I. APPLICABILITY

The provision of ground transportation services at the Airport is a privilege governed by all applicable laws and ordinances (federal, state and local), agreements and permits, in addition to Airport Rules and Regulations (“Airport rules”) and this Commercial Vehicle Operating Policy.

All persons operating a commercial vehicle at the Airport, whether as operator, driver, employee or representative of an operator, or otherwise, shall at all times comply with the provisions of Airport rules, any applicable operating permit, and this policy. Any person who in any capacity operates a commercial vehicle at the Airport in such a manner as to violate any provision of Airport rules, an applicable operating permit, or this policy is subject to administrative actions as herein provided.

II. DEFINITIONS

Definitions of terms used in this policy may be found in the Airport rules.

III. COMMERCIAL VEHICLE PERMIT

A. Each commercial vehicle operator shall comply with the following requirements:

(1) A person shall not operate a commercial vehicle at the Airport without first obtaining an operating permit authorizing the specific activity to be engaged in and paying the commercial vehicle fees established for such operation.

   (a) Taxis, limousines, courtesy vehicles, off-airport parking shuttles, and tour/charter buses are issued an operating permit in the form of an Automatic Vehicle Identification (AVI) transponder.

   (b) TNC operators shall install an Authority approved geo-fence before obtaining an operating permit in a form provided by the Authority.

(2) Each commercial vehicle operator shall:

   (a) Pay all required fees and charges required to obtain an operating permit.

   (b) Ensure the AVI transponder or geo-fence is fully functional at all times while operating on the Airport.

   (c) Immediately report to the Authority and resolve any discrepancy or malfunction associated with the AVI transponder or geo-fence.
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(d) Immediately report a lost, stolen, or otherwise unaccounted for AVI transponder.

(e) Pay all required charges and fees associated with replacement of an AVI transponder.

B. Radio Frequency Identification (RFID) system:

(1) Each commercial operator, other than TNCs, will be responsible to ensure each of their company’s commercial vehicles that operate at the Airport have been assigned and have installed an AVI transponder prior to operation of that vehicle at the Airport.

(a) A fixed electronic Radio Frequency Identification (RFID) system will be used in conjunction with an AVI transponder assigned to each commercial vehicle to identify commercial vehicle operations at the Airport.

(2) The commercial vehicle operator’s permit will provide a unique identification code to each commercial vehicle that will include the operator’s company name and a unique vehicle identification number. The operator’s permit/AVI transponder will be read by the RFID system upon entry to the Airport.

(3) TNC operators that do not install an AVI transponder must install and use an Authority approved geo-fence to monitor and track TNC vehicles using the TNC digital platform.

C. Commercial Vehicle Operating Permit:

(1) Commercial vehicle operating permits are issued by the Airport Authority in the Airport Administration Office located in the main terminal building:

(a) Address: Des Moines International Airport
   Airport Authority Administration Office, Suite 207
   5800 Fleur Drive
   Des Moines, Iowa 50321

(b) Office Hours: Monday – Friday, 8:00 a.m. to 4:30 p.m.

(c) Information: 515-256-5100

(d) Replacement of damaged or lost operating permits may be arranged outside office hours by appointment. Contact Airport Operations: 515-256-5000 (24 hrs)

(2) Fees for commercial vehicle operators are established by the Airport Authority Board, and may be amended from time to time. Fee rates are subject to change, as
determined by the Airport Authority Board. Commercial vehicle operators will be provided a minimum 30-day advance notice of a fee rate increase.

IV. GENERAL

A. All vehicle traffic flow in front of the terminal building is one-way, southbound only.

B. The front curb of the terminal building is reserved for:

   (1) loading and unloading private vehicles operated by the general public;

   (2) unloading taxi cabs, limousines, and TNCs; and

   (3) loading and unloading charter/tour buses, but only in the designated area at the south end of the terminal.

C. Commercial vehicles are prohibited from loading persons along the front curb of the terminal, unless otherwise exempted as follows:

   (1) During periods of inclement weather (heavy rain, snow, or sleet), commercial vehicles may load passengers under the canopy located along the front curb of the terminal building.

   (2) Commercial vehicles may load and unload passengers with disabilities along the front curb of the terminal building.

D. The east traffic lane of the two commercial vehicle lanes is the designated through-lane for commercial vehicles.

E. No commercial operator shall block, park within, load or unload persons or luggage, or otherwise interfere with the operation of the commercial vehicle through-lane unless temporarily stopped to give way to pedestrians or vehicles.

F. All vehicles within designated commercial vehicle parking areas must be attended at all times. No exceptions will be permitted. Unattended vehicles will be ticketed and/or towed.

