

TO: Warner Sessions, Chairman of the MWAA Board

FROM: Chand Dhody, Leadership Committee
National Airport Taxi Drivers Association

DATE: June 20, 2018



RE: NATDA Calls for Transparency and Public Accountability, oversight of management, and policy action by the MWAA Board of Director

I have driven taxi professionally at National Airport for 51 years. I am part of the National Airport Taxi Drivers Associations leadership team. We have met several times with Mr. Sessions as well as with Mr. Tejada and Mr. Uncapher. Our goal was for the Board to intervene to stop the ongoing crisis that threatens the security and safety of airport passengers and employees. This same, management created crisis, is destroying the ability of taxi drivers to earn a living and support our families. Left unchecked with several months taxi driving will be destroyed as a viable profession. Unfortunately, your most recent response passed all responsibility to management. The following points to key points where the Board of Directors has a responsibility to intervene to improve a management-created crisis.

- 1) During construction management is allowing passenger cars to enter into the arrival area to pick up passengers. Treating passenger cars (which may have an UBER or LYFT sticker affixed to a window) the same or better than inspected, fingerprinted, fully insured and certified taxi cabs and taxi cab drivers is a **policy decision** that is correctly made by the MWAA Board of Directors.
- 2) The above policy decision creates havoc for passengers who wish to take a cab. During rush hour UBER and LYFT block taxi cabs from serving customers who attempt to reach customers in the Northern most taxi post, furthermore they block taxis who have picked up passengers and can't leave the airport. During rush hour this blockage causes long waits for cabs while hundreds of cabs languish in the parking lot. During rush hour this placement leads to \$5 to \$10 of wait time being run up while taxis with passengers attempt to leave the taxi area. This failure leads to a horrible consumer experience and pushes consumers away from using taxis. The Board has **oversight** reasonability when management fails in its basic task of providing quality and convenient services at the Airport.
- 3) In addition to the poor placement and policing of passenger cars labelled Uber or Lyft – these passenger cars are permitted to swarm in virtually unlimited numbers and fill up three and often four lanes of the arrival area. Taxi drivers are strictly limited to 20-30 cabs at each post at any given time. This swarming is part of a process that is destroying the taxi industry and that is creating a terrible consumer experience. Again, this situation requires the Board to step in in your **oversight** function. NATDA agreed to walk the area to demonstrate the magnitude of this crisis and the management blocked Board members from observing the situation with taxi drivers.
- 4) CEO and top managements compensation – Given the recent article noting both Mr. Potter's \$451,000 base salary AND the secrecy surrounding details of the contract – NATDA demands that the CEO and top management's contracts be made public. Our concern is that there may be incentives within the contract that explain managements bias

favoring Uber and Lyft over taxi cabs. Similarly, we demand that the contract or documents governing Uber and Lyft's work at the Airport be made public. We know from one high ranked employee that Uber and Lyft *self-report* their volume of business and the fees that they pay. This is highly irregular. The Board should make a commitment and practice of supporting **transparency and public accountability**.

We remain steadfast in our commitment to creating a safer and more secure airport where professional taxi drivers can earn a living wage. We remain willing to meet with you and other Board members toward this end.

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