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# Commercial Ground Transportation Rules and Regulations

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City of Rapid City  
*Rapid City Regional Airport (RAP)*



## COMMERCIAL GROUND TRANSPORTATION RULES AND REGULATIONS

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### 1. Commercial Ground Transportation General Authority

- 1.1. Rapid City Regional Airport (RAP) has established ground transportation operating procedures for all Commercial Ground Transportation Operators (GTO) operating at the Airport. These operating procedures are to ensure the most fair and consistent ground transportation service. They will provide the public with safe and convenient passenger movement. Anyone providing ground transportation services (both Permitted and non-permitted) shall comply with these rules and regulations.
- 1.2. It is imperative that all GTO abide by the terms of the Airport Operator Agreement and all Airport Rules and Regulations. All GTO are subject to on site supervision and direction by any personnel designated by the Airport Executive Director (AED). Any person who violates any RAP rules and regulations will, at the discretion of the AED or his/her Designee, be denied use of the Airport and its facilities.
- 1.3. The commercial ground transportation rules and regulations contained herein supersede and cancel all other previous ground transportation rules and regulations set forth by RAP and its facilities.
- 1.4. Any person or entity proposing to provide commercial ground transportation services at RAP must obtain an Operator Permit from RAP prior to providing any ground transportation service to the public at the Airport. Issuance of a permit shall convey the right and privilege of operating a ground transportation service at the Airport, and the use of certain Airport premises associated with such services.
- 1.5. Issuance of an Operator Permit shall not be construed as authorization for GTO to operate any ground transportation service other than the service for which that Permit is granted. Following issuance of any Permit, the Airport shall retain the right to grant to persons other than that GTO the same rights and privileges, as well as the right to grant to other persons the right and privilege to provide ground transportation service different in nature from the GTO's. RAP reserves the right to grant an exclusive operating agreement with a Contract Carrier who is a tenant of RAP, the term of which will be established for a period set by RAP with annual review of services and issuance of annual Operator Permit.
  - 1.5.1. Operator Permits are non-transferrable.
- 1.6. All GTO shall comply with all federal, state, and local laws and regulations including Rapid City Municipal Code Chapter 5.60 Transportation Services.



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### 2. Commercial Ground Transportation Provider Insurance Requirements

- 2.1. Before commencing ground transportation operations at the Airport, GTO shall submit to RAP an original certificate of motor vehicle insurance with a reputable insurance company or companies evidencing at least minimum state-mandated policy limits and which names RAP as the certificate holder. RAP shall be notified 30 days prior to cancellation or non-renewal of said endorsement.
- 2.2. Vehicle insurance shall cover all automobiles owned, leased, hired, rented, borrowed or otherwise used by or on behalf of the GTO.
- 2.3. With respect to liability arising out of: activities performed by, or on behalf of, the GTO including automobiles owned, leased, hired, or borrowed by the GTO, additional insured shall be the "City of Rapid City and the Rapid City Regional Airport Board, individually and collectively, and its representatives, officers, officials, employees, agents and volunteers." Additional insured shall be to the full limits of liability purchased by the GTO even if those limits of liability are in excess of those required by permit.
- 2.4. Proof of insurance shall be available in each vehicle and provided when requested.
- 2.5. All GTO shall hold harmless the City of Rapid City and the Rapid City Regional Airport, their owners, officials, agents and employees from and against any and all claims, demands, actions, judgements, costs and expense, including attorney's fees, asserted by any person or persons, including GTO, its officials, agents and employees, by reason of the death of or injury to persons, and loss or damage to property resulting from GTO's operations, or sustained in or upon Airport property resulting from GTO's operations, or sustained in or upon Airport premises as the result of any action or omission of GTO, its agents or employees.

