



## Supplemental Operational Guidance

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

Subject: HHS Policy Regarding the Authorization of and Reimbursement for the Use of  
Transportation Network Companies (HHS Travel Policy Manual Update 2017-1)

### Purpose

This Supplemental Operational Guidance supports the HHS Policy Regarding the Authorization of and Reimbursement for the Use of Transportation Network Companies (TNCs). It provides HHS Senior Travel Officials with additional information for incorporating the policy into OpDiv internal procedures and informs on the practices and risks associated with using TNCs.

1. OpDiv internal supplemental instructions should not be overly onerous or burdensome so as to impede or unnecessarily delay the consideration of TDY or Local travel authorization requests or the timely processing of proper travel vouchers.
2. Employees should understand that when electing to use TNC services and by accepting the terms and conditions of the service, the employees assume liability and risk when using the services.
3. Employees should understand that the automobile insurance policy of the driver/vehicle might specifically prohibit the driver/owner from operating a TNC service, and passengers might not be covered by the policy's provision.
4. Employees are not required to use TNC services, and should not use TNC services if there are doubts concerning personal safety or doubts concerning the TNC vehicle's ability to be operated safely, its mechanical condition or its roadworthiness. Employees should consider a TNC's policies, terms and conditions, the driver, and the overall condition of the vehicle before entering a TNC vehicle.

5. Use of TNC services shall be in compliance with the local jurisdiction's laws, regulations and rules concerning such services that are in effect at the time of the need. It is the traveler's responsibility to comply with the local jurisdiction(s).
6. Civil or criminal violation financial penalties issued to travelers for using TNCs in jurisdictions where the companies are not permitted to operate, or any fine or penalty of any sort issued to a TNC driver, shall not be reimbursed.
7. "Bulk" or "group" TNC plans or offerings to be used for office staff convenience are procurements and fall under the purview of procurement policy.
8. Transportation Network Companies shall not be procured as shuttle services under the auspices of this policy.
9. Employees must use caution and practice diligence in maintaining separate official travel accounts from personal/Local travel accounts with TNCs to ensure the IBA cards are solely charged for official government travel (TDY). This should be established by employees before using TNCs for official government travel to limit the accidental improper use of the IBA accounts for personal or Local travel use.

Copy:

M. Van Pelt, Departmental Travel Program Manager  
Lead Federal Agency Travel Administrators