

TEXT OF THE MOTION

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The Port Commission hereby directs the Executive Director to establish a two-year pilot program for On-Demand Taxi/Flat-Rate For-Hire Service at Seattle-Tacoma International Airport to include the following elements:

- (1) Vehicle owners currently offering on-demand taxi and flat-rate for-hire services will be retained during the pilot program through September 30, 2021.
- (2) The number of wheelchair-accessible vehicles shall be increased from 18 to 23. Additional wheelchair-vehicle operators will be chosen by lottery. The total number of vehicles will be limited to no more than 410.
- (3) Permits for every vehicle/owner(s) will be issued by the Port of Seattle and will not be transferable. Prior to issuance of permits, the Port will obtain complete ownership information on every vehicle.
- (4) Owners may associate with any dispatch company.
- (5) The Port will collect an all-inclusive, per-trip fee of \$6/trip.
- (6) The Port will contract separately for curbside management services, which includes passenger loading assistance, holding lot and queue management, equal access to rotation of shifts among on-demand operators as outlined in current operating procedures, and oversight of adherence to vehicle and operating rules and requirements by owners/drivers.
- (7) The Executive Director shall report to the Commission within 30 days of adoption of this motion on airport signage, physical accessibility and wayfinding (both digital and print formats) to ground-transportation services for disabled passengers, and the status of implementation of the primary recommendations of the 2017 Open Doors report.
- (8) The Port shall develop a reporting system with the ground-transportation curbside manager to compile records of complaints and other service comments for operations within the airport, including information on actions taken in response to complaints and comments.
- (9) The Port will work with King County to install signage in vehicles operating in the airport on-demand fleet that lists contact information for reporting of complaints and other service comments directly to the Port and assure that all complaints are reported to the Port of Seattle.

82 (10) There shall be quarterly outreach to owners and drivers for feedback and input on
83 the pilot program.

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85 (11) The curbside manager will track and maintain records of the following:
86 a) Wait time sampling of vehicle pick-ups
87 b) Number of accessible trips and wait times
88 c) Number of trips per operator
89 d) Complaints lodged against operators and disposition
90 e) Passenger service comments

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92 (12) The Executive Director shall report to the Commission on the operation of the pilot
93 program, including customer service and provision of accessible services, and any
94 recommendations for revisions, in one year from adoption of this motion.

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96 (13) To improve accessible services, the Port will develop a plan for wheelchair-accessible
97 transportation services at the airport to increase awareness and use of the on-demand
98 fleet and conduct research on potential improvements of accessible transportation
99 services to and from the airport, including collection of data on pre-arranged airport
100 transportation services.

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102 (14) The Commission directs the Port of Seattle Executive Director to engage with the on-
103 demand taxi/flat-rate for-hire owner and operator community at Seattle-Tacoma
104 International Airport to develop an agreement or memorandum of understanding that
105 will recognize a voluntary organization with at least five years of experience as a not-for-
106 profit organization operating in the state of Washington, that has an established process
107 for worker involvement in decision making, and that can demonstrate support of at
108 least 60 percent of operators included in the pilot project.

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110 (15) The voluntary organization and the Port, along with other interested drivers and
111 owners, will explore the development of a process, available to all drivers and owners,
112 for input on the pilot program on items such as performance of the permit relationship
113 between the Port, its curbside manager, and the owner/driver community, including
114 scheduling, compliance, dispute resolution, and other issues related to management of
115 the system.

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117 **STATEMENT IN SUPPORT OF THE MOTION**

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119 The Port has extensively researched options for on-demand systems at the airport. The Port
120 conducted and participated in three major multi-year, consultant-supported Ground
121 Transportation studies from 2015-2018 (Leigh Fisher – 2015, Transportation Research Board –
122 2015, Ricondo – 2017/2018). The Leigh Fisher and Ricondo work were supported by significant
123 stakeholder outreach and identified best practices for ground transportation models across the
124 country and included recommendations for Sea-Tac Airport.

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126 The Port also held three public presentations on October 25, 2018, and two public
127 presentations on February 15 and one on February 28, 2019. Stakeholder representation
128 included multiple owner-operators, drivers, transportation network companies (TNCs, or
129 rideshares), dispatch companies, Teamsters, and other industry representatives.