

Taxi Operator



Driver's Policy & Procedure Manual

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1. **Introduction**

All companies and drivers operating at the Louis Armstrong New Orleans International Airport (Airport) and possessing an Airport Taxi Decal must comply with the Rules and Regulations and Policies and Procedures as set forth by the New Orleans Aviation Board. A decal issued by the Airport Ground Transportation Department **is a privilege** bestowed on taxi drivers who comply with Rules and Regulations and Airport Taxi Policies and Procedures. Any driver not in compliance with the Rules and Regulations and Policies and Procedures will not be granted a decal and will not be allowed to operate from the Airport Taxi Line.

All taxi drivers who originate an on-demand load at the Airport must obtain an Airport ID Badge and have their vehicles properly decaled. The failure to comply with this will result in the operator not being able to work from the Airport Taxi Line until the driver has complied with the Rules and Regulations and Airport Taxi Policies and Procedures.

Applications that are incomplete or that do not include all necessary documentation will not be accepted by Ground Transportation Staff. No decal(s) will be issued until all documents have been reviewed and deemed acceptable by Ground Transportation Department Staff.

All drivers who perform any type of application submittal/request must present their original bureau-issued taxi driver's permit. Drivers will not be serviced if it cannot be produced.

2. **Definitions**

When used in these Taxi Policies and Procedures the following words and phrases shall have the meaning set forth in this section unless the context clearly indicates that a different meaning is intended:

- a. **Administrative Action** - Any suspension or revocation of driver or commercial operator privileges imposed for the violation of Rules or Regulations or any other law, statute, or ordinance of any governmental agency.
- b. **Airport** - The Louis Armstrong New Orleans International Airport.
- c. **Board** – The New Orleans Aviation Board.
- d. **Commercial Ground Transportation Service** – The act of providing the carriage of persons or property to or from the Terminal in a Commercial Vehicle. Ground Transportation Services includes Taxi Services.
- e. **Commercial Loading Zones** – Zones/Areas of roadway designated for the purpose of loading and unloading passengers of an on-demand transportation service.
- f. **Commercial Vehicle** – Any motor vehicle engaged in transporting persons or property as a business activity, regardless of whether the customer pays a charge for such service directly or indirectly. Examples of Commercial Vehicles include, but are not limited to, Taxis, limousines, courtesy vehicles, delivery vehicles, shuttle service vehicles, and chartered or scheduled buses or motor coaches.
- g. **CPNC** – Certificate of Public Necessity and Convenience.

- h. Decal** – The Airport Ground Transportation Center or Taxi Operating Decal; Any decal issued by the Airport for the purpose of providing on-demand or contract (when applicable) transportation for passengers.
- i. Director** – The Director of the Airport.
- j. DOT** – Department of Transportation.
- k. ICC** – Interstate Commerce Commission.
- l. ID** – Identification badge or identification card.
- m. Lower Ramp** – The lower traffic lanes in front of the Airport Terminal.
- n. LPSC** – Louisiana Public Service Commission.
- o. Occasional Users** – Companies or vehicles that access any part of the Airport more than two times per month.
- p. Taxi Chute** – The taxi regulation location at the junction of the lower ramp inner lane and taxi lot exit lane to the lower ramp.
- q. Upper Ramp** – The upper traffic lanes in front of the Airport Terminal.

3. Policies and Procedures

This document establishes Policies and Procedures for taxis operating from the Airport.

Taxi services at the Airport shall be governed by all applicable laws and ordinances, executed licenses, agreements and permits, by the Board’s Rules and Regulations for the use of Airport facilities (as revised from time to time) and by these Taxi Policies and Procedures (as revised from time to time). All persons engaged in taxi service from the Airport – whether as operator, driver, employee or representative of an operator, or otherwise – shall at all times comply with these Taxi Policies and Procedures.

Any person who in any capacity engages in Commercial Ground Transportation Service at the Airport in such a manner as to violate any provision of these Policies and Procedures is subject to enforcement actions as herein provided, in addition to any civil, criminal, or administrative sanctions otherwise established.

