



COMMERCIAL GROUND TRANSPORTATION OPERATIONS

Syracuse Regional Airport Authority

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Section I. Introduction and Objective

The objective of the Syracuse Regional Airport Authority (SRAA) Rules and Regulations governing commercial ground transportation at Syracuse Hancock International Airport (Airport) is to promote high quality ground transportation operations consistent with public safety and convenience, and to ensure a high level of Airport customer service in the movement of passengers to and from the Airport.

The following categories of commercial ground transportation services are governed by these Rules and Regulations:

- Taxicab services
- Transportation Charter Party (TCP) carriers including limousines, SUVs, vans, and buses
- Courtesy vehicles including those operated by rental car, hotel/motel, off-airport parking, and institutional (e.g., school) operators
- Nonprofit services including publicly-owned transit
- Transportation Network Companies
- Airport Rental Car Concessionaires

Section II. Definitions

Airport shall mean Syracuse Hancock International Airport, located at 1000 Colonel Eileen Collins Boulevard, Syracuse, New York.

Buses-Scheduled shall mean an un-metered passenger vehicle for hire, which carries over 15 passengers and is licensed as a “bus” by the New York State Motor Vehicles Department, and which is operated on a scheduled basis to transport passengers between the Airport and a primary service point, and may serve additional points other than its primary service point.

Buses-Non-Scheduled shall mean an un-metered passenger vehicle for hire, which carries over 15 passengers and is licensed as a “bus” by the New York State Motor Vehicles Department, and which is operated as a charter service on a non-scheduled basis to transport passengers between the Airport and designated sites off Airport property.

Campus Shuttles shall mean an educational institution or association having affiliations therewith engaged in the operation of a motor vehicle operated for the exclusive use and convenience of its students and faculty and used to carry students or faculty between the Airport and the educational institution without charge.

Commercial Ground Transportation Operator or “Operator”) shall mean a person or enterprise engaged in any type of commercial ground transportation service.

Commercial Ground Transportation Service shall mean the operation of any of the categories of service listed in Section I.

Airport Ground Transportation Agreement shall mean an agreement between the SRAA and a commercial ground transportation operator which authorizes the operator to provide specified services at the Airport.

Cruising shall mean the unnecessary circling of the Terminal area or driving along Airport roadways, or walking through the terminal building, with the express purpose of soliciting passengers.

Dispatcher shall mean an individual employed by the holder of an exclusive license to provide walk-up customer taxicab services at the Airport.

Driver means any person driving a ground transportation vehicle, whether independently or for a ground transportation service operator.

Executive Director means the Executive Director of the Syracuse Regional Airport Authority, or his/her designee.

Hotel/Motel Shuttles shall mean the operation of a motor vehicle by a hotel/motel for transportation of the hotel/motel's patrons solely from the Airport to the hotel and to the hotel from the Airport and operated without cost to the passengers.

Solicitation means the initiation of a conversation or other form of communication by a driver, representative, employee or agent of a ground transportation service with any potential customer for the purpose of enticing or persuading said customer to use any service or facilities provided by a ground transportation service.

Taxicab shall mean a motor vehicle, with or without a taximeter, having a seating capacity of not more than eight (8) persons, in addition to the driver, and used in the business of transporting passengers for compensation from one point to another and not on a fixed route.

Transportation Network Company (TNC) means a company or organization operating in New York that provides transportation services using an online enabled platform to connect passengers with TNC drivers using their personal vehicles.

Waybill means a document prepared in advance of a ground transportation vehicle's arrival at the Airport passenger pick-up zone stating the name of the Operator, the ground transportation vehicle license plate number, the name and address of the person requesting the charter and the name(s) of the customer(s) if different, the date and time the charter was arranged, the number of persons in the party, the time of the scheduled customer pickup and the airline and flight number on which the customer is scheduled to arrive and the points of origin and destination of the transportation services. For a Transportation Network Company, a waybill means the prearranged reservation made between the passenger and the Driver on the TNC Application.

