

GROUND TRANSPORTATION DRIVER RULES & INSTRUCTIONS



Seattle-Tacoma International Airport Ground Transportation Rules & Instructions

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Seattle-Tacoma International Airport Ground Transportation Rules & Instructions

Welcome

Ground Transportation at Seattle-Tacoma International Airport (“Airport” or “SEA”) has three major components: The Airport customers, Ground Transportation Operators (drivers and owners), and the 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 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. This Ground Transportation Rules and Instructions (“Operating Instructions”) outlines certain requirements and obligations of ground transportation providers.

Objective

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 customer service efforts with the Ground Transportation operators we will ensure that they are able to 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, Federal Motor Carrier Safety Administration, and the Port of Seattle Airport Operations Department.

The Ground Transportation booth is located on the 3rd floor of the Seattle-Tacoma International Airport parking garage. Ground Transportation Staff is available to answer your questions seven days per week 0500A.M. - 0200A.M.

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/gtoperators

Definitions

The definitions set forth in the Terms and Conditions shall apply in these Operating Instructions.

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Ground Transportation Operating Instructions

Except as noted, the following Operating Instructions apply to all Ground Transportation Operators and their employees, agents and drivers when operating at Seattle-Tacoma International Airport. These Operating Instructions do not apply to vehicles operating as part of the On-Demand Taxi/For Hire Program.

Authorized Ground Transportation Operators, with a Port of Seattle Operating Agreement, are granted permission to operate their service at Seattle-Tacoma International Airport in accordance with these Operating Instructions and all applicable law and regulations, specifically including, applicable Port tariffs, rules and regulations, and procedures and directives. Operators may obtain copies of applicable tariffs, rules and regulations, and procedures and directives at the Airport Ground Transportation Booth.

Permit Fees/Trip Fees/Violations Charges

Refer to: Seattle-Tacoma International Airport - Tariff No. 1 – Page 19

- <https://www.portseattle.org/sea-tac/leasing-tenant-resources> (under Other Documents)

Use of Premises

- A. The Port will designate and identify all loading/unloading, staging, and holding areas and reserves the right to change, designate, re-locate or abolish these areas. Except for cases of an emergency or urgent operational need, the Port will notify Operator thirty (30) days before implementation of any changes, relocation or abolishment of areas using reasonable best efforts. (See Exhibit A) 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 Landside Operations Manager. Unless specified, the Variable Message Signs (VMS) located on the airport freeway are designated to direct the traveling public and commercial operators.
- 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.

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Equipment

- A.** Vehicles shall be in good operating order, free from mechanical defects, and in clean, neat, and attractive condition both inside and outside as determined by the Ground Transportation Office. Operator's Vehicles must pass inspection by the WUTC, City of Seattle, King County, a City or County-approved ASE (Automotive Service Excellence) certified mechanic, or a Washington State-approved agency, whichever is applicable. Operator is specifically prohibited from performing any maintenance at the Airport.
- B.** At the time of executing an Operating Agreement with the Port, Operator must prepare and deliver to the Port a list of the total number of Vehicles available for use and service. The list will contain but not be limited to, the following:
1. License plate; van/bus number
 2. Make and model of vehicle
 3. Year of manufacture of each vehicle
 4. Seating Capacity
- Operator must update this list whenever vehicles change and must, within two days of the Port's request; provide a restated list of the Vehicles then available for use and service.

Permits/AVI Sticker Tags

- A.** If applicable, current legible Port permits must be clearly displayed on the inside of the vehicle windshield. There will be a replacement fee if permit is lost or stolen (credit or debit card only). Permits are nontransferable and may be used with only a single Vehicle.
- B.** Operator must participate in the Automatic Vehicle Identification (AVI) program, if requested by Landside Operations Manager (LOM). Port staff will affix an AVI tag to the inside of the Vehicle's windshield below the rearview mirror.
- C.** The Port reserves the right to deny sale of permit, and /or AVI tag for any Vehicle that does not meet Port standards.

Conduct of the Operator

Operator's employees, agents and Drivers shall, at all times when on duty, be in proper uniform be neatly and cleanly dressed, conduct themselves in a professional manner, be courteous and polite to the public and Port employees, and not engage in any disorderly or offensive conduct. Operator shall discharge its duties in an efficient manner in order to maintain a high standard of service to the public.

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Enforcement

- A. Violation of the Operating Agreement or these Operating 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 suspension or termination of the Operator, Driver and/or Vehicle according to the provisions below.
- B. Ground Transportation staff that observe an infraction of the Port's Rules and Regulations, the Operating Agreement, or any of these Operating Instructions shall have the right to issue a citation notice. Port Ground Transportation staff may also investigate any reported infraction. If it is apparent that an infraction occurred following any such investigation, Port staff may also issue a written citation notice at the conclusion of the investigation. Operator, on behalf of itself and its drivers, agrees to the Port's use of this non-judicial process that is not subject to the Washington State Infraction Rules for Courts of Limited Jurisdiction.
- C. 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 below), all fines shall be paid within ten (10) business days of the date the Port issues the written citation notice. If an infraction is committed by a driver, employee or agent of the vehicle Owner or Company owner, the Owner or Company owner shall be primarily responsible for payment.
- D. If fine is not paid as required by these Operating Instructions, the Port shall have the right to immediately suspend and/or revoke the Operator's Operating Agreement or the ability of any particular Driver or Vehicle to operate to or from the Airport.
- E. The Landside Operations Manager, or designee, shall have the ability to immediately suspend from operating a motor vehicle on Airport property, an Operator and/or Driver for serious infractions, including but not limited to the following below. For serious safety infractions, Ground Transportation staff may immediately impose a suspension pending review by the Landside Operations Manager or their designee.
 - 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. DOL, WUTC, Seattle/King County) over the Operator and/or its Drivers.
- F. The Operator is responsible for ensuring any Driver or Vehicle that is suspended from

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operation abides by the suspension for its duration.

