

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

**STAFF INVESTIGATION
INTO THE BUSINESS PRACTICES OF
WICKKISER INTERNATIONAL COMPANIES, INC.
TC-031704**

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PURPOSE, SCOPE & AUTHORITY

Purpose

The purpose of this preliminary investigation is to determine if Wickkiser International Companies, Inc. (Wickkiser), d/b/a Airporter Shuttle, is in violation of RCW 81.28.080, WAC 480-30-030, WAC 480-30-050, and WAC 480-30-060, the general requirements of which include certificates for auto transportation companies and naming rates, fares, and time and route schedules in a company's tariff.

Scope

The scope of the investigation focuses on Wickkiser's business practices, including naming rates, fares, and time and route schedules for services provided by Airporter Shuttle.

Authority

Staff conducts this investigation under the authority of the Revised Code of Washington (RCW) 80.01.040(3), 81.04.070, 81.68.030, Washington Administrative Code (WAC) 480-30-030 Certificates – Auto Transportation Companies, 480-30-050 Tariff, Naming Rates and Fares, and 480-30-060 Schedule of Time and Route¹.

¹ Appendix A includes the appropriate laws and rules.

BACKGROUND

Introduction

This investigation was prompted by a complaint filed by John Solin of SeaTac Shuttle, LLC, on August 14, 2003. Mr. Solin's complaint alleged Wickkiser instituted schedule changes without proper notice to the Commission or the public.

Company Information

Wickkiser International Companies, Inc. is located at 1416 Whitehorn Street, Ferndale, Washington, 98248. The Company's General Manager is listed as Richard Johnson. Wickkiser was granted authority by the Commission to provide passenger service as an auto transportation company under permit number C-933.

The Company filed annual reports and paid regulatory fees for 2002, showing revenues of approximately \$2.7 million.

Data Request

Staff conducted an independent review of Wickkiser's tariff, website, and phone reservation system to determine current rates, time and route schedules, and general operating practices.

On September 3, 2003, Carole Washburn, Executive Director, signed a letter to Wickkiser² that explained the Staff investigation and requested information relating to the Company's business practices. The letter specified that the Company provide:

- **Current Rates**

Rates listed for Airporter Shuttle service on several pages of Wickkiser's tariff differed from each other. Neither schedule in the tariff matched the rates listed on the Company's website (www.airporter.com). Staff requested the Company provide a list of current rates.

- **Door-To-Door Service**

Page 8(a) of the Company's tariff listed a fare schedule for "Door-to-Door to Seatac Service," but this service was not listed on the website. It was unclear to Staff whether this service was available. Staff requested the Company provide clarification on whether door-to-door service to SeaTac was offered and, if so, a list of current rates for the service.

² A copy of the letter is included as Appendix B.

- **Group & Frequent Traveler Rates**

Discounted rates for groups and frequent travelers described on page two of the Company's tariff differed from the rates offered on the Company's website. Staff requested the Company provide a list of current discounted rates for groups and frequent travelers.

- **Current Time and Route Schedules**

Daily schedules for Airporter Shuttle service, detailed on page 15 of the Company's tariff, did not match the schedules listed on the Company's website. In addition, the Company's reservation line (866-235-5247) provided information regarding an apparent discontinuance of service to and from the Whidbey Island Naval Air Station. This change was not reflected in the tariff or online schedules, and the Commission was not notified of a discontinuance. Staff requested the Company provide a current daily service schedule.

Staff required Wickkiser to respond to the information request by September 17, 2003.

Richard Johnson, Wickkiser's general manager, contacted Staff on September 8, 2003, regarding the information request. Mr. Johnson requested Staff fax a copy of the Company's tariff to him, which Staff did immediately following the conversation on September 8.

On September 16, 2003, Staff received Wickkiser's response to the information request³.

Focus of the Investigation

Staff's investigation focused on these areas:

- **Current Rates:** Is Wickkiser charging currently tariffed rates? Is door-to-door service currently offered? Are the group rates and frequent traveler rates listed in the tariff current?
- **Time and Route Schedules:** Is Wickkiser using the time and route schedules in the tariff? Has Wickkiser instituted changes to the time and route schedules without proper notification to the Commission and the public?
- **Certificate/Authority:** Is Wickkiser offering service through its website which is not covered under its current authority?

³ A copy of the response is included as Appendix C.

STAFF FINDINGS, DISCUSSION & RECOMMENDATIONS

Rates

Introduction

RCW 81.28.080 states, in part: “No common carrier shall charge, demand, collect or receive a greater or less or different compensation for transportation of persons or property, or for any service in connection therewith, than the rates, fares and charges applicable to such transportation as specified in its schedules filed and in effect at the time...”

WAC 480-30-050 states, in part: “(1) Every auto transportation Company shall file with the commission two copies of its tariff, and any amendments thereto, showing all fares, rates and charges for the transportation of persons...” (2) “In the event that a new tariff or amendment will effect an increase in fares, rates or charges, or will in any respect restrict the service offered under said tariff, a notice must be given to the public at least thirty days before the effective date thereof, unless the commission has granted authority for a lesser period...”

Staff Finding

At the time of Staff’s review, rates listed for Airporter Shuttle service in Wickkiser’s tariff and website varied. Specific areas of disagreement between the tariff and the Company’s website are outlined in the following pages.

Conflicting Tariff Rates

Page five of the Company’s tariff, approved in November 1999, titled “Airporter Shuttle, Fare Schedule; SeaTac Service,” listed the following rates (Note: the rates listed in the following charts are only excerpts of the rates listed in the tariff):

Between Seatac &:	Adult		Seniors & Military		Youth under 16	
	One way	Round trip	One way	Round trip	One way	Round Trip
Bellingham & Airport	\$30.00	\$54.00	\$26.00	\$48.00	\$15.00	\$27.00
Mount Vernon	\$26.00	\$46.00	\$22.00	\$40.00	\$13.00	\$23.00
Marysville	\$21.00	\$38.00	\$18.00	\$33.00	\$10.00	\$19.00
Oak Harbor	\$33.00	\$59.00	\$28.00	\$51.00	\$16.00	\$29.00
Anacortes/Ferry	\$28.00	\$55.00	\$27.00	\$48.00	\$15.00	\$27.00
Farmhouse Inn	\$28.00	\$50.00	\$24.00	\$43.00	\$14.00	\$25.00

Source: Wickkiser Tariff – Page 5

Pages six through eight, approved in June 2000, titled “Airporter Shuttle, Interstate 5-Highway 20,” listed the following rates for the same areas of service:

Between Seatac &:	Adult		Seniors & Military		Youth under 16	
	One way	Round trip	One way	Round trip	One way	Round Trip
Bellingham & Airport	\$32.00	\$55.00	\$27.00	\$49.00	\$17.00	\$29.00
Mount Vernon	\$28.00	\$48.00	\$23.00	\$41.00	\$15.00	\$25.00
Marysville	\$22.00	\$39.00	\$19.00	\$34.00	\$12.00	\$21.00
Oak Harbor	\$34.00	\$60.00	\$30.00	\$52.00	\$17.00	\$30.00
Anacortes/Ferry	\$31.00	\$56.00	\$28.00	\$49.00	\$16.00	\$28.00
Farmhouse Inn	\$30.00	\$53.00	\$26.00	\$47.00	\$15.00	\$27.00

Source: Wickkiser Tariff – Pages 6-8⁴

Discussion:

Staff finds that the company submitted revisions to rates as pages six through eight of the tariff, but did not cancel the original schedule on page five of the tariff.

Recommendation:

Staff recommends the company cancel page five of the tariff.

⁴ See Appendix D for page 5 and pages 6-8 of the tariff

Child Rates

At the time of Staff's review, the Company's tariff stated in part:

Governing Provisions, Item No. 2, Youth Fares: "Children under two years of age are carried free and must be accompanied by an adult.⁵"

According to the Company's website, Wickkiser charges a rate for children ages 3 and under⁶. The website states:

"Children 3 and Under: (\$)6 OW / (\$)12 RT (unless published Youth fare is less)"

Discussion:

Staff finds that the Company is in violation of RCW 81.28.080, WAC 480-30-050(1), and WAC 480-30-050(2) in this case. According to the tariff, children under two are free. However, according to the website, the Company is charging a rate for children under three, which is not approved in the tariff.

Recommendation:

Staff recommends the Commission issue an administrative penalty in the amount of \$100 for one violation of RCW 81.28.080 for charging rates other than those listed in the tariff.

Staff recommends the Commission issue an administrative penalty in the amount of \$100 for one violation of WAC 480-30-050(1) for failure to file amendments to the tariff with the Commission.

Staff recommends the Commission issue an administrative penalty in the amount of \$100 for one violation of WAC 480-30-050(2) for failure to provide proper notice to the public of an increase to rates.

Staff recommends that the Company charge the rates approved in the tariff, until such time as new rates are approved by the Commission. Staff recommends that the Company change all publications, marketing, website information, and telephone reservation line information to reflect the rates approved in the tariff.

⁵ See Appendix E.

⁶ See Appendix F.