Section III. 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 ground transportation agreements and permits, and with the provisions of these Rules and Regulations, as the same may be amended from time to time. All persons engaged in commercial ground transportation service at the Airport, whether as operator, driver, employee or representative of an operator, or otherwise, shall at all times comply with the provisions of these Rules and Regulations. Any person who in any capacity engages in commercial ground transportation service at the Airport in a manner violating any provision of these Rules and Regulations, shall be deemed in violation of said provisions.

Section IV. General Provisions Governing Commercial Ground Transportation Service

A. Solicitation

1. No Commercial Ground Transportation Operator or Driver shall (a) permit any of its vehicles to “Cruise” the Airport roadways for the purpose of advertising its services or soliciting fares or passengers; (b) approach or permit any employee or agent to approach any person or persons, whether inside or outside of the Airport’s Terminal Buildings, for the purpose of soliciting fares or passengers; or (c) occupy any loading zone or curbside space for the purpose of Soliciting fares or passengers. Solicitation of passengers or fares on any portion of the Airport shall be prohibited.
2. No person employed by any organization to perform skycap and/or passenger check-in services at Syracuse Hancock International 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 ground transportation operator; provided, however, that this rule shall not be construed to prevent a skycap from receiving tips for the performance of his/her own service.

B. Commercial Ground Transportation Vehicles

1. All vehicles used by Commercial Ground Transportation Operators and/or Drivers at the Airport shall comply with the Airport, local, state and federal motor vehicle codes ordinances, regulations, statutes, standards and/or directives with respect to inspection, safety and operation of vehicles.
2. The exterior of all Commercial Ground Transportation Vehicles shall be maintained in a clean, undamaged and otherwise intact manner, and present a favorable appearance.
3. The interior of all Commercial Ground Transportation Vehicles, including the trunk, shall be maintained in a clean condition so as to be free of trash, odors, dirt and grease. Interior seat fabric must not be ripped. Trunks shall be kept adequately clean and empty to accommodate passenger baggage.
4. All commercial ground transportation vehicles shall be maintained in a mechanically safe condition and be subject to inspection under the New York Motor Vehicle Code, the Department of Homeland Security, all other local, state and federal laws and these Rules and Regulations. Any Airport law enforcement personnel, any federal, state or local law enforcement officer, any Airport official, and all agents appointed by the SRAA who

display proper identification shall have the authority to inspect vehicles. Vehicles which fail inspection shall not be used to provide ground transportation services on the Airport until all noted deficiencies are corrected. Passage of an Airport vehicle inspection shall not be deemed to constitute any representation or warranty of a vehicle's safety or suitability for any purpose whatsoever.

C. Commercial Ground Transportation Drivers

1. Drivers of commercial ground transportation vehicles shall strictly comply with these Rules and Regulations.
2. Drivers of commercial ground transportation vehicles shall obey the lawful orders and directions of all Airport law enforcement personnel, any state or local law enforcement officer, all Airport officials, and all agents appointed by the SRAA who display proper identification.
3. Each of a Commercial Ground Transportation Operator's employees who is required to be licensed to operate any vehicle or to perform any service at the Airport shall be duly licensed and authorized in accordance with all applicable local, state or federal laws, codes, regulations, statutes and/or ordinances. Drivers who do not possess a valid driver's license or any other applicable operating requirements will not be permitted to operate at the Airport.
4. Every driver of a commercial ground transportation vehicle shall be:
 - a. Required to have knowledge and understanding of the Airport Rules and Regulations;
 - b. Knowledgeable of local geography and/or able to use maps, GPS or other similar resources necessary to efficiently transport passengers to desired locations within Onondaga County and other local communities served by the airport.
 - c. Able to communicate with passengers.
 - d. Courteous to the public at all times. A ground transportation driver shall not use profane language, make a threat of violence or physical harm, or act in a loud and boisterous or otherwise improper manner. Obscene gestures, or language, threats of physical harm, fighting, gambling, public intoxication, lewd or otherwise improper public behavior, or the use of illegal substances on Airport premises are expressly prohibited.
 - e. Cooperative and communicative with Airport personnel. A driver shall not be verbally abusive toward any Airport representative or another ground transportation representative.
5. No driver:
 - a. representative, employee, or agent of an Operator shall conduct any business on the Airport other than that expressly described in these Rules and Regulations, and in any applicable ground transportation license.
 - b. shall transport passengers in an unsafe manner.
 - c. representative, employee, agent or Operator shall sell, promote or otherwise provide any items or services other than ground transportation to its passengers or any other persons upon the Airport premises.
6. Drivers of commercial ground transportation vehicles shall remain in (or with) their vehicles and shall not park or leave a vehicle unattended at any curb, unless otherwise authorized by these Rules and Regulations. Unattended vehicles may be cited and

