

OPERATING DIRECTIVE

Aviation Authority

Number: D310.02.01

Effective: 12/05/02

Revised: 08/13/09

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Subject: Contracted Taxicab Operations

PURPOSE: To establish specific operating procedures for taxicab companies having a taxicab agreement to operate at Tampa International Airport.

GENERAL: Taxicabs are a class of service regulated in Hillsborough County by the Hillsborough County Public Transportation Commission (HCPTC). The Authority has entered into contracts with two taxicab companies to provide on-demand taxicab service 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 company must adhere to the contract provision, airport rules and regulations or any subsequent directives issued by the Authority.

PROCEDURE:

A. Dropping off Passengers:

Taxicab drivers dropping off passengers at Tampa International must use the terminal flight departures 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. Procedures

- a. Contracted taxicab companies will provide taxicab service from either the east side of the terminal, comprised of ground transportation centers Blue 1 and Red 2, or from the west side of the terminal, comprised of ground transportation centers Red 1 and Blue2 (see Attachment B). Companies

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will provide taxicab service from these centers on a weekly rotating basis. The switch 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.

- b. Passenger loading is permitted only in the designated taxicab loading zone within each ground transportation center (see Attachment C).
- c. In the absence of a taxicab starter, each taxicab company may position up to three cabs in the taxicab loading zones within the ground transportation centers. While in these centers, cab drivers must remain with their vehicles at all times.
- d. Passenger loading is not permitted anywhere along the terminal flight arrival drives.
- e. Taxicab drivers will obey posted traffic control signage at all times.

2. Terminal Holding Areas

- a. Assigned taxicab holding areas are located on the east and west quad decks (see Attachment D). Unless otherwise directed by Ground Transportation, the quad decks are the only terminal locations where taxicabs are authorized to park and wait until summoned to the ground transportation centers to load passengers.
- b. Taxicab staging/holding requirements in excess of the number of cabs that can park in the designated area within the quad decks will be met by utilizing the remote commercial taxi/bus holding area (see Attachment E).

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C. Traffic Circulation:

Taxi/Bus Holding Area - After unloading passengers on departure level, or upon arrival at the airport without a passenger, a taxicab will proceed to the taxi/bus holding area (see Attachment E) and in turn proceed to the designated holding area within the quad decks until summoned. At any time when there are no spaces available at the terminal, the taxicab(s) will immediately return to the remote taxi/bus holding area.

D. Company Personnel:

1. Taxicab Company Starter/Supervisor

- a. Companies will employ taxi starters and other supervisory personnel as required to ensure orderly and efficient customer service, loading and departure of taxicabs and proper behavior and compliance with procedures and rules by company's drivers.
- b. Properly identified taxi starter is to be positioned by the taxicab loading zone and may not solicit for passengers at any time.
- c. Starters will courteously provide information about taxicab fares or about alternative ground transportation if asked.

2. Taxicab Drivers

Only taxicab drivers who have completed the Authority's taxi driver training and display an airport certified taxi driver hangtag are authorized to load passengers at the airport.

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

- Attachment A – Level 2, Ground Transportation Facilities
Contracted Taxicab Operations
- Attachment B – Level 1, Contracted Taxicab Circulation

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- Attachment C – Level 1, Detail View, Ground Transportation Facilities
Contracted Taxicab Operations
- Attachment D – Level 2, Detail View, Ground Transportation Facilities
Contracted Taxicab Operations
- Attachment E – General Layout of Ground Transportation Facilities

