

**GREATER ORLANDO AVIATION AUTHORITY
(GOAA)**



VEHICLE-FOR-HIRE (VFH)

V- PERMIT HOLDERS AND DRIVERS HANDBOOK



ORLANDO INTERNATIONAL AIRPORT (OIA)

REVISED FEBRUARY 2015

INTRODUCTION

The **Vehicle-For-Hire (VFH) V-Permit Holders and Drivers Handbook** is a document prepared by the Greater Orlando Aviation Authority (GOAA) to facilitate easy operation of Vehicles-For-Hire (VFH) activities within the regulations established by the Orlando International Airport (OIA). It is intended to provide a brief summary of the regulations pertaining to the operation of vehicles permitted by GOAA and City of Orlando as VFH at OIA for easy reading and understanding.

The *Ground Transportation Services (GTS)* division under the Airport Operations department administers all commercial Ground Transportation activities, including permitting and compliance enforcement. At the City of Orlando, the *Chief of Police and the VFH administrator and Inspector administer*, enforce, regulate and interpret all aspects and provisions pertaining to VFH operations.

The reference documents for this handbook are GOAA's 'Ground Transportation Rules and Regulations' and the City of Orlando's 'Chapter 55 – Regulation of Taxicabs, Limousines, Luxury passenger vehicles, Shuttles and other Vehicles-For-Hire'.

DISCLAIMER

The Vehicle-For- Hire (VFH) V-Permit Holders and Drivers Handbook is not a comprehensive all inclusive outline of all the regulations of VFH permit holders and drivers. It is a simplified, reduced content summary of some of the essential requirements contained in the GOAA Ground Transportation Rules and Regulations (GTRRs) and the City of Orlando's Chapter 55. If any of the statements and procedures mentioned herein contradicts, contravenes, makes partial reference or omits a particular rule, regulation or requirement as per GOAA's GTRRs and City Orlando's Chapter 55, the rules, regulations or requirements as contained in the GTRRs and Chapter 55 SHALL supersede.

TABLE OF CONTENTS

<u>TITLE</u>	<u>PAGE</u>
Definitions	4
Before arriving at the Airport	5
1) Driver identification.....	5
2) Vehicle permit decals.....	5
3) Transponders.....	6
4) Account Number.....	6
5) Display of company name.....	6
6) Meet & Greet guidelines.....	6
While at the Airport	
1) Loading areas.....	7
2) Unloading areas.....	8
3) Engine Idling.....	9
4) Parking areas.....	9
5) Customer Service Requirements.....	9
6) Solicitation.....	10
7) Violations.....	10
References	11
Exhibits	12

DEFINITIONS

For all resources including definitions pertaining to Vehicle-For-Hire (VFH), please refer to;

1. CITY OF ORLANDO

- Sec. 55.02. – Definitions - *Chapter 55 – Regulation of Taxicabs, Limousines, Luxury passenger vehicles, Shuttles and other Vehicles-For-Hire*.
 - i. Electronic copy available at:
<http://library.municode.com/index.aspx?clientID=13349&stateID=9&statename=Florida>
- City of Orlando *Vehicles-For-Hire Driver's Manual*.
 - i. Electronic copy available at:
http://www.cityoforlando.net/police/administration/VFH_docs/vhs_drivermanual.pdf

2. GREATER ORLANDO AVIATION AUTHORITY

- *Ground Transportation Rules and Regulations* - Section 2 – Definitions.
- Electronic copy available at: http://www.orlandoairports.net/gt/docs/gt_regulations.pdf

BEFORE ARRIVING AT THE AIRPORT

1. DRIVER IDENTIFICATION (ID) IS VALID AND CURRENT

- I. While on duty and in any area of the Airport, each VFH driver **MUST** *be in possession of and display* his or her valid and current (non-expired) driver's permit issued by the City of Orlando.
- II. Permit **MUST** be displayed *on the outer garment* of the upper portion of the body.
- III. Upon request by the Ground Transportation Agent at the Airport, Each VFH driver **MUST** *produce* his or her valid and current (non-expired) driver's permit issued by the City of Orlando.

2. VEHICLE PERMIT DECALS ARE VALID AND CURRENT

- I. Current and valid V-Permit decal issued by the Orlando International Airport **MUST** be displayed on the vehicle at all times.



- V-Permit decal issued by the OIA

- II. Current and valid VFH permit decal issued by the City of Orlando **MUST** be displayed on the vehicle at all times.



