

SUBJECT: **Airport Commercial Ground Transportation Vehicle & Driver Procedures**

OBJECTIVE: The purpose of this Operational Directive is to implement changes and procedures as allowed by the Asheville Regional Airport Authority Administration Policies and Procedures. This directive was created to be used in conjunction with the Authority's Organizational Policy & Procedure; Commercial Ground Transportation Regulation Section 117.00. Within the Commercial Vehicle/Driver Identification and Standards section, changes are needed from time-to-time in order to meet shifting industry standards. This directive will promote and increase additional safety standards and enhance the quality of Commercial Ground Transportation, public convenience and the efficient movement of passengers and their luggage to and from the Airport.

METHOD OF OPERATION: It is necessary for the maintenance, operation, regulation and improvement of the Airport that Commercial Ground Transportation be regulated for the safe and efficient use of the Airport's Limited space and facilities, particularly the limited space at curbside in front of the Terminal Building; to enhance safety and reduce congestion in front of the Terminal Building.

Definitions: **Property:** All land and real estate managed and operated by the Asheville Regional Airport Authority.

Staged: Any Ground Transportation or Commercial Vehicle on Airport Property not in the active process of executing a pre-arranged pick-up or drop-off.

Pre-reservation: A passenger reservation, accommodation or arrangement for Commercial Ground Transportation made, provided for or arranged prior to the Commercial Vehicle's entry on the Airport to a space or spaces designated by the Director of Operations on the Terminal Building Curbside for the loading or unloading of Commercial Vehicles.

Limousine/For Hire: A Commercial Vehicle that carries fifteen or fewer passengers for a fare, not determined by a meter.

Taxi: A Commercial Vehicle that carries fifteen or fewer passengers for a fare, determined by a meter.

Commercial Vehicle: Any vehicle, other than a Private Vehicle, which transports passengers, with their luggage (if any), to or from the Airport, and it includes specifically Courtesy Vehicles, Limousines and Taxis; and any vehicle which is used by an Operator for the provision of Airline Personnel Transportation Service or Luggage Transportation Service.

Courtesy Vehicle: A Commercial Vehicle of any size, with or without a meter, which is operated by, for, or for the benefit of, on behalf of, or pursuant to any contractual arrangement with a hotel, motel, off-Airport rent-a-car business, camp or off-Airport Parking lot or facility.

Commercial Ground Transportation Operator ("Operator"). Any partnership, corporation, limited liability company, enterprise, person, or other entity engaged in any type or form of Commercial Ground Transportation. (For purposes of gender, the word "it" when used in lieu of the "Operator" in this Policy shall be deemed to also include "he and "she".)

General Directive:

- Taxi staging area curbside is limited to 4 taxi vehicles.
- No ground transportation vehicle staging on Airport Property prior to 8:15 a.m.
- Cell Phone Lot open for staging purposes to taxi, and limousine/for hire vehicles.
- Cell Phone Lot limited to 6 taxis and 6 limousines/for hire vehicles.
- No commercial operator may stage more than 3 Commercial Vehicles on Airport Property at any one time except upon specific authorization of the Asheville Regional Airport Authority Director of Operations or his designee, on terms and conditions to be uniformly applied.
- Ground Transportation Vehicles engaged in executing a pre-arranged pick-up or drop-off procedure are excluded from that Ground Transportation Company's total number of vehicles permitted on Airport Property.
- Ground Transportation Company pick-ups for large pre-arranged events should contact the Airport for equipment and staging arrangements.
- No Ground Transportation Vehicle staging permitted in the short term or long term parking area

Vehicle Condition:

All Limousine/For Hire vehicles excluding vehicles with capacity of 12 or more passengers are required to be 12 years old or less as of July 1, 2011. All Taxi vehicles are required to be 12 years old or less and have an odometer reading less than 250,000 miles, whichever comes first. This vehicle age reduction requirement will decrease over the next 6 years until the permitted Ground Transportation vehicle age is 7 years old or less. Special vehicle requests can be submitted in writing to the Airport Director for consideration and may be approved on a case by case basis. These requirements may change from time-to-time. See chart below:

July 1, 2011 – Vehicle age 12 years or less
July 1, 2012 – Vehicle age 11 years or less
July 1, 2013 – Vehicle age 10 years or less
July 1, 2014 – Vehicle age 9 years or less
July 1, 2015 – Vehicle age 8 years or less
July 1, 2016 – Vehicle age 7 years or less

- All vehicles shall be maintained in a clean, undamaged condition and present a favorable appearance.
 - The exterior of the vehicle shall include paint, glass, tires, hubcaps, head and taillights, grills, bumpers and body trim.
 - The interior, including the trunk, shall be kept in a clean and sanitary condition, free of grease, dirt and trash.
- All commercial vehicles shall be clearly identified by at least the Operator's name, assumed name or logo.
- Commercial Vehicles shall be equipped with safety belts and functioning heating and air conditioning systems.
- Any damaged Commercial Vehicle that is still drivable and does not present any hazards to the driver or the passenger will be subject to vehicle suspension from operation on Airport Property, until proper repairs are made.

