

**Verified Statement of Pacific Northwest Transportation Services, Inc. d/b/a Capital
Aeroporter – Vice-President of Operations/COO in Objection of the Extension Application
TC-181008**

I, John E Fricke, Vice-President/COO of Pacific Northwest Transportation Services, Inc., dba Capital Aeroporter, am submitting the following in opposition to the extension application in this proceeding:

Capital Aeroporter (Capital) has provided and will continue to provide Scheduled Service between the Holiday Inn Express and Suites – Tacoma South Lakewood (located at 11751 Pacific Hwy SW, Lakewood, WA 98499) and the Seattle-Tacoma International Airport (located in the City of SeaTac). Capital continues to monitor the needs of the ground transportation market place and study ways to improve the service provided to the general public and guests of the Holiday Inn Express in Lakewood. These improvements include: increasing the number of trips, adding additional vehicles during peak travel times and high demand, convenient online booking options, email/text booking confirmations and most recently our newly added interactive service features (Airport Instructions Guidance, Where’s My Van, Driver On-Location and Rate-My-Ride) all of which utilize GPS Tracking of all our vehicles. By adding additional convenient features like these to our service, as well as our innovative Fleet Tracking system, we are increasing our efficiency and ensuring safety. The service delivered to our customers is timely, punctual, frequent and expeditious. Our drivers and customer service staff work hard, with courtesy and respect, to provide all customers with exceptional service, including driver luggage handling for every customer.

Our scheduled service times are conveniently available online through our website, to all consumers as they consider what optional pickup and dropoff times work best with their desired time or flight itinerary, as well as over the phone with our customer service representatives. We are committed to maintaining our schedules for the best customer service possible.


Capital operates, essentially the same service as the Applicant (Bremerton Kitsap Airporter), yet to a higher degree of service, specifically: 23 trips to SeaTac compared with Applicant's proposed 13 trips, Scheduled times that allow for actual travel distance of 32 miles by road, compared to Applicant's impossible 25 minutes allowed by proposed time schedule.

Per WAC 480-30-140, Capital provides Scheduled Service between the Holiday Inn Express and Suites – Tacoma South Lakewood and satisfies the public convenience and necessity by providing the same service as proposed by the Applicant and does so to the satisfaction of the commission

We offer numerous service options to the general public. In fact, over the past 6 months we have been exploring new ways to improve our Scheduled Service option, including: testing market fare-elasticity to attract new customers with lower fare options at different stops along the I-5 corridor. Specifically, in October 2018, we contacted the Holiday Inn Express – Tacoma South Lakewood to inquire how we could better serve their guests.

I scheduled an appointment with Amanda Richardson, Front Office Manager, and Teresa Simplot, General Manager, on October 22, 2018, at 1:00pm. Unfortunately, Ms. Simplot was unable to attend the scheduled meeting. However, we (James (Jim) Fricke and I) were able to provide Ms. Richardson with all the details of our Scheduled Service. I followed up with an email in early December 2018 with details discussed at the meeting and details about a portal

link with a discount offering for guests of the Holiday Inn Express Lakewood. We also stopped by the hotel on December 12, 2018, at 11:30am to try to meet with Ms. Simplot. Again, she was unavailable. I also reached out numerous times via phone and email to follow up and continue to foster our business relationship. Fortunately, in early January 2019, I was able to speak directly with Ms. Simplot to confirm she received the emails and ask how we could better serve the Holiday Inn Lakewood guests. She told me she received the emails and that we could drop off some of our brochures. On January 31, 2019, one of our Company representatives stopped by and briefly spoke with Ms. Simplot and dropped off brochures. I again followed up with another email in February 2019. Ms. Simplot only reached out once, via phone, on Monday, March 11, 2019, at 9:30am.

VERIFICATION		
Name and Title: John E. Fricke Business/Organization: Pacific Northwest Transportation Services, Inc. d/b/a Capital Aeroporter Street/Mailing Address: PO Box 2163 City, State, Zip Code: Olympia, WA 98507-2163 Telephone: 360-754-7113 x105		
<i>I understand that this information is being given as testimony for a proceeding for a grant of operating authority by the Washington Utilities and Transportation Commission, an agency of the State of Washington. I certify or declare under penalty of perjury under the laws of the State of Washington that the information contained in this statement is true and correct.</i>		
John E. Fricke <hr style="border: 0; border-top: 1px solid black; margin-top: 5px;"/> Name	 <hr style="border: 0; border-top: 1px solid black; margin-top: 5px;"/> Signature	March 17, 2019 <hr style="border: 0; border-top: 1px solid black; margin-top: 5px;"/> Date