- removed. If drivers must park or leave their vehicles unattended, they shall park in the public parking lot or garage subject to the posted rates.
7. A commercial ground transportation driver, representative, employee, agent or Operator shall not deceive or attempt to deceive the public through false or misleading representations concerning its prices or services or those of other commercial ground transportation service Operators.
 8. All drivers of commercial ground transportation vehicles, with the exception of courtesy vehicles and TNC's, shall have passenger receipts in all their vehicles which are imprinted with the company's name, address, and telephone number. The receipt shall provide space for the driver's name, date and time of service and the fare charged. Electronic receipts are acceptable. Each customer shall be offered a receipt following payment by that customer.
 9. All commercial ground transportation service Operators shall post the types of credit cards accepted as payment for their services.
 10. No commercial ground transportation driver or driver's agent shall provide luggage assistance to anyone other than their commercial ground transportation customers.
 11. Commercial Ground Transportation Operators and Commercial Ground Transportation Drivers shall not place, throw or drop waste, rubbish or refuse anywhere on Airport property except in waste receptacles. No automotive parts or fluids are to be deposited, abandoned, leaked or otherwise left on Airport property.
 12. Commercial Ground Transportation Operators and Commercial Ground Transportation Drivers shall not perform any maintenance or repairs to their vehicles on Airport property, except in an emergency to make the vehicle immediately operable. Commercial Ground Transportation Operators and/or Drivers shall pay or reimburse the SRAA upon demand for any cleanup costs incurred by the SRAA, caused by or relating to the Commercial Ground Transportation Operator's or Driver's conduct or omission.
 13. Commercial Ground Transportation Operators and Drivers shall not offer or give tips, gratuities or payments of any kind to employees or agents of the SRAA, City of Syracuse, airlines or any other business entity operating at the Airport.
 14. Commercial Ground Transportation Operators and Drivers shall not interfere with Airport operations or activities, nor shall Commercial Ground Transportation Operators and Drivers interfere with SRAA, City of Syracuse, or airline employees or agents in the performance of their duties.
 15. Commercial Ground Transportation Operators and Drivers shall only pick up passengers in locations specifically designated for such purposes by the SRAA.

D. Use of Airport Premises

1. All commercial ground transportation vehicles operated on Airport premises must comply, at all times, with traffic signs, signals, pavement markings and other physical, electrical and mechanical traffic control devices placed and maintained by the SRAA unless directed otherwise by authorized personnel. Designated loading and unloading areas are subject to change from time to time, as necessary in the judgment of the SRAA to advance the safety, security and/or convenience of Airport operations. All pick-ups and drop-offs must be made in a designated loading/unloading zone. Traffic control restrictions may include, without limitation:

