



City of Phoenix Aviation Department Rules and Regulations

Number: 04-01

Authority

This Rule and regulation is promulgated pursuant to Phoenix City Code Chapter IV, Article IV, Section 4-71.

Rule and Regulation

Contracted Taxicab/Limousine Service

These rules and regulations are promulgated for the purpose of establishing procedures for licensing of, and defining permitted and prohibited conduct for Contracted Taxicab/Limousine Service companies and drivers at Phoenix Sky Harbor International Airport.

These procedures, guidelines and requirements are applicable to business organizations and individuals who engage in transportation for hire in the contracted taxicab/limousine service category.

Company/Firm

1. Taxicab/Limousine Service Ground Transportation Permit
No Taxicab/Limousine service operator/permittee shall engage in the business of picking up passengers at an Airport terminal without first obtaining an appropriate commercial ground transportation permit and quarterly decals for each vehicle to be used for such purpose at the Airport, at the Airport Operations Center. Permits shall not be issued until the owner has completed an application form provided by the City of Phoenix Aviation Department. Annual permit fees are two hundred dollars (\$200) per vehicle prorated on a quarterly basis.

2. Insurance

Before commencing commercial operations at the Airport, Taxicab/Limousine operators/permittees shall submit an original certificate of motor vehicle insurance evidencing at least minimum state-mandated policy limits and which names the City of Phoenix as the certificate holder and as additionally insured by endorsement.

The City of Phoenix, its officers, officials, agents, employees and volunteers are to be listed as additional insured with respect to liability arising out of: activities performed by, or on behalf of, the taxicab/limousine operator/permittee including automobiles owned, leased, hired, or borrowed by the Contractor.

The City, its officers, officials, agents, employees, and volunteers shall be additional insured to the full limits of liability purchased by the Taxicab/Limousine operator/permittee even if those limits of liability are in excess of those required by permit.

Each Taxicab/Limousine operator/permittee shall execute a hold harmless and indemnification agreement in favor of the City of Phoenix as indemnitee. Each insurance policy required by the insurance provisions of the permit shall not be suspended, voided, canceled, reduced in coverage or in limits except after thirty (30) days prior written notice has been given to the City. Such notice shall be sent directly to Administrative Services, 3300 E. Sky Harbor Blvd., Phoenix, AZ 85034 and shall be sent by certified mail, return receipt requested.

Taxicab/Limousine operators/permittees shall furnish the City with Certificates of Insurance (ACORD form or equivalent approved by the City) required by the permit. The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. Any policy endorsements that restrict or limit coverage shall be clearly noted on the certificate of insurance.

All certificates are to be received and approved by the City before commencement of commercial operations. A fax copy is acceptable, provided an original certificate is subsequently received within 10 days. Each insurance policy required by the permit must be in effect at or prior to commencement of commercial operations and remain in effect for the duration of the permit. Failure to maintain the insurance policies as required by the permit or to provide evidence of renewal is a material breach of the permit and may result in immediate revocation.

All original certificates required by the permit shall be sent directly to the Aviation Department, Operations Center. The City reserves the right to require complete, certified copies of all insurance policies and endorsements required by the permit at any time.

Any modification or variation from the insurance requirements in the permit must have prior approval from the City of Phoenix Law Department, whose decision shall be final. Such action will not require a formal amendment, but may be made by administrative action.

3. Compliance

The permittees and their representatives authorized to operate on the Airport shall at all times be and remain in compliance with all applicable Federal, State or City laws, statutes and ordinances or any rules or regulations promulgated thereunder, including but not limited to, the equipment safety regulations for motor vehicles as adopted by any governmental agencies with jurisdiction over such vehicles. [Section 4-72]

INDIVIDUAL

1. Driver Requirements

Each permittee /representative operating vehicles under a Taxicab/Limousine permit shall insure that all drivers meet all Federal, State, and City requirements. Drivers shall be appropriately licensed, knowledgeable of the area and streets, able to speak, read, and understand the English language.

