

# Grand Forks International Airport Ground Transportation Operating Rules & Regulations

## License & Registration

1. Company vehicles must be licensed with the State of North Dakota.
2. Taxis/Limousines must be registered and licensed to do business with the City of Grand Forks.
3. Company must register with the Airport Authority by February 15<sup>th</sup> of each year and be in good standing with annual registration fees.

## Parking

1. Taxis waiting for fares must park in the designated taxi cab/shuttle/bus lane and must queue up in the order of their arrival at the terminal. The first vehicle in line must pull all the way up to the designated sign and must queue in order.
2. No Operator shall have more than one (1) cab in the cab lane at any time waiting for passengers. Operators may have other cabs queuing off airport property and they may respond to the terminal after fare has departed the ground transportation lane.
3. A taxi serving as a shuttle for airline crewmembers and hotel customers may drop-off customers/cargo at the curb and then must immediately proceed to park in the designated taxi cab/shuttle/bus lane. No curb waiting will be allowed for crewmembers or hotel customers.
4. Drivers in the queue may not solicit customers. While a walk-up customer will typically choose the first taxi in line, the customer is free to select any provider.
5. Drivers that are picking up a specific passenger may stand next to their vehicle with a sign that has the person's name written on it. If after 30 minutes from the aircraft arrival, the passenger has not come out from the terminal, the driver may leave their vehicle, enter the terminal and hold the sign. The Airport Authority does not regulate passenger selection of cab service nor will we resolve disputes between cab companies over passenger selection.
6. Drivers must wait inside their cars (non-emergency restroom services are available elsewhere, in case of emergency, see 3C below).
7. Cargo delivery cabs shall use the vendor delivery door on the south side of the terminal for package drop-off and pick-up.

## Access to the Terminal

1. Drivers are required to remain with their vehicles at the designated taxi cab/shuttle/bus lane except as specified in 5 above.
2. If a driver has a pre-arranged fare, the driver may contact that fare inside the terminal per the 30-minute rule above reference 5 by holding a plain cardboard or paper sign with the fare's name on it. The sign may not include any reference to "taxi" or the name of the

taxi company. If the driver is approached by someone other than the pre-arranged fare the driver must refer that person to the queue outside.

## **Curbside Access**

- 1. Is for drop-off only.**

## **Operating Permit Fees**

- Operating permit fees were set by the Airport Authority and are as follows:
  - \$200 per vehicle up to a maximum of five (5) vehicles (and)
  - \$200 per non-company permit (companies shuttling for non-owned entities)
  - \$1,000 per company with unlimited vehicles.

## **OPERATING STANDARDS**

All Operating Standards are based on the opinion of the Airport Authority Executive Director or his/her designee.

- Service Standards.
  - a) Service.** Operator shall furnish good, prompt and efficient service, adequate to meet all reasonable demands for ground transportation services at the Airport, on a fair and reasonable basis.
  - b) Pricing.** Operator shall charge prices for its automobile rental services in accordance with its usual franchise standards, on a basis substantially similar to that charged for similar size airports/cities, within the State of North Dakota.
  - c) Equipment.** Transport automobiles made available to the public at the Airport shall be: routinely maintained in compliance with manufacturer's recommendations at Operator's sole expense; in good and safe driving condition; free from known mechanical defects; and in clean, neat and attractive condition, inside and outside.
  - d) Signage.** If the Operator is using signage for a pre-arranged fare, it must only contain the name of the customer.
- Personnel Standards.
  - a) Personnel.** Operator shall recruit, employ, train and supervise employees in the airport ground transportation rules.
  - b) Appearance; Courtesy.** Operator's agents, servants or employees performing transportation services at the Airport shall: (1) be clean, neat, and attired in the Operator's approved uniform; (2) be professional, courteous, and friendly to the public; and (3) wear an employee identification at all times (in a visible location above the waist), showing the names of both the Operator and the employee, within the guidelines of all local, state and federal laws.

