's actually a more
25	current certificate or certificate language that was

1 part of an order issued on May 6th, 2009, in Docket TS-090592. And it just -- the only difference, I 2 3 think, is that it eliminates the Rosario stop from 4 the description of the route. So just to clarify 5 that. JUDGE MOSS: Should we have that updated as б 7 part of the exhibit, Mr. Wiley? MR. WILEY: Yes, I definitely think so. 8 JUDGE MOSS: If you could furnish that 9 10 later. We'll just keep it as part of the same 11 exhibit, so we don't need a separate one. Was it May 12 2009, Mr. Thompson? 13 MR. THOMPSON: I'm sorry, I didn't --14 JUDGE MOSS: The date of that order was 15 what, May 2009? 16 MR. THOMPSON: May 6th, 2009. 17 JUDGE MOSS: Okay. All right. Well, you 18 say you have a few questions, I believe? 19 MR. THOMPSON: Yeah, just a few questions. 20 JUDGE MOSS: Okay. Why don't you proceed. 21 22 CROSS-EXAMINATION BY MR. THOMPSON: 23 24 Q. Mr. Bryan, what's the name of the boat again 25 that serves the route between Seattle and the San

1 Juan Islands?

2 A. Historically has served as the Victoria3 Clipper III.

4 Q. Victoria Clipper III. And what's the use of 5 that vessel in the off season?

б Α. Excuse me for interrupting you. We use that 7 as a standby boat in the event that one of our larger vessels to Victoria is not utilized. We do pick up 8 some local charter work. We do some excursions with 9 10 it, like to Langley, murder mystery. We've done some 11 things with some of the communities, like Kingston, 12 for little excursions. And at different times, with 13 the Washington State Ferries, we have a standby agreement with Tim McGuigan and Washington State 14 15 Ferries where they can utilize that boat for 16 emergency service or service interruptions. 17 Okay. The boat is owned by the company? Ο. 18 Α. It's owned by Clipper Navigation, Inc., yes, 19 sir. 20 When you entered into the contract, was it a Ο. 21 contract with the Navy directly or with this

22 organization called C-Port?

A. It's through a third party, C-Port Marine
Services, which is an Alaska Native corporation. And
if I might just clarify that, as Alaska Native

1 corporation, they can enter into contracts with the 2 federal government, with the Navy, on a no-bid basis. 3 So they have historically gotten those contracts with 4 the Navy, and then they contract for vessels. 5 Ο. Okay. And what route -- or I guess is there б a route that the boat is serving on behalf of the 7 Navy? 8 Yes, sir. It goes from the secure Everett Α. 9 Naval Base to the secure facility at the Bremerton 10 Puget Sound Naval Shipyard. And the nature of the 11 agreement with them is that vessel is, because of the 12 security issues, can only be used on that route, 13 whether they're using it on weekends or what have 14 you. 15 Ο. When you entered into that transaction, did 16 you expect that you would be able to find a boat to 17 serve the regulated route? 18 Α. That had been our hope, yes, sir. Okay. And it sounded like there was some 19 ο. delay in finding out whether the Navy contract would 20 21 be awarded; is that right? 22 I think you'll note, just from the Α. 23 abbreviated agreement we have there, the boilerplate 24 language, it shows me signing on the 18th of March, I 25 believe it is, and the contract went into place the

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1 first part of April.

2	Q. And so had you made any effort prior to that
3	March date to try to locate an alternative boat?
4	A. Yes, I had discussions with Marc
5	Bissonnette, the President at the Port of Kingston
б	Commission, also Tom Tougas, with Four Seasons Marine
7	Alaska.
8	Q. I guess my question is how soon at what
9	point did you start looking for an alternative
10	arrangement for another boat?
11	A. It was not that much before then, because
12	there was no certainty that C-Port was going to get
13	the contract, although we felt pretty certain. But
14	until the it was one of these situations where it
15	was a flowing deal. We had our discussions with
16	C-Port. They felt confident, but there was nothing
17	signed or whatever, and they couldn't give us any
18	definitive statement that, yes, they were going to
19	have it or that it was going to start on this date.
20	Q. Is there any way to get sort of an option on
21	a boat as a possibility? In other words, if the Navy
22	deal hadn't gone through, you would maybe at least
23	have, you know, a first opportunity at a boat?
24	A. I have not heard of anyone having success
25	with that, because they're looking for ways to deploy

1 their equipment. And you know, you can get an option, it's like Tom Tougas told me, about the 2 3 vessel. You can pay \$110,000 for four months or 4 \$110,000 for 12 months. The option is yours, but 5 that's not a common practice in the rate side. б Ο. I just want to get a little bit into your 7 rationale for entering into the Navy contract. You 8 were describing it earlier in your direct testimony. 9 It sounded like it was sort of in an effort to get 10 this additional revenue in order to protect -- or 11 protect revenue for the business as a whole. Is that 12 accurate? 13 Α. To put it succinctly, it meant a million dollars to the bottom line in a very troubling year. 14 15 That's what the impact is to the business. 16 Ο. So in other words, to protect the 17 unregulated business, as well as the regulated? 18 Α. That's absolutely correct. 19 Okay. You mentioned the difficulties with I Ο. guess Customs issues or Homeland Security issues with 20 21 entry into Canada. Are passengers that take the regulated route, are they through-ticketed to 22 23 Victoria or do they typically make a round trip back 24 to Seattle?

25 A. There are any number of options. If they're

1 day trippers to Friday Harbor or whale watching people, there's no need for identification. At one 2 3 time, there was. They had to show ID because of, 4 like, Washington State Ferries. Our boat used to go 5 to Friday Harbor on to Victoria. Coming back from б Victoria through Friday Harbor and then into Seattle, 7 everyone getting off that boat had to show their ID. 8 But today, with our modification of our schedule, and 9 it's -- really, it's not -- Canadians don't care if 10 you've got a passport. It's the U.S. Customs that 11 care. And that's the -- where the issue is. But for 12 Friday Harbor, in and of itself, no, that's not an 13 issue.

