

AUSTIN-BERGSTROM INTERNATIONAL AIRPORT
RULES FOR GROUND TRANSPORTATION SERVICE PROVIDERS

I. PURPOSE

The purpose of these rules and regulations is to maintain a high level of customer service in the provision of Ground Transportation Services at Austin-Bergstrom International Airport (the "Airport"), and to make effective and efficient use of the Airport roadway and transportation infrastructure. In addition to general rules that are applicable to all Ground Transportation Services at the Airport, specific rules applying to certain types of Ground Transportation Services are addressed in these Rules. As used in these Rules, Ground Transportation Service is defined as provided in City Code §13-2-1(10), and Ground Transportation Vehicle is defined in City Code §13-1-1(B).

II. AUTHORITY

Pursuant to Austin City Code Section 13-2-33, a person seeking to operate a Ground Transportation Service at the Airport must obtain authority from the Director of the Department of Aviation ("Director"). The Director is authorized to regulate Ground Transportation Services on airport property under City Code §13-1-4.

III. APPLICABILITY

These Rules apply to all persons who provide Ground Transportation Services at the Airport or who own or operate a Ground Transportation Vehicles at the Airport. These rules govern all public areas of the Airport, including, without limitation, its terminal buildings, roadways, parking facilities, and all other surface areas of the airport.

IV. VIOLATION

Pursuant to §13-1-202 of the City Code, a person who violates or refuses to comply with any provision of these Rules may be denied use of the airport for commercial purposes by the Director. Such denial of use is in addition to any penalties imposed pursuant to Federal, State, or Local law.

V. INTERPRETATION

In the event that an interpretation of any provision of these rules and regulations is required, the Director shall render such an interpretation, and the Director's determination shall be considered as final authority on the matter.

VI. ENFORCEMENT

The Director delegates the primary responsibility to manage Ground Transportation Services at the Airport, and to enforce these Rules to the Department of Aviation [~~Public Safety~~ Operations and Security Division. Security and Ground Transportation Controllers at the supervisory level or above, and

Airport Operations Specialists are authorized to issue notices of violation pursuant to these rules and regulations.

Failure to comply, or cooperate with the enforcement of, these Rules and regulations may result in the suspension or termination of the Ground Transportation Service provider's permit to operate at the Airport. If a person is convicted of an offence set forth in City Code §13-2-132(B)(2), the conviction shall, without the requirement of notice, result in the automatic revocation of that person's Airport Ground Transportation Service permit.

A Ground Transportation Service provider shall be jointly and severally liable for any violation of these Rules by the provider's agents, employees, franchisees, and independent contractor drivers.

VII. GENERAL OPERATING RULES

The following Rules apply to all Ground Transportation Service providers and Ground Transportation Vehicles serving the Airport.

a) No person shall operate a Ground Transportation Vehicle or provide Ground Transportation Service to the public at the Airport, without a valid permit issued by the Director of Aviation.

b) An Airport Ground Transportation permit authorizes the holder to stop and conduct business only at designated areas specified by the Department of Aviation. The Director shall establish a terminal curb map designating the Ready Stands and other areas at the Airport Terminal curb at which the various classes of Ground Transportation Vehicles may stop and drop off or pick up customers. The Director may modify the terminal curb map at any time upon ten days' prior written notice to affected Ground Transportation Service providers. A copy of the current terminal curb map shall be available for inspection at the office of the Security and Ground Transportation Manager during normal business hours.

c) A Ground Transportation Service provider shall acquire and maintain such certificates, licenses or other authorization required by Federal, State and Local laws to provide Ground Transportation Services. All Ground Transportation Service providers shall conduct business in compliance with all applicable Local, State and Federal laws and regulations, including, but not limited to, City Code Chapters 13-1 and 13-2.

d) The [~~Permits~~]Permit issued to any Ground Transportation Service Provider shall contain such terms and conditions as the Director determines to be necessary for the protection of the safety, convenience, and welfare of the City and the general public.