### 3. Conditions of Commercial Ground Transportation Provider

- 3.1. All GTO vehicles shall be properly identifiable with company name logo or trade address visible on the vehicle to enable passengers to identify the company name and address.
- 3.2. All GTO vehicles shall be validly registered in any U.S. state and must be able to produce proof of registration upon request.
- 3.3. All GTO vehicles serving the Airport shall be properly maintained and



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operated in a clean, safe, and businesslike manner at the sole discretion of the AED or his/her Designee. Every vehicle shall be of high quality, structurally sound, maintained in an excellent state of repair, operated in a clean, undamaged condition, and presenting a favorable appearance as to provide for the safety of the public. Vehicles are subject to inspection by AED, or his/her Designee.

- 3.4. The interior shall not contain offensive odors. No smoking is allowed in the vehicles at any time.
- 3.5. Air conditioners must be operational and will be operated at all times when temperatures reach 85 degrees Fahrenheit or upon passenger request.
- 3.6. Heaters must be operational and will be operated upon passenger request and sufficiently heat the interior of the vehicle.
- 3.7. Vehicle shall be free of any sheet metal damage. Vehicle shall be free of dirt, trash, and debris. Exterior paint shall be maintained free of oxidation and rust.
- 3.8. All vehicles must be free from leakage of engine fluids, excessive discharge of exhaust gasses and excessive exhaust noise.
- 3.9. Matching wheel covers (hubcaps) shall be mounted on all wheels at all times unless the vehicle is equipped with custom wheels.
- 3.10. The interior of each vehicle in service, including the trunk, shall be maintained in a condition so as to be free of grease, dirt and trash. Interior seat fabrics must not be ripped.
- 3.11. No repairs, maintenance, or vehicle cleaning may be performed on any vehicles on Airport property.

### **4. Commercial Ground Transportation Provider Vehicle Driver Requirements**

- 4.1. All Drivers shall meet all Federal, State, City, and RAP requirements. Drivers shall possess a valid state issued Driver's license, knowledge of the area and streets, and the ability to speak, read, and understand the English language.
- 4.2. All Drivers operating GTO vehicles must display or present valid company identification upon request.
- 4.3. Drivers are not allowed to smoke on the Ground Transportation Island at any time. Smoking by Drivers is only allowed in the designated employee smoking area on the east side of the terminal.



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- 4.4. Drivers shall be clean and neat in their personal appearance and at all times, shall be courteous, professional and informative when interacting with passengers, the AED or his/her Designee, RAP staff, and other Drivers. Customer complaints relating to a Driver's failure to meet the foregoing standards of conduct may provide grounds for the termination of the Driver's operating privileges at the Airport.
- 4.5. Drivers shall not harass or confront the general public in any attempt to deter the public's use of any other GTO. Drivers are prohibited from attempting to interfere with the efforts of other GTOs in performing their services and will refrain from making contact with Drivers of other GTOs.
- 4.6. Drivers shall not engage in any physical fighting or loud, boisterous verbal disputes while on the Airport. If a dispute develops between a Driver and a passenger, or another Driver, the Driver should immediately contact the AED or his/her Designee of the specific incident.
- 4.7. Drivers are prohibited from confronting the public, or employees of the same or another GTO in an effort to enforce any of these Rules and Regulations. GTO are not authorized to direct traffic or vehicles of either the general public or other GTO. In the event a GTO feels any other GTO has violated a specific rule or regulation, the GTO may notify the AED, or his/her Designee, of the specific incident.
  - 4.7.1. Drivers will contact their own employer about any complaints received regarding other Drivers of their employer.
- 4.8. Driver's Airport operating privileges may be revoked at the discretion of the AED, or his/her Designee.

### 5. Regulations and Licenses

- 5.1. The GTO shall comply with all applicable local, state and federal regulations and abide by RAP's Primary Guiding Documents including all Rules and Regulations now in effect, or that may be promulgated from time to time, including but not limited to the utilization of loading zones, queuing areas, and other such traffic control arrangements as designated by RAP. The GTO will provide RAP with current copies of all applicable licenses from state or local authorities for areas the GTO proposes to serve.
- 5.2. The GTO shall secure and pay the costs of all required licenses, supplementary equipment, permits, franchises, both of its employees and vehicles. The GTO will pay all taxes, fees, licenses, and moneys required by



