

**AIRPORT  
GROUND  
TRANSPORTATION  
RULES  
AND  
REGULATIONS**

**LA/ONTARIO INTERNATIONAL AIRPORT**

revised  
**December 2010**



## RULES AND REGULATIONS

### COMMERCIAL VEHICLES AND GROUND TRANSPORTATION OF PASSENGERS - LANDSIDE OPERATIONS

#### 11.01 General:

All commercial vehicles and the owners, operators, and drivers thereof transporting or offering to transport passengers shall operate at LA/Ontario International Airport (ONT) in compliance with the applicable rules and regulations contained herein. (7-1.201 OMC).

For information regarding ground vehicle operations in the secured **Air Operations Area (AOA)** see Section 8, Motor Vehicle Operations.

All airport tenants or contractors are responsible for ensuring that applicants and employees can work safely in the airport environment. When making these decisions airlines and contractors are responsible for adherence to the Americans with Disabilities Act (ADA), Air Carrier Access Act (ACAA), Section 504 of the U. S. Rehabilitation Act, California Fair Housing and Employment Act, and such other rules and regulations that may be in place regarding the selection of individuals for employment at LAWA airports.

#### 11.02 Definitions:

Airport Shuttle Stop: The curb space designated with an "Airport Shuttle" sign is for the exclusive use of the buses serving Airport parking lots, terminals, and car rental companies at the Consolidated Rental Car Facility (Con RAC).

BOAC Resolution: Resolutions passed by the Board of Airport Commissioners, Los Angeles World Airports, City of Los Angeles.

Bus: A commercial vehicle designed for carrying more than 15 persons, including the driver.

Bus Stop: Curb space designated for public transit buses and marked with signage reading "Public Bus Stop" which may or may not include the transit company logo(s) and route number(s).

Charter Party Carrier of Passengers: See TCP.

Charter Vehicle: A commercial vehicle, including charter buses, vans, limousines, sedans, and station wagons owned by an operator holding a charter party carrier permit from the State of California Public Utilities Commission (PUC).



## RULES AND REGULATIONS

**Circuit:** Complete or partial loop of an access roadway in front of a terminal or the Con RAC.

**City:** City of Los Angeles.

**Commercial Vehicle:** A motor vehicle of a type required to be registered under this code designed, used, or maintained to transport persons or property for hire, compensation, or profit.

**Common Carrier:** Persons and corporations, including passenger stage corporations, providing transportation for compensation to or for the public as specified in the California Public Utilities Code.

**Con RAC:** Consolidated Rental Car Facility.

**Concession Van Stop:** The curb spaces designated for the loading of on-call passengers by PSC door-to-door concessions.

**Courtesy Vehicle:** A commercial vehicle operated by or on behalf of a hotel, motel, car rental, travel agency, private parking lot company, auto auction or similar business, which transports passengers or customers to and from the Airport without charging a fee for said transportation.

**Courtesy Vehicle Stop:** Curb space designated for the immediate loading and unloading of courtesy vehicle passengers and baggage. All car rental courtesy vehicle stops are located only at the Con RAC.

**Crosswalk:** Portion of a roadway distinctly indicated for pedestrian crossing by lines or other markings on the surface.

**Cruise:** A vehicle driving on any Airport road for the purpose of soliciting an arrangement to transport one or more passengers from the Airport.

**Curbside Coordinator:** An employee, agent or individual authorized by the Airport to be stationed at designated curb locations to facilitate customer transportation needs and ground transportation activities.

**Door-to-Door Van Stop:** Curb space areas designated for the unloading or loading of PSC passengers.

**DMV:** California Department of Motor Vehicles.



## RULES AND REGULATIONS

Driver: An employee, agent, or independent contractor of an operator who drives or operates a commercial or courtesy vehicle upon Airport property.

Executive Director: The LAWA Executive Director or her/his authorized representative.

GO: General Order of the California Public Utilities Commission.

ICC: Interstate Commerce Commission

LA: License Agreement between the City of Los Angeles and the operator.

LAWA: Los Angeles World Airports

Limousine: Any luxury sedan, or either standard or extended length, with a seating capacity of not more than nine (9) passengers including the driver, used in the transportation of passengers for hire on a prearranged basis within California.

"Livery" License Plates: Limousines and luxury sedans licensed by the PUC that have the word "Livery" in red letters printed at bottom edge of license plates.

LSO: Landside Operations Division at LA/Ontario International Airport.

OMC: Ontario Municipal Code

ONT: LA/Ontario International Airport

On-Call Service: Pick up and drop off transportation services conducted by a company authorized by the PUC to operate on-call or door-to-door services and initiated by a request from a customer.

Ontario: City of Ontario

Operator: A corporation, company, association, entity or individual holding authority from LAWA to operate one or more commercial vehicles on the Airport.

Permit: A written authorization issued by the Executive Director which authorizes specific activity within the Airport.

Person: An individual, driver, operator, agent, corporation, partnership, or company.



## RULES AND REGULATIONS

**PSC:** Passenger Stage Corporation. Every corporation of person(s) engaged as a common carrier for compensation operating in the State of California under the authority of a PSC certificate, and as further defined in the California Public Utilities Code. Sec 1031 PUC

**PSC and TCP Drop Off Zone:** The curb space designated for the immediate unloading of passengers of PSC and TCP vans and buses.