G. The Commercial Vehicle Parking Diagram, Attachment A, depicts the specific loading, unloading, and parking areas assigned to commercial vehicles based on the type of transportation service provided (i.e. Parking/Hotel shuttles, limousines, TNCs, taxi-cab staging, and tour/charter buses).
H. Commercial vehicle operators shall obey directives given by Des Moines police officers and Authority officials. Such directives may deviate from this policy to accommodate special events, unforeseen circumstances, or other needs.

I. No operator of a commercial vehicle may spit on any surface or object, use profane language, make obscene gestures, or act belligerently toward others.

J. Commercial vehicle operators shall ensure that their drivers’ dress, hygiene, appearance, and actions are professional in nature and reflective of a quality business establishment providing direct services to the public. The Executive Director is the final authority in determining what constitutes acceptable dress, hygiene, appearance and actions to meet this requirement.

V. **TAXICAB OPERATIONS**

In addition to the requirements of operation stated elsewhere in this policy, taxicab operators shall comply with the following:

A. The following taxicab holding areas are assigned to all taxicab operations:

   (1) **North** – Located at the north end of the terminal building along the east side of the cargo loading dock. This holding area can accommodate a maximum of eight taxicabs.

   (2) **Central** – Located along the west lane of the commercial vehicle lanes. This holding area can accommodate a maximum of seven taxicabs.

   (3) **South Ready Stand** – Located at the south end of the commercial vehicle lanes. This ready stand may be occupied by no more than two cabs at a time.

   See *Commercial Vehicle Parking Diagram*, Attachment A, for the location and capacity of each taxicab holding area.

B. Taxicab movement from one holding area to another.

   (1) Taxicabs arriving at the Airport to wait for a fare shall proceed to the back of the line of the forward most taxicab holding area with a vacant position.

   (2) Taxicabs shall proceed in a safe and orderly manner through the line to the front of the holding area until a vacant position in the next forward holding area becomes available.

   (3) The driver in the most forward position of the holding area in the commercial vehicle lane shall monitor the signal light located ahead of the holding area under the skywalk to determine when a vacant position at the stand located at baggage claim is available.
to pick up a passenger. (See the attached Commercial Vehicle Parking Diagram for the location of the signal light)

(a) When the signal light illuminates green, the first available taxicab in the holding area located in the commercial vehicle lane shall proceed to the taxicab ready stand to be the next available taxicab to pick up a passenger.

(b) When the signal light illuminates amber, the first available van in the taxicab holding area located in the commercial vehicle lane should proceed to the taxicab ready stand to pick up multiple passengers.

C. Passenger Loading/Unloading:

(1) Passengers who walk directly to a taxicab located in a holding area may choose any cab in any position in the area.

(2) Passengers have the right to refuse a taxicab even if it is in the forward position of a holding area.

(3) Taxi drivers may not refuse a passenger’s request for service. Taxi drivers must take all trips that are requested, regardless of distance or destination.

(4) Taxi drivers may not direct passengers to other taxi cabs, hotel shuttles, or limousines.

(5) Taxi drivers must exit their vehicle to assist customers with luggage or to open the vehicle door or trunk as the passenger approaches their taxi.

(6) Taxi drivers should notify their passenger of any damage to luggage before it is loaded into the vehicle. The passenger should acknowledge the damage or the driver should show the passenger the damage before proceeding on the trip.

(7) Taxi drivers must provide the most direct route on any trip, unless the passenger specifically requests otherwise. Taxi drivers should ask the passenger if they wish to take a particular route to their destination. Drivers should make every effort to follow the passenger’s requested route.

VI. COURTESY SHUTTLE OPERATIONS - (Hotels, Off-Airport Parking Operators, Off-Airport Rental Car Operators)

In addition to the requirements of operation stated elsewhere in this policy, courtesy shuttle operators shall comply with the following:
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A. Courtesy shuttle operators shall park, load and unload only in designated area(s) located in the commercial vehicle lanes, as specified on the Commercial Vehicle Parking Diagram, Attachment A.

B. Courtesy shuttles shall not dwell in a designated parking, loading or unloading area for a period greater than ten minutes.

VII. LIMOUSINE OPERATIONS

In addition to the requirements of operation stated elsewhere in this policy, limousine operators shall comply with the following:

A. Limousine operators shall park, load, and unload only in designated area(s) located in the commercial vehicle lanes, as specified on the Commercial Vehicle Parking Diagram, Attachment A.

B. Limousine operators shall not dwell in a designated parking, loading or unloading area for a period greater than ten minutes.

C. Limousine operators who must leave their vehicle unattended to greet passenger(s) in the terminal building must park in a public parking lot and pay all associated parking fees.

VIII. CHARTER BUS OPERATIONS

In addition to the requirements of operation stated elsewhere in this policy, charter bus operators shall comply with the following:

A. Charter bus operators shall park, load, and unload in designated area(s) only, as specified on the Commercial Vehicle Parking Diagram, Attachment A.

