

Ground Transportation Charter Operations

Driver Manual



SEATTLE-TACOMA INTERNATIONAL AIRPORT

MAY 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.



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 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 (GT) Booth is located on the 3rd Floor of the Seattle-Tacoma International Airport parking garage.

The GT Staff are available to answer your questions seven days per week between the hours of 5:00 am – 2:00 am.

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OPERATION AGREEMENT

www.portseattle.org/page/charter-bus-operators

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



Welcome to the Port of Seattle

The following documents are required on file in order to be in compliance to operate at Seattle-Tacoma International Airport in Seattle, Washington:

- Charter Bus Operating Agreement
- Current Certificate of Insurance (see agreement for specific requirements).
- Vehicle Registration for each vehicle showing the Vehicle Identification Number (VIN) and vehicle license plate number.
- The dimension of each vehicle including weight, height and overall dimension, including a unique vehicle number (if so designated in your operation) for each vehicle.
- Completed Information Form
- Authorized with the U.S. Department of Transportation Federal Motor Coach Carrier Safety Administration

Below are methods in which you may submit your agreement/documents:

Mail: Port of Seattle
Attn: GT - Krista
PO Box 68727
Seattle, WA 98168

Email: crosby.k@portseattle.org
anderson.j2@portseattle.org

Each time your company picks up passengers we charge a fee. An invoice will be mailed to the company for payment the month after the trip(s) is completed. Please note, we do not charge a fee to submit the agreement paperwork nor for dropping off passengers.

We appreciate the opportunity to work with you and are thankful for your cooperation in this effort.

Thank you,
Krista

Krista Crosby
Port of Seattle
Landside Billing Specialist
Phone: 206 787-7112 / Fax: 206 787-7499

Charter Agreement Requirements

For specific details on the required documents and operating at SEA check out www.portseattle.org/page/charter-bus-operators for the latest information or contact our Ground Transportation team.

CHARTER BUS OPERATING AGREEMENT

- Company signed Charter Agreement will be submitted to Senior Management for signature approval to operate at SeaTac Airport.

CURRENT CERTIFICATE OF INSURANCE

- Operator shall, at its own expense, comply with the insurance requirements set forth on Attachment A of the Operating Agreement to these terms and conditions.
- Certificate of insurance showing Port of Seattle as Certificate Holder. Specific details located on Ground Transportation Agreement.

VEHICLE REGISTRATION

- For each vehicle showing the Vehicle Identification (VIN) and vehicle license plate number.

DIMENSION FORM

- The dimension of each vehicle including weight, height and overall dimension, including a unique vehicle number (if so designated in your operation) for each vehicle.

INFORMATION FORM

- All information on form is required

AUTHORIZED WITH FMCSA

- Authorized with the U.S. Department of Transportation Federal Motor Coach Carrier Safety Administration

Transportation Rules and Instructions

Charter Bus Operating Instructions

A. Drivers will use the instructions listed below to the Charter Bus holding lot and the Northeast Ground Transportation Lot. 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.

B. Drivers will provide the following information:

- Bus Company
- Bus number
- Name of Group they are picking up
- Airline
- Flight number
- ETA for the flight arrival



The form is titled "CHARTER BUS TRIP SLIP" and includes the following fields and options:

- Vehicle type: Van / Shuttle (1) (Vehicle Capacity of less than 30) or Coach (2) (Vehicle Capacity of 30 or more)
- Port of Seattle logo and Seattle Tacoma International Airport Ground Transportation (509) 757-5906
- Today's Date: _____ Group Arrival Time: _____
- Operating Bus Company Name: _____ Bus Number: _____
- Business Address: _____ City: _____ State: _____ Zip: _____ E-Mail: _____
- Office Phone Number: _____ Driver's Name: _____
- Group/Tour Name: _____ Airline: _____
- Destination: Downtown Seattle Cruise Ship, Overseas Cruise Ship, Independent Group Cruise Ship, Other
- Small print at the bottom: (509) 757-5906 (509) 757-5906 for info, Web: Digital Port of Seattle, Video: Operator Dept, 509712

If trip receipt is not marked with specific Van/Shuttle or Coach type, will automatically be defaulted to Coach 2 rate.

