



Ride-Booking Services

An Overview of the Services, Recent Regulations, and
the Challenges They Present for Airports

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There are two distinct types of ride-booking services

Commercially Licensed Vehicles

- Smartphone application connects customer to a commercially licensed taxicab or limousine
- Alternative to phoning a taxi or limo company



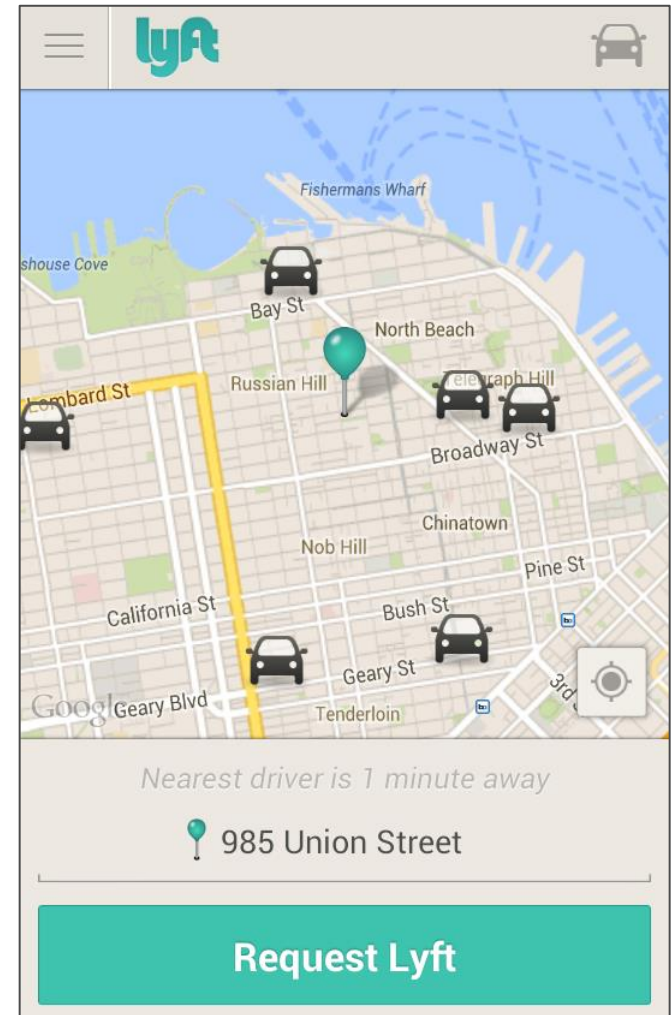
Peer-to-Peer

- Smartphone application connects customer to driver using a personal vehicle
- Often called Transportation Network Companies (TNCs)



