

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION  
COMMISSION

SHUTTLE EXPRESS, INC.,

Petitioner and Complainant,

v.

SPEED! SHUTTLE WASHINGTON, LLC

Respondent.

DECLARATION OF JASON  
DELEO

DOCKET NOS. TC-  
143691 TC-160516

1. My name is Jason DeLeo. I am a part-time consultant for SMS Int'l Port Services or SMS. In the summer, I work full time as Director of Transportation and Logistics, West Coast, managing the Norwegian and Oceania Cruise Lines ground operations in Seattle. I make this declaration on personal knowledge, and business records and internal communications, except as noted.
2. I have worked for 10-12 years in the field of ground transportation for various companies. One of the areas I have focused on is managing airport greeters for incoming air passengers connecting with ground transportation. I currently am working on planning for the 2017 summer season, and supporting other West Coast ports for SMS.
3. When I joined SMS last year, they already had a contract with Speedishuttle for ground transportation of their cruise passengers from the airport to their hotel and back to the airport. I understand that Speedishuttle had told SMS that it would meet

and greet all arriving passengers and escort them to their vans. I understand that this is why SMS chose Speedishuttle for their pre/post cruise hotel transportation operation.

4. At SMS, we arrange for ground transportation for pre/post hotel cruise passengers for Norwegian Cruise Lines, or NCL and Oceania Cruise Line. Within a few weeks after the 2016 cruise season in Seattle started, we started getting complaints from NCL that they were getting complaints from their cruise guests. The complaints were that the guests were not getting greeted by Speedishuttle.
5. Because the complaints jeopardized our contract with NCL, we decided to investigate personally. I instructed our Airport Manager to send a couple of our staff members to SeaTac Airport to observe Speedishuttle greeters for NCL's Saturday/Sunday pre-cruise hotel guests. Our staff met the flights where we had passengers booked on Speedishuttle. We did a kind of audit. We looked for Speedishuttle greeters. We could not always find them. They appeared to have just two staff trying to meet 70 or so people at all 16 baggage carousels. We did not see any greeters trying to meet passengers at the exits from security, only at baggage claim. Our staff did not think there were nearly enough greeters to meet all of Speedishuttle's passengers and ended up meeting a majority of our guests and escorting them to Speedishuttle's desk.
6. After getting the report from the two staff, I went out to the airport myself. Sure enough, everything they had reported was absolutely true in my own observations. There was clearly not enough greeter staff. And the greeters they did have did not seem up to speed or top quality. Their attitude seemed to be not caring. Their dress and appearance did not look professional, not the kind of image that we wanted

associated with our services. The first time I went to Speedishuttle's desk on the fourth floor of the garage, there was no one there.

7. I went to the airport to observe again for a second day. I talked to a woman working at the Speedishuttle desk. She told me they were getting complaints. She said something like, "they don't give me enough people." When I asked her how many of their passengers they were meeting, she said probably less than half. They did not give any priority for SMS, despite our contract. She told me she was working 14 hours a day and that everyone at the airport was exhausted because they couldn't keep up with all the passengers.
8. While at the airport I was able to look at a greeter's iPad. It is a neat system. But when I asked the greeter how it could handle multiple people on the same flight, she said, "We don't have any way to do that." The greeter can only put one name on the iPad at a time. After the first passenger, every other Speedishuttle passenger on the same flight or at the same time will not see their name displayed by the greeter. And the name "Speedishuttle" on their jackets is too small for passengers to read.
9. The two greeters were basically wandering around the 16 carousels at baggage claim. With so many carousels at SeaTac it is unlikely that Speedishuttle could greet even half of their passengers, in my opinion and based on my experience. When we complained to Speedishuttle about the problems and complaints, they were not helpful at all.
10. Ultimately, SMS cancelled its Speedishuttle contract and switched to Shuttle Express. Shuttle Express does not provide greeters and thus we arrange the Meet and Greet service

through our own staff, but neither did Speedishuttle much of the time. And we have been very happy with the service Shuttle Express does provide. It does what it says it will do.

**I declare under penalty of perjury under the laws of the State of Washington that the statements in this declaration are true and correct to the best of my knowledge, information, and belief.**

Executed at 16224 16th ave SW  
Burien, WA this 14 day of December, 2016.

  
Jason DeLeo