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- the federal, state, or local governments for its operations at the Airport.
- 5.3. The GTO shall maintain and operate its service in compliance with all requirements imposed pursuant to Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, and Part 21 Nondiscrimination in Federally Assisted Programs of the Department of Transportation-Effectuation of Title 6 of the Civil Rights Act of 1964, as said regulations may be amended.
  - 5.4. No GTO shall engage in the business of picking up passengers at the Airport terminal, the FBO terminal, or any other Airport location without first obtaining an Operating Permit from the Airport. An Operator Permit shall not be issued until the owner has completed an application form provided by RAP and enters into an Airport Operator Agreement.
  - 5.5. Any GTO not licensed through the Airport and that attempts to pick-up or drop-off passengers on any area of the Airport are subject to eviction without loading/unloading their client and may face criminal trespass charges.
  - 5.6. GTO shall renew its Operator Permit and pay a license fee on an annual basis to RAP as per its current published Rates and Charges.

### 6. User Fees and Monthly Reporting

- 6.1. It is the policy of RAP to establish and assess appropriate fees and charges to be paid by GTO. Such fees are intended to be fair, non-discriminatory and reasonably related to costs of administration of ground transportation at RAP.
- 6.2. All GTO shall pay RAP User Fees in accordance with the Airport Board's annual published Rates and Charges, which may be adjusted from time to time at the Board's discretion.
- 6.3. Monthly Activity Reports are due to RAP by the 10<sup>th</sup> day of the month following the month passengers were transported, along with all applicable User Fees. The Monthly Activity Report shall be on a form provided by or approved by RAP.

### 7. Access and Parking

- 7.1. All GTO Drivers shall operate their vehicles in a safe manner while operating on Airport property. Excessive speed and / or reckless driving are strictly prohibited. Drivers will refrain from blocking crosswalks or thru lanes at all times.
  - 7.1.1. All GTO Drivers are prohibited from driving between curb cuts and



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- pedestrian crossings.
- 7.2. All GTO Drivers desiring to drop off passengers shall be permitted to use the designated passenger loading/unloading zone of the Airport terminal curbside for active unloading of passengers and their baggage. Any GTO vehicles not having a valid Ground Transportation Operator Permit and Operator Agreement with RAP are authorized to enter Airport property to discharge passengers only in accordance with this paragraph.
- 7.3. Any GTO with Pre-Arranged Transportation from a passenger awaiting pick up may stage in the designated Ground Transportation Parking Lot (GTPL) to await their client. When picking up a pre-arranged passenger, GTO may pick up their client at the terminal curbside provided the passenger is ready to immediately load.
- 7.4. No parking or waiting at the Airport terminal curbside is allowed. Vehicles not leaving immediately after drop off will be subject to fines, penalties and/or towing.
- 7.5. Drivers are not permitted to leave their vehicle unattended at the Airport terminal curbside at any time. Unattended vehicles will be subject to fines, penalties, and/or towing.
- 7.5.1. Permitted Contract Carrier GTOs may leave up to a maximum of two (2) vehicles on the GTI unattended; or additional vehicles may be parked if approved by AED, or his/her Designee, during off season months or as otherwise needed.
- 7.6. Ground Transportation Island (GTI) – Only licensed GTO may utilize the GTI for the loading/unloading of passengers. No private or non-Permitted parking is allowed in this area.
- 7.6.1 The GTI operates on a first come, first serve basis for all queuing areas of the island. Each vehicle should move to the front space of its respective area as it becomes available. If a vehicle leaves the area, it shall proceed to the rear of the line if available, or stage in the GTPL until a space becomes available. There are three designated queuing areas on the GTI for:
1. Shuttles
  2. Taxicabs
  3. Limos, Buses, Other

**Shuttles** – The Shuttle Queue has four available spaces. Passenger pick up by Permitted Shuttle GTOs is allowed only in this area of the GTI. A Permitted Shuttle GTO may have a maximum of two vehicles



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in this area awaiting pickup. All other shuttle vehicles must stage in the Airport designated GTPL until space in the Shuttle Queue is available.

