

**CITY OF PORTLAND, MAINE**

DEPARTMENT OF AVIATION



**COMMERCIAL GROUND TRANSPORTATION  
RULES AND REGULATIONS**



**November 2019**

## **Section 1.00 Introduction**

### 1.01 Objective

The objectives of these Rules and Regulations governing commercial ground transportation at the Portland International Jetport is to promote high quality and reasonably priced ground transportation services consistent with public health, safety, welfare, and convenience; ensure the efficient movement of passengers to and from the Airport ; foster competition among commercial ground transportation service providers; and ensure customers the highest level of quality transportation and customer service.

### 1.02 Future Sites

At some point in the future, these rules and regulations may apply to all City of Portland, transportation facilities, including, but not limited to, the municipal transportation facilities in the Port of Portland and the new rail/bus station, the Portland Transportation Center.

### 1.03 Applicability

These Rules and Regulation apply to and govern all Commercial Ground Transportation Services and Commercial Ground Transportation Operators at the Portland International Jetport.

## **Section 2.00 Definitions**

Whenever used in these Rules and Regulations, the following terms shall have the meanings respectively hereinafter indicated:

Access Permit or Permit: A written permit issued by the Airport upon application by a Commercial Ground Transportation Operator evidenced in part by a Decal placed on the Operator's Commercial Vehicle. An Access Permit authorizes the Commercial Vehicle with an affixed Decal to have access to the Airport including, but not limited to, the Terminal and the Airport Roadways for the purpose of providing Commercial Ground Transportation Service at the Airport.

Access Permit Agreement: A written contract in the form prescribed by the Airport Director entered into by the Commercial Ground Transportation Operator as a prerequisite to the issuance of an Access Permit. The Access Permit Agreement shall be provided to the Operator for review at the Operator's request.

Airport or Jetport: The lands and development known as the Portland International Jetport owned by the City of Portland and said Airport Roadways, parking and storage areas, improvements, facilities, or other real property necessary or convenient or desirable for the landings, takeoff, accommodations and servicing of aircraft of all types.

Airport Director or Director: The City's Administrator of the Airport, which term shall include any officer succeeding to the functions thereof. Unless specifically stated otherwise herein, reference to the "Airport Director" shall include any authorized designee. Under these Rules and Regulations, the Commercial Ground Transportation Manager shall be considered the Airport Director's designee.

Airport Roadways: Those vehicular ways on Airport property designated and made available temporarily or permanently by the Airport as ways to which the public has the privilege of access, within the meaning of the laws of the State of Maine, applicable to regulation of motor vehicles.

Baggage Delivery Service: A service using a Commercial Vehicle (car or van) that delivers airline passenger baggage, operating between the Airport and destinations determined by the Operator on a non-scheduled basis. Operation of a Baggage Delivery Service at the Airport is permitted only pursuant to an Access Permit.

Bus: An unmetered Commercial Vehicle for hire, which carries over 20 passengers, including the Driver, and is properly licensed by a State Department of Motor Vehicles, whether operating a charter service or a scheduled time and route basis, or non-scheduled basis to transport passengers and property between the Airport and non-designated sites off Airport property. Operation of a Bus at the Airport does not require an Access Permit

Car Rental – Off Airport Entity: A Person located off Airport property engaged in the business of renting or leasing Rental Vehicles to Airport passengers and the general public, which maintains no Terminal counter and office space or service facilities and parking areas on Airport property. Operations by a Car Rental – Off Airport Entity is permitted only pursuant to an Off Airport Permit Agreement and Ground Transportation Operator Permit Agreement.

Commercial Ground Transportation Coordinator (CGTC): An employee of the Commercial Ground Transportation Company who is tasked with performing day-to-day ground transportation operations from the ground transportation booth at the Jetport and ensuring the smooth and efficient flow of commercial ground transportation at the Jetport for the benefit of Jetport customers.

Commercial Ground Transportation Company: The Person chosen by the City of Portland to manage Commercial Ground Transportation Services at the Jetport.

Commercial Ground Transportation Manager (CGTM): An employee of the Commercial Ground Transportation Company, or his designee, who manages all other employees of the Commercial Ground Transportation Company at the Jetport and manages ground transportation operations at the Jetport ensuring the smooth and efficient flow of commercial ground transportation at the Jetport for the benefit of Jetport customers.

Commercial Ground Transportation Operator or Operator: The Person, or its agents, servants or employees, operating or engaging in any type of Commercial Ground

Transportation Services at the Airport or any Person who has rented Commercial Vehicle(s) for the purpose of providing Commercial Ground Transportation Services by himself/herself, his own agents, or employees at the Airport. Unless the context requires otherwise, any reference herein to “Commercial Ground Transportation Operator” or “Operator” shall include any designee, officer, employee, agent or representative thereof, including any Driver.

Commercial Ground Transportation Service: The act of providing the carriage of persons or property for a commercial Person, regardless of whether the charge for such service is paid for, either directly or indirectly, by the customer being serviced. Transportation Network Companies shall be considered to be providing a Commercial Ground Transportation Service.

Commercial Vehicle or Vehicle: Any vehicle engaged in transporting persons or property for a commercial Person, regardless of whether the charge for such service is paid for, either directly or indirectly, by the customer being serviced. Such vehicles shall include, without limitation, Taxicabs, shuttle vehicles, Busses, Vans, Limousines, Liveries, Courtesy Vehicles, Baggage Delivery Service vehicles, and Rental Vehicles. Unless otherwise stated herein, operation of a Commercial Vehicle at the Airport is permitted only pursuant to an Access Permit.

Commercial Vehicle Staging Area The area(s) designated by the Airport Director for the parking or queuing of Non-Reserved Commercial Vehicles, indicated in “Exhibits A & B”.

Commercial Vehicle Loading/Unloading Areas: The area(s) designated by the Airport Director for Commercial Vehicle loading and unloading of passengers and/or property. Loading areas are as indicated in Exhibit B. Unloading areas are along the Terminal curbside as signed.

Courtesy Vehicle: A Commercial Vehicle that carries up to twenty (20) passengers including the Driver, operating between the Airport and designated locations off Airport property on a non-scheduled basis at no charge to the customer. Such Vehicles include but are not limited to, hotel/motel Courtesy Vehicles and Car Rental – Off Airport Entity Courtesy Vehicles Operation of a Courtesy Vehicle at the Airport is permitted only pursuant to an Access Permit.

Cruising: Picking up or attempting to pick up a passenger or fare at any location on Airport property, other than the Commercial Vehicle Loading Area and as permitted by these Rules and Regulations.

Decal: The visible evidence of an Access Permit, issued in the form of a sticker to be affixed to a Commercial Vehicle on the area of the Vehicle designated by the Airport Director, for the purpose of identifying the vehicle as being a Commercial Vehicle which is authorized pursuant to an Access Permit to have access to Airport property and Airport Roadways for the purposes of providing Commercial Ground Transportation Service.

Designated Waiting Area: Areas in the Terminal in which a Driver may wait for his reserved passenger, indicated in Exhibit B.

Driver: The person operating a Commercial Vehicle. Unless the context requires otherwise, any reference herein to “Driver” shall include any designee, officer, employee, agent or representative thereof.

Drop-Off Service: Vehicles providing carriage of persons or property to the Airport for drop-off purposes only. Drop-Off Service does not require an Access Permit.

LEO: Law enforcement officers assigned to duty at the Airport, or any other State, federal, county or local law enforcement officer.

Limousine: Includes all luxury vehicles, and/or private vehicle services licensed as a commercial “for hire” vehicle under State law with a capacity to seat not less than five (5) and up to twenty (20) passengers including the Driver, whether operating on a reserved or non-reserved basis with rates determined on a per Person, hourly, daily, weekly, or monthly rental of the vehicle and the services of its Driver, or a combination of rental and mileage charges. Operation of a Limousine at the Airport is permitted only pursuant to an Access Permit.

Livery: A Commercial Vehicle licensed as a commercial “for hire” vehicle under State law, other than a Bus, Limousine, or Taxicab, with a Driver, and leased by the hour or at a flat rate by prearrangement only. Operation of a Livery at the Airport is permitted only pursuant to an Access Permit.

Lottery: A process in which an applicant, as qualified under these Rules and Regulations, is selected to receive or renew, as applicable, an available Access Permit by chance using a fair and impartial process. The Lottery shall be by written procedure set by the Airport Director.

Metered Zone: Includes the cities of Portland, South Portland, Westbrook and the towns of Cape Elizabeth, Falmouth and Scarborough.

Person: Includes an individual, corporation, partnership, firm, organization, d/b/a/ or other legal entity.

Rental Vehicle: A Commercial Vehicle for hire without a Driver i.e., the vehicle is to be driven by the person renting the vehicle.

Rules and Regulations: These “Commercial Ground Transportation Rules and Regulations” for landside operations at the Portland International Jetport, as said Rules and Regulations may be amended in the future by the Airport and/or City, and any other rules and regulations that may be promulgated by the Airport and/or City relating to Commercial Ground Transportation Service.

Scheduled Shuttle Service: An unmetered Commercial Vehicle for hire, operated pursuant to a printed schedule, transporting passengers and property at regularly scheduled times, at fixed prices, and along routes to and from Airport property, to designated off-Airport locations. Said services may be reservation or by walk-up or both. Operation of a Scheduled Shuttle Service at the Airport is permitted only pursuant to an Access Permit.

Solicitation: Written or verbal communication, approaching or initiating conversation with any Person on Airport property, or in any way employing or inducing any other Person to approach or initiate conversation with any Person on Airport property, other than a Person whose transportation by a Commercial Ground Transportation Operator has been arranged prior to that Operator's entry onto Airport property, for the purpose of seeking passengers or customers for the business of a Commercial Ground Transportation Operator. The sign required by Section 7.00(c) shall not be considered written communication.

State: The State of Maine.

Taxi Non-Reserved: As defined in Section 6.01(a).

Taxi - Reserved: As defined in Section 6.02(a).

Taxicab: A Commercial Vehicle designed and/or constructed to accommodate and transport passengers not more than five (5) in number, exclusive of the Driver, that is equipped with a Taximeter or having some other device, method or system, to indicate and determine the passenger fare charged for distance traveled, and engaged in general transportation of Persons, not on regular schedules, with routes and the destinations determined by the passenger.

Taximeter: A mechanical instrument or device by which the charge for hire is calculated, either for distance traveled or by waiting time or both, and upon which such charge shall be indicated by figures, such meter to be illuminated so that such charge is clearly and conveniently visible to the passenger.

Terminal: The passenger terminal building at the Airport.

Transportation Network Company (TNC): A corporation, partnership, sole proprietorship or other entity operating in the State that uses a digital network to connect Transportation Network Company Riders to Transportation Network company drivers who provide prearranged rides.

Transportation Network Company Driver: An individual who:

A. Receives information regarding potential passengers and related services from a Transportation Network Company in exchange for payment of a fee to the Transportation Network Company; and

B. Uses a personal vehicle to offer or provide prearranged rides to a Transportation Network Company Rider in return for compensation or payment of a fee. A personal vehicle is considered a Commercial Vehicle or Vehicle under these rules when operated on Airport Roadways and accepting or providing a ride to a Transportation Network Company Rider.

