

**COMMERCIAL GROUND TRANSPORTATION  
RULES AND REGULATIONS  
  
ROANOKE-BLACKSBURG  
  
REGIONAL AIRPORT**

**As Approved by**

**Roanoke Regional Airport Commission**

**Resolution No. 08-042115 as amended by Resolution No. 16-061615**

**and Resolution No. 20-081517**

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**Application**

All commercial ground transportation providers and their owners, operators, contractors, drivers, and/or affiliated personnel and vehicles utilizing the airport's roadways and facilities thereof transporting or offering to transport passengers or goods shall operate at the Roanoke-Blacksburg Regional Airport (Airport) in compliance with all applicable Commercial Ground Transportation Rules and Regulations herein, as they may be amended from time to time, as well as all applicable federal, state, local, and Commission laws, rules and regulations, including, without limitation, any security directives or emergency security measures mandated by the Transportation Security Administration ("TSA") and regulations and authorizations of the Virginia Department of Motor Vehicles. It is prohibited and shall be unlawful for any commercial ground transportation provider, owner, operator, contractor, driver, person and/or affiliated personnel to conduct any commercial activity on the Airport without a permit or other permission from the Commission. Failure of any commercial ground transportation provider, owner, operator, contractor, driver, person and/or affiliated personnel to comply with any applicable provision of these Commercial Ground Transportation Rule and Regulations, as amended from time to time, shall be an offense and unlawful.

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**INTRODUCTION**

The Roanoke Regional Airport Commission (Commission) places a strong emphasis on providing a high level of customer service for our patrons. This is accomplished by providing our users with safe, efficient, and user friendly facilities and services. Quality ground transportation service for passengers, customers, or property carrier services, is an integral part of the expected services available to the users of the Roanoke-Blacksburg Regional Airport (Airport).

It is also the purpose of the Commission to generate and maintain the revenue required to support, operate and maintain the Airport facilities, roadways and transportation infrastructure. The fees and charges set forth are intended to aid in reasonably allocating the costs and expenses and to support the general overhead costs of the airport among the operators of commercial activities that benefit from their use of the Airport.

The Commission has established the Rules and Regulations set forth herein which shall apply to all authorized persons and companies who provide, or propose to provide, commercial ground transportation services for passengers, customers, or provide property carrier services, using the roadways, curbside areas, terminal space or other premises of the Airport.

The following categories of Commercial Ground Transportation Service Providers, and other Persons as declared by the Director, or his/her designee, are subject to these Rules and Regulations, as well as all other applicable Commission rules and regulations.

- Taxicab services and taxi-type trip service providers
- Limousines
- Vans and Sedans used as Commercial Vehicles
- Buses
- Courtesy Vehicles, Including Hotel/Motel and Off-Airport Parking and Car Rental  
Shuttles (irrespective of type of vehicle used)
- Shared Ride Shuttles
- Baggage Delivery Companies
- Convention and Tour Bus Companies
- Transportation Network Companies

Except as noted in these Rules and Regulations, in order to operate on the Airport, and provide pre-arranged pick-up services, the above categories of Commercial Ground Transportation Service Providers are required to obtain an airport permit and pay required fees. No Commercial Ground Transportation Service Provider or other person shall pick up or load passengers in a vehicle at the

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Airport or park in areas designated under these Rules and Regulations for vehicle holding and loading unless pursuant to a current permit or agreement with the Commission or otherwise authorized upon such terms as are acceptable to the Commission's Executive Director covering the operation of such vehicle at the Airport and unless such vehicle displays a current decal issued by the Commission for such vehicle pursuant to these Rules and Regulations and the terms of the Permit. The Executive Director is authorized to enter into such permits and/or agreements containing terms and conditions implementing these Rules and Regulations, including, without limitation, fees and charges, qualifications of Commercial Ground Transportation Service providers, Permittees, and/or Drivers, regulation of activities on Commission property, insurance requirements, and indemnification and defense of the Commission. The Commission reserves the right to refuse to enter into a Permit agreement and to issue a decal when it has determined to make exclusive or limited a class or classes of permitted Commercial Public Ground Transportation Service Providers. ***These Commercial Ground Transportation Rules and Regulations shall not govern the use of Private Passenger Vehicles, Airport Parking Lot Shuttles, or Public Buses operating as non-commercial vehicles.***

**AUTHORITY**

The operation of commercial vehicles offering pick-up services throughout the Airport are governed by these Rules and Regulations established by the Commission. Commercial Ground Transportation Service Providers, who are interested in providing pick-up services at the Airport, must complete a Ground Transportation Permit Application. Once approved, an authorized ground transportation Commercial Ground Transportation Service Provider operator will be issued a permit and a decal and will be required to ensure the decal is placed on the vehicle and a copy of the permit is carried in the vehicle which authorizes the holder to pick-up passengers/customers, or provide baggage delivery services, and conduct business at the Airport.

If you are interested in providing commercial ground transportation pick-up services at the Airport, please refer to the Airport's website ([www.flyroa.com](http://www.flyroa.com)) to obtain an Application and a copy of the Commercial Ground Transportation Rules and Regulations. If you have questions, please contact the Airport Access & ID Office at: (540) 362-1999 Extension 263. The Access & ID Office is located on the second floor of the Airport Terminal Building and the hours of operation are: Monday – Friday 8 am to 5 pm.

As necessary to comply with direction from the United States Department of Transportation (USDOT) or Transportation Security Administration (TSA), or as warranted by unforeseen exigent circumstances, the Director, or his/her designee, may temporarily suspend or modify any of the rights and privileges set forth herein.

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INTERPRETATION

*In the event that an interpretation of any of the provisions of these Rules and Regulations is required, the Director, or his/her designee, shall render such an interpretation, and his or her determination shall be considered as final authority on the matter. All applicable federal, state and local laws and regulations of any other legal authority having jurisdiction, as now in effect or as may be promulgated in the future, and as they may be from time to time amended, are hereby incorporated into and made a part of these Rules and Regulations. Reference to a federal, state, or local law or regulation also refers to any amendment to such law or regulation. To the maximum extent possible, these Rules and Regulations shall be interpreted to be consistent with all applicable federal, state, and local laws and regulations as well as all current and future Commission rules and regulations.*

**SECTION 1 - DEFINITIONS**

The words and phrases as used in the Permit, whether capitalized or not, shall have the following meanings, unless the context clearly requires otherwise:

- 1.1 **"AIRPORT"** shall mean the Roanoke-Blacksburg Regional Airport located in Roanoke, Virginia.
- 1.2 **"AIRPORT TERMINAL" or "TERMINAL"** shall mean the main passenger terminal building at Roanoke-Blacksburg Regional Airport, including concourses, public areas, concession areas, and related facilities which serves airline passengers. This includes the airline terminal building and related parking facility at 5202 Aviation Drive, NW, Roanoke, Virginia 24012.
- 1.3 **"ANNUAL PERMIT PROCESS"** shall mean the annual application process that Ground Transportation Providers must complete before obtaining a permit and decal to allow the provider to provide pick-up services at the Roanoke-Blacksburg Regional Airport.
- 1.4 **"APPLICATION"** shall mean the application form used to apply for a Roanoke-Blacksburg Regional Airport Ground Transportation Permit. Application must be approved by the Director, or his/her designee, as duly and accurately completed by Permittee prior to the issuance of a Permit as the terms of such Application may be amended from time to time.
- 1.5 **"BUS"** shall mean a vehicle with a capacity of not less than fifteen (15) passengers, exclusive of driver, authorized to transport passengers for hire over public roads. This type of vehicle may also be identified as a motor coach.
- 1.6 **"BUSINESS DAY"** shall mean any calendar day except Saturday, Sunday and any other day observed as a legal holiday by the Commission.

