

From: J Roemer <JackR@speedishuttleseattle.com>
Sent time: 12/03/2015 10:19:29 AM
To: toni@WMPH.com
Subject: SpeediShuttle Seattle
Attachments: Seattle_Brochure July 2015.pdf 2016 Wholesale Shared Ride Rate Agreement 10-31-15.pdf 2016 Wholesale Exclusive Rate Agreement 10-31-15.pdf

Hi Toni,

I'm writing to introduce myself and SpeediShuttle Seattle, the new shared ride and exclusive airport transportation and state-wide charter transportation option for your guests that commenced serving King County on May 1, 2015. We have trebled our Seattle fleet since commencing service, and today have grown to 18 vehicles – 17 brand new Mercedes Benz Sprinters and an ADA minivan capable of transporting two wheelchair passengers. We are focused on providing the same quality and service we have been providing in Hawaii for fifteen years.

We are new to Seattle but not new to the business. SpeediShuttle is in its sixteenth year of operations on four of Hawaii's islands. We operate the largest fleet of Mercedes Benz Sprinters (the safest shuttles in the industry) in North America. Our jet black fleet amenities include complimentary Wi-Fi and SpeediShuttle HDTV. Our Sprinters accommodate up to eleven guests, have 6'1" headroom, adjustable headrests, three point seat restraints, plenty of interior space, and a large cargo area.

We think you will find our rates highly competitive with those in your recently signed agreement with Shuttle Express and have attached the forms we are required to file with our regulator for your review along with a brochure outlining our services. We provide shared ride airport transfers throughout King County (including Seattle, the piers, Bellevue and Redmond) and exclusive shuttle and black car services throughout the state of Washington. All of our prearranged guests, whether shared ride or exclusive, are greeted with a name sign in baggage claim by a SpeediShuttle greeter and escorted to their transportation at no extra charge. We maintain a customer service desk in the ground transportation plaza at SeaTac airport and we have 24/7 reservations and dispatch staff.

Please let me know what it would take to win WMPH Vacation's business in Seattle and Hawaii. I am available any time if you would like to discuss any aspect of our service.

Thank you,



Jack Roemer
Chief Financial Officer
SpeediShuttle Washington, LLC
1237 S. Director St.
Seattle, WA 98108
Tel: 206-693-7110 | Cell: 206-456-6787 | Fax: 206-566-5982
www.speedishuttleseattle.com | JackR@speedishuttleseattle.com



We make the ordinary experience extraordinary for over 15 years!

Seattle's premier airport shuttle service, airport greeting service and black car & limousine service.

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24-HOUR LIVE CALL CENTER

WE MAKE IT EASY FOR YOU TO DO BUSINESS WITH US. SPEEDISHUTTLE MAINTAINS A 24-HOUR CALL CENTER WITH LIVE FRIENDLY OPERATORS



AIRPORT RECEPTIVE SERVICES & GREETER STAFF

COMPLIMENTARY RECEPTIVE SERVICES GREETING ALL ARRIVING PASSENGER BY FRIENDLY PROFESSIONALS IN BAGGAGE CLAIM.



SAFE DRIVERS

SPEEDISHUTTLE IS ONE OF THE VERY FEW PRIVATELY OWNED TRANSPORTATION COMPANIES THAT EMPLOY A FULL-TIME DIRECTOR OF SAFETY. OUR DRIVERS PARTICIPATE IN AN EXTENSIVE ORIENTATION SAFETY-TRAINING PROGRAM AS WELL AS REOCCURRING SAFETY TRAINING EVERY MONTH.



CUSTOMER SERVICE TRAINING PROGRAM

SPEEDISHUTTLE HAS A DEDICATED GUEST EXPERIENCE DEPARTMENT THAT TEACHES OUR STAFF TO BE HOSTS. THE PRINCIPLES OF OUR TRAINING PROGRAM INCLUDE HO'OKIPA, DEFINED AS THE TRUE ART OF EXTENDING TO OTHERS THE BEST THAT WE HAVE TO GIVE AND OMO TENASHI, THE HEART OF JAPANESE HOSPITALITY WHICH ANTICIPATES THE NEEDS OF THE GUEST IN ADVANCE AND OFFERS A PLEASANT SERVICE BEYOND THEIR EXPECTATIONS.



