

The City of St. Louis
Lambert-St. Louis International Airport®

Ground Transportation
Rules and Regulations

Authorized by: Ordinance 69832

February 6, 2013

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Section I

Introduction

These Ground Transportation Rules and Regulations (“Rules and Regulations”), authorized by Ordinance **69832** approved **February 6, 2013**, (the “Ordinance”) govern the conduct of commercial ground transportation operations (“Ground Transportation Operations”) at Lambert-St. Louis International Airport® (“Airport”) related to:

- Uniform operating requirements.
- Procedures for the collection of payments to The City of St. Louis, Missouri (“City”), owner and operator of the Airport, in accordance with the schedule of rates, fees and charges, including billing methods, due dates, interest and penalty charges for late payments, auditing and reporting requirements.
- Ingress and egress to and from entrances to the Airport's property and buildings.
 - Preservation of good order and peace at the Airport.
 - Provision for the public health, safety, and welfare.
 - Facilitation of the Airport's governance, financial integrity, and operations as a service to the public.

These Rules and Regulations pertain to all Ground Transportation Operations at the Airport, including those operators who do not have ground transportation use agreements with the City for use of designated areas, as well as infrequent users and non-commercial users of Airport ground transportation facilities.

The types of Ground Transportation Operations governed by these rules and regulations include, but are not limited to:

Airport Taxicabs
Charter Buses
Delivery Vehicles
Ground Transportation Concessionaire
Hotel/Motel Courtesy Vehicles
Limousines
Livery Vehicles
Local Transit Buses Airport Concessionaire
Off-Airport Parking Shuttle
Off-Airport Rental Car

Parking Shuttles
Premium Sedans
Rental Car Shuttles (Concession)
Reserved Taxicabs
Scheduled Inter-City Buses
Van Services

In addition to these Rules and Regulations, all Ground Transportation Operators shall fully comply with all applicable federal, state, and local laws, rules, ordinances, codes, and regulations including, without limitation the Airport rules and regulations and these Rules and Regulations. This includes, but is not limited to, the provisions of the Americans with Disability Act, the United States Transportation Security Administration (TSA 1542), and the Airport Security Plan.

These Rules and Regulations may be amended by the Airport Director in accordance with the terms and conditions of the Ordinance.

Section II

Definitions

Adjusted Gross Receipts means the Gross Receipts less the “fixed dollar amount” established and provided for in the Ordinance, as defined herein. The fixed dollar amount shall be Ten Thousand Dollars (\$10,000.00).

Airline Transportation Voucher means a voucher issued by airlines to inconvenienced (i.e. delayed) passengers for local ground transportation.

Airport means Lambert-St. Louis International Airport[®], which is owned and operated by the City, including, but not limited to its roads, ramps, curbs, parking facilities, terminals, concourses, buildings and other Airport facilities.

Airport Authority means the Airport Authority of the City; the department of the City of St. Louis, Missouri responsible for managing and operating the Airport.

Airport Director means the Director of Airports for the City or the person performing the functions of the office, appointed by the City’s Mayor, or that person authorized by the Airport Director to act for or on behalf of the Airport Director with respect to any particular matter under these Rules and Regulations, or her/his authorized representative and/or designee.

Airport Taxicab means a taxicab licensed by the authorized governmental agency for the jurisdiction in which the Airport is situated (presently The St. Louis Metropolitan Taxicab Commission) to provide taxicab service only from the Airport unless other service is authorized by said governmental agency.

Airport Taxicab Company means a business entity holding Airport taxicab licenses issued by The St. Louis Metropolitan Taxicab Commission.

Airline Transportation Vouchers means any voucher issued by airlines for payment for services by the issuing airline or some other third party.

Bus Port means the area(s) where buses are directed to wait while not loading or unloading in the Charter Bus area.

Charter Bus means transportation pre-arranged by a group or organization to take individuals to a single determined destination.

City means The City of St. Louis, Missouri, a municipal corporation of the State of Missouri and the owner and operator of the Airport.

Day or days shall mean consecutive calendar days unless otherwise expressly stated.

Designated Area means those areas of the Airport roadways and parking areas designated by St. Louis County Ordinance, the City, the Airport Authority, or the Airport Director for specified uses by Ground Transportation Operators or classes of Ground Transportation Operators.

Dwell Time means the total time, in minutes, a vehicle spends in a Designated Area, from its entrance to its exit.

Gross Receipts means the total amount charged to customers, except as otherwise provided below:

1. Gross receipts shall include, but are not limited to, the following: charges for all rental car services including all time and mileage charges, net of any discounts, on vehicles rented at an Off-Airport Facility or on vehicles taken by customers from an Off-Airport Facility regardless of what station or establishment may receive the vehicles or the rent from them, including vehicles taken by customers in exchange for vehicles originally rented or taken by customers at an Off-Airport Facility; drop charges charged to customers renting vehicles at an Off-Airport Facility but delivering them to another location; all monies paid or payable for personal accident insurance coverage; surcharges or other miscellaneous fees (e.g. recovery of automobile property taxes, vehicle title and registration fees or sales tax on purchase of rental vehicle); all other monies charged to or collected from customers for associated services and equipment (e.g., child restraint devices and telecommunications devices); and shall include all monies or charges separately stated and collected to recover the Airport permit fee, Airport rent, or any other Airport fee or charge, except those specifically excluded below.
2. Gross Receipts shall not include the following: monies recovered from insurance or otherwise for damages to or for loss, conversion or abandonment of vehicles or other property; taxes or payments in lieu of taxes levied by an Off-Airport Rental Car Operator on behalf of competent governmental authority which taxes or payments are required by law to be separately stated and collected from customers; monies separately stated and collected from customers for collision damage waivers and loss damage waivers; monies separately stated on customers' rental agreements and collected from customers for refueling of vehicles; proceeds from the disposal of an Off-Airport Rental Car Operator's owned equipment or vehicles sold wholesale; payments by customers for vehicles dropped off at an Off-Airport Facility and originally rented at another airport facility to which the Off-Airport Rental Car Operator pays a fee; and credits for refunds to customers for sales made at an Off-Airport Facility; all monies paid for non-Airport rentals, supported by certification on the rental agreement that the customer was not transported, either by the Off-Airport Rental Car Operator or by others, from the Airport to the Off-Airport Rental Car Operator's Off- Airport Facility and that the customer had not arrived by passenger aircraft at the Airport within the 24 hours preceding the rental.