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- 1.7** “**COLLEGE SHUTTLE**” shall mean a free shuttle service provided by a college or university. College Shuttles that receive payment are considered commercial vehicles and are considered Courtesy Vehicles per these Ground Transportation Rules and Regulations.
- 1.8** “**COMMENCEMENT DATE**” is defined on the signature page of the Commercial Ground Transportation Permit Application.
- 1.9** “**COMMERCIAL GROUND TRANSPORTATION SERVICE**” shall mean taxicab, cell phone app based taxi and/or sedan dispatch companies, off-airport limousine, shared ride shuttle/van, bus (except for public buses), courtesy vehicle, common for-hire carrier, or contract carrier services provided to the public to or from the Airport by or on behalf of an operator, or dispatcher, of such a business.
- 1.10** “**COMMISSION**” shall mean the Roanoke Regional Airport Commission, frequently acting by and through its Executive Director, or his/her designee, or a duly authorized representative, or designee, of the Executive Director.
- 1.11** “**CONCESSIONAIRE**” shall mean a person or business that is located on or off the Airport that is engaged in the sale of consumer goods or services to the public, on the Airport, under an agreement or permit with or authorization from the Airport.
- 1.12** “**COURIER**” shall mean a messenger, usually traveling in haste, bearing urgent news, or important reports or packages, etc.
- 1.13** “**COURTESY VEHICLE SERVICE**” shall mean operation of a motor vehicle providing free ground transportation to patrons of Permittee’s business between the Airport and the Permittee’s place of business, specifically including but without limitation: (a) a motor vehicle owned or operated by or on behalf of a hotel or motel used exclusively for the transportation of hotel or motel patrons between that hotel or motel and the Airport; or (b) a motor vehicle operated by an off-airport rental car or parking lot Permittee.
- 1.14** “**CRUISING**” shall mean the unnecessary circling of the terminal roadways for the purpose of unauthorized soliciting of customers with the intention of making an unauthorized pick-up at or near the terminal building curbs.
- 1.15** “**CURBSIDE AREA**” shall mean the queuing area adjacent to the terminal building where ground transportation vehicles are authorized by the Director, or his/her designee, to stop and load and unload customers and baggage.
- 1.16** “**CUSTOMER**” shall mean any person who arrives or departs from the Airport by any means of ground transportation service.

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- 1.17** “DAY” shall mean any calendar day, unless a business day is specified.
- 1.18** “DIRECTOR” or “EXECUTIVE DIRECTOR” shall mean the Commission’s Executive Director, or his/her designee, of the Roanoke-Blacksburg Regional Airport, or such person as may be designated to carry out the duties of Director.
- 1.19** “DRIVER” shall include the Permittee, as well as Permittee’s employees and/or contractors, affiliates, and/or agents who drive any vehicle for commercial hire coming on the Airport.
- 1.20** “EXPIRATION DATE” is defined on the Director’s signature page of the Roanoke-Blacksburg Regional Airport Ground Transportation Permit Application.
- 1.21** “EXTENDED WHEELBASE” is defined as a motor vehicle with a longer than standard wheelbase option. (The wheelbase is the distance between centerlines of the front and rear axles.)
- 1.22** “GROUND TRANSPORTATION COMPANY” shall mean any commercial company or person which regularly, or occasionally, provides for or dispatches ground transportation vehicles which transport persons or property to or from the Airport, including without limitation:
- (a) Property/Cargo/Baggage Delivery Companies
  - (b) Convention and Tour Bus Companies
  - (c) Transportation Network Companies
- 1.23** “GROUND TRANSPORTATION PROVIDER” OR “PROVIDER” shall mean a Ground Transportation Company, Permittee, or any Person providing service at the Airport, and its agents, contractors, employees, affiliates, representatives, drivers and/or any person acting under the actual, implied, or apparent authority of such Provider.
- 1.24** “GROUND TRANSPORTATION VEHICLE” shall mean any commercial motor vehicle other than a Private Vehicle not being used part time as a commercial vehicle or Public Bus, which is regularly, or occasionally, used by a commercial business for the purpose of transporting persons or property to or from the Airport, including without limitation:
- (a) Taxicabs and taxi-type service providers
  - (b) Limousines
  - (c) Vans and Sedans used as commercial vehicles
  - (d) Buses
  - (e) Courtesy Vehicles (Including Customer, and Hotel/Motel Shuttles and Off-Airport Parking and Car Rental Shuttles irrespective of type of vehicle used.)
  - (f) Miscellaneous Services (including baggage delivery)
  - (g) Shared Ride Shuttles
  - (h) Transportation Network Companies



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- 1.25** **“HOLDING AREA”** shall mean any Airport premises designated by the Director, or his/her designee, for the parking of shared ride shuttle vehicles, taxicabs, courtesy vehicles, and buses with respect to times when such vehicles are not engaged in loading or unloading passengers. If, in the future, Holding Areas are identified by the Commission on a diagram, that diagram (and any update or change) shall be made available to each appropriate Operator.
- 1.26** **“LAWS”** shall mean any judicial decision, statute, constitution, ordinance, resolution, regulation, rule, administrative order, or other requirement of any municipal, county, state, federal, or other governmental agency or authority having jurisdiction over the parties in effect either at the time of execution of the Permit or at any time during the term of the Permit, including, without limitation, Airport Rules and Regulations adopted by the Commission, as amended.
- 1.27** **“LEO” or “POLICE”** shall mean a Roanoke Regional Airport Commission Police Officer or any law enforcement officer as defined or authorized under Virginia law and/or the Code of Virginia (1950), as amended.
- 1.28** **“LIMOUSINE”** shall mean any motor vehicle, except a taxicab, designed or constructed to accommodate and transport passengers for hire, with or without an extended wheel base and expanded seating capacity designed for the transport of persons. This vehicle will have additional rear seating capacity and comforts; and shall be designed to transport not more than fourteen (14) passengers in numbers, exclusive of the driver.
- 1.29** **“LIMOUSINE SERVICE”** shall mean the transportation of passengers in a limousine by or through any business located on or off Airport premises and on a pre-scheduled advance reservation basis. Upon entering the airport, all permitted Non-Concessionaire limousine drivers will have in their possession the name of the individual(s) they are picking up or dropping off and their flight information.
- 1.30** **“LOADING/UNLOADING ZONE”** shall mean, when possible, any Airport premises designated for the parking of vehicles when such vehicles are actively engaged in loading or unloading of passengers or property/cargo/baggage, or where vehicles are parked in anticipation of such activities. The Loading/Unloading Zone shall be identified by the Commission by pavement markings and/or signs, as well as on a diagram, and that diagram (and any update or change) shall be made available to each Operator.
- 1.31** **“MINIVAN”** shall mean any motor vehicle used by a Permittee to provide on-demand, for hire, for profit, transportation with a seating capacity of six or fewer passengers, exclusive of the driver.

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- 1.32** **“MISCELLANEOUS SERVICE”** shall mean those provided services that are not included in another specific category.
- 1.33** **“NON-CONCESSIONAIRE”** shall mean a business that is not located on the Airport and is engaged in the sale of consumer goods or services to the public and is not under an agreement with an Airport.
- 1.34** **“NON-CONCESSIONAIRE CAR RENTAL AGENCY”** shall mean any non-concession operator who provides or proposes to provide rental car concession services to passengers of the Roanoke-Blacksburg Regional Airport in conjunction with this passenger’s immediate use of the airport.
- 1.35** **“NON-CONCESSIONAIRE LIMOUSINE”** shall mean any non-concession operator who provides or proposes to provide transportation of passengers by limousine to or from the airport for compensation.
- 1.36** **“NON-CONCESSIONAIRE PARKING PROVIDER”** shall mean any non-concession operator who provides or proposes to provide off-airport parking services to passengers of the Roanoke-Blacksburg Regional Airport.
- 1.37** **“PASSENGER MANIFEST”** shall mean a document containing the passenger’s name(s), the number of persons in the party, and the airline and flight number on which the passenger arrived or will arrive.
- 1.38** **“PERMIT”** shall mean a Ground Transportation Permit for Ground Transportation Providers authorizing access for one specific vehicle onto Roanoke-Blacksburg Regional Airport for providing pick-up services.
- 1.39** **“PERMITTEE”** shall mean the entity defined on Page 1 of the Roanoke-Blacksburg Regional Airport Ground Transportation Permit Application shown as Exhibit 3 in this document as well as any of Permittee’s drivers, employees, contractors, affiliates, agents, representatives, and/or any person acting under the actual or implied apparent authority of Permittee.
- 1.40** **“PERSON”** shall mean any individual, firm, partnership, corporation, association, or company.
- 1.41** **“PRE-ARRANGED”** shall mean the providing for hire of commercial ground transportation to and/or from the Airport, where such transportation was contracted or arranged for by or on behalf of the passengers or parcel customer, in advance of the passenger’s arrival at the Airport, or after the passenger’s arrival at the Airport by communication with a Ground Transportation Permittee. Pre-arranged transportation includes transportation provided for

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business purposes, even if it is provided as a courtesy and the passenger is not directly charged for such transportation.