- VFH Permit decal issued by the City of Orlando

3. TRANSPONDER

- I. A Transponder issued to a VFH operator, or approved to be used at the Orlando International Airport **MUST** be permanently affixed and displayed on the proper permitted vehicle at all times.
- II. Transponders could be Epass, SunPass or GOAA.



4. ACCOUNT NUMBER

- I. Driver should be familiar with the account number associated with their vehicles.
- II. Account number should be presented to the Security Guard or Computer Room attendant in the event that the vehicle's transponder does not activate gate to open.

5. DISPLAY OF COMPANY NAME

- I. Name of the V-Permit company **MUST** be displayed on either the vehicle's exterior or front license plate.
- II. When picking up a passenger on behalf of another company and displaying the front tag of that company, the V-Permit holder's name **MUST** be displayed on the vehicle's dashboard next to the Permit decal and visible from the outside of the vehicle.

6. MEET AND GREET GUIDELINES

- I. **PRIOR** to entering the Ground Transportation Concourse (GTC) or Commercial Lane, a V-Permit driver **MUST** be in possession of a *completed, valid and verifiable Meet and Greet (M&G)* sign with information for the arriving passengers being met.
See exhibit A.

- *'Complete and valid'* means that the M&G sign should be fully completed and available with driver before arriving at the Airport. The M&G sign should contain;
 - Passenger name (Company/Group name or logo with supporting documentation)
 - Arriving Airline name
 - Arriving Flight number

- ‘*Verifiable*’ means all the information on M&G sign should be correct and accurate when confirmed by an Airline representative.
- II. If driver is using an **electronic tablet** such as an iPad for a M&G sign, the IPAD should also be complete, valid and accurate before arriving at the Airport. **See exhibit B.**
 - Electronic tablets to be used as M&G signs **MUST** have a diagonal screen measurement of at least 9 inches.
- III. When picking-up relatives or friends at the Airport using a V-Permit vehicle, the same M&G rules **SHALL** apply as would have as when conducting a commercial for-hire pick-up.
 - **WHEN USING A V-PERMIT VEHICLE TO PICK-UP OR MEET RELATIVES OR FRIENDS AT THE AIRPORT, A COMPLETE, VALID & VERIFIABLE M&G SIGN IS REQUIRED.**
- IV. A Driver may enter the baggage claim area **ONLY** for the purpose of conducting a M&G.
- V. A driver must meet arriving pre-arranged passengers **ONLY** in designated M&G areas located in the baggage claim on terminal levels 1 & 2. **See exhibit C.**
 - Specific instructions regarding M&G time limits, baggage claim M&G area and sign requirement are covered in detail in the GOAA’s *Rules & Regulations, Section 6 – Other provisions governing ground transportation operations, pgs. 21 – 23.*

WHILE AT THE AIRPORT

1. LOADING AREAS

A V-Permit driver needs to be familiar with the vehicle class he or she is operating while at the Airport. Classification can be ascertained by reviewing the permitted vehicle’s OIA permit decal by a punched hole in either #s 1, 2, or 3.

- I. When operating a *Class 1 or 2 vehicle that does not exceed 7 feet in height or 30 feet in length*, the VFH driver **MUST** conduct passenger or luggage pick-up in the GT concourses.
 - GT Concourse is open for use between 8:00 AM and 12:00 midnight daily.
- II. When the GT concourses are closed for use between 12:00 midnight and 8:00 AM, passenger or luggage pick-up shall be conducted in the Commercial Vehicle Parking Area (CVPA) or Commercial Lanes.
 - Commercial lanes are to be used for active loading only. **NO WAITING.**

- III. When operating a *Class 3 vehicle*, driver shall only conduct passenger or luggage pick-up in the CVPA or Commercial Lane. Commercial Lane parking spaces are to be used for active loading only. **NO WAITING.**
- IV. When operating a *Class 1 or 2 vehicle* and picking up multiple pre-arranged arriving passenger(s) from both terminals, the driver shall use the GT concourse for the first pick-up, and can use designated space(s) on the Commercial Lane to pick the next passenger(s) in the other terminal building.
 - Commercial Lanes are to be used for active loading only. **NO WAITING.**
- V. No loading of passenger or luggage is allowed on Terminal levels 2 & 3, Bus Hold Area, or any of the Public Parking areas (Garage, Economy Satellite and cell lots) in the Airport.
- VI. **NO UNATTENDED VEHICLE** is allowed in a numbered Commercial Lane space. Unattended vehicles shall be parked in the GT concourse or CVPA when conducting a M&G.
 - Specific instructions regarding passenger loading are covered in detail in the GOAA's *Rules & Regulations, Section 6.16 – Passenger Loading, pg 25.*

