



**Tampa
International
Airport**

**Hillsborough County Aviation
Authority**

**Ground Transportation Operating
Procedures (GTOPS) Manual**

October 13, 2021

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SECTION 1: INTRODUCTION

I. OVERVIEW

As it relates to Commercial Vehicle companies, this Manual provides direction and lines of responsibility in the day-to-day ground transportation operation at Tampa International Airport (Airport).

II. PURPOSE

A. The Hillsborough County Aviation Authority (Authority) has established this Ground Transportation Operating Procedures (GTOPS) Manual as an adjunct to the Rules and Regulations for the Airport. This Manual is intended to:

1. Promote high-quality ground transportation services in a manner that is consistent with public safety and convenience;
2. Ensure the efficient movement of passengers to and from the Airport; and
3. Ensure the efficient use of the limited capacity of the Main Terminal roadway, vehicle parking, and vehicle boarding facilities.

B. This Manual establishes operating procedures for all classifications of ground transportation operations at the Airport, including but not limited to:

1. Contracted Taxicabs
2. Non-Contracted Taxicabs
3. Contracted Shared Ride
4. Non-Contracted Shared Ride
5. Transportation Network Companies
6. Luxury Limousines
7. Charter Buses
8. Hotel/Motel Courtesy Vehicles
9. Off-Airport Rental Car Courtesy Vehicles
10. Off-Airport Parking Courtesy Vehicles
11. Peer to Peer Vehicle Sharing

- C. The general layout of ground transportation facilities at the Airport is shown in Exhibit 1 of this Manual. Larger scale diagrams of facilities in the vicinity of the Airport's Main Terminal Building are shown in Exhibits 2 through 9 of this Manual.

III. MANUAL UPDATES

- A. The Director of Public Safety and Security will maintain the master copy of the Manual, ensuring that all amendments and revisions are distributed to affected parties including all federal, state, and local governmental agencies.
- B. The Director of Public Safety and Security and Senior Manager of Traffic will initiate a review of the Manual as required, but at least every three years. Potential changes and revisions will be submitted to the Executive Vice President of Operations and Customer Service for review and approval.
- C. Upon approval from the Executive Vice President of Operations and Customer Service, all recommended changes and revisions to the Manual will be forwarded to Legal Affairs for review and approval.

SECTION 2: DEFINITIONS AND ACRONYMS

ABM Parking Services (ABM): The company responsible for managing the operation of the public and employee parking facilities, overseeing the permitting of Ground Transportation activities, and issuing transponders at the Airport.

Active Loading: When passengers are placing luggage in and are entering a vehicle to depart the Airport, and includes situations where passengers are en-route with luggage to the vehicle from the baggage claim belts.

Active Unloading: The disembarking of passengers or luggage from a vehicle.

Agreement: A written agreement between the Authority and a Company which allows the Company to conduct business at the Airport, subject, however, to the terms and conditions of the agreement.

Airport: All areas, improvements and property within the territorial boundaries of Tampa International Airport, including all roadways, terminals, facilities, and parking areas.

Airport Concessions and Commercial Parking: The Authority department that is authorized to administer, direct, and control the operation of the Public Parking Facilities, employee parking facilities, Ground Transportation concession agreements, and the AVI System at the Airport.

Airport Facility: Any facility of a Permit Holder or Company located on Airport property.

Airport Police Department: The organization authorized by the appropriate governmental entities responsible for law enforcement at the Airport acting under the direction of the Director of Public Safety and Security or designee.

Airport Rider: An individual who uses a digital network to connect with a TNC driver in order to obtain a pre-arranged ride in the TNC driver's TNC vehicle between points chosen by the Airport Rider. A person may use a digital network to request a pre-arranged ride on behalf of an Airport Rider.

Airport Traffic Division: The organization under the Airport Police Department authorized to administer, direct, and control Ground Transportation activities at the Airport.

Approval: Permission, in writing, by the Chief Executive Officer or designee.

Arrival Drives Loading Zones: The designated area on the Blue and Red arrival drives where customers depart Baggage Claim and vehicles can pick up their passengers.

Automatic Vehicle Identification (AVI) System: A computerized automatic vehicle identification system which monitors commercial vehicle activity at the Airport.

Authority: The Hillsborough County Aviation Authority.

AVI Transponder: A device installed by ABM on each commercial vehicle belonging to Companies authorized to provide Commercial Ground Transportation services at the Airport for the purpose of recording activity of the Commercial Vehicle for which the AVI System then charges the appropriate Per Trip Fee.

Baggage Claim: The areas located on the north and south sides on the first level of the Main Terminal Building, including, but not limited to, doorways, exterior curbs, elevator and escalator landings, and tenant offices.

Baggage Claim Meet and Greet Area: Those areas designated in the Baggage Claim areas where permitted chauffeur drivers wait for their customers to arrive.

Bus: A Commercial Vehicle with a length of twenty-five (25) feet or more and a seating capacity of eighteen (18) or more passengers, not including the driver, which has valid operating authority (permits, licenses, certificates, etc.) from the appropriate governmental agency or agencies.

Chauffeur: An individual holding a valid Private Vehicle Driver's License (PVDL) from the State of Florida to operate a motor vehicle for hire.

Chief Executive Officer (CEO): The Chief Executive Officer of the Hillsborough County Aviation Authority.

Circling in the Quad Lots: The operation of any Commercial Vehicle in a single Quad Lot whereby said vehicle passes the Courtesy Vehicle Loading Lane more than twice without exiting the Quad Lot.

Circulation Road: The roadways designated "East Circulation Drive" and "West Circulation Drive," as shown in Exhibit 6.

Commercial Ground Transportation: The act of providing the carriage of persons or property to or from the Airport in a Commercial Vehicle.

Commercial Ground Transportation Center: The remote area, south of the Main Terminal, on Airport property which contains a building with restrooms and break areas and a vehicle staging area located at 2402 N. Westshore Boulevard.

Commercial Vehicle: Any vehicle engaged in transporting passengers for a commercial entity, regardless of whether the charge for such service is paid directly, indirectly, or at all by passengers being transported, excluding those operated by a governmental entity.

Commercial Vehicle Regulating Authority: A state or local government agency or agencies having jurisdiction over vehicles for-hire, including taxicabs, limousines, and vans.

Commercial Vehicle Staging Area: Any area designated by the Authority for the accumulation of Commercial Vehicles for later distribution to passenger loading areas. The Commercial Vehicle Staging Area referenced in this Manual is located near the Airport entrance, as shown in Exhibit 1.

Company: Any person who operates any type or kind of vehicle used for the commercial purpose of transporting passengers, operating to and from the Airport.

Contracted Shared Ride Vehicles: Authorized vehicles utilized by a contracted shared ride company(s). These vehicles provide Commercial Ground Transportation services within specified geographical areas, and provide a class of service that is regulated by state or local government agency or agencies having jurisdiction.

Contracted Taxicab Vehicles: Taxicabs utilized by a contracted taxicab vehicle company(s) who provide a class of service that is regulated by state or local government agency or agencies having jurisdiction.

Courtesy Vehicle: A permitted commercial courtesy vehicle less than twenty-five (25) feet in length, operated by an off-airport operator, carrying pre-reserved customers from the Airport to points or places off the Airport and includes, but is not limited to the following classifications: hotel/motel courtesy vehicle, off-airport rent a car, and off-airport parking courtesy vehicles.

Courtesy Vehicle Loading Lane: The lane designated in each Quad Lot where Courtesy Vehicles are to load their passengers.

Courtesy Vehicle Transportation: The act of providing the carriage of persons to or from the Airport in a Courtesy Vehicle.

Crossover Drives: The roadways designated as “West Crossover Drive”.

Cruising: The operation of any Commercial Vehicle on the Terminal Drives or through the Quad Lots without a valid reservation for a pre-reserved customer for the time and place of said operation.

Curbside Lane: The inner curb roadway lane immediately adjacent to the pedestrian sidewalks along the north and south sides of the Main Terminal Building, so designated as a “Curbside Lane” in Exhibits 4 and 5. Specifically excluded is the West Crossover Drives of the Main Terminal Building and any lanes within the Quad Lots designated for the use of Courtesy and Commercial Vehicles for the active loading of passengers.

Customers with Pre-Arranged Transportation Pick-up: Transportation provided by a permitted Ground Transportation vehicle from points within the Tampa Bay area, other than from the Airport, in which the name of the prospective passenger and other required information are listed on the company’s manifest at least (30) minutes prior to the transporting of passenger by such vehicle.

Delivery Vehicle: Any Commercial Vehicle used to transport packages, letters, goods, supplies, luggage or similar items to, at, within, or from the Airport.

Driver: Person who is in actual control of a vehicle.

Economy Parking Garage: The public parking building in the South Terminal Support Area which is used for public parking and may be used for Peer-to-Peer Vehicle Sharing to pick up or drop off Airport customers.

Geo-Fence: Virtual boundary comprised of one or more polygons whose points are geographic coordinates defined by the Airport.

Gross Revenues: Income (at invoice value) received for goods and services over a given period of time.

Ground Transportation: Transportation options at the Airport, including, but not limited to, Taxis; Rental Cars; shared ride service; charter bus service/public transportation; Transportation Network Companies (Uber/Lyft); and Peer-to-Peer Vehicle Sharing.

Ground Transportation Permit: Authorization by the Authority to conduct Commercial Ground Transportation activities at the Airport with permitting managed by ABM.

Loading Area: Designated space or lane for the loading of passengers into Commercial Vehicles.

Long-Term Parking Garage: The public parking building located adjacent to the Main Terminal Building which is used for public parking.

Luxury Limousine: Vehicle greater than eighteen (18) feet in length and not more than twenty-eight (28) feet in length with the qualities and amenities deemed luxurious by the Authority, operated by an off-airport operator, carrying pre-reserved passengers from the Airport to points or placed off the Airport. Not included are limousines with tandem rear wheel configuration which are prohibited from operating at the Airport. Luxury Limousines provide a class of service that is regulated by state or local government agency(s) having jurisdiction.

Main Terminal Building: The central passenger terminal building housing passenger ticketing, baggage claim, and other related activities at the Airport.

Main Terminal Taxicab Holding Areas: Designated areas for the interim staging of contracted taxicabs near the Main Terminal Building, presently designated as the east and west Quad Decks, as shown in Exhibit 5.

Manual: The Ground Transportation Operating Procedures (GTOPS) Manual.

Meet and Greet: The act of meeting a passenger whose transportation has been pre-reserved prior to the passenger, driver or affiliate's entry onto Airport property.

Non-Contracted Share Ride Vehicles: Any Commercial Vehicle less than twenty-five (25) feet in length with unmetered rates, a seating capacity of fifteen (15) passengers or less, including the driver, operating to and from the Airport in accordance with valid operating authority (permits, licenses, certificates, etc.) from the appropriate governmental agency or agencies and which provides a class of service that is regulated by state or local government agency(s) having jurisdiction.

Non-Contracted Taxicab Company: Taxicab operator who does not have a concession agreement with the Authority.

Off-Airport Parking Company: Any off-Airport parking company which has a concession agreement with the Authority, operates at the Rental Car Center Remote Curb, and whose Courtesy Vehicles have a current Airport Permit.

Off-Airport Rental Car Company: Any off-Airport rental car company which has a concession agreement with the Authority, operates at the Rental Car Center Remote Curb, and whose Courtesy Vehicles have a current Airport Permit.

Operations Department: Department that oversees the day-to-day operations of the Airport.

Passenger: The individual, customer, client, guest or family member being transported to or from the Airport, or any individual at the Airport that inquires, seeks or receives transportation.

Peer-to-Peer Vehicle Sharing: A remote, web-based, or mobile application vehicle sharing platform that enables private vehicle owners to enter into arms-length transactions by which the

private vehicle owner allows a customer to use the vehicle for a period of time for a fee. A Peer-to-Peer Vehicle Sharing transaction includes a reservation for a vehicle to be delivered to a customer at the Airport or for the private vehicle owner to pick up the customer at the Airport.

