

# **KAMLOOPS AIRPORT LTD.**

## **Regulations Regarding Ground Transportation Service**

Effective July 17, 2017

### **1. GENERAL**

These regulations form part of the license for Taxi, Shared Ride, Shuttle or Limousine vehicles and operators of those vehicles.

These Regulations may be amended from time to time at the sole discretion of Kamloops Airport Ltd. (the Licensor), Operators and Licensees will be given 30 days' notice of any changes.

The Licensor, at its sole discretion, may amend these regulations on less than 30 days' notice. Such amendment or amendments shall not come into affect until notice has been provided to all ground transportation provider licensees.

The Licensor shall license vehicles providing ground transportation service. The Licensor shall license operators of licensed vehicles separately. A licence is not transferrable without the written consent of the Licensor.

### **2. OPERATORS**

These regulations apply to any and all persons licensed to provide passenger ground transportation service at Kamloops Airport (Operators). The licensee shall also comply with any other regulations in force at Kamloops Airport.

The operator license document is the property of the Licensor. The operator license shall be worn on the outer clothing on the chest or outer arm with the image of the operator displayed. The Licensor may levy a replacement cost for the operator license. The operator shall report as soon as possible, the loss or theft of the license to the Licensor.

Where required by municipal bylaw, operators of licensed vehicles must possess such documents on their person as may be required by that bylaw.

Operators shall:

- be appropriately dressed and well groomed;
- be courteous and professional at all times;
- comply with the established vehicle call-up procedures;
- comply with the directions of all authorized officers of the Licensor;
- not carry clients for separate fares (Taxi, Limousine only);
- proceed by the most direct travelled route to the point of destination, unless otherwise directed by the client;

- issue a receipt to each passenger requesting one;
- open and close doors for all clients and assist loading and unloading the clients' luggage;
- remain with his/her vehicle 5 minutes prior to and 15 minutes after flight arrivals;
- not solicit fares at the airport;
- not litter anywhere on the airport;
- operate his/her vehicle in a safe manner and adhere to speed limits on airport property;
- maintain his/her vehicle in a safe operating manner;
- not refuse a trip based on client destination within the City of Kamloops.
- not obstruct or hinder the orderly and efficient operation of ground transportation system at the airport; and
- refrain from smoking in vehicles and smoke only is designated areas on airport property.
- comply with all municipal, provincial and federal regulations under which the licence was granted.

### **3. VEHICLES**

These regulations apply to any and all vehicles licensed to provide passenger ground transportation at Kamloops Airport.

All vehicles used to provide ground transportation service are required to pass an inspection conducted by the Licensor using a standard checklist (attached) before a licence will be issued. All vehicles serving the airport shall display corporate identification and vehicle number. All vehicles used to provide ground transportation service shall be licensed by the Licensor to provide that service at the Kamloops Airport must display current provincial safety inspection decals. Each vehicle providing ground transportation service at Kamloops Airport shall not be older than 7 years, unless prior written approval is granted by the Licensor.

The Licensor will issue a licence plate or decal which shall be mounted on the licenced vehicle on the left front or in such other place as may be prescribed by the Licensor.

The Licensee shall ensure that licensed vehicles are operated by licensed operators. The Licensor may, in its sole and unfettered discretion, terminate a vehicle license in the event of operation by a non-licensed person.

### **4. PICKUP AND DROP OFF POSITIONS**

#### **Drop-Off**

Taxi, Shared Ride, shuttles and Limousine shall be dropped off at the designated area in front of the Air Terminal Building. Operators shall then proceed to their designated pick-up locations.

#### **Pick-Up**

## *Taxi*

Taxis may occupy positions 1, 2 or 3 on the main curb (Taxi Queue). Occupancy of any of these locations shall be on a “first come, first served” basis. When the positions are occupied, additional taxis may queue at the main curb of the Operations Building (Staging Area).

As taxis depart the main curb, subsequent taxis shall move ahead to the next vacant position.

## *Shared Ride*

Shared Ride vehicles shall occupy the designated positions ahead of the Arrivals door.

## *Shuttle, Limousine and Pre-Arranged Taxi*

Shuttle, limousine and pre-arranged taxi vehicles shall occupy the designated (Pre-Arranged) position on a “first come” basis. In the event designated positions are occupied, Shuttle, Limousine and Pre-Arranged Taxi vehicles shall park in the public parking lot.