Ground Transportation Operator means any individual, partnership, corporation or other business entity (except any public, tax supported transit agency or authority) that provides ground transportation services at, to or from the Airport, or that uses Airport roadways or parking areas in providing ground transportation services. Ground Transportation Operators include, but are not limited to, all of the following which operate at, to or from the Airport or use Airport roadways or parking areas: Airport Taxicabs, Reserved Taxicabs, scheduled and non-scheduled vans, custom limousines, scheduled buses, Off-Airport Parking Operators, Off-Airport Rental Car Operators, courtesy vehicles (including commercial and/or non-commercial vehicles, including hotel/motel, off-Airport parking, and Off-Airport Rental Car Operator shuttles), and Charter Buses.

Metropolitan Taxicab Commission or MTC means the regulatory body (or successor or replacement body) empowered by state and local officials to regulate certain ground transportation service within the St. Louis metropolitan area.

Non-Airport Related Business means Gross Receipts from business transacted with customers that have not arrived at, and will not depart from, the Airport within 24 hours of any aspect of the business transaction.

Off-Airport Facility means any business establishment that is owned, operated, or used by an Off-Airport Rental Car Operator or an Off-Airport Parking Operator in conducting its business.

Off-Airport Parking Operator means any individual, partnership, corporation or other business entity (except any public, tax supported transit agency or authority) that provides vehicle parking and related services, e.g., vehicle washing, at a facility located off the Airport's property and that draws customers from the Airport, whether it picks-up and drops-off passengers with its own employees and equipment or otherwise. This includes hotels, Off-Airport Rental Car Operators, or any other Ground Transportation Operators, which provide airport parking services to the public.

Off-Airport Rental Car Operator means any individual, partnership, corporation or other business entity (except any public, tax supported transit agency or authority) that provides rental car services and does not have an Airport concession agreement with the City and that draws customers from the Airport, whether it picks-up and drops-off passengers with its own employees and equipment or otherwise.

Operator means a Ground Transportation Operator.

Ordinance means the City's Ground Transportation Ordinance No. 69382 approved February 6, 2013, as may be amended from time to time.

Permit means the ground transportation use agreement between the City and the Ground Transportation Operator authorizing Ground Transportation Operators to use certain Designated Areas at the Airport for the purpose of picking-up or dropping-off their customers, as authorized and provided for under the Ordinance.

Pre-arranged and Pre-arrangements means contracting or arranging for “for hire” ground transportation services by or on behalf of a customer prior to the arrival of the Ground Transportation Operator's equipment at the Airport. It does not include accommodating “walk-up” customers by a Ground Transportation Operator or their drivers, contractor, independent contractors, licensees, other employees, representatives, or agents.

Public Parking Space means a parking stall or space used by an Off-Airport Parking Operator to park customer vehicles.

Reserved Taxicabs means a taxicab other than those licensed as Airport Taxicabs.

Rules and Regulations means The City of St. Louis Lambert-St. Louis International Airport Ground Transportation Rules and Regulations authorized by the Ordinance.

Solicit or Soliciting means any action taken at the Airport by an individual or business entity to sell or promote goods or services except as otherwise provided by contract or Permit with the City as more fully described in Sections VII of these Rules & Regulations.

Trip Fee means the fee assessed for each exit from the Designated Area by a Ground Transportation Operator picking up a fare at the Airport.

Section III

General Provisions

3-1. Ground Transportation Operators and their drivers, employees, contractors, independent contractors, licensees, representatives and/or agents may not Solicit business at the Airport including, without limitation, the terminal buildings, roadways and public parking facilities, except that employees of firms which hold concession agreements with the Airport may solicit business within their lease hold area to the extent expressly authorized by such concession agreements. Advertising arranged through the Airport's advertising agents is not considered soliciting. See Section VII, Ground Transportation Provider Conduct, for additional information on soliciting.

3-2. Ground Transportation Operators must, at all times have and display as appropriate, valid operating authority (i.e. taxicab license, courtesy vehicle permit, certificate of convenience and necessity) from all applicable federal, state, and local agencies, including but not necessarily limited to the MTC, St. Louis County, the US Department of Transportation (“USDOT”), the Missouri Department of Transportation (“MODOT”), and the Airport Authority.

3-3. Ground Transportation Operators with Permits must display the identification accompanying the Permit (hang tag, placard, sticker or other device) issued by the Airport while operating on the Airport's terminal roadways and while using Designated Areas.

3-4. Only Ground Transportation Operators with Permits and Reserved Taxicabs may use Designated Areas.

3-5. Ground Transportation Operators must load vehicles in the Designated Area specified for use in their Permit.

3-6. Ground Transportation Operators without Permits (except Reserved Taxicabs) may not use Designated Areas to pick-up or drop-off passengers and must use the Bus Port or Airport public parking facilities (subject to vehicle restrictions outlined in Section IV for the Airport's public parking facilities). Reserved Taxicabs must use the area designated for use by Reserved Taxicabs to pick-up Pre-arranged fares.

3-7. Ground Transportation Operators must share Designated Areas with other authorized users of the assigned Designated Area and may only have one shuttle vehicle at a time in the assigned Designated Area at each terminal. Exceptions to this requirement are: on-Airport passenger vehicle rental concessionaires in accordance with their concession agreements, a concessionaire operating under an Airport ground transportation concession agreement with the City, Airport Taxicabs, vans, limousines, and livery vehicles/ premium sedan operators using Designated Areas in the Terminal 1 and Terminal 2 Parking Garages, subject to the terms and conditions of the Permits executed by each Ground Transportation Operator.