Youth Rates

At the time of Staff's review, the Company's tariff stated in part:

Governing Provisions, Item No. 2, Youth Fares: "Youth fares apply to passengers between the ages of two and sixteen."⁷

However, the Company's reservation line reservation line (1-866-235-5247) quotes youth rates starting at "15 years and under," and the website states: "Adult Fares: ages 16-59, Youth Fares: ages 4 to 15"⁸

Discussion:

Staff finds that the Company is in violation of RCW 81.28.080, WAC 480-030-050(1), and WAC 480-30-050(2) in this case. The Company is applying different age criteria for youth fares than are listed in the tariff.

Recommendation:

Staff recommends the Commission issue an administrative penalty in the amount of \$100 for one violation of RCW 81.28.080 for charging rates other than those listed in the tariff.

Staff recommends the Commission issue an administrative penalty in the amount of \$100 for one violation of WAC 480-30-050(1) for failure to file amendments to the tariff with the Commission.

Staff recommends the Commission issue an administrative penalty in the amount of \$100 for one violation of WAC 480-30-050(2) for failure to provide proper notice to the public of an increase to rates.

Staff recommends that the Company charge the rates approved in the tariff, until such time as new rates are approved by the Commission. Staff recommends that the Company change all publications, marketing, website information, and telephone reservation line information to reflect the rates approved in the tariff.

⁷ See Appendix E.

⁸ See Appendix F.

Unaccompanied Minor Rates

The Company's website contains an "Unaccompanied Minor Release Form."⁹ The form states, in part:

"In the event that their pick-up party (parent or guardian) is not waiting for them when our shuttle arrives at SeaTac Airport, the minor(s) will be taken to door 26 on the arrivals level and wait with the Shuttle Driver. I understand that if the minor is met at door 26 there will be an additional of charge of \$40 per hour, billed in 15 minute increments."

Discussion:

Staff finds that the Company is in violation of RCW 81.28.080, WAC 480-030-050(1), and WAC 480-30-050(2) in this case. The \$40-per-hour charge is not an approved charge in the Company's tariff.

Recommendation:

Staff recommends the Commission issue an administrative penalty in the amount of \$100 for one violation of RCW 81.28.080 for charging rates other than those listed in the tariff.

Staff recommends the Commission issue an administrative penalty in the amount of \$100 for one violation of WAC 480-30-050(1) for failure to file amendments to the tariff with the Commission.

Staff recommends the Commission issue an administrative penalty in the amount of \$100 for one violation of WAC 480-30-050(2) for failure to provide proper notice to the public of an increase to charges.

Staff recommends that the Company charge the rates approved in the tariff, until such time as new rates are approved by the Commission. Staff recommends that the Company change all publications, marketing, website information, and telephone reservation line information to reflect the rates approved in the tariff.

⁹ See Appendix G.

Group & Frequent Traveler Rates

Discounted rates for groups and frequent travelers described on page two of the tariff differ from the rates offered on the Company's website. At the time of Staff's review, the Company's tariff stated in part:

Item No. 8. GROUP RATES:

"When four or more passengers travel together, the fourth, fifth and sixth passengers are eligible for youth rate. The first three passengers in a group are those who, considered individually, would be charged the highest rates among the members of the group. In groups larger than six, every odd-numbered passenger (the seventh, ninth, etc.) pays full fare, while every even numbered passenger (the eighth, tenth, etc.) is eligible for youth rate."

Item No. 9 FREQUENT TRAVELER RATES:

"Passengers may purchase books of 12 tickets for the price of 10. These tickets will be valid for one year from purchase date.¹⁰"

However, the Company's website states:

"Family/Group Rates: Save 10% when booking for 4 or more passengers. Not available by e-Reservation."

"Frequent Rider Discounts: Save 17% off the published fares!¹¹"

In its response to Staff's data request, the Company stated:

"The group rate that is outlined in our Governing Provisions was complicated and misunderstood by our customers. To address this we have changed the group discount to simply be a 10% discount off the total fare when four or more customers book and travel together at the same time. Frequent Traveler rates have not changed. They are 12 tickets for the price of 10."

Discussion:

Staff finds that the Company is in violation of RCW 81.28.080 and WAC 480-030-050(1) in this case. Wickkiser provides discounted rates to groups and frequent travelers that differ from the approved rates in the Company's tariff.

¹⁰ See Appendix E.

¹¹ See Appendix F.

Recommendation:

Staff recommends the Commission issue an administrative penalty in the amount of \$100 for one violation of RCW 81.28.080 for charging rates other than those listed in the tariff.

Staff recommends the Commission issue an administrative penalty in the amount of \$100 for one violation of WAC 480-30-050(1) for failure to file amendments to the tariff with the Commission.

Customer Notice for Changes to Rates

A statement on the Company's website reads:

“Prices stated in U.S. dollars and are subject to change without notice.¹²”

Discussion:

The Company must give the public at least thirty days' notice before the effective date of an increase in rates.

Recommendation:

Staff recommends the company revise all such statements on the website to: “Prices stated in U.S. dollars and are subject to WUTC approval,” or similar language.

¹² See Appendix F.

STAFF FINDINGS, DISCUSSION & RECOMMENDATIONS

Time and Route Schedules

Introduction

WAC 480-30-060 states, in part: “(6) Changes in schedules affecting the time of arrival or departure of any motor vehicle at any station or stopping place on its route, or which will effect an increase or reduction in the amount of passenger service rendered at any station or stopping place on its route, must be made as follows:

2nd. ... such new time schedule or supplement shall be filed with the commission and notice must be given to the public at least ten days before the effective date thereof unless such change effects a reduction in the amount of passenger service rendered at any station or stopping place on its route, in which event such filing and notice must be given at least twenty days before the effective date thereof. EXCEPTION: If the sole change accomplished by a new time schedule or supplement is to increase the amount of service rendered, and no change is otherwise made in existing schedules, such filing must be made with the commission not less than one day before the effective date and notice to the public will not be required.”

Staff Finding

At the time of Staff’s review, daily schedules for Airporter Shuttle service, detailed on page 15 of Wickkiser’s tariff, did not match the schedules listed on the Company’s website. The Company offers two schedules on its website – the daily schedules listed online and the “2002-2003 Brochure.” These two schedules not only differed from each other, they also differed from the schedule in the tariff. In some cases, routes listed on the tariff schedule showed daily pickup times, while the online schedules showed those same routes with a “no service” designation. In addition, the Company’s reservation line (866-235-5247) provided information regarding an apparent discontinuance of service. Specific areas of disagreement between the tariff and the Company’s website are outlined in the following pages.

Oak Harbor and Anacortes - "Direct Connect" Service Schedule

At the time of Staff's review, the Company's tariff indicated a daily route providing service from Oak Harbor to Anacortes en route to SeaTac Airport. The Company's 2002-2003 Brochure also advertised this route. However, the Company's website announced the following new service:

"NEW August 1st - Oak Harbor and Anacortes Direct Connect Daily Schedule."

On another page of the website, which included a visual diagram of the new route, the Company advertised:

"NEW - August 10th try our "Direct Connect" Scheduled Daily Service."

Discussion:

Staff finds that the Company is in violation of WAC 480-30-060(6) in this case, for several reasons:

1) According to the Company's website, the new Oak Harbor and Anacortes "Direct Connect" service has been in effect since early August (both August 1 and 10 were mentioned on the website). The Commission did not receive notification of a change in the schedule until Wickkiser filed a tariff revision on September 3, 2003. Wickkiser indicated this "improvement to scheduled service" was effective September 6, 2003. The rule requires that if the sole purpose of a new time schedule is to increase the amount of service provided, such filing must be made with the Commission not less than one day before the effective date. It appears this service was available for almost a month prior to Commission notification.

2) Establishing direct service from Oak Harbor to SeaTac and from Anacortes to SeaTac changed the previous route the Company offered. The previous route included travel directly between Oak Harbor and Anacortes. Passengers wanting to travel between Anacortes and Oak Harbor must travel to Mt. Vernon and switch buses. In the tariff revision filed by Wickkiser on Sept. 3, 2003, no mention was made of the route change between Oak Harbor and Anacortes.

It appears this may have been a discontinuance of service, which requires notification to the Commission and the public twenty days prior to the effective date. At the Commission Open Meeting on October 8, 2003, Staff gave the opinion that Staff would have likely considered this change an improvement to service rather than a discontinuance, which requires notification to the

Commission and the public one day prior to the effective date. Commission and public notice is required in either case, and the Company did not provide notice.

In its September 15, 2003, response to Staff's data request, the Company stated:

"Page 15 of our current tariff is not up-to-date. We originally advised the commission in late August of the change we made in our Oak Harbor to Seatac service. Through this process, Commission Staff identified additional discrepancies between the tariff we had on file and the copy of the new schedule we filed for the Oak Harbor change. Some of these discrepancies were a surprise to us, others had not been filed with the Commission because of their minor nature. Through our recent work with Commission Staff we are now clear that we were negligent for not filing all changes with the Commission and are presently working with Kim Grimrud (sic) to correct the deficiencies through the required filing process.

We have asked our webmaster to either immediately update the 2002-2003 downloadable PDF web version of the schedule or temporarily remove it from the website."

As of October 9, 2003, the PDF web version of the schedule has not been updated, and is still available on the website.