14 I note that as part of your request for a Ο. 15 discontinuance of service in this docket, you 16 indicated that the company would agree not to protest 17 a certificate by a competing company. I guess that 18 would be during the period of discontinuance or suspension. And you said something about your 19 expectation with regard to whether another company 20 21 might indeed come along and seek authority for this route. You didn't think that was likely; right? 22 23 No, sir, I do not believe it's likely. But Α. 24 you know, I've been proven wrong. I didn't think Starbucks would make it and my wife reminds me all 25

1 the time they've done okay without my advice. So it could happen. But you know, you're talking a short 2 3 season, expensive equipment. 4 But -- and that -- our statement is 5 consistent with the position we took with Aqua б Express. If someone could come along and start that 7 service, and there were people over in Kingston who 8 asserted that they could start the service, we said, 9 Fine, if they can do it, we won't protest it. And 10 that same position we take today. 11 Okay. But anyone who did come along, Ο. 12 however, would -- although they would have authority 13 to operate on the route, they would also have your 14 company to contend with as a competitor, I guess, as 15 well, in the future; right? 16 Α. Because we certainly intend to come back and 17 provide that service, yes, sir. 18 Ο. Okay. And I mean, couldn't that be a deterrent to other companies coming in and applying 19 for the certificate, the fact that they would have 20 21 your company to compete with in the future, potentially? 22 23 MR. WILEY: Your Honor, I would say we're 24 getting into some area of a speculation that is based 25 on contingent future events. If you want to allow

1 it, I just would note that I think if we get too many contingencies and hypotheses, we could be really 2 3 talking without much basis in fact. 4 JUDGE MOSS: Okay. Thank you, Mr. Wiley. 5 You can answer the question. б THE WITNESS: If I might preface, one of the 7 things we know, very few people know of the service 8 of San Juan Express, Inc. And you all know the 9 reasons why we chose to establish a subsidiary under 10 that name. It's to protect us from large predators in 11 terms of knowing the full range of our revenue and 12 our cost of operation. 13 The market penetration for Victoria Clipper

is virtually at 100 percent in the region in terms of 14 15 name recognition and in terms of product recognition. 16 So in terms of somebody coming in to take up that 17 service, I think the greatest deterrent to them 18 coming in is the fact of 23 years of equity in terms of our place in the marketplace for Victoria and the 19 18 years in terms of in the marketplace to Friday 20 21 Harbor.

People don't, when they think of Friday
Harbor, they're not thinking of San Juan Express,
Inc. They're thinking of the advertising materials
that you'll see, Victoria Clipper.

1 So a deterrent, but I don't think that's the 2 largest deterrent. There's docking facilities in 3 Seattle. Where are you going to go to dock? You're 4 not going to go down to a Washington State Ferry 5 dock, because you're going to have IBEW labor issues, 6 so there are a number of other factors that I think 7 trump that issue.

8 I wonder if, in addition to your agreement Ο. 9 not to protest another applicant serving the route, 10 whether the company would also be willing to, maybe 11 as a condition, agree to sacrifice the certificate if 12 someone did apply in the interim. Is that something 13 the company would consider as a condition? 14 I'd have to seek counsel on it. From my Α. 15 point, I don't -- that's something that I've not

16 heard done before. That's not something that I've 17 considered. I'd certainly have to think long and 18 hard.

Q. Okay. Just one more question. On the issue of -- although I think it is perhaps beyond the scope of what we're dealing with here today, but you did testify on this subject and I think it's somewhat germane. Anyway, the issue of whether there's an essential service being provided here. You mentioned people that would take the route up to Friday Harbor

1 to their boats or what have you. Isn't it true that 2 those people probably -- probably are, as an 3 alternative, would drive up to Anacortes and take the 4 Washington State Ferries over to Friday Harbor? 5 Α. Well, and that's an option and that's б something that we offered to people that we 7 contacted. David Moseley, of Washington State 8 Ferries, wouldn't have any problem with that. I'd 9 note it would build up his ridership. But that's 10 certainly an option that's available to folks. But I 11 think that you can also appreciate my point of view, 12 that, you know, our hope had always been to build up more of that local traffic. And I won't dispute that 13 it's a small part of our business, but it 14 15 nevertheless contributes. 16 Look at the losses that we sustained over 17 the years directly attributable to the San Juan 18 Express, and I know, Gene, they're unaudited, but in terms of those losses, they're significant, so 19 anything that can help offset any part of that is a 20 21 benefit to us. 22 Thanks. That's all -- oh. That's all the ο. 23 questions I have. Thanks. 24 Α. Thanks. 25 JUDGE MOSS: Thanks very much. We'll have

0059 1 questions from the bench and then have any redirect, Mr. Wiley. Chairman Goltz. 2 3 CHAIRMAN GOLTZ: First of all, has this been 4 marked as an exhibit? 5 JUDGE MOSS: Yes, this is B-3. This is the б Standing Bareboat Charter. 7 8 EXAMINATION 9 BY CHAIRMAN GOLTZ: 10 Mr. Bryan, thank you for coming today. And Q. 11 the contract that's been marked as B-3, do I assume 12 that's not quite the entire contract? 13 Α. That's the least important part of it. And I received an e-mail saying that they found the rest 14 15 of it. It shows essentially the term of the 16 contract, the dollar amounts per day, and the date 17 that I signed off on it. 18 Q. And I believe you testified the dollar 19 amount per day was \$6,000? 20 Up until May 31st, through May 31st, \$2,300 Α. 21 a day. For the summer season, up until Labor Day, it's \$6,000 a day, and then again, following that, 22 23 it's \$2,300 a day. 24 Q. I understand we'll be getting the remainder 25 of this contract sometime this morning?

A. Yes, sir. Hopefully in the next little
 while.

Q. Okay. So is the -- you testified that you attempted to find a replacement boat for the Clipper III for the service from Seattle to Friday Harbor. Did you ever explore the idea of getting -- leaving the Clipper III on the regulated route, but getting an alternate boat for the Navy or for the C-Port contract?

10 The specifications by C-Port were for a Α. 11 speed that wouldn't have been met by any other 12 available vessel. They put into the contract, when 13 they put out the RFP, essentially, and we've done this with them before, where you have to make the 14 15 trip within a certain period of time, which means 16 certain speed. And the vessels that I mentioned were 17 substantially slower than what they would have 18 accepted.

