

GROUND TRANSPORTATION RULES AND REGULATIONS

DEFINITIONS:

AIRPORT: 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.

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

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.

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.

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 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.

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.

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): 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.

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.

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. 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. 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. 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. 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. 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. 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. 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.

3.0 GROUND TRANSPORTATION VEHICLE REQUIREMENTS

3.1 Minimum vehicle inspection requirements:

- A. Vehicles must at all times meet or exceed requirements established by the State of Utah Department of Public Safety for vehicle safety inspections.
- B. Exteriors of vehicles must be clean.
- 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.
- D. All glass, excluding the windshield and mirrors shall be free of cracks and chips larger than one inch (1") in diameter or length.
- E. Vehicle exterior paint shall be maintained in good condition and repair, with no faded, oxidized, or non-matching paint.
- F. All vehicle wheels shall have matching wheel covers, or be equipped with matching custom wheels.
- G. Engine and engine compartment shall be clean and free of uncontained combustible materials.
- H. All fluid leaks shall be repaired immediately.
- I. All parts affixed to the undercarriage of the vehicle shall be permanently affixed and in good repair.
- 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.

- 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.
- 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.
- 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:

- A. Signs and other identifying information shall comply with all applicable ordinances or statutes.
- 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.
- C. Lettering size shall be no smaller than one inch (1") in height. The color of the lettering shall contrast with the background color.
- 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 GROUND TRANSPORTATION VEHICLE PERMIT

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.

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. Applications for a Vehicle Operators Badge may be made to the Salt Lake City Department of Airports Badging Office during Business hours. Application forms and requirements are available at the office or online at:

<http://www.slairport.com/badging>

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 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

All petitions for exemption, or waiver 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 and will provide a written decision to the petitioner within a reasonable time.

8.0 AIRPORT COMMERCIAL GROUND TRANSPORTATION OPERATIONS

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.
- H. Ground Transportation Businesses shall render all possible cooperation to the SLCDCA in enforcing Salt Lake City Code and these Rules and Regulations.

8.2 COMMERCIAL LANES

- A. Authorized Ground Transportation Businesses must use the Airport Commercial Lanes unless otherwise directed by the Department.
- 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 only - Load
Orange	Load/Unload
- 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)

- A. Unless otherwise approved by the Department, the Ground Transportation Staging Lot(s) are the only locations that Ground Transportation Vehicles may park prior to passenger pick up.
- B. Ground Transportation Vehicles are to wait in the Staging Lot(s), and proceed to the Commercial Lanes, Bus Plazas or other authorized areas only when customers are ready to actively load or unload.
- C. The Department may designate areas. Authorized Ground Transportation Businesses may use these areas as directed by the Department.
- D. Persons using the Staging Lot(s) or other areas of the Airport will leave the area(s) clean and shall not be disruptive or abusive to other users.
- E. The Staging Lot(s) are designed for short-term use. Staging in this areas is limited to one hour, unless posted otherwise.
- 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.
- G. Fees may be established and charged for the use of Staging Lot(s) 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 DELIVERY AREAS

The Department may designate Delivery areas upon the Airport to accommodate different kinds of deliveries, such as tenant and other deliveries. Drivers shall remain with the delivery vehicle. Only active loading and unloading is permitted.

8.5.1 AUTHORIZED GROUND TRANSPORTATION VEHICLES

- A. Must use the restricted Commercial Lanes and follow any direction given by Airport personnel.
- B. 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. Ground Transportation Desk tenants may load in areas assigned by the Department.
- C. Special needs requests will be accommodated, if possible and need to be pre-arranged with a Landside Operations Supervisor at 801-575-2401.

8.6 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 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. The driver must remain with the vehicle.

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.

9.0 DELIVERY VEHICLES

Must use Delivery Area(s) assigned by the Department.

Bill Wyatt
Executive Director