

# Ground Transportation **OnDemand Taxi**

Owner/Driver  
Manual



SEATTLE-TACOMA INTERNATIONAL AIRPORT

MAR 2021  
VOL. 1

Port  
of Seattle

## WELCOME!

Ground Transportation at Sea-Tac Airport has three major components: Airport customers, Ground Transportation Operators, and 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 the 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.

For the first time in the country, the Port of Seattle, whom operates SeaTac Airport, will work directly with taxi owners became effective October 1, 2019. No longer the Port of Seattle will have one contract agreement with an association but works directly with 409 OnDemand Taxi owners. This two-year pilot program was approved during the May 2019 Commissioner meeting.



## THE PORT OF SEATTLE GROUND TRANSPORTATION TEAM

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 combined customer service efforts with taxi operators, we will ensure that we 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, and the Port of Seattle Airport Operations Department.

### LOCATION



The Ground Transportation Booth is located on the 3<sup>rd</sup> Floor of the Seattle-Tacoma International Airport parking garage.

Ground Transportation Staff are available to answer your questions seven days per week between the hours of 05:00 am – 02:00 am.

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## ONDEMAND OPERATING AGREEMENT

OnDemand Taxi/For-Hire Operating Instructions between Port of Seattle and Operator and OnDemand Agreement is located at the Ground Transportation Office located on the 3rd floor of the parking garage.

## USE OF PREMISES

- A. 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 at any time. 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 Manager, Airport Operations.
- 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

## DAILY REQUIRED CREDENTIAL REQUIREMENTS

- A. A signed, executed operating agreement on file at the GT office.
- B. Valid King County For-Hire License or Permit
- C. Valid Driver's License
- C. QR code



## TAXI DRIVER PORTAL

<https://hosting.portseattle.org/taxi/#/Driver>



The Taxi Driver Portal is set up for owners and/or drivers to view the taxi profile, create QR code, trip review and enter payment credit card.

Driver Portal Login. Owner must register in the 'Registration Page'. Be sure to remember the email address, password and display name for the Port will not have access to this information.

Once you are successfully login in your will see the Dashboard with the three following options:

### PROFILE:

Owner must create a QR Code. Enter require information and click 'update' and you will receive a **Driver QR Code**.



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Profile user can update their first, last name, For-Hire number, email and phone number. Also, includes the driver's QR Code.

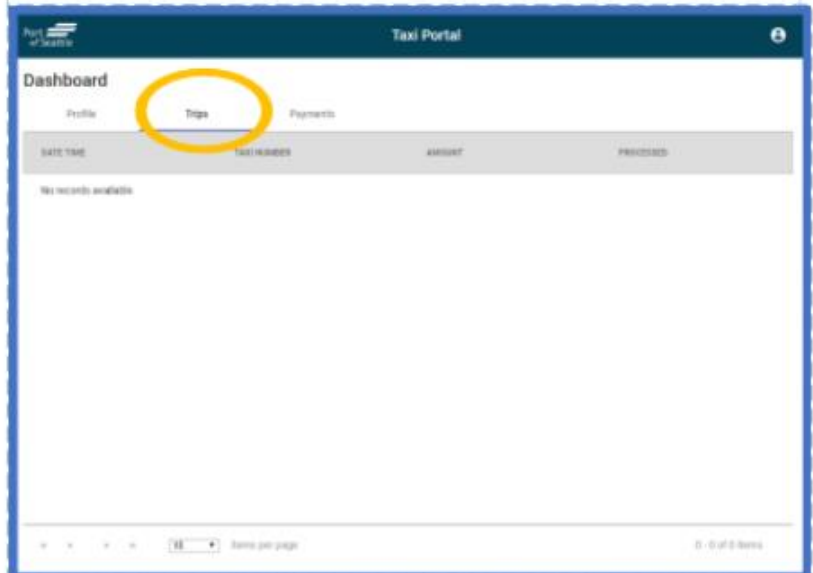
QR Code is required in order to operate as a OnDemand Taxi. If lost, or need replaced, 'click' Create New QR Code.



### TRIPS:

View trips will provide owner/driver to review each trip that is made by the QR Code.

When a driver is charged the trip fee when picking up a customer, the portal will display this information. Date, time, taxi number, amount and if



processed as successful or failed.

