
Commercial Ground Transportation Rules and Regulations

April 2010

Tucson Airport Authority
Tucson International Airport

Approved by:



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Exhibit A – Service Area

Exhibit B – Terminal Roadway Map

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COMMERCIAL GROUND TRANSPORTATION RULES AND REGULATIONS

TUCSON INTERNATIONAL AIRPORT

1 PURPOSE AND APPLICATION

It is the purpose of Tucson Airport Authority to enable parties furnishing ground transportation at Tucson International Airport to conduct business in an orderly, safe fashion and to afford the patrons of Tucson International Airport a safe, efficient method of obtaining a variety of ground transportation services. It is also the purpose of TAA, in accordance with federal mandates, to generate and maintain the revenue needed to support, operate and maintain the Tucson International Airport facilities. The fees and charges set forth are intended to generate and maintain revenue and to aid in reasonably allocating the costs and expenses related to the facilities among the operators of commercial activities that benefit from their use of the Airport.

Any person conducting a commercial Ground Transportation Activity originating at the main passenger terminal complex at the Airport must have authorization for such activity under terms of a lease, operating agreement, contract and/or permit with TAA, as more fully described herein. No Company shall engage in a Ground Transportation Activity at the Airport without first registering with the Ground Transportation Department and obtaining a TAA permit authorizing the Company to engage in a specific category of Ground Transportation Activity.

These Rules and Regulations are not intended to and shall not govern the use of private passenger vehicles not engaged in commercial activities or public buses that are operated as public transportation by or for the City of Tucson.

2 DEFINITIONS

2.1 Airport

Airport means Tucson International Airport.

2.2 Company

Company means any person or business entity that engages in a Ground Transportation Activity, and any person acting under the actual or apparent authority of the Company.

2.3 Company Personnel

Company Personnel means Permittees, Companies and their agents, employees, representatives, and any person acting under the actual or apparent authority of a Permittee or Company, including but not limited to Drivers and Meet/Greet Personnel.

2.4 Courtesy Vehicle

Courtesy Vehicle means any form of ground transportation provided by or through any business located off the Airport, including hotels, parking facilities, rental car companies, corporations, shopping centers and attractions, as a service to its employees, customers or other users, regardless of whether the passenger pays a direct fee for the service.

2.5 Daily Convention/Special Use Operator

Daily Convention/Special Use Operator means a Company providing permitted ground transportation and greeting services at the Airport on an intermittent or occasional basis for incoming groups or individuals, including convention and tour travelers. Daily Convention/Special Use Operators must be under contract to provide services to a specific individual or group and must obtain a daily permit prior to engaging in Ground Transportation Activities at the Airport

2.6 Driver

Driver means any person who operates any Ground Transportation Vehicle.

2.7 Executive Sedan

Executive Sedan means large luxurious four-door vehicle (such as a Lincoln Town Car or Aviator SUV) operating under an Operating Agreement with TAA that provides transportation, for a fee, to customers on demand to and from the Airport and various locations in the community.

2.8 Ground Transportation Activity

Ground Transportation Activity means all activities directly or indirectly related to the transportation of persons or property to or from the Airport in a Ground Transportation Vehicle.

2.9 Ground Transportation Department

Ground Transportation Department means the department of TAA which administers and enforces these Rules and Regulations and oversees and monitors all Ground Transportation Activity.

2.10 Ground Transportation Vehicle

Ground Transportation Vehicle means any motor vehicle (other than a public bus) that is regularly or occasionally used by a commercial business for the purpose of commercial transportation of persons or property to or from the Airport, whether for compensation or not, including without limitation, Courtesy Vehicles, vehicles used by Daily Convention/Special Use Operators, Executive Sedans, Limousines, Shared Ride Vans, and Taxicabs.

2.11 Limousine

Limousine means a vehicle designated by its manufacturer and vehicle registration as a limousine or other large, luxurious chauffeur-driven sedan used to transport passengers from the Airport on a prearranged or advance reservation basis.

2.12 Meet/Greet Personnel

Meet/Greet Personnel means the persons who are the employees, agents, and contractors, including Drivers, of prearranged contracted groups or prearranged contracted individuals, who employ the use of signs, uniforms, or other means of identification to initiate contact in the terminal with their clients and customers.

2.13 Off-Airport Parking Lot Operator

Off-Airport Parking Lot Operator means any person or business entity that is engaged in the business of operating one or more parking facilities located off the Airport and using a Courtesy Vehicle to transport its customers to and from the Airport in accordance with an Operating Agreement with TAA.

2.14 Off-Airport Rental Car Operator

Off-Airport Rental Car Operator means any person or business entity that operates a vehicle rental facility located off the Airport and using a Courtesy Vehicle to transport its customers to and from the Airport in accordance with an Operating Agreement with TAA.

2.15 Operating Agreement

Operating Agreement means the contract between certain Companies and TAA providing additional standards and requirements for the provision of Ground Transportation Activities. Executive Sedan Companies, Off-Airport Parking Lot Operators, Off-Airport Rental Car Operators, Shared Ride Van Companies and Taxicab Companies must have a current and valid Operating Agreement before engaging in Ground Transportation Activities at the Airport.

2.16 Permittee

Permittee means any Company that holds a valid permit to engage in Ground Transportation Activities.

2.17 Rules and Regulations

Rules and Regulations means these Commercial Ground Transportation Rules and Regulations.

2.18 Service Area

Service Area means all areas within a 30-mile radius of the Airport, as shown on the attached Exhibit A.

2.19 Shared Ride Van

Shared Ride Van means a van-type motor vehicle with a seating capacity of no less than six (6) passengers excluding the driver (unless the van is wheelchair accessible, in which case a lesser number of passengers may be authorized by TAA) operating under an Operating Agreement with TAA, which provides transportation, for a fee, to customers on demand to and from the Airport and various locations in the community.

2.20 TAA

TAA means the Tucson Airport Authority.

2.21 Taxicab

Taxicab means a motor vehicle operating under an Operating Agreement with TAA providing transportation on an on demand basis to customers at a fare indicated on a Taximeter.