Transportation Network Company Rider: An individual or person who uses a transportation network company's digital network to connect with a transportation network company driver for a ride between locations chosen by the rider.

Van: A commercial passenger vehicle for hire other than a limousine, Taxicab, or livery with a capacity to seat not less than five (5) and up to (20) passengers, including the Driver, whether operating on a reserved or non-reserved basis with rates determined on a per Person, hourly, daily, weekly, or monthly rental of the vehicle and the services of its Driver, or a combination of rental and mileage charges. Operation of a Van at the Airport is permitted only pursuant to an Access Permit and by pre-arrangement only.

### **Section 3.00                      Laws, Regulations and Rules to be Observed**

The provision of Commercial Ground Transportation Services at the Airport shall be governed by all applicable laws, regulations, rules and ordinances, executed concession agreements Access Permit Agreement, and permits, and these Rules and Regulations, as the same may be amended from time to time. All Persons engaged in Commercial Ground Transportation Services at the Airport, whether as an Operator, Driver, employee or representative of an Operator, or otherwise, shall at all times comply with the provisions of these Rules and Regulations. All Commercial Ground Transportation Operators shall be responsible for ensuring that their Drivers, employees and other representatives comply with these Rules and Regulations.

Any Person in any capacity who engages in Commercial Ground Transportation Services at the Airport in a manner violative of any provision of these Rules and Regulations or any applicable laws, regulations, rules and ordinances, executed concession agreements, Access Permit Agreement, and permits may be removed from Airport property and subject to further action pursuant to Section 16.00 herein or other process of law.

### **Section 4.00                      General Provision Governing Commercial Ground Transportation Service**

#### **4.01    Access to Airport**

All Commercial Ground Transportation Operators and Transportation Network Companies are required to obtain authorization from the Airport Director in order to have access to Airport property for the purpose of providing Commercial Ground Transportation Services or otherwise transporting of persons or property to or from the Airport in a Commercial Vehicle.

In order to obtain said authorization, a Commercial Ground Transportation Operator and Transportation Network Companies, must obtain an Access Permit in accordance with these Rules and Regulations. Unless otherwise stated herein, an Operator may apply for an Access Permit by submitting, on an official Airport Permit form (to include the form provided by the Commercial Ground Transportation Company), an application for an Access Permit. Prior to issuance of an Access Permit, the Operator must pay the Airport the established fees and charges and enter into an Access Permit Agreement with the Airport.

Upon issuance of an Access Permit, a Decal will be issued as provided under Sections 10.04 through 10.07 below. Said Decal must be displayed on the Vehicle in the manner specified by the Airport Director. Transportation Network Company Drivers will not be issued Decals and are not required to display Decals on their Vehicles.

Buses, whether operating on a charter or scheduled time and route basis, and individual Rental Vehicles are not required to have an Access Permit but must comply with all applicable Rules and Regulations hereunder in their operations at the Airport.

#### 4.02 Permit Required

Except as provided herein for Buses, Drop-Off Services only and individual Rental Vehicles, no Person shall operate at, enter upon or use Airport property for the purpose of providing Commercial Ground Transportation Services except after issuance of an Access Permit and Decal and after execution of an Access Permit Agreement, specifically permitting the Operator to provide Commercial Ground Transportation Services at the Airport. Commercial Ground Transportation Operators which are not required to obtain an Access Permit under these Rules and Regulations shall use the public parking garages, meters or lots when picking up customers at the Airport.

#### 4.03 No Solicitation

No Person in providing Commercial Ground Transportation Service at the Airport shall engage in solicitation of business, fares or passengers on Airport property, including within the Terminal, except to the extent expressly authorized herein. Notwithstanding the foregoing, the following activities are permitted and do not constitute “solicitation” hereunder:

- a. leasing of a telephone call panel or other advertising display;
- b. “Meet and Greet” Services permitted pursuant to Sections 5.01 (o) and 7.00 in the case of reserved or pre-arranged ground transportation;
- c. identifying marking on vehicles as permitted in Section 5.03(d);
- d. “first in line” announcement of transportation as permitted in Section 5.05 (c) ;

- e. response to a customer's general request or inquiry about Commercial Ground Transportation Services, provided that Driver or Operator shall respond only as follows: Non-reservation passengers who inquire about fares or services shall be referred to the Commercial Ground Transportation Coordinator. If the customer asks a specific question (such as, "Do you have room for my friend?") the Operator or Driver may respond accordingly; and
- f. any other activity which is specifically permitted under these Rules and Regulations.

Each customer shall have the right to choose freely any mode of transportation and any specific Operator.

#### 4.04 Fees and Charges

It is the policy of the Airport to establish and assess appropriate fees and charges to be paid by Commercial Ground Transportation Operators and Transportation Network Companies. Such fees are intended to further the Objectives stated in Section 1.00 above and to be fair, non-discriminatory and reasonably related to costs of administration of ground transportation at the Airport. The fees and charges will be reviewed periodically and adjusted from time to time after notice and an opportunity for public comment pursuant to City Code Section 18-83. Effective September 7, 2010, all Commercial Ground Transportation Operators and Transportation Network Companies covered by these Rules shall pay fees in accordance with Exhibit C.

#### 4.05 Compliance with Laws and Rules

Commercial Ground Transportation Operators and Commercial Vehicles shall strictly comply with all federal, State, and local laws and ordinances which affect in any way the actions of those engaged in performing Commercial Ground Transportation Services at the Airport or otherwise, including, but not limited to, the rules and regulations of the Maine Department of Transportation, ICC regulations applicable to the operations contemplated herein and these Rules and Regulations. Further, Commercial Ground Transportation Operators will procure or cause to be procured all licenses, insurance, permits, and pay all fees necessary for the conduct of Commercial Ground Transportation Services and operations contemplated by these Rules and Regulations.

#### 4.06 Driver Cognizance and Understanding

Commercial Ground Transportation Operators and Transportation Network Companies shall provide each of their Drivers with a copy of these Rules and Regulations governing Commercial Ground Transportation Services and Commercial Vehicles at the Airport. Operators and Transportation Network Companies shall ensure that each of their Drivers understand and adhere to these Rules and Regulations. Failure of an Operator or Driver to observe these Rules and Regulations may result in penalties for violations being issued to

the Operator and Driver pursuant to Section 16.00 of these Rules and Regulations and Section 30 of the City Code.

The Airport Director may hold periodic information and training sessions regarding tourism ground transportation and implementation of these Rules and Regulations. Attendance is voluntary; however, each Operator is encouraged to attend.

#### 4.07 Fare Schedules; Ground Transportation Booth

- a. The City of Portland provides a ground transportation booth on the curb outside of baggage claim at the Terminal to provide information regarding Commercial Ground Transportation Services to customers. Said booth is staffed on a daily basis during peak traffic periods, as determined necessary by the Airport Director..
- b. Each non-reserved Commercial Ground Transportation Operator except in the Taxi Non-Reserved category shall, as a condition of obtaining and maintaining an Access Permit, provide the Airport Director with a current copy of its published trip fares, including the cost per Person for multi-passenger trips. Said fare schedules must include prices to popular destinations within and outside of the metered zone (including, but not limited to Brunswick, Augusta, Freeport, Kittery, Sugarloaf, the Old Port, the Maine Mall, etc.). This fare schedule shall be available for review by the public at the ground transportation booth and from the Commercial Ground Transportation Operator. It shall be the Operator's responsibility to ensure that all schedules provided to the customers and to the Airport are up-to-date and kept current. All promotional material placed in the Jetport by Commercial Ground Transportation Operator must correspond with the information that has been provided to the Airport Director. This provision shall not be construed to limit or conflict with Section 4.03 above, which prohibits solicitation at the Airport.
- c. The ground transportation booth shall provide information regarding Commercial Ground Transportation Operators on an impartial and non-discriminatory basis. The customer shall at all times have the right to choose his mode of transportation and to inquire and negotiate as to fares, and to use any Operator of his choosing.
- d. "Greeter booths" for civic, governmental or nonprofit sponsored conferences of 400 Persons or more shall be permitted under guidelines established by the Airport Director.

#### 4.08 Customer Service

- a. When a Taxicab Driver arrives at the Commercial Vehicle Loading Area, he shall unlock all doors and open the trunk, except in inclement weather.

- b. When a perspective passenger approaches, the Driver will discontinue any cell phone conversations and get out of the Taxicab and greet the passenger.
- c. The Driver will hold the doors for passengers and close them after entry. The Driver will load all bags.
- d. If the Driver needs to input GPS coordinates, he must move out of the Commercial Vehicle Loading Area, and find another safe location to stop.
- e. If a request made by the customer would require a change in the order of the Taxi Non-Reserved queue, the customer will be directed to the ground transportation booth where the customer will receive a list of reserved Taxicab companies.

#### 4.09 Airline Vouchers

- a. All non-reserved transportation providers must accept airline vouchers. Reimbursement forms are available at the ground transportation booth (see Exhibit D). All vouchers must be submitted to the Commercial Ground Transportation Coordinator for processing through the Commercial Ground Transportation Company. The Commercial Ground Transportation Company will establish due dates for voucher submission, the associated payment method, and turn around time for payment. Vouchers accepted when the ground transportation booth is closed must be submitted to the Commercial Ground Transportation Coordinator the following day. The photocopier in the Airport administrative office may be used to make copies of your voucher and voucher reimbursement form.
- b. Only one voucher may be turned in per trip. If transporting three people and each person is holding a voucher, only one of the vouchers can be submitted for payment. The remaining vouchers should be returned to the ground transportation booth. The only Person who can submit a voucher is the Driver who received the voucher from the customer and provided Commercial Ground Transportation Services to the customer. Vouchers cannot be given to other Operators or Drivers for payment for any reason. Penalties for abuse of the voucher system are outlined in Section 16.00.

## **Section 5.00                    Operating Requirements**

### 5.01 Conduct

- a. Commercial Ground Transportation Operators, Transportation Network Company Drivers, and Drivers shall so conduct and carry on their business at the Airport as to maintain a friendly, cooperative, though competitive relationship with their competitors engaged in like business at the Airport, and shall not engage in open, notorious and public disputes, disagreements, or conflicts tending to deteriorate the quality of service of Commercial Ground Transportation Service at the

Airport or incompatible to the best interest of the Airport and the public at the Airport.

