

# AUS Rules for Ground Transportation Service Providers



Effective Date: May 2021

## Purpose

The purpose of these rules and regulations is to maintain a high level of customer service in the provision of Ground Transportation Services at Austin-Bergstrom International Airport (AUS), and to make effective and efficient use of the Airport roadway and transportation infrastructure. In addition to general rules that are applicable to all Ground Transportation Services at AUS, specific rules applying to certain types of Ground Transportation Services are addressed in these Rules. As used in these Rules, Ground Transportation Service is defined as provided in City Code §13-2-1(10), and Ground Transportation Vehicle is defined in City Code §13-1-1(B).

## Authority

Pursuant to Austin City Code Section 13-2-33, a person seeking to operate a Ground Transportation Service at the Airport must obtain authority from the Director of the Department of Aviation (“Director”). The Director is authorized to regulate Ground Transportation Services on airport property under City Code §13-1-4

## Applicability

These Rules apply to all persons who provide Ground Transportation Services at the Airport or who own or operate a Ground Transportation Vehicles at the Airport. These rules govern all public areas of the Airport, including, without limitation, its terminal buildings, roadways, parking facilities, and all other surface areas of the airport.

## Violation

Pursuant to §13-1-202 of the City Code, a person who violates or refuses to comply with any provision of these Rules may be denied use of the airport for commercial purposes by the Director. Such denial of use is in addition to any penalties imposed pursuant to Federal, State, or Local law.

## Interpretation

In the event that an interpretation of any provision of these rules and regulations is required, the Director shall render such an interpretation, and the Director’s determination shall be considered as final authority on the matter.

## Enforcement

The Director delegates the primary responsibility to manage Ground Transportation Services at the Airport, and to enforce these Rules to the Department of Aviation Landside Access Division. Airport

Operations Supervisors and above; and Airport Operations Specialists, are authorized to issue notices of violation pursuant to these rules and regulations. Failure to comply, or cooperate with the enforcement of, these Rules and regulations may result in the suspension or termination of the Ground Transportation Service provider's permit to operate at the Airport.

A Ground Transportation Service provider shall be jointly and severally liable for any violation of these Rules by the provider's agents, employees, franchisees, and independent contractor drivers.

## General Operating Rules

The following Rules apply to all Ground Transportation Service providers and Ground Transportation Vehicles serving the Airport.

- a) No person shall operate a Ground Transportation Vehicle or provide Ground Transportation Service to the public at the Airport, without a valid permit issued by the Director of Aviation.
- b) An Airport Ground Transportation permit authorizes the holder to stop and conduct business only at designated areas specified by the Department of Aviation. The Director shall establish a map designating the Ready Stands and other areas at the Airport at which the various classes of Ground Transportation Vehicles may stop and drop off or pick up customers. The Director may modify the map at any time upon ten days' prior written notice to affected Ground Transportation Service providers. A copy of the current terminal curbside map shall be available for inspection at the office of the Landside Access Manager during normal business hours.
- c) A Ground Transportation Service provider shall acquire and maintain such certificates, licenses or other authorization required by Federal, State and Local laws to provide Ground Transportation Services. All Ground Transportation Service providers shall conduct business in compliance with all applicable Local, State and Federal laws and regulations, including, but not limited to, City Code Chapters 13-1 and 13-2.
- d) The Permit issued to any Ground Transportation Service Provider shall contain such terms and conditions as the Director determines to be necessary for the protection of the safety, convenience, and welfare of the City and the general public.
- e) Ground Transportation Vehicles shall be operated and maintained upon the airport in strict accordance with these Rules. All Ground Transportation Vehicles operated on the Airport roadways must at all times comply with any lawful signs and mechanical or electrical signals and other directions issued by the Department of Aviation, unless directed otherwise by authorized Department personnel.
- f) Ground Transportation Vehicles must be marked in such a manner as to clearly identify the name of the company permitted to provide the Ground Transportation Service. A Ground Transportation Vehicle that the provider wishes to use at the Airport as a temporary or permanent replacement for a permitted Ground Transportation Vehicle that is out of service, must be pre-approved by the Department of Aviation before use at the Airport, and must bear the appropriate markings required by these Rules and the City Code.
- g) The Director, or designee, may remove, or cause to be removed at the owner's expense, from any restricted or reserved area, any Airport street, road or right-of-way or any other area on the Airport, a Ground Transportation Vehicle which is disabled, abandoned, illegally or improperly parked, or is

creating an operational problem. Any such Ground Transportation Vehicle may be removed or caused to be removed to an official vehicle impound area, without incurring any liability on the part of the City. The owner of the Ground Transportation Vehicle shall be liable for towing and storage fees.

