



Ground Transportation Rules and Regulations

**Salt Lake City Department of Airports
Ground Transportation Rules and Regulations
Table of Contents**

Article 1: Introduction

Article 2: Definitions

Article 3: Accessible Service for People with Disabilities

Article 4: State and City Registration and Licensing

Article 5: Fees

Article 6: Ground Transportation Vehicle Requirements

Article 7: Drivers and Starters Badge Requirements

Article 8: Request for Appeal

Article 9: Appearance Standards for Drivers and Starters

Article 10: Behavior and Conduct Standards for Drivers and Starters

Article 11: Badge Points

Article 12: Airport Commercial Ground Transportation Operations

Article 13: Transportation Network Company (TNC)

Article 14: Delivery Vehicles

Article 15: Notice Under the Americans with Disabilities Act

Article 1: Introduction

- a) *Authority and Purpose.* These Ground Transportation Rules and Regulations are adopted pursuant to City Code section 5.71.030. They are designed to protect the public health, safety, interest, and general welfare of the residents and visitors to Salt Lake City and patrons of the Salt Lake City International Airport and to restrict or prevent any activity or action that would interfere with the safe, orderly, and efficient use of the Airport by its passengers, operators, tenants, and authorized users.
- b) *Administration and Responsibility.* The Rules and Regulations apply to the activities, operation, and use of Salt Lake City International Airport, and as applicable, to Salt Lake City as a whole. Copies are available at: <https://slcairport.com/ground-transportation/> or may be obtained during normal business hours at the Airport's administrative offices, located on the third floor of the Terminal at 3920 West Terminal Drive, Salt Lake City, UT 84122. All Ground Transportation Businesses and Operators doing business at the Airport are obligated to comply with these Ground Transportation Rules and Regulations, and any applicable federal, state, or local laws and regulations.
- c) *No Pre-emption.* To the extent there are any irreconcilable conflict between these Ground Transportation Rules and Regulations and any federal, state, and local statutes, ordinances, rules and regulations, policies or procedures, these Ground Transportation Rules and Regulations will be subordinate to such other laws and policies. It is not the intent of these Ground Transportation Rules and Regulations to excuse any Person or Operator from the performance of any obligation it may have under any agreement with the City, whether the agreement is in existence on the date of the adoption of these Ground Transportation Rules and Regulations or entered into at any time thereafter. Such agreements may include requirements, terms, or conditions in addition to or more restrictive than these Ground Transportation Rules and Regulations.
- d) *No Actual or Implied Contract.* These Ground Transportation Rules and Regulations do not create an actual or implied contract between the City and/or the Airport and any Person, Operator, or Ground Transportation Business.
- e) *Nondiscrimination.* Any individual and/or entity for itself, its heirs, personal representatives, successors in interest, and assignees, shall comply with all federal requirements imposed pursuant to nondiscrimination in federally assisted programs of the United States Department of Transportation, and as said regulations may be amended.
- f) *Authority of the Executive Director.* The Executive Director is authorized to enforce these Ground Transportation Rules and Regulations as required to assure the convenience and safety of the traveling public and others using the Airport. In addition to these Rules and Regulations, the Executive Director is empowered to issue other guidelines to ensure the safety and well-being of Airport users or as otherwise determine to be in the best interest of the City. The Executive Director may designate authorized designees to enforce these Ground Transportation Rules and Regulations and prohibit use of the Airport or any part thereof by any Person in violation of these Rules and Regulations. The Executive Director may use any applicable legal remedy or recourse to aid the enforcement of the provisions contained in these Ground Transportation Rules and Regulations
- g) *Compliance with all authorities.* Ground Transportation Businesses and Drivers must comply with all applicable law and regulations whether found in these Ground

Transportation Rules and Regulations, including but not limited to the United States Code, the United States Code of Federal Regulations, the Utah Code, Utah Regulations, the Salt Lake City Code, and the Airport's general Rules and Regulations.

Article 2: Definitions

The words and phrases, when used in these rules and regulations shall have the meanings defined and set forth in City Code Chapters 5.71, 5.72, and Title 16.

