

Operating Instruction

<p>TITLE</p> <p>Transportation Network Company Operations (TNC) at Houston Airport System (HAS) Airports</p>	<p>OI Category III No. 14-02</p>
<p>Authorized Signature: _____ Mario C. Diaz, Director of Aviation</p>	<p>Date Original Approved:</p> <p>Revised Date:</p>

I. PURPOSE:

To establish procedures for Transportation Network Company (TNC) operations at HAS airports.

II. POLICY BASIS:

City Ordinances Ch. 9 and Ch. 46

III. POLICY APPLICABILITY

This OI is applicable to all Transportation Network Companies (TNC), TNC drivers operating at airports under the domain of HAS, and members of Airport Operations, Airport Security and Houston Police Department (HPD).

IV. DEFINITIONS

Geo-Fence: The Geo-Fence is a software program that uses the global positioning system (GPS) or radio frequency identification (RFID) to define geographical boundaries whose points are geographic coordinates defined by HAS on City-owned property under the direction of HAS/Airport management.

HAS: Houston Airport System

HOU: William B. Hobby Airport

IAH: Bush Intercontinental Airport

Operations Agent: HAS employee designated by the Director of Aviation to act as a starter at various terminals and staging facilities.

Permittee: The company to whom the permit has been duly issued by the Director of Aviation.

Pickup Zone: The airport's primary curbside location where TNC passengers load.

Transportation Network Company (TNC): is defined as an organization, whether a corporation, partnership, sole proprietor, or other form, operating in the City of Houston that provides transportation services for compensation using an online enabled application (app) or platform to connect passengers with drivers using their personal vehicles as outlined in City Ordinances Chapter 9 and Chapter 46.

TNC Driver: An individual who has been approved by the Permittee to use his/her privately-owned vehicle to transport passengers whose rides are arranged through the TNC's online-enabled application on airport property, regardless of whether the TNC Vehicle is carrying a passenger.

TNC Staging Lot: The airport's primary TNC waiting area.

TNC Vehicle: The personal, privately-owned vehicle used by a TNC Driver, which is used to provide transportation network services as outlined in City Ordinance, Chapter 46.

Transportation Network Service: is a prearranged transportation service offered or provided for compensation using an internet enabled application or digital platform to send or transmit an electronic, radio or telephonic communication through the use of a portable or handheld device, monitor, smartphone, or other electronic device or unit that indicates the location of the passenger that is relayed by electronic, radio, or data communication of any type to the TNC driver operating a TNC vehicle.

TNC Vehicle Tracking: All TNC vehicles shall be identified electronically for each TNC trip by their ARA permit number. The unique number shall be linked by the Permittee to the driver in a manner that allows the City to audit Permittee's compliance with the permit terms for trip-fee payments, and the operating requirements established by HAS. The City shall periodically audit Permittee's records with respect to its operations at all HAS airports. All such audits shall take place in Permittee's Houston office.

Trip Fee: The fee charged for every pick-up from a HAS Airport, as determined by the Director of Aviation, and tracked via the Geo-Fence.

V. PROCEDURES

A. GENERAL

1. This document does not replace or revise any of the references listed in section 2 above. All TNC drivers and/or operators seeking to provide and/or continue services on HAS airport complexes must comply with the requirements of those references, particularly chapters 9 and 46 of the Code pertaining to the operation of TNCs.
2. TNCs must sign the Airport Use Permit (AUP1) form which states they will follow the guidance provided in chapter 9 and this Operating Instruction prior to having their drivers registered.
3. Only drivers who meet the requirements of chapter 46, and whose company has a valid permit with HAS may register to operate per the guidelines of chapter 9 and this OI.
4. Participation in creating a Geo-Fence around IAH and HOU is required as outlined in the attached maps. The Geo-Fence will be used to block reception within the fence at all times, unless parked in the designated parking lot. The designated parking lot will be the only location on airport property where the driver will be able to be seen via the application.
5. Companies and Drivers who fail to comply with the terms of this Operating Instruction (OI) or other references listed shall be deemed guilty of a violation and subject to revocation of their ability to operate at HAS airports.