2.22 Taximeter

Taximeter means a device that automatically indicates the rates and calculates the charge for the hire of the vehicle.

3 REGISTRATION AND PERMIT

3.1 Registration and Permit Required

No Company shall engage in a Ground Transportation Activity at the Airport without first registering with the Ground Transportation Department and obtaining a TAA permit authorizing the Company to engage in a specific category of Ground Transportation Activity. Permits may be issued in the form of paper permits to be displayed on the permitted vehicle as directed by TAA, or in the form of an electronic access card allowing the permitted vehicle entry to the gate-controlled main commercial roadway at the Airport.

Companies must obtain a separate permit for each vehicle to be operated at the Airport. Permits will be issued for a stated period of time and only after satisfying all requirements. Permits for each vehicle shall be issued in the name of the Company designated on the Ground Transportation Vehicle. Permits for categories of activities that require Operating Agreements will be issued only to those persons or organizations that are parties to such Operating Agreements.

Before engaging in any Ground Transportation Activity not categorized under these Rules and Regulations, service providers must submit a written proposal to the Ground Transportation Department describing the proposed service, including service hours, service area, fees, charges, and other relevant information. TAA, in its sole discretion, shall determine whether to permit the proposed service and, if approved, shall provide (in the permit, Operating Agreement, or otherwise) any additional operating standards and requirements applicable to the new service.

Each Permittee shall be responsible for the failure of its Drivers, agents, employees and other representatives to comply with these Rules and Regulations, the permit or Operating Agreement, if applicable. Failure to comply may result in either suspension or revocation of the TAA permit.

3.2 Permit Eligibility

No Company shall be eligible to obtain a permit if:

(a) The Company is in arrears to TAA for any amount due and payable, including without limitation permit fees, fines, rent, or any other charges, whether or not directly or indirectly related to Company's Ground Transportation Activities; or

(b) The Company is in default with any term or condition under any prior or current agreement with TAA, whether or not directly or indirectly related to Company's Ground Transportation Activities

For purposes of this section, "Company" shall include Company, its principals, and any Affiliates of Company. "Affiliate" means any other entity or company directly or indirectly controlling or controlled by Company or under direct or indirect common control with Company. For the purposes of this definition, "control" when used with respect to any entity or company means the power to direct the management and policies of such entity or company, directly or indirectly, whether through the ownership of voting securities, by contract or otherwise; and the terms "controlling" and "controlled" have meanings correlative to the foregoing.

3.3 Multiple Activities

A Company engaging in more than one category of Ground Transportation Activity shall apply for and obtain separate permits for each category. Permits for multiple activities will be issued in TAA's discretion and with consideration to the then-current Ground Transportation needs at the Airport.

3.4 Application

Prior to issuance of a permit, a Company shall submit a written application, in the form provided by TAA, for a daily, monthly or quarterly vehicle permit. Such application shall include all supporting documentation required by TAA, including a "Driver Certification" form for all Drivers at the Airport and proof of insurance as required herein. Copies of the current form of application and required Driver Certification are available at www.tucsonairport.org or at the Ground Transportation office.

The Ground Transportation Department shall be notified in writing within five (5) business days of any changes in the information previously submitted with the application.

3.5 Driver Qualifications

Company shall be responsible for ensuring that all of its Drivers meet the requirements set forth in the Driver Certification form provided by TAA, as it may be amended from time to time, and shall provide an updated Driver Certification form and current list of authorized Drivers with every permit application or renewal.

3.6 Insurance Requirements

(a) Proof of Insurance. Prior to issuance of a permit, a Company shall submit to TAA a certificate of Insurance issued by an insurance company or its authorized representative in a form acceptable to TAA showing the amount and type of insurance then in effect that is required to be procured and maintained as described below and stating the date, number and term of the policies evidencing such insurance.

- (b) Insurance Required. A Company must comply with all statutory insurance requirements applicable to its operation and to maintain motor vehicle combined single limit liability insurance, including uninsured motorist coverage covering each vehicle operating at the Airport in the minimum amounts required under State law. Any deductible or self-insured retention that applies to any insurance required hereunder must be declared to and approved by TAA. The insurance policy or policies shall name TAA and City of Tucson as additional insureds and shall be issued by a company that is duly authorized to transact the business of insurance in the State of Arizona, that is of sound and adequate financial responsibility and that is acceptable to TAA. Each such policy shall provide that such insurance coverage will not be reduced or cancelled without at least thirty days prior written notice to TAA. TAA reserves the right to increase the limits of insurance herein specified from time to time, and Company will apply with all reasonable requests of TAA with respect thereto.
- (c) Additional Requirements. In addition to the above, any Company operating under an Operating Agreement must comply with all insurance requirements provided therein. In the event of any conflict between the insurance requirements provided herein and those contained in an Operating Agreement, the Operating Agreement shall control.

3.7 Indemnity

Each Company, through its Operating Agreement or permit application, shall indemnify TAA and the City of Tucson, and their directors, officers, agents and employees from and against all liability, claims, damages, losses and expenses arising out of or resulting from or in connection with Company's Ground Transportation Activities.

3.8 Fees

- (a) Permit Fees. For each permit issued, the Permittee shall pay a permit fee in accordance with the Ground Transportation rate sheet issued by TAA and available at the Ground Transportation office, which fees may change from time to time. Fees for quarterly permits shall be paid in full prior to issuance of the permit. Fees for daily permits shall be due upon receipt of an invoice from TAA. Failure to promptly pay fees for any permits shall be grounds for denial of additional permits and loss of access to the main commercial roadway until the Company's ground transportation permit fee account is current. No refund, credit, or other compensation will be given for any revoked, suspended or voluntarily surrendered permits.
- (b) Access Card Fees. In addition to the permit fees described above, those Permittees issued a permit in the form of an electronic access card must pay a refundable deposit for each card issued in accordance with the Ground Transportation rate sheet.

3.9 Replacement Permits

Replacement of lost or stolen permits or an exchange of an existing permit must be processed through the Ground Transportation office. Fees for any replacement or exchange will be charged as described in the Ground Transportation rate sheet.

