

OPERATING DIRECTIVE

Hillsborough County
Aviation Authority

Number: D310.02.01

Effective: 12/05/02

Revised: _____

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Subject: Taxicab Operations

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

GENERAL: All employees, subcontractors or agents of a taxicab 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 company will provide taxicab service from one side, red or blue, of the terminal at the bag claim level curb. Taxicab holding stalls and ready spaces are depicted on the attached exhibit 4. Unless otherwise directed by Ground Transportation, these are the only locations where taxicabs are authorized to park and await fares. Passengers may be loaded anywhere along the bag claim curb of the side of the building being served by the company.

Passengers may be unloaded anywhere along the curb on departure level, either side of the building. No passenger loading on departure level is allowed.

B. Traffic Circulation:

After unloading passengers on departure level, or upon arrival at the airport without a passenger, a taxicab will proceed to the appropriate holding or ready space. If no space is available at the terminal, the taxicab will proceed to the remote staging area for commercial vehicles. Drivers must remain with their cabs at all times while at the terminal. Taxicabs will remain in a ready space until summoned for loading. Approved taxicab circulation routes are shown on exhibit 6.

C. Company Personnel:

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. Starters will keep any trip records required by Authority. Properly identified taxi starters

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may solicit for passengers, but only in the curbside areas of the bag claim level. Such solicitation is limited to asking individuals if they desire a taxicab. Starters will courteously provide information about taxicab fares or about alternative ground transportation if asked.

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

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 6 – Taxicab Circulation

APPROVED: _____ /s/ John Wheat

DATE: 12/05/02