B. OPERATIONS

1. Drivers must be registered to pick up at HAS airports as specified in Ch. 9 of the City Ordinances. Permitted TNC's must comply with the provisions of Ch. 46 concerning City permitting requirements and operations at all HAS airports. Permitting instruments (decals, hangtags, etc...) shall be prominently displayed on the subject vehicle while operating at the airports.
2. TNC's not actively loading or unloading passengers shall be parked in the designated staging areas as described in Attachments 1 & 2. Once notified by their customer that they are available for pick up the TNC drivers can then leave the staging lot for the terminal TNC pick up location to pick up their customer.
3. No driver while at the terminal loading zone shall leave their vehicle for any purpose. Failure to follow the established procedures may result in the revocation of the HAS operating permit, and subject to a vehicle parking citation.
4. HAS is not responsible for vehicles towed from the curb zones by HPD that violate HAS parking restrictions.
5. No TNC driver shall seek or solicit a passenger(s) whether or not the vehicle is identified as a TNC at an airport. No driver of any TNC shall use any words or gestures that could be construed as soliciting a passenger for hire.
6. The driver of a TNC vehicle will be allowed to pick up their customers at the airport terminals in the designated TNC terminal pick up locations (locations subject to change):

A. IAH TNC Terminal Pick Up areas: See attached terminal maps for terminals A, B, C and E/FIS. (Attachments 3)

B. HOU TNC Terminal Pick Up area: See attached terminal map. (Attachment 4)

C. TNC DRIVER'S CODE OF CONDUCT - No driver while operating a TNC upon airport property shall:

1. Use abusive, indecent, profane or vulgar language that by its very utterance tends to incite an immediate breach of the peace
2. Make any offensive gesture or display that by its very nature tends to incite an immediate breach of the peace.
3. Create by chemical means any noxious and unreasonable odor
4. Threaten another person in an obviously offensive manner
5. Fight with another person
6. Litter any area of the airport to include holding areas, pick up zones or roadways.
7. Engage in any other conduct that is a violation of the law