e) Ground Transportation Vehicles shall be operated and maintained upon the airport in strict accordance with these Rules. All Ground Transportation Vehicles operated on the Airport roadways must at all

times comply with any lawful signs and mechanical or electrical signals and other directions issued by the Department of Aviation, unless directed otherwise by authorized Department personnel.

f) Ground Transportation Vehicles must be marked in such a manner as to clearly identify the name of the person permitted to provide the Ground Transportation Service. A Ground Transportation Vehicle that the provider wishes to use at the Airport as a temporary or permanent replacement for a permitted Ground Transportation Vehicle that is out of service, must be pre-approved by the Department of Aviation before use at the Airport, and must bear the appropriate markings required by these Rules and the City Code.

g) The Director, or designee, may remove, or cause to be removed at the owner's expense, from any restricted or reserved area, any Airport street, road or right-of-way or any other area on the Airport, a Ground Transportation Vehicle which is disabled, abandoned, illegally or improperly parked, or is creating an operational problem. Any such Ground Transportation Vehicle may be removed or caused to be removed to an official vehicle impound area, without incurring any liability on the part of the City. The owner of the Ground Transportation Vehicle shall be liable for towing and storage fees.

h) No person shall operate a Ground Transportation Vehicle on any area of the Airport except on the roads, rights of way, and parking areas authorized by the Director for use by that particular type of vehicle and operation. A Ground Transportation Vehicle shall not block the flow of traffic or prevent other vehicles from gaining access to, or departing from, Ground Transportation Staging Areas, Ready Stands, parking lots or garages, or any other area at the Airport.

i) Ground Transportation Service providers may unload passengers at the Terminal, at any curb marked for that purpose. **LOADING OF PASSENGERS AND THEIR RELATED BAGGAGE SHALL BE PERFORMED ONLY AT THE DESIGNATED AREAS AS INDICATED AND SPECIFIED IN THE PROVIDER'S PERMIT.** Pick up and delivery of parcels shall be performed only at the designated areas for parcel pick-up or deliver in accordance with these Rules.

j) Ground Transportation Vehicles shall not be left unattended at any time unless expressly approved by a Security & Ground Transportation Controller ("TC"), a [Airport] Police Officer or other authorized Department of Aviation employee.

k) The Department of Aviation provides a staging area for use by of Ground Transportation Vehicles. All Ground Transportation Vehicles must process through the Ground Transportation Staging Area ("GTSA") prior to loading any passenger at the Airport.

l) All Ground Transportation Vehicles operating on the Airport are subject to inspections~~[scheduled and spot inspections]~~, performed by Aviation

Department~~[department]~~ personnel, as deemed necessary by the Department to ensure compliance with these Rules and applicable City Ordinances.

m) Requests for additions or deletions to the list of authorized vehicles provided to the airport by a Ground Transportation Service Provider (as listed on an application attached to the operating permit) shall be forwarded in writing to the Security and Ground Transportation Manager, Department of Aviation.

n) A temporary Airport Ground Transportation Vehicle permit may be issued for a vehicle that replaces a Ground Transportation Vehicle temporarily out of service for maintenance. A person requesting a temporary Airport Ground Transportation Vehicle permit must first obtain a temporary City Ground Transportation Vehicle permit from the City of Austin Ground Transportation Office, and must present proof of the temporary City Permit prior to being issued an Airport temporary permit. Companies not regulated by the City of Austin are exempt from the above requirement.

o) Each Ground Transportation Service provider must make application with the Department of Aviation ~~[and will receive]~~ for a ~~[Ground Transportation Staging Area (GTSA) debit card and a sticker at no charge]~~GTSA access card, and pay a \$10.00 deposit. The \$10.00 deposit shall be refunded upon return of the GTSA access card. An administrative fee of ~~[\$10.00]~~\$25.00 will be assessed for each re-issuance of a lost, stolen, or damaged GTSA ~~[debit card]~~access card. When issuing replacement GTSA ~~[debit cards]~~access cards, the Department of Aviation shall ~~[not give]~~transfer all pre-paid trip balances to the new card. [a Ground Transportation Service provider credit for the dollar amount or number of pre-paid trips, if any on lost or stolen GTSA debit cards.]

p) No Ground Transportation Service provider shall install, erect, affix, paint, display or place, or permit the installation, erection, affixation, painting, displaying or placement of any sign, lettering, nor other advertising device or media in, on, or about the Airport, the ~~[terminal]~~terminals, or any portion thereof, without the prior written consent of the Director.

q) No Ground Transportation Service provider shall use an agent or employee of the company to act as a coordinator of passengers in the terminal ~~[building]~~buildings or on terminal curbsides, without prior authorization from the Director.