In order for a driver to be certified as a Taxicab/Limousine driver at the Airport, the following items must be presented to the Ground Transportation office:

- a. A Taxicab/Limousine application signed by an authorized representative of the permittee.
- b. A valid, appropriate level Arizona Drivers License.
- c. Two (2) color, passport-size and quality photographs.
- d. A statement indicating the driver has completed the company-sponsored training program.
- e. A National Safety Council Course Completion Card (Defensive Drivers Card) issued within 24 months.
- f. A medical card issued within 24 months.

The operator/permittee shall make available a document that certifies that the driver applying for a Driver's Identification Card is a qualified driver under the Federal Motor Carrier Safety Regulations. Specifically, each owner shall certify that its drivers are qualified and maintain driver qualification files as required by Part 391, Subpart F of the Federal Motor Carrier Safety Regulations. Such files will be made available for inspection upon request by the City. [Section 4-72].

2. Driver's Conduct

Drivers shall at all times be courteous, professional and informative when interacting with passengers, airport staff, and other drivers. Drivers should have a desire as well as an ability to provide a positive travel experience for visitors to the airport as well as to residents of the State. Providing a truly friendly service to users of transportation is equally as important as providing safe and efficient travel. Customer complaints relating to a driver's failure to meet the foregoing standards of conduct may provide grounds for the termination of the driver's identification card. [Section 4-75].

Drivers shall not engage in any physical fighting or loud, boisterous verbal disputes while on the airport [Section 4-77G]. If a dispute develops between a driver and a passenger, or another driver, the driver should immediately contact airport staff to resolve the dispute.

Drivers wishing to file a complaint, or report an incident, may do so by completing a Ground Transportation Incident Complaint form. Forms may be obtained from the Ground Transportation Office or the ground transportation booths located at each terminal.

3. Soliciting

The authorized solicitation of passengers by a taxicab/limousine driver shall only be conducted by the first driver in line in the designated areas at the taxicab/limousine stands. Driver and passenger communication shall be conducted in a courteous and professional manner. Drivers shall not make any misrepresentation of their service. Drivers shall not be loud and boisterous with/or in the presence of potential customers.

Soliciting passengers is a misdemeanor offense that may result in criminal prosecution and the loss of meeting and greeting privileges and ground transportation permits/decals. Drivers soliciting passengers or in any manner offering to transport passengers in non-designated areas may be subject to a Notice of Violation/Citation [Section 4-77G].

Off duty drivers are not allowed to loiter on airport premises. Any off duty driver using a permitted vehicle for personal use at the airport shall utilize the public parking facilities.

4. Driver Identification Placard

Airport-issued identification placards must be properly displayed in the vehicle and visible to passengers while operating from the airport. Drivers will not be permitted to pick-up passengers on the airport if the identification placard is not displayed.

Drivers shall appear as in the photograph displayed on the placard. Where the photograph shows eye-glasses, mustache, beard, etc., they shall be worn. New photographs shall be submitted without delay if the driver's appearance is changed [Section 4-69].

5. Parking

Taxicab/Limousine vehicles may only be parked at the designated stands assigned at each terminal. Drivers may park in the loading/unloading zones to drop off passengers only long enough to unload passengers and luggage at the curb. Vehicles left unattended will be subject to citation and/or towing enforcement.

Drivers utilizing the terminal facilities, making phone calls or checking flight schedules must check in with airport staff prior to proceeding into the terminal. Drivers will be allowed a maximum of ten minutes. Violators are subject to a notice of violation/citation.

6. Fares

Taxicabs: Drivers shall not charge rates exceeding the rate established by City Ordinance and displayed on the taxicab meter. Drivers shall take the most direct route to the passenger's destination unless otherwise directed by the passenger. [Section 4-77]

Drivers may not double load fares without prior approval of airport operations staff.

Limousines: Drivers shall charge limousine passenger fares at rates not greater than those fares established by City Ordinance listed on the zone rate chart for one or two passengers. Passengers are free to negotiate with the drivers for a lower rate, especially if the person waits for other passengers to load who will share the fare.

Drivers are prohibited from gathering additional passengers after a fifteen (15) minute period. After said 15 minute period, the driver must immediately proceed to the passenger's destination and charge only the one or two passenger rate. As an alternative, a passenger upon request may be charged the hourly rate (two hour minimum).