**Taxis** – The Taxi Queue has three available spaces. Passenger pick up by Permitted Taxi GTOs is allowed only in this area of the GTI. All other taxis must stage in the Airport designated GTPL until space in the Taxi Queue is available.

**Limos, Buses, Other** – The Limo/Bus Queue has two available spaces for buses and limos. Passenger pick up by Permitted Limo GTOs and Bus GTOs is allowed only in this area of the GTI. All other limos and buses must stage in the Airport designated GTPL until space in the Limo/Bus Queue is available.

Any other non-designated Permitted GTO may utilize this section of the GTI.

7.6.2. There shall be no unattended vehicles parked in any queuing area on the GTI. Vehicle Drivers shall remain within 25 feet of their respective vehicles.

7.6.3. If asked to move by the AED or his/her Designee, vehicle Driver(s) must immediately comply.

7.6.4. A one-day Operator Permit may be granted through the Ground Transportation office by providing the appropriate ownership and insurance documentation; and paying the applicable fee from the Board published Rates & charges.7.7. Transportation Network Company (TNC) vehicles, and any other similarly situated businesses, may stage only in the Airport GTPL. When matched with a client ready to pick up, TNC vehicles may then proceed to the Airport terminal curbside for loading. TNCs are prohibited from standing or waiting at the curbside or the GTI for clients.

7.7.1. TNC Drivers may not accept any street hails, solicit rides, or pick-up passengers other than by prearrangement through a TNC digital platform.

7.7.2. TNC Drivers must keep their ride-sharing app on at all times while on Airport property. Turning the app off and on and cruising the Airport property is strictly prohibited.

7.8. Peer-to-Peer Vehicles must be parked in the Airport's passenger parking lot. Drivers leaving the parking lot must pay the full price for using the parking lot. No driver to driver exchanges are allowed at the terminal's curbside or Ground Transportation Island.





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### 8. Taxi Soliciting/Hailing

- 8.1. The authorized solicitation of passengers by a licensed Taxi Operator shall only be conducted by the first Driver in line in the designated Taxi Queue Area of the GTI. Taxicab Drivers may not refuse transportation of a passenger based on the length of transport. Driver and passenger communication shall be conducted in a courteous and professional manner. Drivers shall not make any misrepresentation of their service. Drivers shall not be loud and boisterous with/or in the presence of potential customers.
- 8.2. Soliciting passengers contrary to these rules and regulations is an offense that may result in the loss of GTO Operator Permits. Drivers soliciting passengers or in any manner offering to transport passengers in non-designated areas may be subject to a Notice of Violation. Drivers are not allowed in the terminal.
- 8.3. Off duty Drivers are not allowed to loiter on Airport premises. Any off-duty Driver using a GTO vehicle for personal use at the Airport shall utilize the public parking facilities and shall not load passengers.

### 9. Miscellaneous Provisions

- 9.1. The GTO shall repair promptly, and at no cost to RAP, any damages to property of the Airport, which the Operator or its representatives have caused.
- 9.2. No signs, posters or similar devices shall be erected, displayed, or maintained by the GTO on Airport premises without prior written approval of the AED, or his/her Designee.
- 9.3. Solicitation of business in any manner whatsoever upon Airport property is strictly prohibited. Cruising is specifically prohibited.
- 9.4. The AED or its representatives shall have the right to restrict Drivers or vehicles from operating at RAP in noncompliance with RAP Primary Guiding Documents and all Airport Rules and Regulations.
- 9.5. It is the Airport's intention to use an app-based tracking system for its Ground Transportation Program. As it becomes available, all GTO may be required to utilize that system for doing business at the Airport.
- 9.6. Contract Carriers are required to lease floor space at RAP.
- 9.7. Any violation of these Rules and Regulations can result in the immediate



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revocation of a service provider's privilege of drop-off and pick-up at the Airport and/or its Airport Operating Permit.

