

OPERATING DIRECTIVE

Aviation Authority

Number: D310.01.01

Effective: 12/05/02

Revised: 08/13/09

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Subject: Contracted Shared Ride Vehicle
Operations

PURPOSE: To establish specific operating procedures for contracted shared ride operators having an agreement to provide airport transportation service at Tampa International Airport.

GENERAL: The vehicles operated by the contracted shared ride company provide a class of service that is regulated in Hillsborough County by the Hillsborough County Public Transportation Commission (HCPTC). The Authority has entered into contract with one company to provide walk-up and by reservation transportation services from Tampa International Airport.

Consistent with Authority Policy P310, Commercial Ground Transportation, the Authority establishes operating procedures for commercial ground transportation services at Tampa International Airport for the use of airport facilities and collects fees and charges from the operator. 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. The Authority may also charge a privilege fee representative of the special benefit a particular class of business derives from the airport and use thereof. All employees, subcontractors or agents of a charter bus company must adhere to contract provisions, airport rules and regulations or any subsequent directives issued by the Authority.

PROCEDURES:

A. Dropping off Passengers:

Contracted shared ride company vehicles dropping off passengers at Tampa International Airport must use the terminal flight departure drives (see Attachment A). Use of the drives will be consistent with regulations for private vehicles using the flight departure drives.

B. Picking up Passengers:

1. Contracted shared ride company vehicles may enter the ground transportation centers only after drivers have been dispatched to pick up passengers. Passenger loading will take place only at posted loading lanes situated within each of the

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four ground transportation centers (see Attachment B). These passenger loading lanes are shared and are not necessarily designed for the exclusive use of the contracted shared ride company.

2. Company vehicles must depart the ground transportation centers immediately after loading passengers. Drivers can return to the assigned staging or parking spaces on the quad deck(s) (see Attachment C) to review any passenger related documents or to make any global positioning system setting.
3. Passenger loading on flight departure drives is not permitted.
4. All drivers must obey posted traffic control signage at all times.

| C. Traffic Circulation/Vehicle Staging:

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1. Ground Transportation Centers
 - a. When entering the ground transportation centers from the second level, drivers must use the down ramps as shown in Attachment D.
 - b. When entering the ground transportation centers from the terminal parkway, drivers must use the entrances as shown in Attachment E.
 - c. When exiting the ground transportation centers, drivers must follow the traffic flow as shown in Attachment F.
2. Vehicle Staging Areas
 - a. Designated staging or parking spaces are located on the east and west quad decks (see Attachment C).
 - b. After unloading on departure level, or upon arriving at the airport without passengers, contracted airport vehicles will proceed to one of the

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designated spaces on the quad deck to the remote taxi/bus staging area for commercial vehicles (see Attachment G) or depart the airport.

- c. At no time are company vehicles authorized to drive, park or wait on the flight arrival drives (see Attachment B).

D. Company Personnel:

1. Customer Service Agents/Supervisors

- a. Companies will employ customer service agents and other supervisory personnel, as required, to ensure orderly and efficient customer service, to monitor customer waiting times, and to make sure company employees display proper behavior and comply with pertinent rules and procedures.
- b. Uniformed customer service agents will be stationed in the kiosks in the ground transportation centers in sufficient number to provide convenient passenger service for all arriving passengers.
- c. Company personnel must courteously provide information about fares or other alternative ground transportation services if asked.
- d. All employees, subcontractors or agents of a contracted shared ride company must adhere to these procedures, airport rules and regulations or any subsequent directive issued by the Authority. Violations of any nature may constitute grounds for suspension of the offending individual from operating at the airport.