- 1.42** **“PRIVATE PASSENGER VEHICLE”** shall mean a motor vehicle which is operated by a person who has contracted for the rental of the vehicle or any motor vehicle which is not used directly or indirectly in or by a commercial business for the transportation of persons or property to or from the Airport.
- 1.43** **“PROPERTY CARRIER”** shall mean any operator who transports property (including baggage) by motor vehicle as part of a continuous movement which, prior or subsequent to such part of the continuous movement has been or will be transported by an air carrier.
- 1.44** **“PROVIDER”** shall mean a person or entity in business to provide a specific ground transportation service.
- 1.45** **“PUBLIC BUS”** shall mean a motor vehicle which is operated by or for a governmental entity.
- 1.46** **“RULES AND REGULATIONS”** shall mean these Commercial Ground Transportation Rules and Regulations or other applicable rules and regulations
- 1.47** **“SCHOOL BUS”** shall mean a bus that transports students from home to school, school to home, or to school-sponsored events, which is acting as a commercial vehicle, and must follow rules for “special events” when operating at the Roanoke-Blacksburg Regional Airport.
- 1.48** **“SHARED RIDE SHUTTLE”** shall mean any motor vehicle designed or constructed to accommodate and transport passengers for hire, not more than fifteen (15) passengers in number, exclusive of the driver, and the principal operation of which may or may not be on a fixed route or schedule, and may serve multiple destinations.
- 1.49** **“SHARED RIDE SHUTTLE VEHICLE SERVICE”** shall mean operation of a motor vehicle other than a taxicab, providing pre-arranged, ticketed and/or scheduled transportation of multiple passengers between the Airport and multiple destinations for compensation.
- 1.50** **“SOLICITATION”** shall mean the uninvited initiation of a conversation (whether formal or informal) by a driver, representative, employee, or agent of a ground transportation service with any potential customer for the purpose of enticing or persuading said customer to use any service or facilities provided by a ground transportation service.
- 1.51** **“SPECIAL EVENT TRANSPORTATION”** shall mean a service provided by any commercial ground transportation service which is not regularly scheduled and requires prior approval of the Director, or his/her designee, for the transport of travelers to or for a specific event.

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- 1.52** **“SUBCONTRACTORS”** shall mean a person or company, etc., that enters into a subcontract, especially a firm that undertakes work to complete part of another’s contract.
- 1.53** **“TAXICAB”** shall mean a passenger vehicle for hire, used to transport passengers on public streets as a taxi. The charge for the use of the taxicab is determined by a taximeter unless the taxi is offering flat rate fares
- 1.54** **“TRANSPORTATION NETWORK COMPANIES” (TNC)** shall mean a pre-arranged ground transportation company that arranges for taxi or limousine services through the use of cell phone apps. These vehicles are considered to be commercial and must obtain a permit and pay appropriate fees and be regulated to operate at the Roanoke-Blacksburg Regional Airport.
- 1.55** **“TRESPASS”** shall include when any person refuses to leave Airport property after being directed to do so by the Executive Director, Airport law enforcement personnel, or other law enforcement officer, or authorized Airport employee.
- 1.56** **“TRIP”** shall mean an entrance to and exit from the Airport by an Airport commercial ground transportation vehicle.
- 1.57** **“VEHICLE”** shall mean any automobile, truck, van, bus, limousine, motorcycle, bicycle, or other wheeled conveyances (except aircraft), operated by a Ground Transportation Permittee, in which any person or property can be transported upon land.
- 1.58** **“VIOLATION”** shall mean an act by which any person who violates, disobeys, omits, neglects, or refuses to comply with any of the provisions of these Commercial Ground Transportation Rules and Regulations or any lawful order issued pursuant thereto or law. Upon such violation, the person may be denied use of the Airport premises for commercial purposes by the Director, or his/her designee. Such denial of use may be in addition to any fines or other penalties imposed pursuant to federal, state or local law.

**SECTION 2 – GROUND TRANSPORTATION PROVIDERS AND VEHICLES**

**2.1 GENERAL OPERATIONS OF GROUND TRANSPORTATION VEHICLES**

- A. All Ground Transportation Providers, including Permittees and Drivers and shall limit vehicle and driver activities to stopping at designated loading/unloading locations, using those designated roads, and using those portions of the Airport premises as specified in these Rules and Regulations, and as otherwise designated by the Director, or his/her designee, for the loading and unloading of passengers and/or baggage.

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- B. No Person shall engage in any business or commercial activity of any nature on Airport property without the prior written agreement or approval of the Commission. Every Ground Transportation Provider shall acquire and maintain such certificates, licenses and other authorizations required by federal, state and local authorities for each of its vehicles and drivers in order to conduct services on the Airport premises.
- C. Every Ground Transportation Provider shall ensure that its vehicles and drivers comply with all federal, state, and local laws and regulations while providing ground transportation services, including, but not limited to, those laws and regulations requiring accommodation for person with disabilities.

**2.2 GROUND TRANSPORTATION VEHICLE REQUIREMENTS**

Each Ground Transportation Provider, Permittee, Driver, and Vehicle operated on the Airport premises must:

- A. Have the valid commercial vehicle registration from the DMV within the vehicle at all times.
- B. Display an unexpired valid license plate of the appropriate type.
- C. Display an unexpired annual valid vehicle inspection sticker.
- D. Maintain valid insurance coverage as required and in vehicle at all times.
- E. Display a vehicle fleet number where applicable.
- F. Display the required Airport Permit Decal.
- G. Enter into any Permit or other documentation required by the Commission.**

**2.3 VEHICLE INSPECTIONS**

All Ground Transportation vehicles operating at the Airport shall be subject to inspection by the Department of Homeland Security or other federal, state, or local law enforcement officials, and must follow all local, state and federal laws and any guidelines established by the Director, or his/her designee. Any Airport law enforcement personnel, any federal, state, or local law enforcement officer, any Airport official, and all agents appointed by the Director, or his/her designee, who display proper identification shall have the authority to visually inspect vehicles for security reasons, any apparent damage in or on the vehicle; inoperative systems such as lights, heating and air-conditioning; or fluids leaking from the vehicle. Vehicles which fail inspections shall not be used to provide ground transportation services on the Airport until all noted deficiencies are corrected. **Passage of an Airport vehicle visual and physical inspection shall not warrant a vehicle's safety or suitability, or road worthiness for any purpose whatsoever.**

**2.4 VEHICLE APPEARANCE**

All signage of ground transportation vehicles is subject to the Director or his/her designee's approval. Each ground transportation vehicle, except limousines, shall have the name of the ground transportation service and telephone number displayed on the exterior of the vehicle and in sharp contrast to the vehicle body color. All ground transportation vehicles,

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except limousines, shall have professionally lettered identification signs, with identification lettering a minimum size of four (4) inches in height on both sides of the vehicle and a uniform color scheme on all vehicle exteriors.

**2.5 VEHICLE STANDARDS**

- A. All vehicles must be maintained in good and safe mechanical condition, including a functioning air conditioning and heating system.
- B. All vehicle interiors, trunk space and exteriors shall be kept clean and free of any damage or debris. All vehicles shall have hubcaps and door handles. Trunks, and luggage areas, must be kept adequately clean and empty to accommodate passenger baggage.
- C. It is the Provider's responsibility to provide a mechanically safe vehicle and all vehicles shall be in compliance with all local, state and federal safety and emission requirements. No vehicle maintenance of any kind is to be performed on Airport property for commercial vehicles that operate at the Airport.
- D. Ground transportation providers are required to maintain the exterior of their vehicles in acceptable condition and repair. Exterior body damage must be repaired in order to continue operating at the Airport.
- E. All ground transportation service providers may be required to verify completion of any required repairs. Operators have thirty (30) days to repair minor damage. Vehicles with "moderate" or "major" damage shall not be allowed to operate on the Airport until such damage is repaired.
  - "Minor" damage shall mean minor damage such as small dents, cracked glass, and torn seats, etc.
  - "Moderate" damage shall mean more than minor damage to one-fourth or less of the vehicle; for example an entire fender, grill, quarter panel, door, hood, rear deck, etc.
  - "Major" damage shall mean damage to more than one-fourth of the vehicle; such as the entire side rear end.