**PSC Concession:** PSC operating under the terms and conditions of an Airport Concession Agreement.

**PSC Licensee:** PSC operating under the terms and conditions of an Airport Operating Agreement.

**PUC:** California Public Utilities Commission or the codes or statutes of the Public Utilities Commission.

**Reservation:** Prearranged transportation including arrangements made at the Airport.

**Sedan:** A commercial vehicle designed to carry five (5) or less passengers, not including the driver. Sedan does not include "taxicabs" which are defined hereinafter.

**Solicitation:** Any uninvited initiation of a conversation by a driver or agent of an operator with any potential customer, especially for the purpose of enticing or persuading said customer to use any service or facilities provided by the operator or any other operator.

**Station Wagon:** A dual purpose commercial vehicle designed for the transportation of persons and also designed in such manner that the seats may be removed or folded out of the way for the purpose of increasing the carrying space within the vehicle.

The term includes, but is not limited to, types of vehicles that carry the trade names of station wagon, estate wagon, town and country wagon, and country sedan.

**TCP:** Transportation Charter Party. A common carrier holding a PUC certificate or permit authorizing the bus, van, or limousine transportation of passengers on a prearranged basis only. The party arranging the transportation has the exclusive use of the vehicle.

**TCP Stops:** Curb spaces designated for the unloading or loading of TCP bus, van, and limousine passengers.



## RULES AND REGULATIONS

Taxicab: A commercial vehicle equipped with a taximeter authorized by the Airport and the City of Ontario to operate as a taxicab.

Taxicab Concession: Taxicab operating under the terms and conditions of an Airport Concession Agreement.

Taxicab Licensee: Taxicab operating under the terms and conditions of an Airport Operating Agreement, not authorized to transport outbound passengers.

Taxicab Stand: The curb space designated for taxicab loading and managed by a curbside coordinator authorized by the Airport.

Terminal 2 (T-2): Westernmost of the terminal buildings, closest to Vineyard Ave. 2500 E. Airport Drive, Ontario, CA 91761-2123

Terminal 4 (T-4): Easternmost of the terminal buildings, closest to the ConRAC and Haven Ave. 2900 E. Airport Dr., Ontario, CA 91761-2134

Trip Ticket: Proof of trip payment to be displayed by TCP carriers on vehicle dashboard or windshield.

Van: A commercial vehicle designed to carry between six (6) and 14 passengers, not including the driver. Conventional passenger station wagons shall not be considered vans.

VC: California Vehicle Code

VIN: Vehicle Identification Number

Waybill: A document or mobile data terminal containing an itemized account or list of passengers to prove evidence of transportation.

### 11.03 Enforcement

- a. Violations: Violations of these Rules and Regulations may lead to the temporary suspension (revocation) of the operator's right ("permit") to operate at the Airport. Repeated violations may lead to further suspensions of longer duration and ultimately to permanent termination of an operator's concession or license agreement with the City. Immediate suspensions may result from violations of safety or authorization rules and may apply to the driver, vehicle or company involved.



## RULES AND REGULATIONS

- b. By enforcing these rules, the City hopes to encourage orderly and safe ground transportation activities at ONT.
- c. Citations: Any Airport Police Officer, peace officer, or any employee of LAWA designated by the Executive Director shall have the authority to enforce these Rules and Regulations as stipulated.
  - 1. Traffic Citations: Any peace officer, police officer of the City of Ontario, or any safety officer, traffic officer, special officer or security officer employed by LAWA, is authorized and empowered to issue a citation to any person, or detain the same as required, that is in violation of any provision of the Ontario Municipal Code, any applicable provisions of the State of California Vehicle Code, or any provisions of other state or federal statutes. (7-1.902 OMC)
  - 2. Administrative Citations: Administrative citations will be given for any infraction of these Rules and Regulations. Any safety officer, traffic officer, or other designated person employed by LAWA is authorized to issue administrative citations for violations of these rules. These citations may be given in addition to any citations for violations of local, state, or federal laws.
- d. Administrative Penalties: The following listed penalties include all infractions received under a specific code type, or as otherwise noted, and within the noted period of time. Many of the rules specify the actions of a driver; however, the carrier who is permitted by the Executive Director is responsible for the activities of its drivers. Therefore, these penalties are against the carrier, and consequently, all of its vehicles will be suspended when a suspension takes place.

<u>Code</u>	<u>Number of Violations</u>	<u>Suspension Penalty</u>
A	5 violations in 360-day period	1 day
B	5 violations in 360-day period	3 days
C	3 violations in 360-day period	5 days
D	2 violations in 360-day period	10 days
E	1 violation	immediate 10-days*

\*suspension or until proof of correction is accepted by Landside staff



## RULES AND REGULATIONS

A & E                      Combinations    15-30 days

Carriers found operating at the Airport while on suspended status will be subject to the complete termination of its Airport Operating Agreement.