3-8. Ground Transportation Operator's vehicles must be attended at all times while on the terminal roadways and at the Airport Bus Port.

3-9. Ground Transportation Operators are responsible for compliance with the Federal Americans with Disabilities Act (ADA), plus any other applicable federal, state or local laws, rules, ordinances, or regulations pertaining to the disabled individual having access to the Ground Transportation Operator's Services.

3-10. Ground Transportation Operators may not refuse service to individuals requiring the assistance of and accompanied by a service animal.

3-11. Each Ground Transportation Operator is solely responsible for the acts and omissions of its employees, agents, contractors, independent contractors, licensees, and representatives.

3-12. At the sole discretion and at the request of the Airport, Ground Transportation Operators at their sole cost and expense shall obtain an Airport issued identification card for designated drivers and other employees through the Airport Police Department, and must openly display the Airport issued identification card on their person at all times while conducting business on or at the Airport.

3-13. Ground Transportation Operators shall at all times fully comply with the terms, conditions, and provisions of TSA 1542, the Airport Security Plan, and all other regulations and instructions of the Airport Police Department or other Airport officials.

3-14. Ground Transportation Operators shall at all times fully comply with all provisions of their Permit(s).

Section IV

Vehicle Size and Weight Restrictions and Identification

4-1. Ground Transportation Operators are responsible for assuring that their vehicles comply with the Airport's weight and size restrictions and are properly identified. Operators should work closely with their vehicle supplier(s) to make sure their vehicles are appropriate for use at the Airport.

4-2. The Airport reserves the right to require a Ground Transportation Operator to provide documentation (such as certification of total weight by the shuttle bus manufacturer or an independent provider of vehicle weight measurement) that a particular vehicle meets the Airport's weight restrictions when fully loaded with the passenger and luggage weights specified below. The requirement for documentation is ongoing and subject to review, weighing at the sole cost of the Ground Transportation Provider.

4-3. The following size and weight restrictions pertain to all Ground Transportation Operators' vehicles, except charter buses (motor coaches), operating on the Airport's terminal roadways or on the commercial vehicle lane on the roof of the Terminal 1 parking garage.

Vehicles exceeding these restrictions are prohibited from operating on the Airport's terminal roadways and the Terminal 1 commercial lane.

Maximum Length	25 feet – Consideration should be given to vehicles with short turning radius and short front overhangs to maximize roadway vehicle capacity and maneuvering room because of the Airport's limited curb and road space.
Maximum Height	10 feet.
Maximum Axle Loading	17,600 pounds
Maximum Gross Weight	22,000 pounds -

4-4. Passenger and Luggage Weight to be used in determining loaded gross vehicle weights and maximum single axle loading: Ground Transportation Operators should use the following weights in working with their shuttle bus supplier in determining whether a proposed vehicle is acceptable for service at the Airport. These weights are inclusive of passengers AND baggage.

Passenger Weight	175 pounds per passenger
Luggage Weight	25 pounds per passenger
Total	200 pounds per passenger

4-5. A shuttle vehicle's gross axle weight rating may, in some cases, exceed the Airport's axle weight limit and still be acceptable for Airport service if the actual loaded axle weights are within the Airport's axle weight restriction of 17,600 pounds. A shuttle bus manufacturer should be able to take the axle weights of your empty shuttle together with the seating capacity, seating configuration, luggage storage location(s) and the passenger and luggage weights specified above, and determine the loaded weight distribution on each axle.

If a shuttle vehicle's gross vehicle weight rating exceeds the gross vehicle weight limit (22,000 pounds), or its gross axle weight rating exceeds the gross axle weight limit (17,600 pounds), but whose actual loaded (with the passenger and luggage weights specified above) vehicle and axle weights meets the Airport's gross vehicle and axle weight limits, the Airport may require certification by the shuttle bus manufacturer documenting that fact.

4-6. Charter buses (motor coaches) and similar passenger carrying vehicles are prohibited from operation on the Terminal 1 Bag Claim Drive. Charter buses are allowed limited access to the Terminal 1 Ticketing Drive. There are no charter bus weight restrictions on the Terminal 2 roadways.

4-7. All vehicles of Ground Transportation Operators must be properly marked and identified, including the Operator's name, or the name under which it conducts its business (i.e., the name under which it is doing business), on the sides of the vehicle (limousine, livery vehicles, and premium sedan operators exempt from this requirement) in a style and size so as to be readily identifiable. With the exception of limousines, livery vehicles, and premium sedans, Operators must display in six (6) inches or higher letters the Operator's fleet vehicle identification numbers on all four sides of their vehicles, and must display all license numbers and operating certificates or permit numbers issued by any governmental agency for the vehicle and/or the Operator. Ground Transportation Operators, except for taxicabs, may not display price information or advertising on vehicles.

4-8. All Ground Transportation Operators' vehicles used at the Airport shall be properly registered and licensed at all times and maintained in a safe operating condition, and be clean and neat in appearance.

4-9. A Ground Transportation Operator shall immediately remove from service at the Airport any vehicle which, in the sole and absolute discretion of the Airport Director, does not meet or satisfy the requirements of this Section IV.

Section V

Traffic Movement and Restrictions

5-1. Ground Transportation Operators shall at all times strictly adhere to all applicable federal, state and local laws, rules, codes, regulations, ordinances, and will comply with directions provided by the Airport Police, Airport Taxi Starters, and other Airport Authority officials and/or any other designated agents or representatives of the City.

5-2. Ground Transportation Operator vehicles may not stop in roadways or pedestrian crosswalks for any purpose (including picking-up or dropping-off customers).