2. UNLOADING AREAS

- I. When operating a *Class 1 VFH*, passenger and luggage drop-off is only allowed in the following locations;
 - Terminal Level 3 – The first and second lanes from the curb.
 - CVPA and Commercial Lanes when the GT Concourses are closed for use between 12:00 midnight and 8:00 AM. Commercial Lanes are to be used for active loading only. **NO WAITING.**
 - Public Parking garage when driver is dropping off a passenger in possession of a Rent-A-Car reservation agreement.
- II. All *Class 2 or 3 VFH stretched Sedan and SUV limousines* may drop-off in the following locations;
 - Terminal Level 3
 - CVPA and Commercial Lanes – *Class 3 VFH stretch limousines* shall use the CVPA and Commercial Lanes 24 hrs a day. *Class 2 VFH stretched Sedan and SUV limousines* shall use the CVPA and Commercial Lanes only when the GT concourses are closed.
- III. *Class 2 & 3 VFHs* that are not *stretched Sedan and SUV limousines* **MUST** drop off in the Commercial Lanes.
- IV. Passenger and luggage pick-up or drop-off is **PROHIBITED** in the following locations;
 - Terminal Level 2
 - Bus holding area

- Public Parking areas (Garage Economy Satellite and cell lots).

- Specific instructions regarding Passenger Unloading are covered in detail in the GOAA's *Rules & Regulations, Section 6.17 – Passenger Unloading, pgs. 25 - 26.*

3. ENGINE IDLING

- I. Engine idling for a V-Permit vehicle is not permitted at the terminal unless a driver is conducting active loading or unloading.

4. PARKING AREAS

- I. *Class 1 or 2 VFH not exceeding 7 feet in height or 30 feet in length* **MUST** park in the following locations;
 - GT Concourse - When open for use between 8:00 AM and 12:00 midnight.
 - CVPA and Commercial Lanes when the GT Concourses are closed for use between 12:00 midnight and 8:00 AM. Commercial Lanes are to be used for active loading or unloading only. **NO WAITING.**
- II. *Class 3 stretch limousines* parking is allowed only in the following location;
 - CVPA and Commercial Lanes. Commercial Lane parking spaces are to be used for active loading only. **NO WAITING.**
- III. No vehicle may remain parked in the Commercial Lane, CVPA or GT Concourse for more than one (1) hour at a time. No vehicle may also be parked unattended in a numbered Commercial Lane space.
 - Specific instructions regarding Parking are covered in detail in the GOAA's *Rules & Regulations, Section 6.18 – Parking, pgs. 26 – 28.*

5. CUSTOMER SERVICE REQUIREMENT

- I. Drivers and affiliates are expected to provide quality Customer Service to their passengers by exhibiting behavior that is courteous, friendly and helpful when delivering the passengers to their destination.
- II. Failure to provide such quality Customer Service as documented by a passenger's written complaint shall be deemed to be a **Customer Service violation.**

6. SOLICITATION

- I. It is a violation of solicitation for a V-Permit Holder, Driver or Affiliate to arrange or provide transportation for any passenger at the Airport unless the transportation was arranged prior to the passenger's initial meeting with the driver at the Airport.
- II. VFH drivers are required to only associate with passengers with whom they have reservations arranged prior to entering the Ground Transportation Concourse or Commercial Lane. Any other form of association between a VFH operator, driver or Affiliate **SHALL** be classified as solicitation.
 - Specific instructions regarding solicitation are covered in the GOAA's *Rules & Regulations, Section 5 – General Provisions governing solicitation, pgs. 18 – 20.*
 -