Peer-to-Peer Vehicle Sharing Agreement: The Use and Permit Agreement for Peer-to-Peer Vehicle Sharing Concession which provides for Peer-to-Peer Vehicle Sharing to Airport customers via a reservation.

Peer-to-Peer Vehicle Sharing Concession: Providing Peer-to-Peer Vehicle Sharing to Airport customers via a reservation.

Per Trip Fee: The fee established by the Authority for each pick-up of an Airport customer, as may be adjusted from time to time.

Permit: Authorization by the Airport Traffic Division to conduct Commercial Ground Transportation activities at the Airport.

Permit Holder: Company to whom the Authority has issued a Permit, including but not limited to, the Company owner, officer, director, shareholder, partner or driver.

Pre-Reserved Customer: A passenger who specifically requests service from a certain company or has a reservation for ground transportation service made prior to the company's entry to the Airport.

Pre-Reserved Transportation: The transportation of passengers, whereby the Company of the Commercial Vehicle knows the name(s) of the passengers the Company is picking up and the destination to which the passengers are being transported. Such knowledge is secured prior to the passenger making contact with the Company.

Private Vehicle: A vehicle transporting persons or property for which no charge is paid directly or indirectly by the passenger or by any other entity. A Courtesy Vehicle is not considered a Private Vehicle.

Privilege Fee: Fee for the privilege of accessing the Airport, subject to any applicable State of Florida sales tax.

Procedures: The Standard Procedures as established by the Authority.

Public Parking Facilities: All public parking facilities provided at the Airport, including: Short Term Parking Garage atop the Main Terminal Building; Long Term Parking Garage adjacent to the Main Terminal Building; and the Economy Parking Garage located on the Airport Service Road.

Quad Decks: The parking and vehicle staging areas on the east and west end of the Main Terminal Building at Level 2 (East and West Quad Deck), as designated in Exhibits 4 and 5.

Quadrants (or Quad Lots): The vehicle circulation areas located at the four corners of the Main Terminal Building on the ground level, as designated in Exhibits 2, 4, 6, 7, 8 and 9. Identified as "Quad Lot Red 1" and "Quad Lot Blue 2" on the west side of the Main Terminal Building and "Quad Lot Blue 1" and "Quad Lot Red 2" on the east side of the Main Terminal.

Quadrant Drives: The roadways connecting the Red and Blue Quadrants on the east and west sides of the Main Terminal Building, as shown in Exhibit 4.

Rental Car Center Commercial Curb: The curbside at the Rental Car Center where commercial ground transportation vehicles designated by Authority pick-up and drop-off Airport customers.

Rental Car Center (RCC): The facility that houses the on-Airport rental car companies.

Rental Car Company: Any enterprise or person that has an agreement to engage in the business of renting motor vehicles on or off the Airport.

Rental Car Return Area: The area designated for on-airport rental car return that is located in the Rental Car Center.

Rental Car Service Area and Ready Stalls: The area designated for rental car preparation and parking for customer rental that is located in the Rental Car Center.

Rider: An individual who uses a Digital Network to connect with a Transportation Network Company Driver in order to obtain a pre-arranged ride in the Transportation Network Company Driver's Transportation Network Company vehicle between points chosen by the Rider.

Service Road: Designated perimeter road that provides access to Airport facilities, separate from the main roadways.

Short-Term Parking Garage: The public parking building located atop the Main Terminal Building which is used for public parking.

Skycap: An individual employed or contracted by an airline to provide luggage, wheelchair, or other assistance to arriving and departing passengers.

Solicitation or to Solicit for Passengers: To directly or indirectly, actively or passively, openly or subtly, ask (or endeavor to obtain by asking), request, implore, plead for, importune, seek or try to obtain passengers for a Ground Transportation service.

South Terminal Support Area: The area located south of the Main Terminal Building that serves as the gateway to the Airport and consists of the cell phone lot, Economy Parking Garage, and local roadways.

Taxicab, Taxi or Cab: Any vehicle less than twenty-five (25) feet long that carries persons for a fare, determined by a meter, that is designated to carry not more than five (5) persons, including the driver, and that has valid operating documents (permits, licenses, certificates, etc.) from the appropriate state or local government agency or agencies.

Taxicab Passenger Loading Lane: The part of designated lanes to be used exclusively for the parking and loading of contracted Taxicabs, presently located on level 1 of the Main Terminal Building and designated as the east end, comprised of Quad Lots Blue 1 and Red 2, and the west end, comprised of Quad Lots Red 1 and Blue 2 as shown in Exhibit 4.

Terminal Drives: The lower level (flight arrival) and upper level (flight departure) roadways running parallel to the north and south sides of the Main Terminal Building. The lower level roadways are designated in Exhibits 2, 4, 6, 7, 8 and 9 as Terminal Drive – Red – Level 1 and Terminal Drive –

Blue – Level 1. The upper level roadways are designated in Exhibits 3 and 5 as Terminal Drive – Red – Level 2 and Terminal Drive – Blue – Level 2.

Traffic Specialist: An individual authorized to administer, direct, and control the movement and operation of Ground Transportation at the Airport and other areas designated by the Authority.

Transportation Network Company (TNC): An entity operating in the State of Florida pursuant to Section 627.748, Florida Statutes using a digital network to connect a rider to a Transportation Network Company driver, who provides prearranged rides.

Vehicle for Hire or For Hire Vehicle: Any vehicle used in Commercial Ground Transportation activity on the Airport.

SECTION 3: GENERAL REQUIREMENTS

I. POLICY

- A. Consistent with Authority Policy P310, Commercial Ground Transportation, the Authority has established operating procedures for commercial ground transportation services at the Airport for the use of Airport facilities and collects fees and charges from the Company. In establishing the fees and charges, the Authority includes the recovery of the costs of constructing the facilities used by each ground transportation service and the Authority's maintenance, operational, administrative, and enforcement costs associated with such facilities. (Refer to Appendix I).
- B. The Authority may also charge a Per Trip Fee or privilege fee representative of the special benefit a particular class of business derives from the Airport and use thereof.
- C. All employees, subcontractors, or agents of a Courtesy Vehicle Company must adhere to this Manual and any Airport Rules and Regulations, Standard Procedures, Policies, and/or any subsequent directives issued by the Authority.

II. TYPES OF AGREEMENTS AND PERMITS

Companies may apply for one or more of the following classes of agreements or permits.

- A. Charter Bus Permit: A permit issued to a Company who has Charter buses for hire. Granted for the sole purpose of picking up passengers at the Airport. Not regulated by the State of Florida or local government entities.
- B. Contracted Shared Ride Agreement: An agreement with any shared ride Company to provide walk-up service, and, by reservation, transportation services from the Airport. Authorized vehicles are permitted to stage within designated areas at the Airport. Regulated by the State of Florida or local government agency(s) having jurisdiction.
- C. Contracted Taxicab Agreement: An agreement with any Taxicab company to provide on-demand Taxicab service from the Airport. These Taxicabs are able to stage at the Airport and are regulated by the State of Florida or local government agency(s) having jurisdiction.
- D. Hotel/Motel Courtesy Vehicle Permit: A permit issued to hotel/motel companies that only transport hotel guests to and from the Airport. Not regulated by the State of Florida or local government entity.
- E. Luxury Limousine Permit: A permit issued to Luxury Limousine companies who intend to pick up passengers at the Airport. Regulated by the State of Florida or local government agency(s) having jurisdiction.
- F. Non-Contracted Shared Ride Permit: A permit issued to Non-Contracted Shared Ride companies for the purpose of transporting customers to and from the Airport.

Regulated by the State of Florida or local government agency(s) having jurisdiction.

- G. Non-Contracted Taxicab Permit: A permit issued to Non-Contracted Taxicab Companies for the purpose of transporting customers to and from the Airport. Regulated by the State of Florida or local government agency(s) having jurisdiction.
- H. Off-Airport Parking Courtesy Vehicle Permit: A permit issued to an Off-Airport Parking Company for the purpose of transporting off-airport parking customers from the Airport to the Company's facility. The Off-Airport Parking Company must enter into an agreement with the Authority.
- I. Off-Airport Rental Car Courtesy Vehicle Permit: A permit issued to an Off-Airport Rental Car Company for the purpose of transporting Off-Airport Rental Car customers from the Airport to the Company's facility. The Off-Airport Rental Car Company must enter into an agreement with the Authority.
- J. Peer-to-Peer Agreement: An agreement between the Airport and a Peer-to-Peer Vehicle Sharing company for the purpose of permitting a Peer-to-Peer Vehicle Sharing Concession at the Airport.
- K. Transportation Network Company (TNC) Agreement: An agreement between the Authority and a TNC for the purpose of transporting TNC riders to and from the Airport.

III. PERMIT APPLICATION REQUIREMENTS

- A. With the exception of contracted shared ride and contracted taxicab companies, each Company that desires to pick up passengers at the Airport, or conduct off-airport rental car operations or off-airport parking operations at the Airport, is required to obtain the applicable annual permit and AVI Transponder from ABM.
- B. **TERMS OF PERMITS**: The term of a Permit runs concurrent with the fiscal calendar year, from October 1st to September 30th. Permits may be prorated if not obtained at the beginning of the fiscal calendar year.
- C. **PAYMENT OF MINIMUM PER TRIP FEE BALANCE**: Upon issuance of a Permit, Companies will pay, in advance and maintain at all times during the term the Permit, a minimum Per Trip Fee balance of \$100. Such minimum Per Trip Fee balance will be replenished automatically by the AVI System by electronic means (credit or debit card or ACH) any time a Company's Per Trip Fee balance falls below \$25.

During the term of a Permit, Company will pay to the Authority the Per Trip Fee established by the Authority Board of Directors (Board) for each trip by a Company's Commercial Ground Transportation Vehicle(s), as may be adjusted from time to time by the Board. The Per Trip Fee will apply once each time a Company's Commercial Ground Transportation Vehicle(s) enters the Airport property and picks up one or more Airport Customers, and shall be paid to the

Authority automatically via the AVI System by deduction from a Company's Per Trip Fee balance.

Companies will not, for any reason, withhold or reduce required payments of Per Trip Fees or other charges provided pursuant to a Permit, it being expressly understood and agreed by the parties that the payment of Per Trip Fees or other charges is a covenant by the Company that is independent of the other covenants of the parties under the Permit.

1. Fee Adjustment: The Authority will review the Per Trip Fees on an annual basis and adjust as deemed appropriate.
2. Without waiving any other right of action available to the Authority, in the event of failure to pay the Per Trip Fees for a period of five (5) business days or more, a Company shall pay to Authority interest thereon at the rate of fifteen percent (15%) per annum from the date payment was due and payable until paid in full. Such interest shall not accrue with respect to disputed items being contested in good faith by a Company, in which event the legal rate of interest shall prevail.

