

**MOTION 2019-03:
A MOTION OF THE PORT OF SEATTLE COMMISSION**

establishing a two-year pilot program for on-demand taxi/flat-rate for-hire service at Seattle-Tacoma International Airport.

**AMENDED AND ADOPTED
MAY 28, 2019**

INTRODUCTION

The Port of Seattle has utilized exclusive agreements to provide on-demand taxi and for-hire ground transportation services at Seattle-Tacoma International Airport for many years. The current agreement with the exclusive provider expires September 30, 2019. Port staff has explored new options for service and recommend a pilot program based on the policy framework of guiding principles for ground transportation services at Sea-Tac. These guiding principles are to support customer choice; provide social equity; ensure accessibility; and generate revenue for a sustainable airport, while reducing environmental impact and roadway congestion.

The recommended approach balances equity issues, existing environmental and congestion relief goals, and a minimum level of revenue to the port. During the two-year pilot program, port staff will further study a broad-based program across all surface transportation modes at the airport.

The Port of Seattle Commission is committed to making Sea-Tac the most accessible airport in the nation. With continued passenger growth at Sea-Tac, increasing population in the county, and an aging population, the Port of Seattle must ensure reliable, predictable, and high-quality wheelchair accessible services at Sea-Tac.

To support this new relationship with the industry, the commission finds that both the port and the on-demand taxi/flat-rate for-hire owner and operator community will benefit from a facilitated relationship that highlights driver voices and establishes direct and regular communication and consultation on operation of the on-demand transportation system. The input received can help resolve the day-to-day issues that arise and inform the development and outcomes of the pilot project.

TEXT OF THE MOTION

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 medallion will be issued by the Port of Seattle and will not be transferable. Prior to issuance of permits, the Port will obtain, maintain, and update complete vehicle 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. Full implementation of the 2017 Open Doors Primary Recommendations of pages 70-71 of the report shall be made a high priority for completion within 18 months from adoption of this motion.
- (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.

- (10) There shall be quarterly outreach to owners and drivers for feedback and input on the pilot program.
- (11) The curbside manager will track and maintain records of the following:
 - (a) Wait time sampling of vehicle pick-ups
 - (b) Number of accessible trips and wait times
 - (c) Number of trips per operator
 - (d) Complaints lodged against operators and disposition
 - (e) Passenger service comments
- (12) The Executive Director shall report to the commission on the operation of the pilot program, including customer service and provision of accessible services, outreach to people with disabilities and the general public, and any recommendations for revisions, in one year from adoption of this motion.
- (13) To improve accessible services, the port will develop a plan for wheelchair-accessible transportation services at the airport to increase awareness and use of the on-demand fleet and conduct research on potential improvements of accessible transportation services to and from the airport, including collection of data on pre-arranged airport transportation services.
- (14) The commission directs the Port of Seattle Executive Director to engage with the on-demand taxi/flat-rate for-hire owner and operator community at Seattle-Tacoma International Airport to develop an agreement or memorandum of understanding that will recognize a voluntary organization with at least five years of experience as a not-for-profit organization operating in the state of Washington, that has an established process for worker involvement in decision making, and that can demonstrate support of at least 60 percent of operators included in the pilot project.
- (15) The voluntary organization and the port, along with other interested drivers and owners, will explore the development of a process, available to all drivers and owners, for input on the pilot program on items such as performance of the permit relationship between the port, its curbside manager, and the owner/driver community, including scheduling, compliance, dispute resolution, and other issues related to management of the system.

STATEMENT IN SUPPORT OF THE MOTION

The port has extensively researched options for on-demand systems at the airport. The port conducted and participated in three major multi-year, consultant-supported ground transportation studies from 2015-2018 (Leigh Fisher – 2015, Transportation Research Board – 2015, Ricondo – 2017/2018). The Leigh Fisher and Ricondo work were supported by significant

stakeholder outreach and identified best practices for ground transportation models across the country and included recommendations for Sea-Tac Airport.

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