Article 3: Accessible Service for People with Disabilities

- a) Consistent with all federal, state, and local law and regulations regarding accommodating individuals with disabilities, including but not limited to the Americans with Disabilities Act, every public or private entity operating a fixed route or demand responsive Ground Transportation Business shall ensure that personnel are trained to proficiency, as appropriate to their duties, so that they can operate vehicles and equipment safely, provide reasonable accommodations, and properly assist and treat individuals with disabilities who use the service in a respectful and courteous way, with appropriate attention to the difference among individuals with disabilities.
- b) Passengers with disabilities may request to be dropped off or picked up at any location that is available for drop off or pick up of the general public except where vehicle dimensions preclude access to the area requested (*i.e.*, a large shuttle inside the parking garage).
- c) Consistent with all federal, state, and local law and regulation regarding accommodating individuals with disabilities, including but not limited to the Americans with Disabilities Act, each public or private entity operating a fixed route or demand responsive Ground Transportation Business shall ensure that vehicles are accessible to individuals with disabilities including those who use wheelchairs or provide equivalent service. Providers and Ground Transportation Businesses will be monitored for compliance with these requirements.
- d) Ground Transportation Businesses and providers shall periodically certify on a schedule established by the City that their operations are compliant with all federal, state, and local laws and regulations regarding accommodating individuals with disabilities, including but not limited to the Americans with Disabilities Act. Such certification shall be in the manner established by the Department.
- e) Ground Transportation Businesses and providers that are not compliant with all federal, state, and local laws regarding accommodating individuals with disabilities, including but not limited to the Americans with Disabilities Act, will be subject to civil enforcement penalties pursuant to Salt Lake City Code.

Article 4: State and City Registration and Licensing

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

- i. Ground Transportation Businesses must register with the Utah Department of Commerce:

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

- ii. Ground Transportation Businesses must obtain a Salt Lake City Business license or Non-City Permit:

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

- iii. After completion of steps i. and ii., above, Ground Transportation Businesses must register with the Ground Transportation Department, where they may obtain a Ground Transportation Inspection Seal and Automated Vehicle Identification (AVI) Tag. Finally, Ground Transportation Businesses must obtain Vehicle Operator's Badges from the Airport Badging Office for all drivers.

Ground Transportation Administration
218 N 2200 W
Salt Lake City, Utah 84116
801-908-7205 or 801-908-7204

Badging requirements are located on the Department's website:

<https://slcairport.com/badging/get-a-badge/ground-transportation-drivers/>

- iv. All Department AVI Tags, Ground Transportation Inspection Seals and Operator or Starter Badges are the property of the Department and must be surrendered upon termination or demand by the Department.
- v. All Ground Transportation Inspection Seals and Department 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.
- vi. Failure to return any Ground Transportation Inspection Seals and or Department Vehicle AVI Tags as required may result in a fee being assessed to the Ground Transportation Business or Operator to whom they were issued.
- vii. Ground Transportation Businesses must notify the Department of any Ground Transportation Inspection Seals or AVI Tags found to be missing or stolen within 24 hours.

Article 5: Fees

No Person shall operate a Ground Transportation Business within the City or at the Airport without having paid fees as published Consolidated Fee Schedule. Fees may be amended from time to time to reflect changes in recovery of Department expenses.

Article 6: Ground Transportation Vehicle Requirements

a) Minimum Vehicle Inspection Requirements

- 1) Vehicles must pass an annual state safety inspection as established by the State of Utah Department of Public Safety, under Utah State Code § 41-1a-205 or its successor provision.
- 2) Exteriors of vehicles must be clean at all times. During periods of inclement weather, vehicles must be cleaned no later than 24 hours after the weather event has ended.
- 3) Vehicles, including bumpers, body molding, and body panels 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.
- 4) All glass, including the windshield and mirrors shall be free of cracks and chips larger than one inch (1") in diameter or length.
- 5) Vehicle exterior paint shall be maintained in good condition and repair, with no faded, oxidized, or non-matching paint.
- 6) All vehicle wheels shall have matching wheel covers or be equipped with matching wheels.
- 7) Engine and engine compartment shall be clean and free of uncontained combustible materials.
- 8) All fluid leaks shall be repaired immediately.
- 9) All parts affixed to the undercarriage of the vehicle shall be permanently affixed and in good repair.
- 10) 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. All interior damage must be professionally repaired. All seats in the vehicle, including the driver's seat, may not have a seat cover; dashboard covers may be used, but shall be professionally manufactured.
- 11) Vehicles shall be free from all stickers, paint, emblems, and other similar decoration that depict, use, or advocate for violence, drug use or paraphernalia, racism, sexism, profanity, or criminal behavior while operating within city limits and/or at the Airport.
- 12) Vehicle trunks or luggage storage compartments shall at all times be 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.

