



## MEMORANDUM

To: Operational Division Senior Travel Officials

From: Matthew Zakielarz,  
Agency Senior Travel Official (Acting) and  
Director, Transportation Services,  
Program Support Center

Date: April 7, 2017

Control #: HHS Travel Policy Manual Update 2017-1 (incorporated by reference)

Effective Date: April 7, 2017

Supersedes: N/A

Subject: HHS Policy Regarding the Authorization of and Reimbursement for the Use of  
Transportation Network Companies

### Background

Federal Travel Regulation 16-05, dated July 27, 2016, directed federal agencies to publish policy on individual use of Transportation Network Companies.

Through the combination of social networking, Global Positioning Systems, Smartphones, and computer applications, Transportation Network Companies (TNCs) have developed as a means for providing automobile rides on short notice. TNCs sell rides in privately owned vehicles that are not licensed, owned, insured or operated in the traditional sense like taxicabs. TNCs (e.g. Uber, Lyft, etc.) often charge "peak hour," "surge" and other fees in addition to the fare itself and any tip requested. Payment for any rides procured is made using a credit card stored within the TNC's application hosting system.

### Policy

The use of TNCs by Employees while on official Temporary Duty (TDY) and Local travel is permitted as follows:

1. Services provided by TNCs are a special conveyance per the Federal Travel Regulation, as amended, and HHS Travel Policy Manual section 4.1.10.4.

2. TNCs are a lesser-preferred mode of transportation and fall after taxicabs in the order of preference stipulated in the HHS Travel Policy Manual. Employees shall consider courtesy shuttles, public transportation, multiple party transportation, and taxicabs before electing to use TNCs. A cost comparison may be required in determining the most advantageous mode of transportation (e.g. for the cost of a taxi versus the cost of a TNC.)
3. Use of TNCs is permitted by managerial discretion through the use of the E-Government Travel System (ETS) by Approving Officials to authorize TDY and Local travel expenses. Approving officials may authorize Employees to use TNCs, but shall not require the use of TNCs.
4. Senior Travel Officials may establish supplemental supporting instructions at the Operational Division level on the use of TNCs to support Internal (Management) Control and travel cost control efforts. This may include limiting distances permitted to be traveled by TNC, capping TNC fare amounts, increased auditing of TDY vouchers, and instructions to Approving Officials and supervisors.
5. Reimbursement for TNC use shall be limited to the usual and customary charges of taxicabs; regardless of the ride option selection utilized by the TNC (e.g. TNCs may offer different options such as economy services versus premium services.) “Surge” or “peak hour” fees—whether or not so named, and whether or not displayed before or during the ride—shall not be reimbursed as they are not comparable to the fees charged by taxicabs. Application (“App”) or Service registration fees, or any other special fees, cancellation fees, charges, taxes or levies shall not be reimbursed. Reimbursement for tips will follow HHS Travel Policy Manual section 4.1.3 (Transportation Guidelines.) The responsibility of travelers to file receipts under HHS Travel Policy Manual section 1.3.9 applies to this policy update.
6. IBA card accounts shall not be used to procure TNC services for Local travel. Travelers need to exercise care when using TNC services to ensure that their TNC payment profile doesn’t inadvertently cite their official federal travel IBA card when using the service for personal use or Local travel use.
7. Employees who are TNC drivers shall not provide TNC services to their own self or to other HHS Employees during the performance of Government business, either directly or indirectly.
8. This update shall be incorporated into the next edition of the Department’s travel policy.
9. The E-Government Travel System (ETS) shall be programmed to establish TNC as an expense type so as to enable authorization of the expense and reporting on the usage.

Copy:

M. Van Pelt, Departmental Travel Program Manager

Lead Federal Agency Travel Administrators