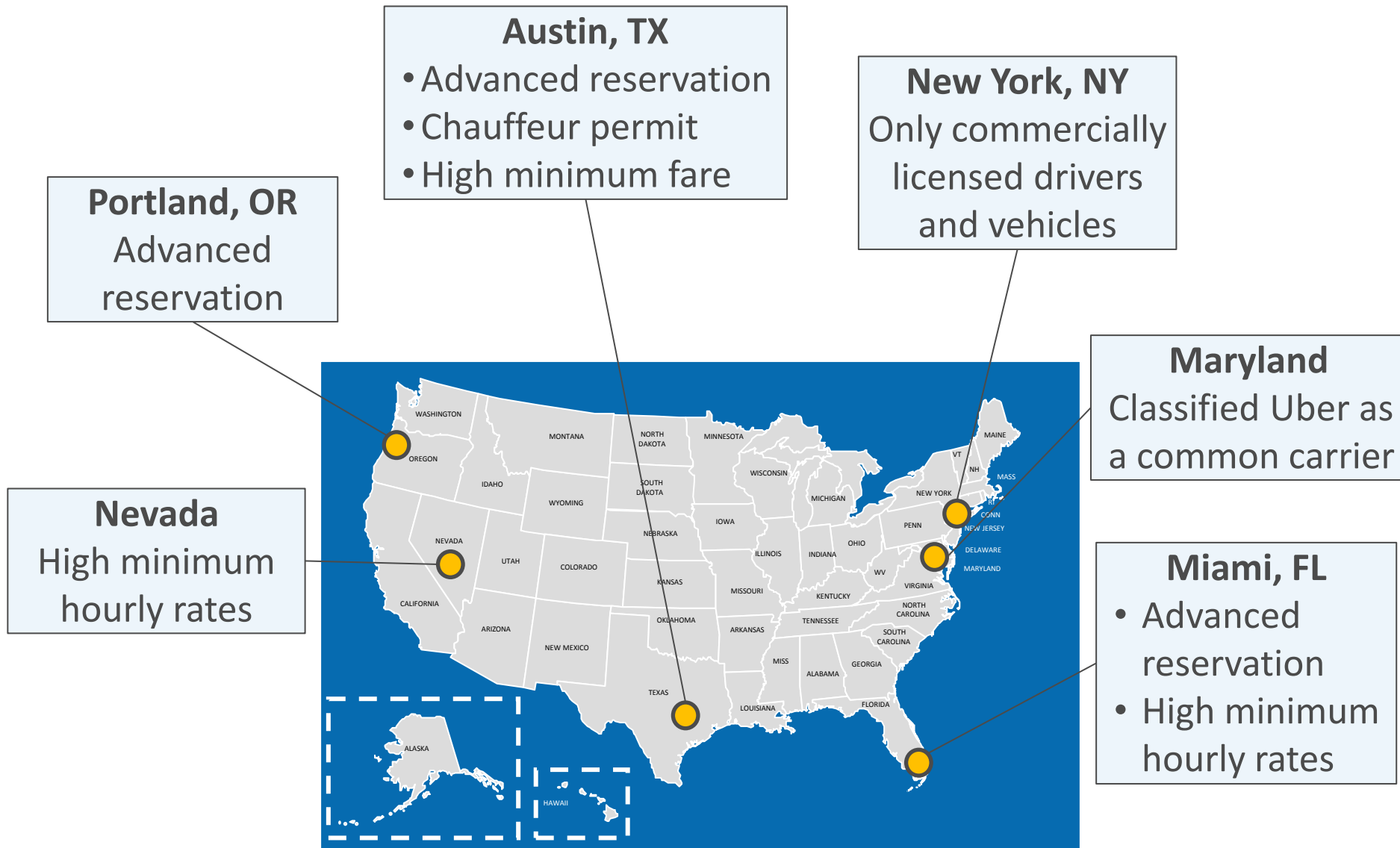
Why are customers demanding these services?

- **Convenience**
 - One-touch bookings
 - Short arrival times
 - Automatic payment by credit card
- **Reliability**
 - Driver/vehicle displayed
 - GPS tracking of approaching vehicle
- **Cost**
 - Peer-to-peer services typically cost less
- **Accountability**
 - Two-way reviews promote high quality service



Ride-Booking Regulations

Some authorities have regulations limiting ride-booking services



Authorities across the country have legalized ride-booking services

Seattle, WA
Revised original ordinance; removed cap on drivers
July 2014

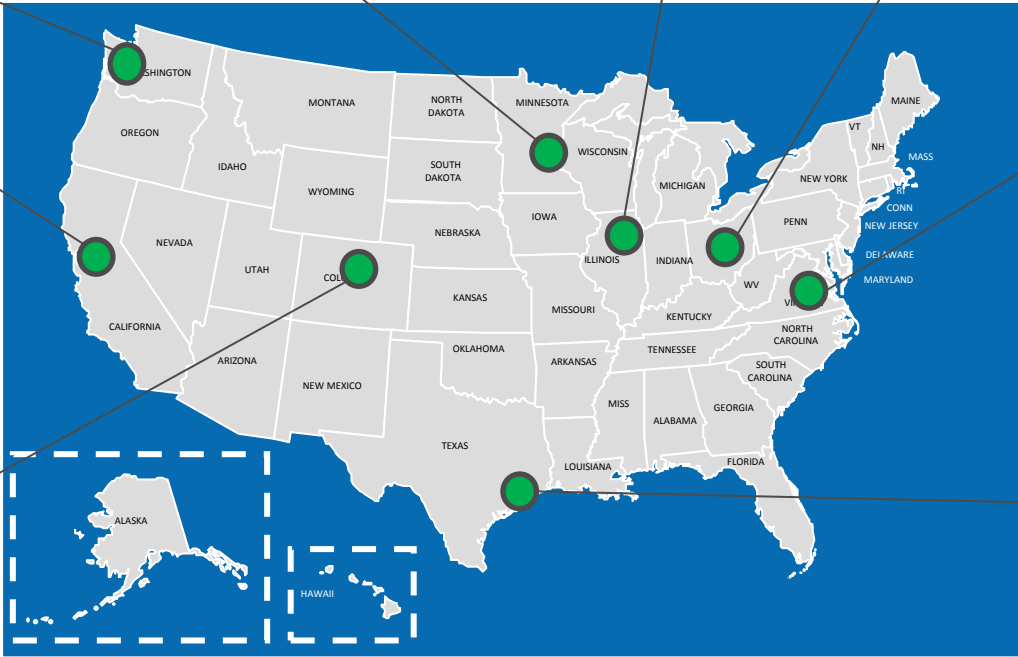
Chicago, IL
Two-tier permit system by weekly driver hours
July 2014

