

OPERATING DIRECTIVE

Hillsborough County
Aviation Authority

Number: D310.01.01

Effective: 12/05/02

Revised: _____

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Subject: Airport Limousines

PURPOSE: To establish specific operating procedures for airport limousines having an agreement to provide airport limousine service at Tampa International Airport.

GENERAL: All employees, subcontractors or agents of an airport limousine company must adhere to these procedures, airport rules and regulations or any subsequent directives issued by the Authority. Violations of any nature may constitute grounds for suspension of the offending individual from operating at the airport.

A. Use of Facilities:

Each airport limousine company will provide service from designated loading spaces situated in each of the four ground transportation quadrants. These spaces are designated to be used exclusively by airport limousine companies. Passengers will be loaded only in vehicles parked in these spaces. Exhibit 4 depicts the airport limousine spaces. Passengers can be dropped off at any location along the departure level drive. No passenger loading on departure level is allowed.

B. Traffic Circulation:

After unloading on departure level or arriving at the airport without passengers, airport limousines will proceed to an appropriate loading space, to the remote staging area for commercial vehicles or depart the airport. Approved circulation routes are shown on exhibits 7, 8 and 9. At no time are airport limousines authorized to drive, park or wait on the bag claim roadways.

C. Company Personnel:

Companies will employ dispatchers and other supervisory personnel, as required, to ensure orderly and efficient customer service, loading and departure of company's vehicles and proper behavior and compliance with procedures and rules by company's employees. Uniformed dispatchers will be stationed in the kiosks in the ground transportation quadrants in sufficient number to provide convenient passenger service for all arriving passengers. Company personnel will courteously provide information about fares or about alternative or other ground transportation services if asked.

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The following exhibits depicting the facilities are attached for information purposes:

- Exhibit 1 – General Layout of Ground Transportation Facilities
- Exhibit 2 – Ground Transportation Facilities, Level 1
- Exhibit 3 – Ground Transportation Facilities, Level 2
- Exhibit 4 – Ground Transportation Facilities, Level 1
- Exhibit 7 – Quadrant Entrances from Level 2
- Exhibit 8 – Quadrant Entrances from Terminal Parkway
- Exhibit 9 – Quadrant Exits

APPROVED: _____ /s/ John Wheat

DATE: 12/05/02