In a subsequent letter addressed to Carole Washburn, dated September 9, 2003¹³, the Company provided the following information regarding discontinuing service between Oak Harbor and Anacortes:

"Prior to our change in service passengers could travel directly between Oak Harbor and Anacortes. Our new service now requires passengers traveling between these two cities to transfer vehicles either at the March Point Shell or in Mount Vernon. During the implementation phase of the new schedule, we contacted all of the passengers that had traveled between Oak Harbor and Anacortes so far this year and advised them of our change in schedule. Our company carried over 2000 passengers between Oak Harbor and Seatac in the 2nd quarter of 2003, conversely we carried 3 passengers between Oak Harbor and Anacortes in the same time period."

¹³ A copy of the letter is included as Appendix H.

In response to the issue of routes listed with a “no service” designation, the company provided the following statement:

“The no-service designation is required by Skagit Public Transit (SKAT) who has authority to provide these intercounty moves. In April we approached SKAT with a plan that would improve service along the Anacortes/Mount Vernon corridor. We are now close to finalizing an agreement that would allow us to provide this service.”

The Company did not provide the Commission with notice of this schedule change.

Recommendation:

Staff recommends the Commission issue an administrative penalty in the amount of \$100 each for three violations of WAC 480-30-060(6) for failure to file amendments to the tariff with the Commission.

Staff recommends the Commission issue an administrative penalty in the amount of \$100 for one violation of WAC 480-30-060(6) for failure to provide proper notice to the public of a schedule or route change.

Staff recommends the company either immediately update the 2002-2003 web version of the 2002-2003 schedule or temporarily remove it from the website.

Service to Naval Air Station, Whidbey Island

At the time of Staff's review, Wickkiser's tariff and online schedules all indicated daily scheduled service to the Naval Air Station, Whidbey Island (NAS Whidbey). However, the Company's reservation line (866-235-5247) provided the following recorded message to callers:

"Please note: Due to lengthy delays caused by security issues, we are currently not offering service to and from Whidbey Island Naval Air Station."

Discussion:

Staff finds that the Company is in violation of WAC 480-30-060(6) in this case. If Wickkiser discontinues any scheduled service, the rule requires that the Company notify the Commission. At the time of Staff's review, the Commission had not received notification of either a schedule change or a discontinuance of service to NAS Whidbey.

In its September 15, 2003, response to Staff's data request, the Company stated:

"Due to the increased security and the corresponding difficult access to Naval Air Station Whidbey we have temporarily moved our pickup point to the Harbor Plaza Inn. Depending on the time of day and the customer's preference we will attempt to drop off customers at the Naval Air Station. On the advice of Kim Grimrud (sic) we will be adding this flexible language to our governing provisions."

As of September 30, 2003, the Company's reservation line still indicates that no service is offered to and from NAS Whidbey.

Recommendation:

Staff recommends the Commission issue an administrative penalty in the amount of \$100 for one violation of WAC 480-30-060(6) for failure to file amendments to the tariff with the Commission.

Staff recommends the Commission issue an administrative penalty in the amount of \$100 for one violation of WAC 480-30-060(6) for failure to provide proper notice to the public of a schedule or route change.

Staff recommends the Company update the reservation line to reflect the information regarding the new pickup point for Naval Air Station Whidbey.

Home Pickup/Drop-Off

Page 8(a) of the Company's tariff listed a fare schedule for "Door-to-Door to Seatac Service," but this service was not listed on the website. In Staff's data request, the Company was asked to provide clarification on whether or not door-to-door service to SeaTac is currently offered and, if so, a list of current rates for the service.

Discussion:

Wickkiser responded to Staff's request for information on door-to-door service stating that the Company does offer this service.

Recommendation:

Staff finds that there are no rule violations and recommends the Commission take no action on this matter.

STAFF FINDINGS, DISCUSSION & RECOMMENDATIONS

Certificate Authority

WAC 480-30-030 Certificates -- Auto transportation companies, states, in part: “(1) No auto transportation company shall operate, establish, or begin operation of a line or route or any extension of any existing line or route for the purpose of transporting persons on the public highways of this state, without first having obtained from the commission a certificate declaring that public convenience and necessity requires, or will require, the establishment and operation of such line or route. (2) No certificate will be issued to persons operating under a trade name, unless a certificate of said trade name is filed in accordance with the provisions of RCW 19.80.010, and a certified copy thereof filed with the commission.

Staff Finding

On the website for Airporter Shuttle (www.airporter.com), Wickkiser advertises and sells service to areas in Central Washington, including Yakima, Ellensburg and Cle Elum¹⁴.

Discussion:

Staff finds that the Company is in violation of WAC 480-30-030 in this case. Scheduled transportation to and from these areas in Central Washington is actually provided by Central Washington Airporter (CWA), although the company is not identified on Wickkiser’s website. CWA operates under an entirely separate certificate (C-1073) and authority and is not a registered trade name of Airporter Shuttle or Wickkiser International Companies, Inc. Because Wickkiser does not clearly identify the company providing this service as CWA, it appears these services are offered and provided through Airporter Shuttle. Airporter Shuttle is not authorized to provide service to these areas under their current certificate or authority.

Recommendation:

Staff recommends the Commission issue an administrative penalty in the amount of \$100 for one violation of WAC 480-30-030 for operating a route without having obtained a certificate from the Commission declaring that public convenience and necessity requires, or will require, the establishment and operation of such a route.

Staff recommends the Company delete all information relating to services offered and provided by Central Washington Airporter from Wickkiser’s website.

¹⁴ See Appendix I.

SUMMARY OF VIOLATIONS & ADMINISTRATIVE PENALTIES

RCW or WAC	Page Numbers	Number of Violations	Recommended Penalty Per Violation	Total Penalty
RCW 81.28.080	8, 9, 10, 12	4	\$100	\$400
WAC 480-30-050(1)	8, 9, 10, 12	4	\$100	\$400
WAC 480-30-050(2)	8, 9, 10, 12	3	\$100	\$300
WAC 480-30-060(6)	17, 18	6	\$100	\$600
WAC 480-30-030	20	1	\$100	\$100
TOTAL				\$1,800

Appendix A

RCW 80.01.040 General powers and duties of commission.

The utilities and transportation commission shall:

(3) Regulate in the public interest, as provided by the public service laws, the rates, services, facilities, and practices of all persons engaging within this state in the business of supplying any utility service or commodity to the public for compensation, and related activities; including, but not limited to, electrical companies, gas companies, irrigation companies, telecommunications companies, and water companies.

[1985 c 450 § 10; 1961 c 14 § [80.01.040](#). Prior: (i) 1949 c 117 § 3; Rem. Supp. 1949 § 10964-115-3. (ii) 1945 c 267 § 5; Rem. Supp. 1945 § 10459-5. (iii) 1945 c 267 § 6; Rem. Supp. 1945 § 10459-6. Formerly RCW [43.53.050](#).]

RCW 81.04.070

Inspection of books, papers, and documents.

The commission and each commissioner, or any person employed by the commission, shall have the right, at any and all times, to inspect the accounts, books, papers and documents of any public service company, and the commission, or any commissioner, may examine under oath any officer, agent or employee of such public service company in relation thereto, and with reference to the affairs of such company: PROVIDED, That any person other than a commissioner who shall make any such demand shall produce his authority from the commission to make such inspection.

1961 c 14 § [81.04.070](#). Prior: 1911 c 117 § 77; RRS § 10415.]

RCW 81.28.080

Published rates to be charged -- Exceptions.

No common carrier shall charge, demand, collect or receive a greater or less or different compensation for transportation of persons or property, or for any service in connection therewith, than the rates, fares and charges applicable to such transportation as specified in its schedules filed and in effect at the time; nor shall any such carrier refund or remit in any manner or by any device any portion of the rates, fares, or charges so specified excepting upon order of the commission as hereinafter provided, nor extend to any shipper or person any privileges or facilities in the transportation of passengers or property except such as are regularly and uniformly extended to all persons and corporations under like circumstances. No common carrier shall, directly or indirectly, issue or give any free ticket, free pass or free or reduced transportation for passengers between points within this state, except its employees and their families, surgeons and physicians and their families, its officers, agents and attorneys at law; to ministers of religion, traveling secretaries of railroad Young Men's Christian Associations, inmates of hospitals, charitable and eleemosynary institutions and persons exclusively engaged in charitable and eleemosynary work; to indigent, destitute and homeless persons and to such persons when transported by charitable societies or hospitals, and the necessary agents employed in such transportation; to inmates of the national homes or state homes for disabled volunteer soldiers and of soldiers' and sailors' homes, including those about to enter and those returning home after discharge; to necessary caretakers of livestock, poultry, milk and fruit; to employees of sleeping car companies, express companies, and to linemen of telegraph and telephone companies; to railway mail service employees, post office inspectors, customs inspectors and immigration inspectors; to newsboys on trains; baggage agents, witnesses attending any legal investigation in which the common carrier is interested; to persons injured in accidents or wrecks and physicians and nurses attending such persons; to the National Guard of

Washington when on official duty, and students going to and returning from state institutions of learning: PROVIDED, That this provision shall not be construed to prohibit the interchange of passes for the officers, attorneys, agents and employees and their families, of railroad companies, steamboat companies, express companies and sleeping car companies with other railroad companies, steamboat companies, express companies and sleeping car companies, nor to prohibit any common carrier from carrying passengers free with the object of providing relief in cases of general epidemic, pestilence, or other calamitous visitation: AND PROVIDED, FURTHER, That this provision shall not be construed to prohibit the exchange of passes or franks for the officers, attorneys, agents, employees, and their families of such telegraph, telephone and cable lines, and the officers, attorneys, agents, employees, and their families of other telegraph, telephone or cable lines, or with railroad companies, express companies or sleeping car companies: PROVIDED, FURTHER, That the term "employee" as used in this section shall include furloughed, pensioned, and superannuated employees, persons who have become disabled or infirm in the service of any such common carrier, and the remains of a person killed or dying in the employment of a carrier, those entering or leaving its service and ex-employees traveling for the purpose of entering the service of any such common carrier; and the term "families" as used in this section shall include the families of those persons named in this proviso, also the families of persons killed and the surviving spouses prior to remarriage and minor children during minority, of persons who died while in the service of any such common carrier: AND PROVIDED, FURTHER, That nothing herein contained shall prevent the issuance of mileage, commutation tickets or excursion passenger tickets: AND PROVIDED, FURTHER, That nothing in this section shall be construed to prevent the issuance of free or reduced transportation by any street railroad company for mail carriers, or policemen or members of fire departments, city officers, and employees when engaged in the performance of their duties as such city employees.