- b. Commercial Ground Transportation Operators, Transportation Network Company Drivers, and Drivers shall conduct themselves in an orderly and proper manner at all times so as not to annoy, disturb or be offensive to passengers and others in the Terminal and at the Airport. Operators and Drivers shall not provide misleading information concerning their own or any other Commercial Ground Transportation Service or other services at the Airport.
- c. Inappropriate language (including, but not limited to swear words, racial slurs or slang) and gestures will be considered offensive behavior, and is punishable by the guidelines set forth in Section 16.00.
- d. Except as specifically permitted by these Rules and Regulations, including 5.02 (e), Drivers and Transportation Network Company Drivers shall never leave their Vehicle unattended in Commercial Vehicle Loading/Unloading Areas, the Commercial Vehicle Staging Area, Airport Roadways, or any other location that hinders, obstructs or interferes with traffic, either vehicular or pedestrian, at any location on Airport property. A Commercial Vehicle left unattended in violation of these Rules and Regulations is considered illegally parked and may be ticketed and/or towed at the Commercial Ground Transportation Operator's expense.
- e. Operators and Drivers shall not enter inside the Terminal, except for:
  - (i.) Filing a complaint with the LEO;
  - (ii.) Scheduled meeting with the Airport Director; or
  - (iii.) Greeting customers in compliance with Section 7.00 Guidelines for Meet and Greet Services.
- f. In no case will an Operator, Transportation Network Company Driver, or a Driver interfere with another Commercial Ground Transportation Operator, Transportation Network Company Driver, or Driver and his passengers.
- g. Commercial Ground Transportation Operators, Transportation Network Company Drivers, and Drivers shall not allow their Vehicles in the Commercial Vehicle Loading Areas or the Commercial Vehicle Staging Area to be used for sleeping or lounging or for an unnecessary gathering of persons other than passengers.
- h. Commercial Ground Transportation Operators shall ensure that proper appearance and personal hygiene are maintained by their Drivers. Sleeveless or collarless shirts, T-shirts, cut-off slacks or pants, and open-toed shoes are not to be worn by Drivers. Wearing shorts, "Bermuda" length and longer, is allowed. Drivers' clothing must be neat, clean, and free from holes. Drivers shall be clean-shaven or shall maintain neatly-trimmed mustaches or beards. Drivers shall keep their hands and face clean and shall control offensive interior vehicle odor. Drivers' shall

- present at the ground transportation booth and/or the Commercial Vehicle Loading Areas in accordance with this section or will be sent to the end of the queue.
- i. No Driver or Transportation Network Company Driver shall operate a Commercial Vehicle or provide Commercial Ground Transportation Services while under the influence of an intoxicating beverage or drug which impairs his ability to drive.
  - j. No Driver or Transportation Network Company Driver shall carry or convey gasoline or other flammable motor fuel when the Commercial Vehicle is carrying passengers for hire, other than fuel in the Vehicle's gas tank.
  - k. Placing, throwing, or dropping litter, waste, refuse or rubbish in the Terminal, in the Commercial Vehicle Staging Area, or anywhere on Airport property by Drivers or Transportation Network Company Drivers is prohibited.
  - l. Commercial Ground Transportation Operators, Transportation Network Company Drivers, and Drivers shall not permit any Driver or Person to occupy their vehicle(s) for the purpose of prostitution or for any other lewd or indecent act or unlawful act.
  - m. No Driver or passenger or Transportation Network Company Driver or or Transportation Network Company Rider shall have in his possession a lighted cigarette, cigar, or pipe.
  - n. No Commercial Ground Transportation Operator or Driver shall carry in their Commercial Vehicle(s) or have in their dispatch center any device to monitor or scan the radio frequency or telephone conversations of other Commercial Ground Transportation Operators other than the frequency assigned to him by the Federal Communication Commission. Police and Airport utilized (ground and tower) frequencies may be monitored.
  - o. Only those Drivers that have been pre-hired by an Airport passenger may wait in the Terminal in the Designated Waiting Area (see Exhibit B), and must conduct themselves and comply with the provisions under Section 7.00 Guidelines for Meet and Greet Services as provided below.
  - p. No Driver or Transportation Network Company Driver shall operate a Commercial Vehicle while his State license to operate a motor vehicle is under suspension.
  - q. Only vehicles that are Commercial Ground Transportation Vehicles are allowed in the Commercial Vehicle Loading Areas.

- r. No Driver or Transportation Network Company Driver shall circumvent any revenue control equipment or procedure with the intent to defraud or avoid fees.
- s. Commercial Ground Transportation Operator shall only provide Commercial Ground Transportation Services using Commercial Vehicles.

#### 5.02 Traffic and Movement Considerations

- a. All Commercial Vehicles shall load and unload passengers and luggage at the Commercial Vehicle Loading Areas designated by the Airport Director (see Exhibits A and B).
- b. Access to the Commercial Ground Transportation Loading Area shall be limited to Commercial Vehicles and other vehicles authorized by the Airport Director. Loading of passengers in these areas is permissible, but loading and unloading of passengers in the Non-Reserved Commercial Vehicle Staging Area is prohibited. Unless otherwise specified by the Airport Director, all unloading shall take place at the Commercial Vehicle Unloading Areas outlined in Section 5.02(a).
- c. Drivers or Transportation Network Company Drivers shall at all times operate their Vehicles in a safe and responsible manner and in compliance with applicable operating and parking rules. Racing engines, spinning of tires, overcrowding in, or illegally entering the Commercial Vehicle Staging Area(s) or stopping or parking at any unauthorized place at anytime is prohibited. Drivers shall neither stop nor park nor back up their vehicle in such a manner as to obstruct or interfere with traffic, either vehicular or pedestrian, at any location on Airport property.
- d. All baggage services, armored car services, postal vehicles, food deliveries, equipment deliveries, and service vehicles shall use the area designated by the Airport Director.
- e. Except as provided in Section 5.01(d) above, a Commercial Vehicle left unattended in violation of these rules and regulations, is considered illegally parked and may be ticketed and/or towed at the Commercial Ground Transportation Operator's expense.
- f. Drivers shall not gather in, congregate in, obstruct entrances or passageways of the Terminal, and shall not obstruct roadways or Airport buildings in a manner that annoys or impedes the movement of vehicles and/or pedestrians.
- g. No Driver or other Person shall clean or make repairs to Commercial Vehicles anywhere on Airport property or in any Commercial Vehicle Staging Area, except cleaning windows and floor mats and making minor repairs necessary to remove such vehicles from the Airport property. No Operator, Driver or other Person shall move, interfere with or tamper with any motor vehicle, or part, instrument or tool

thereof, without permission of the owner thereof or satisfactory evidence of the right to do so duly presented to the Airport Director

### 5.03 Vehicle Condition Requirements

- a. Commercial Vehicles shall be kept clean, in good running condition, and meet all applicable State Motor Vehicle Inspection Laws. Clean and in good running condition shall mean and include, without limitation, the following:
  - (i.) No visible tears in carpeting;
  - (ii.) No dents larger than six (6) inches in diameter;
  - (iii.) No tears in seat upholstery;
  - (iv.) No loose trash or large amounts of dirt or sand in the interior passenger area, whether or not the area is currently occupied by a passenger;
  - (v.) No missing trim or body work;
  - (vi.) No cracks in windshield or windows;
  - (vii.) Seatbelts for all passenger seats visible and in working order;
  - (viii.) No missing hubcaps;
  - (ix.) No visible primer paint;
  - (x.) No rust greater than one (1) inch in diameter;
  - (xi.) No hanging body parts (i.e., fenders, chrome trim, lights, light frames, under chassis body parts);
  - (xii.) No unpleasant interior odors;
  - (xiii.) No loud noises emanating from the Vehicle.
- b. All Commercial Vehicles must possess a valid State inspection sticker and in all respects adhere to any other federal, State, and/or local laws, ordinances, rules and regulations relating to the operation and maintenance of Commercial Vehicles.
- c. All lights (head, tail, directional and hazard lights) will be in working order at all times. The interior dome lights must all be in working condition. The Taxicab light (if required) must conform to City Ordinances and be in working order.
- d. The name or trade name and/or address of the Commercial Ground Transportation Operator shall be clearly, neatly and professionally painted or lettered on the doors or sides of the Commercial Vehicle, unless waived by the Director. Commercial Vehicles may possess alternative identifying markings satisfactory to the Airport Director.
- e. Unless otherwise stated in these Rules and Regulations, all Commercial Vehicles excluding Transportation Network Company Drivers' vehicles must display a Decal evidencing a valid Access Permit issued by the Airport.
- f. Every Commercial Ground Transportation Operator shall immediately repair any mechanical or other defects to the Vehicle that is reported to him the Operator by a Driver or any agent or employee of the Airport, City Inspector, or LEO and

shall not operate or permit any vehicle not in a fit condition to be operated as a Commercial Vehicle at the Airport. An Operator shall not be in violation of this section if the Operator promptly removes such Vehicle from the Airport.

- g. Every Commercial Ground Transportation Operator shall present his Commercial Vehicle for examination at any time required by an agent or employee of the Airport, City Inspector or LEO. No Operator or Driver, at any time when his Vehicle is not under hire, shall prevent or hinder an agent or employee of the Airport or LEO from inspecting the Vehicle. The Airport Director reserves the right to have random Vehicle inspections at any time.
- h. The Airport Director, LEO, or Commercial Ground Transportation Manager who believes that a Commercial Vehicle or its equipment is mechanically defective or does not meet the standards of Section 5.03a through f above or for the safety, security, and welfare of the public, shall perform an inspection on the Vehicle. The inspector shall write up any observations/warnings or violations on a two part form. The date of the inspection, Vehicle inspected and completion date of any needed repairs or modifications must be included. The master copy will be kept on file with the Commercial Ground Transportation Company, and the copy will be given to the Driver. Any maintenance not performed by the completion date on the inspection form will result in the Vehicle being suspended from operating at the Jetport property until the repairs to the vehicle have been made and/or penalties under Section 16.00. If an inspection reveals a safety concern, the Operator shall immediately remove the Vehicle from the Airport and shall not provide Commercial Ground Transportation Services in that Vehicle until such time as repairs are made.
- i. When the Airport Director, LEO, or Commercial Ground Transportation Manager has made an appointment for inspection of a Commercial Vehicle pursuant to these Rules and Regulations and if said Vehicle is not presented at the time and place specified for such inspection and/or repaired accordingly if needed, the Commercial Ground Transportation Operator may be subject to penalties under Section 16.00 and/or the Airport Director or his agent or employee or LEO may rescind or suspend the Operator's Access Permit and remove the Vehicle's Decal until such time as the Commercial Vehicle has been presented, inspected, tested and approved to the satisfaction of the Airport Director, Commercial Ground Transportation Manager and/or LEO.

#### 5.04 Operational Requirements

- a. Upon entry into the Airport without passengers or after discharging passengers at the Airport, Drivers and Transportation Network Company Drivers shall proceed at once by the most direct route to the proper Commercial Vehicle Staging Area or immediately leave the Airport. Backing up vehicles into the Commercial Vehicle Staging Area is prohibited.