APPROVED: _____ /s/ John Wheat

DATE: 08/13/09

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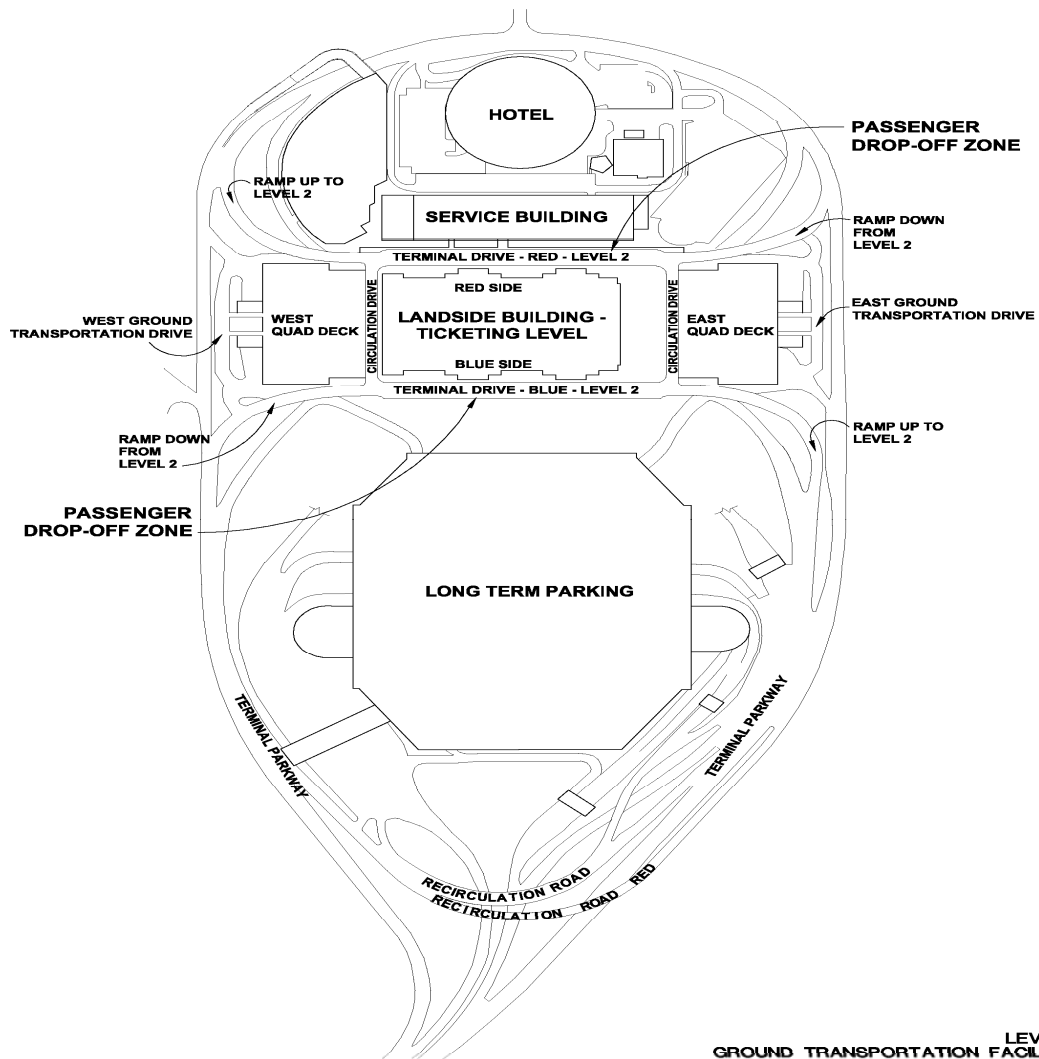
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LEVEL 2
GROUND TRANSPORTATION FACILITIES
CONTRACTED TAXICAB OPERATIONS
HILLSBOROUGH COUNTY AVIATION AUTHORITY
TAMPA INTERNATIONAL AIRPORT
TAMPA - FLORIDA
Ground Transportation Operating Procedures
November 2008

