

# Rental Car Curbside Assistance Contract

October 27, 2026  
Port of Seattle Commission

# Purpose

**Request to Commission: Authorization for a new curbside assistance contract up to five years in duration (1st year with four 1-year options) with a total contract value not to exceed \$6 million.**

## Scope of Services

Rental car shuttle curbside assistants provide the following services in support of rental car shuttle operations at the Main Terminal and RCF:

- Baggage loading and unloading
- Queue management
- Passenger information and customer service
- Bus parking assistance and logistics
- ADA queuing



# Key Facts

- Rental car shuttles serve over **5.2 million passengers** annually
- Current contract expires in **April 2027**
- Curb assistance is available **about 20 hours per day** with season variation.
- Curb assistance is a **Customer Facility Charge-eligible expense**, related to the common busing operation: **Current CFCs \$8.00/transaction day**
- Supports **10+ full-time employees** at the airport
- **Consistent service since inception** with exception in 2015.



# Alternatives Analysis

|                                | Self-Perform Alternative | Contract with 3 <sup>rd</sup> Party Vendor |
|--------------------------------|--------------------------|--------------------------------------------|
| Estimated Wages, Benefits & OH | \$9.2M                   | \$6 M                                      |

## *Alt #2: Self-Perform/In-house*

### **Pros**

- Internal management control over staff performance and customer service standards
- Immediate and direct alignment with Port priorities

### **Cons**

- Substantive administrative burden on existing operation, impacts on current staffing levels
- Potential new investments in staffing support systems (dispatch and supervision)
- Increased expenditures compared to Alt #3
- Less flexibility with scaling staff levels, seasonality
- Potential impact to CFC funds

## *Alt #3: Contract with 3<sup>rd</sup> Party*

### **Pros**

- Compatible with budget expenditures, forecast CFC estimates and planned capital improvements
- Flexibility to change staffing levels swiftly with seasonal variability
- Maintains consistent service standards and accountability across all locations

### **Cons**

- Transitioning to a new vendor can require familiarization, vendor training, etc.
- Less direct control over staff performance and customer service standards compared to Alt #2

# Recommendation

- **Alt #3: Contracted 3<sup>rd</sup> party service:** provide sufficient funding to maintain full-time curbside assistance schedule based on current operational needs at the RCF and Main Terminal
  - Addresses need for queue management and in-line customer service
  - In-line with CFC budget expectation and expenditures
  - Congruent with stakeholder expectations
  - Consistent with customer service standards and expectations