

Taxicab Operating Rules (Taxi Rules)

Charles M. Schulz – Sonoma County Airport

The following Taxicab Rules apply to a Taxicab Owner and to all Taxicab Drivers who have a business relationship with the Taxicab owner for the operation of Taxicabs, regardless of the nature of the business relationship (i.e. employer/employee, independent contractor, or other agency relationship). The Taxicab Owner and each Taxicab Driver affiliated with the Taxicab Owner shall comply with these Taxi Rules during the term of this Agreement.

The Airport Manager may amend these Taxicab Rules from time to time if necessary to carry out the Purposes of this Agreement, to ensure the safe and efficient operation of the Airport, or to ensure that the quality of customer service is being upheld. Permission to operate a Taxicab on the Airport's roads and authorization to engage in the operation of a Taxicab service business at the Airport are conditioned upon compliance with these Taxicab Rules. Taxicab Operators shall inform Drivers of any updates or modifications to the Taxi Rules.

Any violation of these Rules may result in revocation or denial of permission to operate on the Airport and may result in enforcement measures as provided in Section 1.8 (County Code Chapter 3 Section 3-17) of the attached County Ordinances including revocation of authorization to do business at the Airport. Violations of these Taxi Rules will be taken into account during any future application process for permission to operate taxicabs or other commercial vehicles at the Airport.

- 1. Taxicab Parking Is Permitted Only In Designated Areas and Only if a Staging Permit is Properly Displayed.** Taxicabs shall park in the designated Taxicab Parking Area (Commercial Lane) or other areas that may be designated by the Airport Manager for Taxicab parking. Taxicabs may not park in the designated Taxicab Parking Area (Commercial Lane) for longer than thirty (30) minutes at any time.
- 2. No Taxicab Parking In Front Of Terminal.** Taxicabs may not park in front of the Airport Terminal Building to wait for arriving passengers. Taxicabs may drop off passengers in the designated Loading Zone in front of the Airport Terminal Building, but must then move to the designated Taxicab Parking Area (Commercial Lane) to wait for new passengers. Taxicabs cannot be in loading zone for more than five (5) minutes at any time.
- 3. No Taxicab Parking In Loading Zone.** Taxicabs may drop off passengers in the designated Loading Zone in front of the Airport Terminal Building, but must then move to the designated Taxicab Parking Area (Commercial Lane) to wait for new passengers. Taxicabs cannot be in loading zone for more than five (5) minutes at any time. Any Taxicab left unattended in the Loading Zone in front of the Airport Terminal Building for any reason will be ticketed and may be towed at the Taxicab owner's expense.

4. **No Double Parking.** Taxicabs shall not double-park anywhere on Airport property, including the Commercial Lane, under any circumstances.
5. **No Parking In Designated Public Parking Spaces Or In Short Term Parking Lot.** Taxicabs shall not park or stage in designated public parking spaces, including disabled parking spaces and the Short Term Parking Lot, while operating at the Airport.
6. **Drivers Shall Remain In Or Near Taxicabs. Taxicabs Shall Not Be Left Unattended.** Taxicab Drivers shall remain in their Vehicles or in the immediate vicinity (immediately adjacent to the Vehicle) at all times while at the Airport except as permitted by Rule Number 14. Taxicab Drivers are not allowed to sleep in their Taxicabs while at the Airport.
7. **No Loitering In Or Near Terminal.** Taxicab Drivers are prohibited from loitering or standing inside the Airport Terminal Building at any time while their Vehicle is in position in the designated Taxicab Parking Area (Commercial Lane).
8. **Passengers Rights:**
 - a) **Passengers Right To Choose Taxicab.** Taxicab passengers have the right to choose which Taxicab Operator they prefer to use, regardless of where the Taxicab is positioned in line in the designated Taxicab Parking Area (Commercial Lane).
 - b) **Passengers Right to Know Amount Of Fare.** Any passenger may request fare information before beginning a trip in a Taxicab.
9. **No Soliciting Of Passengers On Airport.** Taxicab Drivers shall not make verbal or written communication with potential customers for the purpose of soliciting a passenger while inside or outside of the Airport Terminal Building. Taxicab Drivers shall not put business cards, flyers, or any other materials in the passenger terminal telephone booth, kiosks, or any other places on the Airport without prior written approval. The County or a designated agent of the County handles the placement of advertisements of any kind in the areas listed..
10. **No Posting Of Business Cards Or Advertisements On Airport.** Taxicab Drivers shall not hand out or post business cards or advertisements anywhere on the Airport.
11. **No Overnight Parking At Airport.** Taxicabs shall not be parked overnight in the designated Taxicab Parking Area (Commercial Lane). If a Taxicab vehicle is left overnight in the designated Taxicab Parking Area (Commercial Lane) or in any other unauthorized area on the Airport Premises, it will be ticketed and may be towed at the Taxicab owner's expense.
12. **No Taxicab Staging More Than 15 Minutes Before Flight Arrival.** Taxicab Drivers must follow the current airline schedule for flight times and cannot enter Airport property to pick up passengers prior to fifteen (15) minutes before the scheduled airline arrival and

may not stage for longer than thirty (30) minutes. Taxicab Drivers shall contact the airline or their company dispatcher to determine if airline flight arrival or departure schedules have changed. See Exhibit "C" to this Agreement for current designated parking spaces.