5-3. Passenger Drop-Off Provisions

- a. Primary passenger drop-off location is on the Ticketing Drive of both Terminal 1 and Terminal 2.
 - i. Ground Transportation Operators should use upper level angled spaces at both terminals for dropping-off their passengers, if the operating vehicle will fit into the angled space.
 - ii. Vehicles that are too large to use the angled spaces shall use the drop-off islands located along the Terminal 1 upper level Ticketing Drive and at the east end of the Terminal 2 upper level Ticketing Drive.
 - iii. Ground Transportation Operators' vehicles shall avoid stopping behind the upper level angled parking spaces whenever possible so that access to the angled spaces is maintained.
 - iv. Ground Transportation Operators with Charter Bus Permits shall use the Charter Pick-Up/Drop-Off Area, located at the west end of the Terminal 1 Ticketing Drive, and the Charter Bus/Shuttle Bus Drop-Off Area, located at the east end of the Terminal 2 Ticketing Drive, for passenger drop-off. Charter Bus Operators without Permits shall use the Bus Port, located across Lambert International Boulevard from Terminal 1.

5-4. Passenger Pick-Up Provisions

- a. Passengers are to be picked-up in Designated Areas as outlined by each Permit issued by the City.
- b. Passenger pick-up on the upper level Ticketing Drives of Terminal 1 and Terminal 2 by Ground Transportation Operators is prohibited, with the express exception of charter bus pick-ups at the Terminal 1 Charter Bus Pick-Up/Drop-Off Area at the west end of Ticketing Drive by those Charter Bus Operators with Permits issued by the City.
- c. Pick-up of passengers while double-parked is strictly prohibited.

- d. Stopping in crosswalks on any terminal roadway to pick-up passengers is prohibited.
- e. Ground Transportation Operator vehicles using Designated Areas should pull as far forward within the Designated Area to maximize use of the Designated Area and make it easier for arriving vehicles to pull into the area. As vehicles in front depart, remaining vehicles should pull forward within the Designated Area.

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Section VI

Rules Pertaining to Specific Classes of Operators

6-1. Airport Taxicabs. Taxicabs operating as Airport Taxicabs must hold an Airport Taxicab license issued by the authorized governmental agency for the jurisdiction which the Airport is situated (presently MTC) in order to operate an Airport Taxicab at the Airport.

All Airport Taxicab drivers will follow the direction and instruction of Airport taxi starters on duty in Terminal 1 and Terminal 2.

Airport Taxicab drivers shall not refuse to transport any passenger on the basis of length of trip or on the basis of the passenger's age, disability, sex, race or national origin.

A taxicab staging area is provided by the Airport to stage Airport Taxicabs waiting to be called forward to the Airport Taxicab pick-up areas. The following procedures govern the use of the taxicab staging area:

- a. Taxicab drivers must line-up in the "Ready Line" (along Air Cargo Road, east of Terminal 2) in the order of entrance into the taxicab staging area.
- b. Ready Line drivers shall remain with their taxicab so they may quickly proceed to the terminal taxicab stands upon notification by radio from the taxi starter or taxicab driver at the terminal.
- c. Taxicab drivers will not throw trash or other items on the pavement or ground and will place all trash or other discarded items in the trash receptacles provided.
- d. No vehicle maintenance may be performed in the Ready Line, except to change a flat tire, jump-start a vehicle with a dead battery or other minor immediate action repairs to allow the taxicab to depart the Ready Line.
- e. The use of any electronic device (including, but not necessarily limited to, portable DVD players, radios, and portable televisions) shall be subject to the approval of the Airport Director, and operation of any such device shall cease immediately upon notice.

Airport Taxicab drivers and companies are required to accept Airline Transportation Vouchers from inconvenienced airline passengers as payment in full for taxicab fares.

6-2. Reserved Taxicabs. Reserved Taxicabs shall only pick-up passengers at the Airport who have Pre-arranged for such service. Under no circumstances shall a Reserved Taxicab pick-up fares that have not made advance reservations with their taxicab company. Reservations or Pre-arrangements for Reserved Taxicab service shall not be made by third parties acting formally or informally as an agent or representative for the Reserved Taxicab Company or individual taxicab driver. Reserved Taxicabs shall not pick up any passengers on any of the terminal roadways or at the Bus Port.

- a. Reserved Taxicab drivers must log in with Airport Taxi Starter or Airport Police Department each time they come to the Airport to pick-up a Pre-arranged fare. Log in may be in person to a Taxi Starter or Airport Police Officer, or, whenever possible, in advance by telephone:
- i. Between the hours of 0700 and 0100, Reserved Taxicab Drivers shall log in with the Airport by contacting Taxi Starters in person or by telephone. The Terminal 2 Taxi Starter may be contacted at 314-890-1396, and the Terminal 1 Taxi Starter may be contacted at 314- 890-1398. After hours, Reserved Taxicabs shall log in by contacting the Airport Police Department by telephone at (314) 890-1370.
 - ii. Reserved Taxicab drivers must park in designated areas posted in the Terminal 1 and Terminal 2 garages at the Taxi Stands. All Reserved Taxicabs must enter the garages through the taxicab lanes only.
 - iii. A maximum of two Reserved Taxicabs of the same taxicab company shall be permitted at the same time.
 - iv. Reserved Taxicabs cannot be left unattended, except when a Taxicab is picking up a parcel from an airline. Reserved Taxicab drivers picking up a parcel must advise a Taxi Starter and/or an Airport Police Officer of the parcel pick up and, upon return, show the Taxi Starter or Airport Police Officer the baggage receipt from the airline. If the Reserved Taxicab moves for any reason during this process, the Reserved Taxicab driver must complete the log in process again.
 - v. Reserved Taxicabs are allowed a one hour wait time and can only transport the passenger designated by the driver at the time of log in. A Reserved Taxicab driver can only pick up another passenger (i.e. a passenger not designated at log in) after the first passenger has cancelled the reservation and sufficient proof of cancellation is provided to the Taxi Starter and/or Airport Police Officer.
 - vi. Reserved Taxicabs may obtain an Airport Fee Credit Slip (allowing garage exit without payment of the Airport Trip Fee) only if their passenger is a no show after waiting more than 30 minutes, or if passenger has cancelled. An Airport Credit Fee Slip shall not be issued if another passenger is transported in lieu of the cancelled passenger (see 5 above).
 - vii. Reserved Taxicab drivers shall provide taxicab company name, taxicab vehicle number, taxicab driver's MTC license number, airline flight number and surname of passenger upon login and/or upon request.
- b. Reserved Taxicabs meeting Pre-arranged fares shall meet their passengers at the designated areas for Reserved Taxicabs at Terminal 1 and/or Terminal 2.
- c. If the area designated for Reserved Taxicabs is full, additional Reserved Taxicabs shall circle until a space is available.

