

ORDER 2023-03
AN ORDER OF THE PORT OF SEATTLE COMMISSION

To establish a program for on-demand taxi/flat-rate for-hire service at Seattle-Tacoma International Airport, for a period of up to five years.

ADOPTED
FEBRUARY 14, 2023

INTRODUCTION

Following a three year pilot project, the Port of Seattle Commission has engaged in robust oversight and stakeholder outreach with the taxi/flat-rate for-hire pilot program drivers. The following Order lays out the elements of the proposed program, including the new items such as education and outreach on the virtual queue option; emphasizes curbside manager customer service training and enforce compliance; and exploration of a driver training and development programs.

TEXT OF THE ORDER

The Port Commission hereby directs the Executive Director to establish the program for on-demand taxi/flat-rate for-hire service at Seattle-Tacoma International Airport to include the following elements:

- The Port will enter into new operating agreements with medallion owners associated with the current On-Demand Taxi/For-hire Pilot Program; medallion owners will be retained through March 1, 2028.
- Transfer of operating agreements will be allowed only for legitimate purposes, with aviation staff to provide guidance for drivers on how such purposes are defined.
- The Port will collect an all-inclusive, per-trip fee of \$6/trip with a direct payment from the driver to SEA.
- The Port will explore virtual queue options with operators through outreach, education, and consultation with the driver community, with the understanding that implementation of any virtual queue option requires Commission action.
- The Port will contract with and pay for curbside management.
- The Port will continue quarterly stakeholder outreach.
- The Port will continue to recognize the Voluntary Driver Organization authorized by Motion 2019-03 to facilitate driver feedback on the taxi/flat-rate for-hire program and will continue meeting on a regular basis with the Voluntary Driver Organization.
The Port shall explore and develop a driver training and workforce development program for interested drivers.

- The Port Commission Aviation Committee, or designees, shall review the ground transportation dispute resolution system at the airport for improvement with drivers and the Voluntary Driver Organization, and report the results to the Commission by August 30, 2023. The Committee, or designee, shall also explore marketing alternatives for the taxi/flat-rate for-hire program, or designee.
- The Port shall also review and emphasize contractual customer service standards for the curbside manager to ensure compliance and provide a report to the Commission on compliance within six months of passage of this Order.

Per the letter from the Port of Seattle to King County Council urging adoption of a minimum fare for taxi/for hire trips from SEA, the Executive Director shall report to the Commission within 90 days of the adoption of this Order on the status of King County’s proposed changes to taxi/for-hire trips throughout King County. If King County does not institute a countywide minimum fare solution by the end of 2023, the Commission will consider a minimum fare that only applies to the taxi/for-hire drivers permitted to pick up on-demand passengers at SEA.

STATEMENT IN SUPPORT OF THE ORDER

As presented to the Commission by the Executive Director and staff, implementation of the taxi/for-hire program includes ongoing, robust, and good faith dialogue with operators, drivers, and medallion owners to identify and mitigate issues and concerns as they arise. The airport taxi/for-hire program currently includes a structured process to facilitate ongoing and regular dialogue with drivers, operators, and representatives through the Voluntary Driver Organization, as well as the role of the Port in the oversight of the curbside management contractor and conflict resolution.

Program implementation will include collaboration by the Port with drivers and operators in identifying workforce development programs that may be beneficial to drivers, including programs requiring a commercial drivers’ license (CDL) and pathways to other ground transportation, truck transport, logistics, or other family wage trade and transportation-related career fields.

Included in the implementation is a review by the Port of the requirements of the contract for curbside management services, current training requirements for conflict resolution for curbside manager employees, and the evaluation of training requirements in future contracts to ensure training and management of curbside services.