- b. Commercial Vehicles, when not in the appropriate Commercial Vehicle Staging Area, shall either be driven off Airport property or parked in an Airport parking lot.
- c. Commercial Ground Transportation Operators having agreements with airlines may pick up passengers designated by the airlines when the airline pages or announces the Operator by name over the Terminal's public address system. Bargaining of fares at an airline counter by Operators, Drivers, or the airline is expressly prohibited.
- d. Cruising on Airport property is prohibited.
- e. When a passenger enters a Commercial Vehicle and gives the Driver the desired destination, the Driver shall take the most expeditious route to the location unless:
  - 1) the passenger designates another route which is of equal time and distance; or
  - 2) the Commercial Vehicle is on a scheduled route.
- f. The Commercial Ground Transportation Operator shall give the passenger a receipt upon request, showing the Operator's name and Access Permit number. The receipt is to be signed in legible writing by the Driver.
- g. Items of value left in Commercial Vehicles by a passenger shall be delivered by the Driver of the Commercial Vehicle, without delay, to the Commercial Ground Transportation Coordinator, who shall provide a receipt for property turned in.
- h. Commercial Ground Transportation Operators shall display conspicuously inside their Commercial Vehicles, identification which shall include the Driver's license, Federal/State/Local permits, city or town licenses and the approved rate structure.
- i. Commercial Ground Transportation Operators will advise the Airport Director and Commercial Ground Transportation Company in writing within three (3) working days of any change of address or telephone number.

#### 5.05 Additional Operating Requirements for Taxicabs

In addition to the requirements set forth in Sections 5.04, 6.01 and 6.02, Taxicab Operators shall also meet the following requirements:

- a. Drivers are prohibited from soliciting or picking up passengers for hire after or while dropping passengers at the Terminal and before taking position at the end of the proper queue in the Commercial Vehicle Staging Area.
- b. The Driver occupying the position at the head of the queue in the Commercial Vehicle Loading Area shall accept the next passenger who approaches his vehicle desiring to hire the Vehicle. No Driver may refuse to accept a passenger for any reason nor refuse to transport a passenger except for the reasons enumerated below:

- (i.) the passenger is not immediately prepared to leave or tries to engage the Driver before retrieving his baggage from the baggage claim area;
  - (ii.) such passenger is drunk or disorderly;
  - (iii.) the Driver has reason to believe that the passenger is engaged in unlawful conduct; or
  - (iv.) the Driver is in fear of his personal safety.
- c. When the hired Commercial Vehicle leaves the Commercial Vehicle Loading Area, the next Vehicle in line in the Commercial Vehicle Loading Area shall proceed to the head of queue and each Vehicle at its rear shall at once move forward in the Commercial Vehicle Loading Area. The Commercial Ground Transportation Coordinator will notify those waiting in the Non-Reserved Commercial Vehicle Staging Area how many additional Vehicles are required to proceed to the Commercial Vehicle Loading Area. If the first Vehicle in line at the Non-Reserved Commercial Vehicle Staging Area cannot immediately respond to the call to the Terminal, for any reason, then the next Vehicle in line can proceed to the Commercial Vehicle Loading Area. The Taxicab that was first in line in the Non-Reserved Commercial Vehicle Staging Area will remain first in line when the Driver is ready to respond to the call. The Operator of the Commercial Vehicle in the first position at the Commercial Vehicle Loading Area may identify himself to passengers in need of Taxi Non-Reserved service.
- d. Taxicab Drivers in the Commercial Vehicle Loading Areas shall not leave their Vehicles nor remove their Vehicle from its position in the line without losing said position. Any Taxicab Driver who leaves the Commercial Vehicle Loading Area for any reason, must remove his Vehicle from the Commercial Vehicle Loading Area. When the Driver returns to the Vehicle, the Driver will proceed to the rear of the line at the Non-Reserved Commercial Vehicle Staging Area.
- e. Taxicab Drivers shall at no time while in the Terminal or on Airport property, by words, gestures, honking or other noise, or otherwise solicit, persuade or urge any Person to use or hire any Vehicle.
- f. All Taxicab Drivers in the Commercial Vehicle Loading Area shall be at his Vehicle with the luggage compartment opened and accessible for loading, weather permitting.
- g. If a Taxicab has a reservation, the Driver must not be in the queue at the Commercial Vehicle Loading Area. The Driver must park in the area designated for Taxi-Reserved and wait for his reservation in the Designated Waiting Area as depicted in Exhibit B.
- h. Taxicabs shall be equipped with a spare wheel/tire ready for use along with tools and equipment required to change the wheel/tire.

- i. Under no circumstances will a customer be charged a higher price than that price established on the published fare schedule. If the customer's destination is outside the metered zone the price must be agreed upon before the trip commences; otherwise the passenger shall not be required to pay the fare, as set forth in Portland City Code, Section 30-20 (b)(2)).
- j. Taxicabs shall be clearly numbered to allow for easy identification by passengers, the Airport, LEO and inspectors.
- k. Taxicabs shall be equipped with GPS units.

**Section 6.00 Commercial Ground Transportation Operators**

**6.01 Taxi Non-Reserved**

- a. Description – “Taxi Non-Reserved” shall mean a Taxicab, licensed to do business in the City of Portland, with an Access Permit issued by the Airport to provide first come first served Commercial Ground Transportation Service at the Airport via Taxicab.
- b. Access Permits Limited – To promote the health, safety and welfare of Jetport visitors, users and staff and to support the organized, efficient and effective operation of the Jetport and its ground transportation, the number of Access Permits for Taxi Non-Reserved at the Airport shall be as follows:
  - 1. If on July 18, 2013 the number of properly issued and active Taxi Non-Reserved Access Permits exceeds forty-five (45), a Lottery will be held to determine the recipients of the forty-five (45) Taxi Non-Reserved Access Permits.
    - 1. The Lottery will occur on or about July 25, 2013. Participants in this Lottery shall be limited to eligible applicants currently holding Taxi Non-Reserved Access Permits expiring on December 31, 2013 with properly submitted and accepted applications;
    - 2. The Access Permit of any Taxi Non-Reserved Operator not selected in this Lottery shall expire as of the date of the Lottery and such Operator will be provided a prorated refund of any registration fees paid for the period ending December 31, 2013.
  - ii. The July 2013 Lottery shall:
    - 1. Grant forty-five (45) selectees the option to renew their Access Permit through June 30, 2014 in accordance with these Rules and Regulations, including Section 10 and 11 hereunder and;

2. Grant the forty-five (45) selected Access Permit holders the possibility to renew their Access Permit for future periods in accordance with these Rules and Regulations.
  3. If any applicant granted the option for renewal under Subsections 1 or 2 above declines to renew their Access Permit, the Airport Director, in his sole discretion, may grant another applicant that has participated in the July 2013 Lottery the option to renew their Access Permit.
  4. This allows for the reduction of Taxi Non-Reserved Access Permits to forty-five (45) or less on July 25, 2013.
2. For all Taxi Non-reserved permits expiring June 30, 2017;
- i. All Access Permit renewal applications for the period ending June 30, 2018 must be received by the Airport Director by 5pm, June 1, 2017.
    1. To be eligible for renewal of an Access Permit, an applicant must meet all conditions and requirements set forth in these Rules and Regulations, including Sections 6.01, 10.03, and 11, Chapter 30 of the City of Portland Code of Ordinances, and all other applicable rules and regulations as designated by the Airport Director. The Airport shall only accept applications from eligible applicants.
    2. In accordance with the City of Portland Ordinance section 15-11 and provisions of these Rules and Regulations, all Access Permits issued by the Airport are non-transferable.
  - ii. If the number of properly submitted and eligible renewal applications under Subsection 6.01(b)(3)(i) exceeds forty-two (42), a Lottery will be held to determine the recipients of the forty-two (42) Access Permits.
    1. Any Access Permit expiring on June 30, 2017 for which an application is not received by the deadline or has not been accepted by the Airport under these Rules and Regulations shall be considered vacated and void after June 30, 2017 unless express written permission to file a late application is granted by the Airport Director in advance of the expiration of the application deadline and the late application is accepted by the Airport.
    2. If necessary, a Lottery will occur on or about June 15, 2017, Participants in this Lottery shall be limited to eligible applicants currently holding a Taxi Non-Reserved Access Permit expiring on June 30, 2017 with properly submitted and accepted applications;
  - iii. The June 2017 Lottery shall:

1. Grant forty-two (42) applicants the option to renew their Access Permit for a twelve month period ending June 30, 2018 in accordance with these Rules and Regulations, including Section 10 and 11 hereunder and;
  2. Grant the forty-two (42) renewed Access Permit holders the possibility to renew their Taxi Non-Reserved Permit for future periods in accordance with these Rules and Regulations.
  3. If any applicant granted the option for renewal under Subsections 1 and 2 above declines to renew their Access Permit, the Airport Director, in his sole discretion, may grant another applicant that has participated in the June 2017 Lottery the option to renew their Access Permit.
  4. This allows for the reduction of Taxi Non-Reserved Access Permits to forty-two (42) or less on July 1, 2017.
3. Until June 2017, the Airport Director will not issue a new Taxi Non-Reserved Access Permit unless the number of valid active Taxi Non-Reserved Access Permits falls below forty-two (42). If the number of valid active Taxi Non-Reserved Access Permits falls below forty-two (42), the Airport Director may, by Lottery, issue new Taxi Non-Reserved Access Permits to any applicant that meets all conditions and requirements set forth in these Rules and Regulations, including Sections 6.01, 10.00, and 11, Chapter 30 of the City of Portland Code of Ordinances, and all other applicable rules and regulations as designated by the Airport Director. As of July 1, 2017, at the Airport Director's sole discretion, new Taxi Non-Reserved Access Permits may be issued.
  4. All other grants or renewals of Access Permits for Non-Reserved Taxicabs shall be at the direction of and by the procedure set by the Airport Director in accordance with Sections 10 and 11.
- c. Licenses – Taxicabs must be licensed by the City of Portland in order to pick up non-reserved passengers and have access to the Non-Reserved Commercial Vehicle Staging Area.
  - d. General system – Taxi Non-Reserved Access Permit holders have the non-exclusive privilege to load/unload and stage vehicles engaged in providing passenger or baggage services. The Taxi Non-Reserved Access Permit holder may load Airport passengers only at the Commercial Vehicle Loading Area designated by the Airport Director. Passengers will be allowed to be dropped off on any section of the Terminal's curb.
  - e. Privileges Granted – The Access Permit grants the Taxicab Operator the non-exclusive privilege of transporting non-reserved passengers and property by Taxicab from the Airport to any and all points requested by the passenger. All Taxi Non-Reserved Access Permits expire on the last day of June each year. Any

Access Permit not renewed by midnight on the last day of the permit period will be forfeited unless the permit holder receives express written permission in advance of the expiration from the Airport Director.

- f. Rules and Regulations – The Taxicab Operator and Driver shall comply with all requirements of these Rules and Regulations.
- g. Rates and Charges Made Available – Each Taxicab Operator shall have a copy of its maximum rates and charges in each vehicle and available for review by any passenger upon request. Nothing herein shall prevent or restrict the customer from requesting or negotiating a different rate, provided however, that Taxicab Operators shall not collect fares that exceed the metered rate, regardless of destination or the number of passengers conveyed. This provision shall not be construed to limit or conflict with Section 4.03 above, which prohibits solicitation at the Airport.

