



## **Transportation Network Company (TNC) Drivers Frequently Asked Questions**

*Valid as of January 27, 2017*

*TNCs Permitted to Operate at Logan Airport Starting February 1, 2017: Uber and Lyft*

Massport, owner and operator of Boston Logan International Airport (“Logan Airport”), has reached agreements with Uber and Lyft to permit TNC Drivers to pick customers up at Logan Airport starting February 1, 2017.

If you have questions for your specific company, please contact them directly.

### **Q: Can I pick passengers up at Logan Airport now?**

**A:** Starting February 1, 2017, TNC Drivers for Uber and/or Lyft may pick customers up at Logan Airport **if and only if you have received a Background Check Clearance Certificate (BCCC) from the Department of Public Utilities (DPU).**

Your Background Check Clearance Certificate must be current and valid to operate at Logan Airport. If your Background Check Clearance Certificate is revoked or suspended at any time you must **immediately stop** picking customers up at Logan Airport.

### **Q: Are all TNC Drivers now eligible to pick up at Logan Airport?**

**A:** No. You must have a current and valid Background Check Clearance Certificate from the Department of Public Utilities (DPU) and drive for Uber and/or Lyft in order to pick up customers at Logan Airport. Not all Drivers have received a Background Check Clearance Certificate at this time, so being a current Uber and/or Lyft Driver does not necessarily mean you are eligible to operate at Logan Airport yet.

### **Q: Can I drop passengers off at Logan Airport?**

**A:** TNC Drivers may only drop off customers on the upper level (Departures) at Logan. Customers cannot be picked up on the upper level—if you have a current and valid Background Check Clearance Certificate and would like to pick a passenger up after dropping another customer off, you must first proceed to the APP Ride/TNC Pool Lot, which is the only location on Logan Airport where you are able to receive a ride request.

### **Q: Where can I receive a ride request from a customer at Logan Airport?**

**A:** The APP Ride/TNC Pool Lot is the only location on Logan Airport where you can receive a ride request. Drivers may not pick a customer up from Logan Airport without first entering the APP Ride/TNC Pool Lot to receive a ride request. Drivers must depart from the APP Ride/TNC Pool Lot and proceed directly to the correct APP Ride/TNC Pick Up Area, following the route prescribed by Massport. Drivers may only pick customers up when they are ready with their luggage.

(Please see the Driver Flyer on the Massport website for a map of the APP Ride/TNC Pool Lot and pick up locations at Logan Airport, and directions to each Terminal APP Ride/TNC Pick Up Area.)



**Q: Where can I pick passengers up at Logan Airport?**

**A:** Drivers may only pick customers up at the Massport-designated APP Ride/TNC Pick Up Area at each Terminal, never at the curb or on the roadways.

(Please see the Driver Flyer on the Massport website for a map of the pick up locations at Logan Airport, and directions to each Terminal APP Ride/TNC Pick Up Area.)

**Q: What do I do if my customer cancels the ride while I am on my way to pick them up at the Terminal APP Ride/TNC Pick Up Lot?**

**A:** If a ride is cancelled by the customer after the Driver has accepted the ride and is on the way from the APP Ride/TNC Pool to the Terminal APP Ride/TNC Pick Up Area, the Driver has three (3) minutes to accept a new ride through the app while waiting in the nearest APP Ride/TNC Terminal Pick Up Area. If no ride is accepted within the three (3) minute period, the Driver must return to the APP Ride/TNC Pool Lot and wait for another ride request.

**Q: What are the rules for TNCs at Logan Airport?**

**A:** TNCs are subject to all Massport rules and regulations. Massachusetts State Police will be responsible for all safety and security matters occurring on Logan Airport property and will enforce all Massport rules. TNC Drivers must show their current and valid Background Check Clearance Certificate or proof of adequate insurance to a Massport Agent or Massachusetts State Trooper upon request. As required by Massachusetts state law, TNC drivers are not allowed to solicit customers or accept, arrange or provide transportation in any manner besides a pre-arranged ride on a digital network. Failure to comply with Massport rules may result in fines.

(Please see the Rules posted to the Massport website for more information.)

**Q: I currently operate at Logan Airport with a livery plate—do I need a new Background Check Clearance Certificate to operate at Logan Airport now?**

**A:** If you operate as a limo driver with livery plates at Logan Airport and plan to continue to do so, you must have a PSID per your Ground Access Agreement. If you will operate as a TNC with Uber and/or Lyft, you must have a current and valid Background Check Clearance Certificate from the Department of Public Utilities (DPU) and report to the APP Ride/TNC Pool Lot in order to receive a ride request.

**Q: Are there additional costs associated with operating at Logan Airport?**

**A:** There is not a direct cost to TNC Drivers to operate at the Airport. An Airport Fee of \$3.25 is assessed as part of the overall cost for rides originating at Logan Airport, which TNC companies can pass on to customers. Fees associated with TNCs are common at major airports across the country and help ensure that service levels, public safety needs and operational costs are met.

**Q: How do I get my decal?**

**A:** Each TNC you are registered to drive for will issue you a decal.