

**ON-DEMAND TAXI/FOR-HIRE OPERATING INSTRUCTIONS  
BETWEEN PORT OF SEATTLE  
AND  
OPERATOR**

The following Operating Instructions apply to Operator and its employees, agents, Drivers, and Vehicles when operating the On-Demand Taxi/For-Hire Program (hereinafter called the “Program”) at the Seattle-Tacoma International Airport (hereinafter called the “Airport”), which is owned and operated by the Port of Seattle (hereinafter called the “Port”). The Port Representative shall be the Manager of Ground Transportation (MGT) or designee.

Operator and its authorized Drivers and Vehicles are granted one (1) Vehicle permit per specific Vehicle type authorized that is associated with the medallion owner allowing them to operate said specific Vehicle types to pick-up and deliver passengers at the Airport under the Operating Agreement and in accordance with these Operating Instructions, applicable Port tariffs, Port Rules and Regulations, and Port Procedures and Directives pertaining to operation of Vehicles, as well as any City of Seattle, King County or other applicable regulatory agency statutes, ordinances, and regulations and any or all amendments to the foregoing. Current applicable Port Rules and Regulations, Port Procedures and Directives, and Port Tariffs may be obtained by Operator from the Port's Ground Transportation Office located at the Airport.

Capitalized terms in these Operating Instructions that are not specifically defined in these Operating Instructions shall have the same meaning set forth in the Operating Agreement between the Port and Operator.

**1. AREAS OF OPERATION.**

See Exhibits A and B.

**2. PERMITS.**

- A. The Port will issue Operator a permit to conduct On-Demand Taxi/For-Hire operations as set forth in the Program and these Operating Instructions. In performing its operations under the Program, Operator shall not refuse any trips based on destination location.
- B. The On-Demand Vehicle Permit (hereinafter called “Permit”) allows the Driver and specific Vehicle type access to and from the Airport to provide On-Demand outbound passenger pick-up at the Airport under the Program. The Permits are solely associated with the privilege to operate at the Airport and are issued pursuant to the Operating Agreement. The Permits are valid only to the extent the Operating Agreement remains in effect. The Permits are non-transferable and have no value separate from the Program and Operating Agreement. There will be no monetary payment due for the Permit. The Permit is a decal that will be placed on the windshield of the On-Demand Vehicle and is issued only to identify the Vehicle as being part of the On-Demand fleet.
- C. The Port will issue Permits to Operators, as set forth in the Operating Agreement. Permits must be displayed on Vehicles while operating at the Airport. The Vehicle owner shall sign a

Permit Receipt (Exhibit C) and agrees to surrender the Permit upon breach of these Operating Instructions, expiration of such Permit or at the termination of the Operating Agreement.

- D. The Permit shall not be transferable to any other Vehicle. However, the Operator may request that MGT transfer a Permit to a replacement Vehicle or onto a replacement windshield.
- E. The original Permit must be returned to the Ground Transportation Office before another Permit will be issued. The Ground Transportation Office must be notified of any Vehicle replacements within one (1) calendar day prior to the replacement. All other changes, as required under the Operating Agreement, shall be made within two (2) calendar days.
  - i) As Operators have a need to change their Vehicle, Operators will be able to provide a replacement Vehicle so long as that Vehicle is associated with the same medallion owner as the original Vehicle and the replacement Vehicle meets all of the requirements of the Agreement and these Operating Instructions.
  - ii) If Operators want their replacement Vehicle to be a Wheelchair Accessible Vehicle, Operators must request a decision from the Port prior to starting the conversion through the City of Seattle and King County processes. The Port shall provide a written response of the Port's decision no later than ten (10) business days from the date the Port received this request. If approved, Operators must (1) provide the completed King County Wheelchair Accessible Vehicle Inspection Checklist, (2) meet all requirements of the Agreement and these Operating Instructions, and (3) acknowledge and agree that such conversion does not authorize the Vehicle to be part of the 23 specific Wheelchair Accessible Vehicles as established by Port (hereinafter called the "Wheelchair Accessible Fleet"). If the Port Commission authorizes an increase to the Wheelchair Accessible Fleet, the Port will explore a lottery process. Failure to receive approval from the Port prior to replacing a Vehicle to a Wheelchair Accessible Vehicle may result in permanent revocation of any Permits issued under these Operating Instructions and the termination of the Agreement.
  - iii) As of the date of these Operating Instructions, the Port is not accepting any requests for conversion to a Wheelchair Accessible Vehicle. The current Wheelchair Accessible Vehicles are sufficient to meet accessibility needs. If there is a need to expand upon the number of Wheelchair Accessible Vehicles or the specific Wheelchair Accessible Fleet in the future, the Port will address this accordingly.
- F. Operator shall provide to MGT a current written list of the names and numbers of each Driver authorized to operate the permitted Vehicles in the form attached hereto as Exhibit D. Each Driver shall comply with and be bound by these Operating Instructions. Operator shall notify MGT of any changes to Exhibit D within two (2) calendar days and shall ensure any added Drivers have enrolled in the Port's payment platform for payment of the Per-Trip Fees. The Port's payment platform only accepts debit card or credit card payments with the following card types: VISA, Mastercard, and American Express. A valid payment card must be kept on-file through the payment platform at all times. Failure to maintain a valid acceptable card may result in Driver losing position within the On-Demand queue.

