**BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

DOCKET NOS.

SHUTTLE EXPRESS, INC.,

Petitioner and Complainant,

v.

SPEEDISHUTTLE WASHINGTON, LLC

Respondent.

TC-143691

TC-160516

TC-161257 (consolidated)

**INTRODUCTION**

**REBUTTAL TESTIMONY OF PETITIONER/COMPLAINANT**

**SHUTTLE EXPRESS, INC.**

**BY**

**JASON DELEO**

**April 5, 2017**

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

A: Jason DeLeo. 16224 16th Avenue, S.W., Burien, Washington, 98166. I previously filed opening testimony in this case last December.

**Q: Have you read pages 35 to 38 of Mr. Roemer’s testimony filed by SpeediShuttle that responded to your opening testimony?**

A: Yes.

**Q: What is your reaction?**

A: He seems to question the accuracy of my opening testimony, both in terms of the overall point and in some details.

**Q: Do you agree with him?**

A: Not at all, when he is talking about my personal knowledge and observations. There are some things he talks about that I do not have personal knowledge about, like the emails in his Exhibit HJR-15, none of which were copied to me, even though he said I sent one of them. But overall, his testimony does not make sense to me, both in terms of my actual knowledge and in terms of how I know SMS solved the problem that SpeediShuttle created.

**Q: What do you mean by “doesn’t make sense”?**

A: SMS entered into its agreement with SpeediShuttle in large part because SpeediShuttle represented to us that they would greet every one of our arriving passengers at baggage claim. This is an important service feature for us. When Speedishuttle failed to greet a significant number of our inbound passengers it created real problems for us. The problems were significant enough to force us to switch to Shuttle Express midway through the busy cruise season. In addition to the expense of switching carriers, we then had to bear the cost of providing our own greeters for passengers at baggage claim, since that is not part of the Shuttle Express service offering. If SpeediShuttle had been greeting all or nearly all of our passengers, as they promised, why would SMS go to all that trouble and expense? We would not have. It would not have made good sense.

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

A: Yes, it does.