



## City of Phoenix Aviation Department Rules & Regulations

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Number: 04-07

**Authority:** This Rule and regulation is promulgated pursuant to Phoenix City Code Chapter IV, Article IV, Section 4-71.

**Rules and Regulations:** VIP Operators

These rules and regulations are promulgated for the purpose of establishing procedures for licensing of, and defining permitted and prohibited conduct for the VIP category companies and drivers at Phoenix Sky Harbor International Airport.

These procedures, guidelines and requirements are applicable to business organizations and individuals who engage in transportation for hire or provide meeting and greeting services, or transportation activities incidental to other such business in a VIP vehicle as defined in Chapter 4 of the Phoenix City Code. The VIP permit category authorizes a permittee to pick up pre-scheduled passengers only.

Company/Firm

### 1. VIP Permit

No VIP operator/permittee shall engage in the business of picking up passengers at an Airport terminal without first obtaining an appropriate commercial ground transportation permit and quarterly decals for each vehicle to be used for such purpose at the Airport, at the Airport Operations Center. Permits shall not be issued until the owner has completed an application form provided by the City of Phoenix Aviation Department. Annual permit fees are four hundred dollars (\$400) per vehicle prorated on a quarterly basis.

### 2. Insurance

Before commencing commercial operations at the Airport, VIP operators/permittees shall submit an original certificate of motor vehicle insurance evidencing at least minimum state-mandated policy limits and which names the City of Phoenix as the certificate holder and as additionally insured by endorsement.

The City of Phoenix, its officers, officials, agents, employees and volunteers are to be listed as additional insured with respect to liability arising out of: activities performed by, or on behalf of, the VIP operator/permittee including automobiles owned, leased, hired, or borrowed by the Contractor.

The City, its officers, officials, agents, employees, and volunteers shall be additional insured to the full limits of liability purchased by the VIP

## City of Phoenix Aviation Department Rules & Regulations

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operator/permittee even if those limits of liability are in excess of those required by permit.

Each VIP operator/permittee shall execute a hold harmless and indemnification agreement in favor of the City of Phoenix as indemnitee. Each insurance policy required by the insurance provisions of the permit shall not be suspended, voided, canceled, reduced in coverage or in limits except after thirty (30) days prior written notice has been given to the City. Such notice shall be sent directly to Administrative Services, 3300 E. Sky Harbor Blvd., Phoenix, AZ 85034 and shall be sent by certified mail, return receipt requested.

VIP operators/permittees shall furnish the City with Certificates of Insurance (ACORD form or equivalent approved by the City) required by the permit. The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. Any policy endorsements that restrict or limit coverage shall be clearly noted on the certificate of insurance.

All certificates are to be received and approved by the City before commencement of commercial operations. A fax copy is acceptable, provided an original certificate is subsequently received within 10 days. Each insurance policy required by the permit must be in effect at or prior to commencement of commercial operations and remain in effect for the duration of the permit. Failure to maintain the insurance policies as required by the permit or to provide evidence of renewal is a material breach of the permit and may result in immediate revocation.

All original certificates required by the permit shall be sent directly to the Aviation Department, Operations Center. The City reserves the right to require complete, certified copies of all insurance policies and endorsements required by the permit at any time.

Any modification or variation from the insurance requirements in the permit must have prior approval from the City of Phoenix Law Department, whose decision shall be final. Such action will not require a formal amendment, but may be made by administrative action.

### **3. Compliance**

The permittees and their representatives authorized to operate on the Airport shall at all times be and remain in compliance with all applicable Federal, State or City laws, statutes and ordinances or any rules or regulations promulgated thereunder, including, but not limited to, the equipment safety regulations for motor vehicles as adopted by any governmental agencies with jurisdiction over such vehicles. [Section 4-72].