Permit and Miscellaneous Fees

Classifications	Per Trip Fees	Frequency
Off-Airport Rental Car Courtesy Vehicle	\$4.50 per trip	N/A
Off-Airport Parking Courtesy Vehicle	\$4.50 per trip	N/A
Hotel/Motel Courtesy Vehicle	\$4.50 per trip	N/A
Non-Contracted Shared Ride	\$4.50 per trip	N/A
AVI Transponder Replacement	\$50	As needed
Permitted Charter Bus	\$25	Per pickup
Non-Permitted Charter Bus	\$50 each for first 2 pickups; \$100 each subsequent pickup	Per pickup
Luxury Limousine	\$5.00 per trip	N/A
Luxury and Non-Contracted Taxicabs	\$5.00 per trip	N/A
Transportation Network Company	\$5.00 per trip	N/A

Vehicle Types and Operational Locations

Vehicle Types	Passenger Drop Off Location(s)	Passenger Pickup Location(s)
Contracted Shared Ride	-Main Terminal Building Departure Drives -Rental Car Center Commercial Curb	Quad Lots
Non-Contracted Shared Ride	-Main Terminal Building Departure Drives -Rental Car Center Commercial Curb	Quad Lots
Contracted Taxicab	-Main Terminal Building Departure Drives -Rental Car Center Commercial Curb	Quad Lots
Non-Contracted Taxicab	-Main Terminal Building Departure Drives -Rental Car Center Commercial Curb	Main Terminal Building Parking Garage
Luxury Limousines	-Main Terminal Building Departure Drives -Rental Car Center Commercial Curb	- Main Terminal Building Arrival Drives - Main Terminal Building Parking Garage
Transportation Network Company	-Main Terminal Building Departure Drives -Rental Car Center Commercial Curb	- Main Terminal Building Arrival Drives - Main Terminal Building Parking Garage
Charter Bus	-Quad Lots	Quad Lots
Hotel/Motel Courtesy Vehicle	-Main Terminal Building Departure Drives -Rental Car Center Commercial Curb	Quad Lots
Off-Airport Parking Courtesy Vehicle	Rental Car Center Commercial Curb	Rental Car Center Commercial Curb
Off-Airport Rental Car Courtesy Vehicle	Rental Car Center Commercial Curb	Rental Car Center Commercial Curb
Peer to Peer Vehicle Sharing	Economy Parking Garage Rental Car Center Commercial Curb	Economy Parking Garage Rental Car Center Commercial Curb
Public Transportation (HART/PSTA Bus)	Rental Car Center Commercial Curb	Rental Car Center Commercial Curb

D. INSURANCE REQUIREMENTS:

A Company will obtain at its own expense, and maintain in force throughout the term of a Permit, liability insurance covering bodily injury, property damage and such other insurance as may be necessary to protect the Authority from claims and actions. Coverage will be provided by insurance companies eligible to do business in the State of Florida. The insurance coverage shall include the Authority as an

additional insured. The naming of the Authority as an additional insured shall not thereby cause Authority to be deemed a partner or joint venture with the Permittee in the activities covered under the Permit.

All Permittees shall maintain the limits and coverages listed below uninterrupted or amended through the term of the Permit. In the event the Permittee becomes in default of the following, the Authority reserves the right to take whatever actions deemed necessary to protect its interests. Coverage will be provided for all owned, hired, and non-owned vehicles. Coverage shall be per form CA 00 01 or its equivalent.

1. **Required Minimum Limits:** inclusive of any amounts provided by an umbrella or excess policy, covering the operations performed pursuant to the applicable Permit are listed below.

Non-Contracted Taxicab

Business Auto Liability – Each Occurrence; Bodily Injury and Property Damage Combined \$300,000

Non-Contracted Shared Ride

Business Auto Liability – Each Occurrence; Bodily Injury and Property Damage Combined \$500,000

Hotel/Motel Courtesy Vehicle

Business Auto Liability – Each Occurrence; Bodily Injury and Property Damage Combined \$500,000

Off-Airport Rent-A-Car Courtesy Vehicle

Business Auto Liability – Each Occurrence; Bodily Injury and Property Damage Combined \$500,000

Off-Airport Parking Courtesy Vehicle

Business Auto Liability – Each Occurrence; Bodily Injury and Property Damage Combined \$500,000

Luxury Limousine

Business Auto Liability – Each Occurrence; Bodily Injury and Property Damage Combined \$500,000

Peer-to-Peer Vehicle Sharing

Business Auto Liability – Each occurrence; Bodily Injury and Property Damage Combined \$1,000,000

Charter Bus

Business Auto Liability – Each Occurrence; Bodily Injury and Property Damage Combined \$1,000,000

Scheduled Bus Service

Business Auto Liability – Each Occurrence; Bodily Injury and Property Damage Combined \$1,000,000

2. **Automobile Insurance Requirements for TNCs:**

Primary Automobile Liability - \$50,000 Death and Bodily Injury per person, \$100,000 Death and Bodily Injury per incident, and \$25,000 Property Damage.

The following automobile insurance requirements apply while a TNC driver is engaged in a prearranged ride:

- a. Automobile insurance that provides primary automobile liability coverage of at least one million dollars (\$1,000,000) Death, Bodily Injury and Property Damage.
- b. This coverage shall, at a minimum, provide coverage for vehicles operated by drivers while:
 - The driver is located on Airport property during the course of providing an accepted trip including the picking-up or dropping-off of Airport customer(s).
 - The driver is located on Airport property immediately following the conclusion of a requested trip and while in the course of exiting Airport property.
 - The driver has logged into the App, controlled by the Transportation Network Company, is “available to receive requests” for transportation services from Airport customers using the App and the driver is located on Airport property. “Available to receive requests” means the App is in a state such that an applicable request would be transmitted to the driver’s smartphone for acceptance by the TNC driver.

3. **Commercial General Liability Insurance**

The minimum limits of insurance (inclusive of any amounts provided by an umbrella or excess policy) covering the operations performed pursuant to an Agreement will be the amounts specified herein. Coverage will be provided for liability resulting out of, or in connection with, ongoing operations performed by, or on behalf of, Company in connection with this Agreement. Coverage shall be provided on a form no more restrictive than ISO Form CG 00 01. Additional insured coverage shall be on a form no more restrictive than ISO Form CG 20 10 10 01.

Agreement Specific

General Aggregate	\$1,000,000
Each Occurrence	\$1,000,000
Personal and Advertising Injury	\$1,000,000
Products and Completed Operations Aggregate	\$1,000,000

4. Worker's Compensation and Employer's Liability Insurance

The minimum limits of insurance (inclusive of any amount provided by an umbrella or excess policy) are:

Part One:	Statutory
Part Two:	
Each Accident	\$1,000,000
Disease – Policy Limit	\$1,000,000
Disease – Each Employee	\$1,000,000

5. Waiver of Subrogation

Company, for itself and on behalf of its insurers, to the fullest extent permitted by law without voiding the insurance required by this Agreement, waives all rights against the Authority, members of Authority's governing body and the Authority's officers, volunteers and employees, for damages or loss to the extent covered and paid for by any insurance maintained by the Company.

The Permit or Agreement incorporates by reference the Authority's Operating Directive concerning contractual insurance terms and conditions in effect as of the date of the Permit, as may be amended from time to time.

IV. COMPLIANCE WITH MANUAL

- A. Commercial Ground Transportation Companies at the Airport shall ensure that their employees are familiar with and adhere to the operational guidelines expressed in this Manual.
- B. Commercial Ground Transportation Companies are subject to onsite supervision and direction by the Airport Police Department, Airport Traffic Division, Airport Operations Managers, and such other personnel as may be designated by the Executive Vice President of Operations and Customer Service to ensure that this Manual is followed.
- C. Violations of the procedures outlined in this Manual may be considered a breach of any Permit or agreement issued by the Authority and may result in the suspension or revocation of the Permit or agreement.

V. RULE CONFORMANCE

- A. Company Personnel

1. Whenever any Commercial Vehicle Company is not following the operational guidelines expressed in this Manual, the Authority will take appropriate measures to ensure future cooperation and compliance.
2. The Authority has a three-level approach to enforcement of this Manual:
 - Level 1** – The vehicle and driver are approached and advised of the infraction. The driver is also provided specific instructions commensurate with the type of Airport Agreement or Permit on the vehicle. The Authority will maintain a detailed record of the incident.
 - Level 2** – The vehicle and driver are approached and advised of the infraction. The driver is also provided specific instructions commensurate with the type of Airport Agreement or Permit on the vehicle. The Authority advises the driver that a third infraction may result in suspension of the Agreement or Permit and/or the issuance of a trespass warning to the driver. A letter or e-mail is also sent to the Agreement signee or Permit Holder with specific facts relating to the first and second incidents and explaining that any further rule violations will result in the suspension of the Agreement or Permit and/or the issuance of a trespass warning to the driver. The Authority will maintain a detailed record of the incident.
 - Level 3** – The vehicle and driver are approached and advised of the infraction. The driver is also provided specific instructions commensurate with the type of Airport Agreement or Permit on the vehicle. The driver is advised of the fact that this is the third rule violation and it will result in suspension of the Agreement or Permit and/or the issuance of a trespass warning to the driver. After being notified of the third infraction, the Agreement signee or Permit Holder(s) and/or driver(s) must make arrangements to meet with the Executive Vice President of Operations and Customer Service to appeal any corrective steps taken by the Authority. The Agreement signee or Permit Holder will be provided the specific facts relating to the three incidents. The Authority will maintain a detailed record of the incident.
3. The Authority reserves the right to immediately suspend an Agreement or Permit, or issue a trespass warning to a driver in cases where the safety and/or security of the Airport, its employees and/or the public are at risk due to the actions of the Permit Holder or driver, as determined solely by an Airport Traffic Specialist or Manager, or an Airport Operations Manager.

SECTION 4: TAXICABS**I. CONTRACTED TAXICAB COMPANIES****A. General**

1. This Section applies only to Taxicab Companies conducting activities pursuant to a Concession Agreement with the Authority.
2. The Concession Agreement sets forth the terms and conditions of providing taxicab services at the Airport. If a conflict arises between this Manual and the Concession Agreement, the Concession Agreement governs.
3. For permitting and general requirements, see Section 3.

B. Operational Procedures

1. Exhibit 4 shows the location of Taxicab Company facilities on Level 1 adjacent to the Main Terminal Building. Contracted taxicab companies will provide taxicab service from the Quad Lots at Red 1, Red 2, Blue 1, and Blue 2 which are located at the four quadrants of the Main Terminal Building on the Baggage Claim level. Companies will provide taxicab service from these locations on a weekly rotating basis. The rotation of service between the contracted Taxicab Companies will take place at 3:00 a.m. each Monday morning, or at the completion of all flight arrival activities, whichever occurs later on that day.
2. Assigned taxicab holding areas are located on the West Quad Deck (see Exhibit 5). Unless otherwise directed by an Airport Traffic Specialists or Manager, the West Quad Deck is the only terminal location where taxicabs are authorized to park and wait until summoned to the Quad Lot(s) to load passengers.
3. Taxicab Company loading shall take place along designated taxicab passenger loading areas within each Quad Lot on Level 1 (see Exhibit 4).
4. Each Taxicab Company shall unload passengers along either curbside lane (Red or Blue Arrivals) on Level 2.
5. All drivers must remain with their vehicles and are prohibited from solicitation. Solicitation is subject to Permit revocation on the first offense.

C. Taxicab Starters and Supervisory Personnel

1. Contracted Taxicab Companies shall employ taxicab starters/dispatchers and other supervisory personnel, as required, to:

- a. Ensure the orderly loading and departure of contracted Taxicabs.
 - b. Maintain order in the Commercial Vehicle Staging Area, Quad Deck, and at the taxicab passenger loading areas.
 - c. Upon request, advise potential patrons that fares are metered. They may provide information as to the approximate fares to various Tampa Bay locations or alternate forms of commercial vehicle transportation.
 - d. Ensure that contracted taxicabs use only the facilities designated herein and allocated for their specific use.
 - e. Keep trip records required by the Authority.
2. Taxicab starters may not solicit for passengers on the Airport. However, taxicab starters may ask if passenger(s) need assistance within designated Quad Lot taxicab holding areas.
 3. Uniformed taxicab starters will be stationed within the assigned Quad Lot on Level 1. Starters will be clearly identifiable with company logo.
- D. Traffic Circulation
1. Exhibit 6 shows routes that Taxicab Companies may follow at Level 1.
- E. Dropping Off Passengers
1. Taxicab Companies shall unload passengers and baggage in or along the curbside lane on Level 2 (see Exhibit 5). After unloading, or upon arrival at the Airport without a passenger, Taxicab Companies shall depart from the Airport or proceed to the Commercial Vehicle Staging Area, the Quad Deck staging or holding area, or the designated taxicab passenger loading area within each Quad Lot.
 2. Taxicab Companies shall remain parked on the Quad Deck until summoned by the taxicab starter.
 3. In the absence of a taxicab starter, each taxicab company may position up to two cabs in the taxicab loading zones within the Quad Lots. While in these lots, the taxicab drivers must remain with their vehicles at all times.
- F. Picking Up Passengers

1. Only Contracted Taxicabs licensed by the state or local government agency or agencies having jurisdiction may enter into an agreement with the Airport and subsequently pick up passengers at the Airport.
2. Passenger loading is conducted at the assigned taxicab loading zone and is not permitted anywhere along the terminal flight arrival drives.
3. Taxicab Companies may not refuse a passenger requesting service on the basis that a short haul destination is desired by the passenger.