In considering any suspension or revocation of operating privileges, the Airport may consider actions taken by the operator to act responsibly, take disciplinary measures, mitigate damage, or otherwise take appropriate corrective action.

All taxi drivers of leased Taxis desiring to operate at the Airport must provide an original line letter. CPNC holders/business owners for taxi companies are to provide line letters identifying the drivers working for their companies. Only licensed taxi drivers who are specifically mentioned within the line letters will be allowed to apply for an Airport Taxi Decal and ID badge.

4. **Rules of Conduct**

a. **Taxi Decal Required**

Drivers who wish to provide taxi service from the Airport will be required to obtain an annual airport taxi decal. Decals issued by the Airport shall authorize the specific driver who applied for the decal to provide taxi services from the Airport. The decal DOES NOT authorize other drivers using the same vehicle as the applicant to provide taxi services from the Airport. Each driver must be separately authorized and decaled by the Airport before providing taxi services from the Airport.

b. **Insurance Required**

Taxi drivers shall maintain the minimum insurance requirements as set forth by their respective jurisdictions. However, should agencies of the United States Government, the State of Louisiana, or other Governmental Agencies require insurance amounts greater than those listed therein, it shall be the driver's responsibility to obtain and maintain such coverage as may become required. **Vehicles on personal/family/non-commercial insurance policies are not permitted.**

c. **Jurisdictional and Government-mandated Licenses/Permits/Certificates**

Each taxi driver, where applicable, shall obtain any license, permit, or authorization required by any other Governmental Agency prior to applying for a taxi decal with the Airport. Failure to obtain or maintain any required license, permit, or authorization required by any other Governmental Agency shall be grounds to revoke or deny privileges to provide taxi services from the Airport.

d. **Display of Decals on Vehicles**

Prior to commencement of service, drivers **must** have the required Decal(s), issued by the Airport affixed to the taxi at all times in the manner prescribed by the Airport. Decals issued by the Airport will be displayed in the front windshield at all times in the upper right corner (driver's perspective looking outside; upper left corner looking at the vehicle from the front outside) of the windshield below the windshield tint line.

e. **Traffic Control and Enforcement**

Taxi drivers must obey all rules of driving courtesy, speed, and safe operation **at all times**. All drivers are subject to on-site traffic control and enforcement directives issued by Law Enforcement Officers, Ground Transportation Managers, Ground Transportation Staff, Operations Managers, Operations Supervisors, Customer Service Agents, or such other personnel as may be designated by the Director or his designated representative(s). Driving in lanes designated for loading/unloading is prohibited.

f. **Loading Requirements**

All taxis waiting to load passengers must be positioned in spaces designated by the Airport for vehicles of that type of taxi. Drivers are prohibited from loading/unloading in crosswalks and in through lanes. Drivers are expressly prohibited from double parking to load or unload passengers and their luggage.

- g. Loading/Unloading on Lower Ramp Commercial Zones**
Access to the Lower Ramp Commercial Zone (inner lanes of the lower ramp) is limited to authorized vehicles only.
- h. Loading on Upper Ramp Roadways**
Commercial Vehicles shall not be permitted to load passengers on the Upper Ramp Roadways, except upon specific authorization of the Director or his designee(s) on terms and conditions to be uniformly applied.
- i. Unloading on Upper Ramp Roadways**
The Upper Ramp Roadways is used for unloading of passengers by private and commercial vehicles.
- j. Exterior Condition of Vehicle**
The exterior condition of taxis shall be maintained in a clean, undamaged condition and present a favorable appearance. Exterior shall include body paint, all glass, tires, hubcaps, headlights, taillights, grills, bumpers, and body trim. Taxis that have been damaged and remain drivable shall be given a fifteen (15) day grace period to perform needed repairs, after which time the vehicle will be restricted from operating at the Airport until proper repairs are made and proof is shown of the repairs being corrected. Safety-related repairs should be completed by a certified technician. The vehicle will need to be re-inspected by an Airport-authorized Inspection Station or New Orleans Inspection Station prior to being allowed to return to operation from the Airport.
- k. Driver to Remain with Vehicle**
Taxi drivers shall not leave their vehicles unattended in Commercial Loading Zones, Unloading Zones, or the Taxi Chute area at the Airport.
- l. Conduct of Driver**
Drivers shall conduct operations in an orderly and proper manner so as not to annoy, disturb, or be offensive to customers, patrons, or tenants at the Airport.
- m. Courtesy of Driver**
Drivers will be courteous at all times and will assist passengers at curbside with their luggage in and out of their taxi. Drivers must be able to communicate effectively (speak and read) in English.
- n. Fare Refusal**
Drivers who refuse flat standard fares will not be allowed to take the next available fare. Any driver who refuses a load of passengers (except under authorized conditions) will be required to go to the end of the line and start the staging process again.
- o. Disabled Passenger Accommodations**
Drivers **MUST** accommodate customers who are disabled, have special needs, and/or traveling with a service animal. Failure to comply will result in the driver going to the