**SECTION 3 – GROUND TRANSPORTATION DRIVERS**

**3.1 COMPLIANCE WITH LAW.**

**All Permittees**, Drivers, Ground Transportation Providers, and Vehicles shall strictly comply with these Commercial Ground Transportation Rules and Regulations and all applicable provisions of the Code of Virginia (1950), as amended, and all other applicable federal, state, and local, laws, rules, and regulations. Failure of any Permittee, Ground Transportation Provider, owner, operator, contractor, driver, person and/or affiliated personnel to comply with any applicable provision of these Commercial Ground Transportation Rule and Regulations, as amended from time to time, shall be an offense and unlawful. Airport Rules and Regulations, to the extent possible and legally permissible, shall be interpreted to be consistent with, and augment any other applicable laws, rules and regulations.

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**3.2    LAWFUL ORDERS.**

Permittees, Ground Transportation Providers, including Drivers of Vehicles, shall obey the lawful orders and directions of all Airport police and law enforcement officers and personnel, any state or local law enforcement officer, Airport officials, and all authorized employees and agents acting on behalf or with the authority of the Director or his/her designee. (Hereinafter referred to as "Ground Transportation Supervisory Personnel") Loading, unloading, and holding of Ground Transportation Vehicles shall be under the direction of Ground Transportation Supervisory Personnel who shall have the authority to send Ground Transportation Vehicles to the end of their respective Holding Areas or to leave the loading, unloading or holding areas or zones for failure of such drivers of such vehicles to abide by these Rules and Regulations and/or the terms of any agreement between RRAC and the owner of drivers'

Ground Transportation Supervisory Personnel shall have the authority to require any person or vehicle in violation of these Rules and Regulations and/or not covered by a current, valid Permit if required hereunder, to leave Commission premises. Failure or refusal of any Person to leave Airport property after being directed to do so by Ground Transportation Supervisory Personnel, the Executive Director, Airport police, law enforcement personnel, other law enforcement officer, or an authorized Airport employee is unlawful and shall constitute trespassing and a violation of these Rules and Regulations.

**3.3    DRIVER APPEARANCE.**

Drivers of ground transportation vehicles shall be clean, neat and professional in appearance and free of malodors. All drivers are required to wear a collared shirt and display a company dress or insignia that clearly identifies them as agents or representatives of their commercial Ground Transportation Company or courtesy vehicle service. Drivers who do not have proper company dress will be asked to leave the Airport.

**3.4    DRIVER REQUIREMENTS.**

Every driver of a ground transportation vehicle shall be:

- A. In possession of a valid state driver's license appropriate for the vehicle they are operating.
- B. Prior to providing any ground transportation pick-up services from the Airport, all ground transportation providers are required to attend a short "Customer Service" training class provided by Commission Staff, complete an annual permit application and be registered as a "Ground Transportation Provider" and have been permitted by the Commission.
- C. Required to have knowledge and understanding of these Airport Commercial Ground Transportation Rules and Regulations.
- D. Knowledgeable of local geography and/or able to use maps, GPS or other similar resources necessary to efficiently transport passengers to desired locations within the areas served by the Airport.

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- E. Courteous to the public at all times. A ground transportation driver shall not use profane language, make a threat of violence or physical harm, or act in a loud and boisterous or otherwise improper manner. Obscene gestures, or language, threats of physical harm, fighting, gambling, public intoxication, lewd or otherwise improper public behavior, or the use of illegal substances on Airport premises are expressly prohibited.
- F. Cooperative and communicative with Airport personnel. A driver shall not be verbally abusive toward any Airport representative or another ground transportation representative.
- G. No driver should be under the influence of alcohol or illegal substances while operating a ground transportation vehicle at the Roanoke-Blacksburg Regional Airport.
- H. Drivers are to refrain from smoking in their vehicles especially when passengers are present in the vehicles.
- I. Drivers shall remain in the immediate vicinity of their vehicles at all times, except when specifically otherwise instructed by the Commission.

**3.5 BUSINESS CONDUCTED.**

- A. No driver, representative, employee, or agent of a provider shall conduct any business on the Airport other than that expressly described in these Rules and Regulations, and in any applicable ground transportation permit or application unless approved by the Director or his/her designee, in advance.
- B. There shall be no solicitation of business for Commercial Ground Transportation Providers in any form, including in-person, by signage, or through digital or electronic means, anywhere on Airport premises other than by approved signs or except as otherwise provided in the Permit between the vehicle's owner and the Commission. No driver, representative, employee, or agent of a Provider shall engage in the solicitation of passengers unless specifically permitted by the Director or his/her designee, in writing, to do so.
- C. No driver shall transport passengers in an unsafe manner.
- D. No driver, representative, employee, agent or Provider shall sell, promote or otherwise provide any items or services other than ground transportation to its passengers or any other persons upon the Airport premises.

**3.6 NO UNATTENDED VEHICLES.**

Drivers of ground transportation vehicles shall remain in (or with) their vehicles and shall not park or leave a vehicle unattended at any curb, unless otherwise authorized by the Director, or his/her designee. Unattended vehicles may be cited and removed. If drivers must park or leave their vehicles unattended, they shall park in the public parking lot and are subject to the posted rates.

**3.7 FALSE DOCUMENTS AND VEHICLE IDENTIFICATION EQUIPMENT.**

Ground transportation drivers, representatives, employees, agents or Providers shall not use, display, show, exhibit or transfer any vehicle identification equipment or decal, permit,



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or any other document which is false, invalid, altered, revoked, terminated or expired to another vehicle.

**3.8 DECEPTION OF PUBLIC.**

A ground transportation provider, representative, employee, agent or Provider shall not deceive or attempt to deceive the public through false or misleading representations concerning its prices or services or those of any other ground transportation service Providers.

**3.9 PASSENGER RECEIPTS.**

All drivers of ground transportation vehicles, with the exception of courtesy vehicles, shall have passenger receipts in all of their vehicles which are imprinted with the company's name, address, telephone number. The receipt shall provide space for the driver's name, date and time of service and the fare charged. Each customer shall be offered a receipt following payment by that customer. Electronic receipts can be used but a physical receipt must be offered if requested.

**3.10 RATE SCHEDULE AND TIMETABLE INFORMATION.**

All ground transportation services shall display timetable and tariff information in accordance with applicable local, state, and federal law. Taxicabs shall have rate schedules posted externally on their vehicles, and all other ground transportation vehicles shall have tariff and timetable information (if applicable) available on or in the vehicle for passenger/customer review.

**3.11 CASH AND CREDIT CARDS ACCEPTED.**

All ground transportation service providers are required to accept U.S. bills and coins as payment of services and shall post the types of credit cards accepted as payment for their services.

**3.12 LUGGAGE ASSISTANCE.**

No ground transportation driver, or driver's agent, shall provide luggage assistance to anyone other than their ground transportation customers.

**3.13 GRATUITIES.**

While taking passengers to and from the Airport, ground transportation drivers, representatives, employees and agents shall not solicit gratuities or tips, directly or indirectly, from their passengers/customers.

**SECTION 4 – USE OF AIRPORT PREMISES**

**The following Rules and Regulations are applicable to all ground transportation services.**

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**4.1 NON-EXCLUSIVE GROUND TRANSPORTATION AGREEMENT.**

The Commission may maintain one or more non-exclusive concession agreements for ground transportation services originating from the Airport. Unless operating pursuant to a current, valid concession agreement with the Commission for walk-up ground transportation services originating from the Airport, all Permittees, Drivers, , Vehicles, and Providers, shall be limited to drop-off fares and pick-up fares and are limited to operating in their designated areas only.

Any ground transportation vehicles operating under the non-exclusive concession agreements will use their designated areas at the Terminal curb for walk-up customers originating from the Airport.