II. NON-CONTRACTED TAXICAB COMPANIES

A. General

1. This Section establishes procedures for the operation of permitted Non-Contracted Luxury Taxicab and Non-Contracted Taxicabs at the Airport.
2. For permitting and general requirements, see Section 3.

B. Dropping Off Passengers

1. There is no requirement for Non-Contracted Luxury Taxicab and Non-Contracted Taxicab Companies to obtain a Permit from the Authority to drop off passengers at the Airport.
2. Non-Contracted Luxury Taxicab and Non-Contracted Taxicab Companies dropping off passengers at the Airport must use the terminal flight departure drives (see Exhibit 5). Use of the drives will be consistent with regulations for private vehicles using the flight departure drives. Taxicabs dropping off passengers for rental car service may utilize the flight arrival drive, but are prohibited from picking up passengers on the flight arrival drive.
3. Permit Requirements
 - a. Non-Contracted Taxicabs licensed by the state or local government agency or agencies having jurisdiction must obtain an Airport Permit and subsequently pick up passengers at the Airport.
 - b. Before picking up passengers at the Airport, all Non-Contracted Luxury Taxicab and Non-Contracted Taxicab Companies desiring to pick up passengers at the Airport must obtain a Permit from ABM.
 - c. Applications for Permits can be obtained from ABM by calling (813) 396-3960 for information or an appointment, or via the Authority's website at www.tampaairport.com/airport-operations.

- d. Airport permitted Non-Contracted Luxury Taxicab and Non-Contracted Taxicab Companies must meet all of the Airport's insurance requirements and must name the Authority as an additional insured on the insurance policies (see Section 3).
- e. The AVI Transponder must be affixed to the vehicle's front window on the left side.
- f. To obtain a Permit and/or AVI Transponder, contact ABM at (813) 396-3960 for an appointment.
- g. The Permit and AVI Transponder are not transferable.

C. Picking Up Passengers

1. Authority permitted Non-Contracted Luxury Taxicab and Non-Contracted Taxicab Companies may only pick up pre-reserved passengers at the terminal parking garage. There will be no solicitation of passengers or service of any kind at the Airport. Standard parking fees will apply.
2. Taxicabs operated by Non-Contracted Luxury Taxicab and Non-Contracted Taxicab Companies are prohibited from loading passengers or baggage at curbside lanes on Levels 1 and 2 and may only drop off passengers or baggage on Level 2, as stated in paragraph B(2).
3. Authority permitted Non-Contracted Luxury Taxicab and Non-Contracted Taxicab Companies may have personnel within the terminal to meet pre-reserved passengers. Personnel may not display any type of sign or banner except for a hand held sign no larger than 7" x 12" and displaying the name of the pre-reserved passenger or group being picked up. The hand held sign may also display the name of the Non-Contracted Luxury Taxicab and Non-Contracted Taxicab Companies with lettering no larger than 1.5".

D. Waiting Areas

1. Authority permitted Non-Contracted Luxury Taxicab and Non-Contracted Taxicab Companies may wait in the Commercial Ground Transportation Center, consistent with the posted rules for private vehicles.
2. Authority permitted Non-Contracted Luxury Taxicab and Non-Contracted Taxicab Companies may also wait or park in the public parking facilities. Standard parking fees will apply.

SECTION 5: SHARED RIDE COMPANIES**I. CONTRACTED SHARED RIDE COMPANIES****A. General**

1. This Section applies only to Contracted Shared Ride Companies conducting activities pursuant to a Concession Agreement with the Authority.
2. The Concession Agreement sets forth the terms and conditions of providing Contracted Shared Ride services at the Airport. If a conflict arises between this Manual and the Concession Agreement, the Concession Agreement governs.
3. Contracted Shared Ride Companies licensed by the state or local government agency(s) having jurisdiction must enter into an agreement with the Authority and subsequently pick up passengers at the Airport.
4. For permitting and general requirements, see Section 3.

B. Use of Facilities

1. Exhibit 4 shows the location of Contracted Shared Ride Company service facilities near the Main Terminal Building. Contracted Shared Ride Companies shall provide transportation service from designated passenger loading lanes situated at each of the two Quad Lots of the Main Terminal Building. These passenger loading lanes are for the non-exclusive use of the Contracted Shared Ride Companies.
2. The Contracted Shared Ride Company may at all times unload passengers along either the Red or Blue Departure curbsides on Level 2 and use the commercial vehicle staging area or other staging areas as designated by the Authority.

C. Dispatchers and Supervisory Personnel

1. Contracted Shared Ride Company's shall employ dispatchers and other supervisory personnel, as required, to:
 - a. Ensure the orderly loading and departure of operator vans.
 - b. Maintain order in staging areas and passenger loading lanes.
 - c. Upon request, advise potential patrons of set fares to various Tampa Bay locations. They may provide information regarding alternate forms of commercial vehicle transportation.

- d. Ensure that Contracted Shared Ride Company's personnel use only the facilities designated herein and allocated for their specific use.
 - e. Keep trip records required by the Authority.
2. Only Contracted Shared Ride Company's dispatchers may solicit for shared ride passengers on the Airport; provided, however, that such persons shall be clearly identified as Contracted Shared Ride Company's dispatchers and provided further that solicitation shall be expressly restricted to the kiosks located within the Quad Lots designated for Contracted Shared Ride dispatching.
 3. Exhibit 4 shows the location of the four kiosks on Level 1 of the Main Terminal Building. Uniformed Contracted Shared Ride Company dispatchers shall be stationed at the kiosks on Level 1 in sufficient number to provide convenient service for all flight arrivals.
- D. Traffic Circulation
1. Exhibits 7, 8 and 9 show permitted routes of travel for Contracted Shared Ride Company vehicles in the vicinity of the Main Terminal Building. None of the permitted routes allow Contracted Shared Ride Companies to travel through the arrival drives on Level 1 of the Main Terminal Building. Such movement is strictly prohibited.
 2. To pick up passengers, Contracted Shared Ride Company vehicles will enter the Quad Lots by one of four entrances (See Exhibits 7, 8 and 9).
- E. Dropping Off Passengers
1. Contracted Shared Ride Companies may use either curbside departure drive (Red or Blue) on Level 2 to unload passengers and baggage.
 2. After unloading passengers, Contracted Shared Ride Companies will leave the Airport or proceed to the authorized commercial vehicle staging areas. Upon arrival at the Airport without passengers, Contracted Shared Ride Companies must proceed to an authorized staging area until dispatched to any of the Quad Lots.
- F. Picking Up Passengers
1. Passenger loading is to be conducted within the Quad Lots.
 2. If the entire designated passenger loading lane is occupied, the vehicle shall depart from that Quad Lot and move either to another Quad Lot or to one of the authorized staging areas.

3. If sufficient space is available on the designated passenger loading lane, the vehicle may stop only long enough to load passengers and accompanying luggage.
4. Contracted Shared Ride Vehicle Companies will not park and wait anywhere within the Quad Lots unless authorized by the Airport Traffic Division.

II. NON-CONTRACTED SHARED RIDE COMPANIES

A. General

1. This Section applied to Non-Contracted Shared Ride Companies conducting activities at the Airport.
2. For permitting and general requirement, see Section 3.

B. Dropping Off Passengers

1. Non-Contracted Shared Ride vehicles dropping off passengers at the Airport must use the terminal flight departure drives. Use of the drives will be consistent with regulations for private vehicles using the flight departure drives.
2. There is no requirement for Non-Contracted Shared Ride Companies to obtain a Permit from the Authority to drop off passengers at the Airport.

C. Permit Requirements

1. Non-Contracted Shared Ride vehicles licensed by state or local government agency or agencies having jurisdiction must obtain an Airport Permit and AVI Transponder before picking up passengers at the Airport.
2. Applications for Permits can be obtained from ABM by calling (813) 396-3960 for information or an appointment, or via the Authority's website at www.tampaairport.com/airport-operations.
3. To obtain a Permit and/or AVI Transponder contact ABM at (813) 396-3960 for an appointment.
4. All Airport permitted Companies must meet all of the Airport's insurance requirements and must name the Authority as an additional insured on their insurance policies. See Section 3.
5. The AVI Transponder must be affixed to the vehicle's front window on the left side.
6. The Permit and AVI Transponder are not transferable.

7. Markings and signage on Shared Ride vehicles are subject to Authority approval. No solicitation on such markings is allowed.
8. Due to maneuvering limitations within the ground transportation center, the maximum allowable length for a Non-Contracted Shared Ride vehicle is twenty-five (25) feet.

D. Picking Up Passengers

1. Non-Contracted Shared Ride Companies may only pick up pre-reserved passengers at the Airport. There will be no solicitation of passengers or service of any kind at the Airport.
2. Permitted Companies may have personnel within the terminal to meet pre-reserved passengers. Personnel may not display any type of sign or banner, except for a hand held sign no larger than 7" x 12" displaying the same of the pre-reserved passenger or group being picked up. The hand held sign may also display the name of the Non-Contracted Shared Ride Company with lettering no larger than 1.5".
3. Permitted Companies may only pick up pre-reserved passengers within the Quad Lot loading lane (see Exhibit 4).
4. Vehicles can stop only long enough to load passengers and luggage.
5. Vehicle operators will not park, wait or circle within any Quad Lot.
6. All drivers must remain with their vehicles at all times.

E. Waiting Areas

1. Permitted Companies may wait in the commercial vehicle staging area or in the Commercial Ground Transportation Center (see Exhibit 1).
2. Permitted Companies may also wait or park in the public parking facilities. Standard parking fees will apply.

F. Vehicle Movement

All circulation into and between the Quad Lots is routed away from bag claim roadways, as shown in Exhibits 2 and 4. These routes are the only authorized Quad Lots access and exit points for permitted ground transportation operators.

SECTION 6: TRANSPORTATION NETWORK COMPANY**I. TRANSPORTATION NETWORK COMPANY (TNC)****A. General**

1. This Section established procedures for the operation of Transportation Network Company vehicles at the Airport.
2. TNC drivers and their vehicles must remain in the vehicle staging area designated by the Authority until they are contacted by an Airport Rider requiring immediate pick-up. Airport Riders may also be immediately picked-up by TNC Company drivers after a drop-off, without first returning to the vehicle staging area.
3. Before picking up passengers at the Airport, all TNC drivers desiring to pick up passengers at the Airport must first enter into an agreement with the Authority.
4. Agreement information can be obtained from the Concessions Department at (813) 554-1447.
5. For general requirements, see Section 3.

B. Dropping Off Passengers

1. There is no requirement for TNC Drivers to enter into an agreement with the Authority to drop off passengers at the Airport.
2. TNC Drivers dropping off passengers at the Airport must use the terminal flight departure drives (see Chart in Section 3) or the Main Terminal parking garage. Use of the drives will be consistent with regulations for private vehicles using the flight departure drives. TNC vehicles dropping off passengers for rental car service may utilize the RCC Commercial Curb in front of the RCC or flight arrival drive, but are prohibited from picking up non pre-reserved passengers on the flight arrival drives.

C. Picking Up Passengers**1. Transportation Requirements**

In conducting its operations under the Agreement, without limiting the generality of other provisions of the Agreement, the Transportation Network Company will inform Drivers of the terms of the Agreement and the following transportation requirements, as may be amended from time to time by Authority.

- a. TNC Drivers will only be allowed to pick up Airport Riders within the area described in the Chart of Section 3.

- b. Each TNC Driver must be able to produce, upon the request of any police officer or other Authority representative, the electronic equivalent of a Waybill meeting the requirements of Article 4.20 of the Agreement.
- c. Once a TNC Driver has made contact with an Airport Rider which whom such Driver was matched through the Transportation Network Company's Digital Network, the TNC Driver will promptly load such Airport Rider.
- d. Each TNC Driver will limit such time in the designated areas, as shown in Exhibits 4 and 5, or arrival and departure drive curbsides, to the time required for the prompt loading and unloading of Airport Riders.