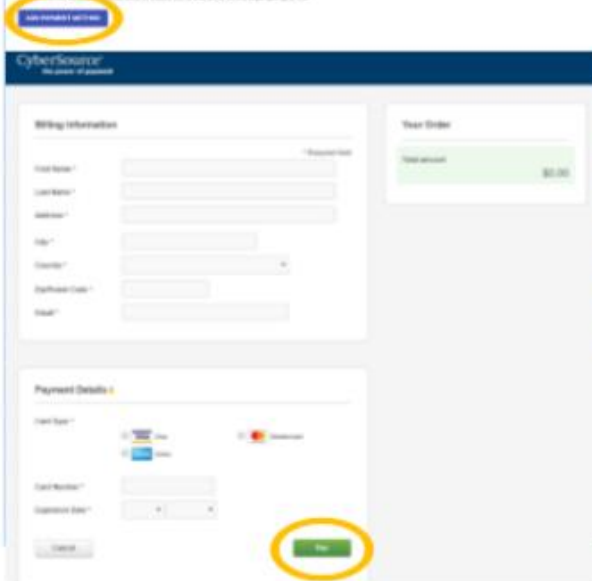
This information will help with the assistance if questions/concerns regards to trip charges.

If reviewing on cell phone, be sure to scroll over to the far right of the screen to view the full page.

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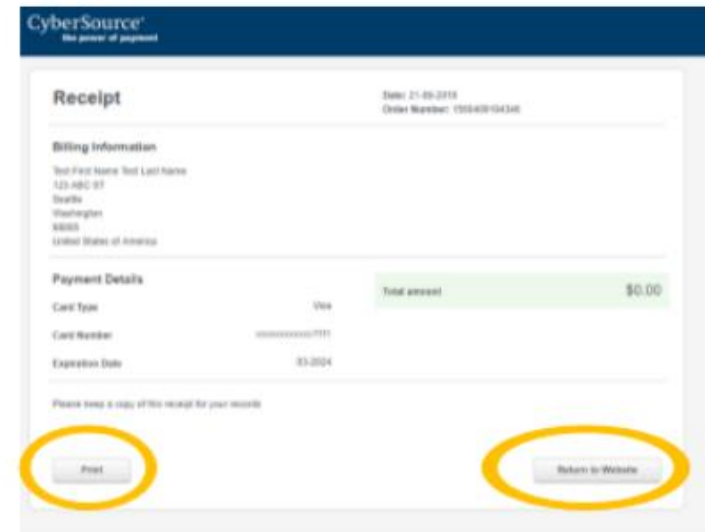
**PAYMENTS:** Enter one or multiple credit cards. You **MUST** 'check' default (scroll far right if viewing on cell phone) for credit card to be successfully entered to be used for pick-up. Double-check to confirm credit card is entered correctly along with expiration date.

- -Log into your account
- -Click 'Payments'
- -Click 'Add Payment Method'
- Complete billing information (make sure all your information matches what your bank has on file).
- Once you have filled in all the boxes, press 'Pay'.
- Remember, you're not being charged for anything when you click 'Pay'.

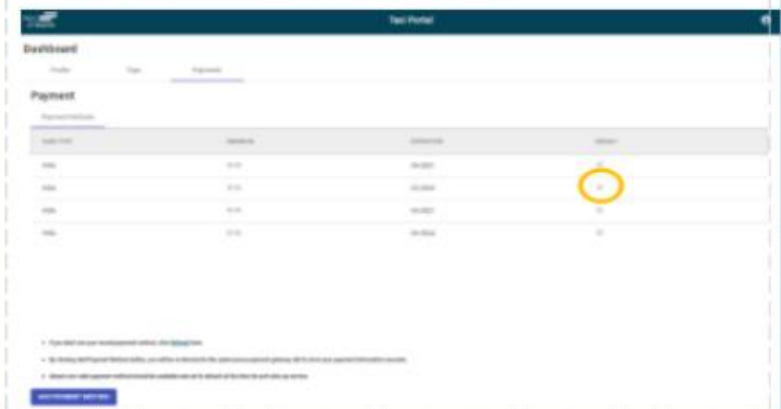


Note: Click 'Pay' is just setting up your new payment method. You will only be charged when your QR Code has been scanned and you're picking up customers.

- This is the final page you'll see before your new/credit/debit card has been registered in the system.
- Once confirmed information is entered correctly, press 'Print' to make a copy or 'Return to Website' to finish the last step.



- **IMPORTANT.**
- You have to select the credit card you just registered as **DEFAULT**.
- If you do not select a registered credit card as default, your payments will not go through and will not be authorized to pick-up until payment is correctly set-up in the system.



## TAXI DRIVER PORTAL

**FAILURE** →  
**SUCCESS** →

Check the following to ensure you are set up successfully:

- ◇ Make sure credit card is activated with the bank.
- ◇ Credit Card number entered correctly
- ◇ Expiration Date entered correctly
- ◇ Your credit card is set on DEFAULT

### SET UP FOR SUCCESS...

- Receive new credit card? Call number on credit card to activate with bank.
- Update and enter new credit card number in Driver Portal and update expiration date.
- When you entered the new credit card, 'check' default.
- You have a Prepaid Credit Card? Always ensure you reload and have money on card.