**4.2 PARKING AND STOPPING OF VEHICLES.**

All Ground Transportation Providers, Permittees, Drivers, n and Vehicles operating on Airport premises must comply at all times with traffic signs, posted speed limits, signals, pavement markings and other physical, electrical and mechanical traffic control devices placed and maintained by the Director, or his/her designee, unless directed otherwise by authorized personnel. Designated loading and unloading areas are subject to change from time to time, as necessary in the judgment of the Director, or his/her designee, to advance the safety, security and/or convenience of Airport operations. Traffic control restrictions imposed by the Director, or his/her designee, may include, without limitation:

- A. Designating a parking time limit on any portion of the Airport;
- B. Designating any portion of the Airport for specific uses (e.g., for the general public, designated commercial passenger vehicles, a passenger loading/unloading zones, a freight loading zone, or for Airport vehicles only);
- C. Designating any portion of the Airport as a NO STOPPING, NO STANDING, or NO PARKING area;
- D. Designating where and how vehicles shall be parked by means of parking space markers; and
- E. Designating direction of travel.

**4.3 TERMINAL CURB USAGE FOR ARRIVING AND DEPARTING CUSTOMERS.**

Commercial Ground Transportation Providers shall use the outer terminal building curb for loading and unloading customers and baggage. These providers shall use the curbs signed for commercial vehicle loading and unloading. Use of this curb shall be for commercial ground transportation vehicles only. The driver shall not stop in the travel lane in front of the terminal and shall not leave the vehicle unattended. Drivers may be fined for violation of this rule. See Exhibit 1 for a map of the Terminal Commercial Ground Transportation designated areas for loading and unloading.

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**4.4 COMMERCIAL GROUND TRANSPORTATION PICK-UP.**

Unless a Ground Transportation Provider, Permittee, Driver, Ground Transportation Provider, or Vehicle is party to a non-exclusive ground transportation permit or concession agreement, or has been granted special privileges, all pick-up services shall be pre-arranged. All ground transportation pick-up services must be provided by approved and permitted companies. When arriving at the Airport, each Ground Transportation Provider must have in their possession the following information:

- A. The name of the person requesting or arranging the transportation.
- B. Number of persons in the group.
- C. Airline and flight number.

Prearranged Ground Transportation Providers are required to have this information for each passenger, or group, and shall present this information on demand to any Airport law enforcement officer, local state or federal law enforcement officer, or any person authorized by the Director, or his/her designee, to demand this information.

**4.5 GENERAL AVIATION TERMINAL AND OTHER LOCATIONS ON AIRPORT PROPERTY.**

Only approved and permitted ground transportation vehicles may pick-up customers at the General Aviation Terminal located at 22 Waypoint Dr. N.W., Roanoke, VA 24012 or at any other facilities on the Airport property.

**4.6 USE OF AUTHORITY.**

The Director, or his/her designee, may use his or her full authority under federal, state and local law, as well as TSA directives, to direct, remove, or cause to be removed, at the owner's expense, from any restricted or reserved area, any roadway or right-of-way or other area on the Airport premises, any vehicle which is: disabled, abandoned, illegally or improperly parked, or creating an Airport operational issue. Any such vehicle may be removed or caused to be removed to an official impound area designated by the Director, or his/her designee. The Airport shall not be liable for damage to any vehicle or loss of personal property which might result from the act of removal.

**4.7 DESIGNATED ROUTE.**

Drivers of Ground Transportation Vehicles must, upon entering the Airport, proceed along the most direct route to the designated drop-off or pick-up location, hold lot, or other authorized destination unless otherwise instructed by the Director, or his/her designee.

**4.8 CRUISING.**

Cruising is prohibited. Ground Transportation Vehicles will be considered to be cruising unless the driver:

- A. Has a customer to be discharged at a terminal and is proceeding to this destination by the most direct route;

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B. Is in the process of leaving the Airport or proceeding to the terminal by the most direct route.

**4.9 PROPER TRAFFIC FLOW.**

All ground transportation vehicles shall only be operated on roads and parking areas designated by the Director or his/her designee, for use by that particular type of vehicle and ground transportation service. Vehicles are not to be positioned so as to block the flow of traffic or prevent other vehicles from gaining access to, or departing from, ground transportation areas or other areas at the Airport, including, but not limited to, the curbs in front of the Terminal. Additional restrictions may be set forth by the Director, or his/her designee, through other means, including a ground transportation permit. No ground transportation service shall use the roads, walkways, sidewalks, or other Airport facilities in such a manner as to hinder or obstruct their use, public access, the conduct of proper and approved business activities, or interfere with the flow of traffic.

**4.10 DISPATCH SERVICE COMMUNICATION.**

All Ground Transportation Providers shall have a dispatch service, two-way radios, or cellular telephones in the vehicles providing transportation services to and from the Airport in order to maintain communications with its dispatch, customers and its drivers and employees. A current 24-hour contact number or numbers for each ground transportation service provider representative(s) are to be provided to the Director or his/her designee.

**SECTION 5 – GENERAL INSURANCE REQUIREMENTS**

Without limiting or otherwise impacting Ground Transportation Providers' indemnification and defense obligations, all Ground Transportation Providers shall procure and maintain for the duration of the Permit, insurance against claims for injuries to persons or damages to the property which may arise in connection with performance of permitted activities by the Provider, its agents, representatives or employees. Unless prohibited, coverages shall be occurrence type. The Director, or his/her designee, shall retain the right at any time to review the coverage, form and amount of insurance required hereby. If in the opinion of the Director, or his/her designee, insurance provisions in these requirements do not provide adequate protection for the Commission and for members of the public, the Director, or his/her designee, may require Provider to obtain insurance sufficient in coverage and amount to provide adequate protection. These requirements shall be reasonable but shall be imposed to assure protection from and against the kind and extent of risks that exist at the time a change in insurance is required. (See Exhibit 5 for additional information.)

**5.1 VERIFICATION OF COVERAGE.**

All Ground Transportation Providers shall furnish Commission with certificate evidencing coverage required as shown in Exhibit 5 when completing the annual permit application and when requested. All certificates and evidences of self-insurance are to be received and

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approved by the Commission before any Permittee, Drivers, Ground Transportation Provider, or Vehicle begins operation or provides any service at the Airport.

**5.2 MINIMUM SCOPE OF INSURANCE.**

Coverage shall meet the following minimum requirements:

- A. **ACCEPTABILITY OF INSURER:** Insurance is to be placed with insurers that are authorized to offer primary commercial auto liability insurance and conduct business in the Commonwealth of Virginia. Secondary or drop down commercial auto liability coverage policies written by insurance companies not regulated by the Commonwealth of Virginia are not acceptable coverage.
- B. **WORKERS COMPENSATION:** Statutory requirements of the Commonwealth of Virginia and Employer's Liability Insurance.
- C. **UMBRELLA or Excess Liability** policies may be acceptable where the need for higher limits is noted in the Minimum Limits of Insurance and shall provide coverage that at least follow the underlying insurance requirements where necessary for Commercial General Liability, Employers' Liability, and other liability coverage (other than Professional Liability) designated under the Minimum Scope of Insurance.

**5.3 OTHER INSURANCE PROVISIONS.**

The insurance policies required in these Rules and Regulations are to contain, or be endorsed to contain, as applicable, the following provisions:

**All Policies:**

- A. **MAINTENANCE OF INSURANCE COVERAGE:** The Provider shall maintain all insurance coverage in place at all times and provide the Commission with evidence of each policy's renewal **ten (10) days** in advance of its annual anniversary date, as required.
- B. **PRIMARY INSURANCE:** For any claims related to ground transportation services at the Airport, the Provider's insurance coverage shall be primary insurance with respect to the Commission, its officers, officials, employees and volunteers.
- C. **SUBCONTRACTORS:** Provider shall be responsible for the acts and omissions of its subcontractors and shall require all of its subcontractors to maintain adequate commercial auto liability insurance at all times.
- D. **NOTICE OF CANCELLATION:** The Director shall, without exception, be given not less than thirty (30) days' notice prior to cancellation for other than non-payment of premium or for material change of any insurance required by this Agreement. Non-payment of premium, or material change, shall require ten (10) days' notice of cancellation. Confirmation of this mandatory 30 days' notice of cancellation shall appear on the certificates of insurance and on any insurance policies required by this Agreement.

**5.4 COMMISSION AND OTHERS AS ADDITIONAL INSURED**

"The Roanoke Regional Airport Commission, its officers, Board Members, officials, agents and employees" shall be named as Additional Insureds under any and all insurance required

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by this Permit except for Workers Compensation and Employers Liability, and such insurance shall be primary with respect to the Additional Insureds. Confirmation of this shall appear on the certificate of insurance and on any applicable insurance policies and/or policy endorsements.

