

# Electric Cart Driver STUDY GUIDE

Revised April 2008



Phoenix Sky Harbor International Airport



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# INTRODUCTION

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## Purpose

The Phoenix Sky Harbor International Airport is one of the busiest airports in the world. Terminal concourses can be extremely congested with passenger traffic, and driving electric carts can be hazardous if not done in a safe manner.

The purpose of testing all applicants applying for a Cart Driver Permit (CDP) is to ensure that each driver operating a cart within the terminal areas of Phoenix Sky Harbor International Airport is aware of the rules and regulations governing the use of such carts and to ensure that such carts are used in a safe manner. The information contained within this study guide is extracted from City of Phoenix Aviation Department Rules and Regulations.

## General Information

Each person who, as part of his/her job duties is required to operate a cart within any passenger terminal building, structure, or concourse, must obtain and possess a current and valid Cart Driver Permit (CDP). A valid cart driver permit will be indicated in the form of a special sticker that is placed on the back of an employee's airport security badge. Permit use is limited to designated work areas and for business activities during work hours only. All employees must possess a valid state issued driver's license and an airport security badge with a CDP endorsement in order to operate a cart within the terminal areas of Phoenix Sky Harbor International Airport.

It is the responsibility of all companies operating carts at the airport to inform their employees of the cart driver program and the requirement to obtain a CDP. In addition, companies operating carts within the terminal areas are

required to have liability insurance meeting the standards set forth by the Aviation Department, including naming the City of Phoenix as a certificate holder, and as additional insured. A hold harmless clause must be in place in favor of the City of Phoenix. Contact the Aviation Business and Properties office for current information.

## Policy

The goal of this program is safety through strict compliance with Aviation Department regulations. Accomplishing this goal requires that airlines, tenants, and other users of the airport work closely with the Aviation Department to promote strict adherence to the rules and regulations pertaining to cart usage within terminal areas. An enforcement program is in place to monitor and enforce these regulations.

Other major goals of the program are to:

- Ensure that all persons driving carts within the terminal areas are aware of and abide by all safety rules and regulations governing the use of carts at Phoenix Sky Harbor International Airport.
- Stress the importance of safety procedures to prevent personal injury and property damage.

## Authority

A driver may be required to prove his/her authority to operate a cart within the terminal areas. All airport security badges must be worn on the outermost garment above waist level at all times. The driver must produce a current and valid airport security badge, a valid CDP endorsement, and a valid state-issued driver's license to an Aviation Department representative or Law Enforcement upon request.

If the driver fails to show a CDP and license or if the CDP or license is expired or invalid, he/she will not be allowed to

continue operating a cart within the terminal area. The employee's airport security badge may be confiscated, and the employee will be subject to a Notice of Violation (NOV).

## Application

Applications and study materials for the Cart Driver Permit test may be obtained at the Security Badging Office located in the Airport Operations Center. Security Badging Office hours and further information may be obtained by calling (602) 273-2036 or visiting <http://phoenix.gov/skyharborairport/about/airsec-badging.html>.

## Permit Process

### A. Prerequisites

1. The Aviation Department's "Electric Cart Driver Study Guide" booklet will be mandatory reading prior to taking the certification course and exam.
2. Applicants must possess a current and valid U.S. state issued driver's license.
3. Applicants must either be in possession of, or be concurrently applying for an airport security badge when applying for the Cart Driver's Permit.

### B. Training

It is the responsibility of each company operating carts within the terminal areas to train and instruct their employees on the operation of their specific carts. The Aviation Department reserves the right to monitor and/or spot check training methods used by companies to ensure program integrity.

### C. Testing

#### 1. Testing Responsibility

The Airport Security Badging Office will conduct testing of all applicants. Contact the Security office

at (602) 273-2036 to schedule a computer-based training course and exam.

### 2. Examination Content

The examination consists of an interactive computer-based training module with instructional video footage and embedded multiple choice questions. Questions will cover material from this study guide.

### 3. Exam Failures

Answering three questions incorrectly in a row shall constitute failing the exam. Applicants who fail the initial test will be required to schedule a retest. Retests will not be administered the same day. Individuals who fail the retest will be instructed to take a few days to thoroughly study the information in this Electric Cart Driver Study Guide and retest. Individuals will not be allowed to operate any cart within the terminal areas until they have passed the CDP examination and have been issued a CDP from the Aviation Department.

### D. Issuance of Permit

The Security Badging Office will issue all Cart Driver Permits after an employee successfully passes the examination.

## Tenure of Permit

The expiration of the CDP endorsement will coincide with the expiration of the airport security badge, or upon termination or separation from employment if prior to the expiration date. Cart Driver Permits may also be revoked or suspended as a result of the issuance of a Notice of Violation.

