

QUESTIONS? CONTACT US

Port of Seattle Ground Transportation
Seattle-Tacoma International Airport
P.O. Box 68727
Seattle, WA 98168
(206) 787-5904
(206) 787-5906

www.portseattle.org/Sea-Tac/Parking-and-Transportation



SEATTLE-TACOMA INTERNATIONAL AIRPORT

TRANSPORTATION NETWORK COMPANY DRIVER RULES & INSTRUCTIONS

SEATTLE-TACOMA INTERNATIONAL AIRPORT



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SEATTLE-TACOMA INTERNATIONAL AIRPORT



WELCOME!

Ground Transportation at Sea-Tac Airport has three major components: Airport customers, Ground Transportation Operators, and Airport employees.

For a majority of the Airport's customers, their first and last impression of the Northwest may be formed by their experience with the Airport Ground Transportation services.

Each Ground Transportation operator should offer the highest level of customer service while acting in a courteous and professional manner. Together we will continue to function as one of the best Ground Transportation operation in the country.



EXHIBIT E

AIRLINE LOCATIONS ON THE DRIVES

Airline by Ticket Counter and Door

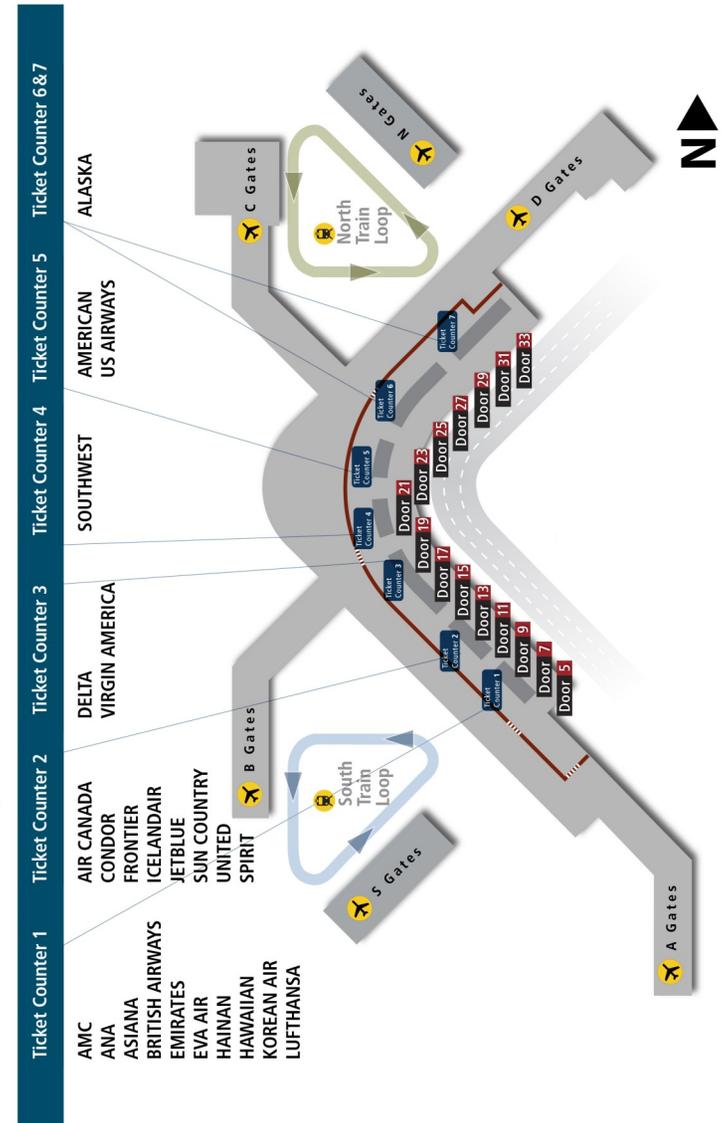
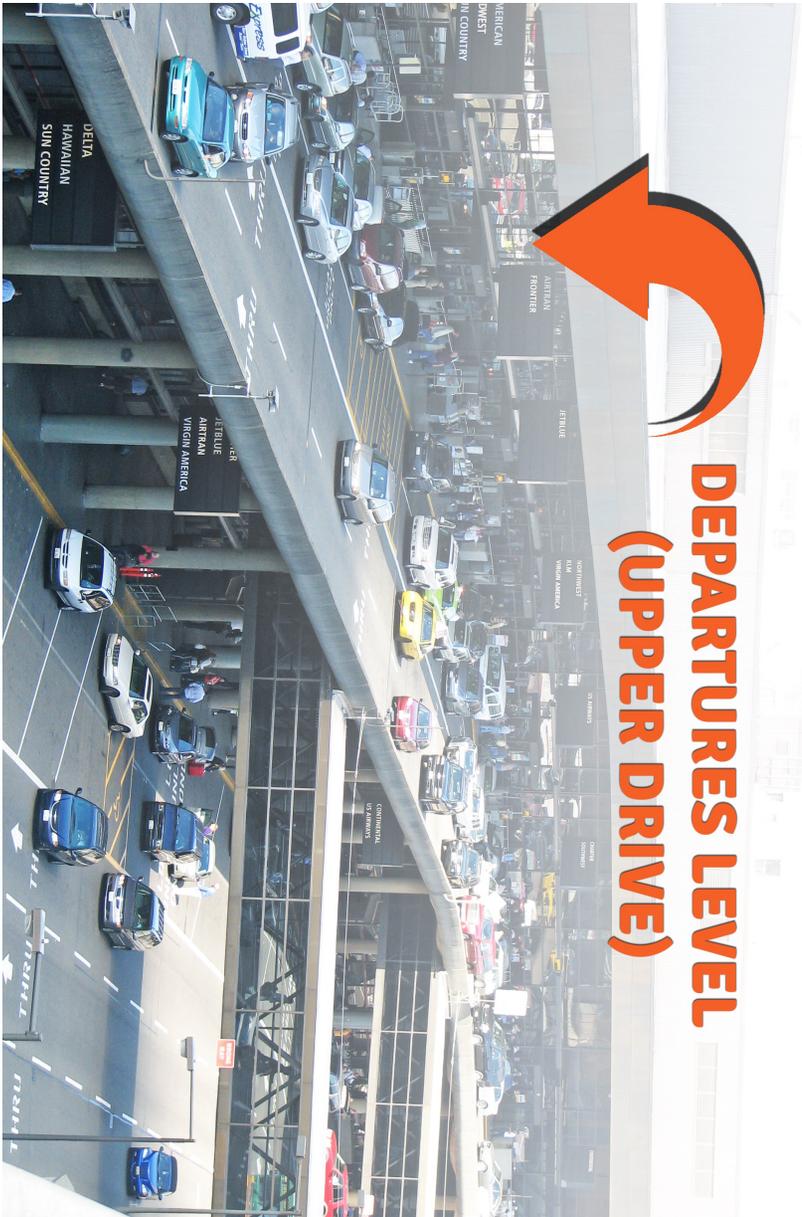


EXHIBIT D



**DEPARTURES LEVEL
(UPPER DRIVE)**

**AIRPORT DRIVES
FOR DROP OFFS ONLY**

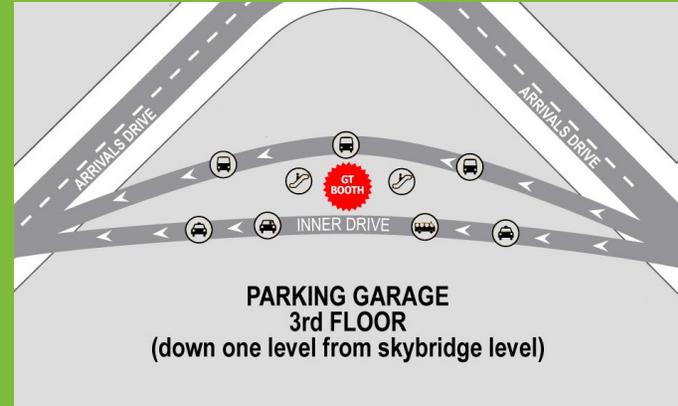


THE PORT OF SEATTLE GROUND TRANSPORTATION TEAM

The purpose of the Ground Transportation Department at Seattle-Tacoma International Airport is to promote high quality, safe and convenient ground transportation services for the traveling public.