- G. Operator may deactivate any of its Vehicles by giving MGT written notice of intent to deactivate. An On-Demand Vehicle may not remain deactivated for more than sixty (60) calendar days without prior written consent of MGT.
- H. Operators, Drivers, and Vehicles shall at all times comply with and be bound by all applicable federal, state, and local laws, ordinances (including but not limited to King County ordinances) and regulations (including but not limited to Port of Seattle Schedules of Rules and Regulations and Tariffs) and any amendments foregoing.

### **3. PROCEDURES FOR PICKING UP PASSENGERS.**

- A. Operator's activities at the Airport, including but not limited to, loading/unloading passengers and baggage, will be conducted within designated areas only.
- B. Ground Transportation Plaza, 3rd Floor- Parking Garage & 160th Street Holding Lot
  - i) On-Demand Vehicle staging is available in the 3rd Floor Staging Area at the north end of the floor. Operator's Vehicles, when at the Airport, shall only wait within the designated holding areas approved by MGT.
  - ii) MGT has established two On-Demand Vehicle pick-up areas and two holding/staging areas. The two pick-up areas are provided at the north and south ends of the 3rd floor of the parking garage (see Exhibit A). Both areas are curbside. The holding/feeder areas are located at the north end of the 3rd floor of the parking garage (Exhibit A) and off-site at 160th Street (see Exhibit B).
  - iii) Operator's Vehicles, other than the specific Wheelchair Accessible Fleet authorized by the Port, shall be subject to a rotation and may not be allowed entry 7 days a week. Exact rotation scheduling will be determined by MGT or the Port's Curbside Management contractor.
- C. Arrivals/Departures Drives
  - i) Vehicle operations will be on the 3rd floor of the parking garage; however, at times in which a special accommodation is required for a passenger, a Vehicle may, with the approval of the Ground Transportation office, pick up on the arrivals/departures level.
  - ii) Passengers shall have the right to select either a metered Taxi or a flat rate Taxi.
- D. MGT will designate and identify feeder lines, holding lot areas, load/unload areas/zones and reserves the right to change, designate, locate, or abolish these areas at any time with thirty (30) days' notice.

#### **4. UNATTENDED VEHICLES**

- A. While stationed in the feeder line, Drivers must notify the Curbside Manager if it becomes necessary for Driver to leave his/her Vehicle.
- B. On-Demand Vehicles left unattended for more than ten (10) minutes may be moved to a holding lot at Operator's expense.
- C. Drivers are not to loiter or solicit inside the terminal baggage claim areas, around the Ground Transportation Office, or at the curb locations.