- d. ADA equipped Reserved Taxicabs may load and unload passengers in designated accessible areas.

Because of the limited space and waiting time available for Reserved Taxicabs, it is recommended that Reserved Taxicabs should proceed to the Reserved Taxicab area only after their Pre-arranged passenger has confirmed by telephone that they are prepared to depart the Airport.

6-3. Charter Buses. Charter Buses must use the designated pick-up/drop-off areas at both Terminal 1 and Terminal 2 and must have a Charter Bus Permit with the Airport.

Charter Bus operations at the Terminal 1 are confined to Ticketing Drive. No Charter Bus activity is permitted on the Terminal 1 Bag Claim Drive because of severe weight and height restrictions.

Only two (2) Charter Buses may occupy a Charter Bus pick-up/drop-off area at the Terminal 1 at one time. Double parking of buses is prohibited.

Because of the limited space for Charter Buses at the Terminal 1 and Terminal 2 buses shall be limited to actively loading and unloading. Buses waiting for their group to arrive are prohibited. Buses arriving to pick-up a group at the Terminal 1 should first park their bus at the Bus Port, check on the status of their arriving party, and relocate the bus to the Charter Bus pick-up point after their group has arrived and is ready for loading.

Charter Buses at the Terminal 2 drop-off passengers on the east end of the upper level (Ticketing Drive) at the shuttle and charter bus drop-off area and pick-up passengers at the Charter Bus area at the west end of the lower level (Bag Claim Drive). Buses arriving to pick-up a group at the Terminal 2 shall first park their bus at the Bus Port, check on the status of their arriving party, and relocate the bus to the Charter Bus pick-up point after their group has arrived and is ready for loading.

Those Charter Bus operators not wishing to enter into an agreement with the Airport shall confine their operations to the Bus Port, across Lambert International Boulevard from Terminal 1. Access from the Bus Port to both Terminal 1 and Terminal 2 is available via the Terminal Shuttle, which operates every 10 minutes connecting the Bus Port with both terminals. Access to Terminal 1 is also available via pedestrian walkway through the Yellow Level of the Terminal 1 Parking Garage to the Bus Port.

6-4. On Airport Passenger Vehicle Rental (Rental Car) Concession Shuttles. Concessionaires are allowed to stage shuttles at the Terminal 1 and Terminal 2 passenger loading areas in accordance with the terms and conditions of their concession agreement with the City.

6-5. Delivery vehicles. Delivery vehicles shall not use the terminal roadways to pick-up or deliver goods and supplies. Loading docks are available at each terminal for this purpose. Delivery vehicles are limited to 30 minutes and must register with the Airport Police

Department.

6-6. Local Transit Buses. Scheduled Metro Agency bus service to the Airport is restricted to the Bus Port. The Terminal Shuttle provides service from the Bus Port to both terminals.

Metro operated services for transportation of disabled passengers shall be permitted in locations designated by the Airport Director.

6-7. Metro Link Bus Bridge. When there is an interruption in MetroLink service to the Airport, the Metro Agency implements a “Bus Bridge” or shuttle to/from the Airport and the closest MetroLink station which has rail service (usually the Metro North Hanley station).

The Bus Bridge drop-off/pick-up point for Terminal 1 is Entry MT 2 on Ticketing Drive; the Bus Bridge drop off/pick up point for Terminal 2 is the Charter Bus/Shuttle Bus Drop-Off Point east of Entry ET 1.

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Section VII

Ground Transportation Operator Conduct

7-1. All Ground Transportation Operators and their drivers, employees, contractors, independent contractors, licensees, representatives and agents (whether formal or informal) shall at all times conduct themselves in a professional manner and be courteous to the public, passengers, as well as to the officials, agents, and employees of the MTC, St. Louis County, and the Airport Authority. Obscene gestures or language, rude or boisterous behavior or conversation, threats of physical harm, fighting, gambling, possession or use of any weapons, public intoxication or any activities on the Airport's premises which constitute criminal activity or are contrary to these Ground Transportation Rules and Regulations are expressly prohibited.

7-2. Ground Transportation Operators and their drivers, employees, representatives or agents will not deceive the public or the Airport through false representation or misleading statements concerning its prices or services or those of any other ground transportation provider.

7-3. All Ground Transportation Operators and their drivers, employees, representatives or agents operating at the Airport are required to openly wear a company name tag identifying his/her name and company for whom he/she is associated with. The name tag shall not provide any other information.

7-4. Ground transportation greeters are allowed in the terminals only to greet and escort groups who have made Pre-arrangements with the Ground Transportation Operator for transportation from the Airport.

7-5. At the Airport's sole discretion, certain Ground Transportation Operator employees and drivers will be required to obtain Airport issued ID badges. Such badges will be obtained in concurrence with then current procedures, and shall be at the sole cost and expense of the Ground Transportation Operator.

7-6. Ground Transportation Operators' drivers, employees, representatives and/or agents that enter Airport property shall be neatly and professionally attired. Approved dress code shall follow the same code as the Metropolitan Taxi Commission.

7-7. The soliciting of customers on Airport property is strictly prohibited. Soliciting includes the uninvited initiation of a conversation or other uninvited contact by a driver or any other employee, representative, contractor, independent contractor, licensee or agent (whether formal or informal) of a Ground Transportation Operator, with a member of the public, for the purpose of enticing or persuading said person to use any service or facilities provided by a Ground Transportation Operator or any affiliate of a Ground Transportation Operator.