Through our combined customer service efforts with TNC operators, we will ensure that we offer a high quality product that is in accordance with the rules and regulations imposed by the Washington State Department of Licensing, Washington Utilities and Transportation Commission, City of Seattle, King County, and the Port of Seattle Airport Operations Department.

LOCATION



The Ground Transportation Booth is located on the 3rd Floor of the Seattle-Tacoma International Airport parking garage.

Ground Transportation Staff are available to answer your questions seven days per week between the hours of 05:00 am – 02:00 am.

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EXHIBIT C

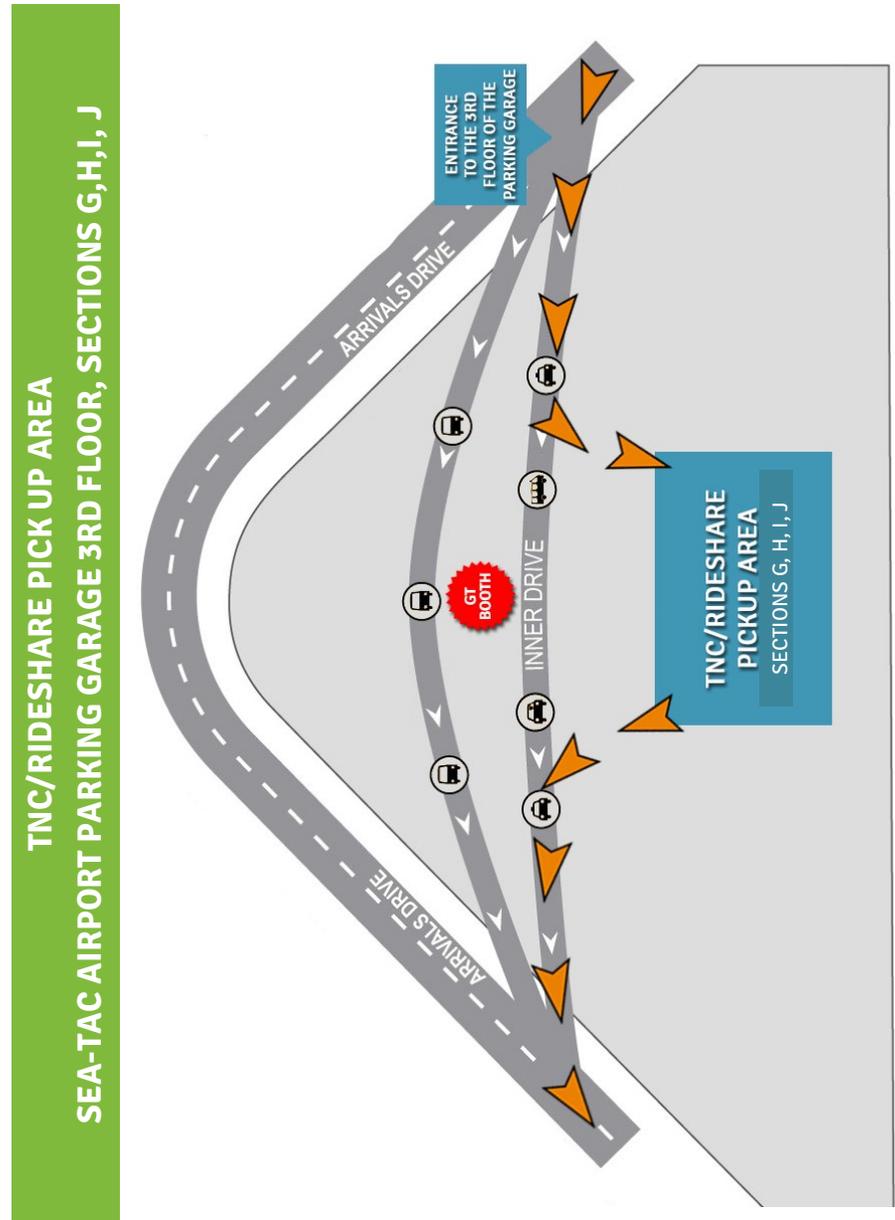


EXHIBIT B



ENTRANCE TO 3RD FLOOR AIRPORT PARKING GARAGE
GROUND TRANSPORTATION OPERATING AREA

CREDENTIAL REQUIREMENTS

TNC Drivers must comply with the following credential requirements.

