

Express Shuttle

August 25, 2009

Denise Spicer
Voice (801) 883-4674

Dear Ms. Denise Spicer:

This letter is to provide you with information about Express Shuttle. Express Shuttle offers a discounted for transportation between the Salt Lake City Airport and the University Guest House at the rate of \$12.00 for the first person \$6.00 each additional person in the same party, one way (up to 7 passengers).

Please make reservations at least 24 hours in advance whenever possible. Passengers can pay the driver by cash or credit card payments can be taken over the phone. Cancellations must be made 24 hours in advance to avoid a charge. Each van holds up to seven passengers.

We provide many services that help to set us apart from other transportation options:

- Our office is open for reservations 24 hours a day, seven days a week.
- We have a state-of-the-art computerized reservation and dispatching system.
- We have about 40 vehicles in our fleet that are uniform in design and color.
- All vehicles are equipped with two-way radios/pagers allowing for constant communication.
- Our drivers are experienced, professionals in uniform.
- We are the largest year round shuttle service in Utah.
- We have been in business since 1991.
- Our first regular shuttle leaves the Salt Lake area at 3:00 am.
- Our last regular shuttle leaves the airport for Salt Lake area at 1:00 am.
- Private van service is also available 24 hours a day.
- We have desks in the baggage claim areas of both terminals at the Salt Lake Airport.

The desk is called the "Ground Transportation Desk". There is a sign over our section that reads "Express Shuttle". A representative will be stationed there to check passengers in when they arrive. Once a passenger checks in with luggage the wait should be no longer than 20 minutes.

We are confident we can provide you with the best service possible. If you have further questions, feel free to call me at (800-397-0773). This is also the number that should be called to make a reservation.

Sincerely,

Becky Curtis
Office Manager