19 Q. When was the RFP put out?

A. And it wasn't a formal RFP. It was just
setting the conditions that the Navy had put to
C-Port. It was probably -- let's see. March,
probably mid to late February.
Q. Okay. And did you then -- what was the

25 negotiation like? Did you contact C-Port or did

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1 C-Port contact you?

2	A. Let's see. I'm trying to recall, because we
3	have dealt with C-Port on four different contracts,
4	and most of them are in the off season. And I
5	believe my recollection is that we were contacted
б	because the three parties involved have been involved
7	in three of the prior contracts, the Four Seasons
8	Marine out of Alaska, and Catalina Express out of
9	Long Beach, California. But the best of my
10	recollection is Mick Maddock from C-Port Marine
11	contacted me.
12	Q. And that would have been about what time?
13	A. February time frame, probably early, mid
14	February.
15	Q. Okay. So as I understand the chronology,
16	then, in according to Exhibit B-2, which is the
17	tariff filing for revised I don't know if it
18	revised the schedule, but it probably revised the
19	rates for your Seattle to Friday Harbor service, that
20	was filed with the Commission on February 4, and so
21	am I correct to assume that as of February 4, you
22	fully intended to provide the service for this
23	summer?
24	A. Yes, sir, there was no certainty with regard

25 to C-Port Marine or --

1 Ο. And then, within a couple weeks after that, 2 though, a week or two after that, you heard about the 3 C-Port contract and your mind started to change on 4 that issue? 5 Α. It was later that we had the discussions, б but as I mentioned, it was -- we didn't know with 7 certainty when the date would start. It wasn't until 8 that 18th of March that we signed, and it all came together fairly quickly, but we started to talk about 9 10 this when we talked about the availability of other

vessels. And yeah, so it was in that time frame. 12 0. And is there -- Clipper Navigation owns the

13 Clipper III?

14 Α. That's correct.

15 Ο. And so has there been a contract between 16 Clipper Navigation and San Juan Express for San Juan 17 Express to use the Clipper III?

18 Α. There has been a contract between the two 19 entities, yes.

20 And did that contract have to then be Ο. 21 modified in order to allow Clipper Navigation to enter into the contract with C-Port? 22

23 That contract had expired between the two Α. 24 entities. And as you know, I mean, I think we've had 25 three iterations of that contract. And not having it

1 with me, but it had expired between the two entities at the end of the year, and we just hadn't gotten 2 3 around to renewing it, frankly. 4 And I'm not asking for the figure here, but Ο. 5 I assume that there was a payment from San Juan Express to Clipper Navigation for use of the boat? б 7 Α. And unfortunately our controller isn't here, 8 but it was an intercompany -- what was charged for 9 that vessel was not market value, frankly. Dave 10 Wiley has given us some instructions for following 11 this hearing for guidance for the future, but it was 12 not market value. 13 And then the -- at the open meeting, asking Q. these questions, just let me make sure that I 14 15 understand some historical ridership data. That I 16 believe you said that there was, for last season, 17 there was something in the neighborhood of 17,000 18 round trips? 19 That's correct. Α. And so I understand that to mean 17,000 20 Ο. 21 people went from Seattle to Friday Harbor and 17,000 people came back? 22 23 That's one-way segments. Just a second. Α. 24 Make certain I get this right, because this is like the cruise ship industry, they talk about 400,000, 25

but it's really 200,000, one direction and the other. 1 I am virtually positive and I can clarify that that's 2 3 one-way segments up and then back. And because all 4 you've got to do is take the operating season times 5 load factor. Excuse me one second. Let me do a quick -- I think that -- yeah, that's for both б 7 directions. That's a total, 17,000 up and back. So I understand it, so there's 17,000 8 Ο. 9 one-way trips? 10 Α. Yes. 11 Ο. Okay. And approximately half go one way and 12 half go the other way? 13 Α. I don't want to steer you to the wrong direction, because the majority of our people start 14 15 the trip in Seattle and they come back. There are 16 those people who continue on. So it's 17,000 in 17 total that travel. And we count it differently on 18 our international service. But I was just trying to 19 do the quick math here, and the math tells me that 20 that is 8,500 people would go north, 8,500 people 21 come south, because of the number of seats we have in the operating season. 22 23 And the tariff filing, which is Exhibit B-2, Ο.

24 that, as I read it, would have started your service 25 May 22nd and ended it for the daily service on

1 September 7th, and then about a couple more weeks of 2 weekend-only service? 3 Α. That's correct. 4 ο. And is that consistent with the length of 5 service in past years? Yes, sir. б Α. 7 Ο. And that data of 17,000 trips, that was from the year 2008 season? 8 That was 2008; that's correct. 9 Α. 10 Q. And what was it -- do you recall what it was in 2007? 11 12 Α. Not significantly different. 13 Q. Now, you testified that this route has --14 San Juan Express has lost money. And I gather you 15 basically -- you're basically saying your costs 16 exceed your expenses? Costs -- excuse me, sorry, 17 costs exceed your revenues? 18 Α. Yes. 19 I'll get a hang of this. Q. Well, I apologize, because I probably 20 Α. 21 screwed you up with my math here. 22 And are you basically, in making that Ο. 23 statement, are you basically simply adding up your 24 revenues from your passengers and comparing those 25 with all the costs of the Clipper III during that

1 summer?