- e. Administrative Hearing: When an operator, driver, employee or agent of any operator is formally accused of violating these Rules and Regulations or when notified that a suspension is to be imposed, the operator holding the applicable City permit shall have the right to an informal hearing before an impartial hearing officer provided by City. Operator requesting the hearing shall notify Landside staff within 10 days of citation/suspension receipt. The right to a hearing shall not be granted where the basis of the violation has been proven in a court of law or before another local, state or federal regulatory or governmental agency. Administrative hearings are public hearings and may be attended by other operators, drivers, City personnel and members of the public.
- f. Time of Hearing: Except in situations involving safety, the revocation of any federal, state, or city authorization to operate, the termination of insurance coverage, or any other condition of like seriousness, operators shall have the right to a timely hearing on any alleged violation or suspension.
- g. Hearing Conduct: It is prohibited for a driver or representative of a company to engage in disruptive behavior in an administrative hearing or within the immediate vicinity of the administrative hearing location/office.
- h. Evidence: It is at the discretion of the hearing officer(s) to request and/or accept information from any interested or informed party, including Airport law enforcement personnel and Airport officials. It is the responsibility of the involved operator to have all relevant evidence ready for presentation at the time of the hearing.
- i. Termination of Concession or License Agreement: The right of the City to terminate any concession or license agreement to operate at Airport shall be governed by the terms and conditions of the applicable agreement. Hearing rights are not guaranteed to an operator where the City seeks to terminate any such Airport concession or license agreement. The number of violations or suspensions imposed upon an operator may be considered by the City in its decision to terminate an agreement.

The City may terminate any concession or license agreement based upon the terms and conditions of the applicable agreement notwithstanding the





## RULES AND REGULATIONS

violation, suspension, or penalties imposed or pending under these rules and regulations.

### **11.04 General Rules and Regulations Applicable to All Commercial Operators**

- a. **Authority to Operate:** All commercial vehicles shall have current evidence of the following:
1. Commercial vehicle registration from the DMV in the vehicle (E)  
4000(a) VC  
4454(a) VC  
4462(a) VC
  2. Unexpired license plates of the appropriate type (or a temporary permit) from the DMV attached to the vehicle and a corresponding VIN. (E)  
5200 VC  
5202 VC  
5011.5 VC
  3. Where applicable, the appropriate PUC or ICC and/or City of Ontario permit, certificate, or authority to operate, including the display of applicable permit, certificate, or authority number where required. (E)  
1031 PUC  
5371 PUC  
34507 VC
  4. Valid insurance coverage as required by the City and DMV. (E)  
16028(a) VC
  5. An ONT operating, concession, or license agreement issued by the City for the type of operation conducted. (E)  
7-1.202 OMC  
3.02 GO 157 PUC  
3.01 GO 158 PUC
  6. A City permit decal or sticker ["Permit"] permanently affixed to the vehicle. (Issued to vehicles operated by an operator holding a license or concession agreement from the City for ONT operations.) Permit shall not be transferable or assignable, but shall be returned to the City if the vehicle is removed from service. (E)



## RULES AND REGULATIONS

7. Excluding charter limousines, autos-for-hire, courtesy limousines, and charter vans with a capacity of fewer than 15 passengers, a vehicle fleet number shall be displayed in such size as to be easily readable by the public. (C)  
4.03 GO 157 PUC  
4.03 GO 158 PUC
- b. Compliance with Law: Drivers of commercial vehicles shall strictly comply with these rules and regulations and those applicable rules, regulations, and laws found in the California Public Utilities, Vehicle Codes, the Ontario Municipal Code, and any other codes or laws that are applicable. Airport Rules and Regulations, when legally permissible, shall take precedence over any other existing code, rule or regulation. (D)
- c. Lawful Orders: Drivers of commercial vehicles shall obey the lawful orders and directions of all Airport law enforcement personnel, any state or local peace officers, all Airport officials, and all agents appointed by the Executive Director who display proper identification. (D)  
7-1.716 OMC
- d. Public Utilities Commission Rules: Drivers, where applicable, shall operate all PUC authorized vehicles in accordance with PUC Rules and General Orders. (C)
- e. Right of Examination: Drivers of commercial vehicles shall allow any law enforcement officer, Airport official or designee thereof to examine their vehicle registration, temporary permits, trip tickets, waybills, and any other written evidence of authorization to operate. (D)  
4462(a) VC  
3.01 GO 157(b) PUC
- f. Signs: Drivers of commercial vehicles shall comply with and obey all signs posted by the City upon Airport premises. (D)  
7-1.714 OMC  
21461(a) VC
- g. Dual Authority: Operators of commercial vehicles, when dually authorized by the PUC to operate both as a charter party carrier or passenger stage corporation, shall operate on Airport premises and pay fees as either a passenger stage corporation or charter party carrier of passengers but not both. Each operator shall select only one method of operation and notify the City of its selection in writing. Unless written notice to the contrary is on file with the City, all operations shall be treated as charter party carrier operations. (B)



## RULES AND REGULATIONS

- h. Payment Procedures: Except as otherwise indicated in these rules, fees will be billable prior to permitting, as stipulated on the invoice and be subject to penalties specified in agreements for delinquent payments. Violators will be automatically suspended after the due date until payment is received. (E)
- i. Driver Identification Badges: Drivers of commercial vehicles, except charter operators, shall wear a photo identification badge while on Airport premises. The badge shall be attached to clothing above the waist, be visible to members of the public, indicate the first and last name of the driver, and identify the operator the driver represents. Drivers' courtesy vehicles may list their first name only. All non-driver personnel of operators shall wear identification badges while on Airport premises. Badges shall be of a design approved by the Executive Director. (B)
- j. Driver Appearance: Drivers of commercial vehicles shall present a lean and neat appearance and comply with the dress code specified in their operating agreement. (B)
- k. Driver Courtesy: Drivers and agents of operators shall be courteous to members of the public, all Airport law enforcement personnel, any state or local peace officers, all Airport officials, and all agents appointed by the Executive Director. (B)
- l. Driver Requirements: Every driver of a commercial vehicle shall be: licensed as required under the California Vehicle Code; under the direct supervision and control of the permit holder; and required to have knowledge and understanding of the applicable provisions of the Airport Rules and Regulations for commercial vehicles. (D)
- m. Driver Disputes: Disruptive verbal disputes between the drivers are considered improper behavior and are not permitted at the Airport. (D)
- If disputes graduate to physical altercations, law enforcement officers will be called to maintain control and handle the incident. Their actions to escort parties off Airport, place under arrest, or issue lengthy suspensions will be supported by these Rules and Regulations. (E)
- n. Driver Conduct: Drivers of commercial vehicles shall not use, possess, or be under the influence of any alcoholic beverage or narcotic while operating a vehicle on the Airport. (E)