D. RATES AND FEES

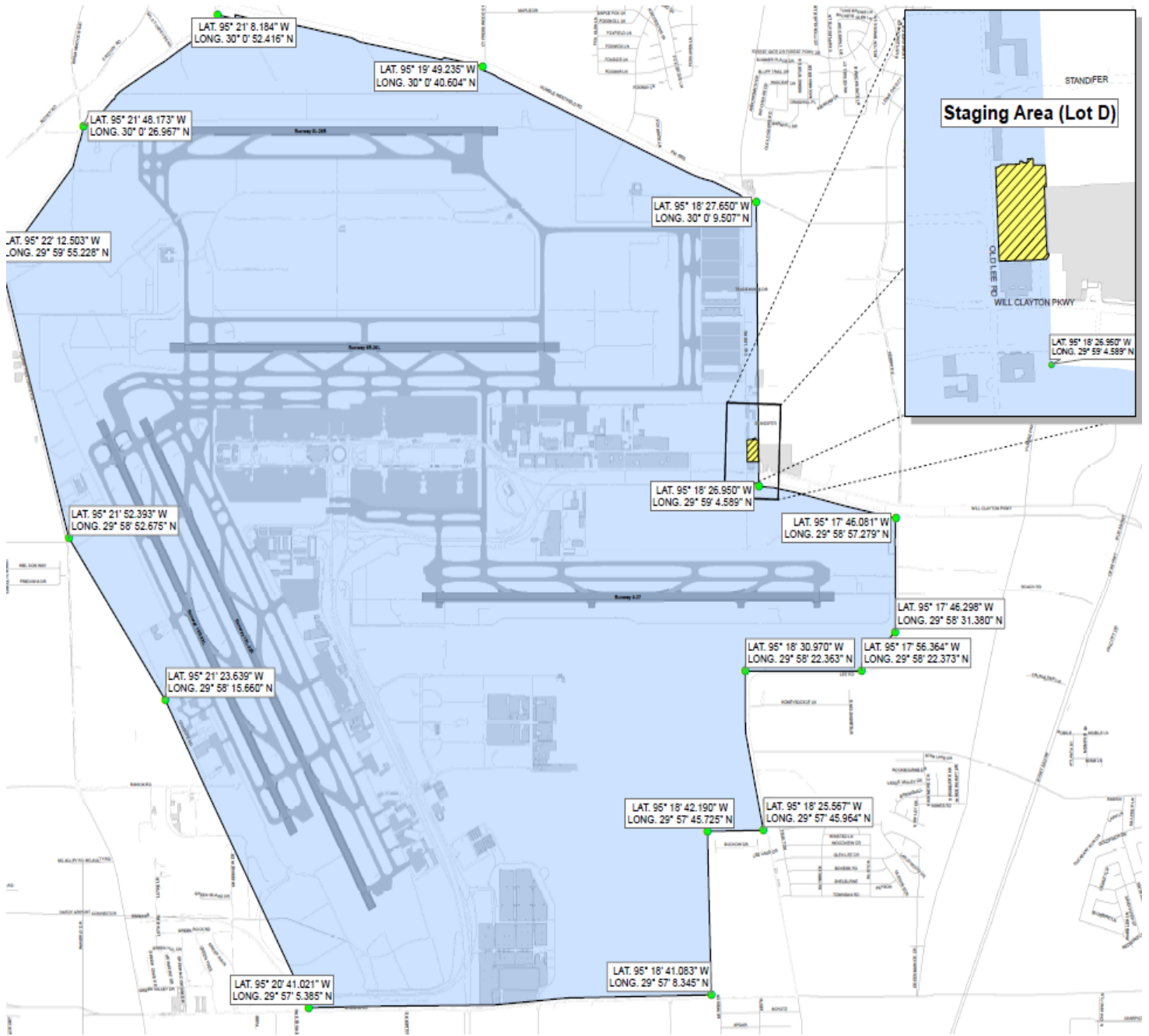
The driver of each TNC carrying a passenger (s) from an HAS airport shall pay to the city an airport trip fee as specified in the City of Houston Ordinance, Chapter 9. The fees are payable by the driver's TNC via wire transfer on a monthly basis due by the 15th of the following month to the Houston Airport System Finance Division