VIII. GROUND TRANSPORTATION PROVIDER CONDUCT

a) All Ground Transportation Service providers shall conduct themselves in a professional manner and be courteous to the public, passengers, and airport employees or representatives. Obscene gestures or language, threats of physical harm, fighting, gambling, possession or use of any

weapons, public intoxication or the use or possession of illegal drugs or controlled substances on airport premises is expressly prohibited.

b) A person providing a Ground Transportation Service shall not misrepresent, or make any false or misleading statement concerning, its prices or services or those of any other Ground Transportation Service provider.

c) All persons providing Ground Transportation Services at the Airport shall carry and be able to produce at all times identification containing his or her name, picture, and the name of the company with whom he or she is associated.

d) All persons providing a Ground Transportation Service at the Airport shall be neatly attired.

e) Solicitation of passengers on the Airport is prohibited.

f) Littering on the Airport is prohibited.

g) No person providing a Ground Transportation Service may disembark from a Ground Transportation Vehicle, other than to assist passenger loading or unloading on the curb directly adjacent to the Vehicle, unless expressly authorized by a Security and Ground Transportation Controller, [Airport] Police Officer or other authorized Aviation Department personnel.

h) A person providing a Ground Transportation Service shall not modify, reproduce, fold or in any manner alter the GTSA [~~debit card~~]access card receipts. GTSA [~~debit card~~]access card receipts deemed unacceptable by the Security and Ground Transportation Controller will not be accepted.

i) Ground Transportation Service providers must have GTSA [~~debit cards~~]access cards charged with sufficient trips at all times. Cash is not accepted for trips in the [~~Ground Transportation Staging Area (GTSA)]~~ GTSA unless the GTSA [~~debit card~~]access card or the revenue control equipment is inoperable. The GTSA access card is not accepted at the South Terminal; fees for trips from the South Terminal must be paid in cash.

j) Bathing in the GTSA restrooms is prohibited. This includes but is not limited to the washing of feet.

k) Males are not allowed to enter the female restrooms at any time.

l) Females are not allowed to enter the male restrooms at any time.

m) Ground Transportation Providers shall not store personal property of any kind at the GTSA.

n) Ground Transportation Providers may not engage in sporting activities, including but not limited to, soccer, golfing, or weight lifting, in the GTSA or Ready Stands.

IX. PROHIBITED CONDUCT THAT WILL RESULT IN IMMEDIATE REMOVAL FROM AIRPORT PROPERTY. (Each infraction will result in a suspension of no less than one (1) day)

- a) Fighting;
- b) The use of profane, vulgar or abusive language directed to other drivers, city employees or at the public;
- c) Bypassing the GTSA;
- d) Gambling;
- e) Blocking the GTSA, a Ready Stand, or other loading areas for other than vehicle mechanical reasons;
- f) The use or possession of any alcoholic beverage, or any illegal drug or controlled substance on the Airport; or
- g) Any attempt to solicit payment in excess of that authorized by City ordinance or Airport contract.

X. REGULATIONS APPLICABLE TO CHARTER, AIRPORT SHUTTLE, SHUTTLE, and LIMOUSINE SERVICES

In addition to the preceding rules and regulations; the following rules and regulations apply to Charter, Airport Shuttle, Shuttle, and Limousine Services as indicated.

