MCO Airport Vehicle-For-Hire (VFH) V-Permit Holders & Drivers Handbook Revision Control Page

Date	Revision Number	Revision Description
04/17/2013	Published	
02/18/2015	202002.2	Unspecified
10/30/2020	202010.3	Terminology clarification. Revision date, Definitation section-Removed –1-Loading Area (IV) 2) VFH Permit Decal (I) (II),3-Engin idling, 5-Display (II), While at the airport, #8 (I),#9 (I) Reference- Website address, added - State Statue 386,Revised- Exhibit D-updated, E-Terminology-added & H-added.



VEHICLE-FOR-HIRE (VFH) V- PERMIT HOLDERS AND DRIVERS HANDBOOK



ORLANDO INTERNATIONAL AIRPORT (OIA)

REVISED NOVEMBER 2020

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.

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BEFORE ARRIVING AT THE AIRPORT

1. DRIVER IDENTIFICATION (ID) IS VALID AND CURRENT

- 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. <u>VEHICLE PERMIT DECALS ARE VALID AND CURRENT</u>

I. Current (non-expired) 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

- 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

- 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 **Both** company & V-Permit holder's name MUST be displayed on the vehicle's dashboard and or 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 <u>least 9 inches</u>.
- 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 will 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. See exhibit E & F & G.

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

- 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.

Specfic 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.**

8. FLORIDA CLEAN AIR

I. Smoking shall be done only in designated areas outdoors and away from building entryways, outdoor intakes, and operable windows.

Specific information may be found in the *Definitions* area under *City Of Orlando*.

9. SAFETY AND HYGIENE

- Face mask or covering is required at all times upon arriving at the Airport to pick-up, meet and transporting arriving passengers. Same requirement shall be required when droppingoff departing passengers.
- II. Six (6) Feet Social/Physical distancing wherever possible when meeting and picking-up arriving passengers or dropping-off departing passengers. This includes considering passenger capacity in vehicles to assure Social Distancing goals are met when transporting passengers.

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)

	GROUND TRANSPORTATION NOTICE OF VIOLATION				
DATE:					
OCATION:					
NAME: (First)		(Las	10		
PERMIT HOLDER:		0			
		172	500000 T		
VEH. MAKE:	_	N	MODEL:		
ICENSE:			VIN:		
PERMITS: Airport: #	femal		City: #	(mar)	
			The second second second	& PENALTIES	
VIOLATION	GTR&R Section	1	DRIVER OR AFFILIATE	PERMIT HOLDER	
PURNIT HOLDER OPERATING WHILE SUSPENDED	92		NO.	*\$1,000	
DATWER OPERATING WHILE SUSPENDED	13		6 month suspension	*\$1,000	
SOLICITATION	1614		30 day surgerates	\$500	
MFROPER CONDUCT	151		10 day suspension	\$250	
UNWITHORIZED PRESENCE	952		10 day suspension	\$250	
VALUEE TO PROVIDE MEET & GREET NA OPENITION	953		10 day suspension	\$250	
INAUTHORZEO LOKONG	6.16		10-day cosporation	\$250	
PACING PRES	9.5.5		10 day suspension	\$260	
TRIPS IN EXCESS OF SCHEDULE	9.5.6		10 day suspension	\$250	
MSLEADING INFORMATION	62		3 day suspension	\$150	
NO PERMIT DECAL	34942		3 бау закропсон	\$190	
OTERING ON FIRST FLOOR OF TERMINE	6.13		3 day suspension	1100	
EXICAB VIOLATION	7.17.5		3 day suspension	150	
FALURE TO PROVIDE CUSTOMER SERVICE	115		3 day suspension	\$150	
OUTSIDE MEET A GREET AREA	67168		1 day suspension	\$100	
NOMEET & GREET SIGN	698610		1 day suspension	\$100	
MPROPER MEET & GREET SIGN	69		1 day suspension	\$100	
NCORRECT MEET & GREET INFORMATION	17.4		1 day suspension	\$100	
ALURE TO AFFIX PERMIT DECAL TO VEHICLE	87.5		1 day suspension	\$100	
NONE DUNC	6.5		1 day suspensive	\$100	
PALUPE TO PRODUCE PERMIT UPON REQUEST	6.6		1 day suspension	\$100	
MATTENCED VEHICLE	6.30		1 day suspension	\$100	
INVITHORIZED UNLOADING	6.17		1 day temperature	\$100	
CHARGING RATE NOT ON FILE	9210		1 der suspension	\$100	
ALLINE TO PROVIDE SERVICE RECEIPT	6.15		1 day suspension	\$101	
KOVERICE DENTIFICATION	54	_	MA	\$10	
BANJTHORIZED PHRKING	182	_	MA	\$10	
MAUTHORIZED ADVERTISING - SHUTTLES	7.7.9	_	MA	\$50	
DAFTER SS-VEHICLE FOR HIRE	1.5	_	TO CITY VEHICLE		
PERATONS BY A NON-PERMIT HOLDER	9.9		MA	\$250	

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
VEHICLE-FOR-HIRE SEDANS, VANS, SUVS & MINIBUSES	LEVEL 3	COMMERCIAL LANE OR CVPA	COMMERCIAL LANE OR CVPA
VEHICLE-FOR-HIRE STRETCH SEDAN & SUV LIMOUSINES	LEVEL 3	LEVEL 3	LEVEL 3

LOADING LOCATIONS

	CLASS 1	CLASS 2	CLASS 3
VEHICLE-FOR-HIRE 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 Cell phone Lot or Active roadway.

EXHIBIT F

OIA Commercial Lane Assignment VFH



EXHIBIT G

VEHICLE-FOR-HIRE DESGINATED PARKING

<u>Terminal A</u>	Restriction	<u>Terminal B</u>	<u>Restriction</u>
A1 – A4	None	B1-B4	None
A10	None	B10	None
A26	VFH Over 7'6 ft.	B26-B26	VFH Over 7'6 ft.
A27	None	B35	None
A42-A45	None	B40	None

REFERENCE

For all resources 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 Driver Permit Application
 - i. http://www.cityoforlando.net/police/wp-content/uploads/sites/3/2014/02/VFH-
 Driver-Permit-App-2015.pdf
- City of Orlando Vehicle For Hire Permit Application
 - i. http://www.cityoforlando.net/police/wp-content/uploads/sites/3/2014/02/VFH-Permit-Application-2015.pdf
- State Statue 386 Florida Clean Air Act
 - I. https://www.flsenate.gov/Laws/Statutes/2012/Chapter386/All

2. GREATER ORLANDO AVIATION AUTHORITY

- Ground Transportation Rules and Regulations Section 2 Definitions.
- Electronic copy available at: https://orlandoairports.net/site/uploads/GT-Rules-Regulations.pdf