

# Ground Transportation Outreach Session

September 29, 2020

# Meeting Agenda



1. COVID-19 update
2. Operations updates
  1. Invoice notifications
  2. Office hours
  3. 3<sup>rd</sup> floor update
3. Outreach meeting goals and brief recap of pilot program
4. Short trips and review survey results
5. Feedback discussion
6. Next steps

[taxipilot@portseattle.org](mailto:taxipilot@portseattle.org)

# COVID-19 Update

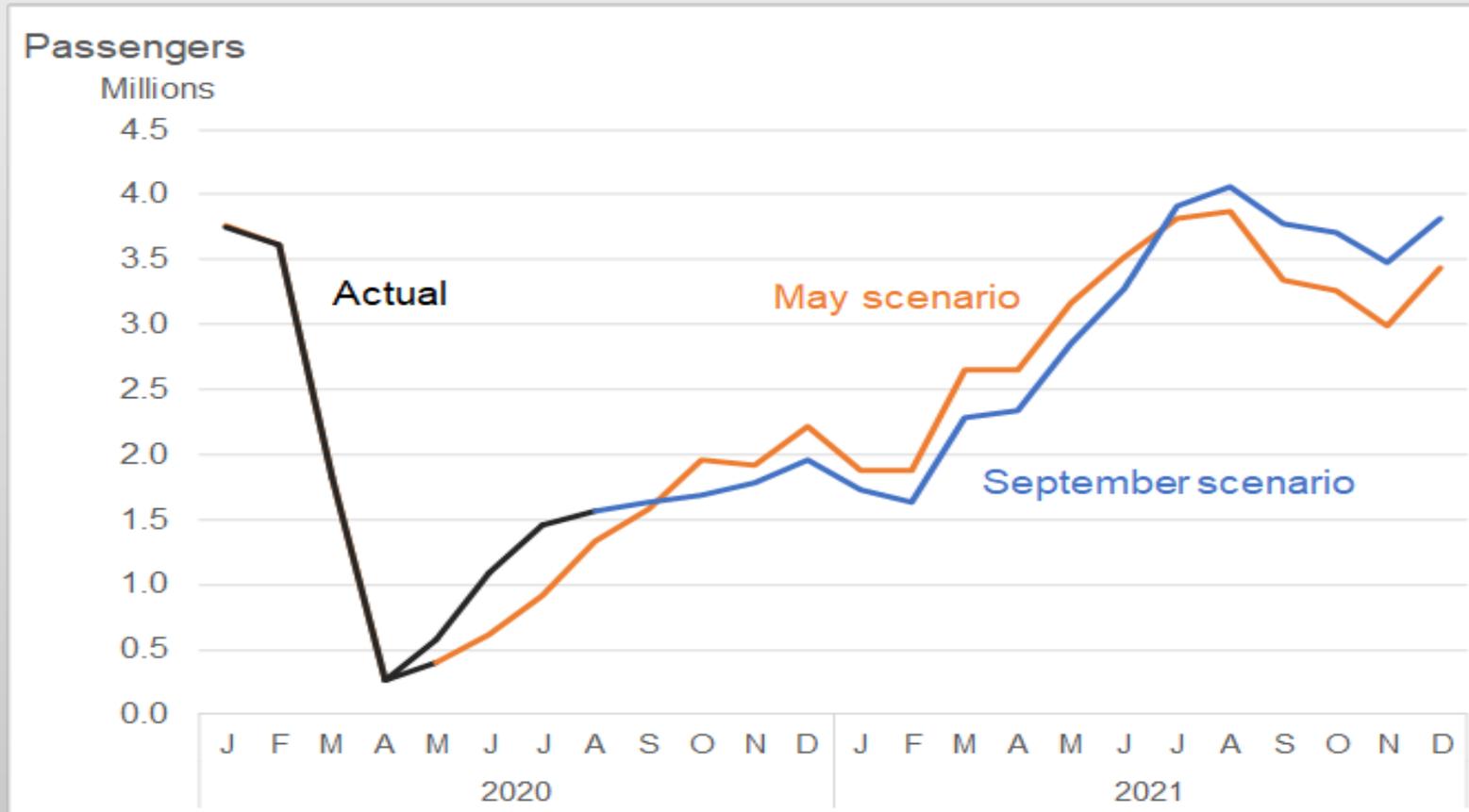
COVID-19 is continuing to have a significant impact on air travel, the Port of Seattle, and ground transportation

- This is a difficult time for all of us and we're all well aware of the ongoing effects of COVID-19 and its significant impacts on airline travel, which means significant impacts on taxi drivers
- We want to stay connected through our outreach process so we can best understand your concerns and work together
- Transportation providers to the airport are regulated by State and County jurisdictions. The Washington State Department of Licensing (DOL) has provided [guidelines](#) to support practices and communication with operators and their employees.
- The Washington State Utilities and Transportation Commission has also provided [guidance and information](#)
- Washington State's King County has established [a link to CDC guidelines](#) in both English and Spanish available to employers and operators