Common carriers subject to the provisions of this title may carry, store or handle, free or at reduced rates, property for the United States, state, county or municipal governments, or for charitable purposes, or to or from fairs and exhibitions for exhibition thereat, and may carry, store or handle, free or at reduced rates, the household goods and personal effects of its employees and those entering or leaving its service and those killed or dying while in its service.

Nothing in this title shall be construed to prohibit the making of a special contract providing for the mutual exchange of service between any railroad company and any telegraph or telephone company, where the line of such telegraph or telephone company is situated upon or along the railroad right of way and used by both of such companies.

[1973 1st ex.s. c 154 § 117; 1961 c 14 § 81.28.080. Prior: 1929 c 96 § 1; 1911 c 117 § 18; RRS § 10354. Formerly RCW 81.28.080 through 81.28.130, 81.28.150 through 81.28.170, and 80.36.130.]

NOTES:

Severability -- 1973 1st ex.s. c 154: See note following RCW 2.12.030.

RCW 81.68.030

Regulation by commission.

The commission is vested with power and authority, and it is its duty to supervise and regulate every auto transportation company in this state as provided in this section. Under this authority, it shall for each auto transportation company:

- (1) Fix, alter, and amend just, fair, reasonable, and sufficient rates, fares, charges, classifications, rules, and regulations;
- (2) Regulate the accounts, service, and safety of operations;
- (3) Require the filing of annual and other reports and of other data;
- (4) Supervise and regulate the companies in all other matters affecting the relationship between such companies and the traveling and shipping public;
- (5) By general order or otherwise, prescribe rules and regulations in conformity with this chapter, applicable to any and all such companies, and within such limits make orders.

The commission may, at any time, by its order duly entered after a hearing had upon notice to the holder of any certificate under this chapter, and an opportunity to the holder to be heard, at which it shall be proven that the holder wilfully violates or refuses to observe any of the commission's proper orders, rules, or regulations, suspend, revoke, alter, or amend any certificate issued under the provisions of this chapter, but the holder of the certificate has all the rights of rehearing, review, and appeal as to the order of the commission as is provided for in RCW [81.68.070](#).

[1989 c 163 § 4; 1984 c 166 § 4; 1961 c 14 § [81.68.030](#). Prior: 1921 c 111 § 3; RRS § 6389

WAC 480-30-030 Certificates -- Auto transportation companies. (1) No auto transportation Company shall operate, establish, or begin operation of a line or route or any extension of any existing line or route for the purpose of transporting persons on the public highways of this state, without first having obtained from the commission a certificate declaring that public convenience and necessity requires, or will require, the establishment and operation of such line or route.

(2) No certificate will be issued to persons operating under a trade name, unless a certificate of said trade name is filed in accordance with the provisions of RCW 19.80.010, and a certified copy thereof filed with the commission.

(3) Certificates must be kept on file at the main office of the owner except when directed to be transmitted to the commission, and shall be subject at all times to inspection by the authorized representatives of the commission.

(4) Any certificate to operate a motor propelled vehicle for the transportation of persons for compensation obtained upon any application by any false affidavit or representation shall be subject to revocation and cancellation by the commission.

(5) Every auto transportation Company shall submit, at the time of filing quarterly reports of gross operating revenue, as required by WAC 480-30-110(1), on forms to be prescribed and furnished by the commission, a list of all vehicles used under its certificate during the preceding quarter, or portion thereof.

(6) All auto transportation companies shall keep on file in their main offices, subject to inspection by the authorized representatives of the commission, a daily record of vehicles used, showing:

- (a) Description of each vehicle used;
- (b) Number of trips and to what points each of said vehicles was operated;
- (c) Drivers' time sheets for each day's employment;
- (d) Copies of all accident reports.

(7) No auto transportation Company certificate shall be sold or transferred unless the purchaser thereof shall agree in writing to pay all lawful claims against the seller for loss of or damage to shipments,

overcharges, or money collected on C.O.D. shipments that may be presented to him within sixty days after the date of the transfer. The agreement herein provided for must be included in the application to transfer.

(8) No certificate, nor any right thereunder, shall be sold, assigned, leased, transferred or mortgaged except upon authorization by the commission. Application for such sale, assignment, lease, transfer or mortgage must be made up in accordance with subsection (9) of this section, must be joined in by all parties interested and must be accompanied by the original certificate, the same to be held by the commission pending its decision in the matter.

(9) Applications for certificates, extension of service, line or route under certificates, shall be typewritten, on forms to be furnished by the commission, giving all information therein requested and accompanied by the application fee named in subsection (11) of this section.

(10) Application for sale, lease, or transfer, or for authority to mortgage a certificate or any interest therein shall be typewritten on forms to be furnished by the commission, giving all information requested and accompanied by the application fee named in subsection (11) of this section.

(11) Miscellaneous fees:

Application for certificate	\$150.00
Application for extension of service, line or route under a certificate	150.00
Application for sale, transfer, lease, assignment or other encumbering of a certificate or any interest therein	150.00
.	
Application for authority to mortgage a certificate	35.00
Application for issuance of a duplicate certificate	3.00

(12) All applications for a duplicate certificate must be accompanied by affidavit of the holder stating that the original certificate has been lost or destroyed.

(13) Whenever an order is entered by the commission revoking a previous order granting a certificate, or revoking a certificate already issued, and subsequently an application is made for reinstatement of such order or certificate, the party or parties applying for reinstatement shall pay the fee required by the rules for an original application.

(14) Remittances shall be made by money order, bank draft or certified check, made payable to the Washington utilities and transportation commission.

[Statutory Authority: RCW 80.01.040, 80.04.160, 81.04.160, and 34.05.310. 01-20-061 (Docket No. A-010827, General Order No. R-491), § 480-30-030, filed 9/28/01, effective 10/29/01. Statutory Authority: RCW 80.01.040. 93-15-037 (Order R-390, Docket No. T-921404), § 480-30-030, filed 7/13/93 effective 8/13/93; 90-22-031 (Order R-329, Docket No. T-900076), § 480-30-030, filed 10/31/90, effective 12/1/90; 84-15-023 (Order R-215, Cause No. TC-1786), § 480-30-030, filed 7/11/84. Statutory Authority: 1979 c 111 § 6. 79-09-015 (Order R-129, Cause No. TC-1249), § 480-30-030, filed 8/9/79; Order R-78, § 480-30-030, filed 10/15/75; Order R-50, § 480-30-030, filed 8/8/73; Order R-5, § 480-30-030, filed 6/6/69, effective 10/9/69.]

WAC 480-30-050 Tariff, naming rates and fares. (1) Every auto transportation Company shall file with the commission two copies of its tariff, and any amendments thereto, showing all fares, rates and charges for the transportation of persons, and for auto transportation companies baggage and express between all

points on its line; or in the case of a joint tariff, shall show all fares, rates and charges applicable between points on its line and all affected points on the line of the concurring carrier or carriers. Tariffs, or supplements thereto, must be issued and filed in accordance with the commission's Tariff Circular No. 6 or reissues thereof.

(2) In the event that a new tariff or amendment will effect an increase in fares, rates or charges, or will in any respect restrict the service offered under said tariff, a notice must be given to the public at least thirty days before the effective date thereof, unless the commission has granted authority for a lesser period, by posting a copy or copies of said notice in conspicuous places at each station, also at each passenger facility and on each vehicle continuously assigned to the route or routes affected. The notice must plainly indicate that the notice has been posted "in compliance with regulations of the Utilities and Transportation Commission, (stating the commission's mailing address)."

(3) Where through ticketing arrangements are in effect between two or more auto transportation companies for the transportation of persons over routes authorized by certificates of public convenience and necessity duly granted by the commission, interline settlements must be made between such carriers within thirty days after the close of the month in which such settlements are due. If any carrier fails to make full settlement with its connecting lines within thirty days such connecting carriers shall immediately report each failure to do so to the commission in writing, giving the names of the defaulting carriers together with the amounts outstanding.

(4) Auto transportation companies shall be governed by the provisions of chapter 81.68 RCW, and by such other portions of Title 81 RCW as may be applicable to auto transportation companies.

(5) No auto transportation Company shall pay any commission to any individual, firm, association or corporation, their lessees, trustees or receivers, for the sale of any ticket or fare, or for transportation by express unless upon a contract or agreement, the form of which has previously been approved by the commission.