### INDIVIDUAL

#### **1. Driver Requirements**

Each permittee /representative operating vehicles under a VIP permit shall insure that all drivers meet all Federal, State, and City requirements. Drivers shall be

## City of Phoenix Aviation Department Rules & Regulations

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appropriately licensed, knowledgeable of the local area and streets, able to speak, read, and understand the English language.

In order for a driver to be certified as a VIP driver at the Airport, the following items must be presented to the Ground Transportation office:

- a. A VIP application signed by an authorized representative of the permittee.
- b. Training statement-indicating driver has completed the company sponsored training program.
- c. A valid, appropriate level Arizona Drivers License.
- d. Two (2) color, passport-size and quality photographs.
- e. A National Safety Council Course Completion Card (defensive drivers card) issued within 24 months.
- f. Medical card issued within 24 months.

The operator/permittee shall make available a document that certifies that the driver applying for a Driver's Identification Card is a qualified driver under the Federal Motor Carrier Safety Regulations. Specifically, each owner shall certify that its drivers are qualified and maintain driver qualification files as required by Part 391, Subpart F of the Federal Motor Carrier Safety Regulations. Such files will be made available for inspection upon request by the City.  
[Section 4-72].

### **2. Driver's Conduct**

Drivers shall at all times be courteous, professional and informative when interacting with passengers, airport staff, and other drivers. Drivers should have a desire as well as an ability to provide a positive travel experience for visitors to the airport as well as to residents of the State. Providing a truly friendly service to users of transportation is equally as important as providing safe and efficient travel. Customer complaints relating to a driver's failure to meet the foregoing standards of conduct may provide grounds for the termination of the driver's identification card.

[Section 4-75].

Drivers shall not engage in any physical fighting or loud, boisterous verbal disputes while on the airport [Section 4-77G]. If a dispute develops between a driver and a passenger, or another driver, the driver should immediately contact airport staff to resolve the dispute. Drivers wishing to file a complaint, or report an incident, may do so by completing a Ground Transportation Incident Complaint form. Forms may be obtained from the Ground Transportation Office or the Ground Transportation booths located at each terminal.

### **3. Soliciting**

A driver or operator shall not solicit passengers for hire inside the terminal buildings of an airport, except as authorized by the Aviation Director by written agreement designating specific locations and conditions for such activity. Drivers are not allowed to loiter on airport premises. Any off duty driver using a permitted vehicle for personal use at the airport, shall utilize the public parking facilities.

## City of Phoenix Aviation Department Rules & Regulations

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Soliciting passengers is a misdemeanor offense that may result in criminal prosecution and the loss of meeting and greeting privileges and ground transportation permits/decals. Drivers soliciting passengers or in any manner offering to transport unscheduled passengers may be issued a Notice of Violation/Citation.

[Section 4-77D].

### **4. Driver Identification Placard**

Airport-issued identification placards must be properly displayed in their vehicle and visible to passengers while operating from the airport. Drivers will not be permitted to pick-up passengers on the airport if the identification placard is not displayed. Drivers shall appear as in his photograph displayed on the placard. Where the photograph shows eyeglasses, mustache, beard, etc., they shall be worn. New photographs shall be submitted without delay if the driver's appearance is changed.

[Section 4-69].

### **5. Parking**

Drivers are authorized to park in the permit parking areas at each of the three terminals. Parking is subject to space availability and for a maximum time limit of 45 minutes.

The ground transportation permit authorizes a company to conduct commercial ground transportation activity at the airport and does not guarantee a parking space. Permit parking is a courtesy and may be suspended as deemed necessary by the Aviation Director.

[Section 4-77].

### **6. "Attended" Vehicle**

An authorized VIP vehicle shall be considered "attended" for purposes of Chapter 4 of the Phoenix City Code if [1] the driver is with the vehicle, or [2] the driver, while in the terminal to pick-up passengers, has complied with the procedures of rule (7) below.

### **7. Sign-in Procedures**

Drivers, upon arrival, are to immediately sign in on the Airport's scheduled pickup sign-in sheet provided at the following locations at each terminal:

Terminal 2: Ground Transportation booth, East End of the terminal (outside).