The following attachments depicting the facilities are provided for information purposes:

- Attachment A – Level 2 – Ground Transportation Facilities – Contracted Shared Ride Vehicle Operations
- Attachment B – Level 1 – Detail View – Ground Transportation Facilities – Contracted Shared Ride Vehicle Operations

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- Attachment C – Level 2 – Detail View – Contracted Shared Ride Operations
- Attachment D – Level 1 – Ground Transportation Entrances from Level 2
Contracted Shared Ride Operations
- Attachment E – Level 1 – Ground Transportation Entrances from Terminal Parkway
Contracted Shared Ride Operations
- Attachment F – Level 1 – Ground Transportation Exits Contracted Shared Ride
Operations
- Attachment G - General Layout of Ground Transportation Facilities

APPROVED: _____ /s/ John Wheat

DATE: 08/13/09

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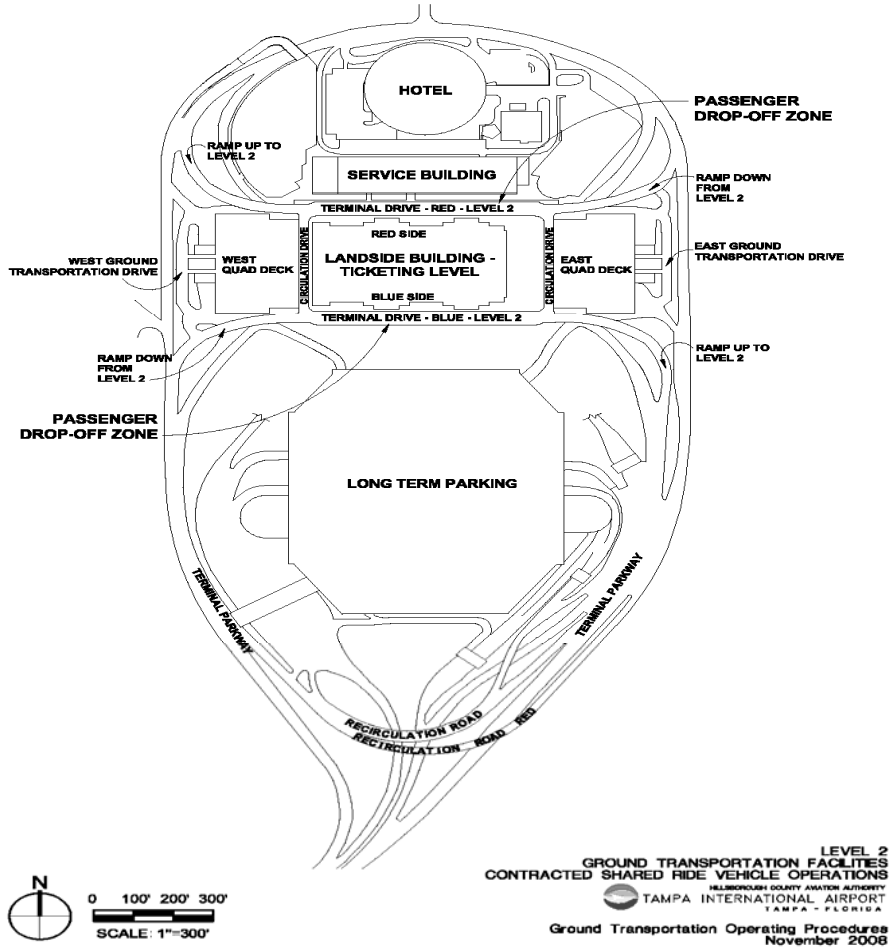
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Attachment A