- a. Designating a parking time limit on any portion of the Airport;
 - b. Designating any portion of the Airport for specific uses (e.g., for the general public, designated commercial passenger vehicles, a passenger loading/unloading zones, a freight loading zone, or for Airport vehicles only);
 - c. Designating any portion of the Airport as a NO STOPPING, NO WAITING, or NO PARKING area;
 - d. Designating where and how vehicles shall be parked by means of parking space markers; and
 - e. Designating direction of travel.
2. The SRAA may use its full authority under federal, state, and local law, as well as TSA security directives, to direct, remove, or cause to be removed at the owner's expense from any restricted or reserved area, any roadway or right-of-way or other area on the Airport premises, any vehicle which is: disabled, abandoned, illegally or improperly parked, or creating an Airport operational issue. Any such vehicle may be removed or caused to be removed to an official vehicle impound area designated by the SRAA. Neither the SRAA nor the City of Syracuse shall be liable for damage to any vehicle or loss of personal property which might result from the act of removal.
 3. Cruising is prohibited. Ground transportation vehicles will be considered to be cruising unless the driver:
 - a. Has a customer to be discharged at a terminal and is proceeding to this destination by the most direct route;
 - b. Is in the process of leaving the Airport by the most direct route.
 4. All commercial ground transportation vehicles shall only be operated on roads and parking areas designated by the SRAA for use by that particular type of vehicle and ground transportation service. Vehicles are not to be positioned so as to block the flow of traffic or prevent other vehicles from gaining access to, or departing from, ground transportation areas or other areas at the Airport. Additional restrictions may be set forth by the SRAA through other means, including in a ground transportation license. No commercial ground transportation service shall use the roads, walkways, sidewalks, or other Airport facilities in such a manner as to hinder or obstruct their proper use, public access, the conduct of proper and approved business activities, or to interfere with the flow of traffic.

E. Indemnification

Commercial Ground Transportation Operators shall indemnify, defend and hold harmless the SRAA, the City of Syracuse, and their officers, agents and employees from any and all claims, liabilities, losses, suits, damages and causes of action against them, their officers, agents and employees, which may arise out of the performance or non-performance by the Commercial Ground Transportation Operator of the rights and privileges granted by these rules and regulations, and such defense, indemnity and hold harmless shall extend to any and all claims, liabilities, losses, suits, damages or causes of action of every kind or nature and shall include reasonable attorneys' fees and costs incurred in administrative, trial, appellate, review or collateral proceedings.

F. Insurance Requirements

1. Without limiting the Commercial Ground Transportation Operator's indemnification, the Commercial Ground Transportation Operator shall procure and maintain for the duration of its license insurance against claims for injuries to persons or damages to property which may arise in connection with performance of permitted activities by the Commercial Ground Transportation Operator, its agents, representatives or employees. The SRAA shall retain the right at any time to review the coverage, form and amount of insurance required hereby.
2. The Commercial Ground Transportation Operator shall furnish the SRAA with certificates evidencing coverage required below before performance commences.
3. Coverage shall be at least as broad as:
 - a. Commercial Automobile Liability for Corporate/business use vehicles including non-owned and hired coverage:
 - i. Private Passenger type vehicles (taxis only): \$350,000.
 - ii. Vehicles with a seating capacity of 7 passengers or less: \$750,000.
 - iii. Vehicles with a seating capacity of 8 to 15 passengers: inclusive, \$1,500,000.
 - iv. Vehicles with a seating capacity of 16 passengers or more: \$5,000,000.
 - b. Worker's Compensation must meet statutory requirements of the State of New York and Employer's Liability Insurance of \$1,000,000 per accident for bodily injury or disease.
 - c. Umbrella or Excess Liability policies are acceptable where the need for higher liability limits is noted in the Minimum Limits of Insurance and shall provide liability coverage that at least follow over the underlying insurance requirements where necessary for Commercial General Liability, Commercial Automobile Liability, Employers' Liability, and other liability coverage (other than Professional Liability) designated under the Minimum Scope of Insurance.
4. The insurance policies required in these Rules and Regulations are to contain, or be endorsed to contain, as applicable, the following provisions:
 - a. Insurance is to be placed with insurers with a current AM. Best's rating of no less than A-VII.
 - b. The Commercial Ground Transportation Operator shall maintain all insurance coverage in place at all times and provide the SRAA with evidence of each policy's renewal ten (10) days in advance of its anniversary date. The Commercial Ground Transportation Operator is required by these Rules and Regulations to immediately notify the SRAA if they receive a communication from their insurance carrier or broker/agent that any required insurance is to be canceled, non-renewed or otherwise materially changed. The Commercial Ground Transportation Operator shall provide evidence that such cancelled or non-renewed or otherwise materially changed insurance has been replaced or its cancellation notice withdrawn without any interruption in coverage, scope or limits. Failure to maintain required insurance in force shall be considered a material breach of the Agreement.
 - c. The SRAA and the City of Syracuse, their officers, directors, officials, and employees, are to be endorsed as additional insured as respects to automobiles owned, leased, hired or borrowed by the Commercial Ground Transportation Operator. The coverage shall contain no endorsed limitations on the scope of protection afforded to the SRAA and