## RULES AND REGULATIONS

- o.** Driver Daily Operating Limit: Drivers are required to operate in accordance with California Vehicle Code Section 21702(a) stipulating that no driver drive for more than 10 hours in any 24-hour period, unless eight (8) consecutive hours off duty have elapsed. (C)
- p.** Soliciting: Drivers and third persons representing operators of commercial vehicles shall not solicit passengers on the Airport for any reason. (C)  
4-5.22(e) OMC  
7-1.203 OMC  
7-1.204 OMC
- q.** Advertising: Operators, their drivers, and agents of commercial vehicles shall not erect, post or place any sign, business card or any other form of advertising anywhere on Airport premises without prior written permission of Executive Director. (B)
- r.** False Documents: Drivers and operators shall not use, display, alter, show, exhibit or transfer any temporary permit, trip ticket, waybill, registration form, decal, seal, receipt, or any other document which is false, invalid, revoked, terminated or expired. (D)
- s.** Unfair Competition: Drivers, employees, and agents of operators shall not entice or attempt to entice any person possessing a ticket, voucher, or reservation with a competing operator, or stating intent to use a competing operator, to switch, or seek a refund for the purpose of using another operator. (C)
- t.** Curb Coordinators and Customer Service Representatives: Operators and drivers shall not use employees or agents on a traffic island, sidewalk, or in a terminal for any reason without prior written consent of Executive Director. (C)
- u.** Crosswalks: Drivers of commercial vehicles shall not stop any vehicle in a crosswalk. (A)  
7-1.742 OMC  
22500(b) VC
- v.** Authorized Vehicles: Operators shall register each vehicle that is to be used pursuant to the operating, concession, or license agreement with ONT Landside Operations Ground Transportation Services. All vehicles, except limousines, are to be of a common color scheme and markings to be readily identifiable as belonging to the operator. In addition, carriers operating under the authority of the PUC or ICC shall only use vehicles on



## RULES AND REGULATIONS

Airport which are in compliance with the specifications stipulated in their PUC or ICC authorization. (C)

- w. Company Names, Logos, and Color Schemes: It is prohibited for any company to do business on Airport with a name that is identical to the name of an existing company. It is also prohibited for any company to use the logo or color schemes of any other company in a manner that may confuse the public. The Executive Director reserves the right to deny the use of any name, logo or color scheme. (B)
- x. Mechanical Condition: All commercial vehicles shall be in good and safe mechanical condition and in compliance with the California Vehicle Code. (D)  
24002 VC
- y. Unsafe Vehicle: It is prohibited for a driver to operate a vehicle at the Airport that is unclean or damaged to an extent that it endangers the health, safety or welfare of any person. (D)  
4.02 GO 157 PUC  
4.02 GO 158 PUC
- z. Vehicle Inspection: All commercial vehicles shall be subjected to inspection under the California Vehicle Code and any guidelines established by the Executive Director. Any law enforcement officer, Airport official, or designee thereof shall have the authority to inspect vehicles. Vehicles, which fail inspection, shall not be used to pick up passengers on the Airport until all noted deficiencies are corrected. (C)  
2806 VC
- aa. Use of Vehicles: Drivers of commercial vehicles shall not use their vehicle to unreasonably block, cut off or restrict the movement of a vehicle of another carrier parked at a curb. Upon arrival at any curb loading or unloading zone, drivers shall, to the extent possible, stop their vehicles at the furthestmost front position of the applicable curb zone or stop. (B)
- bb. Cruising: Drivers shall not cruise the terminal roadways. (B)
- cc. Passenger and Baggage Transfers: Drivers or agents of any operator shall not transfer passenger(s) or baggage from one vehicle to another anywhere on Airport premises unless such transfer is necessitated by a vehicle breakdown or authorized by Executive Director. (C)



## RULES AND REGULATIONS

- dd. Parking Lot Tickets: Drivers of commercial vehicles shall not obtain any Airport parking lot ticket except for the purpose of paying the appropriate fee for the length of time their vehicles are legally parked in an Airport public parking lot. Operators are not to conduct business from any Airport parking lot. (B)
- ee. Vehicle Loading and Unloading Zones: Drivers of commercial vehicles shall stop their vehicles at designated vehicle loading and unloading zones only as directed by the Executive Director. Drivers transporting handicapped passengers must contact Airport Police Services, (909) 933-5600 (24 hours), to make special arrangements for drop-off and pick-up. Drivers of commercial vehicles shall not load or unload passengers in the traffic or passing lanes. (C)
- ff. Unattended Vehicles: Drivers of commercial vehicles shall not leave a vehicle unattended at any curb. Unattended vehicles may be cited or removed. If drivers must park or leave their vehicles unattended, they may park in the public parking facility subject to the posted parking rates or commercial vehicle holding area provided and approved by City for that purpose. (B)  
22651(n) VC  
4-6.1701(b) OMC
- gg. Customer Receipts: Each customer picked up on the Airport who requests a receipt must be issued a completed receipt. Each vehicle operating at the Airport must have a supply of said receipts at all times. Completed receipts will indicate the date, fee collected, driver name and signature, company name, phone number, and vehicle fleet number. (B)
- hh. Vehicle Dwell Time Limits: Drivers entering and exiting a circuit for a period longer than allowed by the Executive Director will be assessed a penalty fee on the circuit.