2	A. That's correct. And allocated costs by the
3	parent corporation for reservations services, for
4	marketing, vessel maintenance, et cetera, that are
5	thrown into those direct operating costs for the
6	Q. So you're attributing some of the costs of
7	the parent to the costs of the subsidiary?
8	A. That's correct, yes, sir.
9	Q. And are you also doing anything in reverse?
10	That is to say, I gather that the Clipper III, in the
11	middle of the day, is out taking people on whale
12	watching. Are you allocating costs from the Clipper
13	III to the parent corporation, too, for the purposes
14	of this?
15	A. For the labor hours of those folks that are
16	out on the unregulated, that goes to the parent
17	company.
18	Q. So the labor, but not necessarily the boat?
19	A. Not the boat. The labor and the fuel for
20	that two-and-a-half-hour whale watching should be
21	attributable to the parent company.
22	Q. Can you tell me a little bit more about your
23	contact with the Friday Harbor community when you
24	were talking about ceasing service for this season?
25	Did you hear concerns expressed from the folks up

1 there in the chamber of commerce, tourism folks? Chamber, I spoke to Debbie Pigman, I 2 Α. 3 believe. I butchered that last name, but she's head 4 of the Chamber. I spoke to her last Friday. Just 5 wants us back 2010. In terms of our vice president б of marketing spoke to the woman who's responsible for 7 the visitor information center. 8 JUDGE MOSS: Let me ask you to lean forward 9 just a little bit. 10 THE WITNESS: Oh, I apologize. And she was 11 supportive, of course disappointed, but wants us back 12 next year. I talked to Tammy Hayes at the Port of 13 Friday Harbor, and she recognized our long service 14 and wants us back. 15 And that's generally the tenor of the 16 discussions that we've had with people up there. 17 They recognize, as do our customers, I'm showing you 18 a little chart here that we put on all our boats in 19 the terminals, in terms of that elevated line there represents the fuel costs last summer. And so these 20 21 folks all recognize the economic realities that have 22 hit. 23 As far as you're -- again, back to the Q.

Q. As far as you're -- again, back to the
ridership, you mentioned that for Clipper Navigation,
the parent, all your materials in Exhibit DB-7, this

1 is basically a big tourism marketing effort on your
2 part?

A. Yes. I mean, that's -- you know, frankly,
that's principally, for all of our businesses, it's
tourists.

б Ο. And you did mention that some of the -- like 7 you mentioned, someone from Friday Harbor once took 8 the boat down to Seattle for a medical visit, you 9 also mentioned that some folks are not tourists in 10 that sense, but then you said that they go up to 11 visit their cabins or go up to visit their property, 12 go up and visit their boats. I mean, you don't have 13 commuters on that line that go up there in the morning to work and come back in the evening? 14 15 Α. No, the schedule is not conducive for that. 16 And as I say, back in '91, that was one of the 17 issues, and I know there have been some changes since 18 then. But it's like my neighbors. They have a cabin up there and they go up every weekend to the islands, 19 but it's not conducive to --20

Q. So is that -- when you talk about commuters on the boat, you're really talking about those people that are going up there for the weekend for their cabins or for their boats?

25 A. If I said commuters, I apologize. I don't

1 mean that.

2 Q. May not have.

3 But no, there isn't any for business Α. 4 purposes or what have you. It's --5 Does Clipper Navigation still intend to have Ο. б the whale watching service out of Friday Harbor this 7 summer? 8 Α. No, sir. What we're doing is we're 9 promoting other services this summer. An operator 10 out of Bellingham does whale watching, there are a 11 number of whale watching companies in Friday Harbor. 12 And then, for those folks, we're also offering, as I 13 mentioned, going to Victoria and using Five-Star Whale Watching out of Victoria. 14 15 Ο. And so besides the San Juan Express route, 16 which you're seeking to discontinue this summer, are 17 there any of your other services, regulated or 18 non-regulated, that you're also ceasing this summer? 19 No, now, what we've done with our core Α. business to Victoria, when the fuel prices got to 20 21 \$4.60 a gallon last year, and we historically have started up multiple sailings to Victoria much 22 23 earlier, but what we found was, for a large part of 24 May, we had two boats going to Victoria within an hour of one another and one could handle it. So this 25

1 year, what we've done -- and once you've got it in 2 your schedule, and here I'm talking to the UTC, once 3 you get it in your schedule, it's difficult to make 4 changes, consolidate sailings. So what we've done --5 I'll shoot myself.

6 Q. It's not that difficult.

A. No, but I tend to try and be candid. We've got one departure from Seattle and one from Victoria until the 20th of June, but we augment that core with a second departure as demand warrants. But it was -so we've made some changes there by necessity because of operating costs.

Q. And one final question, and that is the San Juan Express, do they have any other -- provide any other regulated service besides the route between Seattle and Friday Harbor?

17 A. We do not, no, sir.

CHAIRMAN GOLTZ: I have nothing further.
 JUDGE MOSS: Thank you. Commissioner Oshie.
 COMMISSIONER OSHIE: Thank you, Judge Moss.

21

22 E X A M I N A T I O N

23 BY COMMISSIONER OSHIE:

Q. Mr. Bryan, first, a couple questions thatI'll follow up on the contract that's been marked as

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1 Exhibit B-3.

2 JUDGE MOSS: Let me interrupt you. Do we 3 have the rest of that, Mr. Wiley? 4 MR. WILEY: Oh, yes, thank you. 5 JUDGE MOSS: Why don't we bring that up, so 6 Commissioner Oshie can have that for purposes of his 7 questions. 8 MR. WILEY: We're going to throw out the 9 other one, because we've now got five pages. 10 JUDGE MOSS: All right. Thank you. So we 11 have a substitute here for B-3, which is the complete 12 contract. 13 THE WITNESS: David, do you have another copy, so that when the Commissioner --14 15 MR. WILEY: I apologize, I don't. So I'm 16 going to let you have mine, and I might have to look 17 over your shoulder if it gets probing. 18 THE WITNESS: Thank you. 19 Let me ask you a couple pretty basic Q. 20 questions, Mr. Bryan, and you can probably answer 21 them without having to, you know, study the 22 agreement. And certainly I would, and prior to me 23 asking the question, but I'm going to do it anyway. 24 What's the term of this agreement? It was entered 25 into on March 18th, '09, with performance obligations 1 expected in April 1st, 2009. So --