#### **5. USE OF AIRPORT PREMISES.**

- A. Operators and Drivers may use the remote holding lot and feeder lines only on designated rotation days. Operators and Drivers will not idle their Vehicle's engine for more than one (1) minute while at the remote holding lot or in the Airport parking garage.
- B. No personal or other business (other than in connection with the Operating Agreement and/or these Operating Instructions) shall be conducted in these areas. No persons other than Operator, its employees, agents, or Drivers shall be permitted in the above-mentioned areas except as provided in the Operating Agreement and/or these Operating Instructions.
- C. Vehicles shall not restrict, block, or impede the movement of any vehicular or pedestrian traffic at the Airport.
- D. Overflow holding will be coordinated with MGT. Designated loading areas/zones, holding areas and feeder lines are to be used for On-Demand Vehicle activity only.
- E. Sharing of a Vehicle by passengers not traveling to the same destination is not allowed, unless the airport is operating under an elevated operational or security level. Serious weather situations may be applicable.
- F. Vehicles shall not wait or park at the curbside on the drives unless the Vehicle is actively loading/unloading passengers.
- G. Except when engaged in loading/unloading of passengers and/or with a Vehicle coordinator, the Operator, their employees, agents, and Drivers shall not be on the Airport's drives unless authorized by MGT.
- H. Drivers shall not be able to transport passengers who have solicited or requested their service while they are loading other passengers.
- I. Drivers shall not solicit or engage in any activities at the Airport intended to persuade members of the public to utilize Operator's Vehicles and/or services except as specifically approved by MGT. Drivers shall not wave down passengers or loiter in walkways. Drivers shall remain in close proximity to their Vehicles and stand in a professional and orderly manner.

## 6. EQUIPMENT OF OPERATOR AND INSPECTION.

- A. It is the Port's intent that the fleet of Vehicles operating at Sea-Tac Airport be industry leaders. All Vehicles operated or offered for public service at the Airport pursuant to the Agreement and these Operating Instructions shall be in good operating order, free from mechanical defects, clean, neat, safe, washed and waxed regularly, and be in an attractive condition both inside and outside. Such Vehicles will have proper seating, luggage capacity and other amenities necessary for passenger comfort and convenience. Any minor repairs must be fixed within the time frame displayed in Exhibit F. (See City Rule R-6.310.320.G)
- B. Vehicles operating under the Operating Agreement and these Operating Instructions shall be made available for inspection and review by MGT or King County/City of Seattle Inspector at any time while on Port property. Vehicles shall be inspected for cleanliness, proper equipment, good appearance, safe operating condition, urethane paint, violations of any laws, and be in compliance with ordinances or Port Rules and Regulations or City of Seattle Vehicle Rules (See City Rule R-6.310.320.G)
- C. Operator shall act to ensure that its members operate a fleet of Vehicles that minimize air emissions and institute operational practices that help protect impacts to the natural environment. Operator shall also institute practices that promote the efficient movement of people to and from the Airport.

Vehicles must meet the following U.S. Environmental Protection Agency (US EPA) combined city/highway fuel economy rating, or use dedicated (not bi-fuel or dual-fuel) alternative fuel vehicles such as compressed natural gas (CNG) or propane:

- Passenger Vehicles shall meet a minimum 45 MPG
  - i. Toyota Prius v vehicles otherwise meeting the requirements of these Operating Instructions and relevant City of Seattle and King County codes may be considered authorized vehicles.
- Wheelchair Accessible Vehicles shall meet a minimum 21 MPG
- Previously-approved large vans shall be alternatively-fueled (no MPG requirement)

In the event that Operator fails to comply with the requirements set forth in this paragraph, the Port specifically reserves the right to issue a notice of default under, and terminate, the Agreement.