Terminal 3: Level A Business and Information Center.

Terminal 4: Level 1 Business and Information Center.

(Locations are subject to change)

The sign-in sheet will require date, time, company name, license plate number, driver name, as well as flight and passenger information. Additionally, drivers shall upon demand, disclose to Airport Operations staff the name and/or flight arrival time of the passenger he/she is meeting.

## City of Phoenix Aviation Department Rules & Regulations

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Drivers are required to obtain a meet and greet permit and have it in their possession if a hand-held sign is to be carried in a terminals' meet and greet areas adjacent to baggage claim. Gate greeting is authorized with the approval of the airlines only. Authorized signs shall be no larger than 18" x 14" and will not be permitted to be placed against any column, counter or other location. Signs may be posted at the Meet/Greet kiosks located in the designated locations in the baggage claims areas.

The wording on the signs is restricted to that which indicates the name of the individual/group being met only. At no time will the sign include the name of any ground transportation company, hotel, motel or other commercial establishment. In lieu of hand-held signs or in combination therewith, wearing apparel such as a hat, t-shirt, small badge, or similar item will be permitted only if it is of uniform, professional quality.

Meet and greet permits may be obtained at the Ground Transportation office during business hours or the Ground Transportation booths at each terminal.

If unattended parking time exceeds forty-five (45) minutes, or the driver fails to sign-in, a Notice of Violation and/or parking citation may be issued to the unattended vehicle.

[Section 4-77].

### **8. Vehicle Requirements**

All vehicles shall be maintained in proper operating condition, which shall include a neat, overall general appearance. Vehicles are subject to inspection by Airport Operations staff.

- a. Air conditioners will be operated at all times when temperatures reach 85 degrees Fahrenheit or upon passenger request.
- b. Heaters will be operated upon passenger request and sufficiently heat the interior of the vehicle.
- c. Exterior paint shall be maintained free of oxidation and rust.
- d. Vehicle shall be free of any sheet metal damage.
- e. Vehicle shall be inspected for cleanliness at the beginning of each day of service to insure vehicle is free of dirt, trash, and debris.
- f. The exterior of each vehicle in service shall be kept clean from road dust, mud and grime.
- g. The interior of each vehicle in service shall be swept or vacuumed prior to beginning daily service.
- h. Wheel covers (hubcaps) shall be mounted on all wheels at all times.

### **9. Motor Vehicle Equipment Safety Violations**

Every vehicle shall be structurally sound and maintained in such good condition as to provide for the safety of the public in accordance with each and every applicable requirement of Arizona Revised Statutes Title 28.

## City of Phoenix Aviation Department Rules & Regulations

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- a. The Aviation Director shall cause to be impounded the authorization decal for any ground transportation vehicle that is in violation of the safety regulations with respect to requirements for tires, steering components, brakes, lights or windshield.
- b. Upon correction of the deficiency the Aviation Director shall immediately return the impounded authorization decal. [Section 4-76].

### 10. Vehicle Decal

All VIP operators/permittees operating from Phoenix Sky Harbor International Airport shall display a current and valid VIP category decal affixed to the lower right hand corner of the windshield. Vehicles not displaying a decal are not authorized to operate on the airport.

Temporary permits for replacement vehicles may be acquired from the Operations Center staff in the event a permitted vehicle is inoperable for any length of time. Decals are registered to specific vehicles and are not interchangeable or transferable. Stolen or lost decals must be reported, as such to the appropriate Police agency before a replacement will be issued. [Section 4-68].

In the event of an overflow situation where additional vehicles may be required, daily use permits are available to those companies who have a current quarterly decal. All additional vehicles operating under a daily use permit shall comply with all requirements for that class of operation.

The foregoing Rule and regulation is hereby adopted and promulgated this day of March 1<sup>st</sup>, 1999.

  
Aviation Director

  
Assistant City Attorney