

HANCOCK COUNTY-BAR HARBOR AIRPORT
STANDARDS FOR TAXI/TNC OPERATORS

In furtherance of the policies of the County of Hancock as contained in "TAXI OPERATIONS, HANCOCK COUNTY-BAR HARBOR AIRPORT" the following "Standards for Taxi Operations" are hereby adopted for the Hancock County-Bar Harbor Airport.

- 1) ALL taxi and TNC operators providing service at the Hancock County – Bar Harbor Airport must abide by the standards established in this document.
- 2) Any Taxi or TNC Operator shall apply for a permit with the Airport Manager in order to provide ground transportation service to customers originating or departing from public or private facilities at the Hancock County – Bar Harbor Airport.
- 3) Taxi operators shall have two (2) permit options available to them. The Basic Access Permit shall allow any operator to use one (1) single vehicle to provide previously arranged for hire service to or from the airport for one (1) year starting on July 1st. The cost for the Basic Access Permit is \$25.00 per vehicle per year. The Basic Access Permit is the only permit option available to TNC operators. The Premium Taxi Permit will allow an operator to provide prearranged service as well as for hire service using the taxi stand to or from the Airport with an unlimited number of vehicles for one (1) year starting on July 1st. The Premium Permit allows taxi operators to park in the taxi stand near the Terminal Building in order to wait for service. Additionally, Premium Permit holders will have their taxi operator name and telephone number posted in the arrivals area of the Airport terminal building AND on the airport website (www.bhbairport.com). The annual fee for the Premium Permit is \$200.00 per company per year.
- 4) Permit applications shall include the annual fee, a copy of the operator's motor vehicle liability insurance information, vehicle registration information, a list of all drivers for that company, and a written statement confirming that the operator will abide by these standards.
- 5) Available for Service. ONLY Premium Permit holders shall be permitted to park in the Terminal Building taxi stand. Taxis parked in the taxi stand shall progress through the taxi stand in a first come first serve basis, except that two (2) taxi operators from the same taxi company shall not occupy both taxi stand locations when a different premium permit holder is available to enter the queue. When spot #1 (closest to the terminal building) is vacated, then the taxi in the #2 spot should move into the #1 spot and the next taxi waiting to enter the queue will enter the #2 spot, and so on and so forth. When both taxi stand spaces are occupied, additional premium permitted taxis waiting to enter the queue shall park in the short-term parking lot. Typically, the taxi in the #1 spot takes the first available fare. However, due to the lack of uniformity among operators (multiple vehicle styles, smoking vs. non-smoking cabs, etc.), airport customers reserve the right to choose whichever taxi operator they prefer regardless

of position within the taxi stand. The only exception to this rule is if the size of the vehicles in the taxi stand will not accommodate the size of party requesting service, and another premium permit holder with a larger vehicle is available to provide service. Therefore, it shall be understood that the #1 spot does NOT guarantee the first available fare. If the reserved taxi parking location(s) become occupied by any member of the public or a taxi company that is not properly permitted, Premium Permit holders may politely inform the incorrectly parked vehicle operator, however, properly permitted operators are not to verbally reprimand persons who are not properly parked in the taxi stand location. Permit holders shall notify airport security personnel as soon as practicable if improperly parked operators are not compliant and/or if they are argumentative. Taxi vehicles shall not be left unattended in a reserved taxi stand location. If a driver needs to leave their vehicle unattended, they must move their vehicle to the parking lot and start the rotation over again. This is for the benefit of our customers and in order to ensure an orderly flow of taxis through the taxi stand without interruption.

- 6) Smoking is not permitted in the taxi stand location due to its close proximity to the propane tank farm that serves the terminal building.
- 7) Drivers and operators are not allowed to solicit passengers inside or outside the terminal building. Drivers are also not allowed to “cruise” in front of the terminal building and in the airport parking lots in order to solicit business. This is for the benefit of the passengers as well as all of the taxi operators that serve this airport.
- 8) All “for hire” vehicles shall clearly display the word “TAXI” and/or the name of their company on their vehicle in such a way that it is obvious to the public.
- 9) Prior Requests for Service. When responding to requests for service, taxi operators shall NOT park in the taxi stand, but will instead use the short-term parking lot. Once the arriving aircraft parks and as passengers arrive, Taxi Operators with reservations are to wait patiently inside the terminal building displaying a simple sign no larger than 8”x 10” to the arriving passenger(s), i.e.: “Mr. Smith” or “Smith Party”, etc. Once your fare has indicated that they are ready to go, taxi operators should then walk with their customers to their taxi, or operators may bring their taxi to the curbside arrivals location in front of the terminal building for loading. When parking in front of the terminal building curbside, DO NOT BLOCK the crosswalk, obey all NO PARKING signs and markings, and do not loiter.
- 10) Conduct. Drivers and employees of taxi and limousine companies are expected to conduct themselves in a professional, polite and courteous manner at all times.
- 11) Taxi operators are not to interrupt airline personnel with questions about bag deliveries or flight schedules. If a taxi operator would like to speak with airline station personnel, they must wait in-line for service. Flight schedule information may also be obtained online or by contacting the toll free reservation number for the airlines that serve the airport.

- 12) The airport reserves the right to have any vehicle that is disabled or parked in violation of these rules towed and stored at the owner's expense.
- 13) The airport reserves the right to deny taxi stand access to taxi operators in the event of any heightened security risk at the airport.
- 14) Any questions or problems that arise are to be first discussed with Airport Security. If the concern has not been addressed to your satisfaction, a written complaint may then be submitted to the Airport Manager.
- 15) The Airport Manager reserves the right to assess up to a 30 day suspension for operator privileges for a first offense of these rules and to revoke the permit of any taxi operator that has repeated offenses.

A copy of these rules will be made available to the public on the airport website at: www.bhbairport.com/policy.html It shall be the responsibility of the taxi and/or TNC operator to ensure that their drivers receive, understand, and abide by these rules while operating at the Hancock County – Bar Harbor Airport.

Done and dated this Fifteenth day of May, 2019.

Bradley C. Madeira
Airport Manager