### **11.05 Passenger Stage Corporations (PSC) and Interstate Commerce Commission (ICC) Carriers, Applying to Vans and Buses**

- a. ONT Permit: Operators must have a current Airport Operating Agreement (permit) with LAWA to provide PSC service at the Airport. ONT Landside Operations will affix a decal to the vehicle as part of the permit process. (C)  
7-1.202 OMC  
3.01 GO 158 PUC



## RULES AND REGULATIONS

- b. Applicability of Vehicle Code: Operators and their drivers shall comply with the provisions of the California Vehicle Code. (C)  
1.06 GO 158 PUC
- c. Ontario Municipal Code Compliance: Drivers and operators shall operate vehicles in accordance with Title 7, Chapter 1, Ontario Municipal Code, and Airport Rules and Regulations. (C)
- d. PUC Rules: Drivers shall operate all PUC authorized vehicles in accordance with Public Utilities Commission Rules and General Orders. (C)  
1037 PUC
- e. PUC Certificate: No PSC shall operate or cause to be operated any vehicle without first having obtained a certificate of public convenience and necessity from the PUC. (c)  
1031 PUC
- f. Authorized Destination: Drivers shall not transport any passenger to a destination or area of operations not approved in the operator's PUC or ICC permit, whichever is applicable. (C)
- g. Fees: PSC operators shall pay permit fees as established by the Board. (C)
- h. No Charter Party (TCP) Operations: PSC drivers shall not pick up any passengers or operate at Airport using charter party authority. (B)
- i. Display of Trade Name: Operators must display the name or trade name of the carrier on each side of the vehicle in a type style and size so as to be readily identifiable. (D)  
4.03 GO 158 PUC  
27900 VC  
27901 VC  
34507 VC
- j. Display of Authority Number: The number assigned by the PUC shall be shown in full on all vehicles including the appropriate prefix "PSC" and the authority number. (C)  
4.04 GO 158 PUC
- k. Display of Tariff and Timetable Information: Carrier must conspicuously display tariff and timetable information in each vehicle and shall have copies available for distribution. Posted information shall include



## RULES AND REGULATIONS

complaint procedures as stipulated in General Order 158 of the PUC or any future PUC replacement orders. (C)  
804 GO 158 PUC

- i. Driver: Driver may or may not be a bona fide employee of the company for which he or she drives. Non-employee drivers may be used, provided these sub-carriers hold charter party permits. (C)  
GO 158-A PUC
- m. Driver Appearance: All Ground Transportation personnel are required to adhere to the airport's dress code. Drivers shall wear black or dark grey pants, black or dark grey "Dockers style" walking shorts, black ties, dark socks and a white shirt or a shirt with a company color scheme or logo (subject to approval by the Executive Director). Drivers are prohibited from wearing sandals, blue jeans, sweat pants, sweatshirts, cargo pants or shorts and t-shirts. In addition, clothing or shoes that are ragged or worn out are unacceptable.
- n. Driver Conduct: Drivers must maintain a professional, honorable, and courteous demeanor at the Airport. Drivers may not solicit or "try to influence" a passenger with other transportation reservations to use their service. Drivers may not approach a passenger in another carrier's vehicle to undercut the rates of that carrier nor approach another vehicle to take passenger(s) out of another carrier's vehicle. (C)
- o. Gratuity: Drivers shall not pay any compensation, gratuity or reward to any Airport skycap, porter or other curbside or terminal person at Airport unless the latter is a uniformed employee of licensee and said employee has been authorized by LAWA to be at curb or terminal location. (E)
- p. Starters or Agents: Only concession operators shall place starters at the designated pick-up areas of the commercial vehicle curbs. (A)
- q. Vehicles: Operators are prohibited from adding any vehicle which is not completely new and unused. However, vehicles acquired through the purchase of or merger with another Airport licensed PSC van company will be allowed. Such vehicles must be marked accordingly under the new carrier name. (B)
- r. Vehicle Parking: Drivers shall not park vehicles at terminal curbside or at any locations in the Airport except as defined or designated by the Executive Director. Drivers must remain in their vehicles, unless immediately loading or unloading passengers. If drivers must enter the terminal,





## RULES AND REGULATIONS

drivers must park their vehicles in the public parking lot subject to the posted parking rates. (B)