The following are examples of what is considered soliciting (not all-inclusive):

- a. Asking or telling a person:
Do you need help?
Where are you trying to go?
Do you need transportation?
Do you need a shuttle downtown (or to _____)?
I can take you cheaper than a cab (or cheaper than a shuttle).
Are you looking for a taxicab (van service)(limousine service)?
Are you with _____ (a certain group)? Your transportation is with _____.
- b. Repeated walking back and forth or loitering within a limited area (i.e. Baggage Claim area, or vicinity of an exit not designated for meeting customers) to bring attention to themselves to a potential customer.
- c. Holding up a sign, which denotes company name, area(s) served, generic group being served (i.e. military personnel), fare information, or other form of advertising.
- d. Arrangement of a fare by or through a third party, such as a skycap, maintenance worker, airline or other tenant employee, or City employee, whether or not for compensation.
- e. Circling or cruising Airport roadways for purpose of picking up or attempting to pick up passengers in any location other than in areas designated for picking up passengers.
- f. Initiating a conversation, either verbally or through the use of body language to invite conversation, with an Airport patron that is designed to ultimately lead to discussion of transportation services.
- g. Selling tickets to or otherwise arranging for non-pre-arranged transportation to passengers at an Airport approved "Welcome Table," established for the purpose of coordinating larger groups of arriving passengers.

The following are examples of what is not considered soliciting (not all-inclusive):

- a. Authorized advertising through the Airport's advertising agencies.
- b. Meeting customers in areas designated or authorized for such activity (see paragraph 7-7 below).
- c. Holding up a sign (specifications provided in paragraph 7-10, below), in an area designated for meeting customers, with the name of a specific customer or party who has made Pre-arrangements for ground transportation services. Pre-arrangement means the providing for hire of commercial ground transportation from the Airport where such transportation is contracted or arranged for by a customer in advance of the customer's arrival at the Airport or after the customer's arrival at the Airport by the customer communicating with a Ground Transportation Operator whose place of business is situated off the Airport premises.

7-8. Ground Transportation Operators and their drivers, employees, representatives and agents

shall not accept “walk-up” or non-reservation customers.

Exceptions to the foregoing are:

- a. Airport Taxicabs;
- b. Ground Transportation Operators with an airport concession agreement that allows walk up business;
- c. Scheduled local public transit service;
- d. Scheduled inter-city bus service; and
- e. Van services providing scheduled service to points located outside St. Louis City, and St. Louis, Jefferson, Franklin and St. Charles Counties in Missouri and the Illinois Counties of Jersey, Madison, St. Clair, and Monroe.

7-9. Meeting Customers. Ground Transportation Operators and their drivers, employees, representatives or agents may meet their customers/passengers only within designated and/or authorized areas of the terminal complex as follows:

- a. Taxicabs - both Airport Taxicabs and Reserved Taxicabs must meet their passengers at the designated Terminal 1 and Terminal 2 taxicab stands and may not enter the terminal buildings to meet passengers.
- b. Ground Transportation Operators with a concession agreement with the Airport may engage their customers at any location authorized by the concession agreement, or the curb location designated to the concession operator.
- c. Scheduled local public transit and inter-city bus service shall meet passengers at the Bus Port.
- d. All shuttles shall meet their passengers at locations designated by the City.
- e. Charter Buses - Bus Port, designated curb locations (if provider has an agreement with the Airport), , the Terminal 1 “The Meeting Place” at the far east end of the lower level, and/or at such areas of Terminal 2 as may be designated for such activity
- f. Other ground transportation providers (i.e. van, limousine, and livery vehicle/ premium sedan) - shall meet customers only at the following locations: designated and/or authorized locations within the terminal complex; designated curbside or garage locations, if provider has an agreement with the Airport for use of the space; any area designated by signage as “The Meeting Place” in Terminal 1; and at such areas of Terminal 2 as may be designated for such activity.
- g. Inside the Terminal 1 parking garage or Terminal 2 surface parking lot.

No passengers may be greeted other than in designated and/or authorized areas.

7-10. Ground Transportation Operators other than those with a concession agreement with the City and their drivers, employees, representatives or agents authorized to meet their passengers/customers in the terminals shall not enter the terminal building more than 30 minutes prior to the scheduled arrival time of their customers/passengers, or no earlier than 30 minutes before a scheduled departure of a scheduled ground transportation service.

7-11. Signage. Ground Transportation Operators and their drivers, employees, representatives or agents authorized to meet their passengers/customers in the terminal buildings shall carry a professional sign no smaller than 6" x 9" and no larger than 8 1/2" x 11" with the name and logo if applicable of the Ground Transportation Operator and the name of the party or group being met. Electronic devices such as electronic notepads, iPads, ect. are acceptable as long as they meet signage standards. Generic group names (i.e. military personnel), or signs with only the name of the Ground Transportation Operator or destination(s) served are not permitted.

7-12. Manifests. Ground Transportation Operators, and their drivers, employees, representatives or agents and Reserved Taxicabs meeting pre-arranged passengers shall carry a passenger manifest showing the exact name of the passenger(s) or group being met for transportation. The manifest shall be in a professional form issued through the Ground Transportation Operator bearing, at a minimum, the company logo and company contact information, airline and airline flight number, approximate flight arrival time, the passenger's end destination(s), the fee being levied for the services, and the customer name. No non-professional hand printed manifests will be allowed at any time. The manifest shall be shown to an Airport Police Officer, Taxi Starter, MTC agent, or other Airport Authority or St. Louis County official upon request.

7-13. Cell Phone Lot(s) - Ground Transportation Operators and other commercial vehicles are prohibited from parking in the Airport Cell Phone Lot(s) without prior approval from the Airport Director or Airport Police. Unattended vehicles are prohibited at all times. Unauthorized and/or unattended vehicles are subject to tow at the owner's expense.

7-14. Disabled Passengers. All Ground Transportation Operators shall comply with the letter and the spirit of the Americans with Disabilities Act ("ADA"). For purposes of these Rules and Regulations, ADA equipped vehicles summoned specifically for the use of a disabled passenger shall be considered to be Pre-arranged transportation. Additionally, modification of pick up and drop off points shall be allowed in the best interest of the disabled passenger.