- 13. Drivers May Not Enter Terminal To Pick Up Passengers.** Taxicab Drivers may not enter the Airport Terminal Building to meet passengers. Taxicab Drivers shall wait for passengers in approved Taxicab parking areas in the Commercial Lane. Taxicab Drivers shall remain with their vehicle at all times and must wait for potential passengers to cross the street to the designated Taxicab Parking Area (Commercial Lane) before drivers can offer their Taxicab services.
- 14. Entering Terminal For Personal Needs.** Taxicab Drivers may enter the Airport Terminal Building while parked in the Commercial Lane for no more than five (5) minutes to attend to personal needs such as restroom use, vending machine purchases, or to use the pay telephone. Taxicab Drivers shall contact the airline or their company dispatcher to determine if airline flight arrival or departure schedules have changed.
- 15. Pre-Arranged Passenger Pick-Up.** Passengers may make prior arrangements with a Taxicab Operator for transportation from the Airport. A Taxicab Driver may pick up a pre-arranged passenger in the designated Commercial Lane Pre-Arranged Taxi Passenger Loading Zone if the passenger's name is clearly posted in the Taxicab's passenger door window before the Taxicab makes a stop. Taxicabs may only stop for five (5) minutes while using the Commercial Lane Loading Zone. The Commercial Lane Loading Zone shall only be used while in the process of picking-up a pre-arranged passenger. See Exhibit "C" to this Agreement for current designated parking spaces.
- 16. Posting Fares On Taxicabs.** Taxicab Vehicles shall have fares posted both inside and outside of the vehicle in a permanent manner that is readily visible to both prospective and actual passengers. The fares for the first mile and the fare for each additional mile thereafter shall be clearly readable on the outside from a distance of 20 feet and on the inside of all Taxicab Vehicles.
- 17. Taxicab Appearance and Condition.** The exterior of each Taxicab shall have a clear and visible company designation, which shall be professionally painted, lettered and numbered, in a manner that can not be confused with the designation or color scheme of any other Taxicab or Taxicab Operator. The exterior and interior, including the trunk area, of each Taxicab shall be kept clean and clear of debris, with no broken windows, dents, or torn or soiled seats.
- 18. Credit And Debit Cards.** All Taxicab Operators and drivers shall accept credit cards and debit cards as payment for their services. The types of credit cards accepted shall be clearly posted, in a permanent manner, and readable on the outside and on the inside of all Taxicabs.

19. Passenger Receipts. All Taxicab Operators and drivers shall have passenger receipts in all of their vehicles that are imprinted with the company's name, address, and 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.

20. Passenger Pick-up.

(a) Taxicab Operators shall only receive passengers for hire at the Airport from designated taxicab parking or pick-up spaces in the Commercial Lane, as depicted on Exhibit "C" to this Agreement and other areas that may be designated in writing by the Airport Manager.

(b) Picking up passenger(s) for hire after or while dropping off passengers and prior to taking position at the rear of the line in the designated Taxicab parking area is strictly prohibited.

(c) Taxicabs may not refuse to serve a passenger for any reason while waiting in the Commercial Lane unless the vehicle is already in service, the person seeking transportation is unruly, boisterous, or intoxicated, or the person seeking transportation is known to the driver to have been unruly or created problems of a confrontational nature in the past.

(d) Taxicab Drivers shall receive passengers only in the order in which their Taxicabs are parked in the designated Taxicab Loading Zone (Commercial Lane) unless a passenger selects a Taxicab that is not first in line. A passenger may board the Taxicab of the passenger's choice regardless of the position the Taxicab occupies in the designated Taxicab Loading Zone (Commercial Lane).

21. Confrontational, Threatening or Intimidating Behavior Toward Passengers, Airport Staff, Airport Parking Agents, or Other Drivers. Taxicab Drivers or Operators who exhibit confrontational, threatening or intimidating behavior toward passengers, airport staff, airport parking agents, or other drivers may have their permission to operate at the Airport terminated, and may be reported to the appropriate authorities.

22. Compliance with County Taxicab Regulations. The County of Sonoma adopted Taxicab Regulations (Sonoma County Code of Ordinances, Chapter 18, Article 9) that apply to Taxicab Owners and Taxicab Drivers soliciting, accepting, or transporting passengers starting at any point inside the unincorporated County, including the Airport. Taxicab Owners and Taxicab Drivers shall comply with all applicable provisions of the County's Taxicab regulations that are in effect.