## Lost Badge with CDP

A driver who loses his/her airport security badge with CDP endorsement is responsible for reporting the loss immediately to the Security Badging Office at (602) 273-2036, from eight a.m. to five p.m., Monday through Friday. If a badge is lost at any other time, please call (602) 273-3302. A replacement badge may then be acquired from the Security Badging Office during business hours. A new badge application will be required for replacement badges and the employee will be responsible for payment of all applicable replacement fees.

Any driver who has lost a badge with CDP endorsement will not be allowed to operate any cart within the terminal area until the badge is replaced. If the person finds the badge after reporting the loss, he/she MUST return the badge to the Security Badging Office as it has been deactivated and will no longer be valid. Operations Division staff will conduct random badge/permit checks to guarantee program security.

## Badge/CDP Renewal

Employees may renew their badge and CDP up to thirty (30) days prior to the badge expiration date. If an employee allows their badge to expire, the CDP shall also be considered expired, and the employee will be required to retake all applicable training courses and certification exams prior to renewing their badge.

A retest may also be conducted:

- After an accident or incident involving injury to persons and/or damage to property and upon the determination of the Deputy Aviation Director – Operations or his/her designee;
- At the request of the cart driver's employer;

- If a cart driver leaves his/her employment and then becomes reemployed by the same or another cart operator;
- Upon issuance of an NOV as determined by the Aviation Department.

## Inspection of Records

The Aviation Department reserves the right to inspect, upon request, the records of each cart operator and cart driver, including the Cart Driver Permit. An inventory of all active carts is kept on file in the Airside Operations office.

All cart companies must notify Airside Operations (602) 273-2008 of all requested changes, additions, or deletions to the cart inventory. Carts must be inspected and permitted under any of the following conditions:

- New cart entering service;
- Significant alteration or modification to cart;
- Cart has been taken out of service (red tagged), and necessary repairs have been made;
- Regular inspections as required on a quarterly basis.

Non-compliance with any of these requirements will result in issuance of a NOV and possible revocation of permits.

## PROCEDURES

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### Equipment Requirements

- A. All carts that are to be operated within any terminal building, structure, or concourse shall be electrically powered. No petroleum powered carts (using fuels such as gasoline, diesel fuel, fuel oil, aviation gasoline or jet fuel) are permitted within any terminal area.

- B. Each cart shall be equipped with a permanently attached, corrosive proof battery drip pan so as to prevent acid drips on floor surfaces and shall have oil and grease fittings equipped with caps so as to prevent leakage of such fluids onto floor surfaces. All vehicular tires on the carts shall be of a non-raised tread design so as not to cause marks, burns, or unusual wear patterns on floor surfaces. An acid-proof mat shall be provided for each cart while it is being charged or stored. The mat must be large enough to extend three (3) inches beyond the outermost edges of the cart when parked. No cart shall be operated unless all safety equipment is in proper working condition. Inoperative carts shall be promptly repaired or removed from the terminal areas within five (5) days if repairs cannot be made.
- C. All carts shall be of a singly self-powered vehicle type (no trains or multi-part carts are allowed). No cart shall exceed the dimensions of nine (9) feet in length by five (5) feet in width.
- D. Each cart shall have a warning beeper, horn, or other audible warning device, in addition to a reverse direction warning device. The use of such audible warning devices shall only be used to warn pedestrians and other traffic of the cart's presence and must never be used to clear pedestrians out of the path of the cart.
- E. Each cart shall be clean, of good appearance, and free of sharp corners and other items that can snag clothing or injure passengers or property.
- F. Each cart shall be equipped with brakes and a steering system in good working order.
- G. Each cart shall be in a thoroughly safe condition for the transportation of passengers.
- H. Prior to entry into service, each cart shall be subject to inspection by Aviation Department personnel to ensure that the cart meets the requirements as stated above. Each cart must pass the inspection in order to be issued

an Airport Cart Permit by the Aviation Department. All electric carts are subject to inspection at any time by Aviation Department personnel while on the grounds at Phoenix Sky Harbor International Airport.

- I. When carts are to be cleaned or serviced for maintenance, such work must take place outside of the passenger areas.
- J. All carts shall be equipped with a lock or key. The lock must be secured and/or key removed when not attended to prevent operation by unauthorized persons.
- K. Carts may only be stored and recharged in locations approved by the Aviation Department.
- L. Carts must have a company logo displayed.



### Cart Operation

- A. No cart shall be operated in a terminal building structure or concourse area at a speed in excess of the surrounding pedestrian traffic or in excess of three (3) miles per hour at other times.



