

RESPONDENT SPEEDISHUTTLE'S RESPONSES TO DATA REQUESTS

DATE PREPARED: November 4, 2016	WITNESS: Jack Roemer
DOCKET: TC-143691, TC-160516	RESPONDER: Jack Roemer
REQUESTER: Shuttle Express, Inc.	TELEPHONE: (206) 233-2895

Data Request 7:

Please provide all documents that show or relate to the time elapsed that passengers departing SeaTac Airport waited from their check in or presentment with SS until the departure of the vehicle from the loading area, including statistical data, emails, memoranda, "guarantees" or other representations to passengers, or complaints.

Speedishuttle must provide all documents that demonstrate that departures are or are not being made within 20 minutes.

RESPONSE to DR 7:

Speedishuttle does not have any documents that demonstrate that departures are, or are not, being made within 20 minutes. As previously explained in the Declaration of Jack Roemer in Opposition to the Motion to Compel Discovery, Speedishuttle does not use the Hudson field "Ready to go" because we know that it is arbitrarily changed by Hudson and is thus unreliable. The fields used by Speedishuttle are limited to ReservationTOD, OnBoardTOD and DropOffTOD.

It should be noted that the current policies in place by the Ground Transportation Department at SeaTac Airport will not permit our vehicles to stage at the pickup point even when we know (because of our greeters) that we have a prearranged guest on the way. This is in stark contrast to Shuttle Express who has multiple parking spaces on level three of the parking garage and is allowed to stage vehicles for as long as 20 minutes. We, instead, are now required to wait at the "holding lot" until the guest is physically at the pickup point and ready to board. Since travel time from the holding lot to the pickup point can easily be 15 minutes or more with airport traffic, the Airport's current policies make it very difficult to provide enhanced service to guests.

We do track wait times for on-demand passengers from the time the reservation is taken (ReservationTOD) until the guest is on board the shuttle (OnBoardTOD). While we are aware that this data is frequently not accurate as outlined in the Declaration of Jack Roemer, we use the data to monitor our dispatchers' performance in ensuring vehicles are available for on-demand guests. Of 12,952 on-demand reservations in this timeframe, 9,939 (77%) are reported as 20 minutes or less without trying to adjust each reservation for the known errors in Hudson (which would be too time-consuming to be worthwhile). Of the 3,016 that show a Hudson difference of more than 20 minutes, over half (1,636) show a wait of 26 minutes or less. To illustrate the magnitude of Hudson error that is inherent in this data, 48 reservations show a wait of three hours to 23 hours.