(1) Charter bus operators engaged in unloading passengers shall park and unload at the north end of the commercial vehicle lanes in the area signed for bus parking.

(2) Charter bus operators engaged in loading passengers shall park at the south end of the terminal front curb located south of bag claim.

B. Charter bus operators shall not dwell in a designated parking, loading or unloading area for a period greater than forty-five minutes without specific authorization from the Executive Director.

IX. TRANSPORTATION NETWORK COMPANIES (TNC)
In addition to the requirements of operation stated elsewhere in this policy, TNC vehicle operators shall comply with the following:

A. TNC vehicle operators shall park, load, and unload in designated area(s) only, as specified on the Commercial Vehicle Parking Diagram, Attachment A.

B. TNC vehicle operators shall not dwell in a designated parking, loading or unloading area for a period greater than required to load or unload passengers and baggage.

C. TNC vehicle operators shall not use or loiter in the designated areas while waiting for booking of transportation services, but instead shall wait outside of the limits of the geo-fence as designated in the TNC Geo-Fence Area, Attachment B.

X. ADMINISTRATIVE ACTIONS (FINES, SUSPENSION AND REVOCATION OF OPERATING PRIVILEGES)

Commercial vehicle operators are responsible for the conduct and actions of their drivers. In considering any fine, suspension or revocation of operating privileges (collectively “administrative actions”), the Authority may consider actions taken by the operator to act responsibly, take disciplinary measures, mitigate damage, or otherwise take appropriate corrective action. Nevertheless, commercial operators are ultimately accountable for the actions of their employees and drivers.

The Authority’s Director of Operations or designee(s) may impose a fine, suspension, or revocation upon any commercial operator or driver of any commercial vehicle who, after due investigation, is found to have violated any Airport rule, its operating permit, or this policy. A commercial vehicle operator shall be responsible to pay the fines of its drivers, which will be invoiced accordingly. Offense records for individual drivers will be kept on file for a minimum of twelve months.

A. Guidelines for fines and suspensions

(1) Administrative Actions/Scheduled Fines. The scheduled fines set out in the following tables will be imposed for the corresponding violation:

<table>
<thead>
<tr>
<th>Rule/Section</th>
<th>Description of Violation</th>
<th>Fine Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>3-4</td>
<td>Littering on Airport Property</td>
<td>B</td>
</tr>
<tr>
<td>3-7</td>
<td>Smoking or using electronic cigarettes in a prohibited area</td>
<td>A</td>
</tr>
<tr>
<td>3-12</td>
<td>Creating a disturbance or interfering with the operation of</td>
<td></td>
</tr>
<tr>
<td></td>
<td>the airport</td>
<td>B</td>
</tr>
<tr>
<td>3-15</td>
<td>Failure to report an accident or incident resulting in</td>
<td>B</td>
</tr>
<tr>
<td></td>
<td>damage to property</td>
<td></td>
</tr>
<tr>
<td>5-3(a)</td>
<td>Operating a motor vehicle in a reckless manner</td>
<td>B</td>
</tr>
<tr>
<td>5-3(b)</td>
<td>Failure to comply with lawful order given by Authority</td>
<td>B</td>
</tr>
<tr>
<td></td>
<td>personnel</td>
<td></td>
</tr>
</tbody>
</table>
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<table>
<thead>
<tr>
<th>Rule/Section</th>
<th>Description of Violation</th>
<th>Fine Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>5-3(b)</td>
<td>Violating traffic control signage</td>
<td>B</td>
</tr>
<tr>
<td>5-3(e)</td>
<td>Failure to give pedestrians the right of way</td>
<td>B</td>
</tr>
<tr>
<td>5-3(g)</td>
<td>Operating a vehicle under the influence of alcohol or drugs</td>
<td>C</td>
</tr>
<tr>
<td>5-3(n)</td>
<td>Parking in a crosswalk</td>
<td>A</td>
</tr>
<tr>
<td>9-2</td>
<td>Failure to comply with all applicable laws and ordinances (federal, state and local), agreements and permits, in addition to Authority rules and policies</td>
<td>B</td>
</tr>
<tr>
<td>9-3</td>
<td>Operating a commercial vehicle at the airport without an airport issued operating permit authorizing the specific activity engaged in</td>
<td>C</td>
</tr>
<tr>
<td>9-3</td>
<td>Failure to pay commercial vehicle fees</td>
<td>C</td>
</tr>
<tr>
<td>9-4</td>
<td>Operating without AVI transponder issued by the Airport</td>
<td>C</td>
</tr>
<tr>
<td>9-5(a)</td>
<td>Failure to maintain minimum liability insurance</td>
<td>B</td>
</tr>
<tr>
<td>Rule/Section</td>
<td>Description of Violation</td>
<td>Fine Category</td>
</tr>
<tr>
<td>9-5(b)(c)</td>
<td>Loading or unloading passengers in any zones not designated for that purpose</td>
<td>B</td>
</tr>
<tr>
<td>9-5(d)</td>
<td>Leaving a commercial vehicle unattended</td>
<td>B</td>
</tr>
<tr>
<td>9-5(f)</td>
<td>Failure to promptly remove a disabled commercial vehicle from the airport</td>
<td>B</td>
</tr>
<tr>
<td>9-5(g)</td>
<td>Parking in any area not assigned by the Authority</td>
<td>A</td>
</tr>
<tr>
<td>9-5(h)</td>
<td>Bypassing AVI system or failure to comply with AVI procedures</td>
<td>B</td>
</tr>
<tr>
<td>9-5(i)</td>
<td>Loitering or sleeping on airport property</td>
<td>A</td>
</tr>
<tr>
<td>9-5(j)</td>
<td>Operating without required trade dress or decal</td>
<td>B</td>
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<tr>
<td>9-7(a)</td>
<td>Operating a limousine without pre-arrangement</td>
<td>B</td>
</tr>
<tr>
<td>9-7(a)(1)</td>
<td>Parking a limousine in the designated area longer than 15 minutes</td>
<td>A</td>
</tr>
<tr>
<td>9-7(c),9-8(a)</td>
<td>Soliciting fares at the airport</td>
<td>B</td>
</tr>
<tr>
<td>9-8(b)</td>
<td>Parking a bus in the designated area longer than 45 minutes</td>
<td>A</td>
</tr>
<tr>
<td>9-9(a)</td>
<td>Failure to pay the taxicab steward surcharge</td>
<td>B</td>
</tr>
<tr>
<td>9-11</td>
<td>Violation of operating permit requirements</td>
<td>C</td>
</tr>
</tbody>
</table>