- 13) 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 at Original Equipment Manufacturers (OEM) standards, and in a good and operable condition.
- 14) Special Transportation Vehicles are subject to additional inspection requirements set forth in Salt Lake City Code Sections 5.71 and 5.76.

b) Signage and Permits

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:

- 1) Signs and other identifying information shall comply with all applicable ordinances or statutes. Sign designs must be submitted to the Ground Transportation Division of the Department for approval prior to be installed. Samples must be to scale and can be printed and dropped off, or a digital copy may be emailed. If at any time your company decides to change the look or style of the signage on your vehicle, you must submit the new design to the Department for approval prior to installation.
- 2) 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 as listed on their Salt Lake City Business License or Non-City Permit with which the vehicle is associated and other information as required by law. In cases of companies that operate vehicles for separate Ground Transportation Business locations with the same name, the vehicle signage shall include the location of the Ground Transportation Business being served by each particular vehicle. No sign may be handwritten.
- 3) Lettering size and vehicle number shall be no smaller than two inches (2") in height. The color of the lettering shall be a high contrast with the background color and clearly visible from no less than twenty-five feet (25') away. These minimums do not apply to the Low-Profile Permit Program.
- 4) Signs and other identifying information shall be affixed on both sides of the vehicles only in one of the following locations: On the rear most window, the rear quarter panel above the tire and below the window or on the vehicle doors centered evenly on the door panel. The vehicle number must be on the rear of the vehicle above the bumper or on the lower left rear window. These minimums do not apply to the Low-Profile Permit Program.
- 5) In lieu of a vehicle sign, vehicles may have a professionally designed, permanently affixed vehicle wrap. The vehicle wrap must display the name of the Authorized Ground Transportation Business as listed on

their Salt Lake City Business License or Non-City Permit with which the vehicles is associated and other information as required by law on both sides of the vehicle, as well as the vehicle number on the rear of the vehicle. Lettering size and Vehicle number shall be no smaller than two inches (2") in height. The color of the lettering must contrast with the background of the wrap color and clearly visible from no less than twenty-five feet (25').

- 6) 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 kept in good repair. Missing or chipped letters and/or numbers, faded colors must be repaired immediately.
 - 7) All Ground Transportation Vehicles shall have operating permits issued and installed by the Ground Transportation Division. Permits are installed on the front and rear of the vehicle. The main operating permit shall be installed on the lower right-hand side of the rear window with a matching (mini) permit installed on the lower left-hand side of the front windshield. Requests to install permits elsewhere on the vehicle must be submitted in writing to the Ground Transportation Division for approval.
 - 8) For Operators purchasing the permit available through the Low-Profile Permit Program, participants are exempt from displaying markings or vehicles numbers, instead all company and vehicle information will be displayed on the permit. This permit expires 12 months from the date of purchase and must be renewed annually. Vehicles must be (3) three years or newer and have less than 120,000 miles to qualify.
- c) Non-Registered Interstate (DOT Registered) Operator Temporary Permit

Every Non-Registered Interstate Operator at the Airport on a temporary basis must purchase a Non-Registered Interstate Operator Temporary Permit upon the terms, for the time(s) the vehicle is operated upon Airport property, and in the amounts set forth in the permit.

- 1) All Non-Registered Interstate Operators must load and unload passengers within their designated areas at the Airport drop off lanes, or in locations as directed by Airport personnel. Operators must follow all directions given by Airport personnel.
- 2) Operators must remain with their vehicle at all times.
- 3) All Non-Registered Interstate Operators will be required to purchase an Airport Non-Registered Interstate Operator Temporary Permit under the terms, amounts, and times necessary to provide the needed services. These permits can be purchased at the Booth 10 entry, and are \$50 (Daily), \$250 (weekly), and \$500 (monthly).

Article 7: Drivers and Starters Badge Requirements

- a) All persons operating a Ground Transportation Vehicle, staffing a Starter booth, or staffing a Ground Transportation desk must have a valid Vehicle Operator's Badge or Starter's Badge issued by the Department. Applications for a Vehicle Operator's Badge may be made to the Department's Badging Office during business hours. Application forms and requirements are available at the office or online at: <https://slcairport.com/badging/get-a-badge/>
- b) When asked by Airport personnel, Operators must present their Vehicle Operator's Badge. Refusal to do so may result in fines, and confiscation of their badge. Failure to surrender a Vehicle Operator's Badge upon request will result in badge suspension. Remedial badge training will apply if badge is confiscated.
- c) An Operator allowing another Operator to use their Vehicle Operator's Badge may result in fines and badge confiscation. Failure to surrender badge upon request will result in badge suspension. Remedial badge training will apply if a badge is confiscated and not fully revoked.

