

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 Greater Asheville Regional Airport Authority Administration Policies and Procedures. This directive was created to be used in conjunction with the Authority's Administration Policies & Procedures, Commercial Ground Transportation Regulation Section 117.00. Within the Commercial Vehicle/Driver Identification and Standards section, changes are needed from time-to-time 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; specifically, the limited space at curbside in front of the Terminal Building. This will enhance safety and reduce congestion in front of the Terminal Building.

Definitions: **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 Directive shall be deemed to also include "he and "she".)

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. Vehicles being used by drivers to pick-up passengers for Transportation Network Companies are considered commercial vehicles.

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.

Heavy Duty Bus: A Commercial Vehicle with a length of 30 to 48 feet or more, a seating capacity of 26 or more passengers, a GVWR gross vehicle weight rating of 26,001 pounds or more used on a highway in interstate commerce to transport passengers, not including the driver, even if the vehicle is designed and used to transport 8 or less passengers and has valid operating authority (permits, licenses, certificates, etc.) from the appropriate governmental agency or agencies.

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

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 Executive Director for the loading or unloading of Commercial Vehicles.

Property: All land and real estate managed and operated by the Greater 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.

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

General Directive:

- The Ground Transportation Staging Lot is limited to six (6) on-demand taxis, six (6) pre-arranged limousine/for-hire, and six (6) pre-arranged TNC vehicles.
- No ground transportation vehicle on Airport Property for staging purposes prior to ten minutes before the first scheduled commercial airline arrival.
- Ground Transportation Lot open for staging purposes to taxi, limousine/for hire, and TNC vehicles.
- No commercial operator may stage more than 3 Commercial Vehicles on Airport Property at any one time except upon specific authorization of the Greater Asheville Regional Airport Authority Executive Director 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 and drivers of large Buses should contact Airport Communications at 828-684-4577 for equipment and staging arrangements in advance of entering Airport Property.
- No Ground Transportation Vehicle staging or pick-up permitted in the short term, long-term, parking area, or curbside without prior approval of Airport Management.

Vehicle Condition:

The following vehicle age limits shall apply to Ground Transportation Vehicles with a capacity of 15 passengers or less serving the Airport. Taxicabs shall enter the current open ground transportation system beginning July 1, 2017 with a vehicle age of no more than seven (7) years old and must exit the system when the vehicle is ten (10) years old or reaches 250,000 miles. For a Taxicab vehicle to qualify, the vehicle must be continuously permitted in years 7 through 10. A copy of the North Carolina Vehicle Inspection sheet must be provided each year when the Taxicab vehicle in use reaches eight (8) years old and each permit year thereafter until the vehicle exits the system. No age exemptions will be allowed for Taxicabs. These requirements may change from time-to-time.

- All ground transportation 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 Ground Transportation Staging Lot (Exhibit A). Proceed to and enter the Ground Transportation Staging Lot by accessing the gate and paying the trip fee. The driver entering the Ground Transportation Staging Lot proceeds to the end of the line.

**Limo/
For Hire:** Each limousine/for hire driver that wishes to utilize the Ground Transportation Staging Lot for staging purposes shall, upon entering the Airport Property, contact the Guest Services Counter by phone at 828-209-3660. 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. The driver is required to proceed to and enter the Ground Transportation Staging Lot by accessing the gate and paying the trip fee. Examples may include but, are 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, each company should keep its vehicle information and rates updated with the Guest Services Counter. Once your vehicle is on site the driver is required to contact the Guest Services Counter by phone upon departure from the Ground Transportation Staging 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, TNC, courtesy shuttle, and heavy-duty bus 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, always;
 - 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.
 - Personal grooming and hygiene should contribute to a clean, neat, and professional appearance. This includes general cleanliness of clothing, attention to hair, beards, mustaches, fingernails, body scents, limited use of perfume/cologne and limited exposure of body piercings and body art while actively engaged as a commercial ground transportation operator.
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 always 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. Pre-arranged reservations are required by Limo/For Hire and TNC Drivers and no driver shall loiter in the Terminal or be in any area that is not approved or authorized. Drivers shall obtain permission to be in any place other than adjacent to their vehicle. If a driver is in any other place other than adjacent to their vehicle, the driver and/or company will be in violation of solicitation.
 - 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 using handheld signs adjacent to their vehicle. (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, if 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, drivers shall check-in/out with Guest Services.
4. **Trip Refusal:** No driver will refuse to accept a passenger for any reason, unless the passenger is obviously dangerous or intoxicated. Any driver refusing to take a passenger must immediately notify the Department of Public Safety by calling Airport Communications at 828-684-4577.
- 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 Ground Transportation Staging Lot, 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 using hand-held signs adjacent to their vehicle and as directed by the Executive Director or designee. 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 no larger than 12" x 12" and of professional quality; computer generated signs are acceptable.
 - **Limousine and Courtesy Vehicle:** (hotel/rental car shuttle) Operators shall pull into the gated Commercial Ground Transportation Lot only for prearranged pickups. Drivers

may meet their guests only adjacent to their vehicle within the Ground Transportation Staging Lot within the area shown on the attached map. (see Exhibit A). If their guests need special assistance with luggage, the driver may do so only after contacting the Guest Services Desk for approval. Solicitation will be assumed if a driver is outside the area shown in Exhibit A without approval of Guest Services, Public Safety, Operations, or Airport Management.

- **Taxis:** that have a pre-reservation must notify Guest Services (828-209-3660) 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 will use the same Ground Transportation Staging Lot. Taxi drivers must remain with their vehicle at all times, and are not permitted to help, meet or greet personnel inside the Terminal building, but are required to assist the passenger load and unload at their vehicle. 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 both. The permit may also be revoked.

The Greater 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 public, or 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 and Public Safety for enforcement and daily operational needs.

Inquires

Direct inquiries pertaining to this Directive to:

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APPROVAL AND UPDATE HISTORY

Approval
Supersedes

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