h) No person shall operate a Ground Transportation Vehicle on any area of the Airport except on the roads, rights of way, and parking areas authorized by the Director for use by that particular type of vehicle and operation. A Ground Transportation Vehicle shall not block the flow of traffic or prevent other vehicles from gaining access to, or departing from, Ground Transportation Staging Areas, Ready Stands, parking lots or garages, or any other area at the Airport.

i) Ground Transportation Service providers may unload passengers at the Terminal, at any curb marked for that purpose. **LOADING OF PASSENGERS AND THEIR RELATED BAGGAGE SHALL BE PERFORMED ONLY AT THE DESIGNATED AREAS AS INDICATED AND SPECIFIED IN THE PROVIDER'S PERMIT.** Pick-up and delivery of parcels shall be performed only at the designated areas for parcel pick-up or deliver in accordance with these Rules.

j) Ground Transportation Vehicles shall not be left unattended at any time unless expressly approved by a Ground Transportation Controller ("TC"), a Police Officer or other authorized Department of Aviation employee.

k) The Department of Aviation provides a staging area for use by of Ground Transportation Vehicles. Ground Transportation Vehicles must process through the Ground Transportation Staging Area ("GTSA") prior to loading any passenger at the Airport.

l) All Ground Transportation Vehicles operating on the Airport are subject to inspections, performed by Aviation Department personnel, as deemed necessary by the Department to ensure compliance with these Rules and applicable City Ordinances.

m) Requests for additions or deletions to the list of authorized vehicles provided to the airport by a Ground Transportation Service Provider (as listed on an application attached to the operating permit) shall be forwarded in writing to the Landside Access Manager, Department of Aviation.

n) A temporary Airport Ground Transportation Vehicle permit may be issued for a vehicle that replaces a Ground Transportation Vehicle temporarily out of service for maintenance. A person requesting a temporary Airport Ground Transportation Vehicle permit must first obtain a temporary City Ground Transportation Vehicle permit from the City of Austin Ground Transportation Office, and must present proof of the temporary City Permit prior to being issued an Airport temporary permit. Companies not regulated by the City of Austin are exempt from the above requirement.

o) Each Ground Transportation Service provider must make application with the Department of Aviation.

p) No Ground Transportation Service provider shall install, erect, affix, paint, display or place, or permit the installation, erection, affixation, painting, displaying or placement of any sign, lettering, nor other advertising device or media in, on, or about the Airport, the terminals, or any portion thereof, without the prior written consent of the Director.

q) No Ground Transportation Service provider shall use an agent or employee of the company to act as a coordinator of passengers in the terminal buildings or on terminal curbsides, without prior authorization from the Director.

## Ground Transportation Provider Conduct

- a) All Ground Transportation Service providers shall conduct themselves in a professional manner and be courteous to the public, other drivers, passengers, and airport employees or representatives. Obscene and vulgar gestures or language, threats of physical harm, fighting, gambling, possession or use of any weapons, public intoxication or the use or possession of illegal drugs or controlled substances on airport premises is expressly prohibited.
- b) A person providing a Ground Transportation Service shall not misrepresent, or make any false or misleading statement concerning, its prices or services or those of any other Ground Transportation Service provider.
- c) All persons providing Ground Transportation Services at the Airport shall carry and be able to produce at all times a City of Austin Chauffer's Permit identification card containing his or her name, picture, and the name of the company with whom he or she is associated. Companies not regulated by the City of Austin are exempt from the above requirement.
- d) All persons providing a Ground Transportation Service at the Airport shall be neatly attired.
- e) Solicitation of passengers on the Airport is prohibited.
- f) Littering on the Airport is prohibited.
- g) No person providing a Ground Transportation Service may disembark from a Ground Transportation Vehicle, other than to assist passenger loading or unloading on the curb directly adjacent to the Vehicle, unless expressly authorized by a Ground Transportation Controller, Police Officer or other authorized Aviation Department personnel.
- i) Ground Transportation Service providers must have at least minimum of two trips on their account in the Gatekeeper System at all times. Cash is not accepted for trips in the GTSA.
- j) Bathing in the GTSA restrooms is prohibited. This includes but is not limited to the washing of feet.
- k) Males are not allowed to enter the female restrooms at any time.
- l) Females are not allowed to enter the male restrooms at any time.
- m) Ground Transportation Providers shall not store personal property of any kind at the GTSA.
- n) Ground Transportation Providers may not engage in sporting activities, including but not limited to, soccer, golfing, or weight lifting, in the GTSA or Ready Stands.

