

We continue to witness operators dropping off on the upper deck. Several notifications have been sent out regarding operating areas, and when it is acceptable to use the upper deck. As previously shared, the only time you may utilize the upper deck for passenger drop-off is if you are transporting an ADA customer. We simply cannot handle the additional traffic upstairs if we allowed every operator to use the upper deck to drop-off. We have provided enough warnings, therefore future occurrences will result in citations being issued, and operator badges being suspended. Please use the inner lane on the ground level, and/or the garage for your operations.

Please educate your drivers on where their pick-up and drop-off points are located. We have heard on several occasions that the company is instructing its drivers to ignore the airport rules, and to drop-off on the upper deck. We have also had drivers tell us they will continue to disobey the rules and drop-off where they please. In both scenarios, citations will be issued. In a few cases, drivers have not shared their badge info, or shown their badge when requested by an airport employee. Remember, just because we cannot get their info, we can still issue a citation to the company. Just because we cannot pull badge access info on the upper deck, we can always track company vehicles via the AVI system, and with video. If drivers are non-compliant, the company will end up with the citations. Again, please educate your drivers not only where their operating points are, but proper driver etiquette as well.

Lastly, please do not compare your operation to that of Lyft and Uber. We continuously hear how Lyft and Uber get preferential treatment. Here are some facts regarding TNC operations that you may not know.

- Claim 1: TNC's don't have to pay as much when entering the airport
 - False, TNC's have to pay each time they drop-off **AND** pick-up, whereas GT operators only pay when they enter the airport
- Claim 2: TNC's get to drop-off on the upper deck
 - False, they get an automatic 2-week suspension if caught upstairs
- Claim 3: TNC's get the preferred operating location
 - False, they get the middle lane on the ground level, where all other GT operators get to operate in the inner lane
- Claim 4: TNC's don't have to pay to use the garage
 - False, not only do they have to pay if they wish to use the garage, they pay full price. GT operators get a 25% discount if they sign up for our parking program.

As always, please do not hesitate to reach out with suggestions.

Thank you,