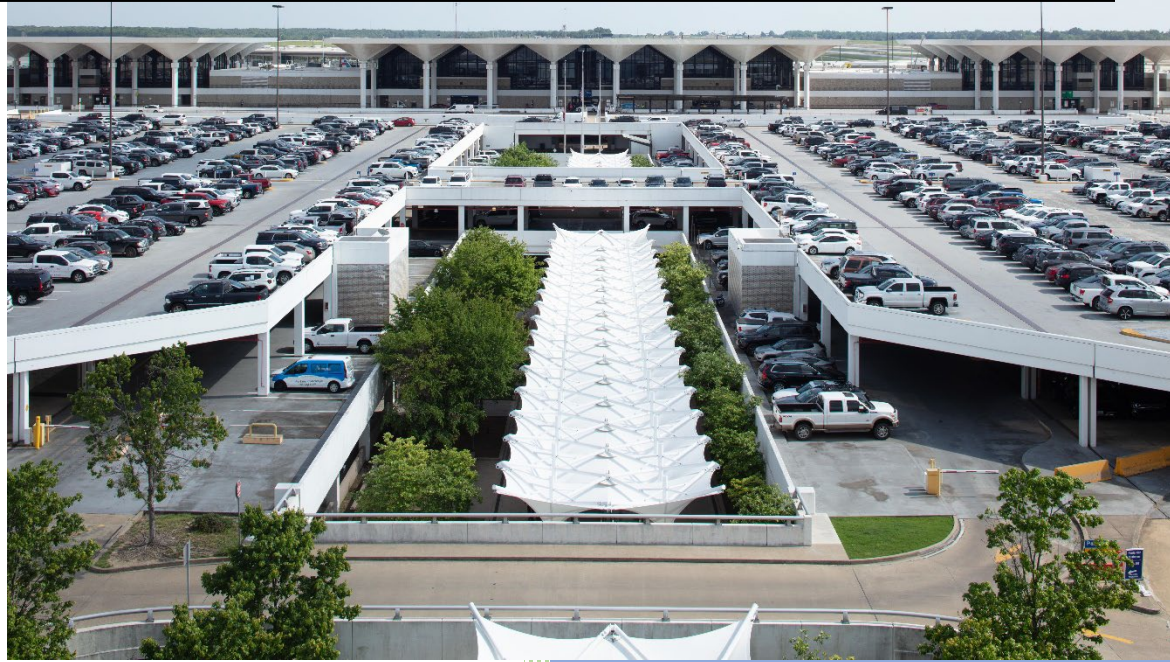


Commercial Ground Transportation Rules & Regulations



Memphis-Shelby County Airport Authority

Final

Effective December 1, 2024

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SECTION I - PURPOSE

The purpose of Memphis-Shelby County Airport Authority’s (MSCAA or Authority) commercial ground transportation rules and regulations (Rules and Regulations) is to (1) promote ground transportation services of the highest quality in a manner that is consistent with public safety and convenience; (2) ensure the efficient movement of passengers to, from, and within the Memphis International Airport (MEM) campus; (3) ensure the efficient use of the limited capacity of terminal roadways, vehicle parking, and vehicle passenger loading/unloading facilities; and (4) establish rates and charges for the collection of revenues, and contract with persons or companies for services incidental to the operation of MEM in accordance with the Metropolitan Airport Authority Act (Tenn. Code Ann. § 42-4-101 et seq.). The authority to charge for the use of its facilities is found in 49 U.S.C. 47107(a)(13)(A).

MSCAA reserves the right to amend these operating rules and regulations at any time. MSCAA shall provide Commercial Ground Transportation Operators (Operator/s or Company) notice five (5) business days before the subject amendment's effective date.

These commercial ground transportation rules and regulations are designed to address the various modes of ground transportation operations at MEM, including but not limited to:

Taxicabs	Charter/Coach Buses	Limousines
Hotel/Motel Shuttles	Parking Shuttles	Occasional Users
Shuttles Operators	Fixed Base Operator (FBO) Shuttles	Transportation Network Companies (TNCs)

Any person or enterprise engaged in any type of commercial ground transportation service at MEM, whether as an operator, driver, employee, or representative of an operator, shall always comply with these Rules and Regulations.