the City of Syracuse, their officers, directors, officials, or employees. The Commercial Ground Transportation Operator is required to provide a copy of required additional insured endorsement to the SRAA.

- d. For any claims related to ground transportation services at the Airport, the Commercial Ground Transportation Operator's insurance coverage shall be primary insurance with respect to the SRAA, its officers, officials, employees and volunteers. Any insurance or self-insurance maintained by the SRAA, its officers, Directors, officials, or employees shall be excess of the Commercial Ground Transportation Operator's insurance and shall not contribute with it.
 - e. The Commercial Ground Transportation Operator shall be responsible for the acts and omissions of all its subcontractors and shall require all its subcontractors to maintain adequate insurance as required in this Agreement. The Commercial Ground Transportation Operator shall also require its subcontractors to name the SRAA and City of Syracuse, their officers, directors, officials, agents, and employees as additional insured on applicable policies.
5. If any claim for damages is filed with the Commercial Ground Transportation Operator or if any lawsuit is instituted against the Commercial Ground Transportation Operator, that arise out of or are in any way connected with the Commercial Ground Transportation Operator's performance of ground transportation services as described in these Rules and Regulations, and that in any way, directly or indirectly, contingently or otherwise, affect or might reasonably affect the SRAA or the City of Syracuse, the Commercial Ground Transportation Operator shall give prompt and timely notice thereof to the SRAA and the City of Syracuse. Notice shall be deemed prompt and timely if given within thirty (30) days following the date of receipt of a claim or ten (10) days following the date of service of process of a lawsuit.

G. Subordination

These Rules and Regulations are subject and subordinate to any and all applicable City, State and Federal laws, regulations and ordinances. In the event that any of these rules and regulations either conflict with, or are rendered void or unenforceable by, any applicable laws, regulations or ordinances, or by any existing or future agreements between the SRAA and any agency or instrumentality of the U.S. Government relative to the operation of the Airport (the terms and execution of which have been or may be a condition precedent to the receipt or reimbursement to the SRAA of federal funds), then the relevant provision of such applicable law, regulation, ordinance or agreement shall govern.

Section V. Taxicab Services

A. Definition

A taxicab is a vehicle properly licensed, inspected, and marked as such by an appropriate licensing authority of the State of New York. All such vehicles shall be subject to inspection by any Airport law enforcement personnel, any federal, state or local law enforcement officer, any Airport official, and all agents appointed by the SRAA who display proper identification. Vehicles which fail inspections will be required to immediately leave airport premises.

B. License to Operate on Airport Premises

1. The SRAA may grant an exclusive or non-exclusive license(s) for walk-up customer taxicab services originating from the Airport.
2. Fees and charges for service originating from the Airport will be determined by the executed Airport Ground Transportation Agreement between the SRAA and the taxicab services Operator.
3. Taxicabs which are not parties to an Agreement with the SRAA shall be limited to drop-off fares and prearranged pick-up fares and are limited to waiting in designated areas only.