E. VIOLATIONS

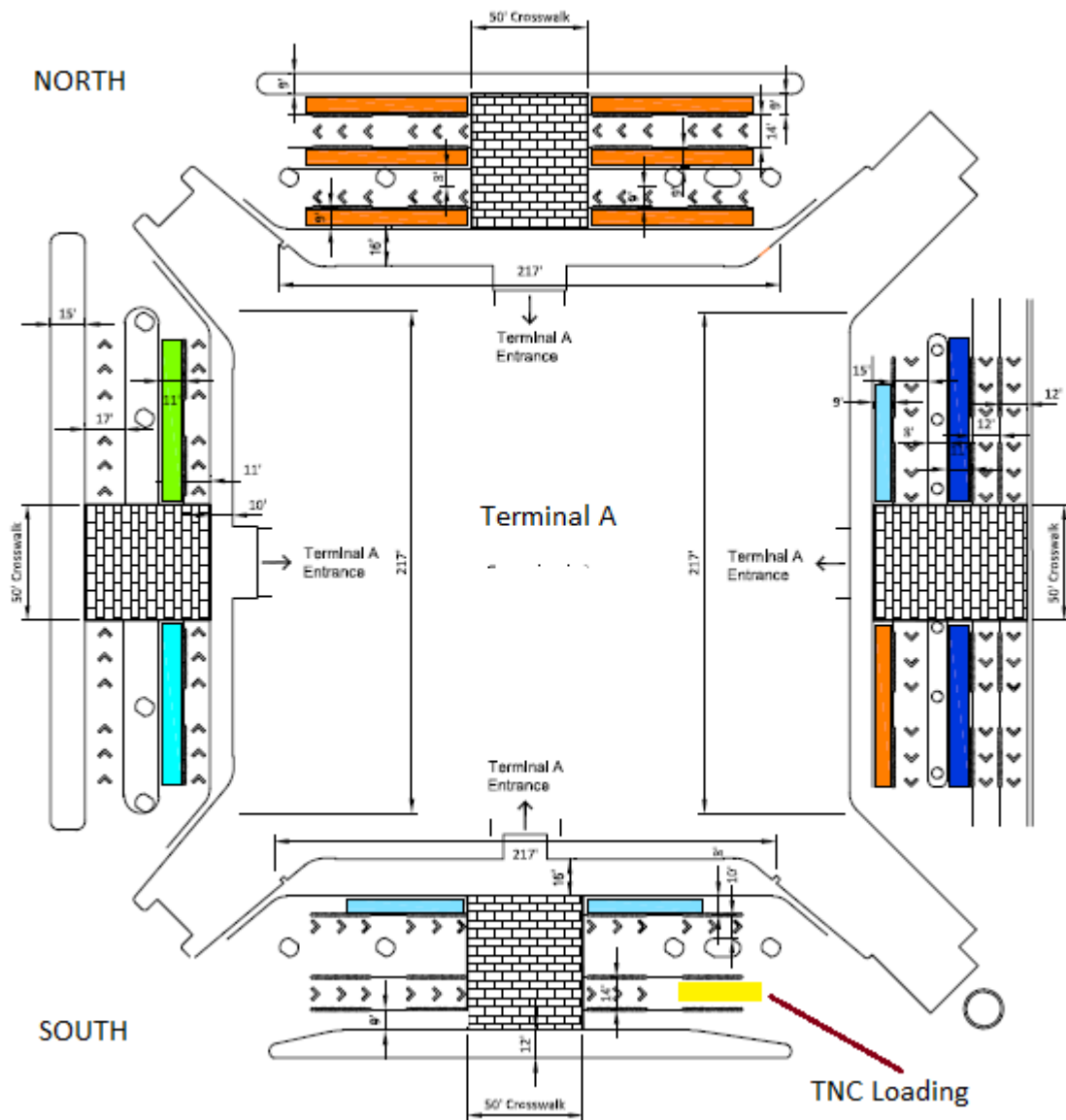
1. TNC companies or drivers refusing to comply with the requirements of this OI to include the payment of trip fees and charges may have their HAS operating permits revoked or suspended at the discretion of the Director of Aviation.
2. Statements from passengers, Incident Reports or other documented complaints or statements will form the basis for the investigation of the violation(s). A hearing with the section manager(s) to discuss the infraction(s). At the conclusion of the hearing, a review of the evidence presented will be conducted to determine appropriate corrective action.
3. Hearing results will be made in writing to the applicable TNC or driver.
4. Appeals of revocations or suspensions must be made in writing to the applicable Landside Operations Manager within 24 hours of the hearing results notification. Appeals will be conducted within one business week by the Assistant General Manager for Operations with the results being final.