- A. Driver must have a For-Hire permit, a TNC vehicle decal and TNC trade dress in order to operate on Airport property
- B. Driver must use the TNC's Driver App in order to properly record the activities and status of the driver and passenger
- C. Driver must present information upon request by Airport personnel. This includes viewing the Driver's For-Hire permit, viewing the Driver's ride confirmation on the Driver's cellular phone, or any other method to validate the Driver's purpose for being on Airport property.

USE OF PREMISES

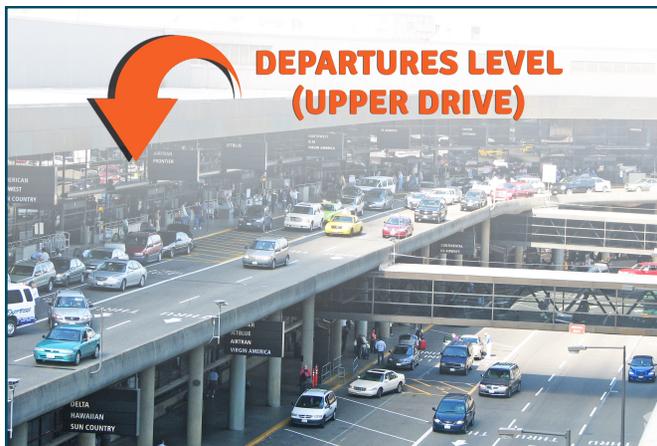
- A. The Port will designate and identify all loading/unloading, staging, and holding areas and reserves the right to change, designate, relocate or abolish these areas at any time. (See Exhibits A-C. Operators must promptly comply with instructions regarding vehicle use from Ground Transportation Staff.
- B. Passengers may be loaded or unloaded only in designated locations. Those locations are generally designated in this Operating Rules Instructions but may be changed, at any time, by the direction of the Manager, Airport Operations.
- C. Operator 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.
- D. Operator shall not restrict, block, or impede the movement of any vehicular or pedestrian traffic at the Airport