**5.5 NOTIFICATION OF CLAIM.**

If any claim for damages is filed with Provider or if any lawsuit is instituted against Provider, that arise out of or are in any way connected with Provider's performance of ground transportation services as described in these Rules and Regulations, and that in any way, directly or indirectly, contingently or otherwise, affect or might reasonably affect Commission, Provider shall give prompt and timely notice thereof to Commission. Notice shall be deemed prompt and timely if given thirty (30) days following the date of receipt of a claim or ten (10) days following the date of service of process of a lawsuit.

**SECTION 6 – SPECIAL EVENT TRANSPORTATION**

**6.1 REQUIREMENTS FOR SPECIAL EVENT TRANSPORTATION SERVICES.**

Prior to providing any ground transportation service from the Airport, all Special Event Transportation Service Providers are required to complete a "Special Event Application," attached as Exhibit 4, and obtain an Airport Ground Transportation "Approved" Special Event Permit. Special Event Providers must evidence proof of appropriate local, state and federal permits and licenses and must obtain permission from the Director, or his/her designee, before offering service.

- A. With the proper permission of the Director, or his/her designee, drivers and operators of transportation charter party's services involving large group movements and the use of multiple vehicles (e.g., tour groups) will be handled on a case-by-case basis.
- B. Use of curb parking and loading areas for large groups is available on a first come, first served basis and is subject to all local, state and federal security mandates. Ground transportation services seeking to use these areas must obtain the prior approval of the Director, or his/her designee. Requests may be submitted Monday – Friday from 8 AM to 5 PM via telephone, to the Airport Access & ID Office, at (540) 362-1999 Extension: 263 or by facsimile (540) 265-7983 Attention: Airport Access & ID Office. A Special Event Application Form is attached as Exhibit 4.
- C. An approved "Notice of Special Event" form, distributed by the Director, or his/her designee, upon approval of the service, is to be placed on the dash of each special event vehicle. This notice allows the ground transportation Provider to board or unload passengers at the designated special events curb.
- D. Upon receipt of permission of the Director, or his/her designee, to use a special event parking area:
  - 1. Special Events Parking Areas will be determined in advance of the Special Event, and will be determined on a case-by-case basis.

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2. Special event Providers should be aware that there is not an available area to stage awaiting access. If required, Providers should plan to stage at an offsite location. When customers are ready to be picked up, vehicles may move on to the assigned location which will have been coordinated in advance.

**SECTION 7 – ENFORCEMENT**

**7.1 VIOLATIONS**

A. Criminal Violations. It having been determined by the Roanoke Regional Airport Commission that it is necessary and in the interests of the public safety to do so, these Rules and Regulations are accorded the force and effect of law and any act prohibited or made or declared to be unlawful or an offense by these Rules and Regulations shall, upon conviction, be punishable as a class 1 misdemeanor punishable by confinement in jail for not more than 12 months and a fine of not more than \$2500.00., either or both. Authority for criminal enforcement of these Rules and Regulations is vested in Roanoke Regional Airport Commission police officers, law enforcement personnel, and other authorized LEO's and law enforcement officers.

B. Administrative Enforcement. Violations of these Rules and Regulations may lead to the suspension and/or revocation of the Ground Transportation Provider's, Permittee's, and/or Driver's Permit and/or permission to operate at the Airport. In addition to any other applicable sanctions or penalties, if a Ground Transportation Provider, Permittee, Driver and/or other Person violates these Rules and Regulations, the Commission's Director of Public Safety or other Airport Ground Transportation Supervisory Personnel may, after 3 days written notice notice of proposed violation and affording an opportunity to meet within the 3 day period to discuss and provide evidence regarding the violation, suspend or revoke the Provider's, Permittee, Driver or other Person's permit, agreement, or permission to provide services at the Airport. If a permit or permission is suspended or revoked, such Provider, Permittee, Driver, and/or other Person shall immediately cease all operation at the Airport and shall be eligible to provide services at the Airport and/or enter into a new agreement no sooner than than one hundred eighty (180) days after suspension or revocation of the previous permit or permission and only upon presentation of evidence to the Director that the actions creating the prior breach have been cured. Any assessment of administrative fees and charges, removal of property from the Airport, or forfeiture of privileges for violations of these Rules and Regulations shall be deemed administrative and civil remedies. Should any dispute, claim, litigation of administrative action or proceeding arise, the object of which is to enforce these Rules and Regulations, the party against whom the action or proceeding is initiated shall be responsible for any costs and attorney's fees incurred by the Commission. The Ground Transportation Rules and Regulations Administrative Enforcement Appeal Process is attached hereto and incorporated herein as Exhibit 6.

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**SECTION 8 – GROUND TRANSPORTATION ANNUAL PERMITS**

**8.1 GROUND TRANSPORTATION**

Every Permittee, Driver, or Provider, as applicable, granted a permit to pick-up passengers at the Airport will be issued a decal. This decal will be placed by an Airport Law Enforcement Officer or Airport Operation's personnel as required on the permitted vehicle and must be continuously displayed.

**8.2 APPLICATION FOR GROUND TRANSPORTATION PRIVILEGES**

A. The Director has determined that it is warranted to charge each ground transportation provider for the cost of processing the Ground Transportation Application. This fee is a one-time fee and will be collected by the Airport Access and ID Office. Payment must be made in cash or check. Receipts for all payments will be provided.

B. Application for ground transportation permits shall be made upon forms available on the airport website and at the Airport Access and ID Office. (See Exhibit 3 as attached.) Installation of the decal shall constitute evidence of a permit on record with the Airport Access and ID Office. Applications shall require such terms and conditions as the Director, or his/her designee, determines to be necessary for the protection of the safety, convenience, and welfare of the Commission, Airport and the general public. All applicants must provide all of the information required by the Director, or his/her designee, including, but not limited to, the following information:

- 1) Vehicle owner and Providers name, street and mailing address, telephone, cell, emergency number, and fax numbers, email address (if available), and a copy of the applicant's driver's license.
- 2) Business/operating name, if different than Provider's name.
- 3) Type of ground transportation business

**Category 1 =** Taxicab services and taxi-type trip service providers

**Category 2 =** Transportation Charter carriers including limousines, SUVs, vans, and buses

**Category 3 =** Scheduled or on-call Van Services

**Category 4 =** Courtesy Vehicles

**Category 5 =** Off-Airport Parking

**Category 6 =** Rental Car Shuttles\*

**Category 7 =** Miscellaneous services (including baggage delivery)

**Category 8=** Ground Transportation Concessionaire

**Category 9 =** Shared Ride Shuttle

**Category 10 =** Transportation Network Companies



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\*Non-Tenant Off-Airport Rental Car Businesses shall be subject to all regulations and fees as set forth in Commission Resolution No. 12-041912, dated April 19, 2012.

- 4) For each vehicle to be permitted, the vehicle description, license number, year, make, body type, and number of passenger seats.
- 5) Detailed and complete description of the ground transportation service(s) to be provided, including primary service area.
- 6) Copy of applicable approvals (example: City of Roanoke Taxi permit) for each vehicle to be permitted.
- 7) Each applicant must provide their local permit, if applicable, or some other identification demonstrating they meet the requirements of the airport. Each applicant should understand that by signing the application that they certifying that they have the proper licenses and other authorizations required by local, state and federal authorities for each of the vehicles that they will be operating in addition to the driver being knowledgeable of these Rules and Regulations and are aware of how to conduct services on the Airport premises.
- 8) Insurance declaration sheet evidencing current and valid primary commercial auto liability insurance, including the Additional Insured information as required in the amounts and types set forth in these Rules and Regulations.

**8.3 GROUND TRANSPORTATION VEHICLE RECORDS**

Provider is responsible for maintaining current information on file with the Airport on each permitted vehicle. This information shall include, but is not limited to the following:

- A. Copy of certificate of title, current vehicle registration, or other evidence of vehicle ownership or, for a leased vehicle, a copy of the vehicle lease indicating the name of the owner of the vehicle, the vehicle license plate number and vehicle identification number;
- B. Copy of certificates of insurance as required by these Rules and Regulations;
- C. All applicable permits including taxicab permits for each driver;
- D. Copy of applicable regulatory approvals;
- E. Roster of drivers authorized to operate on behalf of Provider, if requested by Director or his/her designee.

