



Roll Call Number

Agenda Item Number

35 A

March 22, 2010

Date

Communication from Scott Woodruff, Majestic Limo & Coach, regarding Executive Express Limousine Service.

Moved by _____ to receive and file.

COUNCIL ACTION	YEAS	NAYS	PASS	ABSENT
COWNIE				
COLEMAN				
GRIESS				
HENSLEY				
MAHAFFEY				
MEYER				
MOORE				
TOTAL				

CERTIFICATE

I, DIANE RAUH, City Clerk of said City hereby certify that at a meeting of the City Council of said City of Des Moines, held on the above date, among other proceedings the above was adopted.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my seal the day and year first above written.

MOTION CARRIED

APPROVED

Mayor

City Clerk

35 A

March 16, 2010

Des Moines City Council
Attn Diane Rauh – City Clerk
Des Moines IA

Re: Executive Express

Thank you for taking time to read my letter at the Des Moines city council meeting. I regret I am out of town and could not be there in person. My name is Scott Woodruff and I reside at 6701 Peckham St, Johnston IA. I am the owner of Majestic Limo & Coach which is a Des Moines licensed limousine service. I have some concerns over Executive Express's operation, the handling of their city license, and their regard for city ordinances. Below is an account of facts that I personally handled or witnessed.

On October 14, 2009, I initially wrote an email to Mike Berry at the City of Des Moines asking him about a new ground transportation service that I found on the front page of the DSM airport newsletter. Mr. Berry said he was unaware of any new services and would check into it. Long story short, evidently a city employee communicated to Executive Express that they were ok to operate without soliciting all the proper channels within the city's organization. I did not ask for the person's name because I felt it was irrelevant. After this discovery, Executive Express was allowed to operate without a license until the proper paperwork was submitted. I'm not sure I agree that they were allowed to keep operating, but that was what was done. I also don't know why it took 5 months for an organization to put together the paperwork needed to get a City of Des Moines limousine license.

On January 3, 2010, I was at the airport and witnessed an Executive Express van loading curbside which is something limousine operators are not allowed to do. I somewhat question why taxis can load curbside but limousine operators that are catering to the affluent guests visiting Des Moines and Des Moines residents looking for a higher level of service are required to walk across traffic to the second (commercial) lane at the airport to meet their ground transportation. That is probably an argument for a different day. Not only did the Executive Express van load curbside, the driver also left the vehicle unattended while going inside to retrieve her passengers. I did bring this incident to the attention of Kevin Foley at the DSM airport and he did contact a representative from Executive Express explaining curbside meets and leaving a vehicle unattended is prohibited.

On January 27, 2010, I flew back from a business trip and was in the DSM airport at approximately 10:15pm. I went down to the Executive Express counter and inquired about their service. The representative told me it was basically a shuttle between the DSM airport and Ames but could stop in other places if needed. I asked the person if a

35A

reservation needed to be made ahead of time. The response I received was “No, we can take walk ons.” I know Executive Express has an agreement with ISU and last minute reservations are allowed with people that are associated with the organization the agreement is with, but I never mentioned anything about ISU.

I bring these situations up not because I am afraid of the competition Executive Express brings to DSM airport. Competition is a good thing and should always be encouraged, but if all companies are not playing by the same rules it is no longer competition. I wanted to give these examples to you to make sure it is conveyed to Executive Express that the City of Des Moines has ordinances that should be followed. Violating the ordinance by taking walk up traffic or leaving vehicles unattended shows me that Executive Express wants to do business in Des Moines but has no regard for Des Moines regulations. The bottom line I'm trying to convey is that I don't mind the competition, but the competition needs to adhere to the same ordinances I am required to follow.

I appreciate the time you have allowed me to listen to my concerns.

Best Regards,
Scott A. Woodruff
Majestic Limo & Coach