OUR PROMISE

IN OUR SIXTEENTH YEAR IN BUSINESS SPEEDISHUTTLE ENTERED THE SEATTLE MARKET BASED ON THE BUSTLING ECONOMY OF THIS VIBRANT CITY AND SURROUNDING AREAS. SPEEDISHUTTLE HAS SIGNIFICANT EXPERIENCE IN ONE OF THE WORLD'S MOST EXOTIC DESTINATIONS SERVING OVER 1,300,000 PASSENGERS ANNUALLY IN THE BEAUTIFUL STATE OF HAWAII. THE DEMAND FOR QUALITY AIRPORT GROUND TRANSPORTATION SERVICES AND THE CONNECTION OF THIS REGION AND HAWAII CONVINCED US TO OPEN FOR BUSINESS AND OUR COMMITMENT TO BUILD A GREAT TEAM IN SEATTLE. WE TAKE OUR ROLE TO ENHANCE THE VISITOR'S EXPERIENCE IN SEATTLE VERY SERIOUSLY. WE ARE ALL ABOUT VALUE, SAFETY, AND CUSTOMER SERVICE. WE STRIVE TO MAKE THE ORDINARY EXPERIENCE EXTRAORDINARY.

AIRPORT TRANSFER RATES

ZIP CODE	AREA	BASE FARE* EXCLUSIVE**
98004	BELLEVUE HOTELS	\$22.00 \$163.30
98005,6,7	BELLEVUE HOTELS	\$22.00 \$157.55
98101,4	DOWNTOWN SEATTLE	\$15.99 \$128.80
98119	SEATTLE/QUEEN ANNE/PIER 91	\$20.99 \$151.80
98121	SEATTLE/DENNY REGRADE/PIER 66	\$15.99 \$128.80

*BASE FARE REFLECTED IS ON A PER-PERSON BASIS
**COST SHOWN ABOVE FOR EXCLUSIVE SHUTTLES INCLUDES GRATUITY
***ALL FARES SHOWN ARE ONE WAY TO OR FROM THE AIRPORT



24 Hour Live
Call Center
(206) 693-7100

reservations@speedishuttleseattle.com
www.speedishuttleseattle.com



speedi **s**HUTTLE
SEATTLE



AIRPORT SHUTTLE
& CHARTER SERVICES

SS 0717

TRANSPORTATION SERVICES

SPEEDISHUTTLE CAN BE YOUR ONE STOP SHOP COORDINATING MOTORCOACH, SHUTTLES AND BLACK CAR SERVICES FOR ANY SIZE GROUP. OUR ONSITE COORDINATORS WITH YEARS OF EXPERIENCE MANAGE HIGH VOLUMES OF ARRIVALS, DEPARTURES, EXCURSIONS AND DINE-A-ROUNDS. OUR GROUPS HAVE RANGED IN SIZE FROM 20 TO 10,000 VISITORS. SPECIFIC SERVICES INCLUDE:

SHARED RIDES

SPEEDISHUTTLE IS RENOWNED FOR OUR SURPRISINGLY AFFORDABLE HIGH QUALITY SHARED RIDE AIRPORT TRANSPORTATION SERVICES. OUR 11 PASSENGER DELUXE MERCEDES SHUTTLES WITH LIMITED SEATING INSURES VERY FEW STOPS TO GET YOU TO YOUR OFFICE OR RESIDENCE, AND BACK TO THE AIRPORT.

EXCLUSIVE SHUTTLES

WE CAN EASILY PROVIDE EXCLUSIVE SHUTTLE SERVICES FOR THOSE GUESTS THAT DESIRE PRIVACY OR GROUPS THAT PREFER TO KEEP THEIR MEMBERS TOGETHER. OUR EXCLUSIVE SHUTTLES FROM THE AIRPORT ARE VERY AFFORDABLE AND EASILY ACCESSED FROM ANY OF THE BAGGAGE CLAIM AREAS.

