

DRAFT

GROUND TRANSPORTATION RULES AND REGULATIONS

DEFINITIONS:

AIRPORT: The Salt Lake City International Airport.

~~**AIRPORT SHARED RIDE VEHICLE:** Any authorized Ground Transportation Vehicle operating under contract with the Department of Airports to provide airport shared ride service to and from the Salt Lake City International Airport.~~

~~**AIRPORT GROUND TRANSPORTATION DWELL TIME FEE(S):** Fees charged by the Airport to a Ground Transportation Business for excessive time spent on airport property by associated Ground Transportation Vehicle(s), as established by the Department.~~

~~**AIRPORT NON-REGISTERED GROUND TRANSPORTATION PERMIT:** A permit sold to a Ground Transportation Business, which allows a business to operate a non-registered Ground Transportation Vehicle on Airport property on the terms, including the amount of time or number of trips, specified in the permit.~~

~~**AIRPORT READY PASSENGER PROVIDER:** A Ground Transportation Vehicle operated by an Authorized Ground Transportation Business that is permitted by the Airport to provide service at designated Airport terminal stands, through processes established by the Department.~~

APPLICANT: An individual who has submitted an application to the Department to obtain a Ground Transportation Vehicle Operators Badge.

AUTHORIZED GROUND TRANSPORTATION BUSINESS: Any Business operating any Ground Transportation Vehicle, which has a current, valid Business license as required by the City and which:

- A. Registers the Business in accordance with the requirements established by the Department, and
- B. Is current with all fees or charges imposed by the Department and City.

~~**AUTOMOBILE:** Any motor vehicle with passenger seating for five (5) persons or less, not including the driver.~~

~~**BUS:** Any licensed motor vehicle operated on the streets and highways for hire on a scheduled or nonscheduled basis with a seating capacity of twenty five (25) or more passengers, not including the driver.~~

~~**BUS PLAZAS:** Airport parking lots used for loading and unloading passengers and baggage traveling by chartered Bus, and for other vehicles as permitted by the Department.~~

~~**BUSINESS:** A voluntary association legally formed and organized to carry on a Business in Utah in the legal name of the association, including without limitation a corporation, limited liability company, partnership, or sole proprietorship.~~

BUSINESS LICENSE OFFICE: The division of building services and licensing of Salt Lake City Corporation, or its successor.

~~**CAR RENTAL LOAD / UNLOAD CURBS:** Traffic lanes serving Airport car rental facilities.~~

CITY: Means the governmental agencies and geographical landmass of Salt Lake City, Utah.

CIVIL NOTICE: A written notice of a ground transportation violation as provided under this chapter.

~~**COURTESY VEHICLE:** Any motor vehicle regularly operated on Salt Lake City streets for transportation of customers and/or baggage without making a specific separate charge to the passenger for such transportation.~~

DELIVERY AREAS: Areas at the airport designated by the Department for use by vehicles making deliveries.

DEPARTMENT: The Salt Lake City Department of Airports.

DEPARTMENT AUTOMATED VEHICLE IDENTIFICATION (AVI) TAG: An electronic transponder used to identify vehicles and provide the Department with vehicle data and billing information.

DEPARTMENT DIRECTOR: The Executive Director of the Salt Lake City Department of Airports.

DEPARTMENT INSPECTION: An inspection of a Ground Transportation Vehicle by the Department to verify that the vehicle meets the standards set by the Department Director, Department Rules and Regulations, applicable contracts, and applicable City ordinances, including without limitation the

exterior and interior of the vehicle and all associated vehicle licensing, safety, and insurance requirements.

DEPARTMENT INSPECTION SEAL: A sticker or seal issued by the Department to signify that a Ground Transportation Vehicle has passed the required Department Inspection. These Department Inspection Seals are non-transferable and no Ground Transportation Vehicle may be operated without such seal.

DEPARTMENT RULES AND REGULATION: Rules and regulations developed and adopted by the Department Director to govern commercial ground transportation operations within the City.

~~**FIXED SCHEDULE:** Ground Transportation Service operating on a regular time schedule previously announced as to time of departure and arrival between definitely established and previously announced points along definitely established and previously announced routes regardless of whether passengers or freight are to be carried.~~

GROUND TRANSPORTATION APPEAL COMMITTEE: A committee established by the Department Director to hear and rule on appeals, suspensions, and other matters related to ground transportation in and connected with the City.

GROUND TRANSPORTATION BUSINESS: Any Business operating any Ground Transportation Vehicle.

~~**GROUND TRANSPORTATION DESKS:** Desks located within the Airport terminal buildings for use as a point of contact with customers when authorized.~~

GROUND TRANSPORTATION SERVICE: The transportation of passengers by a Ground Transportation Business.

