

**Board of Directors** June 13, 2018

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Mr. Jon Liss and Mr. Chand Dhody  
NATDA Executive Committee  
Tenants and Workers United  
3801 Mount Vernon Avenue  
Alexandria, VA 22305

Dear Mr. Dhody and Mr. Liss:

Thank you for your June 7, 2018 correspondence. I appreciate the time you and other taxicab drivers have taken to share concerns regarding the taxicab operation at Reagan National Airport (Reagan National) including several meetings with the Metropolitan Washington Airports Authority (Airports Authority) senior management, the May 2, 2018 meeting with me, and our additional meeting on May 29, 2018, which also included fellow Board members Walter Tejada and Mark Uncapher. We value the reliable, professional transportation service the permitted taxicab operators provide Airport customers.

As we have candidly acknowledged, Project Journey construction activity is impacting the Airport's operation and the greatest impacts are on the Terminal B/C Arrivals level roadway where construction has caused lane closures and a significant reduction of curbside waiting area for passengers to access commercial ground transportation vehicles and private vehicles when departing the Airport. In managing this construction disruption, Airport management has had to implement many changes while considering the Airport's diverse operational needs and the absolute requirement to keep traffic moving throughout the entire Airport. A commitment to safety, customer service, and effective Airport operations has guided each change implemented.

The Board of Directors recognizes the construction activity and necessary mitigating actions taken by management has impacted all Airport users, including taxi operators. The Board of Directors does regularly discuss the construction impacts with management and, most recently in response to your concerns, has reviewed impacts to the passenger pick up areas. The dynamic nature of the Airport environment necessitates that operational decisions be made by Airport management, not the Board. We understand the majority of the available inner curbside space has been allocated to taxicab staging and that additional traffic control personnel have been assigned during peak hours to execute traffic movement protocols, including vehicle metering, to ensure the safety of all vehicles and pedestrians at the curbside. At this juncture in the




construction schedule, there simply isn't a better way to safely move this large volume of vehicles in a manner that meets our passengers' diverse preferences and customer service expectations. Precluding app-based transportation services from picking up on the Airport is not an option. Busing Airport customers off Airport to access this, or any other mode of transportation, is also not an option. Both concepts would fail to meet our customer service standards by not giving Airport customers convenient access to their choice of transportation services to and from the Airport.

I encourage the taxicab operators to continue working directly with Airport management during Project Journey construction. The specific activity requiring the roadway lane and curb closures is scheduled to conclude in mid-2019 and management continues to work closely with the project contractor to re-open all roadway lanes and curb space as soon as possible. As was stated during our most recent meeting, as soon as roadway lane capacity is restored, the Airports Authority's management will re-evaluate the pick-up location for app-based transportation services with the goal of returning them to the outer public curb. In the meantime, Airport management is committed to supporting the taxicab operations through continued regular meetings with the Airport Manager, new customer public announcements, additional directional signage and enhanced active traffic management. Management will also continue to evaluate other options for locating app-based transportation services, where feasible.

I note that management offered to remove the requirement for a separate taxi vehicle safety inspection by the Airports Authority and rely instead on the inspection done by each licensing jurisdiction and random oversight, and the drivers that you represent have rejected that offer. The other requests that you have made grow out of issues caused uniquely by the Project Journey Construction, which must be managed by the Airports Authority's management team in a manner that best accommodates the needs of the Airports Authority, its tenants, the construction operators, all employees who work at the Airports Authority, the general public and the stakeholders of the Airport. Thus, the Board cannot second-guess the assessment of management, but will continue to receive updates from executive leadership on the curb operations and other Project Journey impacts. I appreciate the understanding of the taxicab drivers while the Airports Authority executes the Project Journey improvements.

Sincerely,



Warner H. Session  
Chairman of the Board

cc: Honorable Walter Tejada  
Mr. Mark Uncapher  
Mr. John E. Potter