- a) Operators of Charter, Airport Shuttle, Shuttle, and Limousine Services shall comply with the terms and conditions of their operating Permit, including, without limitation, the marking of vehicles, registering vehicles with the Department of Aviation, submitting required documentation and participating in the Department's revenue control program.
- b) An operator and/or representative of a Charter, Airport Shuttle, Shuttle, or Limousine Service shall not leave its vehicle unattended except when required to meet a pre-arranged party in the terminal building. A driver or representative of a Limousine Service meeting a pre-arranged passenger must place the GTSA [~~debit card~~ access card] receipt in the left front dash of the unattended vehicle, and shall supply a Security and Ground Transportation Controller with the name and airline of the passenger or party if asked. All vehicles must undergo a security inspection to obtain authorization to be left unattended. Limousines are limited to 30 minutes in the loading area.

c) Charter, Shuttle and Limousine operators picking up passengers at the South Terminal must pull a ticket at the entrance to the parking lot. Passenger loading will take place in the designated area in front of the terminal building (the "Forecourt"). The TC will direct the driver to the designated loading area.

d) Drivers must pay the required trip fee prior to loading at the South Terminal. All South Terminal trip fees must be paid in cash to the TC. The TC will provide a receipt of payment if requested.

XI. CHARTER SERVICES

The following rules specifically apply to Charter Services providers:

a) Charter Service buses and other vehicles are prohibited from staging on the terminal curbs, except during the process of loading or unloading of passengers and their related baggage. Charter Service vehicles shall stage only in areas expressly designated for this purpose, as indicated by posted signs.

b) Charter Service vehicles shall not proceed to the terminal curbs for loading of passengers until the driver has confirmed flight arrival status at the GTSA. Charter Service vehicles may proceed to the designated loading area when ready for immediate loading. No waiting for passengers to arrive on the terminal curb area.

c) Charter Service vehicles shall not be left unattended by the driver at any time.

d) A designated area for Charter operations has been established at the South Terminal. All charter operators must pull a ticket at the entrance to the parking lot and follow the signs for charter bus loading. Passenger loading will take place in the Forecourt.

e) Drivers must pay the required trip fee prior to loading at the south terminal. All South Terminal trip fees must be paid in cash to the TC. The TC will provide a receipt of payment if requested.

XII. REGULATIONS APPLICABLE TO COURTESY VEHICLE OPERATORS

The following rules and regulations apply specifically to operators of Courtesy Vehicles (as defined in City Code Ch. 13-1).

a) Courtesy Vehicles are not to be left unattended at any time.

b) Courtesy Vehicles may only stop [is]in designated loading areas when actively engaged in the loading of passengers and their related baggage,

c) No more than one Courtesy Vehicle from a company may be at the designated loading zone at any time unless authorized by Aviation Department personnel. If a company operates more than one Courtesy

Vehicle, the first Courtesy Vehicle to reach the loading area must proceed on when the second Courtesy Vehicle arrives.

d) The operator of a Courtesy Vehicle may wait in the loading area for a maximum of three minutes (3) if passengers are not present on the curb. The loading areas are for immediate loading of passengers and their related baggage only.

e) Courtesy shuttle operators picking up passengers at the South Terminal must pull a ticket at the entrance to the parking lot. Passenger loading will take place in the Forecourt.

f) Drivers must pay the required trip fee prior to loading at the south terminal. All South Terminal trip fees must be paid in cash to the TC. The TC will provide a receipt of payment if requested.

XIII. REGULATIONS APPLICABLE TO TAXICAB OPERATORS

a) The following Rules apply to persons providing Taxicab Service at the Airport whether independent or company owned.

b) A Taxicab driver making a pre-arranged passenger pick-up (special) must remain in the GTSA until 15 minutes prior to the customer's scheduled arrival time. The driver must provide the [~~Security & Ground Transportation Controller (TC)~~]TC assigned to the GTSA with the first and last name of the passenger, pay the per-trip fee, receive the GTSA [~~debit card~~]access card receipt then proceed to the loading area in front of the terminal. If the customer has not arrived within 15 minutes from the scheduled arrival time, the driver must return to the GTSA and wait until notified by the TC. Drivers must at all times follow the instructions given by the TC.