7. VIOLATIONS

- I. GOAA Ground Transportation enforcement specialists ensure compliance of the GTRRs on and at the Airport. It is the responsibility of the V-Permit owner, driver or anyone operating the V-Permit vehicle while on Airport property to comply with the GOAA GTRRs and the City of Orlando's Chapter 55. Violation of rules, regulations or requirements as contained in the GTRRs and Chapter 55 at the Airport **MAY** be subject to a Notice of Violation (NOV).
 - Specific regulations regarding Ground Transportation violations and associated penalties are covered in detail in the GOAA's *Rules & Regulations, Section 9 – Penalties for violations of these rules and regulations, pgs. 43 – 51.*
 - Specific instructions regarding issuance of NOVs, attending the NOVs hearing and the NOV appeal process at the Airport are covered in detail in the GOAA's *Rules & Regulations, Section 10 – Issuance of NOVs, proceedings before the GTC and Appeals, pgs. 52 – 56.* **See exhibit C.**

REFERENCES

1. CITY OF ORLANDO

- **Chapter 55 – Regulation of Taxicabs, Limousines, Luxury passenger vehicles, Shuttles and other Vehicles-For-Hire**⁷. Electronic copy available at:
<http://library.municode.com/index.aspx?clientID=13349&stateID=9&statename=Florida>
- **Vehicle for Hire Driver’s Manual**. Electronic copy available at:
http://www.cityoforlando.net/police/administration/VFH_docs/vhs_drivermanual.pdf

2. GREATER ORLANDO AVIATION AUTHORITY

- **Ground Transportation Rules and Regulations**. Electronic copy available at:
http://www.orlandoairports.net/gt/docs/gt_regulations.pdf

EXHIBIT A

SAMPLE M&G SIGN

(Permit Holder/Operator)