Section VIII

Ground Transportation Use Agreements (Permits)

Fees, Payments, Reports and Audits

- 8-1. Ground Transportation Operators may not use Designated Areas at the Airport to conduct their business unless the Ground Transportation Operator has secured a current Permit allowing use of that Designated Area. Ground Transportation Operators that provide multiple services (e.g., a hotel shuttle and an Off-Airport Parking Operation or a van service and a Charter Bus operation) must secure multiple Permits (one for each service provided). Ground Transportation Operators providing multiple services under multiple Permits must pay fees and charges, calculated separately, for each service for which the Ground Transportation Operator holds a Permit.
- 8-2. Fees and Charges. The following are the fees and charges for the various types of ground transportation operations:
- a. For Ground Transportation Operators other than Charter Buses, Off-Airport Parking Operators, Off-Airport Rental Car Operators, Airport Taxicabs, and Reserved Taxicabs the following monthly permit fee for vehicles operated at, or to, or from the Airport by the Ground Transportation Operator in that month. The Fee shall be payable in twelve equal monthly installments.
 - i. Through March 31, 2013, the greater of \$150.00 per month or \$30.00 per vehicle;
 - ii. From April 1, 2013 through March 31, 2014, the greater of \$175.00 per month or \$35.00 per vehicle;
 - iii. April 1, 2014 through March 31, 2018, the greater of \$200.00 per month or \$40.00 per vehicle;
 - iv. From April 1, 2018 through March 31, 2020, the greater of \$225.00 per month or \$45.00 per vehicle;
 - v. From April 1, 2020 through March 31, 2022, the greater of \$275.00 per month or \$55.00 per vehicle; and
 - vi. From April 1, 2022 thereafter, the greater of \$300.00 per month or \$60.00 per vehicle.
 - b. For Charter Bus Operators with or without an executed Charter Bus Operator Ground

Transportation Permit, the following fee per bus per entry to the Airport.

- i. Through March 31, 2013, \$25.00
 - ii. From April 1, 2013 and thereafter, \$35.00.
- c. For Off-Airport Parking Operators, the following fee per Public Parking Space per year, one-twelfth of which is to be paid each month.
 - i. Through March 31, 2013, \$40.00;
 - ii. From April 1, 2013 through March 31, 2014, \$50.00;
 - iii. From April 1, 2014 through March 31, 2016, \$55.00;
 - iv. From April 1, 2016 through March 31, 2018, \$60.00;
 - v. From April 1, 2018 through March 31, 2020, \$65.00;
 - vi. From April 1, 2020 through March 31, 2022, \$70.00; and
 - vii. From April 1, 2022 and thereafter, \$75.00.
- d. For Off-Airport Rental Car Operators, the fee specified below.
 - i. Through December 31, 2013, the monthly permit fee shall be the greater of: i) \$150.00 per month or \$30.00 per vehicle operated at or to or from the Airport whichever is greater or ii) 8% of the monthly Adjusted Gross Receipts.
 - ii. Beginning January 1, 2014 and thereafter the greater of \$200.00 per month or 9% of the Adjusted Gross Receipts for the preceding month.
- e. For Ground Transportation Operators of Airport Taxicabs, the fees specified below:
 - i. Through March 31, 2016, a fee of \$246.00 per month per Airport Taxicab operated at or to or from the Airport and a Trip Fee of \$2.00 for each exit from the Designated Area by an Airport Taxicab operated by the Ground Transportation Operator during the month; and
 - ii. Beginning April 1, 2016 and thereafter, a fee of \$246.00 per month per Airport Taxicab operated at or to or from the Airport by the Ground Transportation Operator in that month and, in addition, a Trip Fee of \$3.00 for each exit from the Designated Area by an Airport Taxicab operated by the Ground Transportation Operator during the month.

- f. For Ground Transportation Operators of Reserved Taxicabs the fee specified below:
- i. Through March 31, 2016, a Trip Fee of \$2.00 for each exit from the Designated Area by a Reserved Taxicab operated by the Ground Transportation Operator during the month; and
 - ii. Beginning April 1, 2016 and thereafter, a Trip Fee of \$3.00 for each exit from the Designated Area by a Reserved Taxicab operated by the Ground Transportation Operator during the month.

8-3. Billings. Billing statements will be issued on a monthly basis.

8-4. Payments. Except as indicated below, Permit fees are due and payable on or before the first day of each month.

- a. Charter Buses. Through March 31, 2013, Charter Bus Ground Transportation Operators will pay by the 10th of each month the Permit fee of \$25.00 per bus per entry to the Airport for the previous month. Beginning April 1, 2013, Charter Bus Ground Transportation Operators will pay by the 10th of each month the fee of \$35.00 per bus per entry to the Airport for the previous month. Payment will be submitted with the Monthly Activity Report for the previous month, to include the number of buses, number of trips to the Airport and the dates of such trips.
- b. Off-Airport Rental Car Operators.
 - i. Through December 31, 2013, Ground Transportation Operators with Off-Airport Rental Car Permits shall pay to the City by the first of each month the greater of \$150.00 per month or \$30.00 per vehicle operated at, to, or from the Airport (see Section 8-2(d)). By the 20th day of the second and each succeeding month of the term of the Permit, a permit fee equal to 8 percent of Adjusted Gross Receipts for the preceding month less the amount due and paid on the first day of the preceding month for vehicles operated at, to, or from the Airport. Payment will be submitted together with an accurate statement of Gross Receipts for the succeeding month. Final Payment under the Permit shall be due 20 days following the expiration or early termination of the Permit.
 - ii. Beginning January 1, 2014 and thereafter, by the 20th day of the second and each succeeding month of the term of the Permit, Ground Transportation Operators with Off-Airport Rental Car Permits shall pay to the City the greater of \$200.00 per month or 9% of Adjusted Gross Receipts for the preceding month. Payment will be submitted together with an accurate statement of Gross Receipts for the preceding month. Final Payment under the Permit shall be due 20 days following the expiration or early termination of the Permit.