### Table: Fine Categories

<table>
<thead>
<tr>
<th>Fine Category</th>
<th>First Offense</th>
<th>Second Offense</th>
<th>Third Offense</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>$50</td>
<td>$75</td>
<td>$100</td>
</tr>
<tr>
<td>B</td>
<td>$100</td>
<td>$150</td>
<td>$200</td>
</tr>
<tr>
<td>C</td>
<td>$200</td>
<td>$350</td>
<td>$500</td>
</tr>
</tbody>
</table>

(2) Guidelines for Fines for Unscheduled Violations and Suspensions of Operating Permits. In imposing fines for unscheduled violations and taking other administrative actions for violations, the Director of Operations will evaluate the specific circumstances of the violations. The severity, potential impact and number and severity of previous offenses will be considered in any administrative action. Violations that have a potentially negative impact upon safety, business operations, or customer satisfaction are considered serious infractions and will be dealt with more severely. Violations can result in the Authority taking administrative actions against drivers or commercial operators, or
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both. The Authority may impose a fine of up to $500 or a suspension of an operating permit for up to 1 year, or both.

B. Guidelines for Revocation. In addition to all other available remedies, revocation of an operating permit may be imposed at the discretion of the Authority’s Director of Operations or designee(s) for any of the following:

(1) Multiple violations of the Airport rules or policies.

(2) Failure to pay applicable fines within 30 days of imposition or to abide by a suspension of privileges.

(3) Failure to maintain all applicable permits.

(4) Willful conduct detrimental to the orderly operation of the Airport.

(5) Conducting activities on Airport grounds that constitute a crime.

C. Imposition and review of administrative actions.

(1) Upon the imposition of an administrative action, the operator or driver may request review of the imposition of the administrative action in writing to the Director of Operations, provided that notice of the request stating the grounds for the request is received by the Authority within 10 business days of the date of the imposition of the administrative action. Failure to timely file a complete written notice of review will constitute a waiver of the right to review the decision. The Director of Operations, or designee, will advise the operator or driver of the time, date, and place of the review, will review the information upon which the administrative action was taken together with any material submitted by the operator or driver and will thereafter provide notice to the operator or driver of any action taken after the review, which may include a decision not to impose any administrative action, to impose a lesser administrative action, or take other action appropriate under the circumstances.

(2) The operator or driver may appeal the decision of the Director of Operations to the Executive Director by delivering written notice within 5 business days of the date of the Director of Operations’ decision. The Executive Director will review the Director of Operations’ decision and the material available to the Director of Operations at the time of the Director of Operations review and will thereafter provide notice to the operator or driver of any action taken after the review. The Executive Director may decide not to impose any administrative action, to impose a lesser administrative action, or take other action appropriate under the circumstances. The determination of the Executive Director will constitute the final decision of the Authority.
ATTACHMENT B
Geo-Fence Area
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