BLACK CAR SERVICES

OUR TEAM CAN ARRANGE BLACK CAR SERVICES FOR YOU 24/7. PLEASE CALL OR EMAIL US WITH YOUR NEEDS AND WE WILL COORDINATE EVERY ASPECT SO YOU CAN REST ASSURED YOU WILL ALWAYS BE TAKEN WELL CARE OF.



CHARTERED SERVICES

OUR VEHICLES ARE AVAILABLE FOR PRIVATE CHARTERS FOR SPECIAL GROUPS REQUIRING A CUSTOM ITINERARY. SPEEDISHUTTLE'S PLEDGE IS TO ESTABLISH ITSELF AS THE FINEST IN SEATTLE AND WILL GUARANTEE OUR SERVICE IS EXTRA SPECIAL. OUR GROUPS DEPARTMENT IS READY TO ASSIST WITH ANY AND ALL CHARTERED SERVICES.

24 Hour Live (206) 693-7100
Call Center

Did you know?
SpeediShuttle safely transported more than 1.3 million customers last year

FIVE STAR FLEET



MERCEDES BENZ SHUTTLES



SPEEDISHUTTLE TV



3-POINT SEATBELTS & ADJUSTABLE HEADRESTS



PLENTY OF LUGGAGE SPACE



2016 Wholesale Shared Ride Rate Agreement

Agency: _____
Agency Contact: Name: _____ Email: _____
Phone: _____ Fax: _____
SpeediShuttle Seattle: SpeediShuttle Washington, LLC d/b/a SpeediShuttle Seattle Cert. # C065854

This agreement ("Agreement") is by and between Agency and SpeediShuttle Seattle (the "Parties"). The Parties hereby agree as follows:

- A. **Term**
The Agreement is effective for shared ride sales made and booked with SpeediShuttle Seattle from the WUTC Approval Effective Date through _____.
- B. **Net Rates**
Agency shall be billed at net rates for services at the rates set forth of **Exhibit A** hereto. Rates will be determined by SpeediShuttle Seattle annually. Any shared ride services not specifically provided for will be quoted to Agency on request.
- C. **Payment**
Payments are due net, thirty days from receipt of invoice. Late payments will be assessed a finance charge of 1 ½% per month.
- D. **Bookings**
All bookings must be made by reservation, in advance. Bookings must specify arrival and departure times, pickup and drop off location and flight information. Incomplete bookings will be rejected. Bookings must be made at least twenty-four (24) hours in advance. SpeediShuttle Seattle will not accept vouchers for transportation that is not evidenced by a reservation made by Agency. Vouchers, if any, will not be returned to Agency.
- E. **Insurance**
SpeediShuttle Seattle will maintain policies of insurance in not less than the amount required by regulatory bodies including the Washington Utilities and Transportation Commission and the Port of Seattle at its own cost and expense.
- F. **Indemnification**
SpeediShuttle Seattle will indemnify and hold harmless Agency, its officers, employees and agents against and from all claims, suits, judgments, losses, damages, fines or costs resulting from any claim, suit or demand by any third party, including but not limited to, injuries to or deaths of persons or loss of property arising out of the provision of services under this agreement.
- G. **Notices**
Notices related to this agreement shall be in writing and sent via certified mail to:

To SpeediShuttle Seattle:
SpeediShuttle Washington, LLC
1237 S. Director St.
Seattle, WA 98108
Attn: Cecil S. Morton

To Agency:

2016 Wholesale Shared Ride Rate Agreement 10-31-15.pdf

H. General Provisions

- a. All services shall be provided in compliance with all applicable laws and regulations and shall be performed in a high-quality and safe manner.
- b. SpeediShuttle Seattle shall not be liable for delays due to circumstances beyond its control.
- c. Regulated rates provided in this Agreement are not valid unless and until they are approved by the Washington Utilities and Transportation Commission.
- d. In the event Agency fails to comply with any of the terms and provisions of this Agreement, SpeediShuttle Seattle may, at its sole option, cease providing services without obligation to Agency.
- e. Any modifications to this Agreement must be in writing, signed by both parties and, if required approved by the Washington Utilities and Transportation Commission.