## DRIVERS CUSTOMER SERVICE SUPPORT

### Customer Service Admin Support Specialist

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

**(206) 787-6608**

Details regards to refund request located on Page 17.

The Ground Transportation Controllers are always open to support seven days a week between 5:00am—2:00pm. If you have a OnDemand taxi questions, the Customer Service Admin Support Specialist is at the GT booth every Wednesdays from 1:00pm—2:00pm\* for support, guidance and answer questions pertaining to the OnDemand Taxi program.



*\*Day and time subject to change.*

*GT booth is located on the 3rd floor of the airport parking garage.*

## CITATION APPEAL PROCESS

- A. Drivers 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 will only be one appeal for each notice of citation issued by the Port.
- B. In the event the Driver wishes to appeal a citation, he/she must submit a written notice of appeal within ten (10) business days of the date the Port issues the citation notice. The written notice of appeal must identify the party filing the appeal, must briefly identify the basis for the appeal, and must identify the relief requested in the appeal.
- C. The timely filing of an appeal will toll the deadline for payment of any fine and will, except for suspensions issues for serious citations, temporarily reinstate Driver's ability to operate pending decision on the appeal.
- D. Following receipt of a timely notice of appeal, a hearing will be held before a panel consisting of at least three persons from Airport Operations or other designees of the Manager, Airport Operations. The Driver will be allowed to present evidence or testimony to counter the facts upon which the citation, fine or suspension is based. The citation notice and associated records shall, however, constitute prima facie evidence of the citation.
- E. 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. This provision is not intended to limit or bar any other remedies available to the Port under this Agreement.
- F. All Appeal request must be in writing and submitted within ten (10) business days based off the date on citation notification letter.

Email: [GTappeals@portseattle.org](mailto:GTappeals@portseattle.org)

Write to: Port of Seattle  
Ground Transportation – Appeals Board  
P.O. Box 68727  
Seattle, WA 98168

Information Recording Line: 206 787-3722



During the current COVID-19 world pandemic, appeal hearings will not take place in-person but scheduled over the phone with board members. Outcome of phone appeal is final. All policies and procedures of appeal process remains the same as prior pandemic.



Articles found on Airport property must be turned into the Ground Transportation Booth on the 3<sup>rd</sup> 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.

Airport Lost and Found  
Seattle-Tacoma International  
Airport

P.O. Box 68727  
Seattle, WA 98166  
(206) 787-5312

**Location:** On the Baggage Claim level by Carousel 13.  
**Hours:** Mon-Fri, 8:00am-6:00pm  
**Closed:** Weekends, Memorial Day, Independence Day, Thanksgiving, Christmas and New Year's Day

Articles left behind in the Driver's vehicle need to be turned in to ABM office located at 160th holding lot. Articles will be logged by ABM and taken to Airport Lost and Found.

**ABM Curbside Management Lost and Found**

## DEFERMENT PAYMENT GUIDE

### Authorize.net

There are two options for owners through this invoicing process.

The first option is to pay back some or all of your entire balance of SEA airport taxi trip fee's before March 31, 2021 (by choosing this options and paying the entire balance by 3/31/21 there will be no interest). If you pay partial balance before 3/31/21 the full interest will be assessed on the total original amount.

The second option, is to participate in Port payment plan, which will automatically occur as of any balance as of 4/1/2021.

If you choose the second option the payment plan is 6 monthly payments starting April 1<sup>st</sup> of 2021 and each month will have a minimum payment of 1/6 of your total balance of your original amount (total trip fee amount as of 8/1/2020 + 1% interest). No action must be taken if you want to participate in the second option as that is what everyone is defaulted into. If you don't want to pay interest, you must pay the full SEA airport taxi trip fees balance before March 31st 2021.

### Frequently Asked Questions

- **How long do I have to pay it?** You can start making payments immediately via [www.authorize.net](http://www.authorize.net).
- **Do I have to pay the interest?** Interest collations starts on April 1, 2021.
- **Can I pay by cash or check?** Cash and check is not accepted for the deferment payment program. The only way to pay is by debit or credit card using the link sent to you in email and above.
- **I'm not the owner, can I obtain a copy of the deferment billing sent to my email ?** Due to contractual obligations, we are only allowed to send the bill directly to the owner who name appears on the 'Ground Trans-

- **What happens if I pay defement billing and I also paid the interest?** The GT Administrative team will refund the difference back to the owners if they paid full interest at the time of their payment up to March 31, 2021.
- **Am I still able to dispute a trip if I believe it's in error on my deferment billing?** No, the cutoff date for disputing trips ended August 2020, but if you believe there is an error please contact [ondemandpayments@portseattle.org](mailto:ondemandpayments@portseattle.org).
- **How do I obtain a detailed listing of my AVI history for the deferment period?** If you're asking for information regarding your own operation, the GT staff will provide. If you're asking for information regarding another taxi's operation, then you'll need to submit a 'Public Record Request' at <https://portofseattle.nextrequest.com/>.
- **Can you use the card I have on file to pay for my defement billing?** We do not have the authority to pay the deferment billing using your subscribed payment method that you pay per trip fee. The best way is to follow the link in your email, then use the payment information you would like to make a payment with.
- **What happens if I do not pay before the interest period starts?** If you have not paid off your deferment billing by the time the interest collection period starts, then your total payment will start to collect interest at the rate 1% each month.
- **What payment method types are allowed?** Debit/Credit Card— American Express, MasterCard and Visa.