## **5. DEMAND SERVICE**

In the event that demand for service temporarily exceeds the licensee’s ability to that demand a licensee may provide additional service with unlicensed operators or vehicles. These unlicensed vehicles or operators shall be affiliated with the licensee’s corporate entity.

Unlicensed vehicles or operators shall not enter the queue unless clients are waiting for service. Once in the queue, the unlicensed vehicle operator or vehicle may not wait any longer than 3 minutes and then must depart. Once demand for service drops, the unlicensed vehicles and operators shall leave and not re-enter Kamloops Airport.

The Licensor in its sole and unfettered discretion, reserves the right to limit the application of this article at any time and to any licensed operator.

## **6. CLIENTS**

Taxi clients shall be encouraged to use the first taxi in line beginning with position number 1. Clients do have the right to select the vehicle of their choice unless it can be shown that the Client pre-booked the trip. Once a client has boarded, the taxi shall depart the airport without delay

Shared Ride clients may make individual decisions regarding the particular service they wish to use. Once the Shared Ride vehicle has filled to legal capacity or no further clients are reasonably expected, it shall depart the airport without delay.

## **7. SERVICE TO THE DISABLED**

Ground transport service providers and drivers shall ensure that service is provided that meets the requirements of the Canada Transport Act (the Act) and any regulations made under the Act. Failure to provide service meeting requirements the Act and/or regulations shall result in default and termination of the License for the vehicle operators. Subsequent failures to provide such level of service shall result in the default and termination of the License for the vehicle operator and the vehicle.

## **8. WAIVER OF REGULATIONS**

The Licensor may in its sole and unfettered discretion waive or modify any or all of these regulations in respect of a passenger ground transportation operator in support of events occurring at Kamloops Airport.

## **9. COMPLAINT PROCEDURE**

In the event any licensee is observed failing to follow these regulations, witnesses (including other operators) may make a formal written complaint to the Licensor which will in turn be sent to the licensee for review.

With regard to the vehicle and operator appearance, The Licensor will make periodic inspections to ensure compliance.

When the vehicle and/or operator do not meet acceptable airport standards, the vehicle and/or operator shall be withdrawn from the airport service until standards are met.

## **10. BREACH OF REGULATIONS**

No waiver on behalf of the Licensor of any breach shall take place unless it is in writing and any such waiver shall extend only to the breach to which the waiver relates and shall not affect any other breach. Any such written notice shall also be made available to all other ground transportation providers.

In the event the licensee is in breach of any of the terms and conditions herein, the Licensor may terminate the licence with respect to the vehicle or operator in question by notice to the licensee given either:

- 1) verbally at Kamloops Airport with a following written notice described below, or
- 2) in writing, delivered personally or mailed by ordinary mail to the business address of the licensee,  
or
- 3) through electronic mail as delivered to the commonly accepted internet mail address of the licensee.

In the event of termination of license, the licensee shall return any licencing document within one week of termination.

In the event that a licence is terminated, the following procedure for re-application will be used:

First Breach: re-application for a new licence will not be considered until 30 days have passed.

Second Breach: re-application for a new licence will not be considered until one year has passed.

The waiting period for a new licence will commence on the day that the existing licencing document is presented to the Licensor

At the time of re-application, new licence documents must be purchased. No refund will be made for licences upon termination.

Kamloops Airport Ltd.  
Ground Transportation Inspection Checklist

Company		Make	Model	
		Licence Plate	Year	
Taxi Number		Airport Plate KA	M.C. Plate	
			Insurance Class 690 NO <input type="checkbox"/> YES <input type="checkbox"/>	
Registered Owner		Insurance Expiry		
Address				
Owner Operator		Driver's license #	owner operator	Class
<b>Inspection</b>				
Arm Rests			Overall Appearance	
Floor Mats and Rugs			Paint	
Seats - Front			Rust	
Seats - Rear			Hub Caps and Wheels	
Ashtrays				
Trunk Compartment				
<p>Codes:</p> <ul style="list-style-type: none"> <li>1 Acceptable</li> <li>2 Provisionally acceptable but must be corrected prior to next regular inspection.</li> <li>3 Not acceptable, must be corrected and re-inspected before license plate will be issued</li> </ul>				
Additional Comments:				
Deficiencies to be corrected and re-inspected by:				
Inspector		Date		
My signature indicates that I have received a copy of this report. I understand that non-compliance results in a loss of privileges under the Ground Transportation License.				
Operator		Date		

# Ground Transportation Parking Map



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Map owner: 680591, 0620189

Dec 2013