GROUND TRANSPORTATION VEHICLE: Any motor vehicle used for the transportation of persons using Salt Lake City streets for commercial purposes regardless of whether any charge, fee or fare is collected, ~~which includes, but is not limited to, any Airport Shared Ride Vehicle, Automobile, Bus, Courtesy Vehicle, Hotel Vehicle, Limousine, Minibus, Special Transportation Vehicle, Specialty Vehicle, Taxicab, Van, or Trailer being towed by a Ground Transportation Vehicle.~~

~~**HEARING OFFICER:** A Hearing Officer of the Salt Lake City Justice Court.~~

~~**HOTEL VEHICLE:** Any motor vehicle regularly operated by a Ground Transportation Business under contract to or directly by a motel, hotel, or other lodging Business, to provide transportation of customers and/or baggage for the contracted establishment for which transportation the customer is charged a separate fee or fare, and which is subject to a contract filed with the Department providing for operating the vehicle.~~

~~**LIMOUSINE:** Any vehicle described by its manufacturer or aftermarket manufacturer as a Limousine or a luxury vehicle such as, but not limited to, a Cadillac Escalade, Chevrolet Suburban, Lincoln Town Car, or Mercedes Benz, with a driver furnished, who is dressed in professional Business attire or a chauffeur's uniform. A Limousine may be deemed a Hotel Vehicle if the service provided is prearranged and minimum fare is charged as provided in this chapter.~~

~~**MINIBUS:** Any motor vehicle with a passenger seating capacity of thirteen (13) to twenty four (24) persons, not including the driver.~~

~~**MODEL YEAR:** The age of a motor vehicle based upon the manufacturer's date of manufacture. The year shall be calculated as beginning January 1 of the Model Year, regardless of the month of manufacture, purchase, or licensing with the City.~~

~~**NEW GROUND TRANSPORTATION VEHICLE:** A vehicle which is of the most recent Model Year and with less than 1000 miles on the odometer.~~

OFF AIRPORT PARKING SHUTTLE: Authorized Ground Transportation Vehicles used for the transport of passengers and their luggage to and from car rental facilities that are based off airport properties.

~~**PARKING GARAGE THROUGH LANES:** Traffic lanes through the Airport's short term parking Garage without entering parking areas or paying a parking fee.~~

~~**PERSONS WITH DISABILITIES:** Those persons who are not acutely ill, who do not require the services of an ambulance, and who need or desire special transportation equipment or accommodation for physical or mental infirmities.~~

~~**SCHEDULED SERVICE:** Transportation provided by an Authorized Ground Transportation Business on a Fixed Schedule posted with and approved by the Department in advance of such transportation.~~

~~**SPECIAL TRANSPORTATION VEHICLE:** Any motor vehicle for hire, other than an Airport Shared Ride Vehicle, ambulance, or Taxicab, which vehicle is designed, equipped, and used for the transportation of Persons With Disabilities.~~

SPECIALTY VEHICLES: Any vehicles that are unique in their design, or built for a specific purpose, including but are not limited to, special conversion vehicles and classic or collector Automobiles, but excluding Special Transportation Vehicles.

STAGING LOT(S) FACILITIES: Parking lots established by the Airport where Authorized Ground Transportation Vehicles may park and drivers may wait prior to responding to the Airport Terminal Curbs for customers ~~at the Airport as further described in these commercial ground transportation rules.~~

STARTER: A person appointed by and representing a Ground Transportation Business who is responsible for managing the coordination of vehicles and passenger transportation for that Business.

~~**TAXICAB:** A motor vehicle with a seating capacity of five (5) passengers or less, not including the driver, or a Van with a passenger seating capacity of six (6) to twelve (12), not including the driver, used in the on-demand, for hire transportation of passengers or baggage over public streets and not operated over a fixed route or upon a Fixed Schedule, but which is subject for contract hire by persons desiring special trips from one point to another, as provided under Chapter 5.72 of this title, or its successor chapter, and authorized to operate in Salt Lake City by contract with the Department.~~

~~**TEMPORARY OPERATIONS:** A ground transportation business that operates on a limited or temporary basis within the City according to a written waiver executed by the Department Director according to Salt Lake City ordinance 5.71.160.~~

~~**TERMINAL OF TRANSPORTATION:** A facility or location having the primary purpose of facilitating Ground Transportation Services, such as, but not limited to, the Salt Lake City Intermodal Hub.~~

~~**TRAILER:** A wheeled vehicle designed to be pulled by a motor vehicle for the transportation of freight, luggage, or other items.~~

~~**VAN:** Any licensed motor vehicle other than those designated as a Limousine with a passenger seating capacity of six (6) to twelve (12), not including the driver.~~

VEHICLE OPERATORS BADGE or OPERATORS BADGE: An identification badge issued by the Department to an individual to signify that the individual has met the requirements to operate a Ground Transportation Vehicle.

RULES AND REGULATIONS

1.0 STATE AND CITY REGISTRATION AND LICENSING

All Ground Transportation Businesses must be registered by the state of Utah and licensed by the City.

- a. A. Businesses must register with the Utah Department of Commerce.

Department of Commerce
Heber Wells Building
160 East Broadway
Salt Lake City, Utah 84111
801-530-6646

- b. B. Businesses must obtain a Salt Lake City Business license.

Salt Lake City Department of Business Licensing
451 South State Street #225
Salt Lake City, Utah 84111
801-535-6644

- c. C. After completion of steps a. and b., above, Businesses must register with the City, obtain Department Inspection Seals from the City and obtain Vehicle Operators Badges for all drivers from the City.

Salt Lake City Department of Airports
—Department of Ground Transportation
—PO Box 145550
—Salt Lake City, Utah 84114-5550
—801-908-7205 or 801-908-7204
Badging requirements are located on the Salt Lake City Airport Website:
—www.slairport.com/badging

- d. D. All Department Automated Vehicle Identification (AVI) Tags, Department Inspection Seals and Operator or Starter badges are the property of the Department and must be surrendered upon termination or demand by the Department.

- e- E. All Department Inspection Seals and Department Vehicle Identification (AVI) Tags must be returned to the Department by the company within 72 hours of the time a vehicle is retired from service or sold.
- f- F. Failure to return any Department Inspection Seals and or Department Vehicle Identification (AVI) Tags as required may result in a fee being assessed to the company to whom they were issued.
- g- G. Companies must immediately notify the Department of any Department Inspection Seals or Department Vehicle Identification (AVI) Tags found to be missing or stolen.