C. Operations

1. Taxicabs operating under an agreement will use the designated areas for walk-up customers originating from the Airport
2. Unless a taxicab is party to an Airport taxicab agreement, taxicab pick-up services shall be prearranged.
 - a. Prearranged taxicab services must display on the dashboard, so as to be visible from outside the taxicab, a waybill for each passenger for whom they are providing ground transportation services. This waybill must be made available for inspection on demand of any Airport law enforcement personnel, any state or local law enforcement officer, all Airport officials, and all agents appointed by the SRAA who display proper identification.
 - b. Taxicabs not a party to an agreement will use the designated areas to pick-up customers originating from the Airport.

D. Taxicab Dispatcher

1. As part of an exclusive agreement for walk-up customer services, the operator agrees to provide a dispatcher, who will be available to furnish service to Airport passengers at the time of all scheduled flight arrivals (including changes in schedules) of the various airlines. If there is an exclusive operator, then that operator is the only entity permitted to maintain dispatcher services at the Airport.
2. The dispatcher will be responsible for the following:
 - a. Insuring the smooth and orderly loading and departure of the ground transportation vehicles.
 - b. Maintaining order in the designated ground transportation staging areas and loading/unloading areas.
 - c. Directing patrons to alternative forms of transportation, if requested.
 - d. Advising patrons of authorized rates.

Section VI. Transportation Charter Party (TCP) Carriers

A. Definition

A Transportation Charter Party (TCP) Carrier is an operator that provides on-demand or scheduled service to or from the Airport using limousines, SUVs, vans, buses, etc. This includes businesses which provide TCP-type operations for their customers.

B. License to Operate on Airport Premises

1. No on-demand TCP Carrier may accept a passenger originating from the Airport unless it holds a license from the SRAA to operate on Airport premises. This license is limited solely to passenger pickup and passenger drop-off on a non-exclusive basis.
2. No scheduled TCP Carrier may accept a passenger originating from the Airport, or discharge passengers at the Airport, unless it holds a license from the SRAA to operate on Airport premises. This license is limited solely to passenger pickup and passenger drop-off on a non-exclusive basis.
3. The application form for a TCP Carrier License may be obtained from the SRAA office.
4. The fee for a TCP Carrier License is found in the SRAA Commercial Ground Transportation Fee Schedule, as from time-to-time published by the SRAA.

C. Operations

1. An on-demand TCP operator shall only accept passengers on an advance reservation basis and whose destinations are within the operator's authorized operating area as set forth in the terms of the certificate, permit, or license under which the TCP operates.
2. TCP operators shall load passengers and baggage only within designated zones, unless the driver has parked his/her vehicle in the public parking lot/garage to meet his/her passenger. In this case, the Driver may load passengers and baggage in that parking lot/garage.
3. A TCP vehicle may stand in the designated zone to wait for a pre-arranged passenger as long as the Driver does not leave the vehicle unattended.
4. A TCP vehicle may park in the designated zone, if space is available, for a maximum of thirty 30 minutes for the Driver to meet the pre-arranged passenger(s) per the Meet and Greet Policy (Section XI).

Section VII. Courtesy Vehicles

A. Definition

A Courtesy Vehicle includes those vehicles operated by rental car, hotel/motel, off-airport parking, and institutional (e.g., school) operators for the convenience of customers of their own operations.

B. License to Operate on Airport Premises

1. No Courtesy Vehicle may pick-up or discharge passengers at the Airport unless it holds a license from the SRAA to operate on Airport premises.
2. The application form for a Courtesy Vehicle License may be obtained from the SRAA office.
3. The fee for a Courtesy Vehicle License may vary depending on the nature of the Operator and may be found in the SRAA Commercial Ground Transportation Fee Schedule, as from time-to-time published by the SRAA.

C. Operations

1. A Courtesy Vehicle is provided a non-exclusive license to load/unload passengers and their

- baggage, coming directly from/to the Airport from the Operator's business location, in connection with passengers' business relationship with the Courtesy Vehicle Operator.
2. Courtesy Vehicles shall load passengers and baggage only within designated zones and at no time shall the Driver leave the vehicle unattended.
 3. Under no circumstances shall the Courtesy Vehicle operator transport passengers other than those utilizing its own business services.
 4. The holder of a Courtesy Vehicle License may cause direct-line telephone service to be installed between its business establishment and the Airport, and pay the appropriate charges, and may indicate the location of said telephone service in the terminal building by an appropriate sign or signs, as approved by SRAA.