21112 VC

22519 VC

4-6.1701(b) OMC

- s. **Vehicle Appearance:** Vehicle interiors and exteriors shall be maintained in a clean and sanitary condition. In addition, operator shall not operate vehicles of different exterior colors or designs within its fleet at the Airport. (B)
- t. **No Unattended Vehicles:** Drivers of commercial vehicles shall remain with their vehicles and shall not leave a vehicle unattended at any curb. Unattended vehicles may be cited or removed. If drivers must park or leave their vehicles unattended, they shall park in the public parking lot subject to the posted parking rates. (B)  
22651(n) VC  
4-6.1701(b) OMC
- u. **Company Names, Logos and Color Schemes:** It is prohibited for any company to do business on the Airport with a name that is identical to the name of an existing company. It is also prohibited for any company to use the logo or color schemes of any other company in a manner that may confuse the public. The Executive Director or her/his duly authorized representative, reserves the right to deny the use of any name, logo or color scheme. (B)
- v. **Services to the Disabled:** Operators shall comply with the requirements of the Americans with Disabilities Act. (C)
- w. **Driver Courtesy:** Drivers and agents of operators shall be courteous to members of the public. After both parties, drivers, and passengers have agreed upon the destination and the fee, driver shall not hold the passenger in the Airport longer than 30 minutes. (C)
- x. **PSC Licensee Vehicle Signage:** Vehicle signs must display the words "reservation", "special", or other words to that effect instead of destination. Additionally, the driver must have in his/her possession a completed waybill listing the name and number of persons in the party(ies) to be met as well as arrival and destination information. (C)
- y. **PSC Licensee Reservation Passenger Boarding:** Drivers must proceed directly to their designated loading area to pick up their passenger(s). (C)



## RULES AND REGULATIONS

### 11.06 Transportation Charter Party (TCP) Carriers

- a. ONT Permit: Operators must have a current Airport Operating Agreement with LAWA to provide TCP service at ONT. Issuance of decals or the purchase of a single use loading pass will be part of the permit process. (C)  
7-1.202 OMC  
3.02 GO 157 PUC
- b. Vehicle Registration: Operators must display commercial plates of the appropriate type and have current valid commercial vehicle registration from the DMV in the vehicle. (C)  
4454(a) VC  
4462(a) VC  
5011.5 VC
- c. Applicability of Vehicle Code: Charter Party operators and drivers shall comply with the provisions of the California Vehicle Code. (C)  
1.06 GO 157 PUC
- d. Ontario Municipal Code Compliance: Drivers and operators shall operate vehicles in accordance with Title 7, Chapter 1, Ontario Municipal Code, and Airport Rules and Regulations. (C)
- e. PUC Rules: Drivers shall operate all PUC authorized vehicles in accordance with Public Utilities Commission Rules and General Orders. (C)  
5382 PUC  
5411 PUC
- f. PUC Certificate: No Charter Party carrier shall engage in transportation services without first having obtained a PUC certificate of public convenience and necessity or permit to operate as a Charter Party carrier of passengers. (C)
- g. Fees: TCP operators shall pay single use fee and/or annual fees established by the Board. (C)
- h. Trip Payment: Charter Party carriers may purchase trip tickets at the time of trip or in advance for any future activity, 24 hours a day, seven (7) days a week, in the Parking Concepts Inc. office located at the westernmost end of Terminal 1 at, 1940 W. Moore Way, Ontario, CA 91761. This is subject to change at any time by ONT Landside Operations. (D)



## RULES AND REGULATIONS

- i. Trip Ticket: TCP vehicles must display a valid trip ticket on either the dashboard or windshield of the vehicle, as designated by the Executive Director, while operating in terminal roadways. Drivers shall not transfer, sell, or give up trip ticket to another driver or from one vehicle to another vehicle unless approved by the City. (D)
  
- j. Waybill: Driver must have waybill in their possession on the Airport showing evidence of prearranged contract. Drivers shall not pick up passengers other than as specified in the waybill contents. (B)  
A waybill shall contain: name of carrier and TCP number, vehicle license plate number, driver's name, name and address of person arranging the charter, time and date charter was arranged, number of persons in charter group, points of origination and destination, airline, flight number, and arrival time.  
3.01 GO 157 PUC  
5360.5(a) PUC
  
- k. No Passenger Stage Operations (PSC): Drivers shall not pick up passengers or operate at the Airport using passenger stage authority. (B)  
3.03 GO 157
  
- l. No "Taxi" Signage: Charter vehicles shall not have displayed the word "taxi" or any other sign indicating that the vehicle is immediately available for hire or transportation. Drivers shall not operate as a taxicab service. (D)
  
- m. No Soliciting: Drivers or any employee of operator shall not solicit any Airport passenger with offers of "transportation", "taxi", "limousine", or any other such words which convey the idea that the vehicle is immediately available for hire without prior arrangement. (B) 5360.5(a) PUC
  
- n. Display of Trade Name: Bus and van operators must display the name or trade name of the carrier on each side of the vehicle as defined in the PUC Codes in a type style and size so as to be readily identifiable. (D)  
4.03 GO 157 PUC  
27900 VC  
27901 VC  
34507 VC
  
- o. Display of Authority Number: The number assigned by the PUC shall be shown in full on all vehicles including the appropriate prefix "TCP" and the authority number as indicated in the PUC codes. (C)  
4.04 GO 157 PUC



## RULES AND REGULATIONS

- p. Boarding Passengers: Carriers must board passengers only at designated areas. (B)
  
- q. Vehicle Parking: Limousine drivers shall not park vehicles at the curb unless immediately involved in loading or unloading passengers. Van and bus drivers may stop in the PSC and TCP drop-off area at the Airport for the immediate unloading of passengers and stop in the designated TCP loading areas for the time limit allowed by the Executive Director. Buses and vans may dwell for longer periods in the Bus Holding Area at the intersection of Vineyard Avenue and Moore Way and in the marked areas along the fence leading to the International Terminal. If van drivers must enter a terminal, they may park their vehicles in the public parking lot subject to the posted parking rates. (B)  
21112 VC  
22519 VC  
4-6.1701(b) OMC
  