After loading and unloading Airport Riders, the TNC Driver will thereafter promptly depart from the Airport if not immediately contacted by another Airport Rider requiring pick-up after the previous Airport rider has been dropped-off.

D. Prohibited Activities

Without limiting the generality of other provisions of this Agreement, the following activities are prohibited by owners in connection with the Peer-to-Peer Vehicle Sharing Concession:

1. Disconnecting from the Transportation Network Company's Digital Network when a TNC Driver's TNC vehicle is on Airport property, unless the Driver has departed the Airport and has left the Geo-Fence;
2. Any method used to circumvent the established Geo-Fence;
3. Allowing operation of the TNC Driver's TNC vehicle on Airport roadways by an unauthorized driver;
4. Transporting an Airport Rider in an unauthorized vehicle;
5. Picking up or dropping off Airport Riders, or their baggage, at any location other than the designated areas;
6. Failing to provide information, or providing false information, to police officers or Authority officials;
7. Displaying to a police officer or Authority official a Waybill in an altered or fictitious form;
8. Soliciting Airport Riders on Airport property;

9. Recirculating on the road in front of the Main Terminal;
10. Failing to operate a TNC vehicle in a safe manner;
11. Failing to comply with posted speed limits and traffic control signs;
12. Using profane or vulgar language;
13. Attempting to solicit payment in excess of that authorized by law;
14. Soliciting for or on behalf of any hotel, club, nightclub, or other business;
15. Soliciting of any activity prohibited by applicable laws, rules or regulations;
16. Operating a TNC vehicle which is not in a safe mechanical condition, or which lacks mandatory safety equipment;
17. Disconnecting any pollution control equipment;
18. Using or possessing any illegal drug or narcotic while on Airport property;
19. Operating a vehicle without proper certification or at any time during which Transportation Network Company's Authority to operate on the Airport is suspended or revoked;
20. Engaging in any criminal activity; and
21. Connecting to the digital network of a TNC driver with more than one device.

SECTION 7: LUXURY LIMOUSINES**I. LUXURY LIMOUSINE COMPANIES****A. General**

1. This Section applies only to Luxury Limousine Companies conducting activities at the Airport.
2. For permitting and general requirements, see Section 3.

B. Operational Procedure

1. Luxury Limousine Companies are not permitted to stage, park or wait on the arrival drive curbside lanes. Unattended vehicles at the arrival drive curbside lanes are subject to ticketing, towing, and impound. Luxury Limousines with tandem rear wheels are prohibited from operating at the Airport. Luxury Limousines may not enter the Quad Lots.
2. Luxury Limousine Companies may stage or wait in the commercial vehicle staging area or the cell phone waiting lot. Permitted Companies may also wait or park in the public parking facilities; standard parking fees will apply.

C. Dropping Off Passengers

1. Luxury Limousine Companies dropping off passengers at the Airport must use the terminal flight departures drives (See Exhibit 5). Use of the drives will be consistent with regulations for private vehicles using the flight departures drives.
2. There is no requirement for Luxury Limousine Companies to obtain a Permit from the Authority to drop off passengers at the Airport.

D. Permit Requirements

1. Luxury Limousines licensed by the state or local government agency or agencies having jurisdiction must obtain an Airport Permit and AVI Transponder to subsequently pick up passengers at the Airport.
2. Before picking up passengers at the Airport, all Luxury Limousine Companies must first obtain a Permit and AVI Transponder from the Authority.
3. Application for Permits can be obtained from ABM by calling (813) 396-3960 for information or an appointment or via the Authority's website at www.tampaairport.com/airport-operations.
4. To obtain a Permit and/or AVI Transponder, contact ABM at (813) 396-3960 for an appointment.

5. All Airport permitted Companies must meet all of the Airport's insurance requirements and must name the Authority as an additional insured on their insurance policies.
6. The AVI Transponder must be affixed to the vehicle's front window on the left side.
7. Permits and AVI Transponders are not transferable.

E. Picking Up Passengers

1. Luxury Limousine Companies may only pick up pre-reserved passengers at the Airport. There will be no solicitation of passengers or service of any kind at the Airport.
2. Permitted Luxury Limousine Companies may only pick up passengers from the flight arrival drive curbside lanes (See Exhibit 4) consistent with the operating rules for private vehicles using the flight arrival drives or from the terminal parking garages. Standard parking fees will apply.
3. Permitted Companies may have personnel within the Main Terminal to meet pre-reserved passengers. Personnel may not display any type of sign or banner except for a hand held sign no larger than 7" x 12" and displaying the name of the pre-reserved passenger or group being picked up. The hand held sign may also display the name of the Luxury Limousine Companies with lettering no larger than 1.5".

SECTION 8: CHARTER BUSES**I. CHARTER BUS COMPANIES****A. General**

1. This Section applies only to Charter Bus Companies conducting activities at the Airport, and does not apply to Buses operating in fixed-route public transit service.
2. For permitting and general requirements, see Section 3.

B. Dropping Off/Picking Up Passengers

1. There is no requirement for Charter Bus Companies to obtain a Permit from the Authority to drop off passengers at the Airport. Reservations are not necessary for unloading passengers, but due to traffic and demand conditions, the scheduling of buses for dropping off passengers may be required by the Airport Traffic Division upon notification to the Company.
2. Charter Buses must not occupy passenger unloading spaces any longer than necessary to complete the unloading of passengers and luggage.
3. Charter Buses must be attended to by the driver at all times.
4. Charter Bus Companies may only pickup pre-reserved passengers at the Airport.
5. Charter Bus Companies will call the Airport Traffic Division at (813) 870-7844 at least 24-hours in advance to reserve passenger loading space(s).
6. Permitted companies may have personnel within the Main Terminal Building to meet pre-reserved passengers. Such personnel may not display any type of sign or banner, except for a hand held sign no larger than 7" x 12" displaying the name of the pre-reserved passenger or group being picked up. The hand held sign may also display the name of the Charter Bus Company in lettering no larger than 1.5".
7. Passenger drop off and pick up is to be conducted only within the assigned Quad Lot loading space(s).
8. Charter Bus parking and loading spaces within the Quad Lots will be assigned by Airport Traffic Division and will be based on flight arrival information. Priority will be given to the first reservations received.
9. The Airport Traffic Division will control the use of Charter Bus parking spaces to ensure the most efficient use and to maximize service to passengers.

10. Charter Buses will be permitted to occupy parking spaces no earlier than fifteen (15) minutes prior to flight arrival and no longer than necessary to complete passenger loading.

C. Permit Requirements

1. Before picking up passengers at the Airport, all Charter Bus Companies must first obtain a Permit from the Authority.
2. Application for Permits can be obtained from the AOC by calling (813) 870-8770 for information or an appointment or via the Authority's website at www.tampaairport.com/airport-operations. Ground Transportation may also be contacted via email at GTS@TampaAirport.com.
3. The pickup fee for permitted Companies is \$25 per bus per departure.
4. No later than 10 days after the close of each calendar month and only when Charter Bus pickups were made during the preceding month, a Monthly Traffic Report (see Appendix II) must be e-mailed to Receivables@tampaairport.com. The report must be signed by a responsible Company representative and have a printed name that is legible with a contact e-mail address and phone number. Per trip Fee payments must be received by the 17th of the calendar month to avoid a \$25.00 per day late charge.
5. Occasional one-time pickups by non-permitted operators will be allowed. The privilege fee for non-permitted Charter Bus Companies is \$50 per bus per departure, for each of the first two pickups between October 1 and September 30. The privilege fee for third and subsequent pickups thereafter within that time frame is \$100 per bus per departure. A 24-hour advance reservation is required for all pickups, which can be done by contacting the Airport Traffic Division at (813) 870-7844. This fee will be collected at the time the passenger pickup is made.
6. All Charter Bus Companies seeking a Permit from the Authority must first meet all of the Airport's insurance requirements and must name the Authority as an additional insured on their insurance policies (See Section 3).

D. Waiting Areas

1. Charter Buses must use the commercial vehicle staging area until called to the Quad Lot or until the time of the passenger loading space reservation(s). For GPS purposes, the staging area is located at 2402 N. Westshore Blvd. Tampa, Florida 33607.

E. Vehicle Movement

1. Charter Buses will enter the ground transportation centers, or Quad Lots, from the parkway (See Exhibit 8). Buses entering the departure level will

not use the ground transportation center access ramp from the departure level exit ramp. All buses must use the main roadway system as depicted in the Exhibits included with this Manual.

2. Charter Buses entering the ground transportation centers must not be driven in or past the taxicab/courtesy vehicle loading lane. When departing, such buses must back out and proceed directly to the Quad Lot exit from the passenger loading space.

SECTION 9: COURTESY VEHICLES**I. COURTESY VEHICLE COMPANIES****A. General**

1. This Section applies only to Courtesy Vehicle Companies conducted by Off-Airport parking, Off-Airport Rent-a-Car, and Hotel/Motel Companies.
2. For permitting and general requirements, see Section 3.

B. Dropping Off Passengers

1. Courtesy Vehicles dropping off passengers at the Airport must use the terminal flight departures drive curbside lanes. Use of the drives will be consistent with regulations for private vehicles using the flight departure drives.
2. There is no requirement for Courtesy Vehicle Companies to obtain a Permit from the Authority to drop off passengers at the Airport.
3. Markings and/or signage on Courtesy Vehicles are subject to Authority approval. No solicitation or such markings are allowed.
4. There will be no solicitation of passengers or service of any kind at the Airport.

C. Permit Requirements

1. Before picking up passengers at the Airport, all Courtesy Vehicle Companies must first obtain a Permit and AVI Transponder from the Authority by contacting ABM.
2. Application for Permits and AVI Transponders can be obtained by contacting ABM at (813) 396-3960 for information or an appointment via the Authority's website at www.tampa.airport.com/airport-operations.

D. Picking Up Passengers

1. Permitted companies may only pickup pre-reserved passengers or registered Hotel/Motel guests.
2. Permitted companies may wait in the commercial vehicle staging area or the cell phone waiting lot. Permitted companies may also wait or park in the public parking facilities. Standard parking fees will apply.
3. Permitted companies that are also engaged in Off-Airport parking operations will be subject to Authority Rules, Regulations, Standard Procedures, and Policies relating to Off-Airport parking companies.

E. Vehicle Movement

1. Courtesy Vehicles will not circle or cruise continuously through the Quad Lots. Such vehicles must use the Commercial Ground Transportation Center or the commercial vehicle staging area until confirmation is made that passengers are ready to be picked up.

SECTION 10: PEER-TO-PEER VEHICLE SHARING**I. PEER-TO-PEER VEHICLE SHARING****A. General**

1. This Section establishes procedures for the operation of Peer-to-Peer Vehicle Sharing at the Airport.
2. Peer-to-Peer Vehicle Sharing operations will only take place in the assigned area in the Economy Parking Garage for the staging, pick up, and drop off of vehicles, or for quick transactions at the RCC Commercial Curb.
3. No Peer-to-Peer Vehicle Sharing vehicles may use any other area of the Airport for staging, pick-up, and drop off.
4. The Peer-to-Peer Vehicle Sharing agreement can be obtained from the Authority Concessions and Commercial Parking Department by calling (813) 554-1447.
5. In conducting its operations under a Peer-to-Peer Vehicle Sharing Agreement, without limiting the generality of other provisions of such Agreement, Peer-to-Peer Vehicle Sharing companies will inform vehicle owners of the terms and requirements of the Peer-to-Peer Vehicle Sharing Agreement.

B. Dropping Off Vehicles

1. Peer-to-Peer Vehicle Sharing vehicles may only be dropped off in the assigned area of the Economy Parking Garage, or for quick transactions at the RCC Commercial Curb.

C. Picking Up Vehicles

1. Peer-to-Peer Vehicle Sharing vehicles may only be picked up in the assigned area of the Economy Parking Garage, or for quick transactions at the RCC Commercial Curb.