Attachment A

OPERATING DIRECTIVE

Aviation Authority

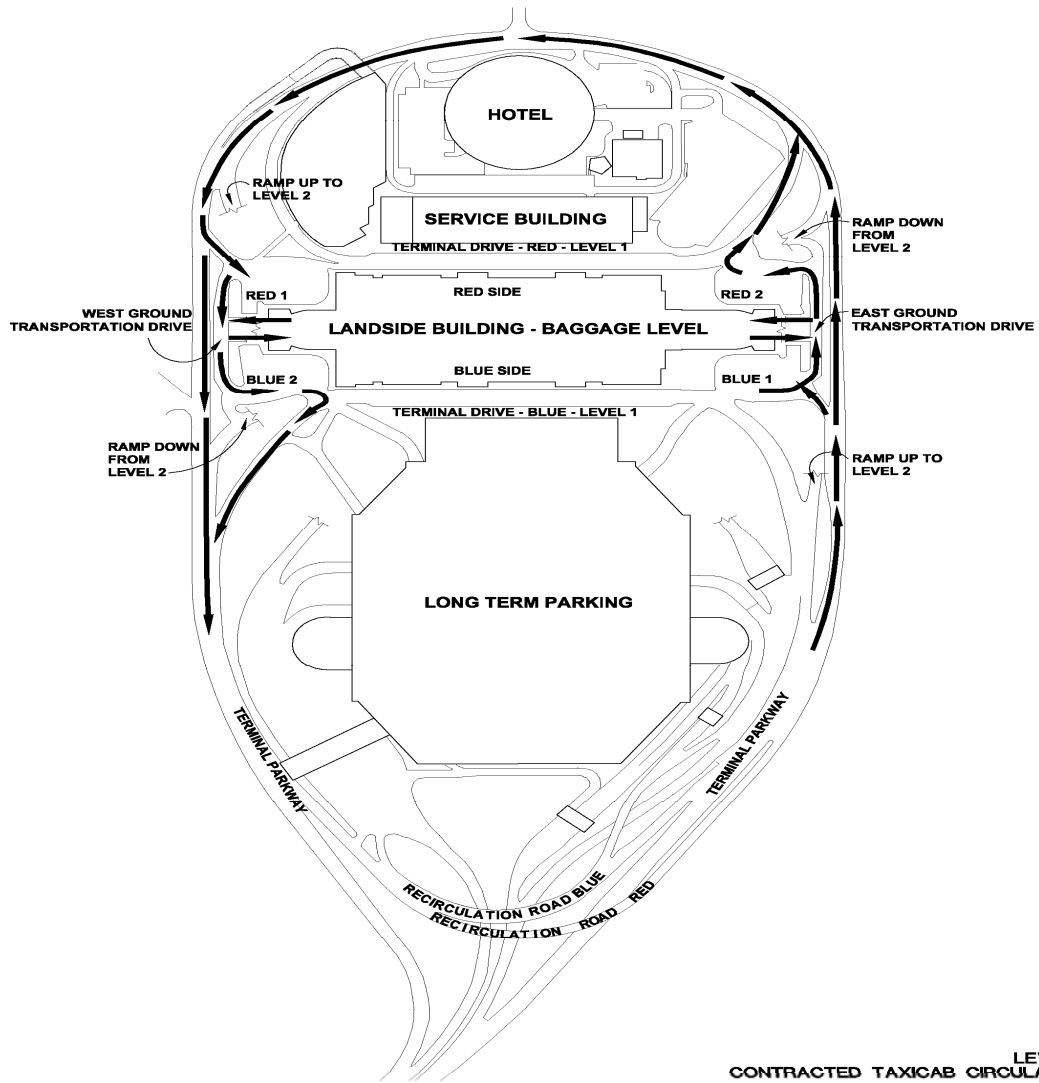
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**LEVEL 1
CONTRACTED TAXICAB CIRCULATION**