#### 6.02 Taxi – Reserved

- a. Description – A Taxicab which is licensed to do business in the City of Portland and holds an Access Permit that is limited to prearranged or previously reserved Commercial Ground Transportation Services at the Airport.
- b. General system – Taxi-Reserved have the non-exclusive privilege to load/unload and stage vehicles engaged in providing passenger or baggage services, on a reserved basis. The Taxi-Reserved may load Airport passengers and property only at the Commercial Vehicle Loading Area.
- c. Privileges Granted – An Access Permit grants a Taxi-Reserved Operator the non-exclusive privilege of transporting reserved passengers and property by Taxicab from the Airport, to any and all points requested by the passenger.
- d. Upon arrival, Taxi-Reserved shall report to the ground transportation booth with their company name, permit number, plate number, Driver’s name, passenger’s name and number of passengers to be logged for trip fees.
- e. Rules and Regulations – The Taxi-Reserved Operator and Driver shall comply with all requirements of these Rules and Regulations, including but not limited to those governing “Meet and Greet” Services.

#### 6.03 Transportation Network Company

- a. Description – A Transportation Network Company which has a valid State of Maine permit as issued under Maine Revised Statutes Title 29-A §1672 and holds an Airport Access Permit can provide prearranged rides at the Airport.

- b. General system – Transportation Network Companies have the non-exclusive privilege through Transportation Network Company Drivers to load/unload Transportation Network Company Riders at the Airport. Transportation Network Company Drivers may only stage in the designated Transportation Network Company Driver Commercial Vehicle Staging Area and load Airport passengers and property within the designated Transportation Network Company Driver Commercial Vehicle Loading Areas.
- c. Rules and Regulations – Transportation Network Companies and Drivers shall comply with all requirements of these Rules and Regulations.

#### 6.04 Scheduled Shuttle Service

- a. General System – The loading and unloading of persons and/or property by a Non-reserved Limousine/ Van/ Livery shall only be in Commercial Vehicle Loading/Unloading Areas designated by the Airport Director. Passengers will be allowed to be dropped off at the Terminal’s curb, should they so desire.
- b. Privileges granted – An Access Permit grants the Operator of a Scheduled Shuttle Service the non-exclusive privilege of providing Scheduled Shuttle Service from the Airport, to any and all points outside the Airport property on a scheduled basis.
- c. Rules and Regulations – The Operator of a Scheduled Shuttle Service shall comply with all requirements of these Rules and Regulations.

#### 6.05 Buses – Non-Scheduled or Scheduled Service

- a. General System – A scheduled or non-scheduled bus Operator has the non-exclusive privilege of staging, loading and unloading passengers and luggage at Commercial Vehicle Loading/Unloading Areas so designated by the Airport Director. Such Vehicles may load/unload only passengers whose transportation by such Vehicle has been arranged prior to such vehicle’s entry onto Airport property.
- b. Privileges Granted – The scheduled or non-scheduled Bus Operator is provided the non-exclusive privilege of transporting passengers and property by Bus from the Airport to any and all points outside Airport property on a scheduled or non-scheduled basis. An Access Permit is not required for Buses.
- c. Rules and Regulations – The Operator and Driver of a Bus shall comply with all requirements of these Rules and Regulations.

#### 6.06 Non-reserved Limousine/ Van/ Livery Service

- a. Description – Transportation of passengers using a Limousine, Van or Livery when the service has not been pre-arranged.
- b. General System – The loading and unloading of persons and/or property by a Non-reserved Limousine/ Van/ Livery shall only be in Commercial Vehicle Loading/Unloading Areas as designated by the Airport Director. Passengers will be allowed to be dropped off at the Terminals curb, should they desire.
- c. Privileges Granted – An Access Permit grants Operators of non-reserved Limousines, Vans or Liveries the non-exclusive privilege of transporting passengers and property by Vans, Limousine or Livery to and from the Airport.
- d. Rules and Regulations – Operators and Drivers of non-reserved Limousines, Vans or Livery and their Vehicles shall comply with all requirements of these Rules and Regulations.

#### 6.07 Reserved Limousine/ Van/ Livery Service

- a. Description - The pre-arranged for-hire transportation of passengers using a Limousine, Van or Livery pursuant to an Airport Access Permit.
- b. General System – The loading and unloading of persons and/or property by a Non-reserved Limousine/ Van/ Livery shall only be in Commercial Vehicle Loading/Unloading Areas as designated by the Airport Director. Such vehicles may load/unload only passengers whose transportation has been prearranged prior to such vehicle’s entry onto Airport property. Passengers will be allowed to be dropped off at the Terminal’s curb.
- c. Privileges Granted – An Access Permit grants Limousine, Van or Livery Operator the non-exclusive privilege of transporting passengers and property by Limousine, Van or Livery from the Airport to any and all points outside Airport property on a non scheduled, reserved basis.
- d. Upon arrival, the Driver of the Limousine, Van or Livery shall report to the ground transportation booth with their company name, permit number, plate number, Driver’s name and number of passengers to be logged for trip fees.
- e. Rules and Regulations – The limousine, van or livery vehicle Operator shall comply with all requirements of these Rules and Regulations, including but not limited to those governing “Meet and Greet” Services.

#### 6.08 Courtesy Vehicle

- a. General System – The loading and unloading of persons and/or property by a Courtesy Vehicle shall only be in Commercial Vehicle Loading/Unloading Areas as designated by the Airport Director. The Courtesy Vehicle Operator may cause a direct line telephone service to be installed between its off-Airport facility and

the Airport in a place designated by the Airport Director and subject to availability of space and payment of the appropriate charges. Drivers of Courtesy Vehicles shall not park in areas other than those designated by the Airport Director. Passengers will be allowed to be dropped off at the Terminal curb.

- b. Privileges Granted – An Access Permit grants a Courtesy Vehicle Operator the non-exclusive privilege to load and unload their own customers and their customer’s property and transport them to the off-Airport locations.
- c. Rules and Regulations – The Courtesy Vehicle Operator and Driver shall comply with all requirements of these Rules and Regulations.

#### 6.09 Car Rental – Off Airport Entity

- a. General System – The loading and unloading of persons and/or property by a Car Rental – Off Airport Entity shall only be in Commercial Vehicle Loading/Unloading Areas designated by the Airport Director. Said Car Rental – Off Airport Entity may operate a Courtesy Vehicles at the Airport pursuant to an Access Permit and in accordance with all Rules and Regulations governing Courtesy Vehicles. A Car Rental – Off Airport Entity may load/unload at the Airport only passengers whose transportation arises from a Rental Vehicle transaction with the Car Rental – Off Airport Entity. The Car Rental – Off Airport Entity may cause a direct line telephone service to be installed between its off-Airport car rental facility and the Airport to be located in a place designated by the Airport Director. Drivers of Courtesy Vehicles and Rental Vehicles shall not park in areas other than areas designated by the Airport Director.
- b. Rules Applicable to Car Rental – Off Airport Entity and Rental Vehicles:
  - (i.) Unless another method is approved in advance in writing by the Airport Director, a Car Rental – Off Airport Entity shall not deliver actual Rental Vehicles to the Airport or allow customers to return these vehicles to the Airport, but shall only utilize Courtesy Vehicles for picking-up and dropping-off customers.
  - (ii.) Illegal Parking – Car Rental – Off Airport Entity shall keep Airport Roadways, parking lots and Commercial Vehicle Staging Areas and Commercial Vehicle Loading/Unloading Areas free of Rental Vehicles. The Airport reserves the right to tow away any improperly parked vehicle which it determines interferes with the orderly and unobstructed flow of traffic at and through the Airport. Except in the case of an emergency, the City agrees to make a reasonable effort to notify the Car Rental – Off Airport Entity of an improperly parked Rental Vehicle in order to give the Car Rental – Off Airport Entity the opportunity to remove the Rental Vehicle prior to tow. A telephone call to the Car Rental – Off Airport Entity’s place of business shall be deemed to be a reasonable effort. Car Rental – Off Airport Entity shall be responsible for any unpaid parking charges for parking of Rental Vehicles in the Airport parking lots and any unpaid fines and/or towing

charges levied for illegal parking. Any default by the Car Rental – Off Airport Entity in payment of any penalties or towing charges, within thirty (30) days of notice thereof, shall constitute breach of Access Permit and its Off Airport Permit Agreement and Ground Transportation Operator Permit Agreement.

- (iii.) Traffic Safety – All employees of Car Rental – Off Airport Entity who operate a Vehicle on Airport Roadways or elsewhere on Airport property shall do so in accordance with these Rules and Regulations and Airport Access Permit.
- c. Rules and Regulations – The Car Rental – Off Airport Entity shall comply with all requirements of these Rules and Regulations.

#### 6.10 Baggage Delivery Service

- a. General System – The loading and unloading of persons and/or property by a Baggage Delivery Service shall only be in Commercial Vehicle Loading/Unloading Areas designated by the Airport Director. Drivers of the Baggage Delivery Service shall not park in areas other than those designated by the Airport Director.
- b. Privileges Granted – An Access Permit grants an Operator of a Baggage Delivery Service the non-exclusive privilege to load and unload baggage and property at the Airport made in connection with their contracts with the airlines.
- c. Rules and Regulations – The Operator and Driver of a Baggage Delivery Service shall comply with all requirements of these Rules and Regulations.

### **Section 7.00 Guidelines for Meet and Greet Services**

Guidelines, as listed below, are established by the Airport for Meet and Greet Services for all pre-hired or reserved Commercial Ground Transportation Services for the expeditious movement of passengers through the Terminal.

- a. All pre-hired or reserved Commercial Ground Transportation Operators providing Commercial Ground Transportation Services may meet and greet individuals or groups in the Terminal in the Designated Waiting Area so designated by the Airport Director (see Exhibit B). The Operator/Driver must park its Vehicle in short term parking prior to entering the Terminal. The Operator/Driver shall be in the Terminal for a maximum of 15 minutes immediately prior to the scheduled flight arrival time, and no longer than 30 minutes after the actual flight arrival time. If a flight is late and the Driver intends on waiting for the flight, the Driver must notify the Commercial Ground Transportation Coordinator of the modified flight time. Any Operator or Driver must register with the Commercial Ground Transportation Coordinator prior to entering the Terminal.

The Driver must park the Commercial Vehicle in the Airport's parking lot when the designated staging area set aside for that specific type vehicle is full. Once the hired passenger has arrived and has his baggage, the Driver must proceed from the parking lot to the Commercial Vehicle Loading Area designated by the Airport Director for pick-up.

- b. "Meet and Greet" Services must be conducted in a manner that does not obstruct the normal flow of pedestrian traffic through the Terminal.
- c. The Operator/Driver shall carry a professional looking sign displaying the name of the Commercial Ground Transportation Operator, as well as that of the hired passenger, group, or company name (no city or town names). Said Operator may be required by the Commercial Ground Transportation Coordinator, the Airport Director, or his representative, to supply certain pertinent information about the individual or group being met, e.g. name, the airline flight number, arrival time and other information about the Operator's customer//passenger. While in the Terminal, the Driver and/or Operator shall not solicit other customers as defined in Section 4.03. If the Commercial Ground Transportation Operator or Driver leaves the Designated Waiting Area, the sign must be left at the ground transportation booth.

Individuals conducting "Meet and Greet" Services who are in violation of these guidelines will be required to discontinue their "Meet and Greet" Services immediately and may be asked to leave the Airport.