- a.** In cases of TNC driver suspensions, the Port will notify Operator regarding citations or suspensions pursuant to these Operating Instructions received by a Driver, indicating the required action to be taken, if any. For suspensions, the Port will provide Operator with the duration of the suspension. Operator will endeavor to enact the requested suspension immediately, and shall suspend Driver's ability to access Airport trips for the time period set forth above within 48-hours of receiving notice from the Port.
- G.** Failure to make timely payment or comply within the obligations of any suspension within the time period provided shall constitute an additional infraction and be subject to the provisions herein.

Citation Appeal Process

- A.** Citations are mailed to the registered owner of the vehicle in which the infraction occurred.
- B.** Operator or any affected driver shall 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 shall only be one appeal for each notice of citation issued by the Port.
- C.** In the event that Owner or Company Owner requests to appeal a citation, the Owner or Company Owner must submit a written notice of appeal within ten (10) business days of the date the Port issues the citation notification letter. Appeal request must include the following information;
 - a.** Citation Number
 - b.** Company Name
 - c.** Driver Name
 - d.** Contact information (e-mail, phone, etc)
- D.** All appeals requests must be in writing and submitted within ten (10) business days of receipt of letter of citation. Appeal requests made over the phone will not be accepted.

E.

Email: GTappeals@portseattle.org

Write to: Port of Seattle
Ground Transportation Appeals Board
P.O. Box 68727

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Seattle, WA 98168

Information Line: 206-787-3722 (recording only)

- F.** 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.
- G.** Following receipt of a timely notice of appeal, a hearing will be held before a panel consisting of at least three persons from the Port of Seattle or other designees of the Landside Operations Manager. The Operator and/or Driver, on their own or through a representative of their choosing, will be allowed to present evidence and/or testimony to counter the facts upon which the citation, fine or suspension is based. The citation notice and associated records shall, however, constitute apparent evidence of the infraction.
- H.** Owners are allowed to reschedule their appeal hearings only once. Port must receive the reschedule request 24 hours prior to your original scheduled appeal date and time. Rescheduled appeal hearing will be postponed to the next available appeal date. We will not postpone your scheduled appeal time due to travel.
- I.** Owners who do not arrive at their scheduled appeal hearing time waive the right to an appeal hearing. In this event, citation(s) will automatically be upheld and invoiced for the full amount of the citation.
- J.** 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 or begin the suspension pursuant to the direction of the Landside Operations Manager. This provision is not intended to limit or bar any other remedies available to the Port under this Agreement.

Amendments

The Port may amend any and all of these Operating Instructions, exhibits, and/or attachments at any time following ten (10) business days written notice, including through electronic mail, if an email address was provided by Operator on Operating Agreement, subject to any Operating Agreements with specific Operators. In the event of an emergency, as determined by the Port, instructions may be issued by the Port and shall be effective immediately and throughout the duration of said emergency.

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Crew Van Transportation Operating Instructions

All passengers loading and unloading will be done in the areas designated by the Port of Seattle (Appendix A).

- A.** The operating area for Crew Vans is on the 3rd floor of the parking garage, at Island #3 under Skybridge #1. The height restriction in the garage is 10', All vehicles used for crew van operations must be able to operate in the parking garage.
- B.** The Crew Van Loading area is just east of the Ground Transportation Plaza, Island #3 under Sky Bridge #1. Drivers must remain with their vehicles at all times unless ground Transportation provides approval. The maximum allowable dwell time at Island #3 is 10 minutes. Vehicles using Island #3 must follow these safety rules.
 - 1. Headlights must be on at all times
 - 2. Do not exceed the posted speed limit of 10 m.p.h.
 - 3. All vehicles must stop at crosswalks for pedestrians
 - 4. No loading /unloading in thru lanes
 - 5. The maximum allowable dwell time at Island #3 is 30 minutes.
 - 6. The maximum idle time for all vehicles at Island #3 is 1 minute.
- C.** The Crew Van Unloading is restricted to the Departures Level (upper level) or the designated Loading Zones unless approved in advance by Ground Transportation.
 - 1. All vehicles must park as close to the curb as possible
 - 2. Vehicles must be actively unloading passengers
- D.** Ground Transportation must approve any exceptions, including passengers with special needs, in advance.

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Airporter Operating Instructions

Airporter Zone Door #02

- A.** All Passenger loading and unloading will be done in the areas designated by the Port of Seattle
 - 1. Airporter Buses- Loading zones are on the south end of the Arrivals Drive (lower drive) near Door #02. Unloading zones are on the Departures Drive (upper drive) in the designated bus zones. Drivers must remain with their vehicle at all times. Airporter vehicles cannot be left unattended on the drives at any time.
 - 2. Airporters Buses may occupy a stall outside Door #02 in the Airporter Zone for a maximum of 20 minutes prior to their scheduled departure time.
 - 3. Staging is provided at the Charter Bus Lot at South 28th Street for all Airporter services.
 - 4. Paging systems are available in each area and should be used to announce only the departure of your service. Individual, already booked, passengers may be paged by name to your service.