WELCOMES

PASSENGER NAME

Airline _____

Flight Number _____

EXHIBIT B

IPAD M&G SIGN

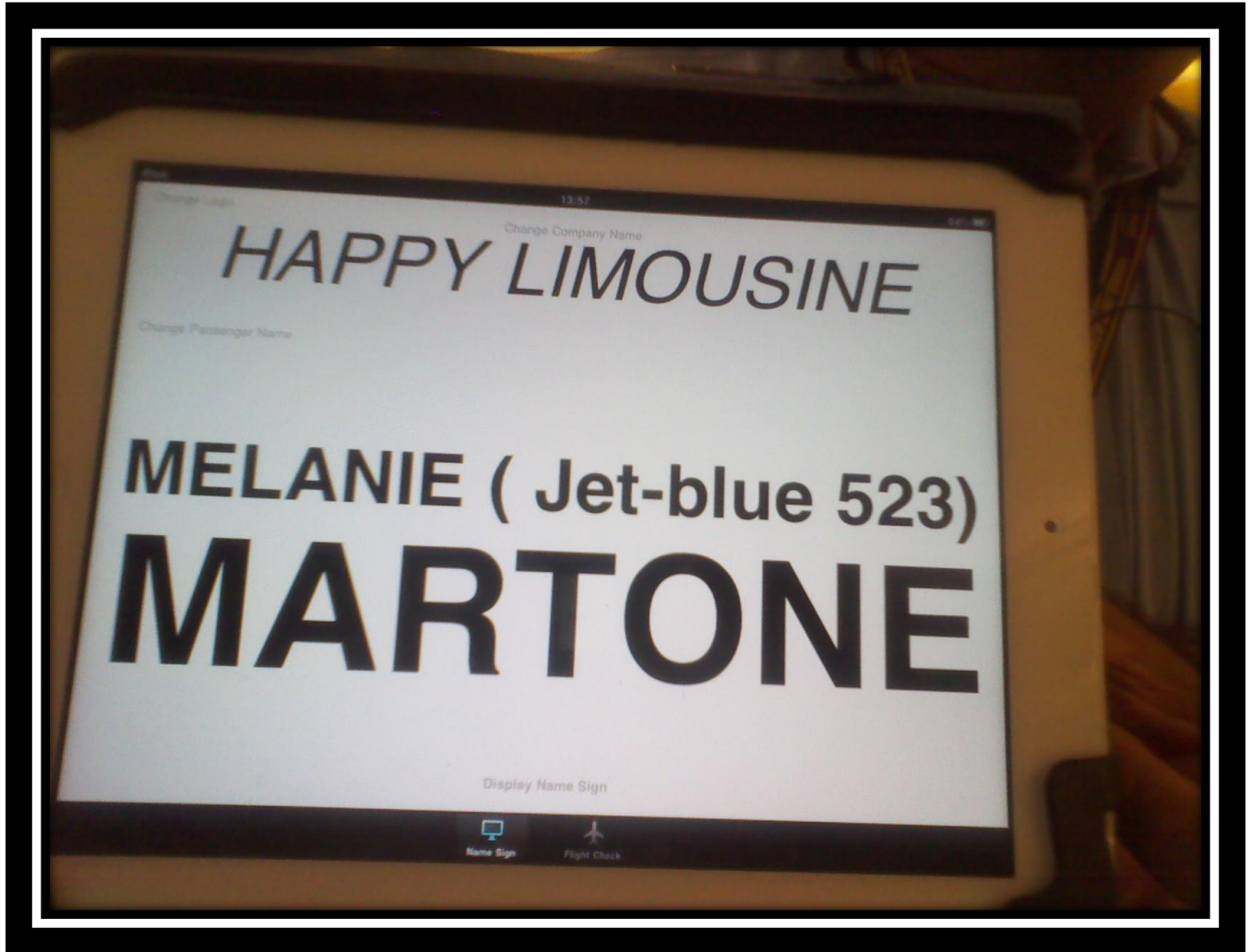


EXHIBIT C

TYPICAL M&G AREA

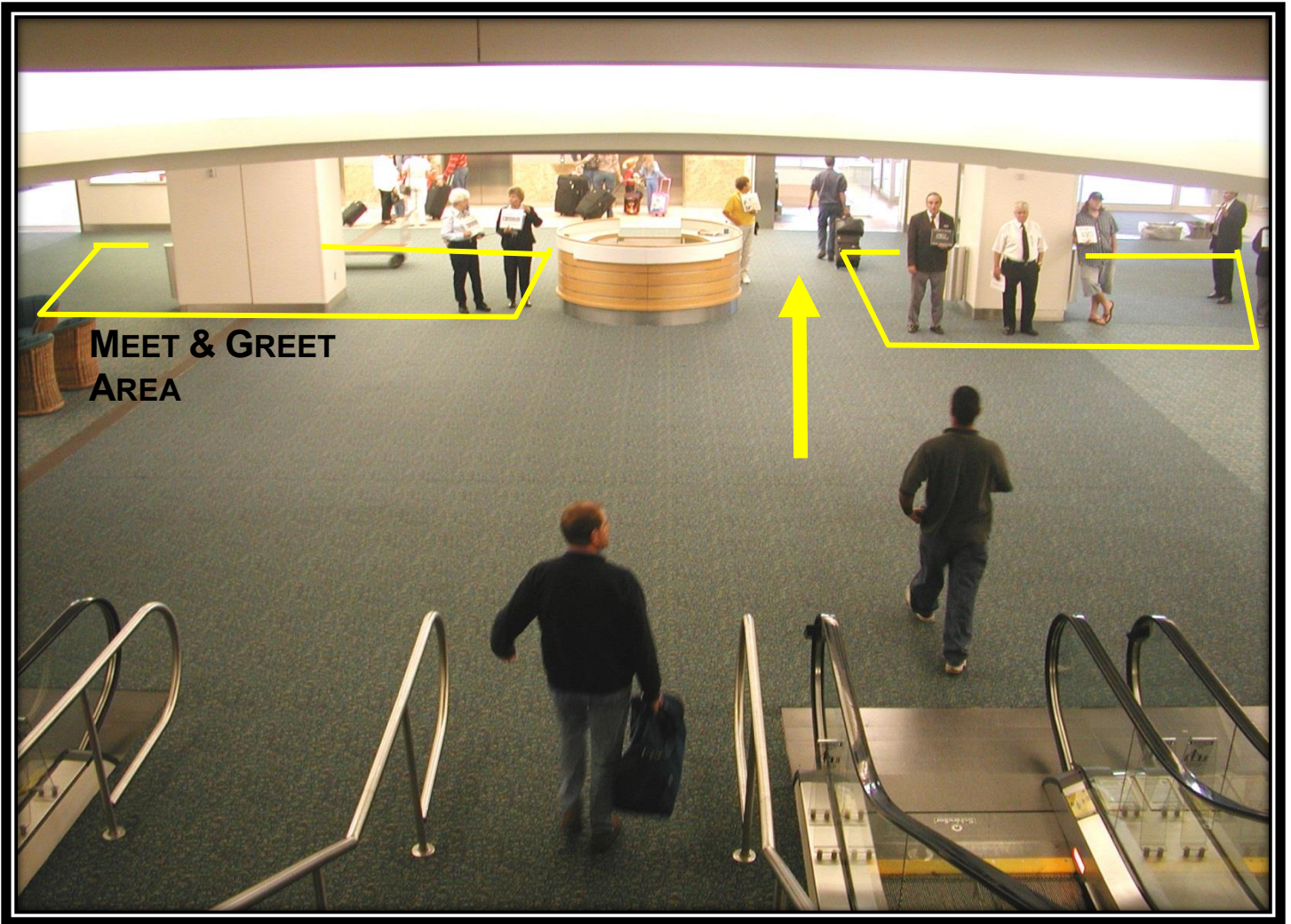


EXHIBIT D

NOTICE OF VIOLATION (NOV)



ORLANDO INTERNATIONAL AIRPORT
GROUND TRANSPORTATION
NOTICE OF VIOLATION 12912

DATE: _____ TIME: _____
 LOCATION: _____
 NAME: (First) _____ (Last) _____
 PERMIT HOLDER: _____
 VEH. MAKE: _____ MODEL: _____
 LICENSE: _____ VIN: _____
 PERMITS: Airport: # _____ (exp) _____ City: # _____ (exp) _____

VIOLATION	GTR&R Section	SUSPENSION & PENALTIES	
		DRIVER OR AFFILIATE	PERMIT HOLDER
PERMIT HOLDER OPERATING WHILE SUSPENDED	9.2	N/A	*\$1,000
DRIVER OPERATING WHILE SUSPENDED	9.3	6 month suspension	*\$1,000
SOLICITATION	5 & 9.4	30 day suspension	\$500
IMPROPER CONDUCT	8.1	10 day suspension	\$250
UNAUTHORIZED PRESENCE	9.5.2	10 day suspension	\$250
FAILURE TO PROVIDE MEET & GREET INFORMATION	9.5.3	10 day suspension	\$250
UNAUTHORIZED LOADING	6.16	10 day suspension	\$250
EVADING FEES	6.3 & 8.2	10 day suspension	\$250