back of the line. If the vehicle cannot accommodate a disabled passenger due to safety reasons then the driver will be given the next available load.

p. Drinking/Gambling/Other Illegal Activities

No driver shall be or become intoxicated or drunk, use any substance that may cause impairment, commit any act of nuisance, engage in or conduct any form of gambling, or violate any federal, state, or local law on the Airport property.

q. Cell Phone and Electronic Device Usage

The usage of cell phones and electronic devices by drivers will be limited only to the Airport-designated staging and parking areas. Cell phones and electronic devices are expressly prohibited from being used while the driver is actively in transit to or in the process of moving their vehicle between staging areas and/or loading zones.

r. Roadway Lane Usage

Drivers are expressly prohibited from driving in non-vehicular traffic lanes as well as loading and unloading zones **at all times**. Any vehicle that is caught deviating from the designated traffic lanes is subject to Administrative Action.

s. Loitering

No driver may loiter or remain overnight on any part of the Airport property.

t. Cruising

Cruising is not permitted. No driver shall cruise the Airport roadways in search of passengers and/or to await a space designated for Commercial Vehicles to become available.

u. Disposal of Waste

Drivers disposing of garbage, papers, refuse, or other material on the Airport property shall do so only in receptacles provided for that purpose; shall dispose of bodily waste only in the Taxi Lounge or other designated facilities and in a safe and sanitary manner; and shall not expectorate on floors, walls, or other surfaces of any Airport facility.

v. Receipts and Paperwork for Decals

Any driver who is questioned by Law Enforcement Officers, Ground Transportation Managers, Ground Transportation Staff, Operations Managers, Operations Supervisors, Customer Service Agents, or such other personnel as may be designated by the Director or his designated representative(s) must be able to present the Airport-issued paperwork/receipts for decal(s) upon request. Failure to do so may result in Administrative Action up to (but not be limited to) a suspension of Airport operating privileges, confiscation of the Airport-issued ID, and confiscation of the Airport decal.

w. Vehicle Searches for Passenger Items

It shall be the driver's responsibility to perform a thorough vehicle search once a fare is originated at or completed to the Airport to ensure that all of the passenger's belongings

were taken upon them disembarking. If an item is located after the fare has been completed it will be the responsibility of the driver to deliver the item to the Airport's Lost and Found Department **as soon as possible**.

5. Violation of Operating Privileges

Drivers are responsible for complying with all rules of conduct. The Airport can take any necessary corrective action to ensure the safety of the traveling public and in the best interest of the operation of its facilities. Nevertheless, drivers are ultimately accountable for their action(s) as it relates to these Policies and Procedures:

a. Violation of Decal – Any violation of the Airport rules and Taxi Policies & Procedures will be considered a violation of the terms of the Decal issued by the Airport.

b. Other Violations – In addition to all remedies provided by law, corrective action may be imposed for any violation of the Policies and Procedures including, but not limited to, any of the following:

1. Loading/unloading in unauthorized zones.
2. Unauthorized staging or waiting in loading zones.
3. Soliciting fares, stationing or waiting in loading zones.
4. Cruising.
5. Disobeying regulatory signs.
6. Refusal of fares.
7. Unprofessional or discourteous conduct and or use of profane language.
8. Providing misleading information as to other ground transportation services or Commercial Operators or altering or attempting to alter passenger's choice of service.
9. Failure to pay applicable fees.
10. Failure to obtain/maintain required permits and licenses.
11. Failure to obey the instructions of the Airport's representatives or agents or law enforcement personnel.
12. Failure to declare an equipment/vehicle change with the Ground Transportation Department.
13. Obstructing roadways/double parking.
14. Driving in an unsafe manner, including without limitation, speeding, backing of vehicles on commercial drives, stopping in crosswalks to load or unload, or failure to yield to pedestrians and pets.
15. Violation of meet/greet rules.
16. Continuing to conduct commercial ground transportation operations when privileges have been suspended.
17. Any other violation of this policy and any laws, statutes, or ordinances of any governmental agency.

Failure to comply may result in (but not be limited to) a suspension of Airport operating privileges, confiscation of the Airport-issued ID, and confiscation of the Airport decal.

6. **Guidelines for Administrative Action**

Failure to follow the Policies and Procedures set forth by the Airport will result in a complaint being filed with the respective jurisdiction against the operator of the vehicle and/or the driver of the vehicle. Infractions may result a temporary suspension of operating privileges at the airport pending an outcome of an investigation from the driver/operator's respective jurisdiction. Drivers will not be allowed to work in the Airport taxi line until the jurisdiction notifies the Airport in writing that their investigation has been completed concerning the driver[s] involved. Cases involving alleged felonious activity must be fully resolved before the driver is allowed to return to work at the Airport.

Offense Records for individual drivers will be kept on file for a minimum of thirty-six (36) months.

7. **Airport ID Badges**

All drivers wishing to operate at the Airport are required to obtain an Airport ID Badge. The Airport's ID-Badging process includes a Security Threat Assessment screening before an ID badge can be issued.

Drivers will turn in their ID badge paperwork to the Ground Transportation Department. The information will then be given to the Security Department so a Security Threat Assessment (STA) screening can be conducted. Once the STA check results are ready, the Security Department will provide a copy for the driver's files to be kept in the Ground Transportation Office. **All driver files must include this STA check information.**

The Airport's STA check is **\$45**. Once a driver is cleared to operate at the Airport (which is contingent upon their STA check being returned with a permissible status), the driver will then need to get scheduled to take a photo for his/her official Airport ID badge. Once the driver has been approved for an Airport ID badge they can start the Ground-Transportation-Decal process. Drivers will be notified for when they can come in to purchase a decal. The cost of the decal is **\$200**.

8. **Decal Requirements**

All of the paperwork must be **fully completed** by the driver when they apply for a permit. Staff members will not fill out any of the fields on the application unless they are specifically marked for completion by staff members.

The Taxi drivers must have a current Taxi driver's permit and State-issued Louisiana Driver's License. The following information must be presented at the time of application **with respect to the operator's licensed jurisdiction, vehicle type, and intended operating purpose.** The decal-application process for each respective jurisdiction can be found below:

a. **Taxi Decal:**

1. Complete application
2. Obtain Airport-issued ID Badge
3. Copies of supporting documents required to be submitted with decal application:
 - a. Taxi driver's permit

- b. State-issued Driver's License
- c. CPNC License for current decal year
- d. Vehicle Inspection Report from the Taxi Bureau
- e. Insurance Declaration Page
- f. Line Letter (for Leased Cabs)
- g. Copy of background check

All drivers must have an Airport-issued ID badge and Airport-issued decal in order to operate. Badges must be worn by drivers and be visible at all times.

b. Taxi Changes of Equipment

- 1. Original decal that was removed from vehicle
- 2. Complete application
- 3. Receipt from original decal
- 4. Pay the change of equipment fee
- 5. Copies of supporting documents required to be submitted with decal application:
 - a. Receipt for current decal
 - b. Driver's permit
 - c. CPNC License for current decal year
 - d. Vehicle Inspection Report
 - e. Insurance Declaration Page
 - f. Vehicle Registration

c. Taxi Change of Jurisdiction

All jurisdiction changes (switching parishes) will be treated as a new application. The following must take place:

- 1. Fill out application
- 2. Original decal for the current taxi season and receipt of decal purchase
- 3. Pay the \$200 decal fee
- 4. Copies of supporting documents required to be submitted with decal application:
 - a. Driver's permit
 - b. State-issued Driver's License
 - c. CPNC License for current decal year
 - d. Vehicle Inspection Report
 - e. Insurance Declaration Page
 - f. Copy of background check (if not already in file)
 - g. Vehicle Registration
 - h. Incorporation Documents

All changes of equipment must be reported to the Ground Transportation Department within 72 hours of the change. Failure to report a change may result (but not be limited to) a suspension of Airport operating privileges, confiscation of the Airport-issued ID, and confiscation of the Airport decal until the issue has been corrected. Replacement decals will have to be purchased by the driver if their decal is confiscated.

All files will be subject to periodic review by Ground Transportation Department Staff. If a file is found to have an item/items that are not in compliance with Airport Policies and Procedures or are found to be non-current the affected vehicles will be prohibited from operating on Airport property and new decals will not be issued until the issues have been corrected.

d. Replacement Decal Fees

1. Windshield Replacements: All persons claiming to have lost their decal due to a windshield replacement must provide **an original and one copy** of receipt from the windshield replacement. **Copies of receipts will not be accepted.** The copy of the receipt will be placed in the driver's file and the original returned to the driver.
2. Sold Equipment: Any person wishing to obtain a new decal after selling a vehicle without salvaging the decal must bring in **the original and one copy** of the bill of sale and a notarized letter stating what happened to the vehicle. The copy of the bill of sale will be placed in the driver's file and the original returned to the driver.

Drivers are encouraged to remove their decal prior to completing their windshield change or before selling their vehicle. Original receipts and original bills of sale must be presented in order to acquire a replacement decal. Failure to produce the required documents will require the driver to purchase an original decal for \$200.

e. Decal Tampering

If a vehicle is seen operating with a decal that has been tampered with, then the following procedures should be followed:

1. The cab/vehicle CPNC/LPSC will be documented
2. The vehicle decal will be documented
3. The database will be checked to see if the decal assigned is for the documented vehicle
4. If the vehicle matches the driver, the driver will be allowed to operate until 5 p.m. of the next decal issuance date. If the vehicle or driver does NOT

match the decal, then the vehicle will be immediately suspended from operating at the Airport and the driver will have their decal AND Airport ID Badge revoked until the issues are corrected.

f. Vehicle Review Procedures

All vehicles applying for a decal at the Airport will be subject to a visual review of the vehicle intended for use at the Airport. The review by Ground Transportation Department Staff will include the following areas:

1. Taxi meter seal
2. Verify Registration on the License Plate Decal
3. Vehicle Condition (Body & Windshield)
4. Credit card machine
5. GPS unit

A decal will not be issued to the applicant if any of the items are found to be out of service, without the proper decals, damaged, and/or broken.

9. Booked Loads

All Taxis that arrive at the Airport to pick up a booked load must check in with the taxi regulator at the Taxi Chute location. Drivers must present a pre-completed trip manifest detailing the number of passengers being picked up along with information about their flight and how to get in contact with them. Drivers must be with their vehicles **at all times** and will only be allowed to assist passengers on the curbside with their luggage. Vehicles will also be subject to monitoring from Airport staff, Law Enforcement Officers, and any other Airport Staff who are delegated to do so.

10. Fares/Ordinances

Taxi fares to and from the Airport are set by local municipal codes as follows:

City of New Orleans	Chapter 162
City of Kenner	Chapter 16
Jefferson Parish	Chapter 38
St. Charles Parish	Chapter 22.5

Cab drivers, Transportation Companies, and Commercial Operators will also be obligated to abide by the Airport's Public Transportation Rules and Regulations as set forth by Chapter 22 of the City of New Orleans' Code of Ordinances.