D. Prohibited Activities

1. Without limiting the generality of other provisions of the Peer-to-Peer Vehicle Sharing Agreement, the following activities are prohibited by owners of the peer-to-peer vehicles:
 - a) Any method used to circumvent a company's application platform;

- b) Allowing operation of an owner's vehicle on Airport roadways by an unauthorized person;
- c) Transporting Airport customers in an unauthorized vehicle;
- d) Picking up or dropping off its vehicles and/or customers at the Airport, or their baggage, at any location other than designated areas;
- e) Failing to provide information, or providing false information, to police officers or Authority officials;
- f) Displaying to a police officer or Authority official a reservation in an altered or fictitious form;
- g) Soliciting Airport customers on Airport property;
- h) Recirculating on the road in front of the Main Terminal Building or other non-designated areas;
- i) Failing to operate a vehicle in a safe manner;
- j) Failing to comply with posted speed limits and traffic control signs;
- k) Using profane or vulgar language;
- l) Attempting to solicit payment in excess of that authorized by law;
- m) Soliciting for or on behalf of any hotel, club, nightclub, or other business;
- n) Soliciting any activity prohibited by applicable laws, rules or regulations;
- o) Operating a vehicle which is not in a safe mechanical condition or which lacks mandatory safety equipment;
- p) Disconnecting any pollution control equipment;
- q) Using or possessing any alcoholic beverage, illegal drug, or narcotic while on Airport property;
- r) Operating a vehicle without proper registration or at any time during which a company's authority to operate on the Airport is suspended or revoked; and
- s) Engaging in any criminal activity.

SECTION 11: APPENDICES CHART

Item	Appendix Reference
I	Authority Policy P310
II	Monthly Charter Bus Traffic Report

APPENDIX I:
AUTHORITY POLICY P310
COMMERCIAL GROUND TRANSPORTATION
Revised 12/03/20

PURPOSE: To establish policy governing the issuance or award of contracts or permits for commercial ground transportation services other than fixed route public transit at Tampa International Airport.

LEGAL CONSIDERATION: Section 6(2)(v) of the Hillsborough County Aviation Authority Act provides that the Authority has the power to “[g]rant concessions.” Sections 6(2)(n) and 6(2)(p) of the Hillsborough County Aviation Authority Act state the Authority may:

(n) Negotiate and enter into contracts, agreements, exclusive or limited agreements and cooperation agreements of any kind necessary for the Authority to fulfill the purposes of this act.

(p) Enter into exclusive or limited agreements with a single operator or a limited number of operators. The Authority shall grant exclusive or limited agreements to displace business competition by rule or policy whenever the Authority determines, in consideration of the factors set forth below, that any such agreement is necessary to further the purposes of this act. Before entering into any exclusive or limited agreement, the Authority shall, under authority expressly delegated by the state, determine the necessity for such an exclusive or limited agreement to further the policies and objectives stated in this act, which include public safety, public convenience, quality of service, the need to conserve airport space, the need to avoid duplication of services, the impact on the environment or facilities of the airport as an essential commercial and tourist service center, and the need to avoid destructive competition which may impair the quality of airport services to the public, lead to uncertainty, disruption, or instability in the rendering of such services, or detract from the Tampa Bay area and the state's attractiveness as a center of tourism and commerce. In making its determination, the Authority shall take evidence or make findings of fact and establish such policies it deems necessary. Nothing in this paragraph shall excuse the Authority from complying with applicable state or local requirements for competitive bidding or public hearings which may be required prior to awarding or entering into any contract or other agreement.

POLICY: The Authority will establish procedures for the provision of commercial ground transportation services at the airport. In establishing such procedures, the Authority will have as its objectives (1) the safety of the public using, or desiring to use, airport commercial ground transportation services, (2) the providing of courteous, convenient and high quality service to the public using, or desiring to use, airport commercial ground transportation services, (3) the furtherance of the development of commerce and tourism in the Tampa Bay area, (4) the conservation of space and the reduction of congestion or other adverse impacts on airport facilities, (5) the avoidance of destructive competition which would impair the quality of services to the public or lead to uncertainty, disruption or instability of commercial ground transportation services at the airport, and (6) efficiency of operations and the use of best management practices to ensure the Authority generates appropriate revenue from those providing commercial ground transportation services to the airport.

More specifically, the Authority will have the following policies with regard to the provision of commercial ground transportation services to and from the airport:

- A. The Authority will ensure that high-quality and convenient ground transportation services between the airport and destinations in the Tampa Bay area are available to the public at appropriate locations, times and frequencies, and at reasonable prices.
- B. The Authority will provide appropriate and convenient facilities to permit the efficient operation of rental cars, taxicabs, shared ride services, limousines, courtesy vehicles, buses, Transportation Network Companies, and other commercial ground transportation vehicles. The provision of such facilities will be consistent with the operational and physical constraints imposed by the limited availability of space at the passenger terminal complex and elsewhere.
- C. The Authority will require that all commercial ground transportation services regularly serving the airport must show evidence of adequate liability insurance coverage; must operate under the terms of a current contract or permit with the Authority; must park, load and unload passengers only in those areas or locations on the airport specifically designated for such purposes; and must abide by all operating procedures specifically established for commercial ground transportation and all other applicable airport rules and regulations.
- D. The Authority will ensure that the number of commercial ground transportation services and vehicles operating at the airport, and the space allocated to them, is reasonably consistent with the demands for service by the public. Accordingly, the Authority will allocate available vehicle parking, loading and unloading in the transportation centers, and elsewhere for use by commercial ground transportation services, and will from time to time change or relocate such space as it deems necessary.
- E. The Authority will establish and collect fees and charges from the operators of airport commercial ground transportation services to ensure that the Authority generates the appropriate revenue from the provision of these services. In establishing such fees and charges, the Authority will include the recovery of the costs of constructing the facilities used by each ground transportation service, and the Authority's maintenance, operational, administrative, and enforcement costs associated with such facilities. The Authority may also charge a privilege fee representative of the special benefit a particular class of business derives from the airport and its use thereof.
- F. Commercial ground transportation services at the airport will, in general, be regulated by the state or local government agency or agencies having jurisdiction. The Authority will regulate and control commercial ground transportation services only to the extent that the Authority deems necessary to ensure acceptable standards of service to the public; avoid congestion of airport roadways, curbsides and parking areas; ensure appropriate revenue is received by the Authority from those providing commercial ground transportation services at the airport; and ensure compliance with the operating procedures for ground transportation and other applicable airport rules and regulations.
- G. The Authority recognizes special events (e.g. Super Bowl, NCAA events, conventions) occur from time to time in the Tampa Bay area. These special events may require ground transportation operators who currently hold permits issued by state or local government

agencies or other agencies having jurisdiction over ground transportation and/or permits issued by the Authority, to temporarily increase the number of vehicles in their fleet.

To efficiently meet ground transportation needs for these special events, the Authority is authorized to enter into joint special event permits or other special event permits, not to exceed ten (10) days, with state or local government agencies or other agencies having jurisdiction over ground transportation, which allows non-permitted ground transportation operators to operate at Tampa International Airport. In furtherance of such special event permits, the Chief Executive Officer is authorized to enter into temporary contracts/agreements/permits with the state or local government agencies or other agencies having jurisdiction over ground transportation to provide further detail of required insurance, payment of Tampa International Airport ground transportation fees, and other operational matters.

APPENDIX II: MONTHLY CHARTER BUS TRAFFIC REPORT

HILLSBOROUGH COUNTY AVIATION AUTHORITY

MONTHLY CHARTER BUS TRAFFIC REPORT

Reporting Period: _____ / _____
(Select Mo. & Year from drop-down list)

NAME OF COMPANY: _____

Current Address:

Street Address: _____

City State Zip Code

Total Departures from TPA:

No. Of Departures	_____
Departure Fee per Exit X	\$25.00
<hr/>	

Total Departure Fees: \$ _____ -

CERTIFIED BY: _____

Email address Phone No.

TITLE: _____

DATE: _____
(Mo/Day/Year)

IMPORTANT REMINDER:

Saved copy of this report must be emailed to:
Receivables@Tampaairport.com; GTS@TampaAirport.com

(Note: Reports and payments are to be submitted no later than ten (10) days after the close of each calendar month.)

Charter bus fees must be paid thru online via credit card at:
<https://payments.tampaairport.com>