Downtown Airporter-Island #2

- B.** Downtown Airporter - Loads passengers from designated loading zones on the 3rd floor parking garage, at Island 2. Vehicles using Island 2 within the 3rd floor of the Parking Garage must follow these safety rules:
 - 1. Headlights must be on at all times
 - 2. Do not exceed the posted speed limit of 10 m.p.h
 - 3. All vehicles must stop at crosswalks for pedestrians
 - 4. No loading/unloading in thru lanes
 - 5. The maximum allowable dwell time at Island 2 is 30 minutes.
 - 6. The maximum idle time for all vehicles at Island 2 is 1 minute.
- C.** All Airporter Companies are required to update vehicle information prior to first trip conducted at the airport.
- D.** All Airporter vehicles must have a working AVI sticker tag transponder (Automatic Vehicle Identification Tag) displayed in the window at all times while on Airport property.
- E.** Wheelchair Accommodation/Special Needs Requests: Operator shall not deny a pick-up or Drop-off trip from customers with wheelchairs or other Special Needs, such as passengers with guide dogs or children requiring a car seat, provided that the passenger is

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able to properly install that car seat, etc. Pick-up or Drop-Off Special Needs trips must be fulfilled by Operator or must be referred to a similar service provider for fulfillment.

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Belled-In Taxi Operating Instructions

- A.** All unloading of passenger is restricted to the Departures Level Drive (upper drive).
 - 1. All vehicles must park as close to the curb as possible
 - 2. Vehicles must be actively unloading passengers

- B.** All prearranged passenger pick-ups will be conducted on the Arrivals Level (lower level)
 - 1. All vehicles must park as close to the curb as possible;
 - 2. Vehicles must be actively loading passengers. No waiting is permitted.
 - 3. Vehicles must have a current King County Plate to operate at the Airport along with a Belled-In Port of Seattle Permit.

- C.** Ground Transportation must approve any exception, including passengers with special needs, in advance.

- D.** Wheelchair Accommodation/Special Needs Requests: Operator shall not deny a pick-up or Drop-off trip from customers with wheelchairs or other Special Needs, such as passengers with guide dogs or children requiring a car seat, provided that the passenger is able to properly install that car seat, etc. Pick-up or Drop-Off Special Needs trips must be fulfilled by Operator or must be referred to a similar service provider for fulfillment.

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Charter Bus Operating Instructions/Cruise Ship Season

- A.** All Charter Bus Companies must have an active Agreement on file with the Port of Seattle prior to pick up. This is to include but not limited to;
 - a. Companies that have an agreement, contract, and/or lease for schools or travel agencies fall in line with Charter Bus Operator requirements and will need to have an agreement on file.
 - b. Companies will be invoiced the tariff rate.
- B.** Drivers will use the instructions listed below to the Charter Bus holding lot and the Northeast Ground Transportation Lot (NEGTL). Driver will enter the building at the holding lot and fill out a Charter Bus receipt, then use phone provided in the building dialing 5906 this will connect to the Ground Transportation dispatch.
- C.** Drivers will provide the following information:
 - 1. Bus Company
 - 2. Bus number
 - 3. Name of Group they are picking up
 - 4. Airline
 - 5. Flight number
- D.** ETA for the flight arrival Operators cannot pick up groups from the Northeast GT Lot without first using the 28th St. Lot. Operators are allowed to load in the Northeast GT Lot when the tour group is prepared for loading and baggage is waiting in the Northeast GT Lot. Otherwise, buses must wait in the 28th St. Lot. The Bus and driver will stay in the holding lot until the group has contacted either Ground Transportation or the Drivers cell phone. If the group calls the driver the driver will call Ground Transportation Dispatch and inform them of the arrival of the group. The bus will then be released to proceed to the Northeast Ground Transportation Lot (Charter Bus Pick Up Lot). Vehicles may not be left overnight in the 28th holding lot without the approval of Ground Transportation staff.
- E.** Operators must complete a trip receipt when checking in at the 28th Street lot.

Trip Receipt Form

- F.** Trip Receipt is required to be filled out completely and turned in prior to each pick-up. The trip receipt is a carbon-copy form. Operator should place the white/original copy in the locked box which will be submitted to the Ground Transportation administrative office. The yellow copy is for the company's Accounts Payable Department.
 - i. Class 1 and 2: Class 1 is a van-Vehicle Capacity of less than 30. Class 2 is a coach-Vehicle Capacity of 30 or more. The vehicle Class must be marked. Vehicle size definitions are posted on the bulletin board, or

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driver can contact the GT office at 206-787-5904. If vehicle size is not marked, company will be billed at the Class 2 rate.

- ii. Date: Date of pick-up must be noted on the trip receipt.
- iii. Group Arrival Time: Scheduled flight arrival time of passengers.
- iv. Company Name: Must be written complete and clearly on the form. Companies with multiple locations will need to specify which location the Bus Company is from at the time of pick-up.
- v. Bus Number: Bus number will need to be listed on the form, if your bus does not have a bus number please list your license plate.
- vi. Business Address: Must be listed on each trip receipt, to include city, state and zip code.
- vii. Email: Email of administrative contact.
- viii. Office Phone Number: Company business phone number or point of contact for business.
- ix. Driver Name: Must be filled out clearly and completely.
- x. Group/Tour Name: Name of passenger or group name given.
- xi. Airline: Schedule airline of passengers.

G. Loading is limited to the Northeast Ground Transportation Lot (Charter Bus Pick up Lot). Each bus must check in at the 28th Bus Holding Lot prior to being dispatched by Ground Transportation staff to the Northeast GT Lot to pick up their assembled group. Drivers must park in assigned stall and must remain with their vehicles at all times unless Ground Transportation provides approval. The maximum wait time in the NEGTL may not exceed 20 minutes. Self-dispatching to pick up the party will result in a violation issued by Ground Transportation.