**Pay Online**



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- **What payment method types are allowed?** Debit/Credit Card— American Express, MasterCard and Visa.

**Pay Online**

## 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) 894-3505

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



## ONDEMAND PAYMENT ISSUES AND QUESTIONS

### Customer Service Admin Support Specialist

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

(206) 787-6608

#### Steps for Refund Request:

Owner/Driver notifies Port of Seattle Customer Service Admin Support Specialist directly regards to refund request with the following information:

- Name
- Taxi Number
- Confirmation / Transaction Number (banking Info)
- Date / Timeframe
- Specific details of situation. Double-charged, charged for non-rev trip, received invoice etc.
- Copy of Driver Portal 'Trips' information (page 15)

Admin Support Specialist will research and if need, contact ABM Curbside Management requesting additional information. We will work directly with the owner/driver regards to refund and notify outcome of approval/denial.

If the App or QR Code did not work and charge the credit card the \$6 fee., the Taxi Customer Service Agent will notify you at the time and request signature regards to payment charged via credit card. Additional charges may occur, and you will be notified by Port Staff.

Ground Transportation Staff will review AVI Tag reading or receive information from ABM Curbside Management team regards to needing to charge a trip fee (that was not charged via QR Code). This will be completed via Wells Fargo Banking system, CyberSource, or invoiced via mail.

## ABM CURBSIDE MANAGEMENT CONTACTS

### OnDemand Curbside Management



ABM Curbside Management officially started on 11/01/19. The team consists of General Manager Melissa Migallos, Assistant General Manager Tamrat Kalel, Supervisors Berhanu Gebregiorgis, Mihret Mengesha, Fikre Mengistu, Marquess Hughes-Morrison, Eskedar Woldeyesus, and 24 Taxi Customer Service Agents.

Operations Management located on the 3rd Floor Terminal Garage Taxi Booth and Dispatch Operations office located at the S. 160th St. Taxi Holding Lot are available 24 hours daily, 7 days weekly. Administrative Office is located at the Taxi Holding Lot and at ABM Corporate Office in 19540 International Blvd #102, SeaTac, WA 98188.

GM Melissa Migallos	<a href="mailto:mmigallos@abm.com">mmigallos@abm.com</a>	(650) 703-6296
AGM Tamrat Kalel	<a href="mailto:tamrat.kalel@abm.com">tamrat.kalel@abm.com</a>	(206) 335-3862
Dispatch Office		(206) 321-8213
Lost and Found		(206) 432-9030



Inquire with ABM management for specific policies, procedures, rules and regulations for the OnDemand Taxi Program.

## PORT OF SEATTLE CONTACTS

### STAY CONNECTED



Make sure to keep the Port of Seattle informed of any changes and updates along with your email address so that you continue to receive future communications about the OnDemand program.

#### Port of Seattle

[www.portseattle.org](http://www.portseattle.org)

[www.flySEA.org](http://www.flySEA.org)

#### SeaTac Airport | Ground Transportation

[www.portseattle.org/sea-tac/ground-transportation](http://www.portseattle.org/sea-tac/ground-transportation)

#### OnDemand Taxi Pilot Program

[www.portseattle.org/page/flat-rate-taxi-pilot-program](http://www.portseattle.org/page/flat-rate-taxi-pilot-program)

#### E-Bill | Pay Your Citation

[www.portseattle.org/business/pay-your-bills](http://www.portseattle.org/business/pay-your-bills)

#### Quarterly Stakeholder Outreach Meetings

The Port of Seattle will be hosting a series of meetings with drivers and owners so that we can get feedback, share information and make sure the program is going as smoothly as possible. Please plan to attend any and all

## QUESTIONS? CONTACT US



Port of Seattle Ground Transportation  
Seattle-Tacoma International Airport  
P.O. Box 68727  
Seattle, WA 98168

### Payment Customer Service

Refunds | Double-Charged | Payment Issues | Invoices

(206) 787-6608

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

### Ground Transportation Office

Agreements/Documents | Contact/Vehicle Updates & Changes | AVI Tags

(206) 787-5904

(206) 787-5906

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

Every day. Elevate.

**SEA** Seattle-Tacoma  
International  
Airport