TRIPS IN EXCESS OF SCHEDULE	9.5.6	10 day suspension	\$250
MISLEADING INFORMATION	8.2	3 day suspension	\$150
NO PERMIT DECAL	3 & 8.6.2	3 day suspension	\$150
LOITERING ON FIRST FLOOR OF TERMINAL	8.13	3 day suspension	\$150
TAXICAB VIOLATION	7.1-7.3	3 day suspension	\$150
OUTSIDE MEET & GREET AREA	8.7 & 8.8	1 day suspension	\$100
NO MEET & GREET SIGN	6.9 & 8.10	1 day suspension	\$100
IMPROPER MEET & GREET SIGN	6.9	1 day suspension	\$100
INCORRECT MEET & GREET INFORMATION	8.7.4	1 day suspension	\$100
FAILURE TO AFFIX PERMIT DECAL TO VEHICLE	9.7.5	1 day suspension	\$100
ENGINE IDLING	8.5	1 day suspension	\$80
FAILURE TO PRODUCE PERMIT UPON REQUEST	6.8	1 day suspension	\$100
UNATTENDED VEHICLE	6.20	1 day suspension	\$100
UNAUTHORIZED UNLOADING	8.17	1 day suspension	\$100
CHARGING RATE NOT ON FILE	9.7.10	1 day suspension	\$100
FAILURE TO PROVIDE SERVICE RECEIPT	8.15	1 day suspension	\$100
NO VEHICLE IDENTIFICATION	6.4	N/A	\$50
UNAUTHORIZED PARKING	9.8.2	N/A	\$50
UNAUTHORIZED ADVERTISING - SHUTTLES	7.7.9	N/A	\$50
CHAPTER 58 - VEHICLE FOR HIRE	1.5	TO: CITY VEHICLE-FOR-HIRE DEPT.	