3.10 Unpermitted Activities

Vehicles not permitted in accordance with these Rules and Regulations are not authorized to engage in any Ground Transportation Activities and will be removed from the Airport. Unless expressly authorized by TAA, no Ground Transportation Activity may be conducted or staged in the Airport's main parking lot, the lower level public roadway, the cell phone waiting lot or any other area outside of the main commercial roadway depicted on Exhibit B or the related ground transportation holding areas designated by TAA.

4 DISPLAY OF INFORMATION

4.1 Display of Permit Information

Each Permittee engaging in a Ground Transportation Activity on the Airport shall display the business permit or license issued by the Arizona Department of Transportation or other applicable licensing agency, and the permit issued by TAA, if so directed by TAA, so that the permits are plainly visible in the vehicle or as otherwise required by TAA.

4.2 Identification Badge/Name Tags

Driver identification badges/name tags shall be prominently displayed on the Drivers' clothing, at all times while conducting business at the Airport (including inside the terminal), clearly visible to the hiring passenger, and shall include the Driver's first and last name and company name.

5 COMPLIANCE WITH LAWS

Companies and all Ground Transportation Company Personnel shall be in compliance with all applicable Federal, State, and local laws, statutes, ordinances, rules and regulations including, but not limited to, all applicable Motor Carrier Safety Regulations issued by the Federal Motor Carrier Safety Administration. Companies shall operate in compliance with these Rules and Regulations, as they may be amended from time to time. Failure to comply with any applicable laws, ordinances, rules or regulations shall constitute grounds for imposition of penalties as provided herein.

All Ground Transportation Vehicles must comply at all times with any lawful signs, mechanical or electrical signals, and other directions issued by TAA, unless directed otherwise by law enforcement or other authorized personnel.

6 RULES APPLICABLE TO ALL GROUND TRANSPORTATION ACTIVITIES AND PERSONNEL

6.1 Parking, Staging and Loading

Passengers shall be picked up only at locations designated by TAA for such activity. Drivers providing ADA assistance may use the designated ADA-assistance loading space on the Airport's inner, non-commercial road, as further directed by TAA ground transportation

personnel or public safety officers (PSO). Loading of passengers outside the active designated loading areas is prohibited, except as expressly authorized by TAA.

Drivers may operate permitted vehicles on the Airport entrance and exit roadways as is necessary and incidental to their permitted Ground Transportation Activities. Drivers of permitted vehicles may stage their vehicular operations on the Airport only in those locations designated by TAA and indicated by signs and depicted on Exhibit B. Staging and parking is typically available on a first-come, first-serve basis. TAA reserves the right to change the designated location of all categories of Ground Transportation Activities as necessary from time to time. Notice of such changes will be given to all persons who hold permits for Ground Transportation Activities.

Except for customary restroom breaks and actual conduct of permitted activities, vehicles shall not be left unattended in designated loading spaces.

Drivers of permitted vehicles shall not stop or park their vehicles on any crosswalk.

6.2 No Solicitation

Except as expressly provided herein, or in an Operating Agreement, no solicitation of passengers is permitted at any place on the Airport (whether in the terminal or outside). Solicitation as used herein means:

- (a) Approaching or initiating a conversation with any person at the Airport for the purpose of obtaining ground transportation passengers;
- (b) Displaying company or service-related signs; or
- (c) Distributing other advertising materials.

6.3 Use of Airport

Ground Transportation Company Personnel shall not:

- (a) Deposit trash, debris or other waste material except in an authorized trash receptacle;
- (b) Use any TAA facilities or property in a manner other than that for which it is intended;
- (c) Urinate or otherwise expose themselves in public; ordinary use of bathroom facilities is permissible; or
- (d) Loiter in the terminal.

6.4 Knowledge and Skill

Companies are responsible to keep Ground Transportation Company Personnel informed on all informational notices, materials or directives received from TAA. Companies and Company Personnel shall:

- (a) Be knowledgeable of the commercial roadway system at the Airport and TAA's Commercial Ground Transportation Rules and Regulations;
- (b) Be knowledgeable of city geography including, but not limited to, city landmarks, and streets and addresses, and be able to use a map as needed;
- (c) Be able to clearly communicate and understand the English language;
- (d) Be courteous and professional in dealing with the public and passengers, and when communicating with TAA staff;
- (e) Have contact information for supervisors or managers available and be knowledgeable of Company and TAA procedures regarding any issues that arise at the Airport; and
- (f) Conform to all laws and these Rules and Regulations while engaged in Ground Transportation Activities.

6.5 Standards of Conduct; Criminal Activity; Etc.

Ground Transportation Company Personnel shall not:

- (a) Engage in rude or boisterous behavior, conversation, profanity, fighting or any activity which constitutes a breach of the peace;
- (b) Harass prospective customers;
- (c) Provide misleading information concerning other Ground Transportation Activity services;
- (d) Solicit or engage in any activities on the Airport that are contrary to these Rules and Regulations or that constitute criminal activity;
- (e) Carry weapons of any kind either on their person or in the vehicles they operate;
- (f) Smoke in their vehicles at any time, or when interacting with passengers or potential customers;
- (g) Be under the influence of alcohol, drugs or any other controlled substance while engaging in Ground Transportation Activities.

6.6 Vehicle Maintenance on Airport Property

Ground Transportation Company Personnel operating a vehicle shall not perform, or attempt to perform on Airport property, vehicle maintenance including, but not limited to, car washing, oil change, or servicing or repair on any vehicle(s), except such activity minimally necessary for removal of an inoperative vehicle from the Airport premises.