H. The Driver will exit the 28th Holding Lot and proceed to the Northeast GT Lot for pickup. Driver will then contact Ground Transportation Dispatch on the Intercom allowing the bus to access the Northeast GT Lot.

| <u>28th St. Bus Holding lot directions</u> | <u>Northeast GT Lot directions</u> |
|--|---|
| From I-5: Take exit #152 / South. 188 th Street. Go West on South. 188 th Turn left at 28 th Avenue South Turn right at South 190 th – 433 feet Bus lot is on the right | Turn right from 190nd street to 28th Ave S. Turn left on 192nd St. Turn left onto International Blvd. Drive from 28 th St. Lot to Pacific Hwy. S. -Turn right from 192 nd St. to 28 th Ave. S. |

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| | |
|--|--|
| | <ul style="list-style-type: none">-Turn left on 192nd St.-Turn left onto International Blvd.-Turn left on 182nd St. to Airport Expressway-Travel on Airport Expressway and follow the sign to “Terminal/Parking”-After going around loop, follow the sign to “Arrivals/ Parking”-As the roads heads towards the parking garage, the entrance to the NE GT Lot is on the right.-The route takes about 10 minutes. <p>Press the intercom on the keypad to access the lot</p> |
|--|--|

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Courtesy Van Operating Instructions

- A.** All loading and unloading of passenger is restricted to Island 1 and Island 3 on the Courtesy Van Lanes within the 3rd Floor of the Parking Garage (see Appendix A). The following safety rules must also be followed:
1. Headlights must be on at all times
 2. Do not exceed the posted speed limit of 10 m.p.h.
 3. All vehicles must stop at crosswalks for pedestrians
 4. No loading/unloading in thru lanes
 5. All vehicles must park as close to the curb as possible
 6. Vehicles must be actively loading or unloading passengers
 7. The maximum allowable dwell time at Island 2 is 30 minutes.
 8. The maximum idle time for all vehicles at Island 2 is 1 minute.
- B.** There is no staging of vehicles on Airport property.
- C.** Ground Transportation must approve any exceptions, including passenger with Special Needs, in advance. Prior to your arrival at SEA, please call Ground Transportation (206) 787-5906 to request permission for use of the curbside Special Needs Drop Off/Pick-Up. Drop Off/Pick Ups must be done only at the requested airline location.
- D.** Wheelchair Accommodation/Special Needs Requests: Operator shall not deny a pick-up or Drop-off trip from customers with wheelchairs or other Special Needs, such as passengers with guide dogs or children requiring a car seat, provided that the passenger is able to properly install that car seat, etc. Pick-up or Drop-Off Special Needs trips must be fulfilled by Operator or must be referred to a similar service provider for fulfillment.
- E.** All Courtesy Van vehicles must have a working AVI sticker tag transponder (Automatic Vehicle Identification Tag) displayed in the window at all times while on Airport property.
- F.** All Courtesy Van Operators must review and sign the attached **Exhibit D-1**, which is incorporated herein with this reference.

Seattle-Tacoma International Airport

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Door-to-Door Shuttle Operating Instructions

- A.** All Passenger loading and unloading will be done in the areas designated by the Port of Seattle (Appendix A)
 - 1. Loading passengers is restricted to the Ground Transportation Plaza area
 - 2. Unloading passengers is restricted to the bus zones on the Departure level unless approved in advance by Ground Transportation.
 - 3. Vehicles shall not wait or park at the curbside on the drives unless the drivers are actively unloading passengers on the Departure (upper) drive only.
 - 4. Vehicles shall not be left unattended on the drives or in the Ground Transportation lots.

- B.** Vehicles using the 3rd floor of the Parking Garage must follow these safety rules:
 - 1. The height restriction in the garage is 10'
 - 2. Headlights must be on at all times
 - 3. Do not exceed the posted speed limit of 10 m.p.h
 - 4. All vehicles must stop at crosswalks for pedestrians
 - 5. No loading/unloading in thru lanes
 - 6. The maximum allowable dwell time at Island 2 is 30 minutes.
 - 7. The maximum idle time for all vehicles at Island 2 is 1 minute

- C.** Door-to-Door Shuttles cannot occupy their assigned loading zones earlier than 10 minutes prior to their scheduled departure.

- D.** Staging is provided at the South 28th Street Bus Holding lot for all Door-to-Door services.

- E.** All Door-to-Door Shuttle vehicles must have a working AVI sticker tag transponder (Automatic Vehicle Identification Tag) displayed in the window at all times while on Airport property.

- F.** Wheelchair Accommodation/Special Needs Requests: Operator shall not deny a pick-up or Drop-off trip from customers with wheelchairs or other Special Needs, such as passengers with guide dogs or children requiring a car seat, provided that the passenger is able to properly install that car seat, etc. Pick-up or Drop-Off Special Needs trips must be fulfilled by Operator or must be referred to a similar service provider for fulfillment.

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Parcel/Luggage Hauler Operating Instructions

- A.** Parking for the purposes of picking up parcels, luggage, or making deliveries is limited to the authorized stalls on the 3rd floor of the Parking Garage, just east of the Ground Transportation Plaza.
- B.** All Parcel/Luggage hauler vehicles must be marked with the company's logo at all times while on Airport property.
- C.** All Parcel/Luggage hauler vehicles must have a valid parcel carrier permit adhered to the front windshield at all times while on Airport property.
- D.** Vehicles using the stalls within the 3rd floor of the Parking Garage must follow these safety rules:
 - 1. Headlights must be on at all times
 - 2. Do not exceed the posted speed limit of 10 m.p.h.
 - 3. All vehicles must stop at crosswalks for pedestrians
- E.** Parking is limited to 2 hours for those operators designated as Parcel Carriers or Luggage Haulers or Baggage Delivery Services. Extensions of these times will not be granted.