Taxi:

Each taxi entering Airport Property on Terminal Drive must proceed to the Cell Phone Lot (Exhibit B) prior to entering a vacant slot at the curbside staging area. It will be each driver's

responsibility to ensure there are no taxi vehicles in the Cell Phone Lot prior to entering the staging area at curbside. If no taxis are present in the Cell Phone Lot, proceed around Terminal Drive and enter the curbside staging area. If taxis are present in the Cell Phone Lot, advise the number one Taxi in line of the opening at curbside and proceed to the end of the line in the Cell Phone Lot.

Taxi drivers with a pre-arranged pick up shall, prior to arrival on Airport Property, contact Guest Services (209-3660) for approval each time they want to wait in an area outside of the taxi curbside designated space. Approval is required each and every time to stage and pick-up a passenger when waiting on the curb outside of the taxi staging area. Drivers will be asked to leave Airport Property immediately if they have not obtained approval.

**Limo/
For Hire:**

Each limousine/for hire driver that wishes to utilize the Cell Phone Lot for staging purposes shall, upon entering the Airport Property, contact the Guest Services Counter by phone at 209-3660. Guest Services will list your company as being on site for customers requesting transportation by limousine/for hire vehicle. Limousine/for hire vehicles on site will be summoned for transportation purposes upon the request and requirements of the customer. These examples may include but not limited to: (1) size of vehicle; (2) type of vehicle; (3) cost. These requests or requirements from the customer will dictate the reason or reasons for the number 1 vehicle in line at the Cell Phone Lot not to be the first to be summoned for transportation. For these reasons we ask that you keep your vehicle information and rates updated with the Guest Services Counter. Once your vehicle is on site we require your driver to contact the Guest Services Counter by phone upon departure from the Cell Phone Lot.

**Driver
Directive:**

All drivers shall present themselves to our guests and to our community in a professional manner while following standards that are based upon the need to provide and promote a safe, clean and positive image of our area.

1. **Driver Appearance:** While on duty, each taxi, limousine and courtesy shuttle driver shall be hygienically clean, well groomed, neat and dressed in compliance with the following driver dress standards:
 - Drivers shall wear long pants (skirts accepted for female drivers) and shirts (blouse) with collar and sleeves;
 - Driver shall wear shoes with socks (sandals/shower clogs are not permitted);
 - Driver shall keep their hair, including facial hair, clean and neatly groomed, at all times;
 - Chauffeur's style caps or baseball style hats with your company name and/or logo may be worn;
 - Drivers may wear knee-length, walking style shorts with a short sleeve polo style, or collared shirt and a leather top shoe and socks;
 - Low-cut, sleeveless shirts, tank tops, cut-off jeans, shear, transparent or fish net materials shall not be worn.
2. **Conduct of Driver:** All drivers shall conduct operations in an orderly and proper manner so as not to annoy, disturb or be offensive to customers, patrons or tenants at the Airport.

- Drivers will be courteous at all times and will assist passengers with their luggage, in and out of their Commercial Vehicle;
- Unless training is involved, only drivers are to be staged with their vehicle.
- Drivers are forbidden from engaging in any form of solicitation with individuals or groups other than the pre-arranged reservations and shall not loiter in the Terminal.
- No Commercial Ground Transportation operator may loiter or sleep in/on any part of Airport Property.
- No parking or cruising shall be permitted. No driver shall cruise/park Airport roadways in search of passengers and/or to await a space designated for Commercial Vehicles to become available.
- All drivers disposing of garbage, papers, refuse, or other material on Airport Property shall do so only in receptacles provided for that purpose.
- All Commercial Ground Transportation operators may meet and greet pre-arranged individuals or groups by the use of handheld signs within their designated areas. (See # 5. Meet & Greet Guidelines for specific Rules pertaining to vehicle type.)
- Specific behavior that will not be tolerated includes, but is not limited to: horseplay, lewd remarks, profanity or obscene language, loud music, fighting/violent behavior, threatening use of a weapon. Televisions/radios may be used while vehicles are staged, as long as the volume is kept low as not to disturb other operators, employees or patrons.
- No Commercial Vehicle driver may be on Airport Property after having consumed alcohol and/or any other impairing substance.
- No use of cell phones for personal use while driving customers.