2.0 FEES

No Person shall operate a Ground Transportation Business within the City without having paid fees as published by the Airport Director. Fees may be amended from time to time to reflect changes in recovery of Department expenses and industry standards.

~~A.~~ 3.0 GROUND TRANSPORTATION VEHICLE REQUIREMENTS

~~B.~~

3.1 ~~3.1~~ Minimum vehicle inspection requirements:

- ~~D.~~A. Vehicles must at all times meet or exceed requirements established by the State of Utah Department of Public Safety for vehicle safety inspections.
- ~~E.~~B. Exteriors of vehicles must be clean.
- ~~F.~~C. Vehicles, including bumpers and body molding, must be straight and aligned and free of all exterior damage, except for dents no larger than six inches (6") in diameter and rust spots no larger than one inch (1") in diameter.
- ~~G.~~D. All glass, excluding the windshield and mirrors shall be free of cracks and chips larger than one inch (1") in diameter or length.
- ~~H.~~E. Vehicle exterior paint shall be maintained in good condition and repair, with no faded, oxidized, or non-matching paint.
- ~~I.~~F. All vehicle wheels shall have matching wheel covers, or be equipped with matching custom wheels.
- ~~J.~~G. Engine and engine compartment shall be clean and free of uncontained combustible materials.
- ~~K.~~H. All fluid leaks shall be repaired immediately.
- ~~L.~~I. All parts affixed to the undercarriage of the vehicle shall be permanently affixed and in good repair.
- ~~M.~~J. Vehicle interiors shall be clean and sanitary, and free of dirt, oil, litter, or offensive odors; all seats and other interior surfaces shall be in good repair and free of tears, springs and sharp objects. Dashboard covers may be used, but shall be professionally manufactured.
- ~~N.~~K. Vehicle trunks or luggage storage compartments shall at all times be maintained free of oil, dirt, debris and personal property, except for property belonging to a current passenger or property used by the driver in connection with operating a Ground Transportation Vehicle.
- ~~O.~~L. All equipment used for the ease, convenience or safety of drivers and passengers, including, but not limited to, signage, doors, windows, carpets, door and window handles, ashtrays, heaters, air conditioners, radios and seatbelts, shall be maintained in a good and operable condition.

~~P.M.~~ Special Transportation Vehicles are subject to additional inspection requirements set forth in Salt Lake City Code Sections 5.71 and 5.76.

3.2 Signage

All Ground Transportation Vehicles with exterior signs or color schemes used for identifying purposes, whether such identifying information is placed on such vehicle voluntarily or in accordance with applicable ordinances or statutes, shall meet the following requirements:

~~B.A.~~ Signs and other identifying information shall comply with all applicable ordinances or statutes.

~~C.B.~~ Signs shall be professionally produced and permanently affixed on both sides of the vehicle, and shall identify the name of the Authorized Ground Transportation Business with which the vehicle is associated and other information as required by law. In cases of companies that operate vehicles for separate Business locations with the same name, the vehicle signage shall include the location of the Business being served by each particular vehicle. No sign may be handwritten.

~~D.C.~~ Lettering size shall be no smaller than one inch (1") in height. The color of the lettering shall contrast with the background color.

~~E.D.~~ All vehicles shall be properly and adequately numbered and identified in conformance with this chapter and other applicable statutes and ordinances. Identifying signage shall be in good repair.

3.3 ~~NON-REGISTERED VEHICLE PERMIT~~ Temporary Operations

~~3.3~~

- ~~a.~~ Every Non-Registered Ground Transportation Vehicle operating on a temporary basis must purchase an Airport Non-Registered Ground Transportation Permit upon the terms, for the time(s) the vehicle is operated upon Airport property, and in the amounts set forth in the permit. ~~have a copy of the written authority to operate as granted by the Department Director in the vehicle at all times.~~
- ~~b.~~ ~~Application for temporary operations or exemptions must be made in writing to the Department Director and must include stated reasons for the request and any supporting documentation the petitioner wants to be considered.~~

4.0 DRIVERS AND STARTERS

4.1 All persons operating a Ground Transportation Vehicle must have a valid Vehicle Operators Badge issued by the Department.

- ~~a.~~ Applications for a Vehicle Operators Badge may be made to the Salt Lake City Department of Airports ~~Badging~~ ~~Ground Transportation~~ Office during Business hours. Application forms and requirements are available at the office or online at: <http://www.slairport.com/badging>
- ~~b.~~ ~~The Applicant must sign a statement acknowledging receipt of a copy of applicable Salt Lake City ground transportation ordinances and rules and regulations.~~
- ~~c.~~ ~~Previous to the issuance of a Vehicle Operators Badge, the applicant will be required to successfully demonstrate:~~
- ~~1. The applicant's knowledge of the city and map reading capabilities.~~
 - ~~2. The applicant's ability to understand, read, write and speak basic English.~~