6.7 Driver Attire

Each Driver engaging in a Ground Transportation Activity shall comply with the following clothing requirements:

- (a) Drivers' hair shall be clean and neatly trimmed. If a beard or moustache is worn, it shall be well groomed and neatly trimmed at all times in order not to present a ragged appearance.
- (b) Drivers shall be clean, well groomed, neat and suitably dressed. The term "suitably dressed" shall mean the Driver shall wear a dress, skirt, trousers, slacks, a shirt or blouse with a collar (with or without a tie), shoes, and, if desired, appropriate outer garments. Shirts must be tucked in to pants or skirts, and socks or stockings must be worn with shoes.
- (c) Clothing that is considered inappropriate and is not permitted when the Driver, male or female, is in charge of a Ground Transportation Vehicle includes, when not covered by garments described in the paragraphs above: T-shirts, underwear, tank tops, body shirts, swimwear, jogging suits, low cut pants or trousers, trunks or similar types of attire.
- (d) Walking shorts may be worn from May 1 through September 30. Exceptions to this rule are at the discretion of the Ground Transportation Department. The shorts shall be khaki or navy blue in color, must be pressed and have a finished hem. Dockers brand walking shorts or a similar brand are suggested. Shirts with collars, socks and shoes or sneakers are required.

6.8 Meet/Greet Personnel

In order to conduct meet/greet business in the terminal, Meet/Greet Personnel must notify the Ground Transportation Department prior to each operation conducted in the terminal. Notification must be in writing and on Company letterhead, delivered via email, fax or in person, and include the name of the Meet/Greet Personnel who will be at the terminal, the date and time of the pick up, and the name of the company, group, or individual passenger they are meeting.

Meet/Greet Personnel:

- (a) May only meet groups or individuals for which they or their Company are under a binding contract to meet;
- (b) Shall wear an identification badge including their full name and the name of the Company;
- (c) Shall conduct their business at the meet/greet areas designated from time to time by TAA, or as authorized by the Ground Transportation Department;
- (d) May utilize a sign, of a size not to exceed 18 x 24 inches, to display the name of the company, group or individual(s) they are contracted to meet;

- (e) Are restricted to two (2) Meet/Greet Personnel per group in each meet/greet area. If there is a need for additional personnel, permission must be obtained from the Ground Transportation Department.

Solicitation of passengers by Meet/Greet Personnel is strictly prohibited.

6.9 Mystery Shopper Program

TAA shall have the right at its cost to monitor and test all Companies engaged in Ground Transportation Activities through a responsible "mystery shopping" service or with TAA's own employees.

6.10 Obligation to Transport Passengers – Shared Ride Van, Taxicab, Executive Sedan

Drivers of Shared Ride Vans, Taxicabs and Executive Sedans are prohibited from refusing transport to a person who requests service to a destination within the Service Area unless:

- (a) The transport includes a child required by law to be in a child-restraint seat and a child-restraint seat is not available;
- (b) The person is disorderly;
- (c) The Driver has reason to believe that the person is engaged in unlawful conduct; or
- (d) The Driver reasonably fears for his or her personal safety.

In the event of a refusal to transport a person for reason (a) above, the Driver shall as soon as practicable notify the TAA Ground Transportation Department. In the event of a refusal to transport a person for reasons (b), (c) or (d) above, a Driver shall call for a TAA police officer immediately and make a report of the occurrence. If a passenger is refused transportation for any other reason, the Driver and the Driver's Company may be subject to penalties as provided herein.

7 RULES APPLICABLE TO TAXICAB SERVICE

Only those Companies that have been selected through the applicable selection process are eligible to be Taxicab service providers on the Airport for arriving passengers. Taxicab Companies shall execute an Operating Agreement in the form approved by TAA, which provides additional standards and requirements for Taxicab service.

8 RULES APPLICABLE TO SHARED RIDE VAN SERVICE

Shared Ride Van operators shall execute an Operating Agreement in the form approved by TAA, which provides additional standards and requirements for Shared Ride Van service. At a minimum, the following apply to all Shared Ride Van operators:

8.1 Vehicle Characteristics

All Shared Ride Vans shall have space for a minimum of six (6) passengers, excluding the driver, unless such van is wheelchair accessible, in which case a lesser number of passengers may be authorized by TAA. All of the vans of each Company shall be uniform in color and marking, including a unique vehicle number, and shall carry letters and words on the vehicles in a uniform location and of uniform size, identifying the Company responsible for such vehicles. Stick-on letters or magnetic signs will not satisfy this requirement.

8.2 Minimum Number of Vehicles

Each Shared Ride Van Company shall be required to provide a minimum number of vehicles necessary to meet the performance standards set forth herein.

8.3 Rate Availability

Companies shall make a printed list of rates and charges available to each passenger or potential passenger upon request. In addition, each Company shall provide a copy of such rate sheet to the Ground Transportation Department and notify the Ground Transportation Department in writing of any change in rates and charges not less than thirty (30) days prior to the effective date of such change.

8.4 Departure Time

Shared Ride Vans shall be required to depart the Airport with the passenger(s) within fifteen (15) minutes of the passenger's request.

8.5 Hours of Service

Each Shared Ride Van Company shall provide Shared Ride Van service seven days per week, including holidays, and in accordance with the operating hours provided in its Operating Agreement.

8.6 Reservation System

Each Company must provide a 24-hour telephone reservation system.

8.7 On-Site Management and Dispatch; Signage

Each Company must provide on-site management and dispatch personnel during its operating hours as required in its Operating Agreement. Each Company shall:

- (a) Conduct on-site management and dispatch from a counter located inside the terminal building; customer service activities are only permitted within the leased space.
- (b) Not place any signage, advertisement, solicitation or other form of information outside of its leased space, except as expressly approved by TAA and placed through TAA's authorized advertising provider.

- (c) Maintain counter areas in a clean and orderly manner. All displayed materials and signage shall be subject to the approval of TAA.

8.8 Payment Arrangements

- (a) Company shall accept pre-payment, i.e., payment prior to the day of service.
- (b) Company shall accept as payment for services at least two (2) nationally recognized credit or charge cards (e.g., American Express, MasterCard, VISA).

8.9 Minimum Experience

Each Company shall have a minimum of one year's experience providing shared ride van service prior to doing business at the Airport.

9 RULES APPLICABLE TO EXECUTIVE SEDAN SERVICE

Executive Sedan operators shall execute an Operating Agreement in the form approved by TAA, which provides additional standards and requirements for Executive Sedan service. At a minimum, the following apply to all Executive Sedan operators:

9.1 Vehicle Characteristics

All Executive Sedans shall be large, luxurious vehicles (such as a Lincoln Town Car or Aviator SUV) and shall have space for a minimum of four (4) passengers, excluding the driver. All vehicles shall have working electronic windows and car stereo for the comfort of the passengers, as well as sufficient luggage storage space.