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Special update

# COVID-19 Update – Passenger Forecast



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Special update

# Invoice Notifications and Administrative Update

## Interest Free Option:

- If you are interested in paying back your balance interest free do **not use** the pay full balance option
- The amount that is due by March 31st 2021 is your SEA Taxi Per Trip Fee.
- Questions about how to locate this balance please contact Edward at [ondemandpayments@portseattle.org](mailto:ondemandpayments@portseattle.org)
- If you do not pay back your SEA Taxi Per Trip Fee balance prior to March 31st 2021, you will automatically be placed into the deferral program with 1% interest [taxipilot@portseattle.org](mailto:taxipilot@portseattle.org)

Administrative update

# Invoices

Port of Seattle  
1 Main Street, Bellevue, WA 98004  
425-555-1212

Invoice To: James Smith  
Invoice Number: TAXI9999  
Invoice Date: Jul 07, 2020  
Payment Due: Sep 01, 2021

60.84 USD

Pay full amount  
 Pay different amount:

Hide invoice details

SEA Airport Taxi Trip Fees	10 × 6.00 USD
Interest (1% per annum)	1 × 0.84 USD
Subtotal	60.84 USD
<b>TOTAL</b>	<b>60.84 USD</b>

**DESCRIPTION:**  
Taxi trip fees for activities between March 25 to July 31, 2020: Monthly minimum payment (\$10.14) starts on the 1st of each month beginning in April 2021 through September 2021 (6 installments). Pay the taxi trip fees in full (\$60) by March 31, 2021 and interest due will be cancelled. No cash or check allowed. We accept debit/credit card (Visa, Mastercard, or American Express) only.

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Administrative update

# Office Hours for Repayment Issues

We have set up “office hours” with Edward at the GT booth to help with your repayment issues. These are going to be every Wednesday from 1-2 p.m.

- The purpose of these office hours is to help with repayment issues/questions ONLY
- Please don't use the drop-in to dispute trips or complain about invoices

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Administrative update

# Reconfiguration of 3<sup>rd</sup> Floor Entry – From Helix 1



## Goals:

Eliminate pinch point from traffic merging into one lane, provide safe parking for drivers accessing honey buckets

- 1) Remove stop signs on both right and left sides
- 2) Remove jersey barriers next to stop sign
- 3) Convert Row C to a drive lane. Note: Row C is currently being used as a driver area. Row C is not part of the on-demand taxi operating area.
- 4) Add “Merge Traffic” signs on columns along Row C

# Reconfiguration of 3<sup>rd</sup> Floor Entry – From Helix 1



## Goals:

Eliminate pinch point from traffic merging into one lane, provide safe parking for drivers accessing honey buckets

- 5) Add 4 parking stalls next to the honey buckets
  - A. Remove jersey barriers
  - B. Restripe/add 2 stalls for vehicles entering from helix 1
  - C. Restripe/add 2 stalls for vehicles entering from GT entrance
  - D. As vehicles leave honey bucket area, they merge with traffic entering from the 3<sup>rd</sup> floor GT entrance

# Meeting Goals



The purpose of these meetings is to:

- Listen to feedback from drivers and owners
- Share information and data as it becomes available
- Gather feedback to inform the future ground transportation program

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Goals

# Pilot Program Recap



- The two-year pilot program began on October 1, 2019 and goes until 2021
  - On-demand taxi/flat-rate system, per trip fee of \$6
- Outreach meetings are held quarterly (about every three months) for the duration of the program
- Feedback received at outreach meetings will help inform the next on-demand taxi/flat-rate program

# Short Trips Survey Overview



- Survey live from Sept. 11 – Sept. 22
- Participants: 72
- 85% of participants are owners
- Thank you for participating!

## Ground Transportation Pilot Program

### Short Trips

Through our ongoing outreach efforts over the past year, we understand that short trips are a substantial concern for taxi and flat-rate operators. We appreciate you sharing your feedback and want to continue to have conversations about how we can best work with you to implement a fair system that also serves travelers.

This survey will be live from September 11 through September 22, and we ask that all taxi and flat-rate operators who are part of the pilot program participate. Please only submit one survey per person. We'll plan to share the results at our next online quarterly outreach session on September 29. We hope to see you there!