### **Section 8.00 Solicitation by Skycaps or Porters Prohibited**

No skycap or porter performing services at the Airport shall accept payment of any kind in exchange for referral of a customer to a Commercial Ground Transportation Operator, or otherwise solicit business on behalf of a Commercial Ground Transportation Operator; provided, however, that this rule shall not be construed to prevent either a skycap or porter from receiving a tip for the performance of his own skycap or porter services.

### **Section 9.00 Procedure In Case of Accident**

The Driver of any Commercial Vehicle involved in an accident on Airport property resulting in injury to any Person or damage to any vehicle or property shall immediately stop such Vehicle at the scene of the accident and report the accident to the LEO on duty at the Airport or to the Portland Police Department. Within reasonable time after the occurrence, the Driver of such vehicle shall make other reports as may be required by and in accordance with Federal, State, and local laws and regulations.

### **Section 10.00 Access Permit**

10.01 Ground Transportation Operator Permit Agreement

Access Permits may be obtained by submitting an application to the Commercial Ground Transportation Manager at his office on forms provided. Such application must be accompanied by the Permit fee and certificate of insurance set forth by these Rules and Regulations. Blank application forms will be made available at the ground transportation booth. Taxi Non-Reserved Access Permits will be granted in accordance with this Section 10.00 and Section 6.01 above.

#### 10.02 Effective Dates

Access Permits shall be issued for a period of one year, with payment dates due prior to the first business day of July and January. No grace periods or pro-ration of fees will be allowed except for good cause approved by the Airport Director in writing in his sole discretion.

If an Operator with a Taxi Non-Reserved Access Permit fails to pay the second fee installment on the first business day of January, Operator's Access Permit shall immediately be considered vacated and void. This does not apply to Operators providing reserved Commercial Ground Transportation Services.

#### 10.03 Issuance of an Access Permit

Issuance of an Access Permit is conditional upon:

1. availability of Access Permits and/or option of renewal at the direction of the Airport Director;
2. successful Vehicle compliance check;
3. a determination that the Operator and its assigned Driver(s) are not currently under suspension at the Airport, with the City of Portland, or at any other municipal transportation facilities;
4. a determination that the Operator and its assigned Driver(s) have not committed any act at or affecting the Airport, or other municipal transportation facilities which act would, if committed by a Permit holder, subject the Permit holder to permanent suspension under these Rules;
5. submission of the proper evidence of insurance required by these Rules;  
and
6. payment of the appropriate fee.

Upon receipt of the application form, the Airport Director reserves the right to make further inquiry or request for clarification of the information provided. No Person who is under suspension from operating at the Airport shall receive an Access Permit during the

period of such suspension. If an Access Permit or renewal of an Access Permit is denied, the applicant is entitled to request a hearing on such denial under the procedures set forth in Section 16.00. The written notice called for under Section 16.00 shall set forth a brief explanation of the basis of denial of the permit.

Taxi Non-Reserved Access Permits shall be issued and/or renewed upon availability and at the discretion of the Airport Director and in accordance with this Section 10.00 and Section 6.01.

Issuance of an Access Permit to an Operator shall constitute a binding agreement on the Operator to comply with these Rules and Regulations. In the event an application is denied, the Access Permit fee submittal shall be refunded to the applicant. No Access Permit is required for Bus service or Drop-Off Service.

#### 10.04 Obtaining a Decal

Commercial Ground Transportation Operators with Access Permits shall obtain from the Commercial Ground Transportation Coordinator an annual Decal indicating the Operator's authority to operate on Airport property for the upcoming year. The Decal may be obtained by payment in advance of the appropriate semi-annual fee as established by the Airport Director for each Decal. Unless otherwise directed by the Airport Director, the Decal shall be attached to each Commercial Vehicle on the interior lower right hand corner (passenger side) of the vehicles windshield. Only the current year's Decal is permitted on the windshield of a Vehicle.

#### 10.05 Re-issuance of a Decal

The Airport Director or LEO may cause a Decal to be removed from a Commercial Vehicle which at any time fails to meet the minimum standards for appearance, condition, age, equipment, Driver appearance or misconduct, non-payment of the monthly trip fee invoice to the Airport, or any other violation of these Rules and Regulations. The fee for re-issuance of a Decal to a Commercial Ground Transportation Operator from which a Decal has been removed by the Director or LEO is Fifty and 00/100 Dollars (\$50.00).

#### 10.06 Replacement Decal

The fee to a Commercial Ground Transportation Operator for a replacement Decal for any reason other than Vehicle mechanical failure, necessary replacement of a windshield, or as set forth under Section 10.05, is Ten and 00/100 Dollars (\$10.00) per Decal.

#### 10.07 Decal Violations

A Commercial Ground Transportation Operator commits a violation of these Rules and Regulations if he:

- a. Operates a Commercial Vehicle or provides Commercial Ground Transportation Services at the Airport with an expired Decal or with no Decal affixed to the Vehicle;
- b. Attaches a Decal to a vehicle not authorized to operate as a Commercial Vehicle at the Airport; or to a different vehicle than the one to which the Access Permit was issued;
- c. Forges, alters, or counterfeits a Decal; or
- d. Possesses a forged, altered, or counterfeited Decal.

**Section 11.00            Renewals**

The Access Permit expires at the later of 11:59 p.m. on the last day of June or December of each year (depending on Access Permit type). Should the Access Permit be renewed in a timely manner and in accordance with the provisions set forth in Sections 6.01 and 10.01 through 10.03 above, the Access Permit will be renewed and valid for the term set forth. Failure to renew an Access Permit in a timely manner as set forth in Sections 6.01 and 10.01 through 10.03 above will result in forfeiture of the Access Permit and said Access Permit shall be void as of its expiration. If an Access Permit has not been renewed in a timely manner in accordance with the provisions set forth in Sections 6.01, and 10.01 through 10.03 above, it cannot later be renewed absent good cause shown and at the sole discretion of the Airport Director.

**Section 12.00            Indemnification**

Upon issuance and acceptance of an Access Permit, the recipient Commercial Ground Transportation Operator agrees to protect, defend, reimburse, indemnify and hold free and harmless the City, and its agents, employees and officers, at the Airport and otherwise, at all times from and against any and all claims, liability expenses, losses, costs, fines (including, but not limited to, attorney fees), damages, and causes of action of every kind and character against or from the City, its agents, officers or employees, by reason of any damage to property, or bodily injury (including, but not limited to, death) related to, incurred or sustained from, or incident to Operator’s use of and/or operations at the Airport and including, without limitation, the Operator’s violation of any federal, State or local law or regulations, unless said injury or damage is caused by the sole negligence of the City, its agents, employees and officers. The foregoing express obligation of indemnification shall not be construed to negate or abridge any other obligation of indemnification running to City which exists in law or equity, and the extent of the Operator’s obligation of indemnification shall not be limited by any provision for insurance hereunder.

Upon issuance and Operator’s acceptance of an Access Permit, the City disclaims, and Operator releases City, its agents, officers and employees, at the Airport and otherwise, from any and all liability, whether in contract or tort (including strict liability, negligence

and nuisance), for any loss, damage or injury of any nature whatsoever sustained by Operator, its officers, employees, agents or invitees unless such loss, damage or injury is caused by the sole negligence of the City, its agents, employees and officers. In addition, the Operator expressly agrees that under no circumstances shall the City, its officers, employees or agents be liable for indirect, consequential, special, or exemplary damages whether in contract or in tort (including strict liability, negligence and nuisance) such as, but not limited to, loss of revenue or anticipated profits or any other damages related to the use of the Airport premises and the privileges granted under these Rules and Regulations.

### **Section 13.00 Insurance**

Beginning no later than the effective date of the Access Permit and/or Decal, the Commercial Ground Transportation Operator shall maintain or cause to be maintained in force with responsible insurers acceptable to the City the minimum statutory insurance limit as required by State law for a Vehicle of that type.

- a. Should State law not provide minimum insurance limits, the City of Portland shall require a minimum insurance equal to the statutory limits of liability under the Maine Tort Claims Act, as amended.
- b. The Operator's obligation under this section shall not affect its right to carry additional insurance solely for its own account providing such additional insurance does not impair the insurance required to be maintained by the Access Permit and these Rules and Regulations.
- c. In the event that the Operator fails to maintain or cause to be maintained the full insurance coverage required by the Access Permit and these Rules and Regulations, the Director will notify the Operator in writing that its Access Permit, Decal, and privilege to provide Commercial Ground Transportation Services at the Airport is terminated.
- d. Said Operator understands that the Airport's insurance does not extend to cover injury or loss to the Operator or its employees or agents that occurs on Airport property and that results from the intentional or negligent act or omission of the Operator, its employees, or agents. As more specifically set forth in Section 12.00, the Operator expressly waives any claims against the Airport for such injury or loss.
- e. All Operator liability insurance required hereunder shall be an occurrence policy and shall be primary to any insurance or self-insurance maintained by the Airport and/or City of Portland.

### **Section 14.00 Assignment of Access Permit**

Commercial Ground Transportation Operators shall not assign, transfer, or delegate in whole or in part the Access Permit or the Operator's role or responsibilities described under these Rules and Regulations. Notwithstanding the foregoing, in the event of the sale or transfer of ownership of a corporation, partnership, firm, organization, or other legal entity providing reserved Commercial Ground Transportation Operator, the Airport Director may credit permit fees already paid by the prior owner to the new owner's permit application, less a \$10.00 Decal fee. Consistent with City Code Sec. 15-11, Access Permits for Taxi Non-Reserved are not transferable.

It is the responsibility of Commercial Ground Transportation Operator to inform the Airport Director of any transfer of ownership and to keep a current mailing address on file with the Commercial Ground Transportation Manager's office.

### **Section 15.00           Complaints**

Complaints of any kind must be filed in writing with the Commercial Ground Transportation Coordinator or Commercial Ground Transportation Manager. Complaint forms and discrepancy report forms are available through the Commercial Ground Transportation Coordinator and at the ground transportation booth.

A complaint may be filed regarding the activities or performance of a Commercial Ground Transportation Operator or Driver, the activities or performance of the Commercial Ground Transportation Coordinator or the Commercial Ground Transportation Manager, or any apparent violations of these Rules and Regulations.

### **Section 16.00           Enforcement, Hearing and Penalties for Violations**

- a. Enforcement – It shall be the responsibility of the Commercial Ground Transportation Coordinator, the Commercial Ground Transportation Manager and the LEO to monitor and spot check the activities of the Operators for the enforcement of these Rules and Regulations. The Airport Director, Airport staff, Portland Police, or security officers can also monitor the performance of the Operators for the enforcement of these Rules and Regulations.

The Airport Director shall have the lead responsibility to investigate any customer or other complaints regarding the activities or performance of a Commercial Ground Transportation Operator or Driver or any apparent violations of these Rules and Regulations. The Airport Director may designate another City employee as his or her designee for the purposes of fulfilling some or all of the responsibilities set forth in this Section.