Section VIII. Nonprofit services including publicly-owned transit

A. Definition

Nonprofit services include those vehicles operated by a not-for-profit organization, including municipalities or publicly-owned corporations, providing either regularly scheduled service or on-demand service, to the Airport.

B. License to Operate on Airport Premises

1. No Nonprofit Operator may pick-up or discharge passengers at the Airport unless it holds a license from the SRAA to operate on Airport premises.
2. The application form for a Nonprofit Vehicle License may be obtained from the SRAA office.
3. The fee for a Nonprofit Vehicle License is found in the SRAA Commercial Ground Transportation Fee Schedule, as from time-to-time published by the SRAA.

C. Operations

1. A Nonprofit Vehicle is provided a non-exclusive license to load/unload passengers and their baggage at the Airport.
2. Nonprofit Vehicles shall load passengers and baggage only within designated zones and at no time shall the Driver leave the vehicle unattended.

Section IX. Transportation Network Companies

A. Definition

A Transportation Network Company (TNC) is an operator that provides transportation services using an online enabled platform to connect passengers with TNC drivers using their personal vehicles

B. License to Operate on Airport Premises

1. No TNC operator may accept a passenger originating from the Airport unless it holds a license from the SRAA to operate on Airport premises.
2. The application form for a TNC Operator License may be obtained from the SRAA office.
3. The fee for a TNC Operator License is found in the SRAA Commercial Ground

Transportation Fee Schedule, as from time-to-time published by the SRAA.

C. Operations

1. A TNC operator is provided a non-exclusive license to load/unload passengers and their baggage at the Airport.
2. A TNC operator shall only accept passengers on an advance reservation basis made through the TNC application.
3. TNC operators shall load passengers and baggage only within designated zones and at no time shall the Driver leave the vehicle unattended.
4. A TNC Driver has the option to park his/her vehicle in the public parking lot/garage to meet his/her passenger in accordance with the Guidelines for Meet and Greet Services (Section XI). In this case, the Driver may load passengers and baggage in that parking lot/garage.
5. TNC vehicles must display on the dashboard, so as to be visible from outside the vehicle, a printed, typed sign identifying the TNC operator for which they are driving.
6. TNC Drivers must have a waybill for each passenger for whom they are providing ground transportation services. This waybill must be made available for inspection on demand of any Airport law enforcement personnel, any state or local law enforcement officer, all Airport officials, and all agents appointed by the SRAA who display proper identification.

Section X. Airport Car Rental Concessionaires

A. Definition

An Airport Car Rental Concessionaire is an operator that maintains both a counter/office/storage space and a ready/return car facility on Airport premises.

B. License to Operate on Airport Premises

1. An Airport Car Rental Concessionaire is granted a license to operate on Airport premises under the terms, and for the fees, in its Concession Agreement with the SRAA.

C. Operations

1. A car rental concessionaire operating at the Airport has the non-exclusive right to operate a vehicle rental concession and related services at the Airport.
2. Concessionaire shall confine its solicitation of business at the Airport to signs and written advertisements which have received the prior written approval of the SRAA.
3. Concessionaire shall provide a sufficient number of employees in the ready/return vehicle areas to keep traffic lanes open at all times.
4. Concessionaire shall keep Airport roadways, parking lots and areas free of rental vehicles.
5. All employees of Concessionaire who operate a vehicle on Airport roadways or elsewhere on the Airport shall do so in accordance with all SRAA Rules and Regulations.

Section XI. Guidelines for Meet and Greet Services at the Airport

- A. All commercial ground transportation operators and companies utilizing ground

transportation services may meet and greet individuals or groups in the terminal building only by the use of hand-held signs and only in the Baggage Claim area.

