**BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

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| SHUTTLE EXPRESS, INC., | DOCKET NOS. |
| Petitioner and Complainant, | TC-143691 |
| v. | TC-160516 |
| SPEEDI SHUTTLE WASHINGTON, LLC | |
| Respondent. | |

## INTRODUCTION

**OPENING TESTIMONY OF PETITIONER/COMPLAINANT**

**SHUTTLE EXPRESS, INC.**

**BY**

**JASON DELEO**

**December 21, 2016**

1 **Q: Please state your full name and business address.**

2 A: Jason DeLeo. 16224 16th Avenue, S.W., Burien, Washington, 98166.

3 **Q: By whom are you employed and in what capacity?**

4 A: I am a part-time consultant for SMS Int'l Port Services or SMS. In the summer, I work full

5 time as Director of Transportation and Logistics, West Coast, managing the Norwegian and

6 Oceania Cruise Lines ground operations in Seattle.

7 **Q: Summarize briefly your past business experience.**

8 A: I have worked for 10-12 years in the field of ground transportation for various companies.

9 One of the areas I have focused on is managing airport greeters for incoming air passengers

10 connecting with ground transportation. I currently am working on planning for the 2017

11 summer season, and supporting other West Coast ports for SMS.

12 **Q: Please describe your initial contacts with Speedishuttle on behalf of SMS.**

13 A: When I joined SMS last year, they already had a contract with Speedishuttle for ground

14 transportation of their cruise passengers from the airport to their hotel and back to the

15 airport. I understand that Speedishuttle had told SMS that it would meet and greet all

16 arriving passengers and escort them to their vans. I understand that this is why SMS chose

17 Speedishuttle for their pre/post cruise hotel transportation operation.

18 **Q: What was your initial experience with Speedishuttle in the 2016 cruise season?**

1   A:   At SMS, we arrange for ground transportation for pre/post hotel cruise passengers for

2        Norwegian Cruise Lines, or NCL and Oceania Cruise Line.  Within a few weeks after the

3        2016 cruise season in Seattle started, we started getting complaints from NCL that they

4        were getting complaints from their cruise guests.  The complaints were that the guests were

5        not getting greeted by Speedishuttle.

6   **Q:   So what did you do?**

7   A:   Because the complaints jeopardized our contract with NCL, we decided to investigate

8        personally.  I instructed our Airport Manager to send a couple of our staff members to

9        SeaTac Airport to observe Speedishuttle greeters for NCL's Saturday/Sunday pre-cruise

10       hotel guests.  Our staff met the flights where we had passengers booked on Speedishuttle.

11       We did a kind of audit.  We looked for Speedishuttle greeters.  We could not always find

12       them.  They appeared to have just two staff trying to meet 70 or so people at all 16 baggage

13       carousels.  We did not see any greeters trying to meet passengers at the exits from security,

14       only at baggage claim.  Our staff did not think there were nearly enough greeters to meet

15       all of Speedishuttle's passengers and ended up meeting a majority of our guests and

16       escorting them to Speedishuttle's desk.

17  **Q:   Did you follow up?**

18  A:   I did.  After getting the report from the two staff, I went out to the airport myself.  Sure

19       enough, everything they had reported was absolutely true in my own observations.  There

20       was clearly not enough greeter staff.  And the greeters they did have did not seem up to

1    speed or top quality.  Their attitude seemed to be not caring.  Their dress and appearance

2    did not look professional, not the kind of image that we wanted associated with our

3    services.  The first time I went to Speedishuttle's desk on the fourth floor of the garage,

4    there was no one there.

5  **Q:  You say, the "first time."  Did you go to the airport again?**

6  A:  Yes, I went to the airport to observe again for a second day.  I talked to a woman working

7    at the Speedishuttle desk.  She told me they were getting complaints.  She said something

8    like, "they don't give me enough people."  When I asked her how many of their passengers

9    they were meeting, she said probably less than half.  They did not give any priority for

10   SMS, despite our contract.  She told me she was working 14 hours a day and that everyone

11   at the airport was exhausted because they couldn't keep up with all the passengers.

12  **Q:  What other observations of Speedishuttle's greeters did you note?**

13  A:  Well, while at the airport I was able to look at a greeter's IPad.  It is a neat system.  But

14   when I asked the greeter how it could handle multiple people on the same flight, she said,

15   "We don't have any way to do that."  The greeter can only put one name on the IPad at a

16   time.  After the first passenger, every other Speedishuttle passenger on the same flight or at

17   the same time will not see their name displayed by the greeter.  And the name

18   "Speedishuttle" on their jackets is too small for passengers to read.

19  **Q:  How many greeters did they deploy, and where?**

1    A:    The two greeters were basically wandering around the 16 carousels at baggage claim.  With

2          so many carousels at SeaTac it is unlikely that Speedishuttle could greet even half of their

3          passengers, in my opinion and based on my experience.  When we complained to

4          Speedishuttle about the problems and complaints, they were not helpful at all.

5    **Q:    So what did SMS do, and why?**

6    A:    Ultimately, SMS cancelled its Speedishuttle contract and switched to Shuttle Express.

7          Shuttle Express does not provide greeters and thus we arrange the Meet and Greet service

8          through our own staff, but neither did Speedishuttle much of the time.  And we have been

9          very happy with the service Shuttle Express does provide.

10   **Q:    Does this conclude your testimony?**

11   A:    Yes, it does.