

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

SHUTTLE EXPRESS, INC.,

Petitioner and Complainant,

v.

SPEEDISHUTTLE WASHINGTON, LLC

Respondent.

DOCKET NOS.

TC-143691

TC-160516

TC-161257 (consolidated)

INTRODUCTION

REBUTTAL TESTIMONY OF PETITIONER/COMPLAINANT

SHUTTLE EXPRESS, INC.

BY

JASON DELEO

April 5, 2017

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

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

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

6 A: Yes.

7 **Q: What is your reaction?**

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

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

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

17 **Q: What do you mean by "doesn't make sense"?**

18 A: SMS entered into its agreement with SpeediShuttle in large part because SpeediShuttle
19 represented to us that they would greet every one of our arriving passengers at baggage

1 claim. This is an important service feature for us. When Speedishuttle failed to greet a
2 significant number of our inbound passengers it created real problems for us. The
3 problems were significant enough to force us to switch to Shuttle Express midway through
4 the busy cruise season. In addition to the expense of switching carriers, we then had to
5 bear the cost of providing our own greeters for passengers at baggage claim, since that is
6 not part of the Shuttle Express service offering. If SpeediShuttle had been greeting all or
7 nearly all of our passengers, as they promised, why would SMS go to all that trouble and
8 expense? We would not have. It would not have made good sense.

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

10 A: Yes, it does.