VI. Attachments:

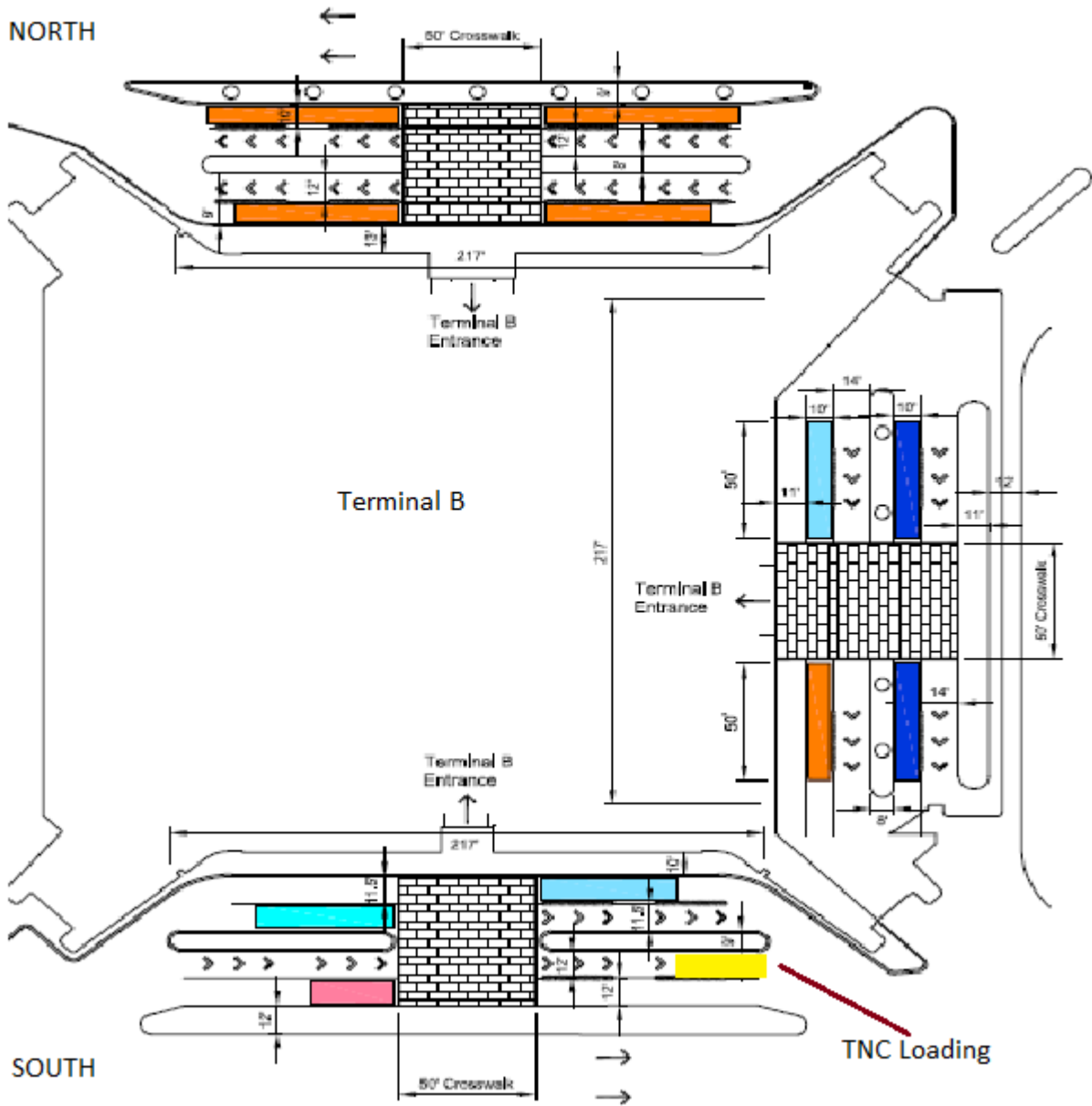
1. IAH Geo-Fence Airport Boundaries
2. IAH Terminal A Curb Zone
3. IAH Terminal B Curb Zone
4. IAH Terminal C Curb Zone
5. IAH Terminal E Curb Zone
6. HOU Geo-Fence Airport Boundaries
7. HOU Terminal Curb Zone
8. IAH & HOU Terminal Curb Signage