- D. Vehicles shall be at least full-size with four doors and shall not be older than otherwise permitted under the operating requirements set forth in City of Seattle regulations and rules (See Seattle Municipal Code 6.310.320.C and City Rule R-6.310.320.C(l)(b)).
- E. Drivers shall comply promptly with instructions regarding Vehicle use from MGT.
- F. Drivers shall be reviewed for cleanliness, good appearance, and any violations of King County, City of Seattle laws, ordinances or Port Rules and Regulations.
- G. Silent alarms must be installed and monitored for each Vehicle per City of Seattle rules (See City Rule R-6.310.320.T)

- H. An On-Demand Vehicle may be pulled out of line to be washed while in the remote holding lot and returned to its original place in line as long as the On-Demand Vehicle immediately preceding it when it was taken out of line to be washed has not been dispatched, in which case, the On-Demand Vehicle being washed must go to the end of the line in the remote holding lot.
- I. Operator logo and phone number may be displayed on a Vehicle and all Vehicles must have markings indicating the Vehicle can provide Airport service with MGT approval.
- J. All Vehicles shall be repaired within the times described in attached Exhibit F.
- K. Minor Vehicle body damage or appearance defects shall be repaired within a timeframe set by MGT to repair such damage.
- L. There will be no repairs made to Vehicles on Port property.
- M. All Vehicles must undergo a uniform vehicle safety inspection as required by City of Seattle regulations and rules. (See Seattle Municipal Code 6.310.320.E and City Rule 6.310.320.G). The safety inspection must be performed by a City of Seattle approved certified manufacturer's auto mechanic at a specified location, and a garage that has an Automotive Certificate of Excellence covering the items more fully described in Exhibit E. Drivers will adhere to any safety inspection calendar required by City of Seattle Inspectors.
- N. Operator Vehicles shall have the necessary equipment (such as winter tires or chains) to operate safely in snow and inclement weather conditions.
- O. Operator shall furnish, at their expense, identification badges for all its Drivers to display in their Vehicles. The identification shall include a photo of the Driver, full name and Vehicle number.
- P. On-Demand Drivers are responsible for safeguarding their QR code as it is attached to the individual Driver's banking institute for charging of the Per-Trip fee. The QR code should not be displayed for public view.

**7. CONDUCT OF DRIVER.**

- A. Only Drivers registered and on file in the Ground Transportation Office may pickup passengers at the Airport (see Exhibit D). Drivers must be successful recipients of the King County/City of Seattle For-Hire Licensing Program. Please see City Rules:

For-hire Driver Licensing and Requirements

- 6.310.400. For-hire driver's license application.
- 6.310.405. Criminal background check.
- 6.310.410. For-hire driver certification of fitness to drive.
- 6.310.415. For-hire driver training program.
- 6.310.420. For-hire driver examination.
- 6.310.425. For-hire driver temporary permit.

- 6.310.430. For-hire driver- Standards for license denial.
- 6.310.440. For-hire driver license expiration and renewal.
- 6.310.450. For-hire driver operating standards.
- 6.310.455. For-hire driver conduct standards.
- 6.310.460. For-hire driver taxicab meter/rates standards.
- 6.310.465. For-hire driver passenger relations standards.
- 6.310.470. For-hire driver soliciting and cruising standards.
- 6.310.475. For-hire driver taxi zone standards and number of taxi zones
- 6.310.480. For-hire driver- Wearing costume.

- B. Drivers shall, at all times when on duty, be neatly and cleanly dressed, conduct themselves in an exemplary manner, be courteous and polite to the public and all Airport employees, and not engage in any questionable, obnoxious or offensive conduct. In addition to providing exemplary service to the traveling public, Drivers shall also treat other Airport employees and ground transportation operators with the same courteous and polite behavior. The Port shall specifically have the right to require Drivers to meet a dress code (such as black pants/skirt and a white shirt).
- C. Drivers shall discharge their duties in an efficient manner in order to maintain a high standard of service to the public. Driver's performance will be judged by MGT.
- D. MGT may, in addition to any other remedies described in the Agreement, require that particular Drivers be removed from activities at the Airport if said Drivers are involved in more than three (3) violations during their tenure at the airport. Should gross misconduct occur, MGT may require removal before three or more previous violations.
- E. Unless an applicable City or County code provision is more restrictive (in which case the more restrictive City or County code provision applies), Drivers are not to drive the Vehicle for more than twelve (12) hours spread over a total of fifteen (15) hours in any twenty-four (24) hour period. Thereafter, such Driver shall not drive any Vehicle until ten (10) consecutive hours have elapsed. (See City code 6.310.455 G)