Ground Transportation Operating Procedures
November 2008

Attachment B

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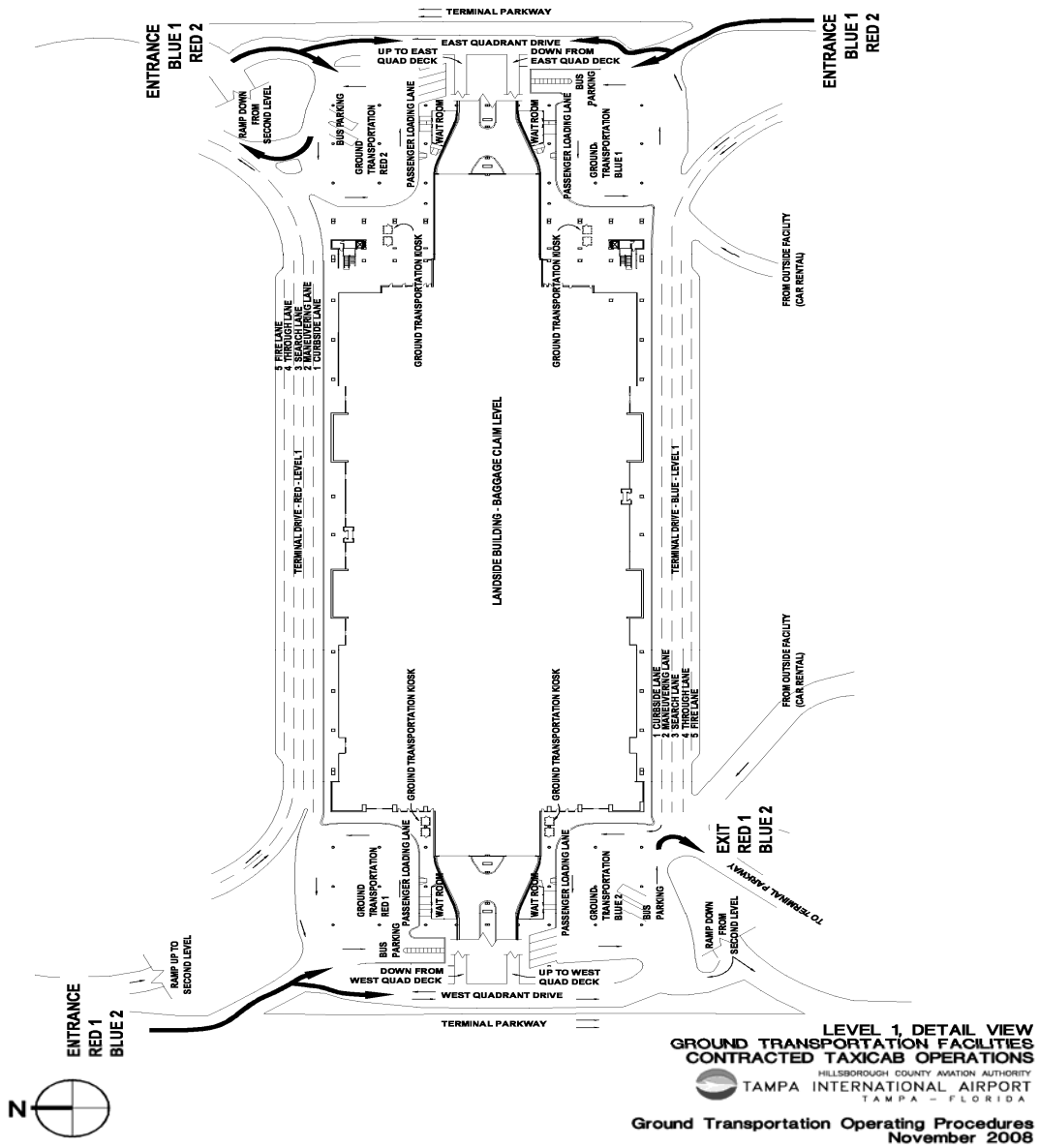
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Attachment C

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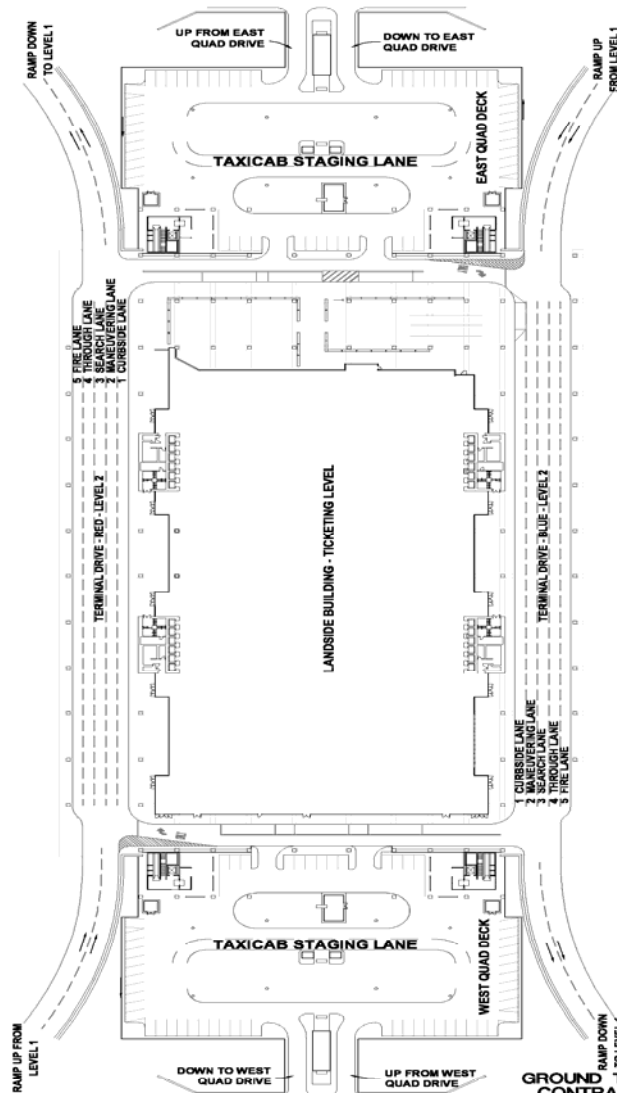
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**LEVEL 2, DETAIL VIEW
GROUND TRANSPORTATION FACILITIES
CONTRACTED TAXICAB OPERATIONS**
HILLSBOROUGH COUNTY AVIATION AUTHORITY
TAMPA INTERNATIONAL AIRPORT
TAMPA - FLORIDA
Ground Transportation Operating Procedures
November 2008