c) While at a terminal Ready Stand, Taxicab operators shall remain in their vehicles unless loading or unloading or otherwise assisting a passenger with baggage.

d) A TAXICAB OPERATOR SHALL NOT REFUSE TO TRANSPORT A PASSENGER FROM THE AIRPORT FOR ANY REASON, EXCEPT THOSE EXPRESSLY AUTHORIZED BY LAW. Avoidance of this Rule by suggesting alternate means of transportation to a passenger is strictly prohibited, and may result in the issuance of a citation for failure to convey.

e) No person may perform maintenance on a Taxicab on the Airport, except emergency repairs limited to the repair of flat tires and jump starts. Taxicabs may not be washed or rinsed on the Airport.

f) Taxicab operators must have the following items in their Taxicab in order to pick up a passenger at the Airport.

A sign informing the passenger of the city-approved rates and fees, to include the airport surcharge posted inside the Taxicab.

A working taximeter with the correct rate as approved by City Council.

A current permit issued by the City of Austin Department of Public Works.

~~[The driver must have a GTSA debit card]~~ A GTSA access card and a Department of Aviation issued decal displayed on the Taxicab windshield.

A sign prominently displayed on the vehicle which designates that vehicle as a smoking or non-smoking Taxicab.

A permanent sticker on the Taxicab window that states acceptance of credit cards ~~[and a blue sticker issued by the Department of Aviation].~~ Acceptance of credit cards ~~[must not change from day to day or passenger to passenger. The sign on the window and the sticker designates the vehicle as a credit card accepting Taxicab and assists the officers in matching customers with the appropriate Taxicab]~~ is MANDATORY for all taxicabs operating on the airport.

g) Taxicabs must load in first come, first served manner. A passenger, who is first in the Taxicab queuing line, may select any taxi in the Taxi Ready Stand.

h) Special Transportation Services (STS) vehicles may pick up disabled passengers on the curb in front of the terminal building. Drivers must first go through the GTSA and pay the per-trip fee. Driver must notify the officer of the STS pickup and be able to produce the GTSA ~~[debit card]~~ access card receipt and the name of the passenger(s) to be transported.

i) ~~[When transporting a passenger to an area designated as a short trip, Taxicab drivers must complete a short trip ticket. Short trip tickets must be signed by a TC before departing the Airport. A short trip is defined as a trip to a destination three (3) miles or less from the Airport terminal, as shown on the taximeter.]~~ No preference in GTSA or Ready Stand procedures is granted to a Taxicab operator who returns to the Airport from a short trip.

~~[j]~~ While in the GTSA, Taxicab drivers must remain in their vehicle and prepared to move when current line is moving. Taxicab drivers who are not ready to move, must allow the Taxicabs behind to by-pass and proceed to the terminal Ready Stand. If the next line has begun to move, the driver must go to the end of the last line.

j[k]) Drivers that leave their Taxicab in the GTSA to take care of personal business off the Airport must proceed to the end of the last line, if the line they were previously in has been dispatched to the terminal Ready Stand.

XIV. SOUTH TERMINAL TAXICAB OPERATIONS

The following rules apply to persons providing taxicab service at the South Terminal. Except as expressly modified in this Section, all Airport rules regarding Ground Transportation Services apply and will be enforced.

a) Taxicabs may enter the South Terminal lot either on their own or by volunteering to go from the main terminal GTSA.

b) Taxicab operators who enter on their own will be checked to ensure they are authorized to operate on the Airport. Authorized taxicab operators are required to have a GTSA Access Card in their possession. An operator who does not possess a GTSA Access Card may not load passengers at the South Terminal.

c) Taxicab operators who volunteer to go to the South Terminal from the GTSA may exit the GTSA without using their access card. The TC will use the airport's designated access card to open the gate.

d) Taxicab operators picking up passengers at the South Terminal must pull a ticket at the entrance to the parking lot. Passenger loading will take place in the Forecourt.