In the process of investigating any complaints, the Operator and/or Driver in question must be given notice of the complaint against him or her and the opportunity to present his version of the incident to the Director. The results of all such investigations shall be provided to the Director. Based on the investigation, the Director shall determine if there are reasonable grounds to believe that a

violation has occurred. Upon determination that there are reasonable grounds to believe a violation has occurred, the Director shall provide the Operator and/or Driver either prompt written notice which includes a statement of the nature of the violation, a summary of the investigation, including a brief explanation of the basis for believing that a violation occurred and the associated disciplinary action to be taken. If the disciplinary action is a suspension of less than 20 days, the Director's decision is final and not subject to further review.

Hearing – If an Operator and/or Driver found to have a violation disagrees with the Director's disciplinary action and the disciplinary action is a suspension of 20 days or more, the Operator and/or Driver shall have an opportunity for a hearing before an impartial hearing officer as provided herein. All hearing requests must be made in writing, and submitted to the Director. Unless otherwise agreed, a hearing shall be scheduled within 7 calendar days and the hearing shall be informal in nature, with an opportunity for presentation of relevant evidence by all parties. The formal rules of evidence shall not apply to such hearing. Testimony may be taken telephonically. Copies of investigations and other relevant reports shall be made available to the Operator and/or Driver in advance of such hearing, except to the extent that such information may be confidential information under State law. Copies of the notice and information shall also be provided to the Person whose actions are the basis for the alleged violation and such Person shall be required to appear at the hearing.

- b. Penalties – If it is determined that any Commercial Ground Transportation Operator or Driver has violated these Rules and Regulations, penalties will be governed by City Code Section 30-38: Vehicles for Hire, Penalties. In any case in which an Operator has another person acting as an employee, Driver or representative, or has more than one Vehicle with an Access Permit/Decal at the Airport, the Airport Director, Commercial Ground Transportation Manager and/or the hearing officer has the discretion to limit any suspension to the Vehicle and/or the Person whose actions resulted in the violation. If it is determined that the Commercial Ground Transportation Manager or Commercial Ground Transportation Coordinator has violated these Rules and Regulations, the Airport Director will take appropriate corrective action.
- c. In the event of the suspension of any Operator, Driver, and/or any Person, that Operator, Driver, and/or Person shall not be permitted to provide Commercial Ground Transportation Services at the Airport during the period of suspension. Absent dispensation under paragraph (b) above, any suspension shall include both the Operator, Driver, and Person specifically suspended as well as any corporation, partnership, firm, organization, d/b/a/ or other legal entity in which the Operator, Driver and/or Person has more than a 49% ownership or partnership interest, either directly or in conjunction with a person related by blood or marriage, or with another Operator or Person also under suspension.

- d. The Airport Director and/or the Commercial Ground Transportation Manager reserves the right to suspend an Operator's Access Permit or to suspend any Person operating under an Access Permit immediately upon receipt of a report from the Commercial Ground Transportation Manager or LEO which alleges that a serious violation has occurred which poses a threat to the public or to the safe operations of the Airport, whether or not such violation is reasonable likely to recur or to continue. In such case, a hearing will be scheduled within seven (7) calendar days of the effective date of the suspension.
- e. In addition to the foregoing, the LEO has the right to remove any Operator or Driver from Airport property if the LEO believes that such Operator or Driver poses an immediate threat to public safety or if an on-duty Operator or Driver is in the Terminal in violation of these Rules and Regulations.

The LEO shall promptly make a full report of such incident to the Airport Director. Unauthorized entrance on or use of Airport property, after order to leave by the LEO, Airport Director, or Commercial Ground Transportation Manager, will be considered to be trespass, and may be enforced accordingly, in addition to any other sanction which may be imposed under these Rules and Regulations.

**Section 17.00            Temporary Permits**

17.01 Day Pass Permit

- a. Purpose – A Day Pass for a Vehicle may be obtained, upon application to the Commercial Ground Transportation Coordinator, by any Commercial Ground Transportation Operator to add a Vehicle or Vehicles for a specific event or for a specifically identified need, including but not limited to, reservations for a group in excess of the Vehicle capacity of that Operator, or to accommodate needs during periods of high use such as school vacations. The day pass shall be limited to the dates written on the Day Pass when it is issued. All Vehicles operating under a day pass will meet all insurance requirements set forth in these Rules and Regulations for that type of vehicle at the Airport.
- b. The fee for any Vehicle operating under a day pass will be assessed according to the following schedules:
 

Vehicles with five (5) seats (not including the Driver)	\$15 per 24 hour period
Vans with 15 seats (including Driver)	\$30 per 24 hour period
- c. Vehicles operating under a day pass shall load, unload and park in the Commercial Vehicle Loading/Unloading Area as are designated by the Airport Director at the time of issuance of the permit.

17.02 Short Term Replacement for Courtesy Vehicles

An Operator with a permitted Courtesy Vehicle may replace such permitted Vehicle on a short term basis of two hours or less by telefaxing the request to the Airport Director prior to the use of the replacement vehicle and placing a copy of the telefaxed request in the window of the replacement vehicle.

#### 17.03 Replacement for Disabled Vehicle

In the event of accident or breakdown of a Vehicle with an affixed Decal (the “Disabled Vehicle”) which requires discontinuance of use of that Disabled Vehicle for any period of time, the Operator may provide a replacement Vehicle for the period of time required to repair or replace the Disabled Vehicle.

The replacement Vehicle shall comply with these Rules and Regulations and all applicable State insurance, reporting and other requirements for such Vehicles and Operator shall provide a proof thereof to the Airport Director prior to the replacement Vehicle entering Airport property. In the event that the replacement Vehicle is not licensed in the State of Maine, the Operator shall provide the Commercial Ground Transportation Manager with a report documenting the need for the replacement Vehicle, the license and permit number of the disabled Vehicle, the date and nature of the disablement, describing the Vehicle and its license plate number, and evidencing compliance with the insurance requirements of the licensing State and these Rules and Regulations prior to the replacement Vehicle entering Airport property.

All reports and notices required hereunder shall be provided by hand delivery or by telefax to the Airport Director’s office. A temporary Decal permitting the use of the replacement vehicle for a specified time period shall be issued by the Commercial Ground Transportation Manager upon receipt of all required information and prior to the replacement Vehicle entering Airport property.

#### 17.04 Rules Applicable

All of the Rules and Regulations applicable to conduct and operations of year-round Operators shall also apply to temporary permit Operators and replacement Vehicles. The Commercial Ground Transportation Manager shall issue a temporary, dated Permit which must be displayed in the front window of the vehicle at all times while operating at the Airport.

#### 17.05 No Evasion

The Commercial Ground Transportation Manager reserves the right to refuse to issue a temporary permit to any Operator if he has reasonable grounds to believe that the temporary permit is being sought in order to evade the requirements of these Rules and Regulations.

### **Section 18.00 Severability Clause**

If any word, phrase, clause, paragraph, section or other part of these Rules and Regulations shall ever be held to be invalid or unconstitutional by any court of competent jurisdiction, the remainder of these Rules and Regulations and the application of such word, phrase, clause, sentence, paragraph, section or other part of these Rules and Regulations to any other Person or circumstance shall not be affected thereby.

**Section 19.00 Adoption of Rules and Regulations shall Not Constitute Grant of Rights**

The adoption of these Rules and Regulations and Permits and Decals issued hereunder, are not intended to, and shall not be construed to grant any property right or expectation to any Person whomsoever. The City and Airport expressly reserve its right to manage and direct the operations of the Airport, the right to amend these Rules and Regulations at any time and in any respect, as well as the right to amend the Access Permit Agreements and the Airport Access Permits entered into pursuant to the terms hereof by mutual concurrence of the Airport and the holder of any said agreement or permit. Additionally, the Airport reserves the right to limit or restrict access to any area of the Airport, without the issuance of prior notice, for reasons including but not limited to, safety and security of the general public, construction or renovation work at the Airport, or acts of nature. Any Person who determines to invest time or financial resources in the provision of a Commercial Ground Transportation Service at the Airport does so with full knowledge of the foregoing Rules and Regulations, and shall have no right or standing to make any claim whatsoever against the Airport by reason of any subsequent amendment to these Rules and Regulations, and amendment to said Access Permit Agreement or Permit or any limitation or restriction of access to the Airport as aforesaid.

**Section 20.00 Captions**

The captions or heading of these Rules and Regulations are for convenience only and in no way define, limit or describe the scope or intent of any provision hereof. Any use of the male pronoun herein shall be deemed to include the female.

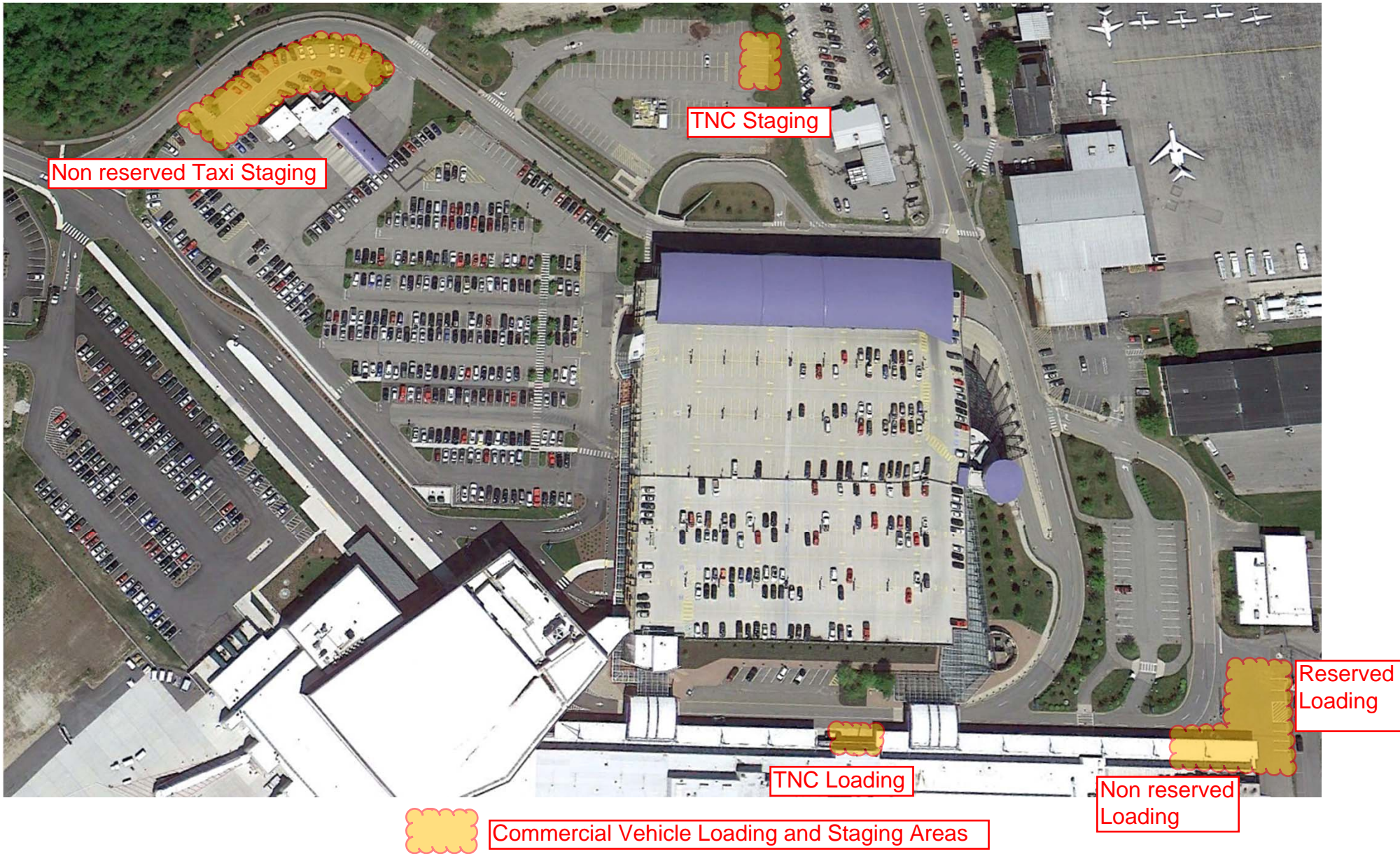
**Section 21.00 Effective Date**

Original effective date:	January 15, 1995
Amendment #1 effective:	April 1, 1995, except that Subsection 10.01 through 10.03 and Section 11.0 apply to any application filed in the office of the Airport Director on or after March 10, 1995
Amendment #2 effective:	July 6, 1998
Amendment #3 effective:	September 3, 1999
Amendment #4 effective:	October 30, 2000
Amendment #5 effective:	September 7, 2010
Amendment #6 effective:	July 17, 2013
Amendment #7 effective:	July 22, 2019

