



SECTION 502 COMMERCIAL GROUND TRANSPORTATION

Section 502.01 GENERAL

A. The Rules for Commercial Ground Transportation govern the actions of vehicles and drivers and companies who conduct courtesy, scheduled, prearranged, contracted, and other livery services at John Glenn Columbus International Airport as those terms are defined in **Title 1, Section 101, DEFINITIONS**. The conduct of taxicabs, taxicab drivers and taxicab companies is governed by the provisions of **Title 5, Section 501**, of these Rules and Regulations. The conduct of Transportation Network Companies (TNC) and TNC vehicles and drivers is governed by the provisions of **Title 5, Section 504**, of these Rules and Regulations.

Section 502.02 SOLICITING

A. Commercial ground transportation companies, including off-site operators and their representatives are prohibited from soliciting business at the airport either in person or through third parties. Companies may, however, contract for advertising in designated areas of the terminal.

B. Signage, other than advertising as authorized in Section 502.02A, above, may not be posted or displayed on airport property without the consent of the Authority's Parking & Ground Transportation Department and Office of Business Development.

Section 502.03 UNAUTHORIZED PARKING

A. No commercial vehicle may be left unattended while running.

B. Unless authorized in section 502.04(A)(1), drivers may not leave vehicles unattended.

C. Commercial Vehicles shall be parked in designated areas only.

Section 502.04 BEHAVIOR OF REPRESENTATIVES

A. Commercial Providers, Special Events, and Ambulettes: (except Courtesy Shuttles as defined in Section 101, Definitions)

1. Each Company may assign one representative to display the name of a passenger on a hand-held sign or electronic device, not to exceed 11"x17" in size, or as otherwise approved by the Authority. This representative may be the driver of the commercial vehicle, provided that the vehicle is legally parked in a designated non-curb parking space. Oversized vehicles parked on the curb may not be left unattended without approval by an Authority representative. Additional representatives must be authorized by the Parking & Ground Transportation Department prior to the start of any event.

2. The representative must have on his or her person a list of the passenger(s) being picked-up and their flight information, including but not limited to, flight number, arrival date and time and airline. Such list shall be available for inspection by Authority personnel at all times, and may be stored on an electronic device provided that device is available for inspection by Authority personnel.

3. The representative may be stationed in the baggage claim level of the terminal building at the foot of the escalators or in such other area as may be designated by the Authority from time to time. At no time shall representatives solicit passengers on airport property including, but not limited to, through use of the information booth paging or telephone system. Representatives may only display a sign to communicate with passengers.

4. Representatives may not restrict, or cause others to restrict, access to or exit from any portion of the terminal, including, but not limited to, the baggage belts, escalators, elevators or information booth, by their actions.

B. Courtesy Shuttles

1. Drivers of courtesy shuttles must remain within arm's reach of their vehicles.
2. Courtesy shuttles may only transport customers of their organization.

C. Charter Buses (Commercial Vehicles larger than 24 passenger)

1. Charter bus vehicles operating at the airport must be licensed by PUCO or ICC.
2. Charter bus drivers must remain within arm's reach of their vehicles.
3. Each company operating a charter bus may assign one representative, other than the driver, to display the name of the company by which the shuttle has been hired on a hand-held sign or electronic device, not to exceed 11"x17" in size, or as otherwise approved by the Authority. Additional representatives must be authorized by the Parking & Ground Transportation Department prior to the start of any event.
4. The representative may be stationed in the baggage claim level of the terminal building at the foot of the escalators or in such other area as may be designated by the Authority from time to time. At no time shall representatives solicit passengers on airport property including, but not limited to, through use of the information booth paging or telephone system. Representatives may only display a sign to communicate with passengers.
5. Representatives may not restrict, or cause others to restrict, access to or exit from any portion of the terminal, including, but not limited to, the baggage belts, escalators, elevators or information booth, by their actions.
6. The driver and representative must have on their person information detailing the charter group being picked-up and their flight information, including but not limited to, flight number, arrival date and time, and airline. Such information shall be available for

inspection by Authority personnel at all times, and may be stored on an electronic device provided that device is available for inspection by Authority personnel.

