

## Rules and Regulations

### Taxi Queue and Ground Transportation Areas

#### Love Field

1. Violation of State Law or City Ordinance is prohibited on any property controlled or managed by the Department of Aviation.
  - a. Drivers shall conduct themselves in a professional manner displaying courtesy to the public, passengers, airport employees and/or City of Dallas representatives. Drivers must comply with lawful orders and direction given by any Department of Aviation Employee, City Inspector or Peace Officer.
2. Male Drivers are not allowed to enter the female restroom at any time.
3. Female Drivers are not allowed to enter the male restroom at any time.
4. Drivers shall not preform vehicle repairs or perform any vehicle maintenance.
5. Drivers shall not create a hazardous condition. Liquids and any other material that could cause “slips and falls” are not to be placed, spilled or dripped on the floor for any reason. Drivers are required to clean up or report spills immediately.
6. Drivers should be ready to be dispatch to the taxi stand at all times.
  - a. All Drivers “must” be ready within 10 seconds to move forward in the Taxi Holding area or depart the Taxi Holding area to the Taxi Curb. If a driver is not ready, he or she will forfeit their position.
  - b. If a driver is not ready to be dispatched and is passed by other Drivers behind them in line. The driver that has been past needs to wait for the next call of Drivers from the dispatcher to be dispatch to the taxi stand. There is no getting your spot back in line if you have been passed.
7. Drivers requesting a personal pickup at the Love Field must provide proof of the personal pickup from their Company Dispatcher, or proof as required by City of Dallas representatives or partners.
8. Drivers need to wait for the access control gate arm to completely come down after the driver in front of them has entered the taxi queue, and then wait for the gate arm to open for them based on a valid NTTA Read. Once the gate arm has opened the driver should proceed into the taxi queue. If driver is caught piggy backing/tailgating behind a driver in front of them, the driver will not be allowed to proceed to the taxi stand. If the gate arm is not allowing them to enter the taxi queue Drivers needs to contact NTTA, Taxi Company or Ground Transportation and proceed to leave the Love Field. Bypassing the Taxi Queue in any manner is not allowed.
9. Drivers shall not interfere with City of Dallas representatives in the performance of the representatives duties.
10. Drivers shall not file a false report or make a false statement to a City of Dallas representative.

**Failure to comply with the Rules and Regulations above will result in disciplinary action including but not limited to a minimum of 14 Day Suspension, citations, and/or permanent removal from Love Field.**

## **ENFORCEMENT**

Failure to comply with the Rules and Regulations above shall result in disciplinary action including but not limited to a minimum of 14 Day Suspension, and/or citations, and/or permanent removal from Love Field.

### **CHAPTER 5, ARTICLE II – GROUND TRANSPORTATION**

#### **SEC. 5-59. GENERAL AUTHORITY FOR ENFORCEMENT.**

(a) The director shall implement and enforce this article and may promulgate and enforce written rules and regulations, not inconsistent with this article, governing the operation of ground transportation vehicles and ground transportation services at the airport as the director determines necessary to provide for the orderly, efficient, and convenient flow of traffic, to protect the public health and safety, and to manage the ground transportation system at the airport.

(b) The director may issue lawful orders, not inconsistent with this article, as the director determines necessary to carry out duties under, or to effect the policy of, this article.

(c) The transportation coordinator is authorized to enforce this article and all rules, regulations, and lawful orders promulgated or issued by the director under this article. (Ord. Nos. 26492; 27831; 29596)

#### **SEC. 5-62. REGISTRATION OF GROUND TRANSPORTATION SERVICE AT THE AIRPORT.**

(d) Appeal of denial, suspension, or revocation. Any person whose application for issuance or renewal of a ground transportation service certificate of registration is denied by the director, any holder whose certificate of registration has been revoked or suspended by the director, or any courtesy vehicle or transportation-for-hire vehicle operator whose authority to operate at the airport under a holder's certificate of registration has been suspended by the director may file an appeal with a permit and license appeal board in accordance with Section [2-96](#) of this code. (Ord. Nos. 26492; 29596; 29721)