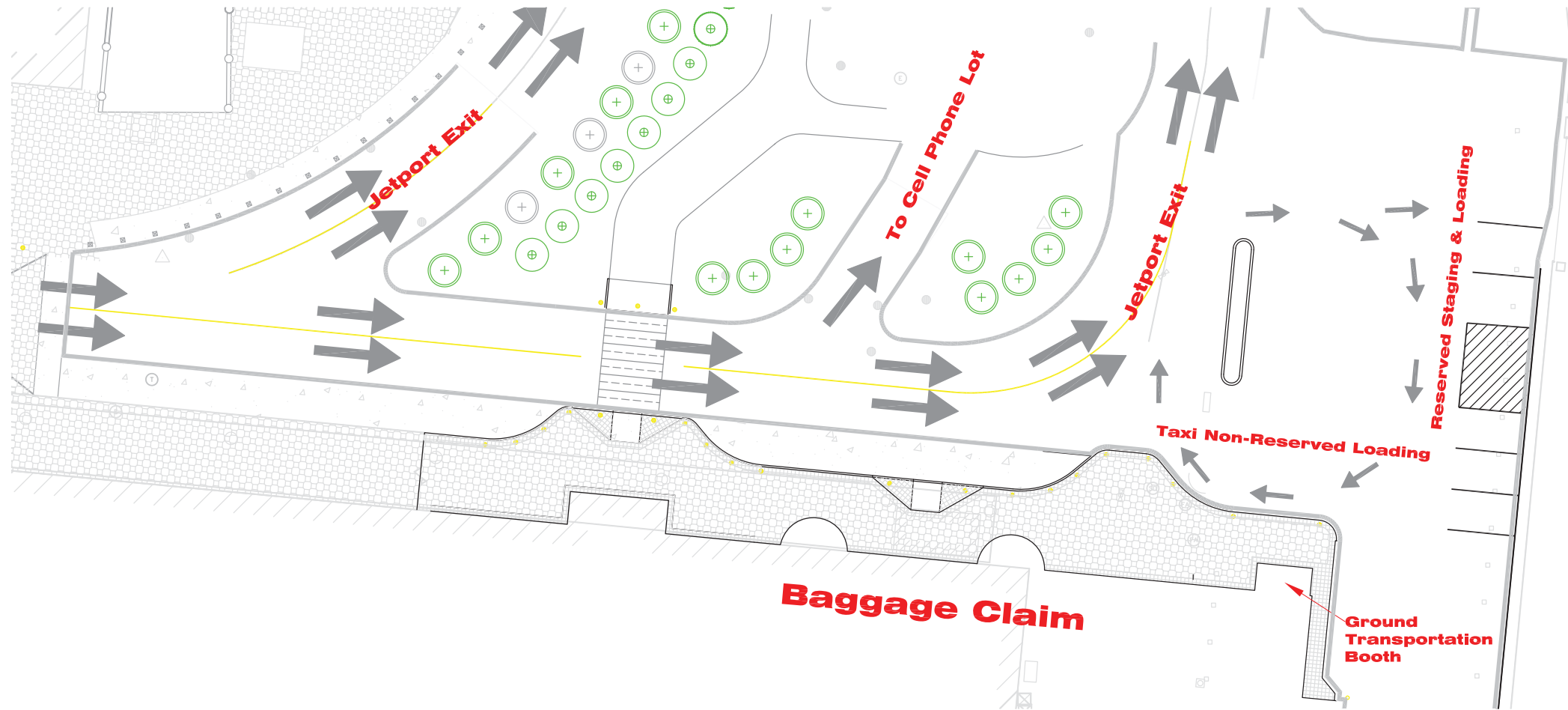
**Section 22.00 List of Exhibits**

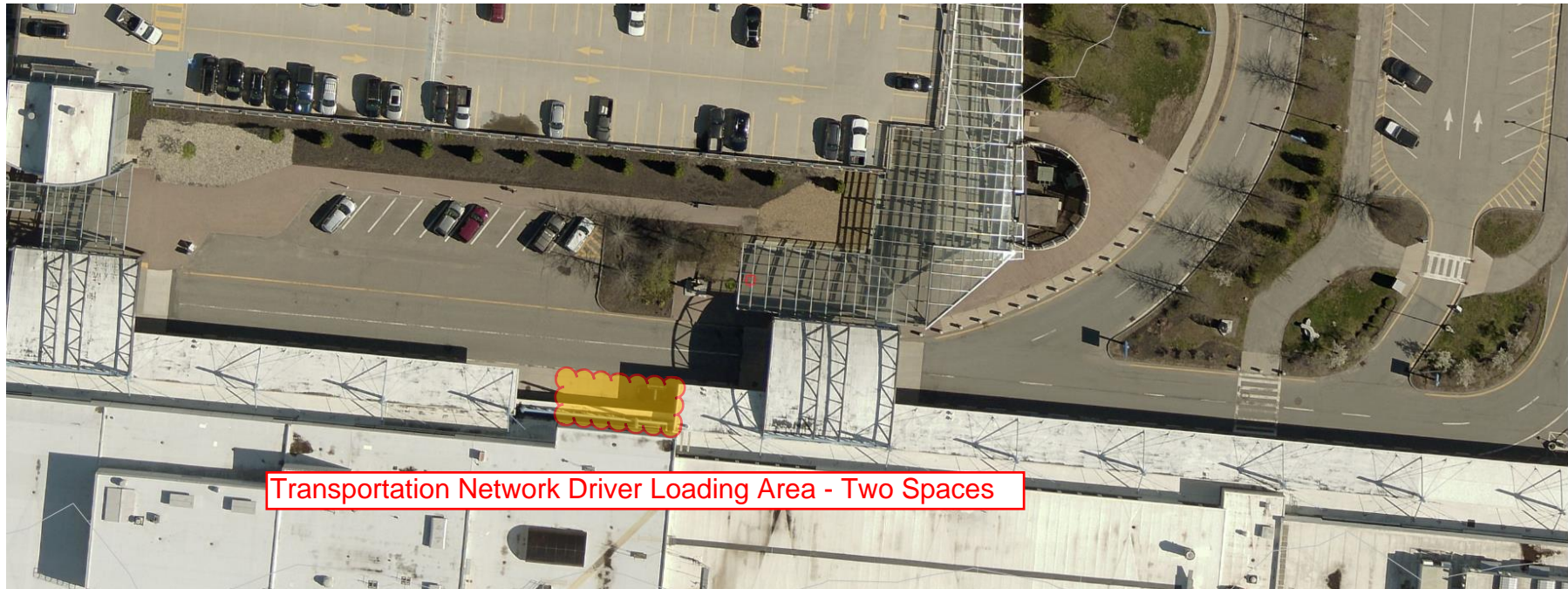
Exhibit A	Commercial Vehicle Loading & Staging Overview Plan
Exhibit B	Commercial Vehicle Detailed Views Loading & Staging (2 pages)
Exhibit C	Annual Fee Schedule
Exhibit D	Airline Voucher Reimbursement Form
Exhibit E	Discrepancy Report
Exhibit F	City of Portland Taxicab Complaint Form

Exhibit A









**Portland International Jetport  
Ground Transportation**

**Fee Schedule  
Effective November 27, 2019**

<u>Category</u>	<u>Decal Fee Per Vehicle</u>	<u>Trip Fee*</u>	<u>Operator Fee</u>
Non-Reserved			
Taxi	\$1.00	\$1.50	\$450.00 per vehicle per year ((\$225 June / \$225 December)
Reserved			
Taxi	\$1.00	\$2.25	N/A
Limo/Livery/Van	\$1.00	\$2.25	N/A
TNC	N/A	\$2.25	N/A
Baggage Delivery	\$10.00	N/A	\$300.00 per vehicle/per year
Scheduled Shuttle Service	\$10.00	N/A	\$300.00 per vehicle/per year
Hotel Courtesy Vehicle	\$10.00	N/A	\$300.00 per vehicle/per year
Car Rental Courtesy (off Airport)	\$10.00	N/A	\$300.00 per vehicle/per year
Day Pass			
Vehicles with 5 seats (not including driver)			\$ 15.00 per 24 hour period
Vans with 15 seats (including driver)			\$ 30.00 per 24 hour period
Permit transfer fee (reserved vehicles only) (must be approved in writing by Airport Director)			\$ 10.00
Replacement Decal			\$ 10.00

**\* Trip Fees will be billed by Ground Transportation Management  
at the end of each month.**



## CREDIT CARD AND AIRLINE REIMBURSEMENT FORM

Date Service Provided: \_\_\_ / \_\_\_ / \_\_\_

Company Name:			
Driver's Name:			
Passenger's Name:			
Transportation Provide To:			
Credit Card Company:			
Credit Card-Authorization #:			
Airline Voucher #:			
Airline Name:			TOTAL FARE \$
Tax I.D. #:			FARE = 5%
Make Check Payable To:			TOTAL FARE PAID OUT
Contact's Phone #:			\$

Signature of Person Providing Service: \_\_\_\_\_

## DISCREPANCY REPORT

The purpose of this report is to identify procedural/policy infractions. Please fill out the following information as completely as possible and return it to the Ground Transportation Coordinator.

Date: \_\_\_\_\_

Time: \_\_\_\_\_ a.m. / p.m.

Name of person filling discrepancy: \_\_\_\_\_

Name of Company you work for: \_\_\_\_\_

Please describe the policy infraction/discrepancy giving as much detail as possible:

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CORRECTIVE ACTION TAKEN - *For office use only*

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