ASSIGNED AREAS AND DESCRIPTIONS

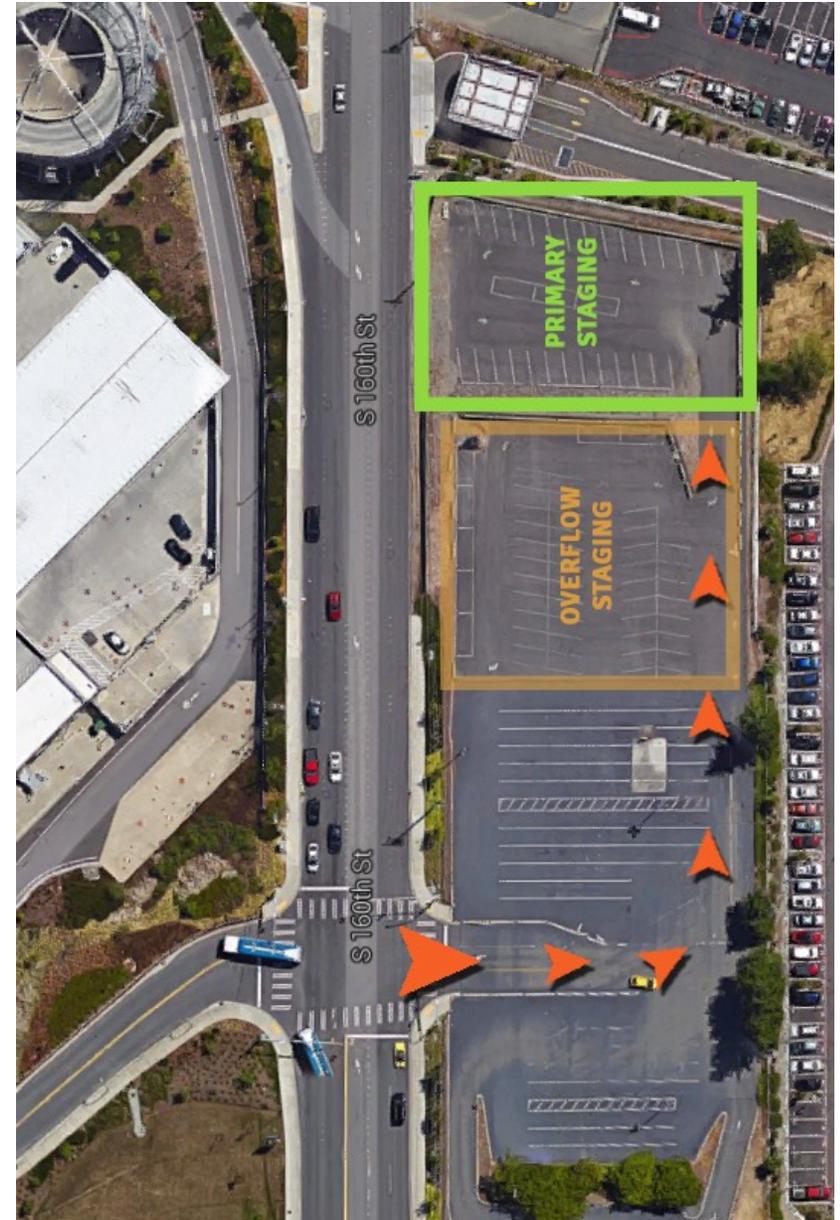
Drivers have the non-exclusive right of reasonable ingress to and egress from the designated areas, including common-use roadways. The Port of Seattle has been given the authority to regulate the Ground Transportation operators that pick up customers as Seattle-Tacoma International Airport through the RCW 46.72.160.

DROP OFF AREA

- All passengers unloading will be done on Departure level – Bus Lanes and Through Lanes are restricted (See Exhibit D)
- Drivers must have TNC app open when entering the drop off area, with the TNC app indicating a passenger(s) is in the vehicle, the ride is properly ended via the TNC app and the conclusion of the ride when the passenger(s) is dropped off.
- Immediate drop off – no waiting on the drives permitted



TNC/RIDESHARE STAGING AREA: 160TH STREET
ACROSS THE STREET FROM THE RENTAL CAR FACILITY



CUSTOMER COMMENTS

Customer Comments taken by Ground Transportation will be forwarded to the Port of Seattle's Customer Relations Advocate and the responsible operator.

Airport customer comments or concerns should be forwarded to:

(206) 787-4031

(800) 894-3505

<http://www.portseattle.org/about/contact>

EMERGENCIES AT THE AIRPORT

For airport emergencies that require the attention of the airport Police or Fire Department, dial **911** from any phone. Your cooperation in reporting emergencies will help reduce confusion regarding the exact location and nature of the emergency. The precise directions you offer will reduce the response time for the first responders and provide adequate staff to the scene.

The nature of the emergencies you may see will vary. There may be an incident that requires the attention of medical personnel or police personnel. In the event you are a witness to behavior that you believe to be suspicious in nature (theft, security, bodily harm to others, etc.), report the incident to the Port of Seattle Police immediately.