- ~~3. The applicant's understanding of principles of common courtesy.~~
- ~~4. The applicant's understanding of how to address the needs of disabled passengers.~~
- ~~d. Submission of an application for a Vehicle Operators Badge constitutes the Applicant's consent to a background check and any associated investigative efforts by the City and the City's right to discuss and divulge any findings or recommendations to the Applicant's employer.~~
- ~~e. No refund of monies will be made once application for a Vehicle Operators Badge has been made and the applicant has paid the required fee.~~
- ~~f. The Applicant must be twenty one (21) years old or older.~~
- ~~g. The Applicant must not be an individual required to register pursuant to the Utah penal code, section 77-27-21.5, Utah Code Annotated, sex offender registration, or its successor section.~~
- ~~h. The Applicant must have a current motor vehicle license with all required endorsements.~~
- ~~i. The Applicant must submit written evidence that an Authorized Ground Transportation Business will employ or retain the Applicant upon issuance of an Operators Badge.~~
- ~~j. The Applicant must submit two (2) forms of identification, at least one of which must have been issued by a government authority and includes a photo.~~
- ~~k. No Applicant shall be issued an Operators Badge if such background check for the Applicant demonstrates that the Applicant has a disqualifying criminal offense, as defined below~~
- ~~l. If an Applicant's criminal record discloses an arrest for any disqualifying criminal offense without indicating a disposition, the Department must determine, after investigation that the arrest did not result in a disqualifying offense before issuing an Operators Badge.~~
- ~~m. Before making a final decision to deny an Operators Badge, the Department must advise the Applicant that the FBI criminal record discloses information that would disqualify him or her from receiving such Operators Badge and provide the Applicant with a copy of the FBI record if he or she requests it in writing.~~
- ~~n. An Applicant whose criminal record discloses a disqualifying criminal offense may seek to complete or correct information contained in his or her criminal record by contacting the local jurisdiction responsible for the information and the FBI. Within thirty (30) days after being advised that the criminal record received from the FBI discloses a disqualifying criminal offense, the Applicant must notify the Department in writing of his or her intent to correct any information that he or she believes to be inaccurate. The Department must then receive a copy of the revised FBI record or a certified true copy of the information from the appropriate court prior to granting the Operators Badge. If the Department receives no such notification within thirty (30) days that the Applicant intends to seek a correction, the Department may make a final determination based on the information available to the Department.~~
- ~~o. Criminal record information provided by the FBI pursuant to this chapter may be used only to carry out the background check requirements in this chapter. The Department shall maintain criminal history background check records and other information of a personal nature in a confidential manner. The FBI criminal record shall be maintained until one hundred eighty (180) days after the termination of a Vehicle Operators Badge, including any subsequent renewals, and the FBI criminal record shall then be destroyed.~~
- ~~p. Any person with a valid Vehicle Operators Badge has a continuing obligation to disclose to the Department within twenty four (24) hours any disqualifying criminal offense.~~
- ~~q. If the Department determines to deny the application of any Applicant, the Department shall inform Applicant in writing of the reason(s) for such denial, including any disqualifying criminal offenses in the Applicant's criminal record.~~
- ~~r. An Applicant has a disqualifying criminal offense if the Applicant has (A) been convicted of, (B) found not guilty by reason of insanity or (C) plead guilty to, (D) entered a plea of no contest, (E) or entered into a plea in abeyance with the courts in any jurisdiction in connection with any of the offenses listed below, or of a conspiracy or attempt to commit any such offenses, during the five (5) years before the date of the Applicant's application for an Vehicle Operators Badge:~~

- ~~1. Murder.~~
- ~~2. Assault or aggravated assault.~~
- ~~3. Kidnapping or hostage taking.~~
- ~~4. Rape, aggravated sexual abuse or other sex crimes, including, but not limited to, unlawful sexual activity with or sexual abuse of a minor, enticing a minor over the internet, unlawful sexual intercourse or conduct, object rape or sodomy, forcible sexual abuse, aggravated sexual assault, sexual exploitation of a minor, incest, lewdness or obscene acts, sex acts for hire, or soliciting.~~
- ~~5. Stalking.~~
- ~~6. Urinating in public or other disorderly conduct at a time when the Applicant was engaged in operating a Ground Transportation Business.~~
- ~~7. Unlawful possession, use, sale, distribution, or manufacture of an explosive or weapon.~~
- ~~8. Extortion.~~
- ~~9. Robbery, burglary, theft or bribery.~~
- ~~10. Distribution of, or intent to distribute, a controlled substance.~~
- ~~11. Felony arson.~~
- ~~12. Felony involving a threat.~~
- ~~13. Felony involving willful destruction of property.~~
- ~~14. Felony involving dishonesty, fraud, or misrepresentation.~~
- ~~15. Possession or distribution of stolen property.~~
- ~~16. Felony involving importation or manufacture of a controlled substance.~~
- ~~17. Illegal possession of a controlled substance punishable by a maximum term of imprisonment of more than one year.~~
- ~~18. Reckless driving, driving while under the influence of alcohol or a controlled substance, or being in or about a vehicle while under the influence of alcohol or a controlled substance with the intent of driving.~~
- ~~19. Felony involving a driving offense.~~
- ~~20. Aircraft registration violations under 49 USC section 46306.~~
- ~~21. Interference with air navigation under 49 USC section 46308.~~
- ~~— Improper transportation of hazardous material under 49 USC section 46312.~~
- ~~22. Aircraft piracy under 49 USC section 46502.~~
- ~~22. Interference with flight crew members under 49 USC section 46504.~~
- ~~22. Crimes aboard aircraft under 49 USC section 46506.~~
- ~~22. Carrying a weapon or explosive aboard an aircraft under 49 USC section 46505.~~
- ~~22. Conveying false information and threats under 49 USC section 46507.~~
- ~~22. Aircraft piracy outside the United States under 49 USC section 46502(b)~~
- ~~22. Lighting violations involving transporting controlled substances under 49 USC section 46315~~
- ~~22. Unlawful entry into an aircraft or airport area contrary to security regulations under 49 USC section 46314.~~
- ~~22. Destruction of an aircraft or aircraft facility under 18 USC section 32.~~
- ~~22. Violence at airports under 18 USC section 37.~~
- ~~22. Espionage, sedition or treason.~~

4.2 Appeals

Request for appeal of revocation, suspension, or denial of renewal of an operator's badge, AVI tag or inspection seal.