### 10. Penalties

GTO are responsible for the conduct and actions of their Drivers, including compliance with all operating procedures, rules and regulations. In considering any fine, suspension or revocation of operating privilege, RAP may consider actions taken by the GTO to act responsibly, take disciplinary measures, mitigate damage, or otherwise take appropriate corrective action. Nevertheless, GTO are ultimately accountable for the action of their employees and Drivers as it relates to this Commercial Ground Transportation Policy. The AED, or his/her Designee, may impose suspension or revocation upon any GTO Operator or Driver of any commercial vehicle who, after due investigation, is found to have violated any of the procedures contained herein.

#### 10.1. Violation of Permit.

Any violation of the Commercial Ground Transportation Rules and Regulations contained herein, will be considered a violation of the terms of the permit issued by RAP and a Notice of Violation will be issued.

#### 10.2 Suspension of Operator Permit.

In addition of all remedies provided by law, suspension of the Operator Permit may be imposed for a period of between one (1) and one hundred eighty (180) days and may be imposed for any of the following violations:

- i. Non-compliance with laws, regulations, ordinances or rules.
- ii. Failure to obtain/maintain required permits and licenses.
- iii. Failure to obey instructions of RAP's representatives or agents or law enforcement personnel.
- iv. Loading/unloading in unauthorized locations.
- v. Solicitation or stationing unauthorized persons on the Airport.
- vi. Failure to pay Permit Fees, Trip Fees, or non-sufficient funds.
- vii. Failure to maintain any required insurance.
- viii. Unattended vehicles on the Ground Transportation Island or loading/unloading zone of the airport.
- ix. Unauthorized parking.
- x. Cruising.
- xi. Refusal of fares, except under authorized conditions.
- xii. Unprofessional or discourteous conduct and or use of profane language.
- xiii. Providing misleading information about other GTO Services.
- xiv. Operators causing damage to any RAP property or equipment.
- xv. Littering.
- xvi. Unsafe vehicle operation.



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- xvii. Driving in an unsafe manner, including without limitation, speeding, and improper backing of vehicle in the lanes on the Ground Transportation Island, or lanes in front of the terminal facility, or stopping in crosswalks to load or unload or failure to yield to pedestrians.
- xviii. Continuing to conduct Commercial Ground Transportation Operations when privileges have been suspended.
- xix. Any other violation of the policy, the Rules and Regulation, laws, statues or ordinances of any government agency.

### 10.3. Revocation of Operator Permit.

Revocation of the Operator Permit is for an indefinite period of time – specified at the time of revocation – and may be imposed for any of the following violations:

- i. Failure to pay required fees within 30 days of suspension.
- ii. Conducting illegal activities at the Airport, which result in a misdemeanor or felony conviction.
- iii. Any violations of the Rules and Regulations after two (2) suspensions have been imposed within a twelve (12) month period.

### 10.4 Imposition and Review of Suspension and Revocations.

Upon the imposition of an suspension or the revocation of an operating privilege, the GTO may dispute the imposition of the administrative action or revocation of the operating privilege in writing to the President of the Airport Board of Directors, or his/her Designee, provided that notice of such dispute is provided within three (3) business days of the imposition of the suspension or revocation. The Board President, or his/her Designee, will advise the Operator or Driver of the time, date and place of the review, will review any matters submitted by the Operator or Driver and will thereafter provide notice to the Operator or Driver of any action taken after the review, which may include a decision not to impose any suspension, imposition of a lesser suspension or other action appropriate under the circumstances. The determination of the Airport Board President shall constitute the final decision of RAP.

Upon approval from the Airport Board, a GTO may have its Operator Permit reinstated by paying the applicable Reinstatement Fee as per the Board's published Rates & Charges.

## 11. Definitions

“AED” means the Rapid City Regional Airport’s Executive Director or his/her Designee.

“AED Designee” means any RAP employee that is authorized by the AED to act on his behalf.



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“Airport” means the Rapid City Regional Airport which is owned and operated by the City of Rapid City. It means the entire property including all improvements and appurtenances contained thereon.

“Airport Operator Agreement” means the agreement between RAP and a Permitted GTO that formalizes the financial and management rights and responsibilities between the two entities.