8-5. Reports. Ground Transportation Operators will submit the following reports:

- a. Charter Bus Operators will submit a Monthly Activity Report by the 10th day of the month for the previous month. The report will include the number of buses, number of trips to the Airport and the dates of such trips for the reported month.
- b. Off-Airport Parking Operators will submit at the time of initial application (and annually thereafter) for an Off-Airport Parking Operator Ground Transportation Permit an accurate sketch map of their Off-Airport Parking Facility clearly showing the number and location of each Public Parking Space.

Each time the number of Public Parking Spaces changes, a revised sketch map of the Off-Airport Parking Facility showing the revised number of and location of Public Parking Spaces must be provided to the Airport Authority within 15 days of any change. Those Ground Transportation Operators providing multiple services, one of which is off-Airport parking, must provide the rationale for the determination of the number of Public Parking Spaces devoted to off-Airport parking. If the Airport Authority determines that the number of Public Parking Spaces reported does not reflect the number of parking spaces devoted to off-Airport parking, the Airport Authority reserves the right to adjust the number of spaces to reflect actual practice.

c. Off-Airport Rental Car Operators will provide the following reports:

- i. By the 20th day of the second and each succeeding month of the Permit term an accurate statement of Gross Receipts for the preceding month. The final statement of Gross Receipts for a Permit term will be due 20 days following the expiration or early termination of the Permit.
- ii. Within 90 days of the expiration or early termination of the Permit an audit report of Gross Receipts. These audit reports must be prepared by an independent Certified Public Accountant licensed to do business within the state of Missouri. The audit reports shall, at a minimum, certify the accuracy of reported total accumulated Gross Receipts and the calculation of the total amount payable to City. The audit report shall include a schedule showing the total of actual payments to the City during the Permit term. It shall also state an opinion as to the correctness of the computation of Gross Receipts without exception.

8-6. Audits. Airport Director reserves the right to conduct the following audits:

- a. Off-Airport Rental Car Operator's records and receipts for the purpose of verifying Gross Receipts. If as a result of such audit(s) it is established that additional fees or charges are due the City, the Off-Airport Rental Car Operator shall pay such fees or charges to the City not later than 15 days after completion of such audit and written

notice by the Airport Director. If the results of the audit(s) reveal a discrepancy of more than 5% between Gross Receipts reported by the Off-Airport Rental Car Operator and Gross Receipts determined by the audit, the cost of the audit shall be borne by the Off-Airport Rental Car Operator.

- b. Off-Airport Parking Operator's records and facilities to verify the number of parking spaces devoted to off-Airport parking. If as a result of such audit(s) it is established that additional fees or charges are due the City, the Off-Airport Parking Operator shall pay such fees or charges to the City not later than 15 days after completion of such audit and written notice by the Airport Director. If the results of the audit(s) reveal a discrepancy of more than 5% between the number of off-Airport parking spaces reported by the Off-Airport Parking Operator and the number of off-Airport parking spaces determined by the audit, the cost of the audit shall be borne by the Off-Airport Parking Operator.

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Section IX
Denial, Suspension or
Revocation of Permits
and
Procedures for Appeals

9-1. The Airport Director may deny a Permit to any Ground Transportation Operator, that has had a Permit revoked, or that is owned, operated, or substantially controlled by any person or entity that owned, operated or substantially controlled an Operator that had a Permit revoked, or that fails to complete application forms or other information required by the City and/or otherwise for good cause.

9-2. The Airport Director may suspend or revoke Permits for the failure to:

- a. Pay Permit fees;
- b. Comply with any of these Rules and Regulations;
- c. Comply with any other rule, regulation, code, or ordinance of the City or Airport Authority or any federal, state, or local law, rule, code, regulations, or ordinance applicable to the Permit holder and/or its operations on the City's premises at the Airport; or
- d. Comply with the term, covenant, condition, or provision of the Permit and/or otherwise for good cause.

The effective date of the denial to issue a Permit or the suspension or revocation of any Permit shall be no sooner than ten (10) days after the receipt by the Permittee of written notice of the Airport Director's action.

9-3. Challenges and Appeals. If an application for Permit is denied or a Permit is suspended or cancelled the Ground Transportation Operator whose application has been denied or whose Permit has been suspended or terminated may within ten days of such denial, suspension, or termination:

- a. Request, in writing, a written statement from the Airport Director providing the basis of the denial, suspension or termination; and
- b. Appeal that denial, suspension, or termination in writing, setting out the factual and/or legal errors that the Operator believes were made in considering the action taken. The written appeal shall contain a full and complete accounting of the basis for the appeal.

9-4. Appeal Procedures:

Upon receipt of a timely written appeal, the Airport Director will reconsider the reasons for the denial, suspension, or termination, and, at his/her sole discretion, may arrange for a meeting with the appealing party to determine if the denial, suspension, or termination was proper. Such appeals or request must be received by the Airport Director within ten (10) days after receipt of the City's notice of denial, suspension, or termination. If such appeal and/or request for a meeting is not timely received within the ten (10) days, such request or right to appeal shall be deemed automatically waived.

- a. Upon receipt a timely appeal, the Airport Director will issue a final determination, in writing, regarding the appealed denial, suspension, or termination within thirty (30) days of receipt of the timely appeal.
- b. For purposes of this Section IX, the Airport Director shall mean the Airport Director, or her/his authorized or designated representative. Notwithstanding anything in this Section IX to the contrary, the Airport Director may immediately (effective upon issuance of written notice) suspend or terminate a Permit for failure of a Ground Transportation Operator to: i) make any payments when due under a Permit; ii) maintain and timely provide proof of any insurance coverage required under a Permit; iii) maintain and timely provide required approvals, licenses, certificates, affidavits, security or badging requirements; iv) comply with the assignment/subcontracting section of their Permit; and/or v) to protect the public health, welfare, or safety.

9-5. The renewal of a Permit shall not be construed as a waiver or as the condoning of any violation or breach which occurred prior to such renewal and shall not prevent subsequent proceedings against a Ground Transportation Operator or Permittee.