- A. Request for an appeal must be made in writing to the Department Director at:
Salt Lake City Department of Airports
Department of Ground Transportation

PO Box 145550
Salt Lake City, Utah 84114-5550

- B. The request must state the following:
1. Whether applicant desires an expedited appeal, which shall be reviewed by the department director on an expedited basis or whether applicant desires to appeal directly to the Ground Transportation Appeal Committee;
 2. Reasons why the Applicant believes he or she has complied with the applicable requirements;
 3. Reasons why the department's action is in error.
- C. The appellant must file the request for appeal within fourteen (14) calendar days from the date the department takes the action being contested. The Ground Transportation Appeals Committee will only consider an appeal which is properly and timely filed.
- D. If appellant requests an expedited appeal, the department shall investigate the facts and the department director shall issue a written decision to appellant within 3 business days of the receipt of the request for appeal that meets the requirements set forth herein. If the department director does not reverse the action that is the subject of the appeal, the department director shall impanel a Ground Transportation Appeals Committee within 3 business days of the decision not to reverse the action.
- E. If appellant requests an appeal directly to the Ground Transportation Appeals Committee or if a Ground Transportation Appeals Committee is impaneled as set forth in paragraph D, above, the following procedures shall be followed:
1. Within five (5) days from receipt of a request for appeal, the department director shall impanel a Ground Transportation Appeals Committee that consists of three (3) persons selected by the department director to hear the specific appeal. The Ground Transportation Appeals Committee will set a hearing date which will allow it to hear the matter in a reasonable time frame.
 2. Appellant may appear in person before the Ground Transportation Appeals Committee designated to hear the appeal and may be represented by a person of his or her choice, confront any witness whose testimony is to be considered, and examine the evidence the committee will consider in making its decision.
 3. The Ground Transportation Appeals Committee shall hear the appeal and determine whether the appellant has shown by a preponderance of the evidence that the action being appealed was erroneous and should be reversed. The Ground Transportation Appeals Committee may not take action beyond a determination whether to uphold or reverse the action that is the subject of the appeal.
 4. The Ground Transportation Appeals Committee is not required to follow the Utah Rules of Civil Procedure or the Utah Rules of Evidence.
 5. The hearing will be open to the public and recorded. The Ground Transportation Appeals Committee may close a hearing if it complies with the Utah Open and Public Meetings Act.
 6. The decision of the Ground Transportation Appeals Committee shall be filed no later than five (5) days after the date of the hearing.
 7. The decision of the Ground Transportation Appeals Committee is the final internal appeal in the City.

5.0 APPEARANCE STANDARDS FOR DRIVERS AND STARTERS

Drivers of Ground Transportation Vehicles and Starters representing commercial Ground Transportation Businesses within the city shall adhere to the following standards.

- A. Clothing and uniforms standards must be industry accepted business casual or greater.
- B. Must wear enclosed shoes or boots or sandals with socks.
- C. Must maintain hair, beards or mustaches in a clean and groomed condition.
- D. Must maintain clothes in a clean and repaired condition.
- E. Must be free from offensive odor.
- F. Must at all times display the Department issued Vehicle Operators Badge.

6.0 BEHAVIOR AND CONDUCT STANDARDS FOR DRIVERS AND STARTERS

The drivers of Ground Transportation Vehicles and Starters representing commercial Ground Transportation Businesses within the city shall adhere to the following standards of conduct.

- A. Drivers and Starters shall refrain from conduct, language and behavior that is insulting, offensive, threatening, disruptive or disturbing to passengers or others.
- B. Within the constraints of operations as outlined in ordinance, when Ground Transportation Vehicles are available for transport, drivers shall provide transportation to paying passengers and their property.
- C. Drivers and Starters shall obey all applicable rules, regulations, laws and ordinances, and shall maintain all appropriate licenses.
- D. Drivers shall not carry animals or nonpaying riders while transporting passengers in their vehicles, except that by the request of a passenger, drivers may carry service animals or animals enclosed in a carrier or other enclosure. Drivers may carry nonpaying passengers when so requested by driver's employer for training or other job related purposes.
- E. Drivers shall transport any paying passengers who present themselves for transport ~~in nonelectric wheelchairs~~ and shall offer reasonable assistance to such passengers, except that if a passenger must be lifted into the vehicle, or the vehicle will not properly accommodate the passenger's needs, the driver may request the passenger to contact a Special Transportation Vehicle.
- F. Drivers shall furnish a receipt for payment of a fare, which includes the name and contact information of the Authorized Ground Transportation Business the vehicle is operating under, the date, time, and amount charged.
- G. Drivers shall follow any transportation routes predetermined by the driver's employer, or if such routes are not predetermined, drivers shall either take the shortest reasonable route to a destination, or shall follow a specific route requested by a passenger.
- H. At Terminals of Transportation, Starters or other Ground Transportation Company employees may only solicit for business at locations approved by the Department Director.
- I. Persons providing meet and greet services must be employees of a licensed Authorized Ground Transportation Business and have with them the name of the passenger or group being met. This information must be provided to any Department official requesting it. Representatives of Ground Transportation Businesses must not solicit any passengers other than those they are scheduled to meet. Meet and greet services must be conducted in a manner that will not obstruct the normal flow of pedestrian traffic.
- J. Hand held signs must have the name of the passenger, group, or company being met and may not exceed twenty four inches wide or eighteen inches in height. Signs must meet standards of professionalism accepted in the industry. For example: black board with attachable lettering / white board with company name attached and with the ability to write in the passenger or group name below / paper signs must be computer generated or professionally produced and may not be hand written.
- K. Representatives of Ground Transportation Businesses must not engage a passenger who is in the process of speaking to another Ground Transportation Business's representative and may address the traveling public only when approached. The practice of calling out to potential passengers to draw them to the representative's location is strictly prohibited.