**SECTION 9 – FEE COLLECTION AND SCHEDULE**

**9.1 FEES.**

Except as explicitly provided by these Rules and Regulations, all Ground Transportation Providers shall pay all permit and related fees, in accordance with local, state, and federal law, and as are established by the Director, or his/her

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designee, in accordance with the applicable resolution adopted by the Commission. Non-Tenant Off-Airport Rental Car Businesses shall be subject to all regulations and fees as set forth in Commission Resolution No. 12-041912, dated April 19, 2012. Fees will be evaluated annually and are payable quarterly. Fees will be included in the updated Compendium of Fees which is available upon request.

- A. Application Permit Processing: A permit application fee of \$25.00 will be collected by the Airport Access and ID Office. Payment must be made in cash or check. Payments shall be lawful money of the United States of America.
- B. No permit or request for approval or appeal shall be deemed valid or complete until all prescribed fees have been paid.

**9.2 PAYMENT OF GROUND TRANSPORTATION FEES**

Payment of Airport use fees shall be in accordance with the following procedures:

- A. Each Provider shall pay ground transportation permit fees quarterly, in advance, for every vehicle registered to its account within thirty (30) days of the statement date. Any driver operating independent of a Provider shall be responsible for his/her own account.
- B. Late Fee: In the event that a Provider is delinquent for a period of thirty (30) days or more in paying to the Commission any sums payable per these Rules and Regulations, the Provider shall pay the Commission interest thereon at the rate of twelve percent (12%) per annum or at the then maximum lawful rate of interest per annum, whichever is the lesser, from the date such sum was due and payable until paid.

**SECTION 10 – OPERATING PROCEDURES, SEVERABILITY AND CIVIL RIGHTS**

**10.1 EMERGENCIES AND SAFETY**

- A. The Executive Director, his or her designee, as well as the, and the Director of Public Safety shall be empowered to declare an emergency at the Airport and to take such actions which, within his or her discretion and judgment, is necessary or desirable to protect the health, welfare, and safety of persons and property and to facilitate the operations of the Airport during such an emergency.
- B. During such an emergency, the Executive Director, his or her designee, as well as the Director of Public Safety within his or her judgment and discretion, may suspend these Rules and Regulations, or any part thereof, and issue such emergency orders, rules, and regulations as may be necessary.

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- C. The Executive Director, his or her designee, as well as the Director of Public Safety shall at all times have authority to take such reasonable action as may be necessary for the proper handling of conduct and management of the public and the operation of the Airport. The City of Roanoke, County of Roanoke, Virginia State Police, the Federal Bureau of Investigation, or the TSA may be called upon for assistance as necessary. The Commission expressly grants permission to and authorizes these agencies to enter Airport premises and to enforce these Rules and Regulations, as amended.

**10.2 SEVERABILITY**

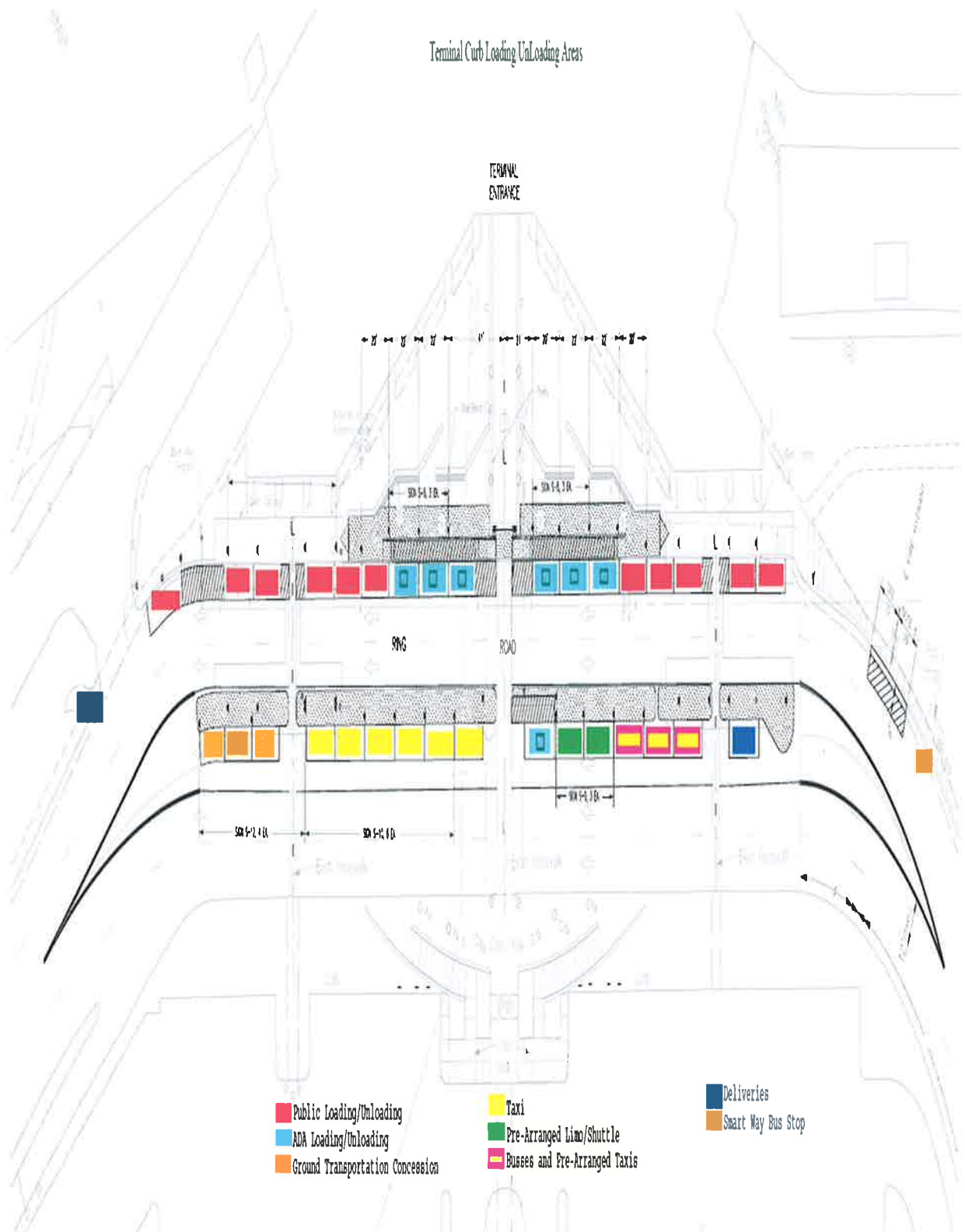
It is hereby declared that the phrases, clauses, sentences, paragraphs and sections of these Rules and Regulations are severable, and if any phrase, clause, sentence, paragraph, or section shall be declared unconstitutional or invalid by a court competent jurisdiction, such unconstitutionality or invalidity shall not affect any of the remaining phrases, clauses, sentences, paragraphs, and sections of the Rules and Regulations.

**10.3 CIVIL RIGHTS**

Any person engaging in aviation related activities as defined in Part 102 of the Federal Aviation Regulation (14 CFR 152.401 et seq.), on the Airport shall comply with the civil rights provisions therein as well as the provisions of Title VI of the Civil Rights Act of 1964. Any person authorized to provide any service at the Airport shall not engage in any discrimination either in employment or in providing service on the basis of race, color, religion, sex, age, or national origin as provided in Title 49 C.F.R., Part 21, Non-Discrimination in Federally Assisted Programs of the Department of Transportation Effectuation of the Civil Rights Act of 1964.