BLANK FORM REVISED: 11/1/19

SECTION 12: EXHIBITS

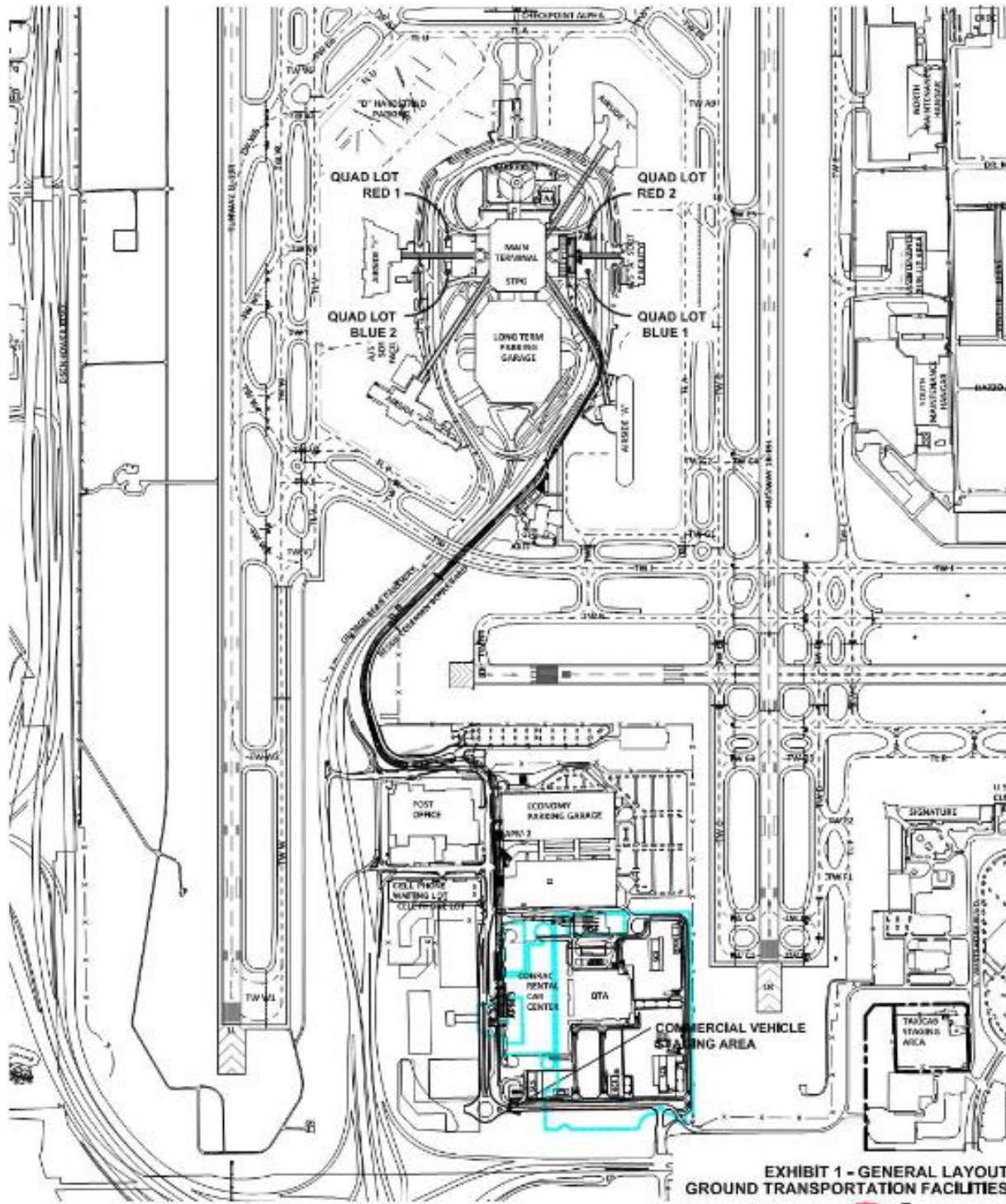


EXHIBIT 1 - GENERAL LAYOUT GROUND TRANSPORTATION FACILITIES



Ground Transportation Standard Procedures
FEBRUARY 2021

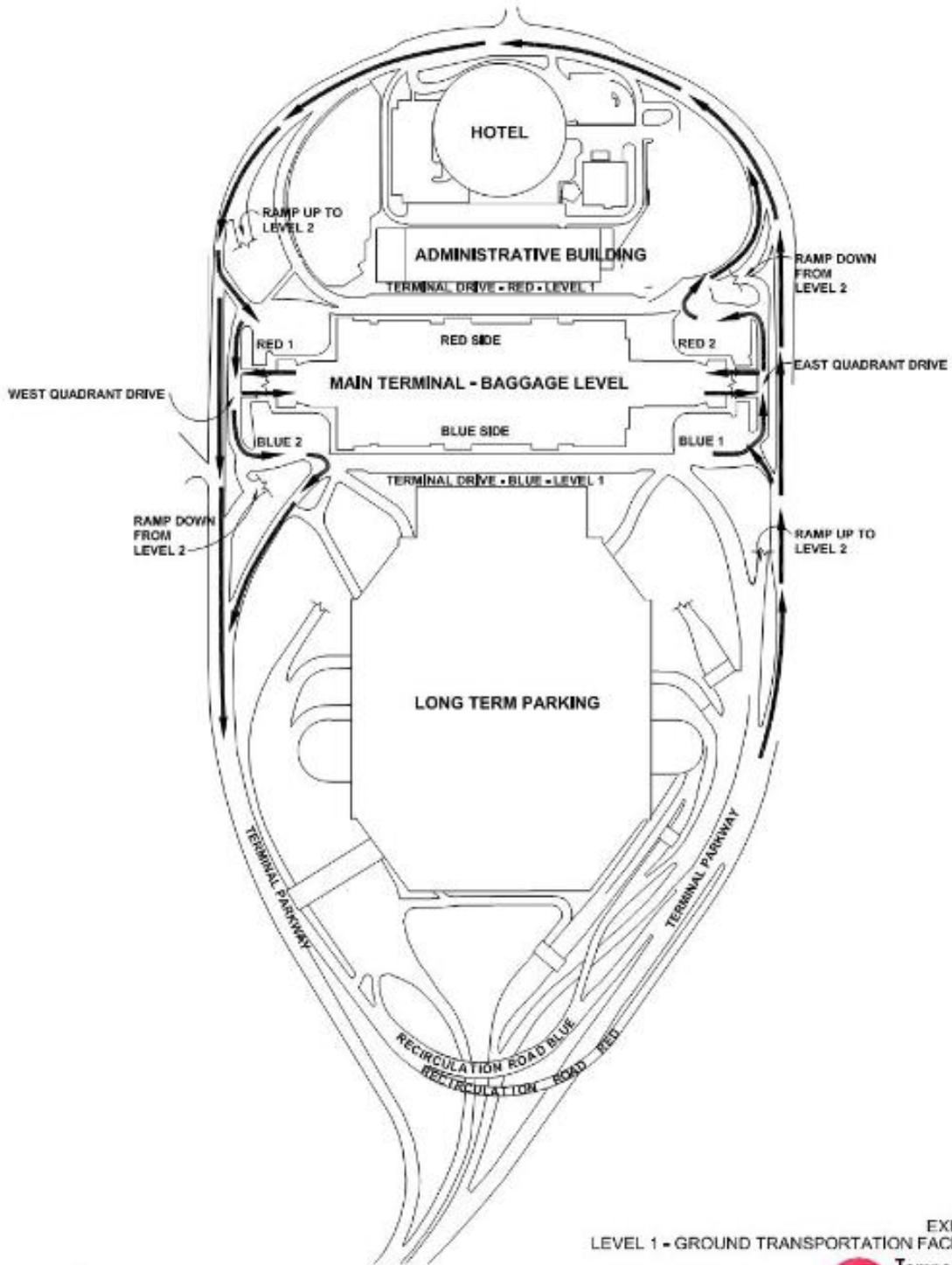
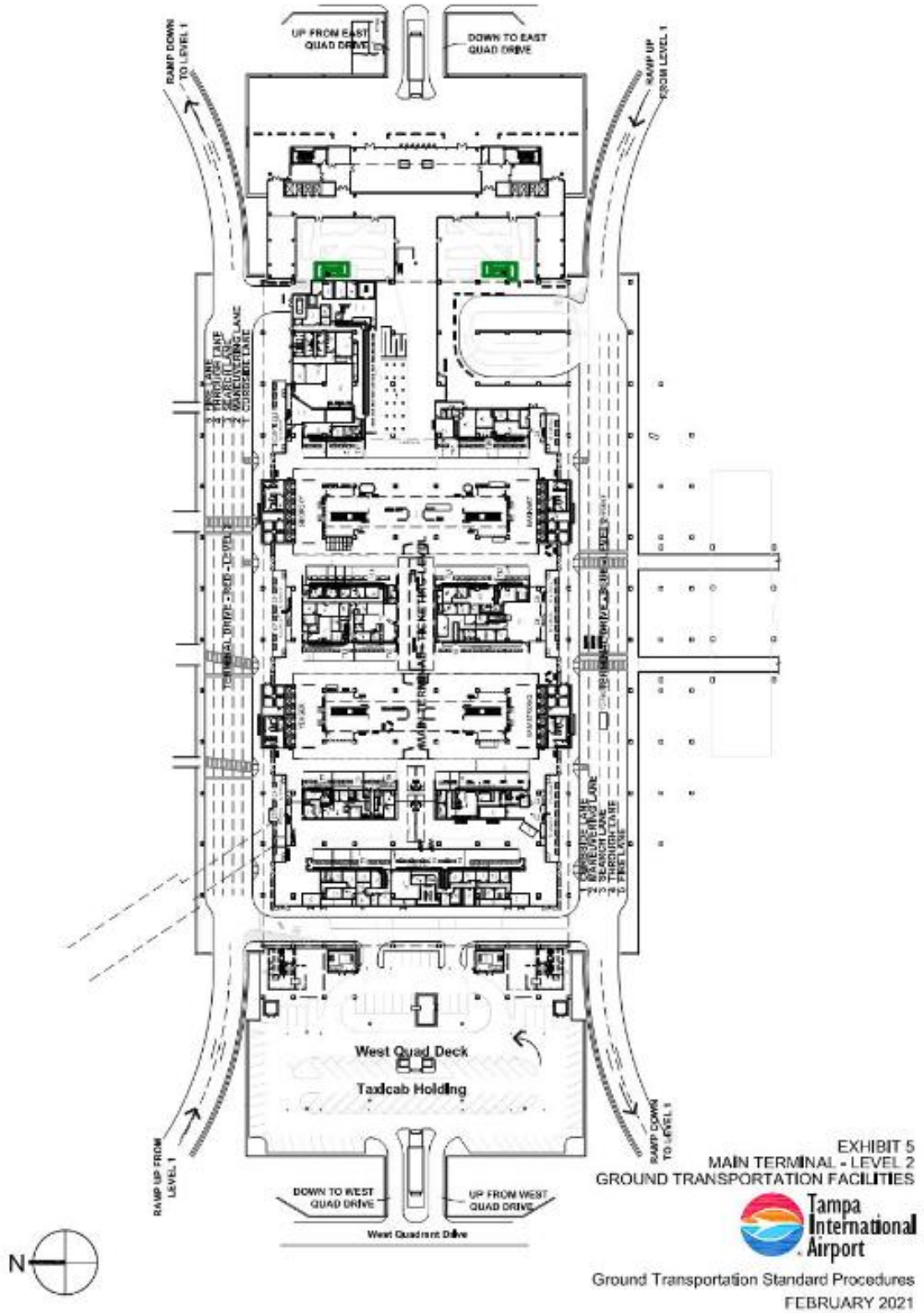