- r. Cruising: Driver shall not cruise in front of terminals or baggage claim areas. (A)

### 11.07 Courtesy Vehicles

- a. ONT Permit: Operator must have a current license agreement (permit) with LAWA to provide courtesy service at the Airport. Issuance of decals will be a part of the permit program. (C)
  
- b. Applicability of Vehicle Code: Operators and drivers shall comply with the provisions of the California Vehicle Code. (C)
  
- c. Ontario Municipal Code Compliance: Drivers and operators shall operate vehicles in accordance with Title 7, Chapter 1, Ontario Municipal Code, and Airport Rules and Regulations. (C)
  
- d. Fees: Operators shall pay permit fees as established by the Board. (C)
  
- e. Display of Trade Name: Vehicles shall have the name of the company offering courtesy transportation and the fleet vehicle number displayed on the rear and each side of the vehicle with the exception of courtesy limousines, sedans, and station wagons. (C)
  
- f. Loading and Unloading of Passengers: Courtesy vehicles shall load and unload passengers only at the areas designated and for the time period specified by the Executive Director. Operators using the same vehicles



## RULES AND REGULATIONS

(or using a vehicle displaying the name of multiple services) to transport off-Airport rental car patrons along with hotel/motel or off-Airport parking patrons will be required to pickup and drop off patrons at the ConRAC or substitute location as directed by the airport manager. Similarly, hotel/motel operators using vehicles to transport off-Airport parking patrons will be required to pickup and drop off patrons at the location designated for private parking to courtesy vehicles. (C)

### 11.08 Taxicabs

- a. ONT Permit: All taxicabs picking up passengers at the Airport shall hold a current City of Ontario Taxicab Permit indicating compliance with the Ontario Municipal Code requirements for taxicabs and automobiles for hire. The taxicab company must also possess an Airport Operating Agreement. (C)

Other taxicab companies shall not pick up passengers at ONT but may drop off passengers only at location(s) designated by the Executive Director. Non-concession cab companies found to be picking up passengers illegally may be banned from entering Airport property. (E)

- b. Applicability of Vehicle Code: Operators and drivers shall comply with the provisions of the California Vehicle Code. (C)  
4-5.24 OMC
- c. Ontario Municipal Code Compliance: Drivers and operators shall operate vehicles in accordance with Title 7, Chapter 1, Ontario Municipal Code, Airport Rules and Regulations. (C)
- d. Fees: Taxicab operators shall pay permit fees as established by the Board. (C)
- e. Taximeter: Drivers/operators shall not operate a taxicab with a non-working taximeter. (C)
- f. Quality of Service: Taxicab drivers shall provide efficient and courteous service to all Airport passengers. This service shall include providing the most direct available route on all trips unless otherwise specifically requested by passenger. (B)
- g. Refusal to Transport: Drivers when "first up" at a taxicab stand shall not refuse to transport a passenger seeking transportation except as specified in the taxicab concession agreement or unless approval is first obtained from the ONT Airport Manager or his designee. Drivers shall not refuse to



## RULES AND REGULATIONS

transport a passenger because of luggage or wheelchairs that can be accommodated in the passenger or trunk compartments. A short trip by a passenger shall not be a valid reason for refusing service unless an Airport approved short trip transportation program exists to transport the passenger. (E)

- h. Passenger Property: Drivers shall make a visual check of interior and trunk of taxicab at the conclusion of each trip to note any property being left behind by passenger. Drivers shall notify Airport Police of any property left behind in the vehicle within 24 hours. (B)
- i. Loading and Unloading of Passengers: Drivers shall pick up passengers only in areas specifically designated as taxicab stands and drop off only in locations designated by Executive Director. (C)  
21112 VC
- j. Taxicab Stand Capacity: Drivers shall not attempt to stop, park, or load passengers at a taxicab stand which already contains the maximum allowed number of taxicabs for that stand. (B)
- k. No Unattended Taxicabs: Drivers shall remain with their taxicabs at all times when in the taxicab stand area. (B)

### 11.09 Crew Transit Vehicles

- a. Permits: Operators of crew transit vehicles shall obtain any permits required by ONT for their general operations. (C)
- b. Loading and Unloading of Passengers: Vehicles displaying the names of signatory air carriers shall load and unload passengers at areas designated by the Executive Director. All other carriers shall use their assigned areas for drop off and pick up. (C)

### 11.10 PSC/TCP General

- a. Amendments: City reserves the right to modify, change and amend these rules and regulations with the approval of the Executive Director or through the actions of the Board.
- b. Interpretation: The Executive Director shall interpret these rules and regulations and their meaning.
- c. Airport Use: Any permission granted by the Board, Executive Director or Airport Manager, directly or indirectly, expressly or by implications, for any



## RULES AND REGULATIONS

person to enter upon or use the Airport shall be conditional with these rules and regulations. Entry upon or into the Airport by any person shall be deemed to constitute an agreement by such person to comply with such rules and regulations.

7-1.201 OMC

3.02 GO 157 PUC

3.01 GO 158 PUC

- d. Executive Director Authority: The Executive Director, through the Manager of Landside Operations, or his designated representative, reserves the right to suspend or terminate any carrier which is a flagrant or persistent violator of any rule or regulation or any operator or driver who demonstrates consistent compliance problems with these rules and regulations.