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**EXHIBIT 1 - MAP FOR TERMINAL GROUND TRANSPORTATION**



**EXHIBIT 2 – FEES FOR GROUND TRANSPORTATION**

<b>PERMIT APPLICATION FEE</b>	
<b>PERMIT APPLICATION FEE (one-time)</b>	<b>\$25.00/PER COMPANY APPLICATION</b>
<b>VEHICLE CLASSIFICATION</b>	<b>MONTHLY FEES &amp; TRIP FEES</b>
<b>LIMOUSINES</b>	
Concession	To be determined by bid process/contract.
Pre-arranged	\$35.00/per month/per company & \$1.00 Trip Fee
<b>TRANSPORTATION NETWORK COMPANIES</b>	\$50.00/per month/per company & \$1.00 Trip Fee
<b>TAXICABS</b>	
Concession	To be determined by bid process/contract.
Pre-arranged	\$25.00/per month/per company & \$1.00 Trip Fee
<b>COURTESY VEHICLES</b>	(irrespective of type of vehicle used)
Hotel/Motel	\$100.00/per month/per company. No Trip Fee
<b>COURTESY VEHICLES</b>	(irrespective of type of vehicle used)
Off-Airport Parking	\$100.00/month & 10% gross receipts fee
Off-Airport Car Rental Shuttles	\$100/month & 10% gross receipts fee*
	*Non-Tenant Off-Airport Rental Car Businesses shall be subject to all regulations and fees as set forth in Commission Resolution No. 12-041912, dated April 19, 2012.
<b>BAGGAGE DELIVERY COMPANIES</b>	\$25.00/per month/per company No Trip Fee
<b>CONVENTION, SCHOOL, &amp; TOUR BUS COMPANIES (Operating as Commercial Vehicles)</b>	\$40.00/day/per company or \$100.00/3-day permit/per Company
The following companies are exempt from paying Permit or Trip Fees: Public Transit, Government Owned/Operated Ground Transportation Vehicles, Nonprofit Services, Airport-owned Parking Shuttle Bus	



**ROANOKE REGIONAL AIRPORT COMMISSION  
GROUND TRANSPORTATION PERMIT APPLICATION**

Fee: _____	Account/Permit # _____
Date _____	Start Date _____
Paid: _____	End Date _____
Cash/Check	

**Applicant Information**

Business Name		Contact Name	
Street Address		Mailing Address (If Different from Street Address)	
City	State	Zip	
Telephone #	Cell Phone#	Fax#	
E-Mail Address		Emergency #	

**Ground Transportation Business Type (Check Appropriate Category Below)**

<input type="checkbox"/> 1. Taxicab Services	<input type="checkbox"/> 2. Charter Carrier	<input type="checkbox"/> 3. Scheduled or on-call Services	<input type="checkbox"/> 4. Courtesy Vehicles
<input type="checkbox"/> 5. Off-Airport Parking	<input type="checkbox"/> 6. Rental Car Shuttles	<input type="checkbox"/> 7. Miscellaneous Services (Baggage Delivery)	<input type="checkbox"/> 8. Ground Transportation Concessionaire
<input type="checkbox"/> 9. Shared Ride Shuttle	<input type="checkbox"/> 10. Transportation Network Company (TNC)		

Please provide a description below of the ground transportation service(s) to be provided, including primary service area.

**Vehicle Information (Must Be Completed for Each Vehicle) Please use reverse for additional Vehicles**

Unit/Fleet #	Vehicle Year	Make	Model	License Plate State and #	Color
Number of Passenger Seats		Body Type			
Unit/Fleet #	Vehicle Year	Make	Model	License Plate State and #	Color
Number of Passenger Seats		Body Type			

**Driver Information (Must be Completed for Each Driver) Please use another page for additional Driver Information**

Name	Driver License Number
Owner Name	If Vehicle is Leased, Indicate Owner and Lessee
Name	Driver License Number
Owner Name	If Vehicle is Leased, Indicate Owner and Lessee

By signing this application below, you are certifying that: (i) you are the owner or lessee of the vehicle(s) to be used for ground transportation services at the airport; (ii) all drivers of the permitted vehicle(s) have the proper, valid licenses and other authorizations required by federal, state, and local authorities for each of the vehicles that they will be operating in addition to your driver(s) being aware of, and knowledgeable of the Rules and Regulations; (iii) The person signing agrees to maintain all insurance coverage in place at all times and provide the Commission with evidence of each policy's renewal ten days in advance of its annual anniversary date, as required. The person(s) signing below agrees defend, indemnify, and hold the Roanoke Regional Airport Commission, its board members, officers, agents, and employees harmless from any and all claims, causes of action, personal injury or death arising out of the negligent acts, errors or omissions of the undersigned while on Airport premises.

Signature of owner or lessee of the permitted vehicle(s) \_\_\_\_\_ Date \_\_\_\_\_



**ROANOKE REGIONAL AIRPORT COMMISSION  
GROUND TRANSPORTATION SPECIAL EVENT PERMIT  
APPLICATION**

Fee: _____	Account/Permit # _____
Date _____	Start Date _____
Paid: _____	End Date _____
Cash/Check	

**Applicant Information**

Business Name		Contact Name	
Street Address		Mailing Address(If Different from Street Address)	
City	State	Zip	
Telephone #	Cell Phone#	Fax#	
E-Mail Address		Emergency #	

**Please Provide the Reason for Your Request and the Number of Persons Involved in the Activity**

<b>Arrival Date (s)</b>	<b>Departure Date(s)</b>
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**Vehicle Information (Must Be Completed for Each Vehicle) Please use reverse for additional Vehicles**

Unit/Fleet #	Vehicle Year	Make	Model	License Plate State and #	Color
Number of Passenger Seats		Body Type			
Unit/Fleet #	Vehicle Year	Make	Model	License Plate State and #	Color
Number of Passenger Seats		Body Type			
Unit/Fleet #	Vehicle Year	Make	Model	License Plate State and #	Color
Number of Passenger Seats		Body Type			

**Driver Information (Must be Completed for Each Driver) Please use reverse for additional Driver Information**

Full Name	Driver's License Number
Full Name	Driver's License Number
Full Name	Driver's License Number

*By signing this application below, you are certifying that: (i) you are the owner or lessee of the vehicle(s) to be used for ground transportation services at the airport; (ii) all drivers of the permitted vehicle(s) have the proper, valid licenses and other authorizations required by federal, state, and local authorities for each of the vehicles that they will be operating in addition to your driver(s) being aware of, and knowledgeable of the Rules and Regulations;(iii)The person signing agrees to maintain all insurance coverage in place at all times and provide the Commission with evidence of each policy's renewal ten days in advance of its annual anniversary date, as required. The person(s) signing below agrees defend, indemnify, and hold the Roanoke Regional Airport Commission, its board members, officers, agents, and employees harmless from any and all claims, causes of action, personal injury or death arising out of the negligent acts, errors or omissions of the undersigned while on Airport premises.*

Signature of owner or lessee of the permitted vehicle(s) \_\_\_\_\_ Date \_\_\_\_\_

## EXHIBIT 5

### INSURANCE REQUIREMENTS

#### 5.3 MINIMAL LIMITS OF INSURANCE.

*Provider shall maintain limits and no less than Commonwealth of Virginia statutory limits, or Federal, limits applicable to ground transportation activities, as listed below. These minimum insurance requirements are incorporated by reference herein. If Virginia statutory limits, or Federal Limits should change, the Airport insurance requirements and limits will change accordingly:*

#### **Intrastate Automobile Liability - Bodily Injury and property damage**

1. Primary **Commercial** Automobile Liability, as required, for Corporate/Business use vehicle non-owned and hired coverage.
2. Private Passenger type vehicles (includes taxis): **\$125,000 minimum**
3. 7-15 passengers (including driver): **\$1,500,000 minimum**
4. Vehicles with a seating capacity of 16 passengers or more (including driver): **\$5,000,000 minimum**

#### **Interstate Automobile Liability – Federal Law for Interstate Commerce (ICC) Travel**

1. Primary **Commercial** Automobile Liability, as required, for Corporate/Business use vehicle non-owned and hired coverage.
2. Vehicles with seating capacities of 1-15: **\$1,500,000 minimum**

**Workers Compensation: Statutory**

**General Liability: (For In-Terminal Limo/Livery Concessionaires): \$1,000,000**



**EXHIBIT 6**

**GROUND TRANSPORTATION RULES AND REGULATIONS  
APPEAL PROCESS FOR ADMINISTRATIVE ENFORCEMENT**

Within five (5) calendar days of the date of the written notice of suspension or revocation of a Ground Transportation Provider's, Permittee's, Driver's, or other Person's permit or permission to operate at the Airport, such party may request in writing a meeting with the Commission's Executive Director to discuss the action taken. The appealing party may discuss its appeal regarding the violation and/or suspension or revocation. Within five (5) calendar days of the date of such meeting, the Executive Director shall issue a written decision regarding the appeal. The failure by such party to request a review within the five calendar days shall constitute a waiver of the right to appeal, and the suspension or revocation shall stand.