- c) **Conduct.** Operator shall not suffer or permit its agents, servants or employees to conduct business in a loud, noisy, boisterous, offensive or objectionable manner. Operator must ensure that agents, servants or employees remain with their vehicles at all times.
- d) **Compliance with Law.** Operator, its agents, servants and employees, shall be subject to and abide by all laws, statues, ordinances, rules and regulations and minimum standards which are now, or may from time to time be formulated by Authority, City of Grand Forks, State of North Dakota or the Federal government concerning management, operation or use of the Airport. Any violation of traffic safety laws, statutes, ordinances, rules and regulations governing the operation of motor vehicles or the use of the roads, driveways and parking areas located upon the Airport by the Operator's agents, servants or employees in the conduct and operation of Operator's business shall be deemed a breach of these rules.
- e) **Discipline; Discharge.** Operator shall discipline and, if necessary, discharge any agent, servant or employee who fails to conform to the foregoing standards while working at the Airport.

3. Facility Standards.

- a) **Cleanliness.** Operator shall keep the designed ground transportation lanes and the proximately located surrounding Public Areas neat, clean and orderly and reasonably free of trash originating from its operations or customers.
- b) **Smoking.** Airport Authority shall not permit smoking in the designated ground transportation parking lane by operator's staff.
- c) **Terminal Restrooms.** Airport terminal restrooms will be used only in emergency situations, in that case, ground transportation vehicles in the queuing lane must be relocated to the pay parking lot B (if space allows or parking lot C if B is full). No cabs will be allowed in any other parking lots.
- d) **Vehicles.** Drivers must remain with their vehicle at all times while in the designated ground transportation lane. Parking and/or abandoning a vehicle in any other area than the designed area will result in towing and liquidated damages under these Rules and Regulations.

4. Liquidated Damages. Operator's failure to adhere to the foregoing Rules and Regulations will result in inconvenience to the public and will adversely affect the operation of the Airport. The Airport Authority cannot quantify the resulting damages sustained by the Authority in the event of a breach thereof, is extremely difficult. Liquidated damages set forth below are reasonable estimates of the actual damages that would be incurred by the Authority for the specified breaches of the foregoing Rules and Regulations, and Operator agrees to pay to the Authority liquidated damages in accordance with this Paragraph at the rates or in the amounts specified below upon the occurrence of the specified breach and upon demand by the Authority. The Authority shall notify Operator in writing, in the form of a ticket presented to the violator, of the first occurrence of the specified breach and will

defer demand for payment for the first breach under this Paragraph until the first reoccurrence of the specified breach. Any further specific breach will result in liquidated damages. If the operator has more than 3 violations in one calendar quarter, the Operator's permit shall be revoked. A company found in violation of the Rules and Regulations, and whose permit has been revoked, must provide proof that the violation has been mitigated and purchase a new operating certificate, at the maximum annual permit fee, from the Authority prior to resuming operations at the Airport. If an Operator has more than one revocation in a one year period, they will not be allowed to operate on the airport for a period of one (1) year.

#### LIQUIDATED DAMAGES FOR VIOLATION OF OPERATING STANDARDS

Service Standards	\$100 per occurrence
Personnel Standards	\$100 per occurrence
Facility Standards	\$100 per occurrence
Revocation Permit Renewal Fee	\$1,000 per occurrence

### **Appeal Process**

If a company does not agree with a violation, they may appeal to the Executive Director in writing. The Airport Authority Executive Director shall review the appeal and send back a determination in writing. If the company is not satisfied with the determination of the Airport Authority Executive Director, they may appeal to the Airport Authority Board of Directors in writing. The Board will make a final determination at their regular scheduled board meeting. Any determination of the Airport Authority Board of Directors is final.

### **Rules & Regulation Interpretation**

Interpretation of the Rules & Regulations is the sole responsibility of the Authority Executive Director and not the responsibility of curb or office staff. If there is a question or concern regarding the Rules & Regulations, Operator's owner must submit the question/concern in writing to the Authority Executive Director. The Authority will not respond to any other individual's comments/questions/concerns. If the Authority Executive Director determines that a clarification is required, the clarification will be disseminated to all permitted operators, however, the Authority Executive Director is not obligated to address all comments, questions and/or concerns.

### **Right to Amend**

The Airport Authority reserves the right to amend the operating rules as necessary.

IN WITNESS WHEREOF, the parties have caused this instrument to be executed on their behalf by their duly authorized officers.

AUTHORITY:

GRAND FORKS REGIONAL AIRPORT AUTHORITY

By: \_\_\_\_\_  
Title: Executive Director

OPERATOR:

\_\_\_\_\_

By: \_\_\_\_\_  
Title: \_\_\_\_\_