2	A. Well, I'd like to amend my testimony in this
3	respect. I said 2,300 a day. It's 2,500, looking at
4	the detail here. The 6,000 is correct. And what the
5	contract, the hire shows, shall hire to owner monthly
б	okay. Commencing at delivery April 2009. I don't
7	have my calendar, but best of my recollection, it was
8	the 1st of April.
9	Although this shows how far it can extend,
10	we've been told that we'll terminate in November,
11	with a possibility of a couple one-month extensions,
12	depending on what they find with the condition of the
13	nuclear reactor and so on.
14	Q. So would you explain what you meant by the
14 15	Q. So would you explain what you meant by the opportunity to extend? What's your obligation, and
15	opportunity to extend? What's your obligation, and
15 16	opportunity to extend? What's your obligation, and perhaps better said, who has the right to call for an
15 16 17	opportunity to extend? What's your obligation, and perhaps better said, who has the right to call for an extension of this agreement? Does it require a
15 16 17 18	opportunity to extend? What's your obligation, and perhaps better said, who has the right to call for an extension of this agreement? Does it require a mutual agreement of both parties, or does C-Port
15 16 17 18 19	opportunity to extend? What's your obligation, and perhaps better said, who has the right to call for an extension of this agreement? Does it require a mutual agreement of both parties, or does C-Port Marine have the right to require your service through
15 16 17 18 19 20	opportunity to extend? What's your obligation, and perhaps better said, who has the right to call for an extension of this agreement? Does it require a mutual agreement of both parties, or does C-Port Marine have the right to require your service through the life of this agreement, including all extensions?
15 16 17 18 19 20 21	opportunity to extend? What's your obligation, and perhaps better said, who has the right to call for an extension of this agreement? Does it require a mutual agreement of both parties, or does C-Port Marine have the right to require your service through the life of this agreement, including all extensions? A. The Navy has a right to require C-Port
15 16 17 18 19 20 21 22	opportunity to extend? What's your obligation, and perhaps better said, who has the right to call for an extension of this agreement? Does it require a mutual agreement of both parties, or does C-Port Marine have the right to require your service through the life of this agreement, including all extensions? A. The Navy has a right to require C-Port Marine to extend, at their guidance or direction, the

1	Q. And this contract runs through
2	A. Through 20 well, it says through 20 May
3	2010. Well, and then from May it shows the
4	amounts, but it shows the amounts and the time
5	that can continue into September of 2010. But I
б	think well, I can't surmise, but generally, with
7	aircraft carriers, this is not considered to be a
8	major overhaul, this scheduled duty cycle for the
9	carrier work, but I get your point.
10	Q. And so that would be the it's the Navy's
11	call that would be, you know, run through the chain,
12	made to C-Port, and C-Port would tell you if they
13	need your boat, the Clipper III?
14	A. Yes, sir.
15	Q. Through September 2010?
16	A. Yeah, they could push that to in fact,
17	yes, that's absolutely correct.
18	Q. Okay. In the agreement itself, it makes
19	reference to the Bareboat Charter Certificate. Is
20	that what we were looking at, or is that something
21	different?
22	A. I don't understand the terminology either.
23	It's one that they use. And you see in the document
24	that you had prior to that, Standing Bareboat
25	Charter. This is inconsistent with any bareboat

1 agreement I've ever seen. It's a C-Port Marine 2 document and, you know, it's really boilerplate down 3 to the very minimum, but I've never seen anything 4 with that terminology before.

5 I want to -- I'll move off of the agreement, Ο. because I think those are the questions that I really б 7 had, that were covered by Chairman Goltz, but I 8 really would like to explore a bit more, because I'm 9 having a hard time reconciling some of your testimony 10 in that the -- and I know that you responded to it in 11 direct testimony to questions by Mr. Wiley and then 12 in cross by questions from the Attorney, Jonathan 13 Thompson, representing Staff.

14 But it gets to what the company knew as it 15 entered into this agreement with C-Port as to the 16 availability of another vessel that would serve the 17 route that is in question today. And at one point, 18 you said that -- and I think from -- at least this is what I took away from your testimony, that you 19 thought it might be possible that you'd find another 20 21 boat to serve. Then, in another area of the testimony, there was -- I believe you stated 22 23 something to the effect that, you know, no other 24 boats have the speed, and then you also outlined 25 earlier a number of other difficulties that -- and

understanding of the condition and capacity of other
 boats that would limit and actually exclude them from
 your consideration.

4 So I guess my question is, you know, maybe 5 I'll frame it as a risk issue. You understood, when 6 you decided or Clipper Navigation decided and its 7 effect, of course on the San Juan Express, the 8 company understood that there was a risk that there 9 would be no boat available to provide the service 10 that is required by the certificate?

11 A. You know, when it came to our decision, in 12 our analysis of vessels and in terms of looking at 13 what could we accept that wouldn't shoot us in the 14 foot for the longer term, we put on a 20-knot boat 15 that meant that people would be on the boat for 12 16 hours a day, that we'd run into risk of in violation 17 of the hours of service.

18 And some of those things, as we started to look at the vessels and started to look at the 19 various aspects of it, could we do this, were there 20 21 things that we could do in terms of routing that would cut downtime? We recognized that there was a 22 23 risk, but we also thought, as we did, you know, with 24 the Orca Song, one of the boats we considered, we ran 25 from Everett to Friday Harbor when we had Mosquito

Fleet. In 2006, August of 2006, when we had that
 C-Port Marine, we used that boat for a short period
 of time to operate from Seattle.

4 What we found were that at the end of the 5 season, it got -- sun set earlier and it got cold, and one of the things I found in terms of doing my б 7 due diligence on the boat, whether or not that a 8 former engineer advised me that we had overflow 9 sewage problems on that boat, and it didn't go 10 overboard, it went onto the deck of the boat. So 11 it's not like in terms of that one sitting that we 12 were able to evaluate all the vessels. And I think I 13 could get Matt Nichols or Tom Tougas or any number of these people will tell you that we had a number of 14 15 conversations and the nature of my conversations and 16 questions about -- because we knew there wouldn't be 17 a match for the III.

But we looked at could it be suitable enough, could we do something that would be suitable enough to protect the certificate for the summer without shooting ourselves in the foot on 17 years of unblemished service that we provided.