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Pre-arranged Limousine Operating Instructions

- A.** All passengers unloading will be done on the Departure Level (upper) only. Passengers must be directed to Arrival Level (lower) for pick-up.
- B.** A driver choosing to use the assigned parking stalls in the 3rd floor GT Plaza must check in with the GT Booth on the 3rd Floor prior to departing with passengers regardless of how they are dispatched, by using the Self-Serve Drivers Check in Computer. Drivers must enter their current For Hire ID badge or Chauffeur Credential Identification badge to obtain a driver pass.
- C.** Driver must enter the following information into the Self-Serve Driver's Pass keyboard:
1. License plate number - Correct license plate of vehicle you are currently driving.
 - a. Driver's King County For-Hire License/Permit or authorized Chauffeur Credential

(Drivers may not access Port premises designated as staging area and terminal drives for pick-up of passengers without having in his/her possession a current For Hire ID badge or Chauffeur Credential Identification badge must be displayed on the outer-most garment above the waist at all times).
 - b. Passenger's name - A full name of the passenger is required. If the name of your passenger is not available, you must put the complete company name you are receiving the pre-arranged fare from; i.e.; Shuttle Express, Uber, etc.
 - c. Name of airlines and flight number - Information must be accurate.
 - d. Flight arrival time
 - e. Stall number vehicle is parked in.
Driver's Pass must be displayed on the vehicle's dashboards and readable, prior to entering the terminal. Sixty (60) minutes of parking will be authorized in the 3rd Floor GT Plaza. If a time extension is needed, you must call GT for authorization, please note the time, date, and the Controller who gave authorization, or you may return to the GT booth to fill out a paper pass.
- D.** Vehicles using the stalls within the 3rd Floor of the Parking Garage must follow these safety rules:
1. Headlights must be on at all times
 2. Do not exceed the posted speed limit of 10 m.p.h.
 3. All vehicles must stop at crosswalk for pedestrians
 4. No loading/unloading in thru lanes
- E.** Drivers may not loiter, solicit, wait or park on Airport Drives, including inside the terminal and parking garage. Drivers may not wait or meet customers in the seating and counter area of the 3rd floor of the parking garage.

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- F.** All Prearranged Limousine vehicles must have a valid limousine permit displayed in the window at all times while on Airport property.
- G.** To access the Main Terminal, limousine drivers must have a hand held sign that cannot exceed 15” by 15” or be less than 8.5 by 11 in size or as otherwise approved by the Landside Operations Manager or designee, hereinafter “LOM” hand held signs must have either the name of the individual, group or company being met. The name /logo of the Company must be on the sign, must not exceed 25% of the sign, and be of a professional quality. The Company phone number may not be on sign.
- H.** There are no staging facilities for Pre-Arranged Limousine services on airport premises. The 3rd Floor Limousine Parking area is for active customer loading/unloading only. Personal or other business uses are not allowed.
- I.** Staging in the cell phone lot is ***not*** permitted at any time.
- J.** Wheelchair Accommodation/Special Needs Requests: Operator shall not deny a pick-up or Drop-off trip from customers with wheelchairs or other Special Needs, such as passengers with guide dogs or children requiring a car seat, provided that the passenger is able to properly install that car seat, etc. Pick-up or Drop-Off Special Needs trips must be fulfilled by Operator or must be referred to a similar service provider for fulfillment.

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Transportation Network Companies Operating Instructions

- A.** Transportation Network Company Drivers (TNC Drivers), in approved Transportation Network Company Vehicles (TNC Vehicles), may transport passengers with their personal baggage on to and off of Airport property. TNC Drivers shall only accept rides booked through the Transportation Network Company's mobile application.

- B.** Unless otherwise changed, relocated or abolished by the Port, all passenger unloading shall be done on the Departure Level only and all passenger loading shall be done in designated stalls in the 3rd floor GT Plaza. During periods of high traffic, or as may be necessary for operational purposes, TNC Vehicles may be directed to temporary alternative drop-off locations through use of Variable Message Signs (VMS) or other methods. Notwithstanding the foregoing, in the event that ride is requested or terminates at the Consolidated Rental Car Facility (RCF), the Driver may perform passenger loading and unloading in the designated and marked unloading/loading areas on the south end of the RCF's Customer Service Building.

- C.** TNC Use of Premises. 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 or portions thereof at any time. TNC Exhibits A, B, C, and D which are incorporated herein with this reference, outlines specific areas covered under these Operating Instructions. Subject to change, relocation or abolishment, the staging for TNC Vehicles will be at the GT lot on S. 160th Street. In the event the designated staging area is full, TNC Driver must exit Airport property. The 3rd floor loading area is for active customer loading only and passengers may be loaded or unloaded only in designated locations. Except for the designated staging area on S. 160th Street, stopping, parking, or staging in the cell phone lot or elsewhere within the boundaries of the established Geofence (as defined below) is not permitted at any time. Looping or cruising within the boundaries of the Geofence is also not permitted at any time. Operator shall also ensure that its Drivers and Vehicles do not have a negative impact on any streets surrounding the Airport outside the Geofence. In the event that the Port receives complaints from any neighboring jurisdiction about adverse impacts from TNC Drivers and/or Vehicles as they await rides from the Airport, the Operator agrees to work with the Port and neighboring

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jurisdiction(s) to mitigate such adverse impacts, including through the implementation of virtual queues. TNC Drivers may not restrict, block, or impede the movement of any vehicular or pedestrian traffic at the Airport.

The Port may also designate specific stalls to each Operator within the designated pick-up area(s) for the loading of passengers based on allocation methodology determined to be in the best interest of the operation of the Airport and may be revised and reallocated at the sole discretion of the Port. In the event the pick-up operational area is expanded, relocated, or otherwise changes, the Port reserves the right to modify any allocation parameters established under these Instructions or the TNC Agreement.