Section 502.05 ALL COMMERCIAL GROUND TRANSPORTATION COMPANIES

A. Drivers and representatives are prohibited from any of the following acts and may be issued a Notice of Violation for:

1. Failure to operate vehicles in a safe and lawful manner at all times.
2. Failure to yield to any and all pedestrians.
3. Stopping to load or unload passengers in non-designated areas.
4. Engaging in the use of profanity including its likeness or as a gesture, rudeness or courtesy to anyone;
5. Sleeping or reclining in any vehicle;
6. Loitering or congregating on Airport premises;
7. Fighting or engaging in roughhousing or horseplay;
8. Gambling;
9. Behaving in an unprofessional or discourteous manner;
10. Coercing, deceiving or intimidating anyone;
11. Soliciting for passengers or passenger fares;
12. Interfering in any manner whatsoever with a passenger's selection of a commercial ground transportation company or other form of transportation;
13. Performing vehicle maintenance on airport premises.
14. Stopping or parking in a designated crosswalk
15. Stopping or parking in a roadway.
16. Parking facing the wrong direction.
17. Stopping, parking or driving on walkways.
18. Failure to turn off engine and/or failure to set brake while stopped or parked.
19. Parking or stopping in a designated "No Loading," "No Parking," or "Bus Loading" zone, including all areas marked by hashed lines painted on the pavement.
20. Allowing a person the use of other person's permit.

21. Parking in a pre-arranged or special event space in such a way that would prevent a second vehicle from sharing the space either in front of or behind that vehicle without impeding the drive lane.
 22. Piggy-backing through access control gates.
- B. Commercial ground transportation companies are prohibited from any of the following acts and may be issued a Notice of Violation and/or refused access to the commercial ground transportation areas for:
1. Failure to obtain a ground transportation permit.
 2. Display or use of permit issued to another operator or previously revoked or suspended.
 3. Failure to display or failure to properly display an issued ground transportation permit.
 4. Display or use of permit not issued to vehicle.
 5. Display or use of permit previously revoked.
 6. Late or non-payment of fees under Section 502.08.
- C. Issuance of a Notice of Violation to an operator or other representative will not prevent the operator or other representative from being charged, cited, summoned, or arrested for violations of federal, state or local laws, ordinances or regulations stemming from the same incident or conduct.
- D. Behavior and activities of all representatives must conform to all Federal, State, and local regulations and laws including all Authority rules.
- E. Companies are responsible for the actions of their representatives while on Authority property.

Section 502.06 VEHICLES ON COMMERCIAL DRIVE

- A. Due to limited space in the commercial area, ground transportation providers using multiple vehicles to pick-up a single customer or group shall stage only one vehicle within the gated commercial area at a time. Other vehicles should be staged in the cell phone lot (or other location designated by the Authority). An authority representative, at their sole discretion, may require a company with multiple vehicles in the gated commercial area for any purpose to stage some vehicles in the cell phone lot or other designated area to alleviate existing or potential congestion.
- B. It is the responsibility of all ground transportation providers to track the status of arriving flights when such information is publicly available. Drivers shall stage their vehicle in the cell phone lot (or other location designated by the Authority) as necessary prior to entering the gated commercial area, such that they avoid any unnecessary dwell time within the gated commercial area.

Section 502.07 GROUND TRANSPORTATION PERMITS

A. All commercial ground transportation companies, including off-site operators, providing carriage of persons or their property from the airport are required to possess a valid airport ground transportation permit in order to operate. The Authority issues permits specific to each type of operation.

B. Approval of Application for Permit

1. A Permit may be granted when a commercial ground transportation operator, including an off-site parking or rental car operator provides the following:

- a. An accurately completed Application signed by an authorized representative of the commercial ground transportation operator, including an off-site parking or rental car operator;
- b. A certificate of insurance;
- c. Satisfactory evidence that the commercial ground transportation company, including an off-site parking or rental car operator, possesses a valid underlying permit from the City of Columbus License Bureau, PUCO, ICC, or an explanation of why such an underlying permit is not necessary;
- d. Satisfactory evidence that the commercial ground transportation company, including off-site parking or rental car operator, shall, in its operations at the Airport, provide all services in compliance with the Americans with Disabilities Act and Title VI of the Civil Rights Act of 1964.