Each of the undersigned represents and warrants that he or she is duly authorized to execute this Agreement on behalf of the entity first indicated below. This Agreement is subject to regulatory approval by the Washington Utilities and Transportation Commission. SpeediShuttle Seattle will notify Agency within two (2) business days of receiving approval or denial from the Commission.

SpeediShuttle Washington, LLC

Signature

Signature

Cecil S. Morton

Printed Name

Printed Name

President

Title

Title



Exhibit A
2016 Wholesale Shared Ride Rates

One-Way Seat In per Passenger Between Sea-Tac and				
Zip Code	Area	Retail	Discount	Net Rate
98101	Downtown Seattle	15.99	1.60	14.39
98109	Seattle/Queen Anne	15.99	1.60	14.39
98104	Seattle/Downtown	15.99	1.60	14.39
98121	Seattle/Denny Regrade/Pier 66	15.99	1.60	14.39
98154	Seattle/Safeco Plaza	15.99	1.60	14.39
98122	Seattle/Central Area	17.99	1.80	16.19
98102	Seattle/Eastlake	20.15	2.01	18.14
98112	Seattle/Madison Park	20.49	2.05	18.44
98119	Seattle/Queen Anne/Pier 91	20.99	2.10	18.89
98195	UW Campus	21.49	2.15	19.34
98105	Seattle/Univ. District	21.99	2.20	19.79
98004B	Bellevue Hotels	22.00	2.20	19.80
98005B	Bellevue Hotels	22.00	2.20	19.80
98006B	Bellevue Hotels	22.00	2.20	19.80
98007B	Bellevue Hotels	22.00	2.20	19.80
98008B	Bellevue/Crossroads Hotels	22.00	2.20	19.80
98052B	Redmond Hotels	25.00	2.50	22.50

- All rates are per person fares and apply to passengers occupying a seat.
- Cancellation Policy – Reservations must be cancelled at least two (2) hours prior to the scheduled pickup time. No shows are chargeable at full net rates above.
- Baggage Policy – Two standard size bags per passenger. Additional baggage or oversize baggage will be at an extra charge.
- Gratuity not included.
- Reservations can be made up to twenty-four (24) hours prior to the scheduled pickup time by telephone to (844) 877-3334 or (206) 693-7100, by email to reservations@speedishuttleseattle.com or by fax to (206) 566-5982.
- Our call center is available 24 hours per day at (844) 877-3334 or (206) 693-7100 to respond to guests' questions or changes.

Arrival Procedures

We monitor incoming flights. Guests will be greeted in baggage claim with a name sign on arrival and directed to their shuttle. Please have them look for our greeters holding a SpeediShuttle sign.

Departure Procedures

Departures will be confirmed with the guests the day prior to the scheduled pickup by telephone or email. Due to the nature of shared ride service guests should be at the pickup point fifteen minutes prior to their scheduled pickup time and all fifteen minutes after their scheduled pickup time.



2016 Wholesale Exclusive/Charter Rate Agreement

Agency: _____
 Agency Contact: Name: _____ Email: _____
 Phone: _____ Fax: _____
 SpeediShuttle Seattle: **SpeediShuttle Washington, LLC d/b/a SpeediShuttle Seattle Cert. # C065854**
 Sales Period: through _____

This agreement ("Agreement") is by and between Agency and SpeediShuttle Seattle (the "Parties"). The Parties hereby agree as follows:

- A. **Term**
The Agreement is effective for shared ride sales made and booked with SpeediShuttle Seattle from _____ through _____.
- B. **Net Rates**
Agency shall be billed at net rates for services at the rates set forth of **Exhibit A** hereto. Rates will be determined by SpeediShuttle Seattle annually. Any services not specifically provided for will be quoted to Agency on request.
- C. **Payment**
Payments are due net, thirty days from receipt of invoice. Late payments will be assessed a finance charge of 1 ½% per month.
- D. **Bookings**
All bookings must be made by reservation, in advance. Bookings must specify arrival and departure times, pickup and drop off location and flight information. Incomplete bookings will be rejected. Bookings must be made at least twenty-four (24) hours in advance. SpeediShuttle Seattle will not accept vouchers for transportation that is not evidenced by a reservation made by Agency. Vouchers, if any, will not be returned to Agency.
- E. **Insurance**
SpeediShuttle Seattle will maintain policies of insurance in not less than the amount required by regulatory bodies including the Washington Utilities and Transportation Commission and the Port of Seattle at its own cost and expense.
- F. **Indemnification**
SpeediShuttle Seattle will indemnify and hold harmless Agency, its officers, employees and agents against and from all claims, suits, judgments, losses, damages, fines or costs resulting from any claim, suit or demand by any third party, including but not limited to, injuries to or deaths of persons or loss of property arising out of the provision of services under this agreement.
- G. **Notices**
Notices related to this agreement shall be in writing and sent via certified mail to:

To SpeediShuttle Seattle:
 SpeediShuttle Washington, LLC
 1237 S. Director St.
 Seattle, WA 98108
 Attn: Cecil S. Morton

To Agency:

H. **General Provisions**

- a. All services shall be provided in compliance with all applicable laws and regulations and shall be performed in a high-quality and safe manner.
- b. SpeediShuttle Seattle shall not be liable for delays due to circumstances beyond its control.
- c. In the event Agency fails to comply with any of the terms and provisions of this Agreement, SpeediShuttle Seattle may, at its sole option, cease providing services without obligation to Agency.
- d. Any modifications to this Agreement must be in writing, signed by both parties.

Each of the undersigned represents and warrants that he or she is duly authorized to execute this Agreement on behalf of the entity first indicated below.

SpeediShuttle Washington, LLC

Signature

Cecil S. Morton

Printed Name

President

Title

Signature

Printed Name

Title



Exhibit A
2016 Wholesale Exclusive/Charter Rates

One-Way Exclusive Shuttle Between Sea-Tac and				
Zip Code	Area	Retail	Discount	Net Rate
98101	Downtown Seattle	128.80	12.88	115.92
98109	Seattle/Queen Anne	128.80	12.88	115.92
98104	Seattle/Downtown	128.80	12.88	115.92
98121	Seattle/Denny Regrade/Pier 66	128.80	12.88	115.92
98154	Seattle/Safeco Plaza	128.80	12.88	115.92
98122	Seattle/Central Area	129.95	13.00	116.96
98102	Seattle/Eastlake	147.20	14.72	132.48
98112	Seattle/Madison Park	149.50	14.95	134.55
98119	Seattle/Queen Anne/Pier 91	151.80	15.18	136.62
98195	UW Campus	156.40	15.64	140.76
98105	Seattle/Univ. District	158.70	15.87	142.83
98004	Bellevue	163.30	16.33	146.97
98005	Bellevue	157.55	15.76	141.80
98006	Bellevue	157.55	15.76	141.80
98006	Bellevue	157.55	15.76	141.80
98008	Bellevue/Crossroads	171.35	17.14	154.22
98052	Redmond	203.55	20.36	183.20

Hourly Charters for up to eleven (11) passengers:

Area	Retail	Discount	Net Rate
Hourly Statewide (Minimum Two Hours)	115.00	11.50	103.50

- Cancellation Policy – Reservations must be cancelled at least twenty-four (24) hours prior to the scheduled pickup time. No shows are chargeable at full net rates above.
- Baggage Policy – Two standard size bags per passenger. Additional baggage or oversize baggage will be at an extra charge.
- Gratuity included in all exclusive and charter fares.
- Reservations can be made up to twenty-four (24) hours prior to the scheduled pickup time by telephone to (844) 877-3334 or (206) 693-7100, by email to reservations@speedishuttleseattle.com or by fax to (206) 566-5982.
- Our call center is available 24 hours per day at (844) 877-3334 or (206) 693-7100 to respond to guests' questions or changes.

Arrival Procedures

We monitor incoming flights. Guests will be greeted in baggage claim with a name sign on arrival and directed to their shuttle. Please have guests look for our greeters holding a sign with their name.

Departure Procedures

Departures will be confirmed with the guests the day prior to the scheduled pickup by telephone or email.