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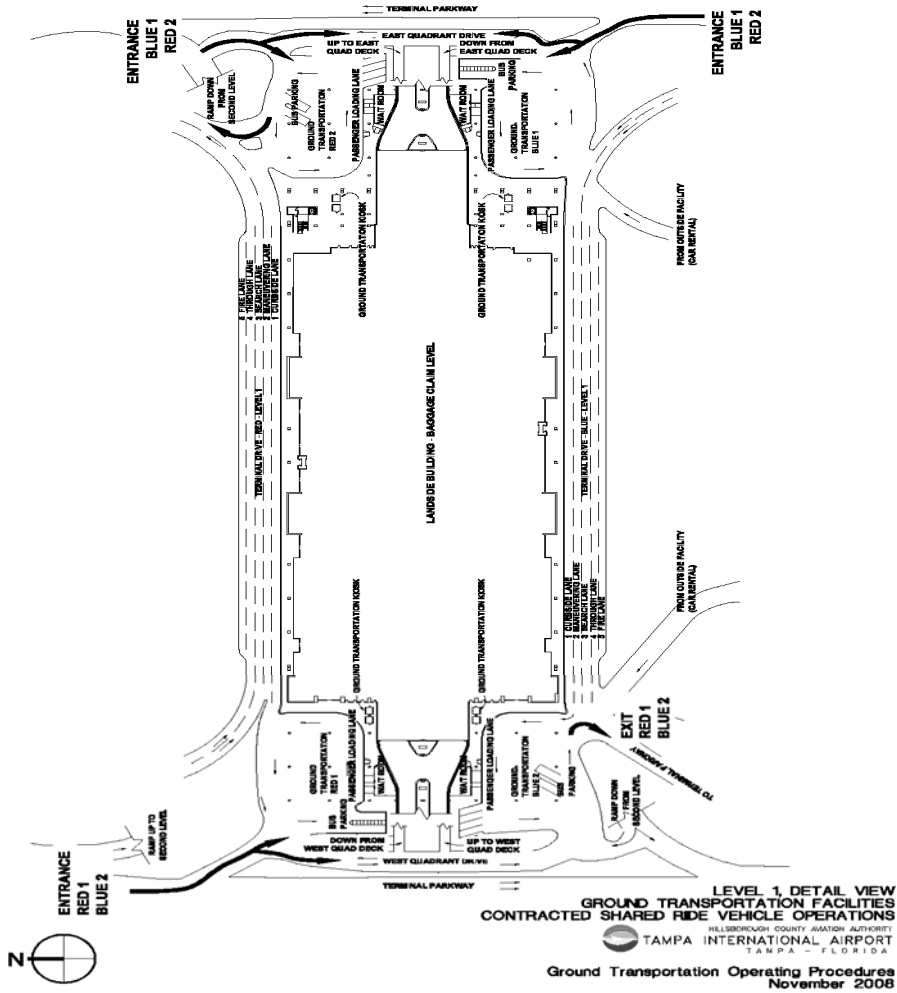
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Attachment B

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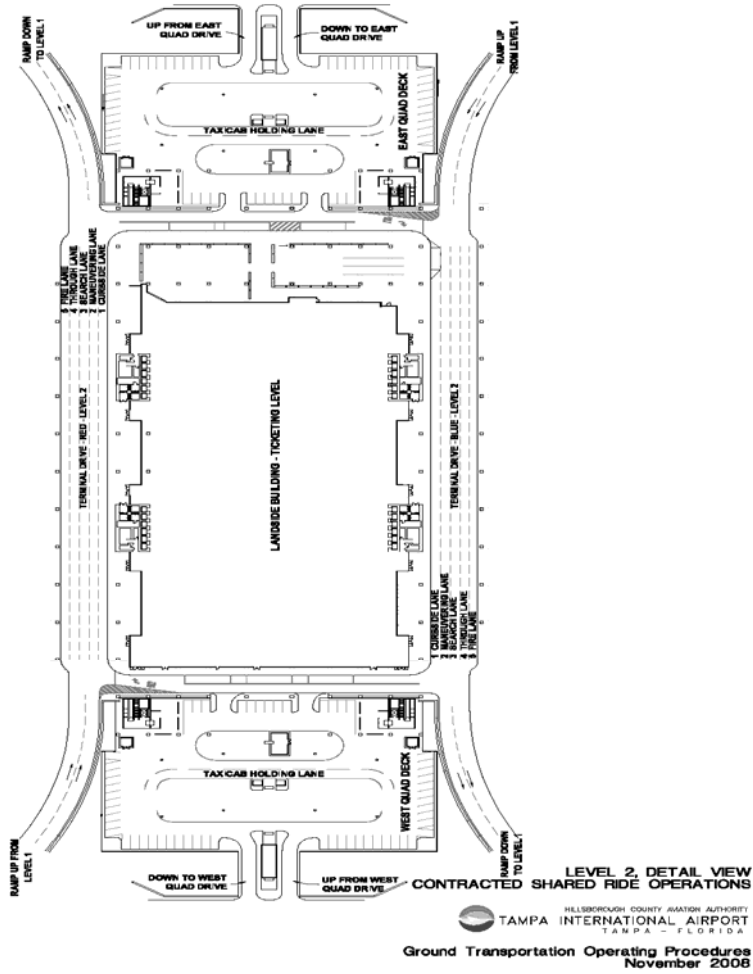
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Attachment C