1. Meet and greet services must be conducted in a manner that does not obstruct the normal flow of pedestrian traffic through the terminal.

B. Signs

1. Signs may not exceed 15" by 15", or be less than 8.5" by 11".
2. The sign must have the name of the individual, group or company being met. The name/logo of the commercial ground transportation company, tour operator, etc., must be on the sign, not exceeding 25% of the sign. The sign must be of professional quality.

C. Individuals conducting meet and greet services may be required, from time to time, to provide the SRAA certain pertinent information about the individual or group being met (passenger's name, flight number, arrival time, etc.) at the request of any Airport law enforcement personnel, any state or local law enforcement officer, all Airport officials, and all agents appointed by the SRAA who display proper identification.

D. Under no circumstances shall the individual conducting meet and greet services at the Airport solicit additional passengers.

E. Individuals conducting meet and greet services who are in violation of these guidelines will be required to discontinue their services immediately.

Section XII. Required Records

Each licensed commercial ground transportation operator is required to maintain the following current information on file with the SRAA. This information shall include, but is not limited to, the following:

A. For each vehicle

1. Copy of current vehicle registration
2. Vehicle Identification Number
3. License plate number
4. Proof of insurance
5. Roster of drivers authorized to operate the vehicle

B. For each driver

1. Copy of driver's license

Section XIII. Enforcement

A. Violations

Violations of these Rules and Regulations may lead to the temporary suspension or permanent revocation of the ground transportation service license and/or the driver's permit to operate on the Airport, as well as fines and criminal prosecution.

B. Citations

Administrative citations may be given for any infraction of these Rules and Regulations. Any Airport law enforcement personnel, any federal, state or local law enforcement officer, any Airport official, and all agents appointed by the SRAA who display proper identification are authorized to issue administrative citations for violations of these rules. These citations may be given in addition to any citations for violation of local, state, or federal laws.

C. Administrative Fines and Penalties

1. The Executive Director may assess fines and/or suspensions based on citations for violations of these Rules and Regulations. Behavior prohibited by these Rules and Regulations includes behavior which is destructive to Airport property, disrespectful of the Airport or its patrons, which may be disruptive to Airport operations, or which affects the safety or security of the Airport or its passengers. The Director may fine or suspend for behavior not specifically listed in these Regulations, but prohibited under the general categories as stated in this paragraph.
2. A fine of \$100 may be assessed for the first citation, a fine of \$200 for a second violation of the same provision within one year, and a fine of \$500 for each additional violation of the same provision within one year.
3. The holder of the ground transportation license shall be notified in writing of citations issued or fines/suspensions assessed.
4. The Executive Director reserves the right to revoke a license depending upon the gravity, number, or the severity of violations and the ground transportation service operator's response.
5. Any driver receiving three citations for any violations under these regulations within one calendar year shall be subject to having his/her individual ground transportation privileges revoked.

D. Responsibility

Each Ground Transportation Operator shall be held responsible for the failure of its drivers, agents, employees or other representatives to comply with these Rules and Regulations.

Section XIV. Adoption of Rules and Regulations Shall Not Constitute Grant of Rights

The adoption of these Rules and Regulations is not intended to be construed to grant any property right or expectation to any person. The SRAA expressly reserves the right to amend these Rules and Regulations any time and in any respect, as well as the right to amend concession agreements entered into pursuant to the terms hereof by mutual concurrence of the SRAA and the holder of any such agreement or permit. Additionally, the SRAA reserves the right to limit access to any area of the Airport, without 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 God. Any person who determines to invest time or financial resources in the provision of ground transportation service at the Airport does so with the full knowledge of the foregoing provisions, and shall have no right or standing to make any claim

v4, Approved, 2016-05-06

whatsoever against the SRAA by reason of any subsequent amendment to these Rules and Regulations, any amendment to a concession agreement or permit or any limitation or restriction to access to the Airport as aforesaid.