- B. All drivers of carts shall yield the right-of-way to pedestrians. Operators are not allowed to request pedestrians to yield to carts.
- C. Carts should normally be operated in the passenger terminal connecting bridges only. Cart drivers should only operate electric carts in concourses when the passenger has special assistance needs, such as limited mobility, ADA, etc.
- D. Carts shall not be operated on moving walkways, through automatic terminal doors, or in passenger seating areas. Carts are prohibited from passenger elevators; however, freight elevators may be used to access storage areas or maintenance areas.
- E. Cart operators will not push, pull, or tow another cart, wheelchair, or personal baggage cart under any circumstances.
- F. The operator of a cart shall not pass or overtake another cart proceeding in the same direction unless the front cart has come to a complete stop. When carts approach each other from opposite directions, each cart shall give way to the right of the oncoming cart.
- G. No cart shall be operated unless all riders are in the seated position.
- H. No cart driver shall operate, stop, or park a cart so as to needlessly block, obstruct, or interfere with the orderly flow of pedestrian traffic. Unattended carts will be parked in designated areas only. No cart shall be parked at any time in a manner that blocks or can block access to an emergency exit, an Air Operations Area (AOA) door, a crew door, a gate or jetway door, or a freight elevator. Drivers who leave a cart unattended MUST remove the keys.
- I. If a driver has to operate a cart in an area that is congested with pedestrian traffic, the cart driver shall make every effort to drive with the flow of traffic. All cart

operating procedures will be adhered to and the cart driver must exercise extreme caution.

- J. Carts may only be used to transport passengers. Carts may not carry more passengers than the number of available seats. Under no circumstances may carts be used to carry other items such as boxes, pallets, etc.

### **Prohibitions**

No cart shall be operated within terminal buildings:

- In a careless or negligent manner;
- In disregard to the right-of-way and safety of other persons;
- Without due caution or at a speed or manner that could endanger persons and/or property;
- While the driver or operator is impaired or under the influence of alcohol, illegal substances, or any medication that can impair perception and responsiveness;
- If the cart is hazardously equipped or loaded in a manner that could endanger persons or property;
- If the cart is in disrepair or is leaking fluids.

### **Prohibition of Fees**

No charge shall be made for the carriage of persons on carts. Drivers may not actively solicit tips, but are authorized to accept tips that are voluntarily offered by a customer. Drivers who are observed soliciting tips will be subject to an NOV, which may result in suspension of their airport security badge with CDP endorsement.

## EMERGENCIES

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### Emergency Notification

- A. Any cart driver involved in an accident or incident involving personal injury or property damage MUST advise Airport Emergency Services at (602) 273-3311 and his/her employer IMMEDIATELY. Such notification shall include accident location, nature of injury/damage, and circumstances involving the spill or leakage of battery acid and oils/greases from the carts.
- B. In the event of an accident, spill, or other emergency, the driver of the cart shall remain at the scene of the event until released by City of Phoenix Police, Fire, or Operations personnel. The cart involved in the incident shall remain in its place at the time of the event until the driver is advised to do otherwise by Police, Fire, or Operations personnel.
- C. All damage to terminal structures (including walls, floors, carpeting, check-in counters, window panes, and other fixtures) MUST be reported to Sky Harbor Communications at (602) 273-3302 immediately. Failure to report such damage (and, upon investigation once determination of responsibility has been made) may result in the cart operator being held fully responsible for repairs to the damage, and may be issued a Notice of Violation.

### Spills / Leaks

- A. Each cart company shall have spill kits readily available for use in the event of a spill. Each spill kit shall have materials available for (a) neutralization of spilled battery acid, (b) the absorption and/or removal of grease, and (c) the means of disposal of residue from each usage. Each cart issued an Airport Cart Permit must have a spill

kit available while operating in the terminal areas at Sky Harbor.

- B. If a spill or leak occurs from a cart, it is the responsibility of the cart operator to take immediate steps to mitigate the effects of the spill or leak. The cart operator must inform Airport Emergency Services at (602) 273-3311 of the spill or leak as soon as possible. The residue from the spill or leak must be disposed of in a manner approved by the Aviation Department.

## ENFORCEMENT

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The Aviation Department has authorized the Operations Division and the Phoenix Police Department to conduct inspections and enforce violations regarding cart operations within the terminal areas. All violators will be subject to citation and/or Notice of Violation (NOV).

### Notice of Violation (NOV)

A NOV will be issued for observed violations of any rules, regulations, and laws governing or established for the safe and orderly conduct while operating a cart at the airport.

The NOV will be monitored and issued by the Deputy Aviation Director of Operations or his/her designated representative.