Columbus, OH
Company and driver permits
July 2014

Minneapolis, MN
Company permits
July 2014

Virginia
Temporary operating agreements
August 2014

California PUC
First authority to set regulations
September 2013



Houston, TX
Revised ordinance
August 2014

Colorado
First state to pass legislation
June 2014

Some airports are allowing drop-off but not pick-up of passengers

Airport	Drop-off	Pick-up	Permit Status
BNA	TNCs	TNCs	Permit signed by Lyft
SFO	Commercially licensed vehicles	Commercially licensed vehicles	Permit released to TNCs. Currently revising
LAX	TNCs	Commercially licensed vehicles	Draft released for public comment
DEN	TNCs	Commercially licensed vehicles	None
SEA	TNCs	Commercially licensed vehicles	None

TNCs = Transportation Network Companies

Airport Challenges

Insurance and Airport revenues are areas of concern for airports

- **Insurance**

1. When should the company's insurance coverage apply?
2. How much coverage should be required?
3. What type of coverage should be included?

- **Preserving Airport Revenues**

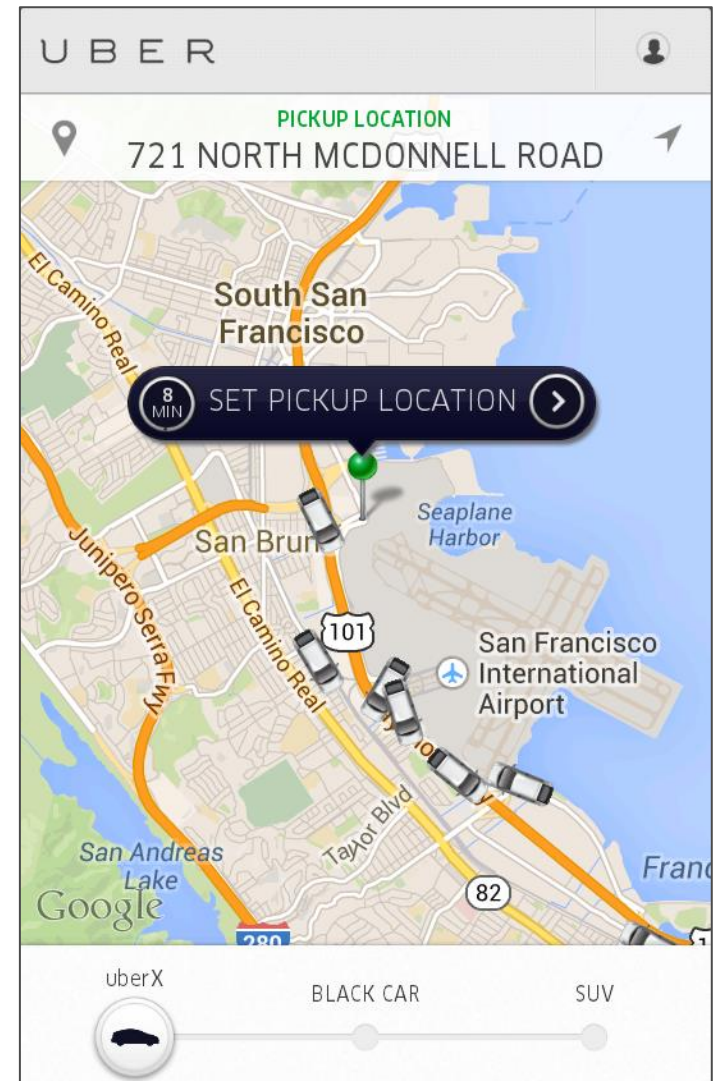
1. Requiring all providers to contribute to airport costs
2. Monitoring trips, collecting fees, and auditing reports
3. Loss of revenue from existing and future concession contracts
4. Increased operating costs

Other key challenges for airports

- Enforcement of regulations and processing of citations
- Safety and security of all airport customers
- Congestion on airport roadways
- Compliance with ADA requirements
- Demand-based pricing

Promoting consistency with airport goals

- Ensure companies are in compliance with local regulations
- Require companies to obtain an airport permit
- Establish airport rules and regulations that address TNCs
- Charge the same airport fees other commercial vehicle operators pay
- Have companies establish a geo-fence around the airport
- Ensure insurance coverage and background checks are adequate





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