[Statutory Authority: RCW 80.01.040, 94-11-021 (Order R-415, Docket No. TC-940123), § 480-30-050, filed 5/5/94, effective 6/5/94; 90-22-031 (Order R-329, Docket No. T-900076), § 480-30-050, filed 10/31/90, effective 12/1/90; 88-01-115 (Order R-283, Cause No. T-2118), § 480-30-050, filed 12/23/87; 84-15-023 (Order R-215, Cause No. TC-1786), § 480-30-050, filed 7/11/84; Order R-5, § 480-30-050, filed 6/6/69, effective 10/9/69.]

WAC 480-30-060 Schedule of time and route. (1) Every auto transportation Company shall publish and file with the commission two copies of time schedules made up in accordance with the following rules. Such schedules must be in book, pamphlet or loose leaf form and printed or typed on hard calendered paper, size 8 by 11 inches or 8-1/2 by 11 inches. A margin of not less than 5/8 inch must be left for binding.

(2) Title page of time schedules must be made up as follows:

1st. Time schedules must be numbered consecutively in the upper right hand corner, beginning with number one, and must show the number of the time schedule cancelled thereby, if any. (See title page of sample time schedule, subsection (4))

2nd. Name of auto transportation Company. (If the auto transportation Company is not an incorporated Company, and a trade name is used, the names of the individuals composing such auto transportation Company must precede such trade name.) (See title page of sample time schedule, subsection (4))

3rd. The termini or points between which the time schedule applies, briefly stated.

4th. Route traversed, definitely outlined, showing exact location of depot at all terminals.

5th. Date issued and date effective. If issued on less than ten or twenty days' notice, whichever the case may be, by permission of the commission, the number and date of such special permission must be shown directly under the date effective, as provided in subsection (6), 4th paragraph.

6th. The name, title and address of the official issuing such time schedule, including street address.

(3) Time schedules must show:

1st. The time of **arrival** and **departure** at and from all **termini**.

2nd. The time of **departure** from intermediate points between termini.

3rd. The distance between all points shown in the schedule.

4th. Time schedule shall show what points, if any, on route of carrier, to which service cannot be rendered, and reasons therefor.

(5) At least one copy of such time schedule shall be easily accessible for public inspection, at each station or regular stopping place on the line or route, and a copy shall be in the possession of each operator or driver, and must be adhered to.

(6) Changes in schedules affecting the time of arrival or departure of any motor vehicle at any station or stopping place on its route, or which will effect an increase or reduction in the amount of passenger service rendered at any station or stopping place on its route, must be made as follows:

1st. A new time schedule must be issued in accordance with rules 24 through 27; or a supplement to the existing time schedule must be issued in the same manner and in essentially the same form as the original time schedule.

2nd. Except as provided in "4th" paragraph below, such new time schedule or supplement shall be filed with the commission and notice must be given to the public at least ten days before the effective date thereof unless such change effects a reduction in the amount of passenger service rendered at any station or stopping place on its route, in which event such filing and notice must be given at least twenty days before the effective date thereof. EXCEPTION: If the sole change accomplished by a new time schedule or supplement is to increase the amount of service rendered, and no change is otherwise made in existing schedules, such filing must be made with the commission not less than one day before the effective date and notice to the public will not be required.

3rd. The notice to the public specified above must be given by posting a copy or copies of said notice in conspicuous places at each station, also at each passenger facility and on each vehicle continuously assigned to the route or routes affected. The notice must plainly indicate that the notice has been posted "in compliance with regulations of the Utilities and Transportation Commission, 1300 S. Evergreen Park Drive S.W., Olympia, Washington, 98504-8002."

4th. In the case of actual emergency, or when real merit is shown, the commission may, in its discretion, permit such time schedule or supplement to become effective on less than ten or twenty days' notice, whichever the case may be, in which case the time schedule or supplement must show on the title page thereof, directly under the effective date, the number and date of such special permission or order in the following manner:

"Authority M.V.L.S.N. Order No., dated"

5th. The commission may, on its own motion, or on the filing of sufficient protest by any person or persons affected, order such time schedule or supplement withdrawn, modified or suspended. If such an order is not issued by the commission the time schedule or supplement thereto will be considered in full force and effect on the designated effective date.

(7) All interruptions of regular service, where such interruptions are likely to continue for more than twenty-four hours, shall be promptly reported in writing to the commission, and to the public along the route, with full statement of the cause of such interruption, and its probable duration.

(8) Discontinuance of service for a period of five consecutive days without notice to the commission shall be deemed a forfeiture of all rights secured under and by virtue of any order or permission to operate issued by the commission: Provided, however, That the commission may permit the resumption of operation after such five day discontinuance, on proper showing that the carrier was not responsible for the failure to give service.

(9) No auto transportation Company shall discontinue the service called for under its certificate, and time schedule filed thereunder, without first having given to the commission and to the public, at least

ten days' notice in writing of the intention to discontinue such service, and having secured from the commission permission so to do.

[Statutory Authority: RCW 80.01.040. 90-22-031 (Order R-329, Docket No. T-900076), § 480-30-060, filed 10/31/90, effective 12/1/90; 88-01-115 (Order R-283, Cause No. T-2118), § 480-30-060, filed 12/23/87; 84-15-023 (Order R-215, Cause No. TC-1786), § 480-30-060, filed 7/11/84; Order R-5, § 480-30-060, filed 6/6/69, effective 10/9/69.]

Appendix B

September 3, 2003

Richard Johnson, General Manager
Wickkiser International Companies, Inc.
d/b/a Airporter Shuttle
1416 Whitehorn Street
Ferndale, WA 98248

Dear Mr. Johnson:

The Washington Utilities and Transportation Commission (Commission) is conducting an investigation into the business practices of Wickkiser International Companies, Inc. (Wickkiser). The focus of our inquiry is the general requirements of WAC 480-30-050 and WAC 480-30-060, which includes naming rates, fares, and time and route schedules in a Company's tariff.

Under Washington State law (RCW 80.04.070), the Commission has the right to inspect the accounts, books, papers, and documents of any regulated auto transportation Company doing business in this state.

Accordingly, please provide the following information and/or documents:

- **Current Rates**

Rates listed for Airporter Shuttle service on pages five and six of Wickkiser's tariff differ from each other. Neither schedule in the tariff matches the rates listed on the Company's website (www.airporter.com). Please provide a list of current rates.

- **Door-To-Door Service**

Page 8(a) of the tariff lists a fare schedule for "Door-to-Door to Seatac Service," but this service is not listed on the website. It is unclear to Staff whether or not

this service is currently available. Please provide clarification on whether or not door-to-door service to SeaTac is currently offered and, if so, a list of current rates for the service.

- **Group & Frequent Traveler Rates**

Discounted rates for groups and frequent travelers described on page two of the tariff differ from the rates offered on the Company's website. Please provide a list of current discounted rates for groups and frequent travelers.

- **Current Time and Route Schedules**

Daily schedules for Airporter Shuttle service, detailed on page 15 of Wickkiser's tariff, do not match the schedules listed on the Company's website. The Company offers two schedules on its website – the daily schedules listed online and the "2002-2003 Brochure." These two schedules not only differ from each other, they also differ from the schedule in the tariff. Also, the Company's reservation line (866-235-5247) provides information regarding a discontinuance of service. This change is not currently reflected in the tariff or online schedules, and the Commission has not been notified of the discontinuance. Please provide a current Airporter Shuttle daily service schedule.

Please respond with the documents, papers, and information requested here by Sept. 17, 2003. Your response may be directed to Betty Young, Compliance Specialist. Ms. Young can be reached at (360) 664-1202 or by electronic mail at byoung@wutc.wa.gov.

Sincerely,

Carole J. Washburn
Executive Secretary

Appendix C



www.enjoytheride.com

1-800-Bellaire (235-5247)

360-380-8800

Fax 360-380-1538

1416 Whitehorn Street
Ferndale, WA 98248

Monday, September 15, 2003

Betty Young
Washington Utilities & Transport
P.O. Box 47250
Olympia, WA 98504-7250

Dear Betty:

We are writing in reply to your letter regarding the investigation of our business practices.

Current Rates:

Discrepancy between page 5 and page 6 of our tariff. Page 6 reflects the accurate fares of our main scheduled service. Page 6 was last updated in June of 2000 when we were granted a tariff increase.

I have created a clearer page 5 by removing references to our scheduled pickups, since those are shown on page 6 of our tariff. Page 5 could now be called the fare schedule for our home pickup/dropoff service. Please review this and let me know if you'd like me to make an application to formalize this layout change.

We reviewed the Adult Fare table on our website with page 6 of our tariff. The fares are accurate except for the no service designation we have for transportation between points in Skagit County. The no service designation is required by Skagit Public Transit (SKAT) who has authority to provide these intercounty moves. In April we approached SKAT with a plan that would improve service along the Anacortes/Mount Vernon corridor. We are now close to finalizing an agreement that would allow us to provide this service. Once finalized we plan to update the website with the fares that are outlined on page 6 of our tariff.

Door-To-Door Service:

Page 8a of the Tariff indicates rates for our Door-To-Bus service in North Snohomish County. Page 5 (and now page 5 revised) represents our rates for Door-To-Bus service in Whatcom and parts of Skagit counties.