7.0 PETITION FOR EXEMPTION OR, ~~WAIVERS OR TEMPORARY OPERATIONS~~

All petitions for exemption, or waiver, ~~or Temporary Operations~~ must be made in writing addressed to the Department Director at:

Salt Lake City Department of Airports
Department of Ground Transportation
PO Box 145550
Salt Lake City, Utah 84114-5550

The Department Director will review petitions for exemption or, waiver ~~or temporary operations~~ and will provide a written decision to the petitioner within a reasonable time.

~~7.1 Hotel Vehicle Contracts~~

~~Authorized Ground Transportation Companies performing services as a Hotel Vehicle must file and maintain a copy of the contract for each contracted establishment with the Department and inside each vehicle operating as a hotel vehicle.~~

- ~~a. Each contract must be signed by the manager or principal of the contracted establishment and must include a full description of the services contracted.~~
- ~~b. The Department will review each contract for content necessary to establish that a business relationship has been formed that would constitute the Authorized Ground Transportation Company being granted authority to operate as a Hotel Vehicle.~~

8.0 AIRPORT COMMERCIAL GROUND TRANSPORTATION OPERATIONS

8.1 ~~8.1~~ General Requirements

- A. No vehicle for hire shall load or unload passengers at the Airport in any place other than that designated by the Department Director.
- B. Placing, throwing, or dropping of waste, refuse, or rubbish upon any taxi or Bus stand, roadway, street, or adjacent sidewalk thereto is strictly forbidden.
- C. Ground transportation employees shall refrain from feeding birds and other animals within a 5-mile radius of the Airport.
- D. The owners or operators of all vehicles for hire, their employees, invitees, and those doing business with them shall conduct themselves in a professional, orderly and proper manner at all times.
- E. No owner or operator of a vehicle for hire or any Person at any time, while on the Airport, by words, gestures, or otherwise shall solicit, persuade, or urge any Person to use or hire any vehicle for hire or other means of transportation or conveyance at the Airport.
- F. Any driver of a vehicle for hire who violates any of these Rules and Regulations shall be subject to immediate expulsion from the Airport and will not be allowed to re-enter the Airport without the permission of the Department Director. Also, such driver's Vehicle Operators Badge or Starters Badge may be revoked and / or the drivers permission to operate a Ground Transportation Vehicle with the City.
- G. Any Ground Transportation Business failing to comply with these Rules and Regulations or which permits, encourages, or allows any of its representatives to violate these Rules and Regulations shall be subject to exclusion from the Airport and/or City, cancellation of the permit to operate on the Airport and confiscation of all Airport or City owned property.
- ~~G.~~
- H. Ground Transportation Businesses shall render all possible cooperation to the SLCDCA in enforcing Salt Lake City Code and these Rules and Regulations.

~~b.~~ **Commercial Lanes**

8.2

~~b.A.~~ Authorized Ground Transportation Businesses must use the Airport Commercial Lanes unless otherwise directed by the Department.

~~e.B.~~ Drivers must remain with vehicles at all times. Signs and markings must be strictly obeyed.

Loading and unloading must take place in designated areas. No loading or unloading of passengers shall be conducted in a through lane. All vehicles must use areas along the Commercial Lanes that correspond to the following colored zones.

Green / Blue Department of Airports Buses only – Load

Yellow Airport Ready Passenger Provider Vehicles ~~Taxis~~ only - Load

Orange Courtesy Vehicles / Hotel Vehicles / Vans / Limousines / Minibuses and Taxi's – Load/Unload

~~d.C.~~ Double Parking is prohibited in all areas at all times. Vehicles must be parked parallel to the curb, providing a through lane at all times. All loading and unloading must take place on the curb or in designated areas.

8.3 Ground Transportation Staging Lot(s) Facilities

A. Unless otherwise approved by the Department, the Ground Transportation Staging Lot(s) Facilities are the only locations that Ground Transportation Vehicles may park ~~while staging prior to passenger pick up at the airport.~~

B. Ground Transportation Vehicles are to wait in the Staging Lot(s) Facilities area, and proceed to the Commercial Lanes, Bus Plazas or other authorized areas only when customers are ready to actively load or unload.

C. ~~All Authorized Ground Transportation Businesses may use the Staging Facilities.~~ The Department may designate Parking areas for different types of vehicles. Authorized Ground Transportation Businesses may use these areas ~~when drivers and vehicles must wait for their group or party to arrive, or when making deliveries, or when as~~ directed by the Department.

~~D. Drivers must remain in the Staging Facility area at all times except when meeting a customer, or when making a delivery.~~

~~E. The areas set aside and designated by signs as the pick-up and drop-off points for the Airports parking lot shuttle bus are to be used only by the Airport shuttle bus; no other vehicle may use this area at any time.~~

~~F.D.~~ Persons using the Staging Lot(s) or other areas of the Airport Facility will leave the area(s) facility clean and shall not be disruptive or abusive to other users.