EXHIBIT 2
LEVEL 1 - GROUND TRANSPORTATION FACILITIES



Ground Transportation Standard Procedures
FEBRUARY 2021

VII



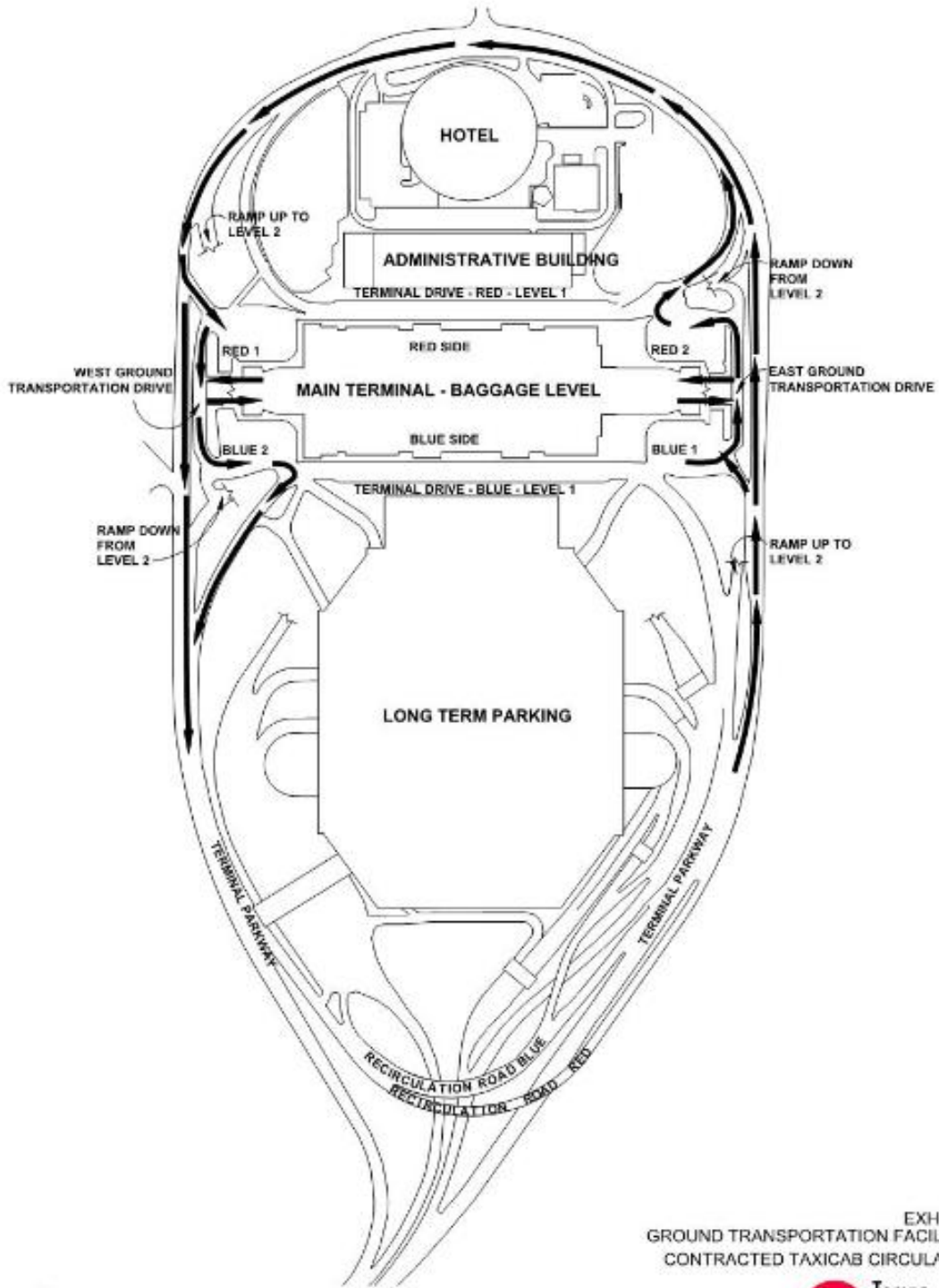


EXHIBIT 6
GROUND TRANSPORTATION FACILITIES
CONTRACTED TAXICAB CIRCULATION



Ground Transportation Operating Procedures
FEBRUARY 2021

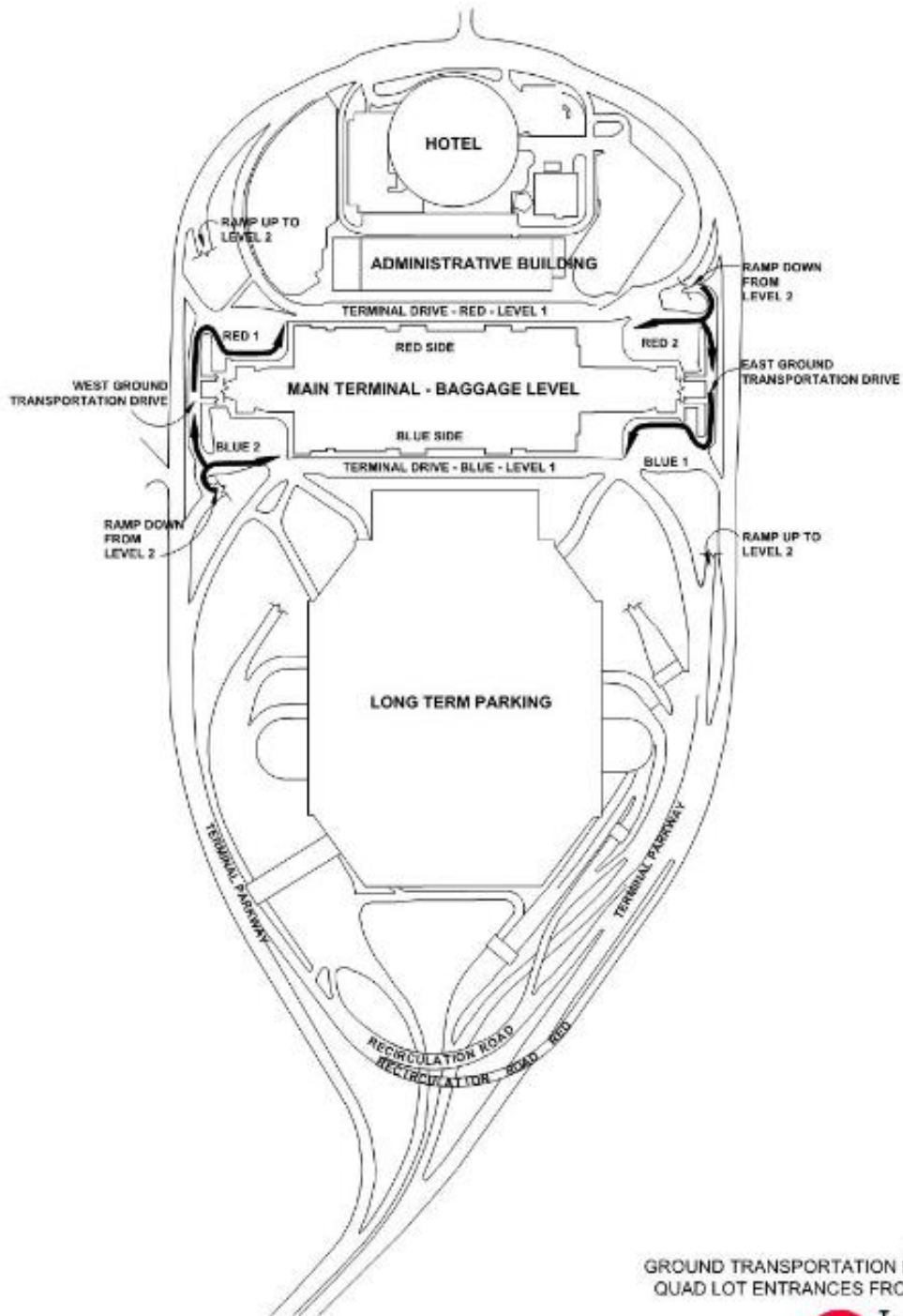


EXHIBIT 7
GROUND TRANSPORTATION FACILITIES
QUAD LOT ENTRANCES FROM LEVEL 2



Ground Transportation Operating Procedures
FEBRUARY 2021

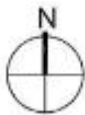
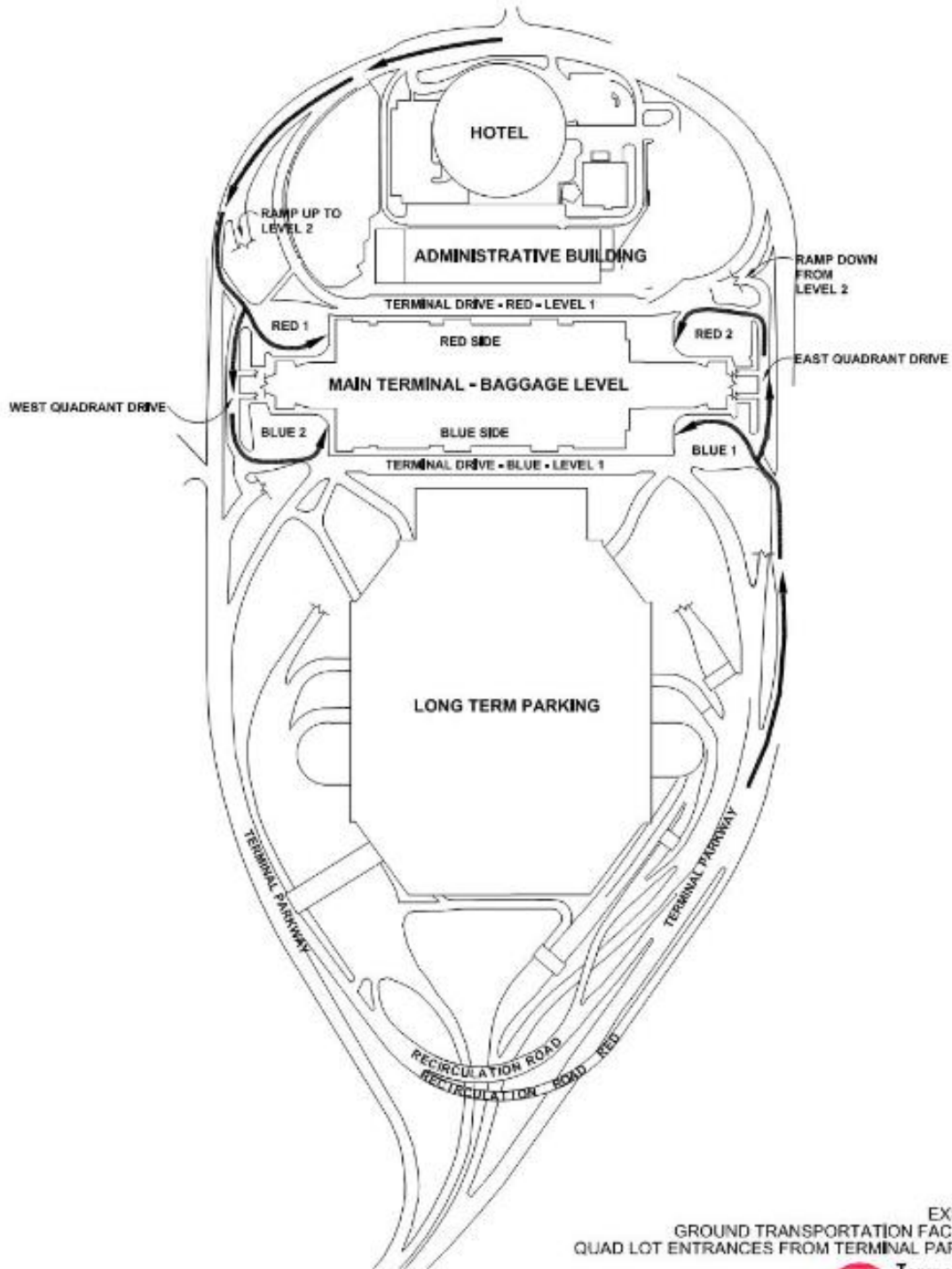


EXHIBIT 8
GROUND TRANSPORTATION FACILITIES
QUAD LOT ENTRANCES FROM TERMINAL PARKWAY



Ground Transportation Standard Procedures
FEBRUARY 2021

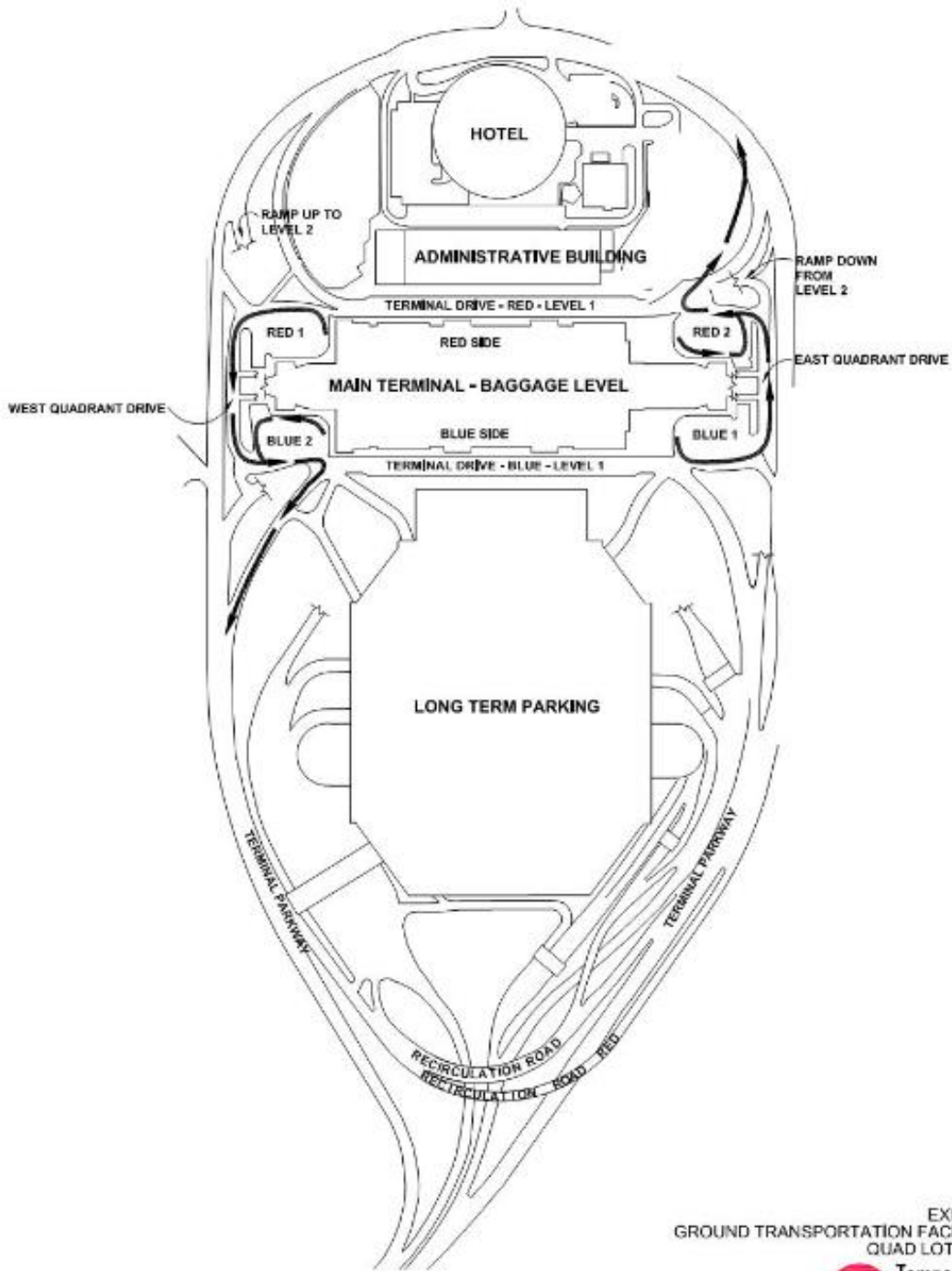


EXHIBIT 9
GROUND TRANSPORTATION FACILITIES
QUAD LOT EXITS



Ground Transportation Standard Procedures
FEBRUARY 2021