- D.** All TNC Vehicles using the designated stalls within the 3rd floor of the GT Plaza must follow these safety rules:
- a. Headlights must be on at all times
 - b. Do not exceed the posted speed limit of 10 MPH
 - c. All vehicles must stop at crosswalk(s) for pedestrians
 - d. No loading/unloading in thru lanes
 - e. All vehicles must be actively loading in designated stall unless otherwise authorized by the Port
 - f. Per Washington State RCW 46.16A.200, A license plate shall be displayed on front and back of vehicle.
- E.** The Transportation Network Company shall at all times ensure, and certify as reasonably requested by the Landside Operations Manager, that: (i) every TNC Driver has a valid driver's license and valid automobile insurance that meets the minimum legal requirements, whether imposed by Washington law, the City of Seattle or King County, (ii) it has completed a Department of Motor Vehicles record check and criminal history check of each TNC Driver, as required by City of Seattle and King County ordinances, and (iii) each TNC Vehicle meets all of the operating and safety requirements required by the City of Seattle and King County ordinances.
- F.** Credential and Driver Requirements. TNC Drivers must comply with the following credential requirements: (i) Driver must have a valid For-Hire permit, a TNC vehicle decal and TNC Trade Dress (see Trade Dress below) to operate on Airport Property; (ii) Driver must use the TNC's Driver App to properly record the activities and status of the driver and passenger; (iii)

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Driver must have valid driver's and For-Hire licenses present at all times while operating at the Airport; and (iv) Driver must present information, including 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, upon request by Airport personnel. While at Airport for purposes other than operating for Operator, Driver must have TNC's Driver App turned off.

G. Trade Dress.

- a. All TNC vehicles shall be prominently marked with appropriate trade dress. The TNC shall provide the Landside Operations Manager with a photograph of the TNC's Trade Dress along with a description of the designated location for the display of this trade dress on TNC Vehicles, all of which shall be subject to the prior, written approval of the Landside Operations Manager. Trade Dress cannot subsequently be modified without the prior, written approval of the Landside Operations Manager.
- b. TNC's Trade Dress must be distinguishable by the Landside Operations Manager and other Airport officials at a distance of no less than fifty (50) feet.
- c. Trade Dress shall include, but not limited to, at least one identifiable symbols and/or signs on vehicle dashboard. Window clings and removable magnetic Trade Dress is also acceptable. Removable magnetic and/or window cling Trade Dress must be affixed to the front windshield.
- d. While operating within the boundaries of the Geofence, whether or not carrying a passenger, every TNC Vehicle shall display the Transportation Network Company's Trade Dress in the designated trade dress location. Beacon lights, if applicable, used for Trade Dress must be turned on and properly mounted on front dashboard. TNC Drivers may not install, alter, or remove the designated trade dress while within the boundaries of the Geofence.

H. Driver/Vehicle ID. Operator shall, upon request by the Port, validate that a Driver and/or Vehicle are associated with and otherwise approved for operation by Operator. Operator shall provide the Port with a designated point of contact that can, upon request, provide the Landside Operations Manager, or other authorized Port staff the following information, in a form

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reasonably acceptable to the LOM, at any time:

- a. Driver Identity and color photo
- b. Vehicle make, model, and color photo
- c. License plate number and issuing state
- d. Certificates of Insurance
- e. Virtual waybill for a current, validated trip that starts or ends at the Airport, which trip allows the TNC Driver and TNC Vehicle to be within the boundaries of the Geofence at that time.

- I.** Geofence. Transportation Network Company shall, at all times, maintain Airport-approved monitoring software that, in conjunction with the TNC's location-aware mobile application, allows Operator to track TNC Drivers entrance into, travel within, and exit from the boundaries of the Airport (the "Geofence"), which boundaries shall be as identified by the Landside Operations Manager. The TNC will use the Geofence to monitor and track TNC Drivers to ensure that: (i) Drivers are, except when located within the designated staging area on S. 160th Street or any other private staging area approved by the Port, unable to accept a request for an outbound trip from passenger/customer located within the boundaries of the Geofence; provided that this requirement does not prohibit (a) acceptance of a trip request by a second or subsequent rider using a carpooling feature, (b) acceptance of a trip request by a TNC Driver who is enroute to conduct a drop-off at the Airport but who has not yet dropped off their passenger, or (c) acceptance of a trip request pursuant to the parameters of Rematch, as defined below; (ii) Drivers do not enter the boundaries of the Geofence except when dropping off a passenger/customer at Airport, picking up a passenger/customer in response to a request accepted by the TNC Driver outside the boundaries of the Geofence or from within the designated staging area on S. 160th Street Lot, or through Rematch, or proceeding to the designated staging area on S. 160th Street or other, approved private staging area; and (iii) TNC Drivers do not cruise or loiter within the boundaries of the Geofence while waiting for a passenger/customer request for a ride. The Geofence information shall also be used for reporting to the Port as required by the terms of the Operating Agreement, and shall be available to the Port for audit at any time. Nothing in this requirement related to a Geofence shall, however, limit the Port's right to require future software integration as allowed by the terms of the Operating Agreement.