“Bus” means a vehicle with a capacity of not less than sixteen (16) passengers, authorized to transport passengers for hire over public roads. This type vehicle can also be identified as a trolley coach or motor coach.

“Commercial Ground Transportation Service” means taxicab, off-airport limousine, shuttle/van, bus, courtesy vehicle, common for-hire carrier, common carrier, or contract carrier services provided to the public to or from Rapid City Regional Airport (RAP), by or on behalf of an operator of such a business.

“Common Carrier” means any operator who provides or proposes to provide transportation of property or passengers by motor vehicle for compensation as provided in a written contract between the carrier and a specific company.

“Contract Carrier” of passengers means any operator who provides or proposes to provide on demand for hire motor vehicle transportation for compensation over regular and/or irregular routes. Contract Carrier will be required to lease floor space at RAP.

“Cruising” means any commercial vehicle driving on, over or along the streets and around the Airport soliciting passengers for hire or parking for the purpose of soliciting fares.

“Driver” includes the GTO, as well as GTO’s employees and/or agents who drive any vehicle for commercial hire coming on the Airport.

“Ground Transportation Island” (GTI) means the area designated by the Airport for the pickup and drop off of passengers by Permitted Ground Transportation Operators.

“Ground Transportation Operator” (GTO) means any commercial entity which provides for ground transportation services from one location to another. It includes any entity that either provides the service itself, or contracts for service on its behalf. This includes but is not limited to the following: hotel courtesy shuttles, tour operators, off-site parking operators, etc.

“Ground Transportation Parking Lot” (GTPL) means any area designated by the AED for the parking of all ground transportation vehicles including but not limited to shuttle vehicles, taxicabs, limousines, and buses, with respect to times when such vehicles are not engaged in loading or unloading passengers. The GTPL Areas shall be identified by RAP on a



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diagram, and that diagram (and any update or change) shall be made available to each appropriate GTO.

“Limousine” means any motor vehicle except a taxicab or sedan designed or constructed to accommodate and transport passengers for hire, with 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) in number, exclusive of the Driver.

“Loading/Unloading Zone” means, when possible, any Airport premises designated for the parking of vehicles when such vehicles are actively engaged in loading or unloading passengers or baggage, or where vehicles are parked in anticipation of such activities. The Loading/Unloading Zone shall be identified by RAP on a diagram, and that diagram (and any update or change) shall be made available to each Operator.

“Minivan” means any motor vehicle used by a Provider to provide on-demand, for hire, for profit, transportation with a seating capacity of six, exclusive of the Driver.

“Monthly Activity Report” means the summary of activities performed by the GTO at RAP over a given period of time.

“Notice of Violation” means the official written notification informing a GTO of a violation of any of the rules and regulations of the Airport.

“Operator Permit” means the Permit issued by RAP authorizing a GTO to operate at the Airport. An Airport Operator Agreement between the Permittee and RAP must be executed upon approval of the Operator Permit.

“Permitted” means a GTO who is authorized by RAP to provide ground transportation services or contract for said services and possesses a Ground Transportation.

“Pre-Arranged Transportation” means a passenger, or a group of passengers from an organization, that has hired a GTO for a particular trip, whether such hiring occurs prior to the passenger’s arrival at the Airport or by telephone after arrival.

“RAP” means Rapid City Regional Airport.

“Rates and Charges” means the published official rates and charges for the Airport.

“Shuttle” means any motor vehicle designed or constructed to accommodate and transport passengers for hire, not more than fifteen (15) in number, exclusive of the Driver.

“Taxi” or “Taxicab” means a motor vehicle except a limousine, or sedan, designed or constructed to accommodate and transport passengers for hire, not more than nine (9) in



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number, exclusive of the Driver, and the principal operation of which is confined to the area within the corporate limits of cities and suburban territory adjacent thereto, and not operated on a fixed route or schedule.

“Terminal” means the passenger terminal building at Rapid City Regional Airport.

“User Fees” means the sum of money paid as a necessary condition to participate as a GTO at RAP.