e) The South Terminal Forecourt will only accommodate a maximum of five (5) taxicabs. The TC assigned to the area will direct and manage all loading of taxicabs. Drivers must remain in or in very close proximity of their vehicle while in the Forecourt unless otherwise authorized to do so by the TC.

f) Loading will be accomplished in the first come, first served manner, the same as it is at the main terminal.

g) All current procedures for loading at the main terminal apply at the South Terminal, i.e. credit card acceptance, no solicitation and customer preference, etc. (refer to section XIII Regulations applicable to Taxicab Operators.

h) All taxicab trip fees must be paid in cash to the TC.

i) There are two (2) designated parking spaces for taxicab specials. Drivers that have special pick ups will be authorized to park their vehicle and wait for their passenger in the Forecourt.

j) Drivers may use the restrooms inside the South Terminal whenever necessary. Drivers must inform the TC of the need to go inside the terminal for a restroom break so that the vehicle can be inspected prior to

leaving it unattended. The TC will conduct the inspection and tag the vehicle with a security inspection tag.

k) Drivers that volunteered to go to the South Terminal but did not pick up a passenger will be given a blue ticket by the TC. The blue ticket will allow the driver to go to the GTSA and be first to load at the main terminal. The blue ticket will be stamped with the date and time by the TC. The ticket must be used or presented to the TC at the main terminal within 20 minutes from the time he or she departed the South Terminal.

XV. REGULATIONS APPLICABLE TO COMMERCIAL COURIERS

The following rules and regulations apply to persons operating as a Commercial Courier operator. As used in this section, a Commercial Courier is a person who has been hired by an airline to transport baggage.

a) Unless expressly approved by the Director, a Commercial Courier shall not load or unload freight or parcels in any area other than those designated for such use by the Director. Appropriate signs or markings shall indicate such area.

b) A Commercial Courier shall not interfere with, or impede the flow of traffic or pedestrians on the Airport.

c) A Commercial Courier that is operating a vehicle that, due to physical size, cannot be accommodated in the designated loading/unloading areas must inform the Director in advance to allow for special handling. The Director retains the right to refuse the use of Airport facilities to any Commercial Courier whose vehicle cannot be reasonably accommodated due to size.

~~XV~~XVI. SUSPENSION AND REVOCATION

a) In addition to any other right that the City may have, the Director may suspend or revoke the operating permit and thereby the operating privileges, of any person providing a Ground Transportation Service at the Airport.

b) A Ground Transportation Service provider whose operating permit has been revoked must remove any vehicle identification decals issued by the Department of Aviation if applicable, return any GTSA ~~[debit cards]~~access cards, and other equipment that may have been issued by the Department of Aviation.

c) A Ground Transportation Service provider who is found to be operating on the Airport with a suspended Airport operating permit, may have its Airport operating permit revoked immediately without notice.

d) Each Ground Transportation Service provider shall be responsible for the failure of its drivers, agents, employees, and representatives to comply with these Rules.

e) Violations of these Rules subject the violators to enforcement actions including but not limited to impoundment/towing of vehicles, possible suspension or revocation of the privilege of conducting business at the Airport and other actions deemed appropriate by the Director. The Director shall give written notice of a suspension or revocation of an Airport Ground Transportation Service operating Permit to the holder of the Permit, at such person's last known address by first class mail or delivery in hand. The Director shall notify the Director of the Department of Public Works, or other City Department that oversees Ground Transportation Passenger Services, of a revocation or suspension of an Airport operating permit.

XVII. APPEAL PROCESS

a) A person whose operating permit has been revoked or suspended may appeal in writing, to the Director no later than 15 business days after date of the notice of the suspension or revocation.

b) A person whose application for renewal or amendment is denied, or whose operating permit is revoked or suspended may not operate a Ground Transportation Service vehicle on the Airport during the pendency of an appeal.

c) All decisions on appeals are made by the Director and are final. The Director shall notify the appellant of the decision on the appeal in writing, and shall copy the Director of the Department of Public Works, or other City Department that oversees Ground Transportation Passenger Services.



Jim Smith, Executive Director of Aviation

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