### 11.11 Taxicab Service Guidelines

LA/Ontario International Airport (ONT) allows taxi concessionaire to provide curbside management staff to assist the traveling public. The taxicab starters are stationed in front of each terminal on the curbside next to baggage claim. Curbside management services are scheduled daily from 7:00 a.m. to 2:00 a.m. (19 hours daily).

a. Pick Up Area:

1. Ontario Airport Cab Service (marked as Bell Cab Company and Yellow Cab Company) is the only taxicab concessionaire authorized to pick up passengers on Airport property.
2. Taxicabs must load passengers at the east end of the inside curb next the baggage claim areas at Terminal 2 and Terminal 4. The loading zone curb is painted with the word "TAXICAB" and has sufficient space to accommodate two taxicab vehicles.
3. Under no circumstances are taxicabs allowed to pick up passengers at the white zones in front of the terminals.
4. All taxicabs picking up passengers at the Airport must have a current ONT decal affixed to the front windshield and fully comply with the City of Ontario Municipal Code.
5. No taxicab shall be left unattended at the terminals.



## RULES AND REGULATIONS

**b. Cab Starters:**

1. Starters must behave in a professional manner at all times toward the traveling public, Airport employees, taxicab drivers, and other ground transportation operators.
2. Starters and drivers are not to interfere with the curbside attendants or with any passengers that are being assisted by the curbside attendants.
3. Starters must remain within the boundaries of the taxicab loading area at the east end of the inside curb next to the baggage claim.
4. Starters shall ensure that all taxicabs picking up passengers at the Airport have a current ONT decal affixed to the front windshield and are in full compliance with the City of Ontario Municipal Code.
5. Starters must record all outbound taxi trips on forms provided by the Airport.
6. Starters may not refuse taxicab service to a passenger except as specified in the Airport Operating Agreement and Airport Rules and Regulations. A short trip requested by a passenger and/or payment made by airline voucher shall not be valid reasons for refusing service.
7. In the event that a customer requests the services of a taxicab company assigned to a different terminal, the taxicab starter at the customer's location must immediately contact the starter at the other terminal. The initial starter should provide any and all relevant travel information to the starter at the other terminal including the customer's arrival time and destination. The starter receiving the information must then dispatch a taxicab to pick up the passenger.
8. Starters may enter the terminals to use the restroom but should immediately return to their posts when finished. Drivers are not allowed to enter the terminals to use the restroom while their vehicles are parked in front of the terminals.
9. Under severe weather conditions the taxicab starter and curbside attendant may be required to temporarily relocate their posts to inside the terminals but only if instructed to do so by the Curbside Management Supervisor. The starters and curbside attendants will





## RULES AND REGULATIONS

be stationed inside the terminals near the exit doors across from baggage claim. Under no other circumstances are starters and curbside attendants allowed to service customers inside the terminals.

10. Starters and drivers shall not solicit or accept bribes of any kind from anyone while on Airport property.
11. Starters and drivers shall not engage in price haggling or negotiations with potential customers.
12. Starters and drivers shall not engage in any form of gambling on Airport property.
13. Starters shall wear a company uniform or dress code approved by the Airport. The attire must be clean and in good, non-faded condition. T-shirts, tank tops, jeans, short pants, tennis shoes, sandals, and slippers are prohibited. The starter shall be neat, clean and well groomed in their appearance and attire at all times while working at the curb.
14. Starters must have radio equipment to communicate with taxicab drivers. All other furniture and equipment used by the starter must be approved by the Airport.

### **11.12 Door to Door Van Holding Lot Rules**

LA/Ontario International Airport (ONT) and the management of door-to-door van companies have agreed to the following guidelines. These guidelines supercede all previous Holding Lot rules (and are subject to change any time by ONT):

- a. ONT will allow curbside management services for the door-to-door vans from 7:00 a.m. to 2:00 a.m. (19 hours daily).
- b. A curbside starter/curb coordinator must be on duty during the hours listed above. Door-to-Door vehicles will not be permitted to pick up passengers if there is not a starter on-duty.
- c. Vehicles may be subjected to an additional inspection at the terminals by Airport Police, Landside Operations, Airport Operations, or curbside management staff at any time.



## RULES AND REGULATIONS

- d. Any driver/vehicle that fails to pass an inspection will not be allowed to pick up passengers on airport property until the problem has been corrected.
- e. Permit fees must be paid in full in advance. Permit fees may be increased 3% annually.
- f. Any company that has not paid the permit fees by the due date, will not be allowed to operate at ONT.
- g. All vehicles must be permitted and authorized to pick up passengers at ONT.
- h. Curbside management staff will provide passengers with an appropriate price quote from CPUC-approved rate sheets.
- i. Vans must pick up passengers at the designated loading zones in front of the terminals which are located at the traffic islands across the street from baggage claim.
- j. Each company is responsible for the behavior of their drivers. Drivers are to follow all rules for free calls and reservations.
- k. Drivers are to follow the rules for dispatch and approach the curb according to the defined rules for free calls.
- l. Drivers must leave the airport within five (5) minutes of loading passenger.
- m. Any driver who refuses service to a passenger will be suspended from operating at the Airport.
- n. Drivers must behave in a professional manner at all times toward the traveling public, Airport employees, curbside management staff, airline/tenant employees, and other ground transportation operators.
- o. Any driver involved in any type of altercation, verbal or physical, will be suspended from operating at the Airport. Repeated violators will be barred permanently from ONT.
- p. Any driver with a concern or complaint about curbside management staff and/or their activities should request to speak with Landside Operations staff.