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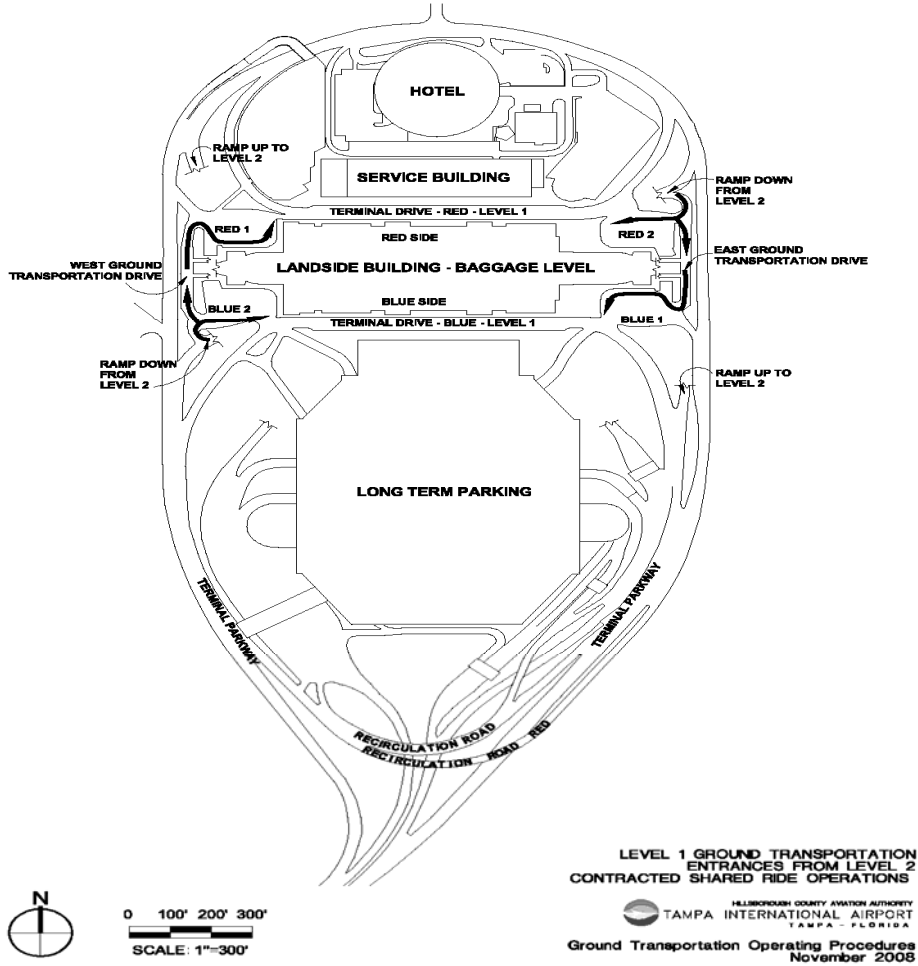
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Attachment D