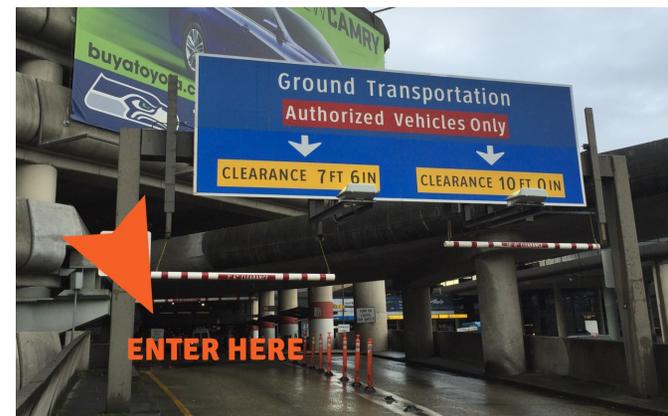
STAGING AREA

- The designated staging area is located at 3069 S. 160th St. The primary and overflow staging areas are for TNCs. (See Exhibit A)
- Driver will only park in the staging area for the sole purpose of awaiting a ride request for an airport passenger pickup using the TNC app
- Driver must have TNC app open at all times when in the staging area
- Driver is strictly prohibited from performing any maintenance, repair or washing of vehicle while on Airport property
- In the event that lot is full driver must exit airport property
- Driver may not leave vehicle unattended at any time
- When driver has a scheduled pickup, please proceed to the Pickup Area located in the Airport Parking Garage



PICK UP AREA

- Level 3 of the Airport Parking Garage - Ground Transportation Plaza (See Exhibit B)
- Pickup Area is in Sections G, H, I & J (See Exhibit C)
- Immediate loading only – 30 minutes maximum stay
- Driver may not leave vehicle unattended at any time



PROHIBITED ACTIVITIES

Driver hereby accepts and agrees that conducting any of the following prohibited activities may result in the issuance of a citation or immediate suspension, and/or termination of right to access/operate at the Airport. This list is not intended to be inclusive of all prohibited activities and does not supersede any other instructions or prohibitions set forth by the For-Hire permit or Airport Rules and Instructions. **The following activities are prohibited while operating at Sea-Tac International Airport.**

- Soliciting customers in any form by vocally calling out or using any other means of attracting customers, nor solicit on behalf of any vendor.
- Using any other person or agent, including but not limited to Airport Employees to solicit customers in any manner whatsoever.
- Operating on Airport property without a For-Hire Permit, TNC vehicle decal, activated TNC Application, and approved Trade Dress.
- Picking up or dropping off passengers or their luggage at any other airport location other than designated areas.
- Leaving vehicles unattended while the engine is running, or with keys in the ignition. Driver of vehicle must remain with the vehicle at all times while the engine is running even when passengers are in the vehicle.
- Using profane, vulgar language or participating in offensive conduct directed at the public or any Airport personnel.
- Feeding wildlife while on Airport property.
- Damaging or defacing Port property or failing to report such damage to the appropriate airport staff.
- Failing to immediately comply with Ground Transportation Controllers or law enforcement when asked to see proof of insurance, license and registration, confirmation of TNC app while on airport property or within the GEO-fence tracking areas.
- Transporting passengers in an unauthorized TNC vehicle.
- Using or possessing alcoholic beverages, or drugs or narcotics while on airport property.
- Attempting to bypass TNC app and soliciting cash payment from customers.
- Willfully violating any term or obligation in the For-Hire permit.
- Staging in the cell phone lot



Articles found on Airport property must be turned into the Ground Transportation Booth on the 3rd Floor of the Parking Garage. These articles will be delivered to the Airport Lost and Found Office at the beginning of the following workday.

Customers who have had their article turned into the Ground Transportation Booth should be directed to the Airport Lost and Found Office.

Airport Lost and Found
Seattle-Tacoma International
Airport

P.O. Box 68727
Seattle, WA 98166
(206) 787-5312

Mezzanine Level of the Airport
Terminal

- Use the elevator behind Horizon Airlines' Ticket counter and go up one level to the mezzanine.
- Door 6016

Articles left behind in the Driver's vehicle are the responsibility of the Driver. Ground Transportation will not accept responsibility for the article unless the owner of the article has authorized Ground Transportation to hold the article for pick up. Articles will be taken to the Airport Lost and Found Office the following workday.

