



Dallas Love Field

8008 Herb Kelleher Way * Dallas, Texas 75235 (Effective April 19, 2024)

DAL Department of Aviation Transportation for hire pick-up service area rules and regulations:

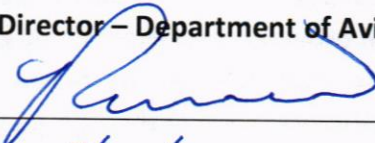
1. All Transportation for Hire (TFH) companies must follow the **Airport Transportation For Hire Service Area Rules and Regulations**. Courtesy to public, passengers, City Representatives, and other policy requirements are addressed or referenced in Chapter 47A and Chapter 5.
2. All Taxi's in Garage B Level 1 must stay in their cars or within arm length of their vehicle's front door and be prepared to dispatch when contacted by customers. **See rule #3.**
3. Ground Transportation Starter(s) shall consist of a (1) one-person podium location plus a rover to serve all Ground Transportation providers and clients. The one-person podium shall service *TAXI* and On-Demand cars for hire services. *The designated starter shall be behind the podium and attentive to customers crossing through pick-up area.*
4. Taxi and/or On-demand sedan/SUV providers must coordinate with the starter, for on-demand disabled pick-ups at the lower-level ADA curb area. No regular pick-ups outside of Garage B, Level 1 without prior approval.
5. All TNC Drivers using restrooms should use the provisional restroom in the Garage B Level 1 TNC area.
6. Taxi and/or on-demand sedan/SUV providers may only communicate with potential clients after the starter has passed that customer to their desired or requested service. No TFH entities may engage a customer while in the crosswalk or walking across the garage pick-up area. There should be no verbal communication or gestures while a person is walking or in motion. Any distraction can cause a person to misstep or fall which creates a hazard and shall be considered as solicitation **Chapter 47A Sec. 2.4.1.**
7. No "potential" Passengers shall be solicited verbally inside the terminal or walking to the TNC area.
8. Advertisements will only be allowed in the baggage claim area through an approved City of Dallas activity permit. Fees will be assessed according to the rules and regulations of this process.
9. All Transportation-for-Hire providers must register to provide services at **Dallas Love Field Airport as defined in Chapter 5 Sec. 5-62.** This requires the appropriate registrations and payment of all trip fees.

10. Standard rates should be published for all On-demand sedan/SUV service providers on their respective websites and on file with the Transportation regulation office per ordinance **Chapter 47A 2.4.10 (Price Gouging)**
11. On-demand services are a premium service offering, and vehicles will be held to a higher standard. No vehicles more than 7 years old, must be free of dents, scrapes, peeling paint, inoperative lights or doors, inoperative handles, or inoperative seatbelts. The director reserves the right to remove any vehicle that does not meet the standard for On-demand sedan/suv transportation-for-hire services.
12. **In our continuous effort to reduce carbon impact and maintain level 4 carbon accreditation, DAL has established a "Green Curb" on the west end of the lower level marked/designated in green for any app-based ride service provider using 100% electronic vehicles ONLY (no hybrids) for service delivery. This is for pre-booked rides only, no on-demand service providers, no unattended vehicles, and no staging is allowed. This area will be strictly enforced, and violators will be subject to citation, fines, up to and including suspension. (Coming Summer 2024)**

***Approved by Director – Department of Aviation – Dallas Love Field**

Patrick Carreno

Date signed:


5/13/24