9.2 Minimum Number of Vehicles

Each Executive Sedan Company shall be required to provide a minimum number of vehicles necessary to meet the performance standards set forth in its Operating Agreement.

9.3 Rate Availability

Companies shall make a printed list of rates and charges available to each passenger or potential passenger upon request. In addition, each Company shall provide a copy of such rate sheet to the Ground Transportation Department and notify the Ground Transportation Department in writing of any change in rates and charges not less than thirty (30) days prior to the effective date of such change.

9.4 Departure Time

Executive Sedans shall be required to depart the Airport with the passenger(s) within fifteen (15) minutes of the passenger's request.

9.5 Hours of Service

Each Executive Sedan Company shall provide service seven days a week, including holidays, and in accordance with the operating hours provided in its Operating Agreements.

9.6 Reservation System

Each Company must provide a 24-hour telephone reservation system.

9.7 On-Site Management and Dispatch; Signage

Each Company must provide on-site management and dispatch personnel during its operating hours as required in its Operating Agreements. Each Company shall:

- (a) Conduct on-site management and dispatch from a counter located inside the terminal building; customer services activities are only permitted within the leased space.
- (b) Not place any signage, advertisement, solicitation or other form of information outside of its leased space. Approved advertisements placed through TAA's authorized advertising provider are permitted.
- (c) Maintain counter areas in a clean and orderly manner. All displayed materials and signage shall be subject to the approval of TAA.

9.8 Payment Arrangements

- (a) Companies shall accept pre-payment, i.e., payment prior to the day of service.
- (b) Except for pre-payments made to the Company, all payment transactions shall take place at the counter in the terminal.
- (c) Drivers shall not accept direct payment for services (excluding tips).
- (d) Company shall accept as payment for services at least two (2) nationally recognized credit or charge cards (e.g., American Express, MasterCard, VISA).

9.9 Minimum Experience

Each Company shall have a minimum of one year's experience providing on-demand executive sedan service prior to doing business at the Airport.

10 VEHICLE SPECIFICATIONS; SAFETY AND MAINTENANCE

10.1 Minimum Vehicle Standards

A vehicle used in a Ground Transportation Activity shall not be driven on the Airport unless it is in safe operating condition and in good repair; this requirement shall include, without limitation, the following:

- (a) Inside and outside lighting equipment shall be in working order.
- (b) There shall be no cracked or broken windshields, windows or mirrors.

- (c) The exhaust system shall meet acceptable noise levels and emissions standards.
- (d) The paint, body, grill, bumper and other exterior shall not be bent or damaged other than with minor dents and scratches.
- (e) The vehicle shall be maintained in a clean and sanitary condition on the interior and exterior. The interior shall be in good and clean condition, with fully upholstered or covered seats that are free of rips, tears and stains.
- (f) All Ground Transportation Vehicles operated on the Airport by a single Company (regardless of who is driving them) shall have exterior paint that is uniform in markings, appearance and signage, free of significant chipping, fading, scratches and oxidation. In addition, all Taxicabs and Shared Ride Vans operated by a single Company shall have a uniform color scheme, which shall be uniform and identical in color no later than thirty (30) days from the date the Company receives a permit to conduct business on the Airport.
- (g) The vehicle shall have properly functioning heating and air conditioning systems adequate to provide sufficient passenger comfort for the weather condition.
- (h) No part of any vehicle, or accessory thereto (including the wheel covers), shall be inoperable, broken, missing, bent or dented out of shape, or visibly cracked or damaged.
- (i) Vehicles may not have structures attached to the vehicle or display any form of advertising, other than Company information, unless approved in writing by TAA.

10.2 Vehicle Safety and Maintenance

- (a) Every vehicle shall be structurally sound and maintained as to provide for the safety of the public in accordance with Arizona Revised Statute Title 28.
- (b) Vehicles shall be operated and maintained in compliance with all applicable laws, rules and regulations.
- (c) All vehicles shall be and remain in compliance with all applicable safety standards upon commencement of operations on the Airport.

10.3 Additional Vehicle Requirements

In addition to the vehicle standards stated above, any Company operating under an Operating Agreement must also comply with all vehicle condition and safety requirements provided therein.

11 INSPECTION

Company shall permit TAA to inspect its permitted vehicles for purposes of monitoring compliance with these Rules and Regulations, and/or with any inspection procedures implemented by TAA.

Companies shall make vehicles available for inspection as requested by TAA at the location designated by TAA. Vehicles will be inspected for obvious mechanical or compliance defects and for cleanliness.

TAA may inspect any vehicle at any reasonable time and if the inspection reveals that any vehicle is not in reasonably good repair or operating condition as provided above, the vehicle shall be taken out of service until remedial repairs and corrections have been made. Company, at the time the vehicle is taken out of service, shall surrender the permit for the vehicle and shall advise TAA when the vehicle will be ready to resume service. The vehicle permit shall be reinstated and returned to Company following a successful re-inspection and approval by the Ground Transportation Department.

12 VIOLATIONS

12.1 Violation and Penalty

TAA shall have the right to enforce these Rules and Regulations and to impose penalties on any Company or Company Personnel for violation of any of these Rules and Regulations.

The penalties for violations are set forth on Exhibit C attached hereto. A violation by a Company's Company Personnel or by anyone using a Ground Transportation Vehicle with such Company's permission shall be deemed a violation by the Company.

A Company is responsible for all actions of its Company Personnel and for discouraging, preventing or correcting violations of all of its Company Personnel.

12.2 Notice

If the Ground Transportation Department determines that Company Personnel or a Company has failed to comply with these Rules and Regulations, the Company will be given written notice of warning, suspension or revocation delivered to the Company's official address on file with TAA. The written notice shall include: a description of the violation, the date the suspension or revocation begins, the duration of the suspension or revocation, and a statement informing the Company of rights to a hearing, if any.

12.3 Effective Date

Warnings and suspensions shall be effective on the day indicated in the written notice from TAA. TAA may require that any suspended permits be surrendered immediately to the Ground Transportation Department.