## Prohibited Conduct That Will Result In Immediate Removal From Airport Property

(Each infraction will result in a suspension of no less than one (1) day)

- a) Fighting;
- b) The use of profane, vulgar or abusive language, conduct or gestures directed to other drivers, city employees or at the public;

- c) Bypassing the GTSA;
- d) Gambling;
- e) Blocking the GTSA, a Ready Stand, or other loading areas for other than vehicle mechanical reasons;
- f) The use or possession of any alcoholic beverage, or any illegal drug or controlled substance on the Airport; or
- g) Any attempt to solicit payment in excess of that authorized by City ordinance or Airport contract

## Regulations Applicable To Charter, Airport Shuttle, Shuttle and Limousine Services

Operators of Charter, Airport Shuttle, Shuttle, and Limousine Services shall comply with the terms and conditions of their operating Permit, including, without limitation, the marking of vehicles, registering vehicles with the Department of Aviation, submitting required documentation and participating in the Department's revenue control program.

An operator and/or representative of a Charter, Airport Shuttle, Shuttle, or Limousine Service shall not leave its vehicle unattended except when required to meet a pre-arranged party in the terminal building. A driver or representative of a Limousine Service meeting a pre-arranged passenger must place the GTSA access inspection slip in the left front dash of the unattended vehicle, and shall supply a Ground Transportation Controller with the name and airline of the passenger or party if asked. All vehicles must undergo a security inspection to obtain authorization to be left unattended. Limousines are limited to 30 minutes in the loading area.

### Charter Services

The following rules specifically apply to Charter Services providers:

- a) Charter Service buses and other vehicles are prohibited from staging on the terminal curbs, except during the process of loading or unloading of passengers and their related baggage. Charter Service vehicles shall stage only in areas expressly designated for this purpose, as indicated by posted signs or as instructed by a Ground Transportation Controller or Aviation Department personnel.
- b) Charter Service vehicles shall not proceed to the terminal curbs for loading of passengers until the driver has confirmed flight arrival status at the GTSA. Charter Service vehicles may proceed to the designated loading area when ready for immediate loading. No waiting for passengers to arrive on the terminal curb area.
- c) Charter Service vehicles shall not be left unattended by the driver at any time.

### Courtesy Vehicle Operators

The following rules and regulations apply specifically to operators of Courtesy Vehicles (as defined in City Code Ch. 13-1).

- a) Courtesy Vehicles are not to be left unattended at any time.
- b) Courtesy Vehicles may only stop in designated loading areas when actively engaged in the loading of passengers and their related baggage,

c) No more than one Courtesy Vehicle from a company may be at the designated loading zone at any time unless authorized by Aviation Department personnel. If a company operates more than one Courtesy Vehicle, the first Courtesy Vehicle to reach the loading area must proceed on when the second Courtesy Vehicle arrives.

d) The operator of a Courtesy Vehicle may wait in the loading area for a maximum of five minutes (5) if passengers are not present on the curb. The loading areas are for immediate loading of passengers and their related baggage only.