## **8. ENFORCEMENT PROCEDURES.**

- A. Violations may result in a monetary fine against Driver and/or a Suspension of the Driver or its Vehicle. The current schedule of fines shall be set forth in Airport Terminal Tariff No. 1, as the same may be revised or replaced from time to time.
- B. Port personnel who observe a violation or investigate a reported violation shall issue violations of Operating Instructions.
- C. MGT may impose a fine or a temporary Suspension of a Driver and/or Vehicle. The Operator will remain liable for all violations incurred by its Drivers and Vehicles.
- D. The schedule of monetary fines shall be published in the Port's tariff, and Drivers shall comply with such schedule. If fine is not paid within ten (10) business days, Vehicle Permit or all Operator's permits will be revoked.

- E. Driver or Operator (for Vehicle Citations) has the right to appeal any fine assessed by MGT or any Suspension of two days or longer. Without regard to the particular penalty imposed or specific Citations identified, there shall only be one appeal for each notice of Citation issued by the Port.
- F. Following mailing of the notice and fine or Suspension by MGT to Driver or Operator, Driver or Operator (for Vehicle Citations) shall have ten (10) business days to deliver to MGT a written notice of appeal of the fine or Suspension. The written notice of appeal must identify the relief requested in the appeal. All appeal requests must be in writing and submitted to: Port of Seattle, Ground Transportation Appeals Board, PO Box 68727, Seattle, WA 98168. Email: [GTappeals@portseattle.org](mailto:GTappeals@portseattle.org)
- G. The timely filing of an appeal will toll the deadline for payment of any fine and will, except for Suspensions issued for serious infractions, temporarily reinstate Operator's and/or Driver's ability to operate pending decision on the appeal.
- H. A hearing will be held before a panel comprising of MGT, or designee, and other Port Management staff, or their respective designees. The Driver and/or Operator will be allowed to present evidence or testimony to counter the facts upon which the fine(s) or Suspension is based. The Driver and/or Operator may have, but is not required to have, a representative of their choosing present at the hearing. Following the hearing, the panel will issue a written notice.
- I. If the panel decides to uphold the fine, Driver or Operator shall pay the fine within five (5) business days following mailing of the panel's decision, or begin the Suspension pursuant to the direction of MGT.
- J. This provision is not intended to limit or bar any other remedies available to MGT under this agreement.
- K. If Driver or Operator (for Vehicle Citations) does not appeal within the ten (10) business day period, the Driver or Vehicle owner shall pay the fine within the following five (5) business day period or begin the Suspension pursuant to the direction of MGT.
- L. Failure to pay or comply within the time periods prescribed above shall constitute an additional violation and be subject to the provisions herein.
- M. Failure to correct mechanical defects within prescribed time frames may result in monetary fines of \$100.00 per day, until the repairs are completed and verified by MGT. MGT may order that the On-Demand Driver and/or Vehicle leave the Airport immediately. In order for the On-Demand Vehicle to return to the Airport, the condition must be corrected and the Vehicle is re-inspected and approved by MGT or King County/City of Seattle Inspector.
- N. If, upon inspection, it is determined that the condition of any On-Demand Vehicle needs correction, the Operator, Driver, or Vehicle may be issued a written notice, specifying the conditions to be remedied, and the time within which they must be remedied.



**9. GROUND TRANSPORTATION OFFICE.**

- A. Driver shall not utilize any Ground Transportation Office personnel for any purposes involving Vehicle's business other than dispensing general information to the public on this service.
- B. Operator, its employees, agents, and Drivers are not allowed at the Ground Transportation Offices at any time except to conduct ground transportation business. Operator, its employees, agents, and Drivers shall not loiter around the Ground Transportation Offices.

**10. NO SOLICITATION.**

The Operator and its Drivers shall not solicit or engage in any activities at the Airport intended to persuade members of the public to utilize Operator's Vehicles and/or services except as specifically approved by MGT.

**11. AMENDMENT**

The terms and conditions of these Operating Instructions may be amended by MGT upon thirty (30) day's prior notice to the Operator. Emergency instructions may be issued by MGT and shall take effect immediately.