**City of Phoenix AVIATION DEPARTMENT**

**NOTICE OF VIOLATION**

THREE TO NOTIFY	DATE WRITTEN	TIME	EXAM NOTICE NO.
SUPERVISOR'S NAME	SUPERVISOR PHONE NUMBER	DATE OF VIOLATION	FORM
COMPANY NAME AND PHONE NUMBER:	COMMENTS	AIRPORT	<input type="checkbox"/> PHX <input type="checkbox"/> DVT <input type="checkbox"/> GYR
LOCATION OF VIOLATION			
<b>TYPE OF VIOLATION DESCRIBED:</b>			
<input type="checkbox"/> 49-CFR § 1542.201: Access to Not Working <input type="checkbox"/> 49-CFR § 1542.201: Access to AOA (PHS) <input type="checkbox"/> 49-CFR § 1542.201: Failure to coordinate worked PHO	<input type="checkbox"/> P.C.C. 34-01 (1) <input type="checkbox"/> P.C.C. 34-2: Aircraft Access <input type="checkbox"/> P.C.C. 34-2: Movement Standards <input type="checkbox"/> P.C.C. 34-2: Aircraft Parking Safety & Control <input type="checkbox"/> P.C.C. 34-2: Unlawful General Aviation Handicap <input type="checkbox"/> P.C.C. 34-12: Damage to Airport Property <input type="checkbox"/> P.C.C. 34-32: Negligent Operation of Aircraft	<input type="checkbox"/> P.C.C. 34-01 (2) <input type="checkbox"/> Failure to Stop at Designated Stop <input type="checkbox"/> Exceeding 25 mph Max Service Rules <input type="checkbox"/> Exceeding 25 mph Slowdowns & Aprons <input type="checkbox"/> See Ramp Owner's Permit <input type="checkbox"/> P.C.C. 34-03 (1): Failure to Yield to Aircraft <input type="checkbox"/> P.C.C. 34-03 (2): Improperly Logged (PHS) <input type="checkbox"/> P.C.C. 34-05: Security Management Violation <input type="checkbox"/> P.C.C. 34-10A: Endangering Persons or Property <input type="checkbox"/> Other - See COMMENTS	
VIOLATOR IS AN EMPLOYEE: <input type="checkbox"/> YES <input type="checkbox"/> NO VIOLATOR'S SUPERVISOR:	OPERATIONS OFFICER:	DEPT. HARBOR:	USER WALLEY:
VIOLATOR'S SIGNATURE:	AIRPORT OPERATIONS OFFICER'S SIGNATURE:	AIRPORT SECURITY OFFICER'S SIGNATURE:	AIRPORT SECURITY OFFICER'S SIGNATURE:
Signature	Print Name	Print Name	Print Name

## NOV Hearing

After receiving a Notice of Violation, an employee has five (5) days to call (602) 683-3646 to schedule a hearing. Failure to schedule a hearing within five (5) days will result in the deactivation of the employee's Security Badge. Employees must attend the hearing with their immediate supervisor.

The hearing serves as an opportunity to identify the nature of the infraction, and to educate airport employees about airport rules and regulations. Penalties may range from remedial training to badge suspension or revocation, depending on the severity of the offense and the employee's prior record.

## Suspension/Revocation of Permit

### A. Severe Violation

Any driving violation of a severe nature (i.e., a violation resulting in property damage and/or injury, reckless operation of a cart, operating a cart while under the influence of alcohol or a controlled substance) will warrant immediate suspension of the permit as determined by the Deputy Aviation Director - Operations or his/her representative.

### B. Three NOVs

Three (3) NOVs issued to an individual during a twenty-four (24) month span will be considered grounds for suspension of an individual's airport security badge with CDP endorsement.

### C. Length of Suspension

Suspensions can range from one (1) day up to one hundred eighty (180) days depending on the severity of the incident and the employee's record. Employees may not be escorted into a restricted area during the timeframe their badge is suspended. The Aviation Department is authorized to permanently revoke an airport security badge for repetitive violations or acts of gross negligence.

## EXEMPTIONS

Carts that are used expressly for the purpose of towing single-person baggage carts (i.e., Central Cart carts) are exempt from the prohibition on towing such carts as expressed in the Cart Operating Procedures section of this document. The number of such carts that can be towed shall not exceed twenty (20) carts at any one time.

The operators and drivers of such carts are still subject to all other applicable rules, regulations, procedures, and policies of the City of Phoenix regarding cart operations within the terminal areas at Phoenix Sky Harbor International Airport. Operators must obtain and display a valid Airport Cart Permit for each cart in operation, and all cart drivers must possess valid and current Cart Driver Permits. Such cart operators and drivers are specifically prohibited from carrying any passengers on carts at Phoenix Sky Harbor International Airport.



## REFERENCES

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### City of Phoenix Code of Ordinances

<http://www.municode.com/Resources/gateway.asp?pid=13485&sid=3>

### Phoenix Aviation Rules and Regulations

Airport Rules and Regulations may be found at:

<http://www.phxskyharbor.com/>

### Phoenix Airport Security Badging Office

Instructions, Applications, and Forms:

<http://phoenix.gov/skyharborairport/about/airsec-badging.html>

