



January 6th, 2016

Puget Sound Dispatch Audit Statement

Puget Sound Dispatch would like to thank the Port of Seattle for its professionalism in sorting through issues related to the audit of the airport taxi concession agreement and operation. The auditor spent many hours with our records and staff, including our General Manager, Amin Shifow. The auditor interviewed management, accounting personnel, and the owner/drivers themselves.

Puget Sound Dispatch has nothing to hide, has cooperated fully and has opened its books and data systems for the Port Auditor.

PSD entered in the concession agreement with the Port on November 1, 2010. It should be mentioned that in spite of the data issues this audit covered, this concession agreement with Puget Sound Dispatch marks the first time that Sea-Tac Airport had a profitable taxi cab operation. In the past Sea-Tac's model was based on cost recovery.

Amin Shifow accepted the job of General Manager of PSD in July 2014 after the passing of PSD's long time GM Frank Dowgwilla, who lost his long battle with cancer. One of Amin's first goals was to update the PSD technology and tracking systems. Within 3 months, PSD invested in a new system, and installed computerized vehicle tracking which uses GPS and no longer relies on driver records. The new system was an important and significant step to solving these problems and was put in place almost a year before it was determined there was an issue with the trip accounting.

Our goal is 100% accountability in tracking, and while the system isn't perfect, the GPS combined with AVI records, played a significant constructive role in supplying information to help the Port and PSD reconstruct missing data during the audit.

It should also be noted that the Port also saw the need to update its own technology and instituted a much-improved AVI system several years into the contract. PSD is confident through our technology and management improvements the problems highlighted in the audit are in the past.

PSD takes full responsibility for our piece of this contract and has always paid Port invoices on time and in full. PSD will pay any moneys owed the Port in full. PSD did not directly benefit and will not financially benefit from the errors. Our drivers directly benefited from the uptick in Sea-Tac Airport traffic. PSD collects a flat administrative fee each week from drivers, and that fee has not been raised in over 10 years.

We look forward to working with the Port of Seattle in the future to make Sea-Tac Airport ground transportation the best in the nation. The best for Sea-Tac customers, the best place to work for Sea-Tac taxi drivers while running efficiently and profitably for the Port of Seattle.

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