Article 8: Request for Appeal

- a) All petitions for an exemption or waiver for seal or signage requirements must be made in writing and hand delivered or mailed to the Department at the address listed above. The Director of Operations or his/her designee will review the petition and provide a written decision to the petitioner within a reasonable amount of time.
- b) Requests for an appeal of revocation, suspension, signage or denial of initial/renewal of a Vehicle Operator's Badge, AVI tag or inspection seal.
 - 1) Request for an appeal must be in writing, and may be hand delivered to the Ground Transportation office or mailed to the Executive Director, or her/his designee at:

Salt Lake City Department of Airports
Ground Transportation Division
218 N 2200 W
Salt Lake City, Utah 84116
 - 2) The request must state the following:
 - i. Whether the applicant desires an expedited appeal, which shall be reviewed by the Executive Director, or her/his designee on an expedited basis or whether applicant desires to appeal directly to the Ground Transportation Appeal Committee.
 - ii. Reasons why the applicant believes he or she has complied with the applicable requirements.
 - iii. Reasons why the Department's action is in error.
 - 3) The appellant must file the request for appeal within seven (7) calendar days from the date the Department takes the action being contested. The

Ground Transportation Appeals Committee will only consider an appeal that is properly and timely filed.

- 4) If the appellant requests an expedited appeal, the Department shall investigate the facts and the Executive Director, or her/his designee shall issue a written decision to appellant within ten (10) business days of the receipt of the request for appeal that meets the requirements set forth herein. If the Executive Director, or her/his designee does not reverse the action that is the subject of the appeal, the Executive Director, or her/his designee shall impanel a Ground Transportation Appeals Committee within ten (10) business days of the decision not to reverse the action.
- 5) If appellant requests an appeal directly to the Ground Transportation Appeals Committee or if a Ground Transportation Appeals Committee is impaneled as set forth above, the following procedures shall be followed:
 - i. The Ground Transportation Appeals Committee, comprised of three (3) people selected by the Executive Director, or his or her designee, will set a hearing date that allows it to hear the matter in a reasonable time frame. The Committee shall provide notice of the hearing date to the Appellant.
 - ii. Appellant may appear in person or virtually (by at least 48 hours advance request) before the Ground Transportation Appeals Committee 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.
 - iii. 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.
 - iv. The Ground Transportation Appeals Committee is not required to follow the Utah Rules of Civil Procedure or the Utah Rules of Evidence. Hearsay is permissible.
 - v. 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.
 - vi. The decision of the Ground Transportation Appeals Committee shall be issued no later than ten (10) business days after the date of the hearing.
 - vii. The decision of the Ground Transportation Appeals Committee is the final internal appeal in the City.

Article 9: Appearance Standards for Drivers and Starters

Drivers of Ground Transportation Vehicles and Starters representing commercial Ground Transportation Businesses within the city and at the Airport shall adhere to the following standards when they are in an operating capacity.

- a) Clothing and uniforms standards must be industry standard business casual or greater.
- b) Must wear enclosed shoes or boots with heels that do not exceed one inch (1”) in height.
- c) Dress sandals or slip-on shoes are permissible, flip flop style sandals or open back footwear will not be permitted.
- d) Must maintain hair, beards, or mustaches in a clean and groomed condition.
- e) Must maintain clothes in a clean and repaired condition. Clothing shall be free of stains, rips or tears.
- f) Must be free from offensive odor.
- g) Must at all times display the Department issued Badge.

Article10: Behavior and Conduct Standards for Drivers and Starters

The drivers of Ground Transportation Vehicles and Starters representing 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, disturbing to passengers or others, or commercial operations.
- 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 must immediately follow all directions and instructions given by Starters and Airport personnel.
- d) Drivers and Starters shall obey all applicable rules, regulations, laws and ordinances, and shall maintain all appropriate licenses.
- e) Drivers shall not carry animals or nonpaying riders while transporting passengers in their vehicles, other than when required by law to accommodate a service animals or animals enclosed in a carrier or other enclosure upon agreement of the Operator and all passengers. Drivers may carry nonpaying passengers when requested by the driver’s employer for training or other job-related purposes.
- f) Drivers shall transport any paying passengers who present themselves for transport and shall offer reasonable accommodation or equivalent service to such passengers when

required by law, 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.