~~G.E.~~ The Staging Lot(s) Facility area is are designed for short-term use. Staging in this area ~~or on any other Airport property~~ is limited to one hour, ~~due to the limited space and accommodations~~, unless posted otherwise.

~~H.F.~~ Drivers must park vehicles in designated Parking stalls only. Each Authorized Ground Transportation Business shall have equal access to the Parking locations. All Parking stalls may be used by one such Business. However, each time a vehicle of another authorized user arrives, the operator with the most vehicles in the Parking area must relocate one vehicle to make room for the other user(s). This procedure shall be followed until all Parking spaces are filled.

~~I.G.~~ Fees may be established and charged for the use of Staging Lot(s) Facilities or other areas of the Airport grounds.

8.4 Bus Plazas

A. Authorized Ground Transportation Vehicles may use Bus Plazas to load and unload

- passengers.
- B. No Staging is authorized in the Bus Plazas.
- C. No Parking is permitted unless specifically directed or authorized by the Department.

~~8.5 — Parking Garage Through Lanes~~

- ~~a. — Only UTA buses, approved off-airport car rental shuttles, and approved delivery vehicles shall use these facilities unless other vehicles are directed or permitted to use these facilities by the Department.~~
- ~~b. — Drivers shall remain with the vehicle. Only active loading and unloading is permitted.~~
- ~~c. — No Parking is permitted unless specifically directed by the Department.~~

~~8.5 — Delivery Areas~~

~~8.6 —~~

- ~~g. — Only delivery vehicles shall use these facilities. The Department may designate separate Delivery Areas upon the Airport to accommodate different kinds of deliveries, such as tenant deliveries and other deliveries.~~
- ~~g. — Tenant deliveries and others as directed by the Department may use Delivery Areas located at loading docks adjacent to the terminals. In these areas, Drivers shall remain with the delivery vehicle. Only active loading and unloading is permitted.~~
- ~~g. — Non-tenant deliveries and others as directed by the Department shall use Delivery Areas located at the Staging Facility area. In this area, the driver may park in the designated Delivery Area and proceed to the terminals on foot. Parking is only allowed in the Delivery Area located in the Staging Facility area when needed for purposes of making a delivery.~~

~~7.6 — Taxicabs~~

- ~~g. — All Taxicabs entering the Airport for the purpose of obtaining a fare shall proceed to the Taxicab Staging area until there is an available slot open at one of the designated Taxicab stands.~~
- ~~h. — When a slot becomes available at one of the Taxicab stands, the Taxicab first in line shall proceed to the Taxicab stand and occupy the open slot.~~
- ~~i. — Should there be no other Taxicab waiting in the Taxicab Staging area and an open slot at one of the Taxicab stands, the driver may proceed directly from the Taxicab Staging area to the open slot at such Taxicab stand.~~
- ~~j. — No more than the approved number of Taxicabs may stage at the Taxicab Staging area. Taxicabs that are in excess of the approved maximum number will be required to immediately leave the Airport property.~~
- ~~k. — When permitted under prevailing security requirements, there are established Taxicab stands at the Airport that are designated exclusively for Taxicabs entering the Airport for the purpose of obtaining a fare. Such stands shall be marked by signs and the use of the stands shall be subject to the following rules:~~
- ~~• — Drivers shall stay within ten feet (10') of their Taxicabs while parked at any of the Taxicab stands.~~
 - ~~• — No more Taxicabs shall occupy any Taxicab stand at any one time than there are designated slots (marked by signs). The number of Taxicab slots at each Taxicab stand may be changed from time to time by the Department.~~
- ~~n. — All Taxicabs must use the restricted Commercial Lanes.~~
- ~~o. — Taxicabs must unload on the curb in the Commercial Lanes (orange zone) or bus plazas. Taxicabs must load in designated taxi stands only (yellow zone). Prearranged fares may be loaded in the bus plazas.~~

- ~~p. The Taxicab driver must remain with the vehicle.~~
- ~~q. A Taxicab driver may only leave the vehicle unattended in the Staging Facility area.~~

~~8.7 Authorized Ground Transportation Vehicles Limousines / Hotel / Motel Courtesy Shuttles / Hotel Vehicles / Scheduled Service Providers / Off-Airport Parking Shuttles~~

~~8.6~~

- A. Must use the restricted Commercial Lanes and follow any direction given by Airport personnel.
- ~~B. May unload in the bus plaza and on the curb in the Commercial Lanes (orange zone) and may upon customer request unload in the car rental plaza or Parking Garage Through Lanes.~~
- ~~C. May park in the Airport parking garage to greet passengers in the terminal buildings and to load / unload passengers. Drivers of companies using this option are subject to all parking and other Airport fees. load in the Bus Plazas and on the curb in the Commercial Lanes.~~
- ~~D.B. Tenant providers with a Ground Transportation Desk tenants may load in areas assigned by the Department to these tenants in the commercial lanes.~~
- ~~E. The driver must remain with the vehicle.~~
- ~~F.C. The driver may only leave the vehicle unattended in the Staging Facilities area. Special needs requests will be accommodated, if possible and need to be pre-arranged with a Landside Operations Supervisor at 801-575-2401.~~

8.7 Non-Registered Ground Transportation Vehicles

- A. All Non-Registered Ground Transportation Vehicles must load and unload passengers on the curbs of the Airport public drop off lanes, or in locations as directed by Airport personnel.
- B. All Non-Registered Ground Transportation Vehicles will be required to purchase an Airport Non-Registered Ground Transportation Permit under the terms, amounts, and times necessary to provide the needed services.