The door-to-bus service is designed for the more affluent customer where a more personalized product is what this segment needs to see from the Airporter. We have had limited success attracting this new segment so have temporarily suspended our marketing efforts in favor of promoting our core scheduled Airporter service and additional pickup locations like Birch Bay and Lynden in Whatcom county.



Group & Frequent Traveler Rates:

The group rate that is outlined in our Governing Provisions was complicated and misunderstood by our customers. To address this we have changed the group discount to simply be a 10% discount off the total fare when four or more customers book and travel together at the same time.

Frequent Traveler rates have not changed. They are 12 tickets for the price of 10

Current Time and Route Schedules:

Page 15 of our current tariff is not up-to-date. We originally advised the commission in late August of the change we made in our Oak Harbor to Seatac service. Through this process, Commission Staff identified additional discrepancies between the tariff we had on file and the copy of the new schedule we filed for the Oak Harbor change. Some of these discrepancies were a surprise to us, others had not been filed with the Commission because of their minor nature. Through our recent work with Commission Staff we are now clear that we were negligent for not filing all changes with the Commission and are presently working with Kim Grimrud to correct the deficiencies through the required filing process.

We have asked our webmaster to either immediately update the 2002-2003 downloadable PDF web version of the schedule or temporarily remove it from website.

Discontinued Service:

Due to the increased security and the corresponding difficult access to Naval Air Station Whidbey we have temporarily moved our pickup point to the Harbor Plaza Inn. Depending on the time of day and the customer's preference we will attempt to drop off customers at the Naval Air Station. On the advice of Kim Grimrud we will be adding this flexible language to our governing provisions.

We look forward to correcting our filing with the commission. Please call if you have further questions

Sincerely,



Richard Johnson

Airporter Shuttle
Fare Schedule - Door to Bus

WN. T No. 9
Cancels Wn. T No. 8
2nd Revision Page 5

Between Seatac and	Adult		Senior and Military		Youth - under 16	
	One Way	Round Trip	One Way	Round Trip	One Way	Round Trip
Zone 1	\$34.00	\$61.00	\$30.00	\$54.00	\$17.00	\$31.00
Zone 2	\$38.00	\$68.00	\$33.00	\$60.00	\$19.00	\$34.00
Zone 3	\$42.00	\$76.00	\$37.00	\$66.00	\$21.00	\$38.00
Zone 4	\$46.00	\$83.00	\$40.00	\$72.00	\$23.00	\$41.00
Zone 5	\$50.00	\$90.00	\$44.00	\$79.00	\$25.00	\$45.00
Zone 6	\$54.00	\$97.00	\$47.00	\$85.00	\$27.00	\$49.00
Zone 7	\$58.00	\$104.00	\$51.00	\$91.00	\$29.00	\$52.00
Zone 8	\$62.00	\$112.00	\$54.00	\$98.00	\$31.00	\$56.00
Zone 9	\$66.00	\$119.00	\$58.00	\$104.00	\$33.00	\$59.00
Zone 10	\$70.00	\$126.00	\$61.00	\$110.00	\$35.00	\$63.00
Zone 11	\$36.00	\$65.00	\$32.00	\$58.00	\$18.00	\$32.00
Zone 12	\$34.00	\$61.00	\$30.00	\$54.00	\$17.00	\$31.00

* home pickup zones as described in Appendix B, D and E

Issued:

Effective:

Appendix D

WICKKISER INTERNATIONAL COMPANIES, INC.

WN.T. NO. 9
 CANCELS WN.T. NO. 8
 FIRST REVISION PAGE 5

AIRPORTER SHUTTLE

FARE SCHEDULE; SEA-TAC SERVICE

BETWEEN SEATAC AND:	ADULT		SENIORS AND MILITARY		YOUTH UNDER 16	
	One way	Round trip	One way	Round trip	One way	Round trip
Blaine/Semiahmoo	\$ 36.00	\$ 64.00	\$ 31.00	\$ 56.00	\$ 18.00	\$ 32.00
Ferndale	\$ 31.00	\$ 57.00	\$ 28.00	\$ 50.00	\$ 16.00	\$ 28.00
Whatcom County						
Zone 1	\$ 34.00	\$ 61.00	\$ 30.00	\$ 54.00	\$ 17.00	\$ 31.00
Zone 2	\$ 38.00	\$ 68.00	\$ 33.00	\$ 60.00	\$ 19.00	\$ 34.00
Zone 3	\$ 42.00	\$ 76.00	\$ 37.00	\$ 66.00	\$ 21.00	\$ 38.00
Zone 4	\$ 46.00	\$ 83.00	\$ 40.00	\$ 72.00	\$ 23.00	\$ 41.00
Zone 5	\$ 50.00	\$ 90.00	\$ 44.00	\$ 79.00	\$ 25.00	\$ 45.00
Zone 6	\$ 54.00	\$ 97.00	\$ 47.00	\$ 85.00	\$ 27.00	\$ 49.00
Zone 7	\$ 58.00	\$ 104.00	\$ 51.00	\$ 91.00	\$ 29.00	\$ 52.00
Zone 8	\$ 62.00	\$ 112.00	\$ 54.00	\$ 98.00	\$ 31.00	\$ 56.00
Zone 9	\$ 66.00	\$ 119.00	\$ 58.00	\$ 104.00	\$ 33.00	\$ 59.00
Zone 10	\$ 70.00	\$ 126.00	\$ 61.00	\$ 110.00	\$ 35.00	\$ 63.00
Bellingham & Airport	\$ 30.00	\$ 54.00	\$ 26.00	\$ 48.00	\$ 15.00	\$ 27.00
Mount Vernon	\$ 26.00	\$ 46.00	\$ 22.00	\$ 40.00	\$ 13.00	\$ 23.00
Exit 212 (Shell Station)	\$ 23.00	\$ 41.00	\$ 20.00	\$ 36.00	\$ 12.00	\$ 21.00
Stanwood (Haggens Plaza)	\$ 25.00	\$ 44.00	\$ 22.00	\$ 39.00	\$ 14.00	\$ 24.00
North Snohomish County						
Zone 11	\$ 36.00	\$ 65.00	\$ 32.00	\$ 58.00	\$ 18.00	\$ 32.00
Zone 12	\$ 34.00	\$ 61.00	\$ 30.00	\$ 54.00	\$ 17.00	\$ 31.00
Marysville	\$ 21.00	\$ 38.00	\$ 18.00	\$ 33.00	\$ 10.00	\$ 19.00
Oak Harbor	\$ 33.00	\$ 59.00	\$ 28.00	\$ 51.00	\$ 16.00	\$ 29.00
Anacortes/Ferry	\$ 30.00	\$ 55.00	\$ 27.00	\$ 48.00	\$ 15.00	\$ 27.00
Farmhouse Inn	\$ 28.00	\$ 50.00	\$ 24.00	\$ 43.00	\$ 14.00	\$ 25.00

*home pickup --Zones are described in Appendix B, Appendix D and Appendix E

FARE SCHEDULE: BELLINGHAM AIRPORTER SERVICE

BETWEEN BELLINGHAM AIRPORT AND:	ADULT		SENIORS AND MILITARY		YOUTH UNDER 16	
	One way	Round trip	One way	Round trip	One way	Round trip
Mount Vernon	\$ 4.00	\$ 8.00	\$ 4.00	\$ 8.00	\$ 2.00	\$ 4.00
Oak Harbor	\$ 11.00	\$ 21.00	\$ 10.00	\$ 19.00	\$ 5.00	\$ 10.00
Anacortes	\$ 8.00	\$ 17.00	\$ 9.00	\$ 16.00	\$ 4.00	\$ 8.00

APPROVED

BY: 11-23-99

LSN _____

LAA _____

Docket D-78733

Other _____

By fw

Issued: 7-13-98

Effective: 11-23-99

Re

4th Periodic Page 5

AIRPORTER SHUTTLE
 Tacoma 5 - Highway 20

FARE SCHEDULE: ADULTS

TO/FROM:	BHM	MTV	212	STN	MRY	EVE	STL	OAK	ANA	FM	SEATAC
	(STN)	(Haggen)					(Aerob)				
BHM	OW	FT									
MTV	OW \$5.00	FT \$9.00									
212	OW \$8.00	FT \$4.00									
(STN)	FT \$14.00	\$5.00									
STN	OW \$10.00	\$8.00	\$2.00								
(Haggen)	FT \$17.00	\$9.00	\$3.00								
MRY	OW \$10.00	\$6.00	\$2.00	\$5.00							
	FT \$17.00	\$5.00	\$5.00	\$8.00							
EVE	OW \$28.00	\$20.00	n/a	n/a	n/a						
	FT \$48.00	\$36.00	n/a	n/a	n/a						
STL	OW \$31.00	\$27.00	n/a	n/a	n/a						
(Aerob)	FT \$54.00	\$47.00	n/a	n/a	n/a						
OAK	OW \$12.00	\$8.00	\$11.00	\$13.00	\$13.00	\$27.00	\$38.00				
	FT \$22.00	\$14.00	\$19.00	\$22.00	\$23.00	\$49.00	\$58.00				
ANA	OW \$10.00	\$6.00	\$8.00	\$10.00	\$11.00	\$25.00	\$30.00	\$5.00			
	FT \$17.00	\$10.00	\$15.00	\$18.00	\$19.00	\$45.00	\$55.00	\$8.00			
FM	OW \$7.00	\$3.00	\$6.00	\$7.00	\$8.00	\$24.00	\$29.00	\$4.00			
	FT \$13.00	\$5.00	\$10.00	\$12.00	\$13.00	\$44.00	\$52.00	\$10.00	\$4.00		
SEATAC	OW \$32.00	\$28.00	\$24.00	\$26.00	\$29.00	n/a	n/a	\$34.00	\$31.00	\$30.00	
	FT \$55.00	\$48.00	\$42.00	\$45.00	\$39.00	n/a	n/a	\$60.00	\$56.00	\$53.00	