- g) Drivers shall furnish a receipt for payment of a fare, which includes the name and contact information of the Ground Transportation Business the vehicle is operating under, the date, time, and amount charged.
- h) 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.
- i) At terminals of transportation, Starters or other Ground Transportation Business employees may only solicit for business at locations approved by the Executive Director, or her/his designee.
- j) Persons providing meet and greet services must be employees of a Ground Transportation Business and have with them the name of the passenger or group being met. This information must be provided to any Department personnel requesting it. Representatives of Ground Transportation Businesses providing meet and greet service shall 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.
- k) Handheld 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 handwritten.
- l) 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.

Article 11: Badge Points

- a) This policy identifies certain specific violations of these regulations and City Code while operating a Ground Transportation Vehicle, starter booth, or Ground Transportation desk on Airport property. This policy assigns progressive points based on the severity of the violation and provides corrective actions for Vehicle Operator's Badge holders who have multiple or severe violations. This policy applies to all individuals who have a Department-issued Vehicle Operator's Badge or Starter's Badge. The points will accumulate on an individual's badge record over a rolling 24-month period. Offenders will receive progressively stronger penalties as they reach certain point thresholds.
- b) This policy provides a process to increase safety and awareness through identifying and correcting unacceptable and unsafe behavior.
- c) Violations will be reported to the Ground Transportation Division and the Airport Control Center. The Control Center will look up the offender's record to identify

previous violations and points accrued within the 24-month rolling accumulation window. The points and previous offenses will be reported to the individual issuing the citation and that individual will take the appropriate actions for the situation. Control Center staff will log the new citation and assign the appropriate number of points to the offender's record.

- d) A person who has had badge points applied to his/her Vehicle Operator's Badge Record may request an appeal within 7 days of the addition of points. The request must be in writing, set forth the facts and reasons why the addition of points is incorrect, and be submitted to the Ground Transportation Division no later than seven (7) days from the incident. The Ground Transportation Division will review and evaluate the facts and rule on the appeal. All decisions of the Ground Transportation Division are final and non-appealable.
- e) For badge points that were issued along with a citation, these points may be removed if the associated citation is dismissed from court. Proof of the dismissal must be submitted to the Ground Transportation Division along with the appeal to remove points. Upon verification of dismissal, associated points will be removed from the individual's Vehicle Operator's Badge Record.
- f) A person who has had his/her Vehicle Operator's Badge or Start's Badge revoked may request an appeal within 7 days of the revocation. The request must be in writing and submitted to the Airport Ground Transportation Division no later than 7 days from the revocation. A Vehicle Operator's Badge revocation review panel of three Department representatives will evaluate the facts and rule on the appeal. The Executive Director, or her/his designee, will head the panel and select the two panel representatives. The panel will review the appeal and issue a decision within 14 days of the request.
- g) Point Thresholds and Penalties:
 - 4 points: Remedial training within 7 calendar days of offense
 - 6 points: One day (24 hours) suspension of Badge.
 - 9 points: Three-day (72 hours) suspension of Badge.
 - 12 points: Suspension of Badge for a period of 12-months.
- h) Offenses and Associated Points:

Offense	Description	Points
Physical impairment	Confirmation of positive drug/alcohol test through Law Enforcement Officer	12
Fighting, Harassment, or Stalking	Fighting, Harassment, or Stalking of Airport employees, Airport sponsored employees, Airport customers, or other drivers	9
Failure to report accident	Leaving the scene of an accident without reporting it to Airport Control Center	4

Reckless driving	Operation of a vehicle in a manner which could cause harm or injury to persons or property and/or excessive speed	4
Texting / distracted driving	Texting while driving	4
Smoking	Smoking outside designated areas	4
Not yielding right of way to emergency vehicles	Failure to yield right-of-way to responding emergency vehicles.	3
Courteous and Respectful Behavior	Disrespecting or not showing courtesy to Airport customers or individuals enforcing airport rules and regulations, security standards, or other airport compliance standards	2
Not obeying signs, markings, instructions	Failure to obey lawful signals of Department personnel or comply with posted signs, markings, or traffic signals. This includes not driving within the roadway markings.	2
Speeding	Driving over the recognized speed limit, or driving at unsafe speeds for the driving conditions	2
FOD	Creating FOD hazard by not picking up FOD, leaving dumpster lid open, leaving wildlife attractant, or other FOD producing activity	1
Parking	Improper parking or staging of vehicles on curb and/or staging areas.	1

Article 12: Airport Commercial Ground Transportation Operations

a) General Requirements

- 1) No vehicle for hire shall load or unload passengers at the Airport in any place other than that designated by the Executive Director, or her/his designee. Drivers 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.