8.8 ~~8.Buses 8~~ Buses

- A. Must use the public drop off lanes and follow any direction given by Airport personnel.
- B. Must load / unload on the curb of the public drop off lanes.
- ~~C. May load / unload in Bus Plazas upon request and approval of a Landside Officer.~~
- ~~D. Bus Plazas are for active loading and unloading only.~~
- ~~E.C. The driver must remain with the vehicle.~~
- ~~F. The driver may only leave vehicle unattended at the Staging Facility area.~~

~~8.9~~

8.10 ~~8.9~~ Utah Transit Authority (UTA)

- A. Must load and unload in Department designated UTA zones only.
- B. The driver must remain with the vehicle.

~~8.11 Off-Airport Rental Car Companies~~

- ~~a. Must load and unload on the Car Rental Load/Unload Curb area of the Parking Garage Through Lanes or in other locations as directed by the Department.~~
- ~~b. The driver must remain with the vehicle.~~
- ~~c. Special needs requests will be accommodated, if possible and need to be pre-arranged with a Landside Operations Supervisor at 801-575-2401.~~

- d. ~~No Staging or Parking is permitted.~~

~~8.12~~ ~~Special Transportation Vehicles~~

- a. ~~Must use the restricted Commercial Lanes.~~
 b. ~~Must load / unload in a Bus Plaza or elsewhere as directed.~~
 c. ~~The driver must remain with the vehicle.~~
 d. ~~Special needs requests will be accommodated if possible and need to be pre-arranged with a Landside Operations Supervisor at 801-575-2401.~~
 e. ~~The driver may only leave the vehicle unattended at the Staging Facility area.~~

~~8.13~~

~~8.14~~ ~~9.0~~ ~~Delivery Vehicles~~

- a. ~~Must use a designated Delivery Area(s) assigned by the Department.~~
 b. ~~Tenant deliveries may use the Delivery Areas adjacent to the terminals, and must remain with the vehicle.~~
 c. ~~Non-tenant deliveries may use Delivery Area near the Staging Facility area, and may park and leave the vehicle unattended.~~
 d. ~~The driver must adhere to all regulatory signs.~~
 e. ~~The Department may direct deliveries in other locations.~~

~~9.0~~ ~~GROUND TRANSPORTATION DESKS~~

~~Ground Transportation Desks within the airport are for use by the tenants assigned to the desks under Department contract only. In addition to any contractual obligations, the following restrictions apply to the use of these desks:~~

- a. ~~Only Ground Transportation Business representatives displaying a current Department issued Ground Transportation Starter or loader badge are authorized to use Ground Transportation Desk.~~
 b. ~~Desks may not be used to provide pamphlets, advertising or for any other purpose than to coordinate ground transportation operations with the public and the authorized ground transportation company.~~
 c. ~~Ground Transportation Desks are the only location that fares, rate Garages, and services may be discussed with the traveling public.~~
 d. ~~Desks are to be kept clean and empty when not in use. Businesses must display a message board that advises their customers of where to call for information or reservations and provide a telephone for customer use when a representative is not present. The display must meet the graphic standards of the Department and may not include any rates, tariffs, or destinations.~~
 e. ~~Signs identifying exclusive contracted groups may be displayed at the Ground Transportation Desks after providing the Landside Operations Manager with a letter from the contracted group signifying that the Authorized Ground Transportation Business has an exclusive contract for transportation with the group or organization, and receiving approval from the Landside Operations Manager. Signs are limited to information necessary to identify groups. Signs may be displayed on the overhead sign display only.~~
 f. ~~Authorized Ground Transportation Businesses must use only their assigned desk locations. Businesses may enter into contracts with other Authorized Ground Transportation Businesses or other entities to handle ground transportation Starter services for the contracted party. Any such agreement must be in writing and a copy must be filed with the Department.~~
 g. ~~Authorized Ground Transportation Business representatives and drivers are to call groups of passengers by name and not by destination only. This is to prevent the inadvertent loading of~~

~~another Authorized Ground Transportation Business's passengers.~~

~~9.1 Accessing Daily Desks~~

~~In addition to the Ground Transportation Desks made available through bid contracts, the airport may provide Ground Transportation Desks to others for use on a temporary basis. The following procedures apply:~~

- ~~a. Requests must be made by contacting the Airport Landside Supervisor at 801-575-2401 or at Airport.Supervisors.Landside@slgov.vom no sooner than thirty (30) days and no later than seven (7) days before the time when the user wants to obtain access. Users must request use on the form provided by the Department.~~
- ~~b. Daily Desk use will be authorized for no more than seven (7) days in any thirty (30) day period. The Department may authorize longer periods of use when it is determined that it is in the best interest of the Airport or its passengers.~~
- ~~c. Users must provide the Department a current copy of all tariffs, Scheduled Service times and destinations, and a copy of any contracts for groups or Business transportation services.~~
- ~~d. The Department may require that an assigned user share a Daily Desk, or vacate the Daily Desk, in order to accommodate the needs of the Airport.~~
- ~~e. Daily Desk users may not permit use by any other party.~~
- ~~f. The fee for use of a Daily Desk will be established by the Department. The fee must be paid no less than three (3) Business days in advance of the time of use, or no use will be allowed. No refunds will be given for cancellation of an approved occupancy.~~

~~Bill Wyatt~~~~Maureen Riley~~
Executive Director