### Taxicab Operators

The following Rules apply to persons providing Taxicab Service at the Airport whether independent or company owned.

a) A Taxicab driver making a pre-arranged passenger pick-up (special) must remain in the GTSA until 15 minutes prior to the customer's scheduled arrival time. The driver must provide the TC assigned to the GTSA with the first and last name of the passenger, then proceed to the designated loading area at the GTC. If the customer has not arrived within 15 minutes from the scheduled arrival time, the driver must return to the GTSA and wait until notified by the TC. Drivers must at all times follow the instructions given by the TC.

b) Taxicab operators shall remain in their vehicles unless loading or unloading or otherwise assisting a passenger with baggage.

c) A TAXICAB OPERATOR SHALL NOT REFUSE TO TRANSPORT A PASSENGER FROM THE AIRPORT FOR ANY REASON, EXCEPT THOSE EXPRESSLY AUTHORIZED BY LAW. Avoidance of this Rule by suggesting alternate means of transportation to a passenger is strictly prohibited, and may result in the issuance of a citation for failure to convey.

d) No person may perform maintenance on a Taxicab on the Airport, except emergency repairs limited to the repair of flat tires and jump starts. Taxicabs may not be washed or rinsed on the Airport.

e) Taxicab operators must have the following items in their Taxicab in order to pick up a passenger at the Airport.

- A sign informing the passenger of the city-approved rates and fees, to include the airport surcharge posted inside the Taxicab.
- A working taximeter with the correct rate as approved by City Council.
- A current permit issued by the City of Austin Transportation Department.
- A sign prominently displayed on the vehicle which designates that vehicle as a smoking or non-smoking Taxicab.
- A permanent sticker on the Taxicab window that states acceptance of credit cards. Acceptance of credit cards is MANDATORY for all taxicabs operating on the airport.

f) Taxicabs must load in first come, first served manner. A passenger, who is first in the Taxicab queuing line, may select any taxi in the Taxi Ready Stand.

- g) Special Transportation Services (STS) vehicles may pick up disabled passengers on the curb in front of the terminal building. Drivers should coordinate with the Ground Transportation Controller or Airport Security personnel.
- h) No preference in GTSA or Ready Stand procedures is granted to a Taxicab operator who returns to the Airport from a short trip.
- i) While in the GTSA, Taxicab drivers must remain in their vehicle and prepared to move when dispatched. If the driver does not depart when dispatched, the driver will be allowed to proceed to the GTC; however, they will be positioned at the end of the GTC Ready Line.
- j) Drivers that leave their Taxicab in the GTSA to take care of personal business off the Airport will be removed from the Taxi Dispatch system queue and placed back in position upon return to the GTSA.
- k) Automatic Dispatch System: the GateKeeper “Dispatch Display” website allows taxis to monitor & interact with the operation of the automatic dispatch system.

### South Terminal Taxicab Operations

Ground Transportation providers operating at the South Terminal must be permitted by AUS; however, the operation is managed by LoneStar Airport Holdings, LLC. For more information, contact the South Terminal at 512-985-7882.

### Commercial Couriers

The following rules and regulations apply to persons operating as a Commercial Courier operator. As used in this section, a Commercial Courier is a person who has been hired by an airline to transport baggage.

- a) Unless expressly approved by the Director, a Commercial Courier shall not load or unload freight or parcels in any area other than those designated for such use by the Director. Appropriate signs or markings shall indicate such area, or as directed by a Ground Transportation Controller or Aviation Department personnel.
- b) A Commercial Courier shall not interfere with, or impede the flow of traffic or pedestrians on the Airport.
- c) A Commercial Courier that is operating a vehicle that, due to physical size, cannot be accommodated in the designated loading/unloading areas must inform the Director in advance to allow for special handling. The Director retains the right to refuse the use of Airport facilities to any Commercial Courier whose vehicle cannot be reasonably accommodated due to size.

### Appeal Process

- a) A person whose operating permit has been revoked or suspended may appeal in writing, to the Director no later than 15 business days after date of the notice of the suspension or revocation.
- b) A person whose application for renewal or amendment is denied, or whose operating permit is revoked or suspended may not operate a Ground Transportation Service vehicle on the Airport during the pendency of an appeal.

c) All decisions on appeals are made by the Director and are final. The Director shall notify the appellant of the decision on the appeal in writing, and shall copy the Director of the Department of Public Works, or other City Department that oversees Ground Transportation Passenger Services.

Approved by:

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Mukesh (Mookie) Patel, Airport Chief Business and Finance Officer