C. Denial of Application for Permit

1. The Authority may deny an Application for a Permit if:

- a. The Application submitted is incomplete, is incorrect, contains false or misleading statements, or is otherwise not in compliance with these Rules.
- b. A satisfactory Certificate of Insurance is not provided.
- c. Activities to be performed or the vehicles proposed to be used would create a threat to the health or safety of persons or property at, in, on or about the Airport, or would be likely to interfere with the safe, orderly, and expeditious flow of traffic to, from, at, or about the Airport, as determined by the Authority in its sole discretion.
- d. The commercial ground transportation company, including an Off-Site Parking or Rental Car Operator, is in violation of any health, safety, insurance, inspection, licensing, certification, or other requirement imposed by any governmental agency or authority having jurisdiction.
- e. The commercial ground transportation company, including an Off-Site Parking or Rental Car Operator, is in violation of a previously issued Ground Transportation Permit or is in breach of any rules or contract with the Authority.

f. The commercial ground transportation company, including an Off-Site Parking or Rental Car Operator proposes to use any vehicle not conforming to applicable state motor vehicle code requirements including any vehicle inspection requirements.

g. The commercial ground transportation company, including an Off-Site Parking or Rental Car Operator, is not current in the payment of all amounts owed to the Authority.

h. The commercial ground transportation company, including an Off-Site Parking or Rental Car Operator, has received three or more suspensions in a single year during the past three years or has had their permit revoked for any reason during the past three years.

D. Revocation of Permit

1. The revocation or expiration of any operating authority issued by a city, state, or other regulatory body will result in the immediate revocation of the commercial ground transportation permit. If the operating authority is reinstated or renewed, a commercial ground transportation company, or off-site parking or rental car operator, may apply for a new ground transportation permit.

2. Ground transportation permits may be revoked for non-payment of fees as outlined in Section 502.08, below.

E. Updating Of Application

1. Each Permitted commercial ground transportation company, including an Off-Site Parking or Rental Car Operator, must promptly update all information contained in its Permit Application, whenever and to the extent that such information becomes inaccurate or incomplete.

2. An applicant who has been denied a Permit pursuant to Section 502.07.C, above, may reapply for a Permit pursuant to Section 502.07.B at any time following the elimination of each ground for the Authority's denial of the application for a Permit pursuant to Section 502.07C.

F. Issuance of ground transportation permits is determined strictly at the discretion of the Authority. The Authority will not unfairly discriminate in its issuance or withholding of such permits.

G. Permits and decals are the property of the Authority and must be returned when a company ceases to do business at the Authority or any time upon demand. Failure to return decals and permits at the time of revocation may result in criminal prosecution.

H. Operators must be listed on a company's driver list and be registered with the Parking & Ground Transportation Department before they can begin operations on Authority premises.

I. Commercial operators may gain permission to make a "first time only" pick up at CRAA facilities under the following conditions:

1. A fifty dollar (\$50.00) pick up fee must be paid prior to picking up customer.

2. Company information and driver identification must be provided to the on duty Ground Transportation Coordinator and/or the Parking & Ground Transportation Department before loading customer.
3. Customer information must be provided (i.e., name, flight, arrival time and destination of the customer) to airport representative upon request.
4. Transportation company representative must contact the Parking & Ground Transportation Department on the first business day after the pick-up to arrange for a permit to operate at Authority facilities.
5. Failure to comply with any of these requirements will result in denial of future ground transportation services to customers of non-compliant commercial company.

Section 502.08 FEES

- A. Payment of monthly ground transportation fees is due, in full, upon receipt of invoice.
- B. Late payment of fees may cause a suspension and/or revocation of a company's ground transportation permit.
- C. Late payment is any payment post-marked or hand-delivered more than 30 days past the payment due date.
- D. At the discretion of the Authority, and upon receipt of a new application and payment of new ground transportation permit fee, revoked ground transportation permits may be reissued.
- E. Failure of a commercial ground transportation company to pay its fees in a timely manner may result in legal action to recover the fees for which the Company is responsible together with all costs, including legal fees and costs, incurred by the Authority in attempting to collect those fees.

Section 502.09 ENFORCEMENT AND PENALTIES - see Title 20

... Section 2001.05 ADMINISTRATIVE PENALTIES APPLICABLE TO TITLE 502

Any ground transportation company issued a notice of violation of Section 502 of these Rules and Regulations shall be assessed a fine and/or suspension of pick-up activities. The amount of the fine and/or suspension shall be determined based on the total number of violations assessed to the company within a rolling 12-month period.

- First Violation: \$100 fine
- Second Violation: \$150 fine
- Third Violation: \$200 fine
- Fourth Violation: \$300 fine, suspension from picking-up passengers at Airport by any company representative for a period not to exceed five (5) calendar days.
- Fifth Violation: \$400 fine, suspension from picking-up passengers at Airport by any company representative for a period not to exceed twelve (12) months.