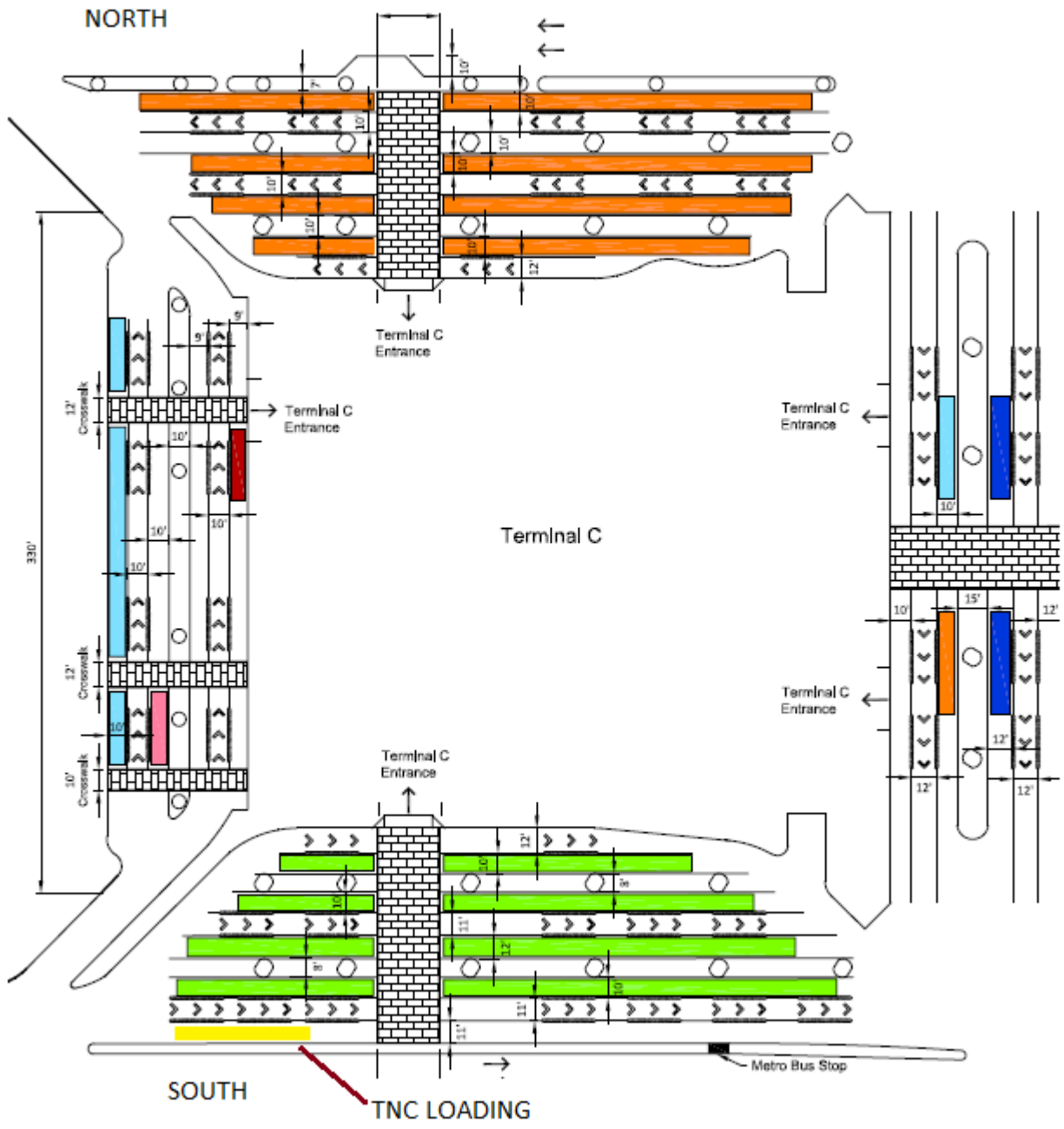
IAH Geo-Fence Airport Boundaries – Attachment #1