C. 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).

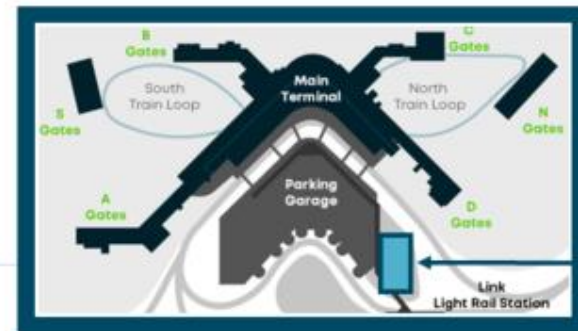
D. Loading is limited to the Northeast Ground Transportation Lot (Charter Bus Pick up Lot. Each bus must check in at the 28th Bus Holding Lot prior to being dispatched to the Northeast GT Lot to pick up their assembled group. Drivers must remain with their vehicles at all times unless Ground Transportation provides approval. Self-dispatching to pick up the party will result in a citation issued by Ground Transportation.

28th Street Bus Holding Lot Directions

From I-5:

- Take exit #152 / South 188th Street
- Go West on South 188th
- Turn left at 28th Avenue South
- Turn right at South 190th
- Bus lot is on the right
- 2315 South 190th St SeaTac, WA 98188

E. The Driver will exit the 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.



Transportation Rules and Instructions

Directions from 28th St. (staging lot) to NE GT Lot (pick up lot)

- The route takes about 10 minutes
- Turn right from 190th street to 28th Ave South
- Turn left on 92nd street
- Turn left onto International Blvd.
- Drive from 28th street lot to Pacific Highway South
- Turn right from 192nd street to 28th Ave South
- Turn left on 192nd street
- Turn left onto International Blvd
- Turn left on 182nd street 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
- Press the intercom on the keypad to access the lot



Information for Our Customers

To our customers, welcome to SEA!



- Our website www.portseattle.org provides information to our customers traveling through SEA from arrival, to take off, landing and departure. Select 'SeaTac Airport' for airport guidance.
- Within the 'SeaTac Airport' provides option for customers to select 'Ground Transportation' www.portseattle.org/seatac/groundtransportation/shuttles
- The above link provides customers details regards to Charter Bus pick-up along with an expanded version of the SEA Airport Garage and Ground Transportation map.
- Download the **FlySEA** app for navigation assistance, our interactive map or download the SEA Mobile App for step-by-step directions.

Get the
SEA Airport App

Track flights, search shops, transportation, and much more.

SEA
Seattle-Tacoma
International
Airport

Get it on Google Play
Download on the App Store

Information for Our Customers

Once all passengers in group have picked up their baggage, call 206-787-5906 to have bus dispatched (free phones alongside the escalator banks in baggage claim). Passengers will proceed to the North East Charter Bus Lot located on the North end of the parking garage structure.

- From the baggage claim area, go up escalators or elevator floor 1 and walk across the Skybridge.
- Walk across Skybridge, into the parking garage and take elevator, to Level 1.
- Level 1 on the elevator is where you'll find the "Cruise / Charter Buses" passenger loading area.
- After getting off the elevator on Level 1, you'll see signs for "Cruise & Charter Buses." Follow these signs down a white

illuminated corridor. You will be on the lowest level of the parking garage at this time.

- Walk for about 2-3 minutes along this corridor and you'll get to an expansive waiting area that's open to the outside. The outside space is the designated loading area for private charter bus and cruise passengers. Even if you're not going on a cruise, this will be your loading area for chartered private transportation.
- When you arrive at this loading area, call the contact number on your reservation and let your driver know that you've arrived. The driver will then be able to pull the vehicle around and load your group up in the loading area.