All drivers are prohibited from refusing a fare or passing a fare to another driver. Additionally, all drivers shall upon demand furnish a fare receipt. The receipt shall state the name of the driver, the company name, the amount of the fare rate and the date and time of the transaction.

7. Dispatch Procedure

Drivers may not load at any terminal without having gone through the dispatch procedure at the holding lot. A driver is in violation of scooping when he is dispatched to a specific terminal and stops to load a passenger in an area he was not dispatched to and/or if the driver loads a fare prior to being dispatched from the hold lot. Violators are subject to a notice of violation/citation. [Section 4-77]

Drivers with pre-arranged fares are required to obtain a trip ticket from the holding lot prior to arriving at the terminal. He/she will park in the last space in line and must remain with the vehicle. If the pre-arranged fare is a no show, the driver must return to the end of the line at the holding lot and go through the regular dispatch process.

8. Driver Attire/Hygiene

- a. Shirts or blouses worn by male/female drivers shall have collars and be of a solid color.
- b. Pants worn by male/female drivers shall be of full length and solid color.
- c. Skirts worn by female drivers shall be no more than 2 inches above the knee and be of a solid color.
- d. Dress-type shoes will be worn by all drivers at all times with socks, if appropriate.
- e. Shorts worn by male/female drivers shall be no more than 2 inches above the knee and be of a solid color.
- f. Facial hair (beards, mustaches, sideburns, etc.) Shall be acceptable only if kept in a clean and trimmed manner acceptable to airport management and the public.
- g. Hair shall be kept clean and trim at all times.
- h. Body odor shall be controlled so as not to be offensive.
- i. Proper oral hygiene shall be used.
- j. Face and body shall be kept clean.

9. Vehicle Requirements

All vehicles shall be maintained in proper operating condition which shall include a neat, overall general appearance. Vehicles are subject to inspection by Airport Operations staff.

- a. Air conditioners will be operated at all times when temperatures reach 85 degrees Fahrenheit or upon passenger request.
- b. Heaters will be operated upon passenger request and sufficiently heat the interior of the vehicle.
- c. Exterior paint shall be maintained free of oxidation and rust.
- d. Vehicle shall be free of any sheet metal damage.
- e. Vehicle shall be inspected for cleanliness at the beginning of each day of service to insure vehicle is free of dirt, trash, and debris.
- f. The exterior of each vehicle in service shall be kept clean from road dust, mud and grime.
- g. The interior of each vehicle in service shall be swept or vacuumed prior to beginning daily service.
- h. Wheel covers (hubcaps) shall be mounted on all wheels at all times.

10. Motor Vehicle Equipment Safety Violations

Every vehicle shall be structurally sound and maintained in such good condition as to provide for the safety of the public in accordance with each and every applicable requirement of Arizona Revised Statutes Title 28. [Section 4-76]

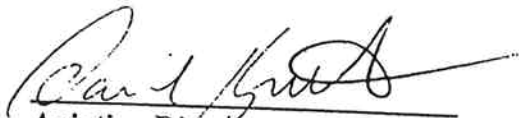
11. Vehicle Decal


All Taxicabs/Limousines operating from Phoenix Sky Harbor International Airport shall display a current and valid taxicab or limousine decal affixed to the lower right hand corner of the windshield. Vehicles not displaying a decal are not authorized to operate on the airport.

Temporary permits for replacement vehicles may be acquired from the Operations Center staff in the event a permitted vehicle is inoperable for any length of time. Decals are registered to specific vehicles and are not interchangeable or transferable. Stolen or lost decals must be reported as such to the appropriate Police agency before a replacement will be issued. [Section 4-68].

In the event of an overflow situation where additional vehicles may be required, daily use permits are available to those companies who have a current quarterly decal. All additional vehicles operating under a daily use permit shall comply with all requirements for that class of operation.

The foregoing Rule and regulation is hereby adopted and promulgated this 1st day, of March, 1999.


Aviation Director


Assistant City Attorney