Revocations shall be effective and, if applicable, permits surrendered to the Ground Transportation Department immediately upon notice to a Company unless a hearing (as described below) is requested. If a hearing is requested, the revocation will not be effective until TAA issues a final decision for revocation.

12.4 Hearing

In the case of a notice of revocation only, the Company may request a hearing with the President/CEO of TAA, or her designee, by submitting a written request for the same to the

Ground Transportation Department within five business days of the date of the notice. A hearing shall be set for a date not more than ten business days after such request is received and the Company shall be given at least three business days' advance notice of the time and the place for the hearing. At the hearing, the Company shall have the right to present evidence on its behalf but shall be limited to no more than 20 minutes to present its case. The hearing shall be informal, shall not be recorded and the rules of evidence shall not apply. The President/CEO, or her designee, may affirm, reverse or modify the revocation. The decision of the President/CEO, or her designee, shall be final and shall be sent in writing to the Company. Revoked permits shall be surrendered to the Ground Transportation Department immediately after the Company has received written notice of the final decision for revocation.

12.5 Cumulative Violations by a Single Company

Penalties for violations shall be cumulative within a twelve month time period as to all violations within the same category attributable to a Company and its Ground Transportation Vehicles and Ground Transportation Company Personnel.

12.6 Other Action

Ground Transportation Department enforcement hereunder will be separate and apart from, and in addition to, any action that may be taken by law enforcement officials for criminal or other statutory violations. It shall also be in addition to the remedies of TAA under any Operating Agreement.

13 Miscellaneous

13.1 Variance or Waiver

TAA may grant reasonable variances or adjustments from any rules and regulations imposed herein. The granting of a variance shall not operate to waive any of the rules and regulations herein for any purpose except as to the particular provision covered by the variance, and only for so long as the special circumstances warranting the variance exist. The waiver of or failure to enforce any breach or violation of any rule or regulation shall not be deemed to be a waiver or abandonment of the rule or regulation or a waiver of the right to enforce any subsequent breach or violation of such rules and regulations.

13.2 Implementation

TAA may authorize and direct informational and directional signs to be prepared and installed in appropriate locations; may adopt instructions and procedures to be distributed by the Ground Transportation Department which are consistent with and supplementary to these Rules and Regulations; and may take all other steps reasonably required in order to implement these Rules and Regulations.

13.3 Severability

If any provision of these Rules and Regulations or the application thereof to any person, entity or circumstance is held invalid, the invalidity shall not affect any other provisions or applications of the Rules and Regulations which can be given effect without the invalid provision.

13.4 Notices

All notices required to be given or sent hereunder shall be deemed received upon occurrence of one of the following:

- (a) Three days following deposit in the regular mail addressed to the Company at the last address on file;
- (b) One day following sending via email to the Company at the last email address on file;
- (c) One day following successful transmission via facsimile to the Company at the last facsimile number on file; or
- (d) When personally delivered.

13.5 Amendment

These Rules and Regulations may be amended from time to time in TAA's reasonable discretion to meet the ground transportation needs for the Airport. TAA may also issue supplementary guidance, letters, or other directives applicable to Ground Transportation Activities, which may be provided directly to Permittees or otherwise made publicly available.