3. Driver to Remain with Vehicle: Drivers of Commercial Vehicles are not to leave their vehicles unattended unless prior arrangements are made as stipulated in #5 below. A driver may utilize the restroom facilities of the Airport, while abiding by all other Rules and Regulations. During such time, ground transportation vehicles shall utilize the short term parking lot.

4. Trip Refusal: No driver will refuse to accept a passenger for any reason, unless the passenger is obviously dangerous or intoxicated.

- Any driver and/or company found in violation of this section will be suspended from operating at the Airport and fined.
- Passengers are free to choose any taxi from the staging area, regardless of their order in line.

5. Meet and Greet Guidelines: These guidelines have been established to provide for expeditious movement of passengers through the Terminal.

- **All Commercial Ground Transportation Operators:** may meet and greet pre-arranged individuals or groups by the use of the hand held signs within designated areas of the Terminal as directed by the directive or Director of Operations. The name, logo type, emblem or symbol of the passenger's destination may be included on a placard or sign when the Operator also identifies at least the event or name of the individuals they intend to transport, and verification of a pre-reservation can be obtained. The sign is to be of professional quality; computer generated signs are acceptable.

- **Limousine and Courtesy Vehicle:** (hotel/rental car shuttle) Operators shall pull into the reserved Commercial Ground Transportation area only for prearranged pickups. Drivers may meet their guests inside the glass doors (DS-1 and DS -2) and be close to their vehicles at all times (see Exhibit A). If their guests need special assistance with luggage, the driver may do so after contacting the Guest Services Desk for approval.
- **Taxis:** that have a pre-reservation must notify Guest Services (209-3660) with passenger name and flight information before arriving at the airport. Unless otherwise noted or directed by one of the Guest Services staff members, the driver may pull up at the curb above the taxi staging area, on the left side of Terminal Drive, across from Baggage Claim. Taxi drivers must remain with their vehicle at all times, and are not permitted to help, meet or greet personnel inside the Terminal building. Drivers may hold signs within the immediate vicinity of their vehicles, provided the sign is consistent with hand held sign guidelines. Taxi operators must notify their customers about this procedure at the time of the reservation, to avoid confusion.
- **All Commercial Ground Transportation Operators:** conducting meet and greet services shall be prepared to provide information to the Authority and law enforcement personnel about the individual or group being met (passenger's name, flight number, arrival time, etc.). Individuals found violating these guidelines will be required to discontinue their activities immediately and leave Airport Premises. If the behavior is recurring, the driver and/or commercial transportation company may be suspended, fined or the permit may be revoked.

The Asheville Regional Airport Authority reserves the right to adopt such amendments to these procedures from time to time as it determines is necessary or desirable to reflect current trends of Airport activity for the benefit of the general public of the operation of the Airport. The current Ground Transportation Policy shall be the primary guidance for all Ground Transportation Operators and changes/direction will be given from time to time by Airport Management for enforcement and daily operational needs.