KEY:

OW	One Way	RT	Round Trip
BHM	Bellingham, including Airport	SEA	Seattle
MTV	Mt Vernon	OAK	Oak Harbor and Naval Air Station
212	Exit 212 Hwy 5 (Shell Station)	ANA	Anacortes
STN	Stamwood Haggen Plaza	FM	Farmhouse Inn
MRY	Marysville	SEATAC	Seattle Airport
EVE	Everett		

Revised: May 8, 2000

Revised: June 7, 2000

APPROVED

By: 6/17/00

LSN _____

IAA _____

Doc/Kel TC-00069+

Other _____

By: SI

RC

AIRPORTER SHUTTLE

Transit 5 - Highway 20

4th Revision Page 1

FARE SCHEDULE: SENIORS AND MILITARY

TO/FROM:	BHM	MTV	212 (STN)	STN (Haggren)	MRY	EVE	STL (Antrim)	OAK	ANA	FRM	SEATAC
BHM	OW \$5.00										
	RT \$3.00										
MTV	OW \$5.00										
	RT \$3.00										
212 (STN)	OW \$7.00 \$9.00										
	RT \$13.00 \$5.00										
STN	OW \$9.00 \$5.00 \$2.00										
	RT \$16.00 \$8.00 \$3.00										
(Haggren)	OW \$9.00 \$5.00 \$3.00 \$4.00										
	RT \$15.00 \$8.00 \$5.00 \$7.00										
MRY	OW \$22.00 \$18.00 n/a n/a n/a										
	RT \$40.00 \$28.00 n/a n/a n/a										
EVE	OW \$27.00 \$23.00 n/a n/a n/a										
	RT \$47.00 \$40.00 n/a n/a n/a										
STL (Antrim)	OW \$27.00 \$23.00 n/a n/a n/a										
	RT \$20.00 \$12.00 \$17.00 \$19.00 \$20.00 \$40.00 \$32.00										
OAK	OW \$11.00 \$7.00 \$10.00 \$11.00 \$11.00 \$22.00 \$30.00										
	RT \$20.00 \$12.00 \$17.00 \$19.00 \$20.00 \$40.00 \$32.00										
ANA	OW \$9.00 \$5.00 \$7.00 \$9.00 \$10.00 \$20.00 \$28.00 \$4.00										
	RT \$15.00 \$9.00 \$12.00 \$16.00 \$17.00 \$36.00 \$49.00 \$7.00										
FRM	OW \$5.00 \$3.00 \$5.00 \$7.00 \$7.00 \$21.00 \$25.00 \$5.00 \$3.00										
	RT \$10.00 \$5.00 \$8.00 \$11.00 \$12.00 \$37.00 \$45.00 \$9.00 \$5.00										
SEATAC	OW \$27.00 \$23.00 \$21.00 \$23.00 \$19.00 n/a n/a										
	RT \$48.00 \$41.00 \$37.00 \$40.00 \$34.00 n/a n/a										

KEY:

OW	One Way	RT	Round Trip
BHM	Bellingham, including Airport	SEA	Seattle
MTV	Mt. Vernon	OAK	Oak Harbor and Naval Air Station
212	Exit 212 Hwy 5 (Shell Station)	ANA	Anacortes
STN	Stanwood Haggren Plaza	FRM	Farmhouse Inn
MRY	Marysville	SEATAC	SeaTac Airport
EVE	Everett		

Issued: May 9, 2000

Revised: June 7, 2000

APPROVED

By: 6/2/00

LSM

LAA

Docent: TC - 00067

Other

By: SF

RC

AIRPORTERSHUTTLE
 ROUTE 5 - Highway 30

(6) Previous Page 8

FARE SCHEDULE: YOUTH

TORROR:	BHL	MTV	212	STN	MFR	EVE	STL	OAK	ANA	FRA	SEATAC
	(STN)	(Highway)	(Highway)	(Aerway)							
BHL	OW										
	RT										
MTV	OW \$3.00										
	RT \$5.00										
212	OW \$4.00	\$2.00									
	RT \$7.00	\$4.00									
STN	OW \$8.00	\$3.00	\$1.00								
	RT \$9.00	\$7.00	\$2.00								
(Highway)	OW \$6.00	\$4.00	\$4.00								
	RT \$9.00	\$5.00	\$6.00								
MFR	OW \$15.00	\$13.00	n/a	n/a							
	RT \$27.00	\$25.00	n/a	n/a							
EVE	OW \$16.00	\$14.00	n/a	n/a							
	RT \$29.00	\$25.00	n/a	n/a							
(Aerway)	OW \$6.00	\$4.00	\$7.00	\$7.00	\$16.00	\$17.00					
	RT \$11.00	\$7.00	\$9.00	\$11.00	\$12.00	\$29.00	\$30.00				
ANA	OW \$5.00	\$3.00	\$4.00	\$5.00	\$6.00	\$14.00	\$16.00	\$3.00			
	RT \$9.00	\$6.00	\$7.00	\$8.00	\$9.00	\$26.00	\$28.00	\$5.00			
FRA	OW \$4.00	\$2.00	\$3.00	\$4.00	\$5.00	\$14.00	\$15.00	\$3.00	\$2.00		
	RT \$7.00	\$3.00	\$5.00	\$6.00	\$8.00	\$25.00	\$28.00	\$5.00	\$4.00		
SEATAC	OW \$17.00	\$15.00	\$12.00	\$15.00	\$12.00	n/a	n/a	\$17.00	\$16.00	\$15.00	
	RT \$29.00	\$25.00	\$23.00	\$25.00	\$21.00	n/a	n/a	\$30.00	\$28.00	\$27.00	

KEY

OW	One Way	RT	Round Trip
BHL	Bellingham, including Airport	SEA	Seattle
MTV	Mt. Vernon	OAK	Oak Harbor and Naval Air Station
212	Exit 212 Hwy 5 (Small Station)	ANA	Anacortes
STN	Stamwood Higgen Plaza	FRA	Farmhouse Inn
MFR	Marysville	SEATAC	SeaTac Airport
EVE	Everett		

Issued May 1, 2000

Revised June 1, 2000

APPROVED

REF: 6/7/00

TSN

TAA

DocRef: IT-000617

Oct 01

By: 51

Appendix E

Wickkiser International Companies, Inc.

WN.T. NO. 9
CANCELS WN.T NO. 8
2nd revision PAGE 2
1

Governing Provisions

ITEM
NO.

1. ADULT FARES:

Adult fares apply to passengers who have reached or passed their sixteenth birthday.

2. YOUTH FARES:

Children under two years of age are carried free and must be accompanied by an adult. Youth fares apply to passengers between the ages of two and sixteen.

3. SENIOR AND MILITARY FARES:

Senior and military fares apply to passengers who have: a) reached or passed their sixtieth birthday, or b) are currently on active duty or retired from a career in the United States armed forces, or c) are dependents of military personnel and can show military identification.

4. INTERMEDIATE APPLICATION:

Fares to or from intermediate points not named herein, will be the same as the fare to or from the next more distant station for which fares are named herein.

5. OPERATING RIGHTS:

Rates and provisions named in this tariff, or as amended, are limited in their application on intrastate commerce to the extent of the operating right as set forth in Permit No. C-000933.

6. ROUND TRIP FARES:

Except as otherwise specifically provided herein, round trip fares will be 180% of the one way fare, rounded up to the next dollar.

7. TICKET REDEMPTION:

Unused tickets or portions thereof will be redeemed when presented by lawful owner within one year from date of sale. Unused portion of one way or round trip tickets will be redeemed by charging the regular fare or fares for the portion or portions used and refunding the balance of the purchase price.

8. GROUP RATES:

When four or more passengers travel together, the fourth, fifth, and sixth passengers are eligible for youth rate. The first three passengers in a group are those who, considered individually, would be charged the highest rates among the members of the group. In groups larger than six, every odd-numbered passenger (the seventh, ninth, etc.) pays full fare, while every even numbered passenger (the eighth, tenth, etc.) is eligible for youth rate.

9. FREQUENT TRAVELLER RATES:

Passengers may purchase books of 12 tickets for the price of 10. These tickets will be valid for one year from purchase date.

10. HOME PICKUP / DROPOFF:

Home pickup / dropoff service is offered to passengers in Whatcom County prior to the start or following the end of a regularly scheduled airporter run in which the passengers will be riding.