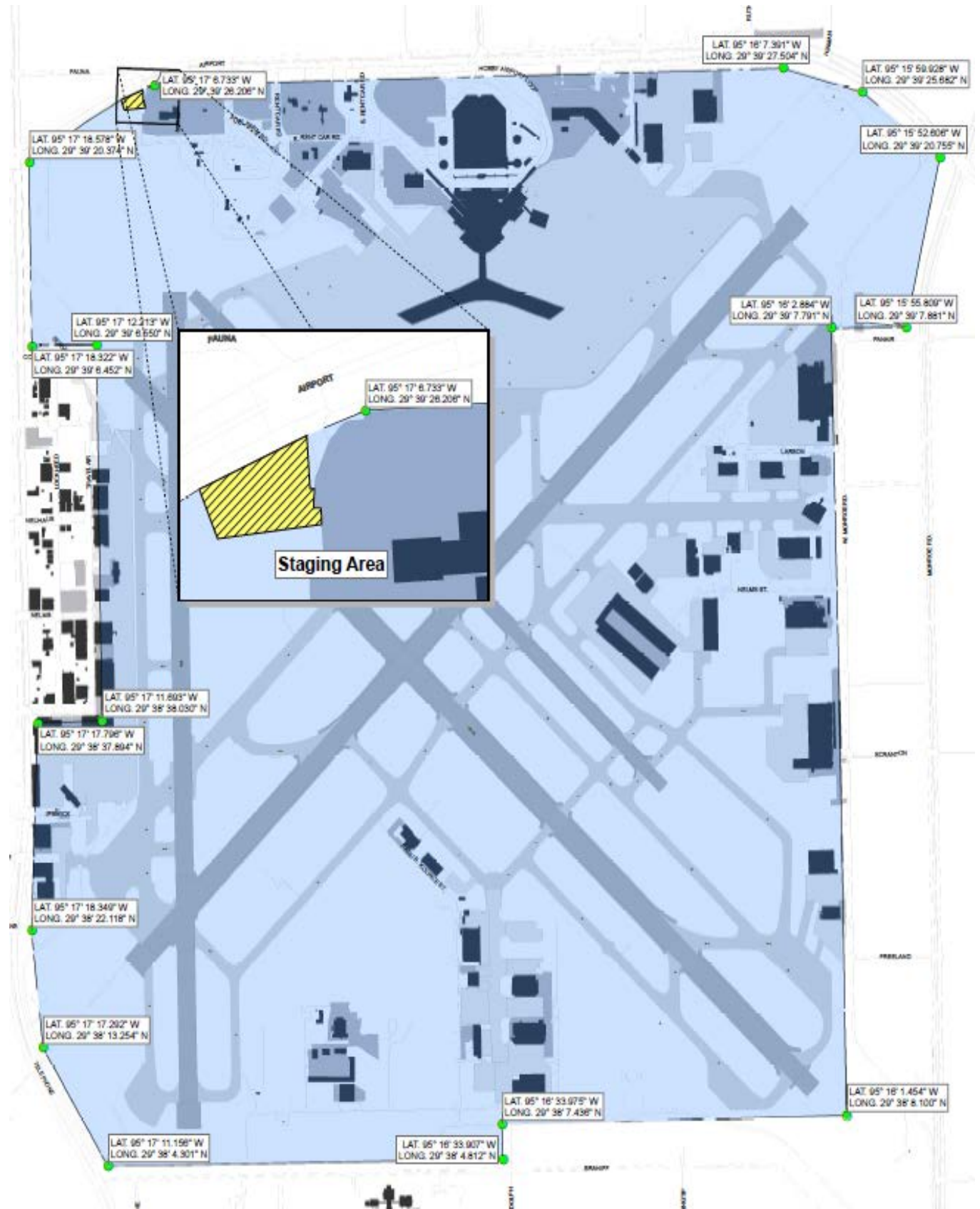
IAH Terminal A Curb Zone – Attachment #2