- 2) Placing, throwing, or dropping of waste, refuse, or rubbish upon any taxi or bus stand, roadway, street, or adjacent sidewalk thereto is strictly forbidden.
- 3) Ground transportation employees shall refrain from feeding birds and other animals within a 5-mile radius of the Airport.
- 4) 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.
- 5) 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.
- 6) 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 Executive Director, or her/his designee. Also, such driver's Vehicle Operator's Badge or Starter's Badge may be revoked and/or the driver's permission to operate a Ground Transportation Vehicle with the City.
- 7) 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.
- 8) Ground Transportation Businesses shall render all possible cooperation with the Department in enforcing Salt Lake City Code and these Rules and Regulations.
- 9) Special needs requests will be accommodated, if possible and need to be pre-arranged with a Terminal and Landside Operations Supervisor by calling the Airport Control Center at 801-575-2401.

b) Commercial Lanes

- 1) Authorized Ground Transportation Businesses must use the Airport commercial lanes unless otherwise directed by the Department.
- 2) Drivers must remain within 10 feet of their vehicle at all times. Drivers may not sit on the curb or their vehicle. Drivers may stand next to or sit in their vehicle while waiting for their customer. 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 type of Ground Transportation Business they are.

- 3) 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. Vehicles may not load or unload on a crosswalk.
- c) Ground Transportation Staging Lot(s)
- 1) 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.
 - 2) Ground Transportation Vehicles are to wait in the Staging Lot(s) and proceed to the commercial lanes or other authorized areas only when customers are ready to actively load or unload.
 - 3) The Department may designate areas. Authorized Ground Transportation Businesses may use these areas as directed by the Department. Vehicles must only stage in area(s) approved by the Department.
 - 4) 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.
 - 5) The Staging Lot(s) are designed for short-term use. Staging in these areas is limited to one hour, unless posted otherwise.
 - 6) Drivers must park vehicles in designated parking stalls only. Each 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.
 - 7) Fees may be established and charged for the use of Staging Lot(s) or other areas of the Airport grounds.

Article 13: Transportation Network Company (TNC)

- a) A Transportation Network Company (TNC) may not operate in Utah unless the company is registered with the State of Utah Division of Consumer Protection under the Transportation Network Company Registration Act.
- b) The Transportation Network Company Registration Act defines a TNC as an entity that (a) uses a software application to connect a passenger to a transportation network driver providing transportation network services; (b) is not: (i) a taxicab as defined in Utah Code §53-3-102; or (ii) a motor carrier as defined in Utah Code §72-9-102; and (c) does not own, control, operate, or manage the vehicle used to provide the transportation network services.

- c) No TNC shall operate at the Airport without providing proof of registration with the State of Utah Division of Consumer Protection and obtaining a permit from the Department.
- d) While operating on Airport property, TNC vehicles must have an active waybill and display company trade dress (signage). Trade dress cannot be handwritten, signs must be professional in design.

Article 14: Delivery Vehicles

The Department may designate delivery areas to accommodate different kinds of deliveries, such as tenant and other deliveries. Drivers must use delivery area(s) assigned by the Department and remain with their vehicle at all times. Only active loading and unloading is permitted.

Article 15: Notice Under the Americans with Disabilities Act

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 ("ADA"), Salt Lake City International Airport ("the Airport") will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

- a) **Employment:** The Airport does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under ADA Title I.
- b) **Effective Communication:** The Airport will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in Airport programs, services, and activities, including qualified sign language interpreters, documents in alternate formats, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.
- c) **Modifications to Policies and Procedures:** The Airport will make reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all the Airport programs, services, and activities. For example, individuals with service animals are welcomed in the Airport's facilities, even in areas where pets are generally prohibited.
- d) Anyone who requires an alternate method for effective communication, or a modification of policies or procedures to participate in an Airport program, service, or activity, should contact the ADA Coordinator at 3920 W. Terminal Drive, Salt Lake City, Ut 84116 (801) 575-2909 or AirportADA@slcgov.com as soon as possible but no later than 48 hours before the scheduled event.
- e) Complaints that an Airport program, service, or activity is not accessible to persons with disabilities should be directed to the ADA Coordinator by following the grievance procedure outlined at <https://slcairport.com/customer-assistance/accessibility/> or in writing at the Airport address listed above.
- f) The Department will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from

locations that are open to the public but are not accessible to persons who use wheelchairs.