APPROVED

BY: 3/7/00

LEN

LAL: [Signature]

Decket: D18730

Dist: 18

By: 18

Appendix F

Pricing and Fares

Click to view:

[Adult Fares](#) | [Senior/Military](#) | [Youth Fares](#) | [Additional Savings](#)

Adult Fares: ages 16-59 | Senior Fares: ages 60+
Youth Fares: ages 4 to 15 | Child Fares: ages 3 and under
Military Fares: Active Duty, retired, dependants

Prices stated in U.S. dollars and are subject to change without notice

Learn more about [Additional Savings with Airporter Shuttle](#)

Abbreviations used on this page

Code	Location	Code	Location
MTV	Mt. Vernon	MRY	Marysville
SEA	SeaTac Airport	SEA	Seattle
FRM	Farmhouse Inn	EVE	Everett
BHM	Bellingham, Alaska Ferries	OAK	OAK Harbor, Whidbey N.A.S.
STN	Stanwood, Arlington, Smky Pt.	ANA	Anacortes, San Juan Ferries
OW	One Way	RT	Round Trip

ADULT Fares

To/From:	BHM	MTV	STN	MRY	OAK	ANA	FRM
OW		5					
RT		9					
OW	8	4					
RT	14	6					
OW	10	6	3				
RT	17	9	5				
OW	12	8	11	13			
RT	22	14	19	23			
OW	10	NS	8	11	5		
RT	17	NS	15	19	8		
OW	7	NS	6	8	6	NS	
RT	13	NS	10	13	10	NS	
OW	32	28	24	22	34	31	30
RT	55	48	42	39	60	56	53

Click to view:

[Senior/Military](#) | [Youth Fares](#) | [Additional Savings](#) | [Top](#)

SENIOR / MILITARY

SENIOR / MILITARY

To/From:		BHM	MTV	STN	MRY	OAK	ANA	FRM
MTV	OW		5					
	RT		9					
STN	OW		7	3				
	RT		13	5				
MRY	OW		9	5	3			
	RT		16	8	5			
OAK	OW		11	7	10	11		
	RT		20	12	17	20		
ANA	OW		9	NS	7	10	4	
	RT		15	NS	12	17	7	
FRM	OW		6	NS	5	7	5	NS
	RT		10	NS	8	12	9	NS
SEA	OW		27	23	21	19	30	28 26
	RT		49	41	37	34	52	49 47

Click to view:

[Adult Fares](#) | [Youth Fares](#) | [Additional Savings](#) | [Top](#)

YOUTH Fares

To/From:		BHM	MTV	STN	MRY	OAK	ANA	FRM
MTV	OW		3					
	RT		5					
STN	OW		4	2				
	RT		7	4				
MRY	OW		6	4	2			
	RT		9	5	4			
OAK	OW		6	4	5	7		
	RT		11	7	9	12		
ANA	OW		5	NS	4	6	3	
	RT		9	NS	7	9	5	
FRM	OW		4	NS	3	5	3	NS
	RT		7	NS	5	8	5	NS
SEA	OW		17	15	12	12	17	16 15
	RT		29	25	23	21	30	28 27

Click to view:

[Adult Fares](#) | [Senior/Military](#) | [Additional Savings](#) | [Top](#)

Additional Savings with AIRPORTER SHUTTLE!

Family/Group Rates:

Save 10% when booking for 4 or more passengers
Not available by *e-Reservation*
Call 1-866-235-5247 for information and reservations.

Frequent Rider Discounts:

Save 17% off the published fares!
Call 1-866-235-5247 for information about Commuter Passes

Children 3 and Under:

6 OW / 12 RT (unless published Youth fare is less)
It is advisable that parents provide car seats for their children

**If you have questions about our fares call 1-866-235-5247
Our phones are open 24 hours a day**

[Back To Top](#)

FOR INFORMATION AND RESERVATIONS:	
1-866-235-5247 (360) 380-8800 Web site: enjoytheride.com	E-mail: shuttle@airporter.com 1416 Whitehorn St. Ferndale, WA 98248
Site Designed By Benjamin Packer	Contact our Web Master

Appendix G



Unaccompanied Minor Release

Date of Travel: _____ Tripcode: _____ Driver Initial: _____

The prearranged meeting area for the parent or guardian receiving the minor is, (check one)

- _____ Departures level SeaTac airport curb side. In front of airline
_____ My child will be getting off the bus at SeaTac by him/her self
_____ Other (please specify destination): _____

I _____ (name) phone # _____, being the legal parent or guardian of

_____ (name) do hereby give Airporter Shuttle authorization to leave him/her at the prearranged drop-off location. In the event that their pick-up party (parent or guardian) is not waiting for them when our shuttle arrives at SeaTac Airport, the minor(s) will be taken to door 26 on the arrivals level and wait with the Shuttle Driver.

I understand that if the minor is met at door 26 there will be an additional of charge of \$40 per hour, billed in 15 minute increments.

Let it be further known, that we do not assume any other responsibility for this unaccompanied minor traveling with us, after providing this service from pick-up point to drop-off location,

Signed:

_____ Phone: _____

The receiving parent or guardian and phone

A Minor release is required for all passengers under 16 years old that are travelling unaccompanied.
Please complete this form and FAX to 360-380-1538 or mail to 1416 Whitehorn Street, Ferndale, WA 98248

Appendix H

09/09/03 TUE 14:07 FAX 360 380 1538 AIRPORTER SHUTTLE

001/001



www.enjoytheride.com

1-800-BELLAIR (236-5247)
360-380-8800
Fax 360-380-1538
1416 Whitehorn Street
Ferndale, WA 98248

Tuesday, September 9, 2003

Carole J. Washburn
Washington Utilities & Transport
P.O. Box 47250
Olympia, WA 98504-7250

Dear Carol

re: docket TC-031417 (Please don't redocket)

As follow up to my conversation with Kim Grimrod yesterday I am writing to clarify how our improvement for Oak Harbor residents traveling to Seatac Airport has impacted passengers traveling between Oak Harbor and Anacortes.

Prior to our change in service passengers could travel directly between Oak Harbor and Anacortes. Our new service now requires passengers traveling between these two cities to transfer vehicles either at the March Point Shell or in Mount Vernon. During the implementation phase of the new schedule we contacted all of the passengers that had traveled between Oak Harbor and Anacortes so far this year and advised them of our change in schedule.

Our company carried over 2000 passengers between Oak Harbor and Seatac in the 2nd quarter of 2003, conversely we carried 3 passengers between Oak Harbor and Anacortes in the same time period. We believe we have improved service for the vast majority of Oak Harbor residents by shortening the time that it takes to travel to Seatac airport.

Sincerely,

Richard Johnson (handwritten signature)

Richard Johnson
General Manager

RECEIVED
RECORDS MANAGEMENT
03 SEP -9 PM 2:15
STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION



Appendix I

Airporter Shuttle Daily Schedule

Service Begins June 1, 2003

Read down in columns:

Westbound Service to Seattle and SeaTac				
Location	Starts June 1st - 4 daily trips; Read down			
YAKIMA(depart)	3:00A	6:00A	8:00A	2:00P
ELLENSBURG(depart)	3:50A	6:50A	8:50A	2:50P
CLE ELUM(depart)	4:25A	7:25A	9:25A	3:25P
SEATAC(arrive)	6:00A	9:00A	11:00A	5:00P
SEATTLE(arrive)	6:30A	9:30A	11:30A	5:30P

Eastbound Service from SeaTac and Seattle				
Location	Starts June 1st - 4 daily trips; Read down			
SEATTLE(depart)	7:00A	1:00P	3:00P	7:00P
SEATAC(depart)	7:30A	1:30P	3:30P	7:30P
CLE ELUM(arrive)	9:05A	3:05P	5:05P	9:05P
ELLENSBURG(arrive)	9:40A	3:40P	5:40P	9:40P
YAKIMA(arrive)	10:30A	4:30P	6:30P	10:30P

FOR INFORMATION AND RESERVATIONS:	
1-866-235-5247 (360) 380-8800 Web site: enjoytheride.com	E-mail: shuttle@airporter.com 1416 Whitehorn St. Ferndale, WA 98248
Site Designed By Benjamin Packer	

Click here to
download our
2002-2003
Brochure

Adobe Acrobat
Reader required



Abbreviations used on this page									
YAK	Yakima	ELL	Ellensburg	CLE	Cle Elum	STL	Seattle	SEA	SEATAC
OW	One Way			RT	Round Trip				

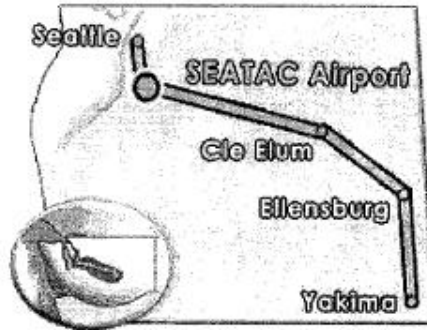
ADULT FARES

To/From:	ELL	CLE	SEA	STL
YAK	OW 10	15	35	40
	RT 20	30	70	80
ELL	OW	10	30	35
	RT	20	60	70
CLE	OW 10		25	30
	RT 20		50	60

YOUTH FARES

To/From:	ELL	CLE	SEA	STL
YAK	OW 8	12	30	35
	RT 16	24	60	70
ELL	OW	8	25	30
	RT	16	50	60
CLE	OW 8		20	25
	RT 16		40	50

Adult Fares: Ages 16+ | Youth Fares: Ages 15 years and under
 *All fares listed in U.S. Dollars and are subject to change without notice



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