Exhibit A

SERVICE AREA MAP

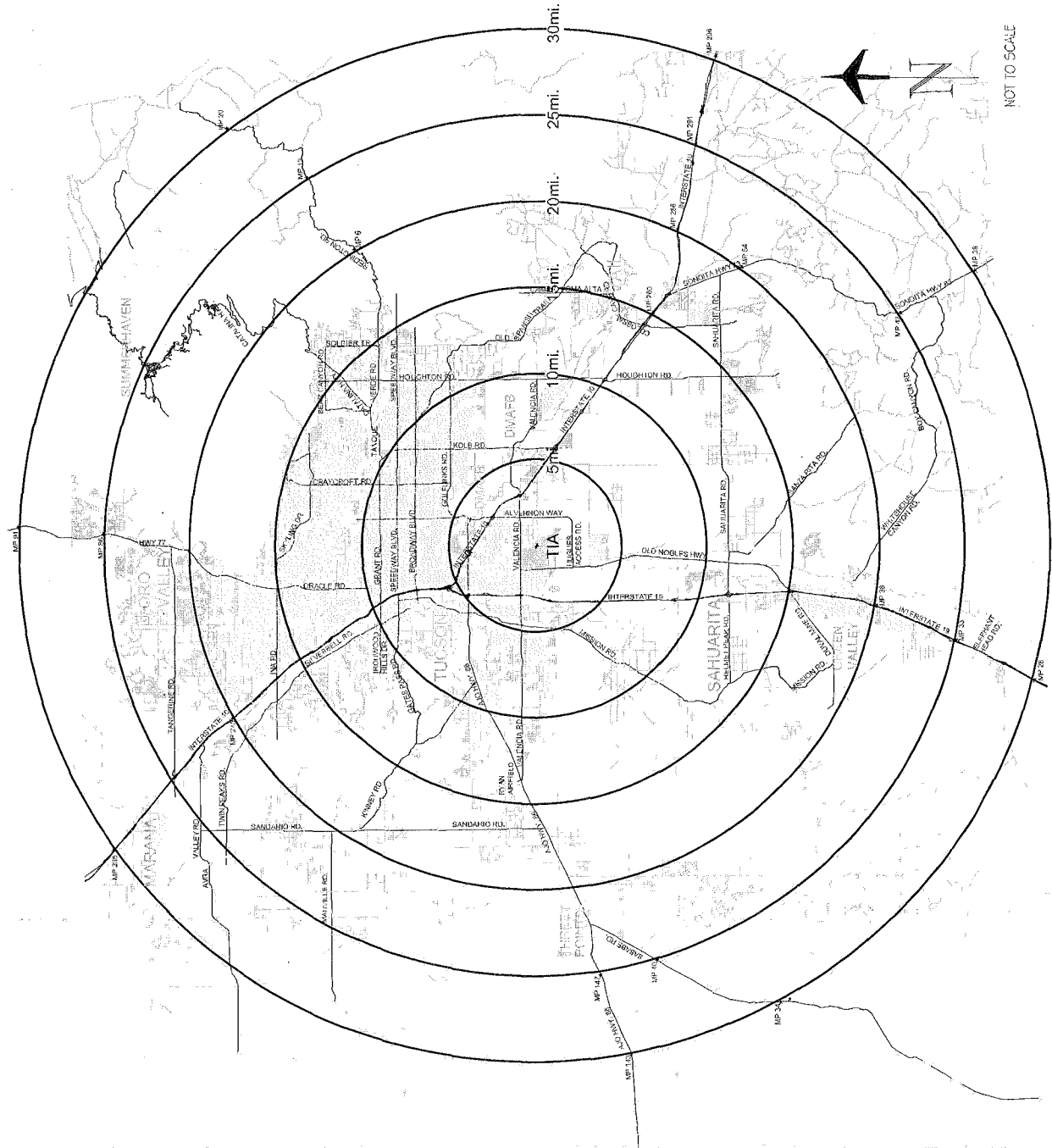
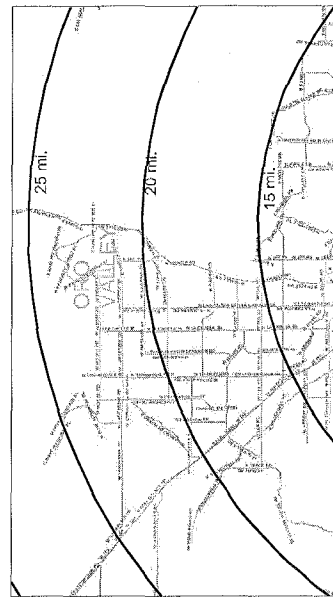
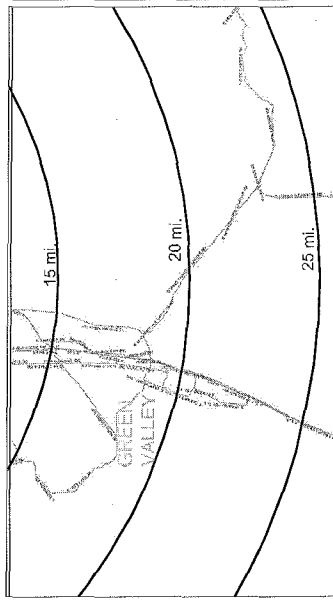
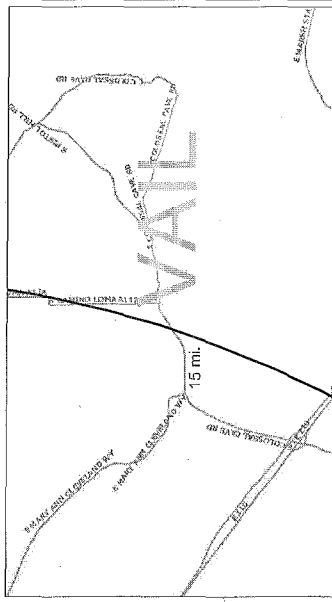
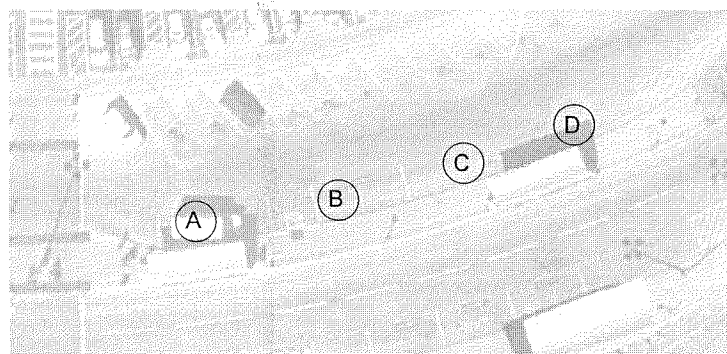
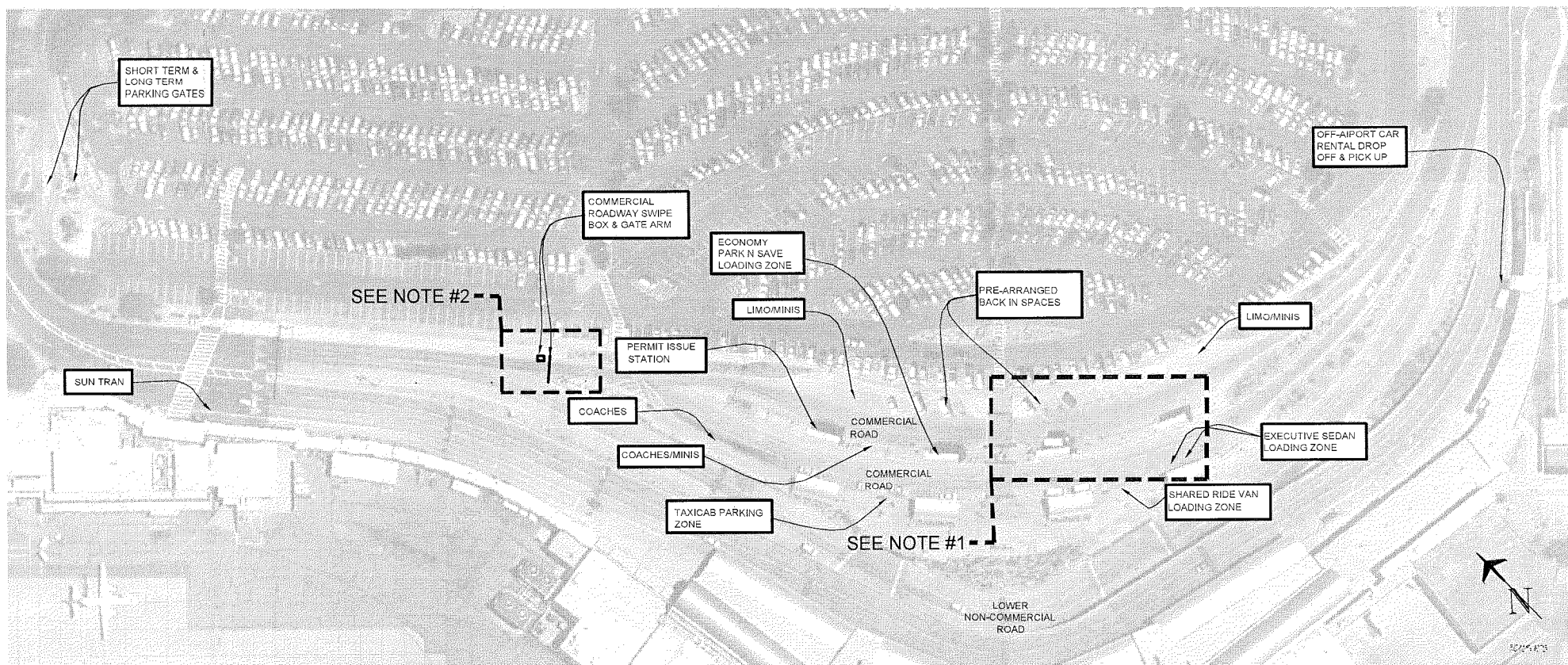