REMARKS: _____

NOV ISSUED DURING INCIDENT: YES _____ NO _____ (Check One)

GROUND TRANSPORTATION AGENT: _____ SIGNATURE: _____

EMPLOYEE NUMBER: _____

--- SEE REVERSE SIDE FOR PAYMENT INSTRUCTIONS AND OTHER INFORMATION ---

PAYMENT INSTRUCTIONS AND OTHER INFORMATION

FINANCIAL PENALTIES: Any applicable financial penalty shall be due no later than fifteen (15) DAYS FROM THE DATE THE NOTICE OF VIOLATION WAS ISSUED. If the DUE DATE is not a business day for the Authority, the financial penalty shall be due on the next business day. Make check or money order payable to the Greater Orlando Aviation Authority. **DO NOT MAIL PAYMENT. PAYMENT MUST BE MADE AT THE AIRPORT OPERATIONS - GROUND TRANSPORTATION SERVICES OFFICE, 5855 CARGO ROAD, ORLANDO INTERNATIONAL AIRPORT. FAILURE TO PAY ANY FINANCIAL PENALTY ON OR BEFORE THE DUE DATE FOR PAYMENT WILL RESULT IN THE IMMEDIATE SUSPENSION OF A PERMIT HOLDER'S PERMIT, UNLESS A HEARING BEFORE THE GROUND TRANSPORTATION COMMITTEE IS REQUESTED.**

SUSPENSIONS: Any applicable suspension period will commence on Tuesday of the first week following the DUE DATE.

HEARING REQUESTS: A Driver, Affiliate, Permit Holder, Concessionaire, Authorized Representative, Skycap or other Person may contest this Notice of Violation (NOV) by requesting a hearing before the Ground Transportation Committee. To request a hearing, contact the Director of Airport Operations by phone at (407) 825-6687 no later than 4:00 P.M. on the DUE DATE. **FAILURE TO DO SO PRIOR TO 4:00 P.M. ON THE DUE DATE MEANS YOU HAVE WAIVED YOUR RIGHT TO CONTEST THIS VIOLATION.** If a hearing for the violation is requested, the applicable Driver and Permit Holder penalties for the violation will be held in abeyance pending the hearing outcome. **NOTE: If a Driver, Affiliate, Permit Holder, Concessionaire, Authorized Representative, Skycap or other Person requests a hearing for a NOV that has been issued and fails to appear before the GTC or Executive Director as scheduled and without authorized absence by the Director of Airport Operations, an Administrative Fee of \$100.00 will be assessed to the person requesting the hearing in addition to any financial penalty and suspension associated with the NOV.**

GROUND TRANSPORTATION COMMITTEE HEARING INFORMATION: For information pertaining to the scheduling, obligations and representation of a Driver, Affiliate, Permit Holder, Concessionaire, Authorized Representative, Skycap or other Person to appear at a scheduled hearing before the Ground Transportation Committee, please consult Section 10.5 of the Greater Orlando Aviation Authority Ground Transportation Rules and Regulations.

GROUND TRANSPORTATION RULES AND REGULATIONS: The Ground Transportation Rules and Regulations include information concerning financial penalties, suspensions, Permit Holder penalty options, and hearing requests, as well as other rules and regulations governing ground transportation. Copies of the Ground Transportation Rules and Regulations can be obtained from the Airport Operations - Ground Transportation Services Office at the Orlando International Airport.

EXHIBIT E

VEHICLES-FOR-HIRE

UNLOADING LOCATIONS

	CLASS 1	CLASS 2	CLASS 3
<u>VEHICLE-FOR-HIRE</u> SEDANS, VANS, SUVs & MINIBUSES	LEVEL 3	COMMERCIAL LANE OR CVPA	COMMERCIAL LANE OR CVPA
<u>VEHICLE-FOR-HIRE</u> STRETCH SEDAN & SUV LIMOUSINES	LEVEL 3	LEVEL 3	LEVEL 3

LOADING LOCATIONS

	CLASS 1	CLASS 2	CLASS 3
<u>VEHICLE-FOR-HIRE</u> LESS THAN 7' HIGH AND 30" LONG	GT CONCOURSE WHEN OPEN (0800 thru 0000) *	GT CONCOURSE WHEN OPEN (0800 thru 0000) *	NOT APPLICABLE
OVER 7' HIGH OR 30" LONG	COMMERCIAL LANE OR CVPA	COMMERCIAL LANE OR CVPA	COMMERCIAL LANE OR CVPA

*** WHEN GT CONCOURSES ARE CLOSED (0000 TO 0800), USE COMMERCIAL LANES OR CVPAS FOR LOADING.**

- UNATTENDED PARKING ONLY in GT Concourses and CVPAs. NO unattended parking in a numbered Commercial Lane space.
- No Vehicle-for-Hire Loading, Unloading or Parking on Level 2 or in in any Garage, Economy or Cell phone Lot.