23 Q. And when you said the III, you meant Clipper 24 III?

25 A. The III, yeah. Yeah.

1	Q. So and these conversations that you had
2	with individuals, I guess within and outside your
3	company, they occurred, to the best of your
4	recollection, after you had executed the agreement
5	with C-Port or before?
6	A. No, as I think I mentioned, I mentioned
7	that, prior to the agreement, that I had discussions,
8	and then they took on a much more aggressive
9	following the agreement. Because it was speculative
10	in nature prior to the signing of the agreement.
11	Would you have a vessel available, what is it? Tom
12	Tougas has 13 boats. Which one would he have
13	available that we could consider? And in terms of
14	the Two Harbors had a lease operating from Marina Del
15	Rey to Catalina. That lease was due to expire.
16	Would that boat be available? So discussions did
17	take place, but they took on a new life when we
18	actually formalized the agreement.
19	Q. If you had to and you know, this is I
20	don't think it really requires speculation, because
21	as a business person, you exam risk I think in all
22	aspects of your business.
23	What would you at least give roughly
24	assess what you believed at the time you executed the
25	agreement with C-Port, the risk that you would be

1 unable to perform under your certificate because of a lack of an available vessel that would be suitable 2 3 for your needs? 4 Α. I hadn't completed all of the due diligence 5 and all the discussions with the boat owners to find б out what would have to be done with any individual 7 boat or anything, so I would not hazard to speculate 8 on the percentage. 9 0. So it would be just your testimony, then, that you knew that it was a risk, but you didn't know 10 11 the extent of that risk? 12 Α. I tell you, every day is a risk in this 13 business. And in terms of the regulated side, where you're limited in terms of what you can make even the 14 15 best of times, but this business is a risk all of the 16 time. And what I'm trying to do is to reduce the 17 risk to the employees and to my core business in 18 terms of putting some money away to get through the 19 hard times. 20 I don't think it's any different than the 21 issues that are taking place nationally and regionally in terms of the economy. Chrysler, 22 23 General Motors and so on. So I don't want to be held 24 to a separate standard when I don't have stimulus money. I don't have the state legislature to bail me 25

out. I have to rely on good business practices and
 trying to take care of my business. I'm sorry for
 the sermon.

4 Q. That's fine.

5 Α. I know who has the last word, so --I believe I understand your point. If -б Ο. 7 you know, to protect the business as a whole, and 8 that's been your -- at least from my -- listening to 9 your testimony, that's been your primary point here, 10 and you've also, I understand, from either in the 11 open meeting and maybe today, earlier, that this is a 12 money-losing operation to run this route. And under 13 the certificate, it would seem that to protect the business, that at least one option would be just to 14 15 abandon this route and then focus on those 16 money-making enterprises that are available to you 17 through the use of this boat.

So I don't know if that's -- you know, I'm sure that that was another aspect that you have considered.

A. Well, actually, if you look at it solely on the regulated portion, it is a money loser and you question why you do it. But in terms of its contribution to the overall, that's where it's important, because, as I mentioned earlier, the price 1 of the ticket round trip to Friday Harbor is relatively insignificant, but it is not unusual for 2 3 us to have reservations at \$2,000, \$2,400, because as 4 a part of that much bigger picture. Much like our service with Amtrak. Amtrak, we sell a lot of people 5 б going to Vancouver, stay in a hotel, continue on to 7 Victoria or the islands. So that's the importance of 8 it.

9 So our decision to maintain this route --10 because you're not the first person to question that. 11 We had some people that wanted to buy our company a 12 number of years ago, and that was one of the 13 questions. But when we went through the math, when we showed them the contribution, it made sense. 14 15 So I take your point, but in our analysis, 16 its contribution is greater than its loss to us. 17 Does the certificate have a monetary value? Ο. 18 Α. It certainly has a painful value. You know, we figured that the amount of money that was put in 19 20 that contentious 1990 hearing that created an 21 adversary where one didn't exist, you know, it's -there is a value. We see it as a property right, as 22 23 the other certificate holders do. And I know you've 24 heard this before. But that's not the most important 25 issue for us.

1	I think I'd prefer our controller talk about
2	the dollar amount, but there's a dollar amount, but I
3	don't think that's the most compelling argument.
4	Q. So it's on the books as an asset?
5	A. Yes, sir.
б	Q. And so but you don't know the amount of
7	that?
8	A. I'll hazard a guess, but I think it's
9	\$250,000. So it's not a significant amount of money.
10	Q. And just back on the this is really my
11	last question, Mr. Bryan, and it just goes back to
12	the risk question, I guess.
13	When the company because you're really
14	wearing the two hats here, one running San Juan
15	Express, as well as running Clipper Navigation. When
16	you sized up all of the, you know, the pros and the
17	cons and the money that could be made and then the
18	risks that may be involved with entering into this
19	agreement with C-Port, at least one risk I would
20	assume that was on the table was that you would be
21	out of compliance with your certificate and, under
22	the law, may be required to give it up?
23	A. That's certainly an element. But, you know,
24	I'd be less than candid if I didn't say that in the
25	final analysis, that our historical experience has

1 been one of understanding and having a good working relationship and feeling that we could make the 2 3 business case why this year. 4 So when we did our discussion, because I had 5 a lot of internal discussion on this, because the б route -- our marketing people were hot. The amount 7 of time that's been put in, I have captains that love 8 that service. You know, they can work three days a week and have four days off because of the number of 9 10 hours. 11 But, frankly, we felt that we'd be able to 12 make a compelling business case for this year, and 13 particularly in light of the history that we had on that service. So yes, you're right. We did look at, 14 15 and I'm the one that has to look in the mirror, that 16 said, We've got to go for it, we've got to take 17 advantage of this opportunity. And so --18 Ο. All right. Thank you, Mr. Bryan. No further questions. 19 Α. Thank you. 20 21 JUDGE MOSS: Thank you. Commissioner Jones. 22 23 EXAMINATION 24 BY COMMISSIONER JONES: 25 Q. Good morning, Mr. Bryan.