Exhibit B

TERMINAL ROADWAY MAP

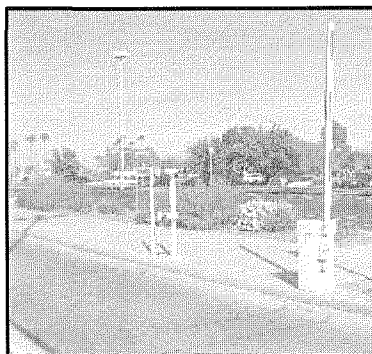


NOTE #1

A. OFF-AIRPORT PARKING PARK: QUICK PARK ONE SHUTTLE ALLOWED BETWEEN CROSSWALK AND HANDICAP SPACE.

B. OFF-AIRPORT PARKING PARK: FAST PARK ONE SHUTTLE ALLOWED BETWEEN CANOPIES.

C + D. CHATEAU/HOTEL SECOND CANOPY: CHATEAU LOAD & GO, BUT MAY PARK IF NEED BE & TRAFFIC ALLOWS. IF SPACES ARE FULL, PLEASE USE BACK IN PRE-ARRANGED SPACE UNTIL SPOT FREES UP. HOTELS ARE LOAD & GO ONLY AT CURB, OTHERWISE USE BACK-IN PRE-ARRANGED SPACES.



NOTE #2

A. HOLD CARD IN FRONT OF READER UNTIL IT BEEPS. ARM WILL RAISE. IF NOT, CALL 573-8182.

PROCEDURES FOR NON-CARD HOLDERS TO OBTAIN DAILY VEHICLE PERMITS

JAN 1, 2010

573-8182

THE CALL FOR DAILY PERMITS TO OUR COMMUNICATIONS DISPATCH CENTER AT 573-8182 MUST BE MADE WHEN YOUR VEHICLE IS AT THE GATE ARM, AT ENTRANCE TO THE COMMERCIAL ROADWAY.

IF YOUR DRIVER DOES NOT HAVE A CELL PHONE, THE INTERCOM BUTTON AT THE GATE ARM MAY BE USED. TO OBTAIN A COMMERCIAL ROADWAY GATE ARM ACCESS CARD, CONTACT TAA GROUND TRANSPORTATION. IF YOU HAVE ANY QUESTIONS PLEASE CALL ME AT 573-8374.

DEE BRUNNER
OPERATIONS COORDINATOR

| | |
|-------------------------------|----------|
| PLANNING AND DEVELOPMENT DIV. | |
| PROJECT | DATE |
| LOCATION | REVISION |
| DESIGNER | APPROVED |
| CHECKED | DATE |
| TVA/SON | |
| AIRPORT AUTHORITY | |
| DATE | |

Exhibit C

PENALTIES FOR VIOLATION

CATEGORY 1 VIOLATIONS

Arrest on Airport for any criminal violation.
Bringing weapon(s) onto TAA properties (in vehicle or on person)
Operating a vehicle with an invalid permit
Overcharging
Reckless driving
Refusal to transport a passenger
Soliciting in unauthorized area
Taximeter seal broken or detached
Unauthorized rate set on Taximeter
Unauthorized use of permit
Under the influence of alcohol/drugs while conducting Ground Transportation Activities
Urinating or other public exposure (excluding ordinary use of bathroom facilities)

PENALTIES

| | |
|-----------------|---------------------------------------|
| First offense: | 1 week suspension of permit |
| Second offense: | 1 month suspension of permit |
| Third offense: | Revocation of 1 permit for six months |

CATEGORY 2 VIOLATIONS

Failure to display rates
Picking up or dropping off passengers in unauthorized areas
Failure to obtain permit

PENALTIES

| | |
|-----------------|------------------------------|
| First offense: | 1 day suspension of permit |
| Second offense: | 1 week suspension of permit |
| Third offense: | 1 month suspension of permit |

CATEGORY 3 VIOLATIONS

Non-moving traffic violations
Violations of Rules and Regulations not otherwise described
Moving traffic violations
Failure to comply with inspection procedure and schedule
Failure to comply with meet and greet procedures
Failure to display identification badge/name tag
Failure to display permit information in accordance with Section 4.1
Failure to update permit information within 5 business days

PENALTIES

| | |
|-----------------|-----------------------------|
| First offense: | Warning |
| Second offense: | 1 day suspension of permit |
| Third offense: | 1 week suspension of permit |

CATEGORY 4 VIOLATIONS

Insurance violations (lapse, lack of, insufficient coverage, etc.)
Expired registration
Unsafe vehicle
Improper signage on vehicle
Dress code

PENALTIES

| | |
|-----------------|---|
| First offense: | Suspension of permit pending compliance |
| Second offense: | Suspension of permit pending compliance |
| Third offense: | Suspension of permit pending compliance |

CATEGORY 5 VIOLATIONS

Violations are cumulative.
Four violations in the same category which have not already resulted in revocation, will result in revocation.

PENALTY

Revocation of permit for six months.

REVISION INDEX

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