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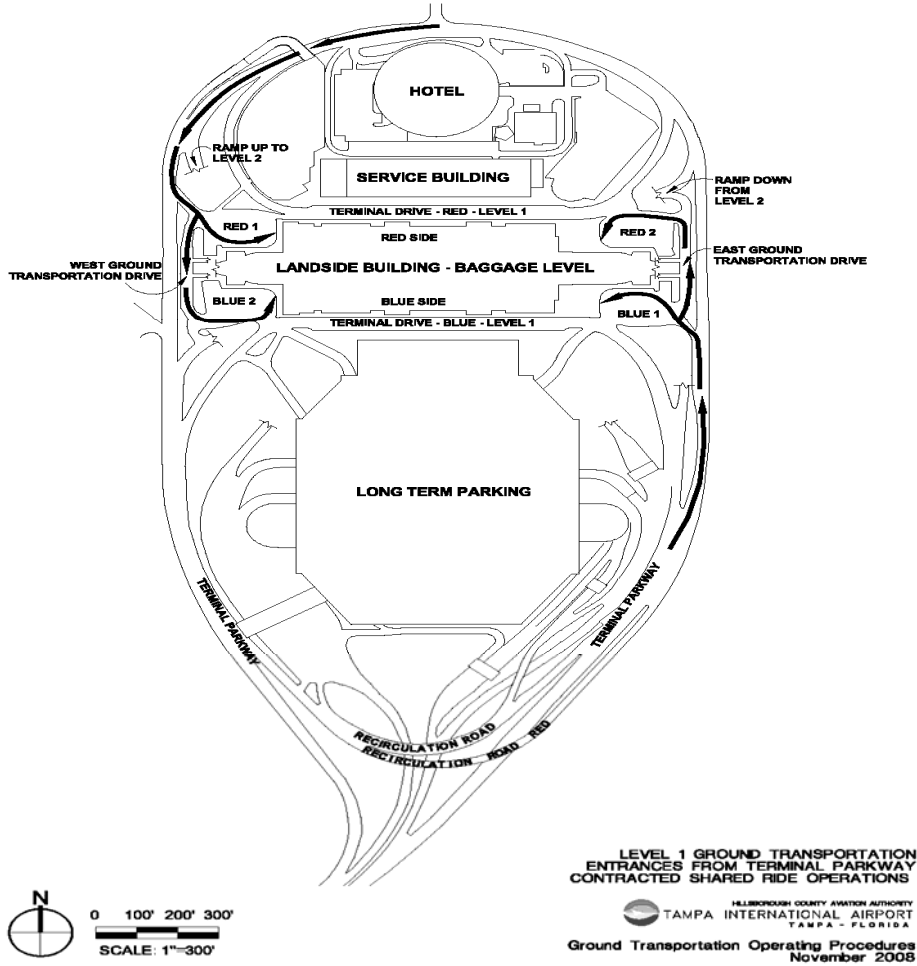
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Attachment E

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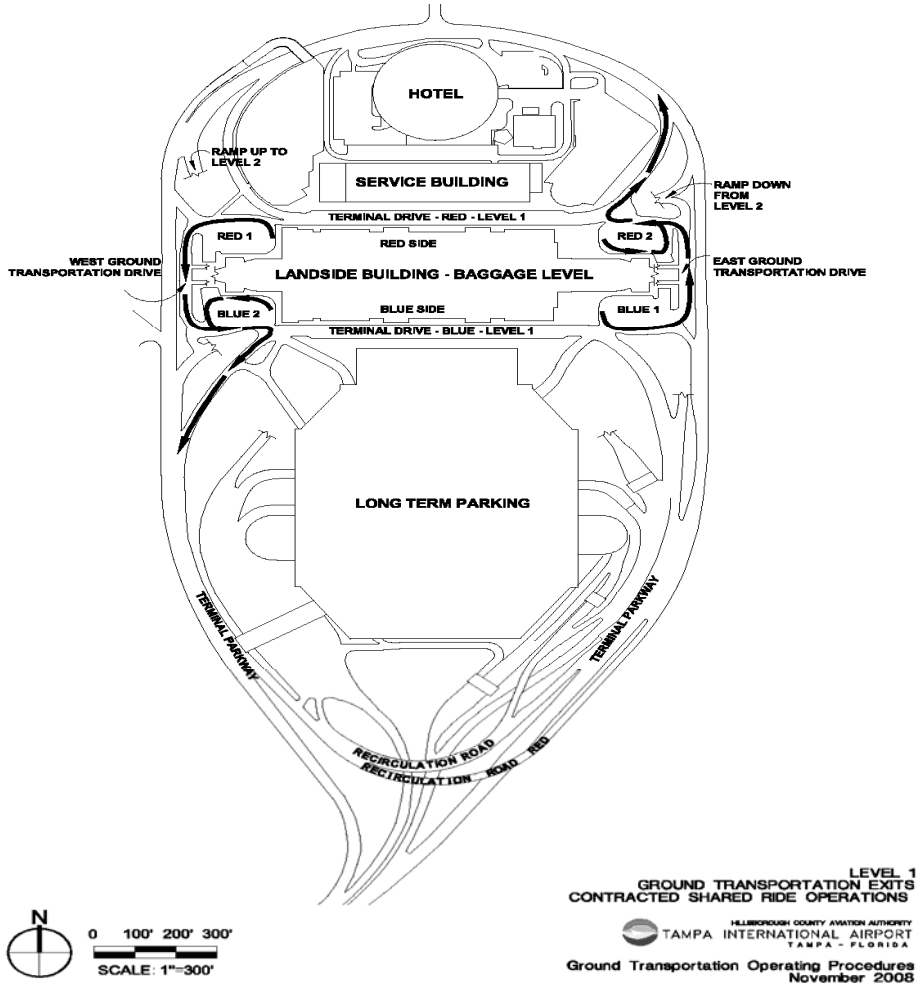
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Attachment F