Information for Our Customers



ADVENTURE AWAITS

Charter Rates

Each time your company picks up passengers we charge a fee. An invoice will be mailed to the company for payment the month after the trip(s) is/are completed. Please note, we do not charge a fee to submit the agreement paperwork nor for dropping off passengers.

The Port of Seattle uses a cost recovery based financial model for our Ground Transportation Business and Operations. This means that we recover our costs for facility management, maintenance, and improvements through the permit or trip fees we charge our Ground Transportation operators.

SEA cost recovery calculations reflects Charters will be broken into two vehicle classes :

- Charter Van - vehicle capacity of less than 30 seats
- Charter Coach - vehicle capacity of 30 seats or greater

For current year rates contact our Ground Transportation Staff or www.portseattle.org/page/charter-bus-operators

Ground Transportation Denied List

If company does not have completed authorized agreement paperwork on file, owe outstanding fine(s), insignificant insurance paperwork, not authorized with WUTC, POS and/or FMCSA etc. company may be placed on the denied list without notice. Company will not be allowed to pick-up passengers unless issues is resolved. Please contact our office prior to arriving at SEA, call or email to confirm you are authorized for a smooth customer friendly pick-up for our customers.



Payment Options

Option 1: Pay Online

www.portseattle.org/business/pay-your-bills

Pay Your Bills

Login to E-Bill Express
Pay Your Bill

Contact E-Bill Express
Complete the Contact us Form

E-Bill Express User Guide
Read more about E-Bill Express

If you have received an invoice or statement electronically or by mail from the Port of Seattle and would like to pay it click on E-Bill Express.

If you would like to pay your Sea-Tac Airport north lot monthly parking fee click on E-Payments.



Following forms of payment will be accepted: Visa, MasterCard, or [AmericanExpress](http://www.americanexpress.com).

Option 2: Mail Payment

Port of Seattle
Attn: Accounts Receivable
PO Box 24507
Seattle, WA 98124-0507



Check, Cashier's Check or Money Order accepted. Provide Company Name, Customer Number and Invoice GRACC Number with payment.

Page 8 provides details regards to the required Trip Receipt the bus driver fills out at the time of pick-up. The selection of size of vehicle 'Van/Shuttle (1)' or 'Charter (2)' will need to be checked. Unchecked box will be automatically charged 'Charter (2)' rate. Receipt is a carbon copy for original submitted to GT office and second is for your company to reference invoice. Options maybe used to pay for GT Citations.

CUSTOMER COMMENTS

Customer comments taken by Ground Transportation will be forwarded to the Port of Seattle's Customer Relations and the responsible operator.

Airport customer comments or concerns should be forwarded to:

(206) 787-4031 or (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.