CITATION APPEAL PROCESS

- A. Drivers have the right to appeal any citations identified by the Port and any fines or suspensions assessed by the Port. Without regard to the particular penalty imposed or specific citations identified, there will only be one appeal for each notice of citation issued by the Port.
- B. In the event the Driver wishes to appeal a citation, he/she must submit a written notice of appeal within ten (10) business days of the date the Port issues the citation notice. The written notice of appeal must identify the party filing the appeal, must briefly identify the basis for the appeal, and must identify the relief requested in the appeal.
- C. The timely filing of an appeal will toll the deadline for payment of any fine and will, except for suspensions issues for serious citations, temporarily reinstate Driver's ability to operate pending decision on the appeal.
- D. Following receipt of a timely notice of appeal, a hearing will be held before a panel consisting of at least three persons from Airport Operations or other designees of the Manager, Airport Operations. The Driver will be allowed to present evidence or testimony to counter the facts upon which the citation, fine or suspension is based. The citation notice and associated records shall, however, constitute prima facie evidence of the citation.
- E. Following the hearing, the panel will issue a written finding. If the panel upholds the fine or suspension, the appealing party shall pay the fine within five (5) business days following mailing of the panel's decision. This provision is not intended to limit or bar any other remedies available to the Port under this Agreement.
- F. All appeal requests must be in writing and submitted within ten (10) business days of receipt of letter of citation.

Email: GTappeals@portseattle.org

Write to: Port of Seattle
Ground Transportation – Appeals Board
P.O. Box 68727
Seattle, WA 98168



ENFORCEMENT

- A. Violation of the Operating Rules & Instructions may, in addition to any other remedies provided within the Operating Agreement, result in a monetary fine, suspension of the right to operate, and/or termination of the driver.
- B. Port Ground Transportation staff that observe a violation of the Port's Rules and Regulations, or any of these Rules & Instructions shall have the right to issue a citation. Port Ground Transportation staff may also investigate any reported citation. If it is apparent that an infraction occurred following any such investigation, Port staff may also issue a citation notice at the conclusion of the investigation.
- C. Citation notices will be provided to the driver of the vehicle.

ENFORCEMENT

- D. Fines for any citation shall be as set forth in the Sea-Tac International Airport, Airport Tariff No. 1, as the same may be revised or replaced from time to time. Subject only to a right of appeal (as set forth on page 12), all fines shall be paid within thirty (30) days of the date the Port issues the citation notice. If a citation is issued to a Driver, the Driver shall be primarily responsible for payment.

- E. Ground Transportation will maintain a record of all citations issue to each Driver. Ground Transportation will generally track these citations for a rolling twelve (12) month period for purposes of imposing fine(s), suspension(s) and termination(s)

- F. In addition to any fine provided for by these Rules & Instructions, Drivers shall be subject to suspension from operating at the Airport as set forth in the tables below.

DRIVER SUSPENSIONS

Citations Received	Action Taken
3 citations per Driver	7-day suspension of Driver
4-6 citations per Driver	30-day suspension of Driver
7 citations per Driver	90-day suspension of Driver
8 or more citations per Driver	Termination of Driver's authority to operate at the airport for not less than two (2) years

ENFORCEMENT

- G. If fine is not paid as required by these Rules & Instructions, the Port shall have the right to immediately suspend the ability of Driver to operate at the Airport.

- H. The Airport Operations Manager, or designee, shall have the ability to immediately suspend a Driver for serious citations, including but not limited to the following:
 1. Fighting
 2. Misrepresenting fare to a customer
 3. Acting in a rude, offensive or otherwise unprofessional manner with customers, the public, or Port staff
 4. Soliciting
 5. Reckless driving and reckless endangerment of the public on Port Premises
 6. Commission of any gross misdemeanor or felony or related to driving or public safety;
 7. Lack of compliance with rules or requirements of regulatory bodies (e.g. Department of Licensing, WA Utilities & Transportation Commission, City of Seattle, King County)

- I. The Driver is responsible for ensuring that he/she does not operate at the Airport during the time of suspension.

- J. Failure to make timely payment or comply within the obligations of any suspension within the time period provided shall constitute an additional citation and be subject to the provisions herein.