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- J.** Wheelchair Accommodation/Other Special Ride Requests: TNC Drivers are required to comply with applicable laws regarding accommodations for riders with disabilities, such as wheelchairs or service animals (“Disability Trips”), and are prohibited from denying service to riders based on any protected trait under applicable antidiscrimination laws. TNC must fulfill Disability Trip requests directly or refer riders to an alternative provider to fulfill such requests. Operator will advise TNC Drivers fulfilling a Disability Trip request to call Ground Transportation (206) 787-5906 to request permission for use of the curbside Special Needs Drop Off/Pick-Up. Drop Off/Pick Ups must be done only at the requested airline location.
- K.** Customer Feedback Mechanism. TNC shall make available to customers a platform (ideally within their smartphone application) which allows customers to provide feedback regarding their experience/ride directly to the Port of Seattle.
- L.** Innovations/Products: Port and/or Operator may, from time to time, propose to the other party the testing, experimentation, and implementation of specific new products or features designed to enhance TNC operations at the Airport as long as such products and features are generally consistent with the Operating Agreement. New products and features for the promotion of existing environmentally sustainable products utilizing alternative operational areas may also be proposed to the Port. Upon the approval by both parties, such testing, experimentation, or implementation may commence without requiring further modification to the underlying Agreement. The Port reserves the right to revoke its approval for testing, experimentation, or implementation of specific new products or features.
- M.** Rematch. A “Rematch” occurs when a TNC Driver/Vehicle, following a completed transaction and customer drop-off on the Airport’s Departure drives, is immediately dispatched for a customer pick-up and enters the parking garage via the South or North entry, bypassing the need to return to the staging area for pick-up dispatch (“Rematch”). The Port may revoke, alter drive patterns/entries, or otherwise modify TNC Rematch programs at any time. TNCs desiring to utilize a Rematch program, if permissible by the Port under these Operating Instructions, must comply with the following requirements:

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- a. Written notice provided to the Port of TNC intention to participate in a Rematch program;
- b. TNC Drivers will be dispatched for a pick-up within a maximum of two (2) minutes following drop-off, otherwise TNC Driver will not be considered for a Rematch and must return to the designated staging area or depart Airport property;
- c. Once dispatched for a Rematch pick-up, drivers will continue off the Airport drives via the return to terminal loop and immediately enter the parking garage South entry plaza, following the signs for Rematch via the Terminal Direct bypass, or via the North entry through the Ground Transportation vehicle entry;
- d. TNC Drivers without a pick-up dispatch will not enter the TNC pick-up area in the garage;
- e. TNCs must end the Rematch program if the Port, based on its sole discretion, determines that the TNC is not complying with the parameters for the Rematch program;

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Lost and Found Procedures

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.

| | |
|---|---|
| <p>Airport Lost and Found Seattle-Tacoma International Airport P.O. Box 68727 Seattle, WA 98166 (206) 787-5312</p> <p>https://www.portseattle.org/services-amenities/lost-and-found</p> | <p>Mezzanine Level of the Airport Terminal</p> <ul style="list-style-type: none">• Use the elevator behind Alaska Airlines' Ticket counter and go up one level to the mezzanine.• Door 6016• Note: The location of the Lost and Found Office may change after the execution of this contract. Please call their office before visiting them to verify their location. |
|---|---|

Articles left behind in the operator's vehicle are the responsibility of the operator. 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.

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) 544-1965
<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

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you believe to be suspicious in nature (theft, security, bodily harm to others, etc.), report the incident to the Port of Seattle Police immediately.

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TNC EXHIBIT A

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



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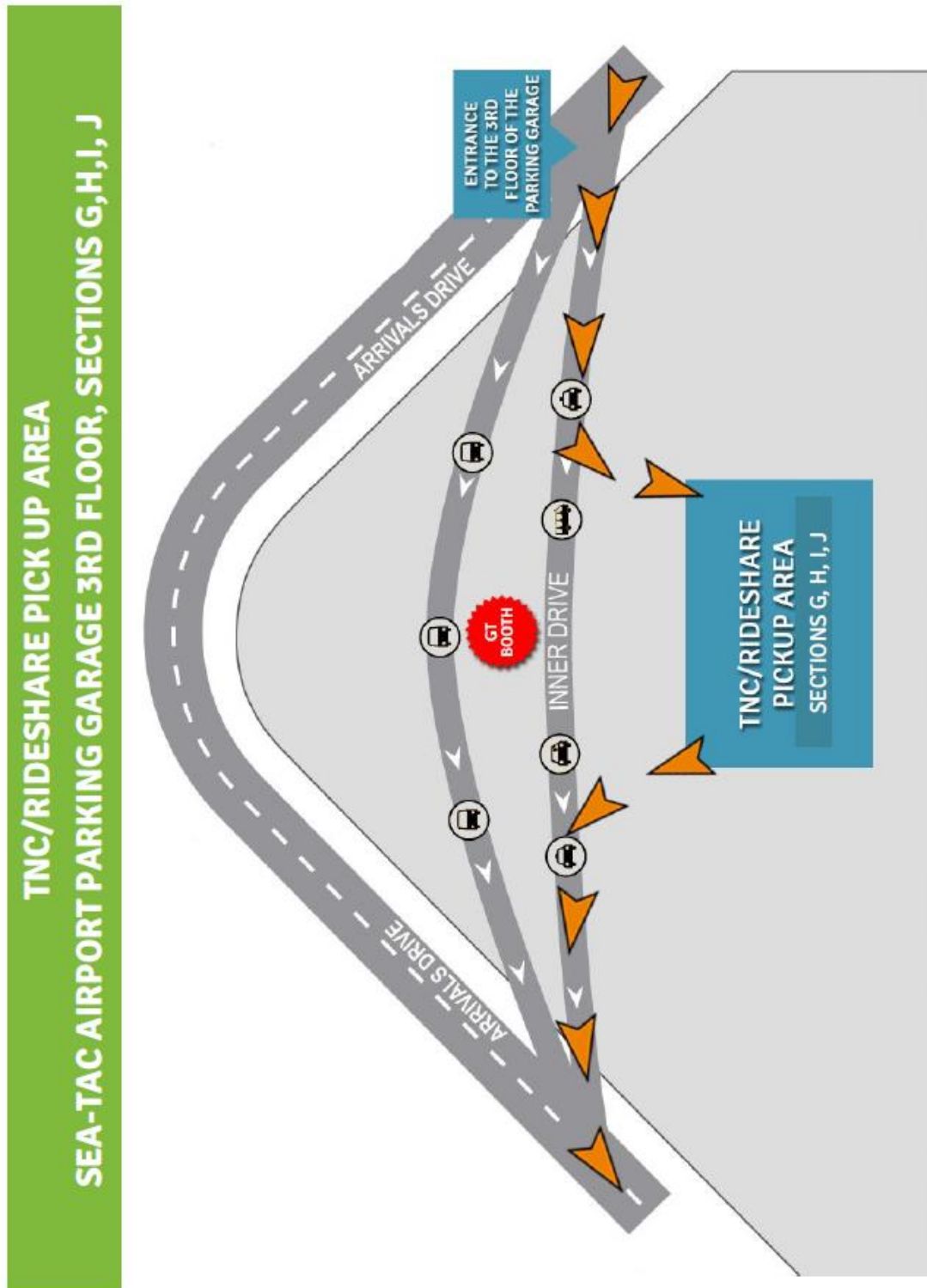
TNC EXHIBIT B