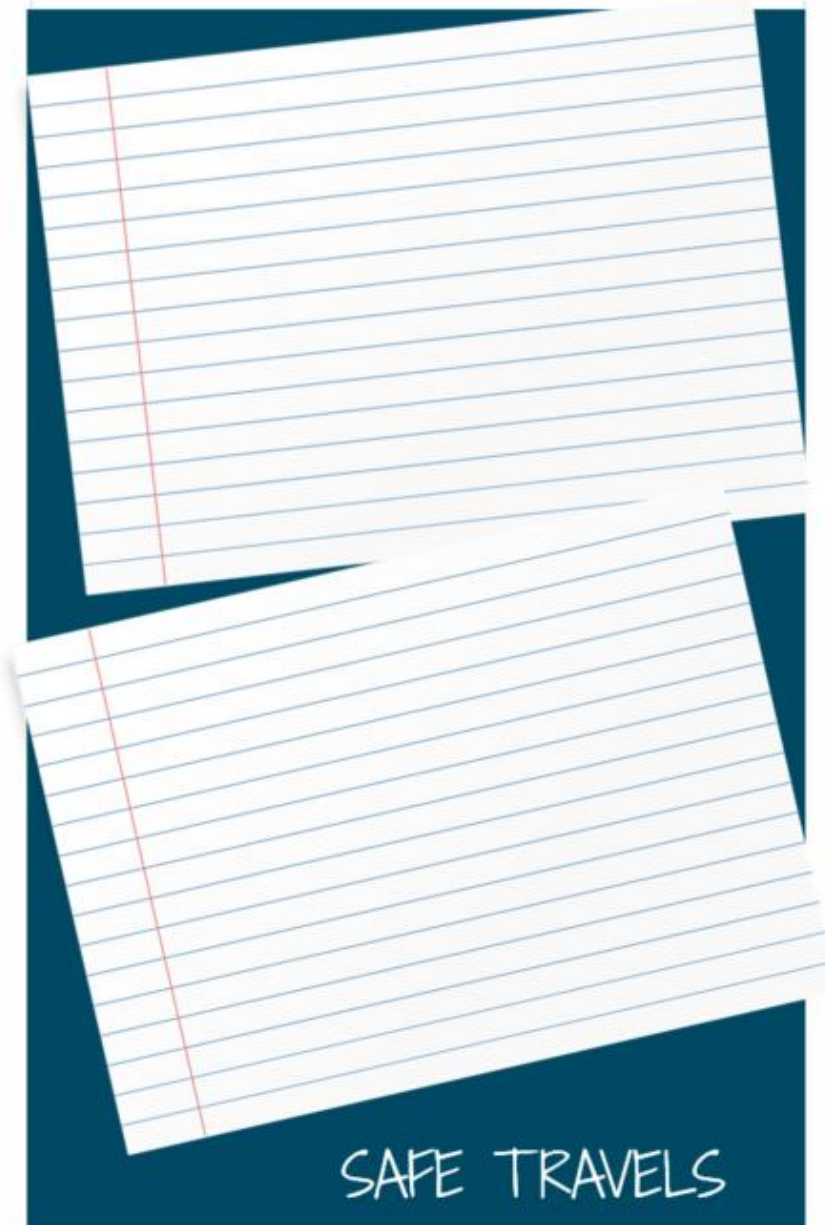
**IN CASE OF
EMERGENCY
Call 911**



AIRPORT LOST AND FOUND

- Location:** On the Baggage Claim level by Carousel 13
- Hours:** Monday to Friday, 8:00am—6:00pm Pacific Standard Time
- Closed:** Weekends, Memorial Day, Independence Day, Thanksgiving, Christmas and New Year's Day
- Address:** PO Box 68727 Seattle, WA 98166
- Phone:** (206) 787-5312
- Website:** www.portseattle.org/services-amenities/lost-and-found

NOTES



SAFE TRAVELS

PORT OF SEATTLE CONTACTS

STAY CONNECTED



Ground Transportation

www.portseattle.org/sea-tac/ground-transportation

www.portseattle.org/page/charter-bus-operators

Port of Seattle

www.portseattle.org

A screenshot of the Port of Seattle website's navigation menu. The menu is dark blue with white text. It includes a search bar and a list of links organized into three columns. The first column contains links for 'I'M DEPARTING', 'I'M ARRIVING', 'I'M CONNECTING', and 'I'M DROPPING OFF/PICKING UP'. The second column contains links for 'SEA Airport Home', 'Airlines & Destinations', 'Parking At SEA', 'Ground Transportation', 'Security Screening & Checkpoints', 'Dining, Retail & More', 'Customer Services & Amenities', and 'International Travel'. The third column contains links for 'Accessibility At SEA', 'Maps', 'SEA Airport Employees', 'Leasing & Tenant Resources', 'Air Cargo', 'The Conference Center At SEA', 'First Amendment Activities', and 'SEA Airport Community & Environment'.

Follow the Port of Seattle on:



QUESTIONS? CONTACT US

Ground Transportation Office

(206) 787-5904

(206) 787-5906

GroundTransportationSEA@portseattle.org

Port of Seattle Ground Transportation
Seattle-Tacoma International Airport

P.O. Box 68727
Seattle, WA 98168

Keep the Port of Seattle informed of any changes and updates along with your email address so that you continue to receive future communications from Ground Transportation.

Every day. Elevate.

SEA Seattle-Tacoma
International
Airport