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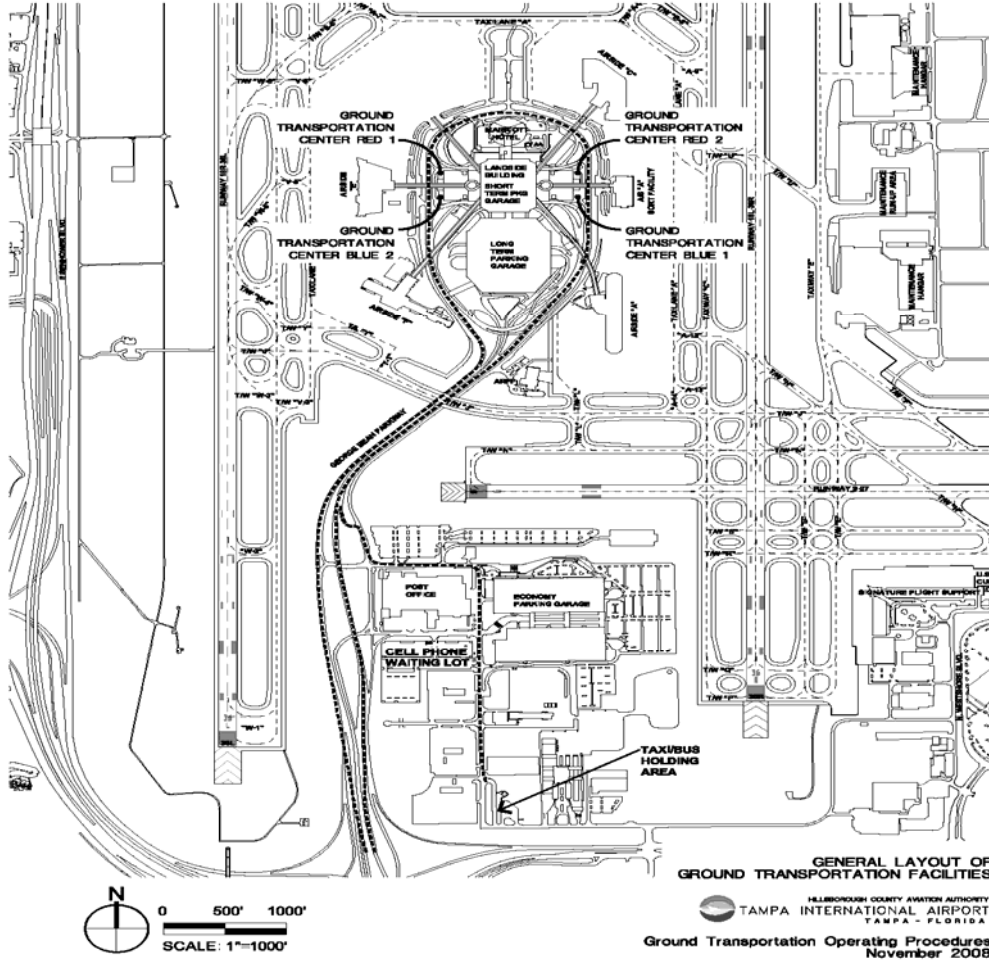
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Attachment G