OK

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Feedback

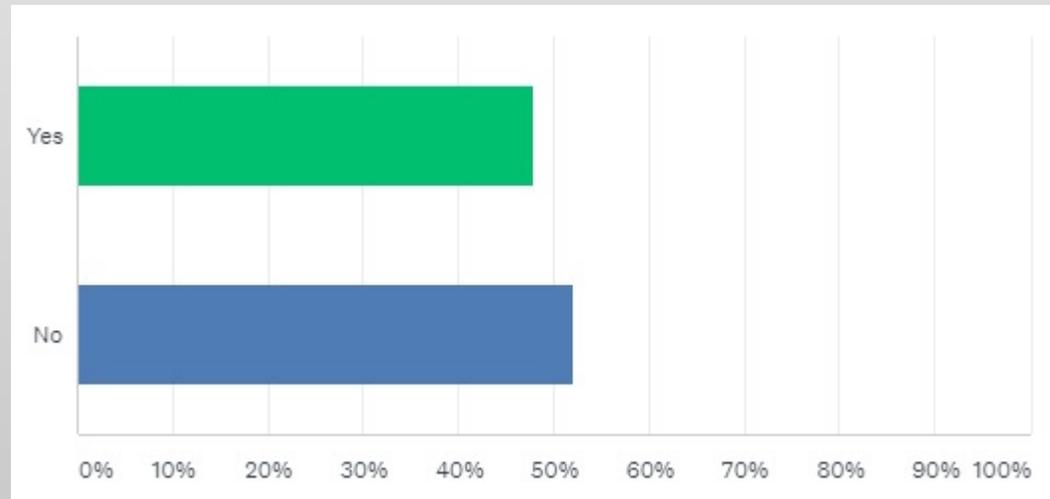
# Short Trips Survey



**Question: The Port is considering allowing you to increase the passenger surcharge from the current \$1 up to \$6, in effect, providing relief from the per-trip fee. Would you support this increase?**

**Responses:**

- 48% Yes
- 52% No



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Feedback

# Short Trips Survey



**Question: The following is a list of potential measures being considered for use to address short trips. Please rank these 1-5 in order of your preference (1 being most preferable, 5 least preferable.)**

**Results in order of preference:**

1. Minimum fare
2. Option to pass a surcharge onto riders
3. Dedicated fleet for short trips
4. Ability to jump to the front of the queue after a short trip
5. Current system

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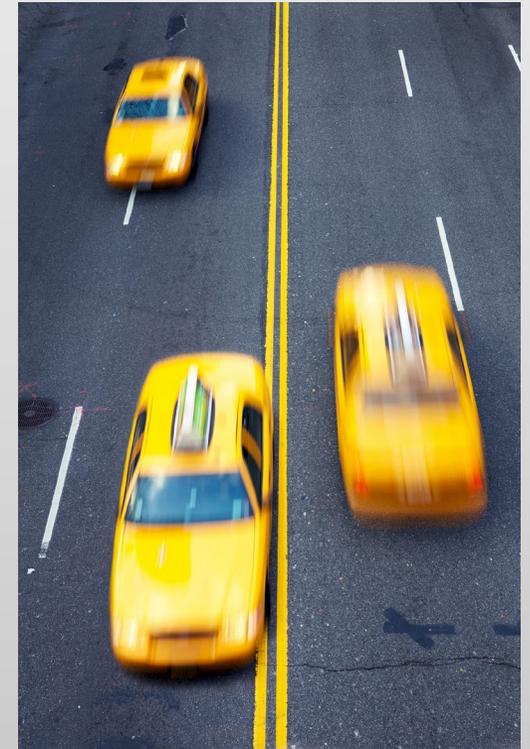
Feedback

# Short Trips Survey – General comments



## Open-ended survey feedback themes:

- Support for the \$6 per-trip fee
- Support for a lower \$4 per-trip fee
- Support for a \$16-\$25 minimum fare
- Concerns that minimum fare will result in fewer customers
- Concerns about passengers using taxis to go short distances instead of using the free hotel shuttles
- Suggestions for the Port to limit TNCs so taxis get more trips
- Concerns about the \$6 per-trip fee causing arguments/issues with passengers
- Support for short-trip-only taxi line
- Requests to extend the pilot program due to the impacts of COVID-19
- Requests for better training and supervision of coordinators
- Support for the existing pilot program



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Feedback

# Feedback Discussion



## Desired feedback topics

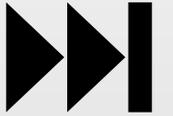
- Permit
- Inspection
- Reconciliation
- Payment process
- Vehicle pools

Any other topics you want to bring to our attention?

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Feedback

# Next Steps



Next meeting: Q4 2020—TBD

Any recommendations on improving meetings or communicating with us?

- Contact us at [taxipilot@portseattle.org](mailto:taxipilot@portseattle.org)
- Check Telegram for updates
- Visit [www.portseattle.org/news/updates-ports-covid-19-response](http://www.portseattle.org/news/updates-ports-covid-19-response) for the latest updates on the Port's COVID-19 response efforts
- For questions about how to locate invoice balances please contact Edward at [ondemandpayments@portseattle.org](mailto:ondemandpayments@portseattle.org)

Adjourn