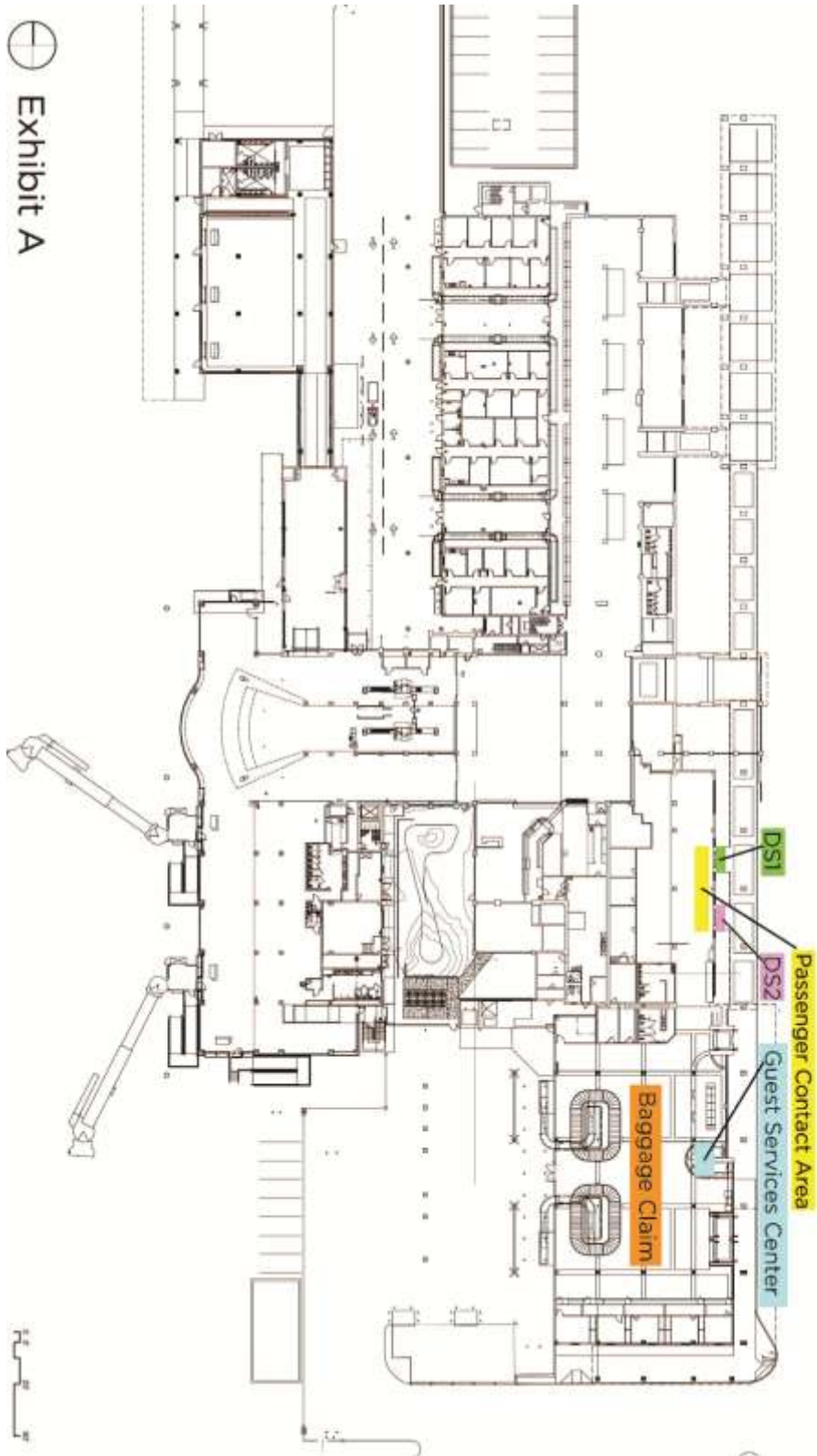
Inquires Direct inquiries pertaining to this Directive to:

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Operations Supervisor
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Voice: (828) 654-6214

**APPROVAL AND
UPDATE
HISTORY**

**Approval
Supersedes**

**June 3, 2011
June 25, 2009**



⊕ Exhibit A

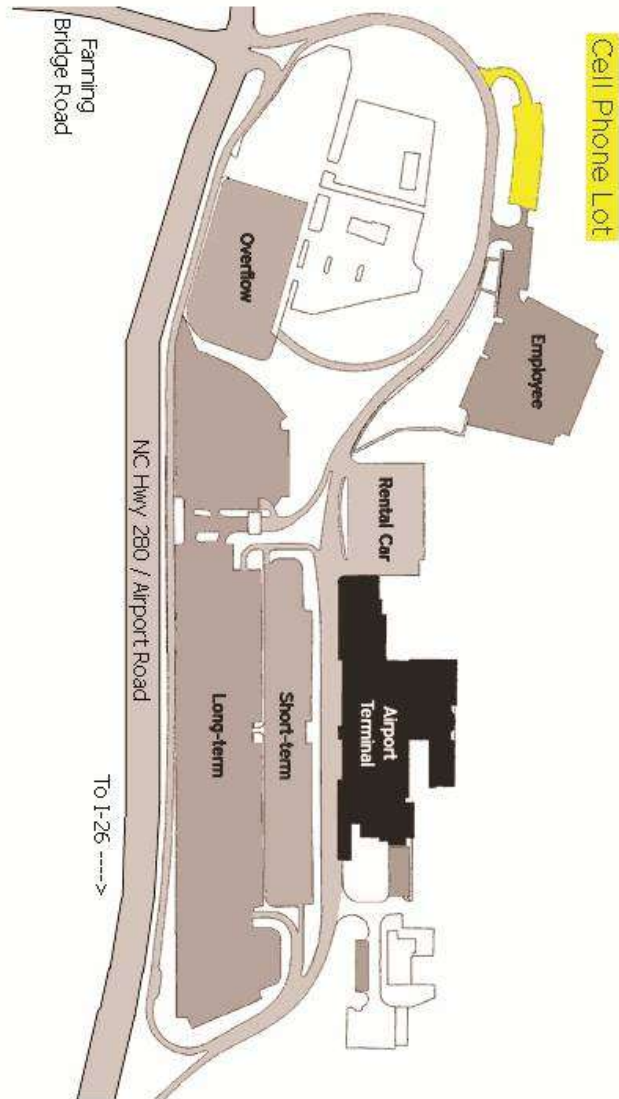


Exhibit B