

Delivering Partnerships: **Washington Express**



*Gil Carpel, CEO,
Washington Express*

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www.washingtonexpress.com

What is the meaning, vision of Washington Express?

Fast, same day, local delivery.

What gave you the encouragement to start your own business?

I wasn’t a great employee wherever I worked, so all that was left was to be my own boss.

Why specialize in law firms?

To mis-quote Willy Sutton: because that’s where the business is (especially in D.C.).

What is your major role in the company?

Facilitator: ask questions, make suggestions, be a sounding board.

What makes Washington Express different?

A culture of continuous improvement using technology and quality control as the tools to get there.

Tell us a bit about your business, any other locations, growth over the years, growth plans, specialty niches?

We focus on same-day, on-demand delivery, whether it’s a small package or large shipment. That’s pretty much it. In recent years, in response to client’s requests, we have developed two other niche businesses: Capitol Hill line-standing, and inter-city air courier service, which we provide via our Axis Washington division.

What do you like best about the legal field and/or your current position?

Law firms are demanding customers and they keep you on your toes; they don’t put up with mediocre service from vendors. This makes what we do challenging as well as rewarding.

What positions did you have before your current job?

President and founder of Sky Courier (which is now a division of DHL).

What do you like the best?

The friends I’ve made through the years in business.

What do you like least?

Late deliveries!

What is the hardest situation you have had to deal with?

Because we take our responsibility seriously, it would have to be letting a customer down who relies on us to be perfect every time.

What is the best advice you have for a legal administrator?

I think that they have the toughest job in town. Who am I to give advice to legal administrators? Maybe to remember to keep their sense of humor, as hard as that is to do in Washington.

How long have you been partnering with ALA and/or Capital Chapter, and have you found it beneficial?

I think we’ve been partnering at least 15 years. It’s a great way to say thank you and to give back to the community of legal customers who support our business.

What do you do in your leisure time?

Golf, read books, go to movies, spend time with family and friends.

Tell us about any special initiatives you have or may be undertaking for your company.

We have three new initiatives for this year: 1) doing more business with the Federal Government; 2) promoting more widespread use of WEXLink, our online web ordering and tracking system; 3) making one or more acquisitions of competitive businesses.

Any personal information you would care to share on your background?

I am a GWU graduate, class of ‘67, and started in the courier business as a courier myself almost 40 years ago while in school. My spouse, Claudia, is a school teacher in Montgomery County. We have two kids, David and Jenna, who are both in college, at the University of Maryland and the University of Michigan respectively.

Anything else you would like to add?

No, except to say thank you for the interview. No one asks me these kinds of questions anymore! ■