IAH Terminal B Curb Zone – Attachment #3

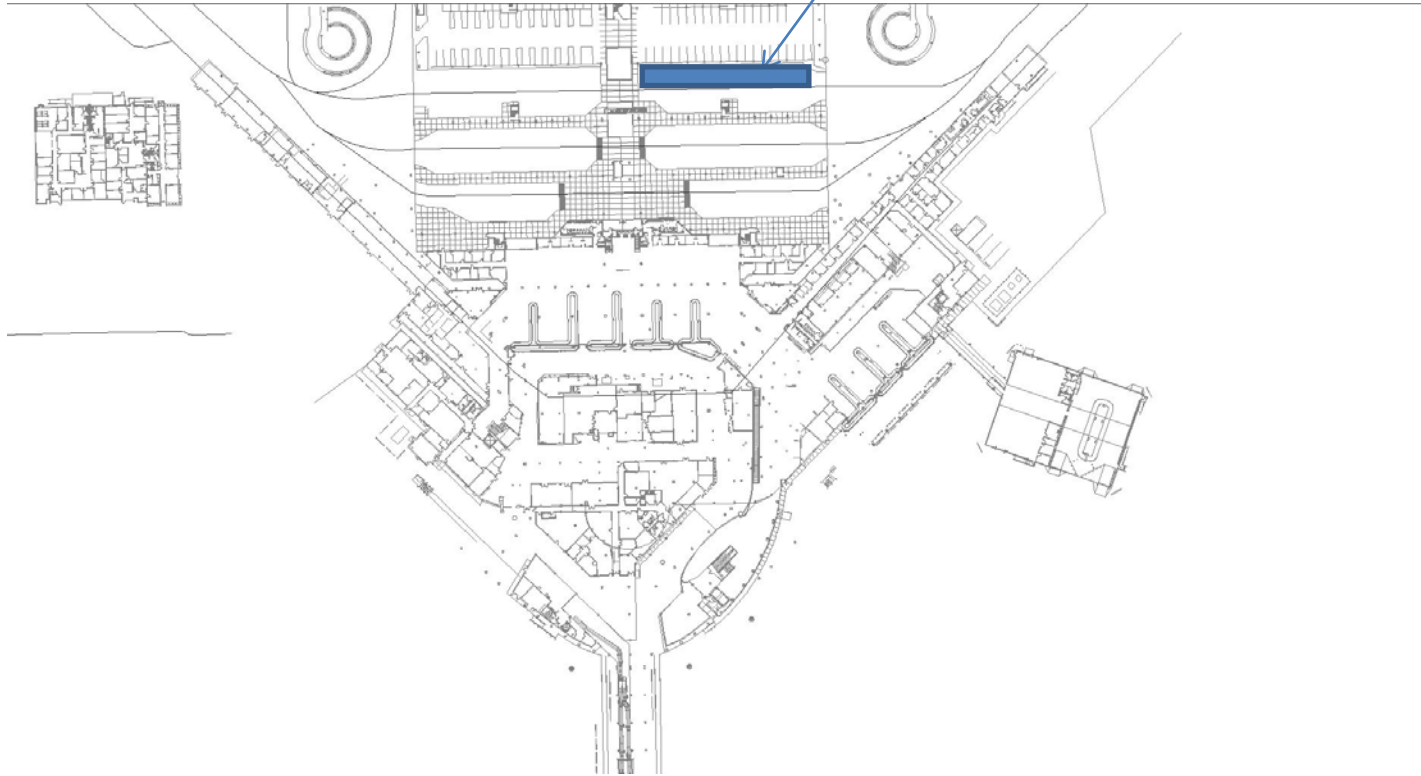


IAH Terminal C Curb Zone – Attachment #4



HOU Geo-Fence Airport Boundaries – Attachment #6

TNC Pick Up



HOU Terminal Curb Zone – Attachment #7