Attachment D

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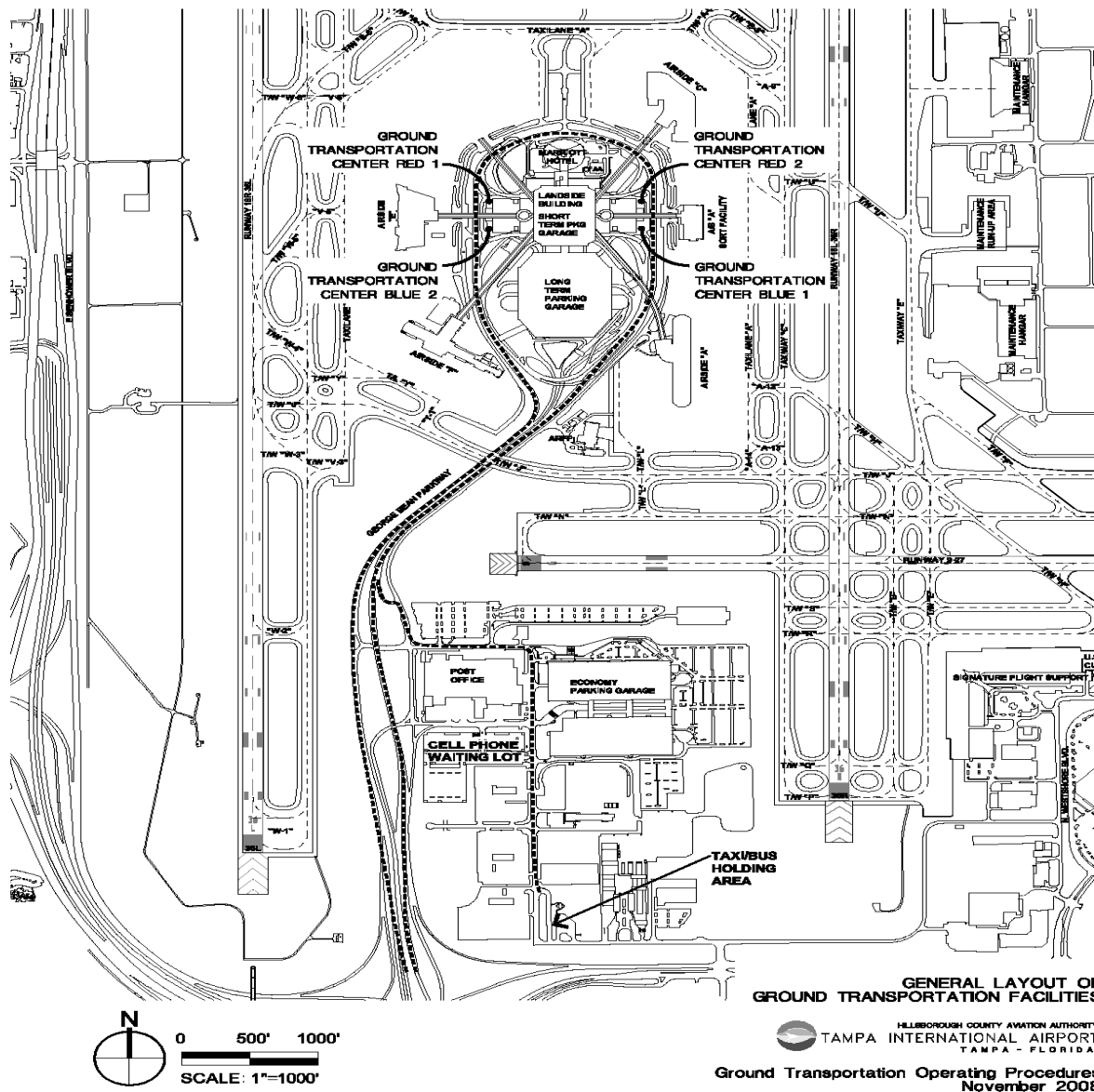
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Attachment E