1 A. Good morning.

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2	Q. I didn't have the pleasure, as my colleagues
3	did, of attending the open meeting, due to some
4	medical issues, so I'm getting up to speed on these
5	issues, but I have a couple of questions.
б	And I think you may have responded to
7	Commissioner Oshie on this issue, but I just wanted
8	to clarify it. It relates to the issue of the
9	alternative boat. And I think you stated in your
10	testimony that in 2006, when you had a contract with
11	C-Port, you were able to have another vessel that you
12	contracted with to provide the service to Friday
13	Harbor; correct?
14	A. Yes, the Orca Song.
15	Q. What's the name of that boat, Orca Song?
16	A. Yes, sir, O-r-c-a.
17	Q. So why couldn't you get that boat? It's a
18	very simple question. Why couldn't you get that boat
19	and provide service?
20	A. We could get we could get that boat. And
21	as I testified earlier, it was \$110,000 for three
22	months. Also, the speed of the vessel, the number of
23	complaints we got for that last period, August of '06
24	into Labor Day weekend, the number of complaints we
25	received from customers because the long day and the

1 slow service were elements that we --I see. To be specific, the speed of the 2 Ο. 3 Clipper III is 25 knots; correct? 4 Α. That -- actually, it goes faster, but that's 5 the service speed that we rely on. б Ο. And what is the surface -- what is the speed 7 of the Orca Song? 8 Α. They say 20 knots is the speed, but 9 actually, it's a little bit slower than that, 10 especially with a full load. The Clipper III isn't 11 as affected by the load as the smaller boat. 12 ο. I see. So is it, to correct -- accurate to 13 summarize your response on this point, that it was a combination of slower speed and sewage capacity on 14 15 the boat --16 Α. Those are primary deals, yes. 17 -- that led you to the decision not to Ο. 18 contract that boat? 19 And Commissioner, if I might add, too, and Α. this was -- that boat, the Orca Song, is certificated 20 21 by the Coast Guard for 149 passengers. It can only comfortably seat 90 people. So that further impacts 22 23 the economic analysis on that, especially at 110,000. 24 Q. Understand. My last question relates to your optimism about the future, about 2010. You 25

1 recited in your testimony the issues affecting the tourism industry, especially with Canada and Mexico 2 3 in general, the secure identity card, tougher issues 4 at the border, the recession. So it relates a little 5 bit to Commissioner Oshie's question about risk. б So what gives you confidence that those 7 issues are going to change next year and that, as you 8 said, you're a believer in use it or lose it; 9 correct? 10 Α. That's correct. 11 Ο. So what makes you confident about next year, 12 that things are going to change? 13 Well, I have confidence because, in terms of Α. with our company, and that's one of the things I like 14 15 about a small company, I like the fact that, you 16 know, the Truman deal, what leads to his desk, is I 17 have a great deal of flexibility in terms of what we 18 can do. I could go on and on about the marketing 19 things that we've done to increase or sustain our ridership on our core market in terms of the 20 21 promotional things. Three nights, get two nights -or two nights, get a third night free, in terms of 22 23 kids ride free under a certain age to Victoria, those 24 kinds of things.

The issues where we have been, and I was

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1 just involved in a filming for the Department of 2 Licensing last week in promoting the enhanced 3 driver's license. We are at the front on issues, and 4 the way I look at it, there are lots of challenges, 5 but there are opportunities, too, if we manage well. б And going forward, our core business to 7 Victoria is going better than we had expected. I had 8 budgeted for a 10 percent reduction in our ridership, 9 and it's too early to say that the year's going to be 10 great, but we've done fairly well on that. 11 The first week of the passport 12 implementation. Now, we take some credit for that, 13 because we were involved in getting the delay on the implementation through Senator Murray and Senator 14 15 Stevens and Senator Leahy from Vermont. But I think 16 things that we can do that we can control going 17 forward. There are things that we can't. But in our 18 region, we are probably in better shape than many 19 parts of the country. 20 And so you know, if I didn't have optimism, hell, I'm getting old enough that I could look to 21 walk away. I might be poor, but I have an -- when we 22 23 first started the service to Victoria, no one had 24 ever provided year-round, unsubsidized service 25 between Seattle and Victoria until we started. I

remember going to talk to people in Victoria hotels, and they laughed in our face when we said this is what we're going to do. We're used to being -having challenges, but again, it's how we look at it, what we can do. And I know this is an old record right now, but I feel very confident going forward, getting ourselves positioned.

8 The real thing is having money in the bank 9 so that you can weather some storms. Last year 10 really challenged us, because we didn't forecast 11 \$4.60 a gallon, and our vessels, our big boats burn 12 260 gallons per engine, per hour. It doesn't take a 13 rocket scientist to see how fast you go through money, and it's very difficult to have surcharges 14 15 that will match that. And you know, I point to state 16 and provincial supported services and the challenges 17 they face, and we're just small.

18 But going forward, we have money in the 19 bank, you know, in terms of Commissioner Oshie raised a good point in the question about the extent, the 20 21 time frame for that contract. If we were to come back next year, and we wouldn't ask for another 22 23 extension, I can assure you that there wouldn't be a 24 second time, us coming and asking for a temporary 25 suspension. We'll walk away from it at that point.

1 We're asking for this year, put us in the position next year where we can come back strong. 2 COMMISSIONER JONES: Judge Moss, that's all 3 4 the questions I have. Thank you. 5 JUDGE MOSS: Thank you. б CHAIRMAN GOLTZ: Can I ask one more 7 question? 8 JUDGE MOSS: Sure, sure. 9 10 EXAMINATION 11 BY CHAIRMAN GOLTZ: 12 Ο. After I finished my questions and got the 13 full version of the contract, and as I read this now, 14 which is now Exhibit B-3, and it's the third page 15 back, and it's the page that's headed Bareboat 16 Charter Certificate. 17 A. Yes, sir. 18 Ο. In the last paragraph, am I reading that 19 correctly, that basically this is a contract that 20 expires October 16, 2009, unless extended, and I 21 believe you testified that the extension is at the 22 discretion of C-Port. So you have committed, at 23 C-Port's option, to continue this contract through as 24 long as September 2010?