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

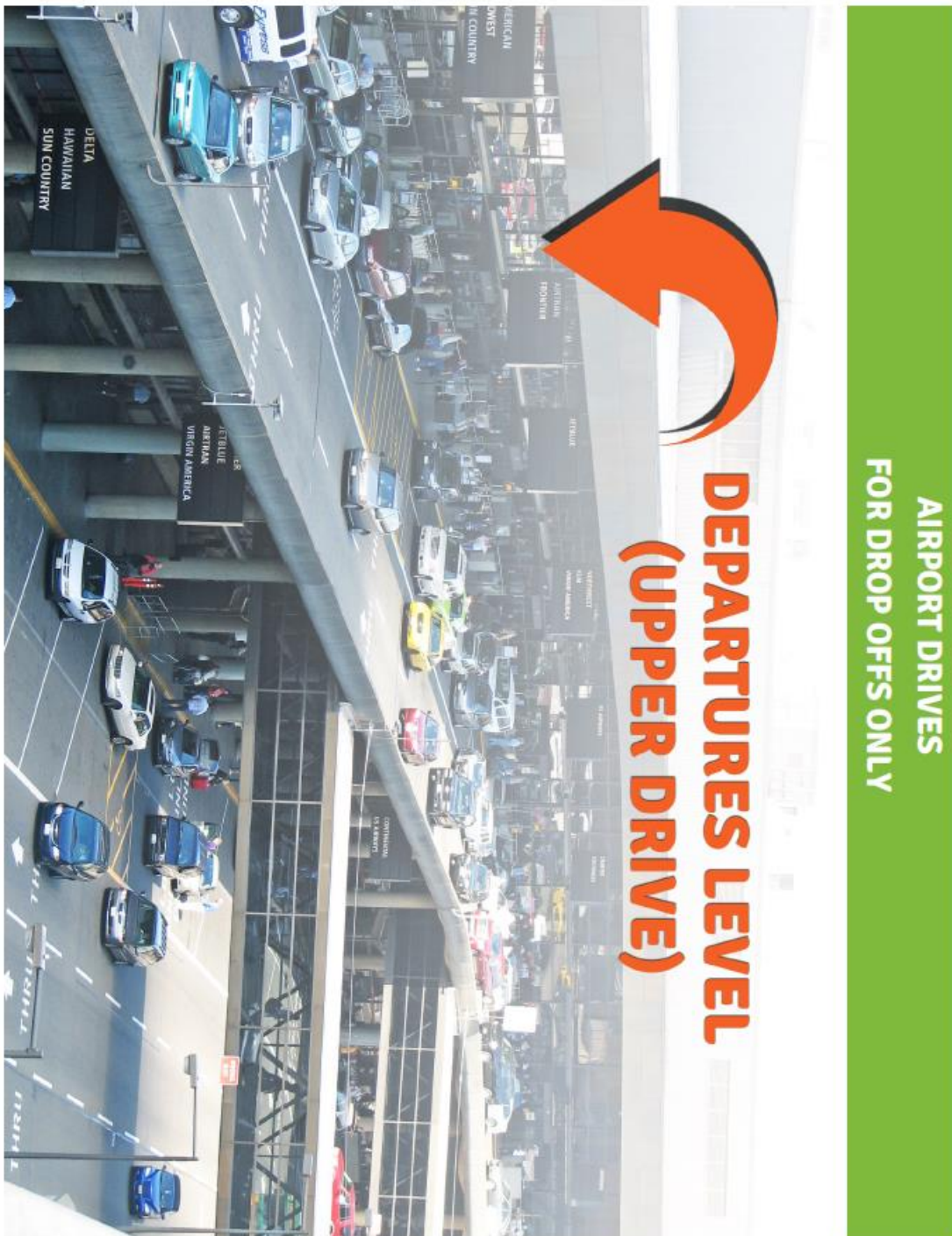
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TNC EXHIBIT C



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TNC EXHIBIT D



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**EXHIBIT D-1
COURTESY VEHICLE OPERATOR CERTIFICATION**

The signatory below, and/or their designee, agrees to provide ADA (Americans with Disabilities Act) training to all drivers who work for this company no less than annually and that all drivers who operate at Seattle-Tacoma International Airport (SEA) will be advised of SEA's accessibility policy which allows drivers to drop off on the upper drive at Doors 11, 19, or 25 as long as the driver calls the Ground Transportation Office at 206-787-5906 to receive approval before arriving.

Date: _____

Operator: _____

DBA: _____

Signature: _____

Title: _____

Address: _____

Phone Number: _____

Email Address: _____