



Rules and Regulations

Updated: October 2020

Note to the reader: The following is a portion of the Rules and Regulations pertaining to Ground Transportation. To view the entire document, including definitions, please visit our [website](#).

14. GROUND TRANSPORTATION

14.1 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 Ground Transportation Department, where they will obtain a Ground Transportation Inspection Seal and AVI Tag. Finally, obtain Vehicle Operators Badges for all drivers from the Airport Badging Office.

Salt Lake City Department of Airports
Department of Ground Transportation
218 N 2200 W
Salt Lake City, Utah 84116
801-908-7205 or 801-908-7204
Badging requirements are located on the Salt Lake City Airport website:
www.slairport.com/badging.

- d. All SLCDA Automated Vehicle Identification (AVI) Tags, Ground Transportation Inspection Seals and Operator or Starter badges are the property of the SLCDA and must be surrendered upon termination or demand by the SLCDA.
- e. All Ground Transportation Inspection Seals and SLCDA Vehicle Identification (AVI) Tags must be returned to the SLCDA by the company within 72 hours of the time a vehicle is retired from service or sold.

- f. Failure to return any Ground Transportation Inspection Seals and or SLCDA Vehicle Identification (AVI) Tags as required may result in a fee being assessed to the company to whom they were issued.
- g. Companies must notify the SLCDA of any Ground Transportation Inspection Seals or SLCDA Vehicle Identification (AVI) Tags found to be missing or stolen within 24 hours.

14.2 Fees

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

14.3 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.
- 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 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.
- 4) All glass, excluding 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 custom 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 seat, may not have a seat cover; dashboard covers may be used, but shall be professionally manufactured.

- 11) 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.
- 12) 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.
- 13) Special Transportation Vehicles are subject to additional inspection requirements set forth in Salt Lake City Code Sections 5.71 and 5.76.

b. 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:

- 1) Signs and other identifying information shall comply with all applicable ordinances or statutes. Sign designs must be submitted to the SLCDA 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 SLCDA for approval prior to install.
- 2) Signs shall be professionally produced by a sign shop 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 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.
- 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.
- 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 rear passenger door centered evenly on the door panel. The

vehicle number must be on the rear of the vehicle above the bumper or on the rear window.

- 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 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.

c. Non-Registered Interstate Bus Operator Temporary Permit

Every Non-Registered Interstate Bus operating at the airport on a temporary basis must purchase a Non-Registered Interstate Bus 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 Bus Operators must load and unload passengers on the Purple curbs of the Airport drop off lanes, or in locations as directed by Airport personnel. Operators must follow all directions given by airport staff.
- 2) Operators must remain with their vehicle at all times.
- 3) All Non-Registered Interstate Bus Operators will be required to purchase an Airport Non-Registered Interstate Bus Operator Temporary Permit under the terms, amounts, and times necessary to provide the needed services.

14.4 Drivers and Starters

- a. All persons operating a Ground Transportation Vehicle must have a valid Vehicle Operators Badge issued by the SLCDA. 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>.
- b. Appeals

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

- 1) Request for an appeal may be dropped off at the Ground Transportation office or mailed and must be made in writing to the Director of Operations at:

Salt Lake City Department of Airports
Department of Ground Transportation
218 N 2200 W
Salt Lake City, Utah 84116

- 2) The request must state the following:
 - a) Whether applicant desires an expedited appeal, which shall be reviewed by the Director of Operations on an expedited basis or whether applicant desires to appeal directly to the Ground Transportation Appeal Committee;
 - b) Reasons why the Applicant believes he or she has complied with the applicable requirements;
 - c) Reasons why the SLCDA's action is in error.
- 3) The appellant must file the request for appeal within fourteen (14) calendar days from the date the SLCDA takes the action being contested. The Ground Transportation Appeals Committee will only consider an appeal which is properly and timely filed.
- 4) If appellant requests an expedited appeal, the SLCDA shall investigate the facts and the Director of Operations 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 Director of Operations does not reverse the action that is the subject of the appeal, the Director of Operations shall impanel a Ground Transportation Appeals Committee within 3 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 in paragraph D, above, the following procedures shall be followed:
 - a) Within five (5) days from receipt of a request for appeal, the Director of Operations shall impanel a Ground Transportation Appeals Committee that consists of three (3) persons selected by the Director of Operations 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.
 - b) 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.

- c) 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.
- d) The Ground Transportation Appeals Committee is not required to follow the Utah Rules of Civil Procedure or the Utah Rules of Evidence.
- e) 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.
- f) The decision of the Ground Transportation Appeals Committee shall be filed no later than five (5) days after the date of the hearing.
- g) The decision of the Ground Transportation Appeals Committee is the final internal appeal in the City.
- h) All petitions for an exemption or waiver for seal or signage requirements, must be made in writing and dropped off or mailed to the SLCDA at the address listed above. The Director of Operations will review the petition and provide a written decision to the petitioner within a reasonable amount of time.

14.5 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 accepted 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 tares.

- f. Must be free from offensive odor.
- g. Must at all times display the SLCDA issued Vehicle Operators Badge.

14.6 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 must immediately follow all directions and instructions given by Starters and Airport staff.
- d. The On-Demand program is to be managed by the SLCDA, and operated by the Starters under the SLCDA's guidance. Under no circumstances should drivers attempt to operate outside of the guidelines and instruction provided by the SLCDA or Starters.
- e. Drivers and Starters shall obey all applicable rules, regulations, laws and ordinances, and shall maintain all appropriate licenses.
- f. 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.
- g. 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.
- h. 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.
- i. 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.

- j. At terminals of transportation, Starters or other Ground Transportation Company employees may only solicit for business at locations approved by the Director of Operations.
- k. 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 SLCDCA 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.
- l. 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.
- m. 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.

14.7 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 Director of Operations. 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 SLCDCA.
 - 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 Director of Operations. Also, such driver's Vehicle Operators Badge or Starters 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 SLCDA 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 at 801-647-5159.

b. Commercial Lanes

- 1) Authorized Ground Transportation Businesses must use the Airport commercial lanes unless otherwise directed by the SLCDA.
- 2) 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:

Red	Department of Airports Buses only – Load
Yellow	On Demand Vehicles only - Load
Orange	Hotel/Courtesy Shuttles Load/Unload
Purple	Interstate Bus Operations Load/Unload
Blue	Ride Sharing
Green	Desk Tenants

- 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 SLCDA, 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 SLCDA may designate areas. Authorized Ground Transportation Businesses may use these areas as directed by the SLCDA. Vehicles must only stage in area(s) approved by the SLCDA.
 - 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 this areas is limited to one hour, unless posted otherwise.
 - 6) 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.
 - 7) Fees may be established and charged for the use of Staging Lot(s) or other areas of the Airport grounds.

14.8 Utah Transit Authority (UTA)

- a. Must load and unload in SLCDA designated UTA zones only.
- b. The driver must remain with the vehicle.

14.9 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 with SLCDA.

14.10 Delivery Vehicles

The SLCDA 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 SLCDA and remain with their vehicle at all times. Only active loading and unloading is permitted.