25 A. Thank you, Chair. I'm not the poster child

0089 1 for Washington State University. I should read more 2 closely. I apologize. 3 Ο. Is that right? 4 Α. Yes, sir, you're correct. Thank you. 5 So basically, you're saying that if -- well, Ο. б you just said, in response to Commissioner Jones, 7 that should C-Port say to you sometime in the next 8 nine months or so, Oh, by the way, we still -- we 9 want to exercise our option and extend this contract, 10 at that point you're saying, We're done with the 11 certificate? 12 Α. If we can't provide a boat, if we decide to 13 comply with the request for an extension, I won't be back to you. 14 15 Ο. And my last question, then, is in your 16 conversations with the folks up in Friday Harbor, are 17 they aware -- to your knowledge, are they aware that 18 this contract could go through September 2010? What I've told them is we will be back in 19 Α. 2010. And that's from my perspective. There's no 20 21 way that we would extend this a second year. And so I'll put it in blood that we -- if for some reason 22 23 there was a desire to extend it, I'm either going to, 24 because we'd have to start much earlier, find another boat, or we will not be back for an attempt to -- for 25

1 another extension. And I think our track record shows that we would do that. 2 3 CHAIRMAN GOLTZ: Thank you. 4 JUDGE MOSS: All right. Mr. Wiley, did you 5 have any redirect? б MR. WILEY: I think I just have about three 7 or four questions, based on the Commissioners' 8 questions and Mr. Thompson. 9 10 REDIRECT EXAMINATION BY MR. WILEY: 11 12 Q. You alluded, Mr. Bryan, in -- I think in 13 answer to Mr. Thompson's question about docking 14 factors. Would you elaborate a little bit about 15 that? We deal with that in the statute on 16 applications, and I do want the Commissioners to 17 understand the relevance of that factor in 18 applications or in operations. 19 Well, first, I don't want to confuse things, Α. 20 as I've done on so many things this morning, is 21 Friday Harbor, that's not an issue. That's -- Port 22 of Friday Harbor, you go in there, they will 23 accommodate you. You might have to be at the outer 24 dock.

The real issue is in Seattle on the

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1 waterfront. When you start from the north to south, 2 the protected docking areas, there's our area, Pier 3 70 has an area, but it's exposed. It's not 4 satisfactory. Then south of us is Bell Harbor, a 5 Port facility, primarily recreational vessels, they б have cruise ships that come in there, that's 7 problematic. You go south of there, and the company 8 that controls most of the docks is Argosy, and we're 9 very -- we have a very, very close relationship with 10 Argosy. And south of that is -- south of Colman 11 dock, the old passenger-only dock. So that it's 12 very, very limited. 13 There's a potential at Shilshole, but the Port has been reticent in the past to have commercial 14 15 vessels operating out of there. There are parking 16 issues, et cetera. 17 So that's where my point to Mr. Thompson 18 about that challenge would be the greatest. Friday Harbor, no problem. 19 20 Thank you. You also, in response to Ο. 21 Chairman Goltz's question, you clarified the nature of the ridership, the predominant ridership, on the 22 23 San Juan Express, and you said there are no

24 commuters.

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Not to beat a dead horse, but I wanted to

1 ask you, when you say there are no commuters, are you 2 saying that there aren't riders who do not use the 3 vessel for recreational purposes? I just -- I'm 4 sorry about the double negative there, but I just 5 wanted you to clarify the nature of the transportation that some of your riders have. б 7 Α. I guess terminology, as someone who worked 8 at Penn Station, New York, commuters to me represents 9 something -- obnoxious people running to get home or 10 to work. With our people, we have people that have 11 some regularity, but it's not -- you know, they're 12 not coming down here to work. They maybe return to 13 work from their weekend getaway or vice versa. 14 So I just want to be clear that it is not 15 conducive to a -- someone living up there and coming 16 down here for work every day or what have you. 17 But you did acknowledge that people use it Ο. 18 for doctors' appointments, personal business involving second homes, et cetera; correct? 19 That's right, because the cost is very 20 Α. 21 reasonable. Kenmore Air provides a good service, but a round trip is very expensive for them. And then, 22

as I think many of you know, that's not always
convenient going to Anacortes and taking Interstate 5
home. So that's where we really work hard to promote

1 Kenmore and ourselves, providing options.

2 Ο. Not going over the same terrain that 3 Commissioner Oshie did about what was in your mind at 4 the time you entered this contract, but I wanted to 5 ask you one question that flowed off that, and that was, in your risk analysis, and I think he used a 6 7 good term there, as a businessman, when you were 8 engaging in that review, did the precedent or shall 9 we say the prior discontinuance experience you had on 10 different routes and with Aqua Express enter into 11 your risk analysis, as well? 12 Α. Yes, sir, and I apologize if I was unclear 13 on that. Our history has been very positive in terms

of when we make a good case, that the Commission and the Staff have been supportive of that. And that of course -- and maybe it's presumptuous on our part, as I'm finding, to go on that basis, but that certainly was a consideration.

19 Q. Finally, again, sort of keying off what 20 Chairman Goltz asked you at the end there, about the 21 possibility of mutual extension of another Navy 22 contract, in the unlikely event that that were to 23 happen, and it was mutually extended until summer 24 2010, are you confident that with a full year to plan 25 and potentially reposition a suitable vessel for a

1 May 21 startup date, you will identify and secure such a vessel with more time than you had this 2 3 spring? 4 Α. And I think my testimony will bear out that 5 I am very confident, because we feel very strongly б about the certificate, we will walk away as opposed 7 to come back for another extension. So we would do 8 everything possible to have another vessel and not 9 have to walk away from the certificate. 10 MR. WILEY: Thank you, Mr. Bryan. No 11 further questions, Your Honor. 12 JUDGE MOSS: Okay. Anything further? 13 MR. THOMPSON: No further questions. 14 JUDGE MOSS: Anything further from the 15 Bench? All right. I don't believe you'll have any 16 other witnesses for us, will you, Mr. Wiley? 17 MR. WILEY: No, I don't, Your Honor. 18 JUDGE MOSS: With that, thank you very much 19 for your testimony today, Mr. Bryan. You can step 20 down, if you wish. 21 We're also, I think, at the conclusion of our hearing, unless there's something further? 22 23 MR. WILEY: Not unless at the public hearing 24 something is raised that we want to address. 25 JUDGE MOSS: Of course, we have the other

1	session at 1:30, and we'll be in recess until then.
2	(Hearing adjourned at 11:58 a.m.)
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