Term definitions provided in Addendum A of this document.

SECTION II – GENERAL PROVISIONS

All operators who provide commercial ground transportation services (i.e. public transportation services) at MEM are required to be familiar with these Rules and Regulations and remain in compliance while operating a commercial vehicle on Airport property. Commercial ground transportation operations must take place on the Airport commercial drive, which is the MEM roadways designated for loading or unloading Passengers or property from commercial vehicles.

A. Permit Requirements

1. A Permit is required for all Operators who access the MSCAA Commercial Drive three (3) times or more per month under the following commercial services: taxicabs, limousines, shuttle bus operators, and charter/coach bus services.
2. To obtain a Permit, Operators must submit an online application. The online application can be found here: www.flymemphis.com/commercial-gt-services. Additional instructions can be found in Addendum B of this document.
3. The Permit must be renewed annually. Renewals will require payment of all previously billed invoices, before processing.

B. Contract Requirements

All Transportation Network Companies (TNCs) must enter into a contractual agreement with MSCAA for access and use of the Commercial Drive. To initiate this contract process, contact the Ground Transportation Department at (901) 922-8011 gt@flymemphis.com.

C. Other Commercial Operators

1. An Occasional User is a commercial Operator that conducts two (2) or less commercial operations per month. Occasional Users and Special Event Operators are not required to obtain a Permit or enter a contract; however, Operators must use the MSCAA Commercial drive and pay a fee per entry.
2. Occasional Users and Special Event Operators must: Contact Parking Management at (901) 922-8085 prior to arrival to prepay for use of the Commercial Drive, or
3. Report to the commercial services staging area to make payment before accessing the Commercial Drive. Parking Management personnel will be onsite to process payment. See additional information in the Special Event Coordination at the end of this Section.

D. Insurance and Indemnification

1. Operators must obtain and maintain at all times during the term of the Permit, at its sole cost and expense, insurance coverage that complies with the minimum insurance requirements set forth in Addendum D, except when operator is required to comply with substantially similar insurance requirements prescribed by state

law.

2. Failure to comply with insurance requirements will result in termination of the Operator's Permit or Contract.
3. MSCAA is not responsible for any act or omission of Operator or any of its officers, employees, agents, or contractors while on Airport property.

E. Fees

1. Operators must remit all required fees and charges to MSCAA as set forth in Addendum C.
2. MSCAA reserves the right to amend the fee schedule as deemed necessary. MSCAA will provide notice of amendments to the fee schedule thirty (30) calendar days prior to the effective date of such changes.
3. We reserve the right to establish additional or alternative fees in specific agreements at our sole discretion, and such fees will take precedence over any similar fees outlined in Addendum C.

F. Vehicle Access Control

1. Permitted Operators: Upon issuance of a Permit, Operators will be issued an access card for access to the Commercial Drive. A \$25 fee will be charged for each access card issued to an Operator. As access control technology evolves, Operators will be notified of new access requirements.
2. Contracted Operators: TNCs operate inside of a geofence; therefore, the TNC Mobile App must be activated upon entry onto Airport property. As access control technology evolves, Operators will be notified of new access requirements.

G. Vehicle Identification Inventory

1. Operators must submit current vehicle inventory, including all license plate numbers, company vehicle identification numbers, year, make, model, and color of the vehicles. Operators shall immediately notify MEM (via electronic mail at GT@flymemphis.com) with an updated inventory list of any changes to its fleet.
2. TNC Operators are not required to submit inventory lists of vehicles. TNC Operators are required to maintain an operable TNC Digital ID on each TNC driver's mobile device while operating a TNC Vehicle at MEM.

H. Vehicle Condition Requirements

1. Operators shall maintain its Vehicles in a clean condition and present a favorable appearance. There shall be no damage or missing parts to Vehicle's paint, glass, hubcaps, head and taillights, grilles, bumpers, and body trim.

2. Vehicles that have been damaged but remain drivable shall be given a two (2) week grace period, pending MSCAA approval, to perform needed repairs. After such time, the vehicle will be suspended until proper repairs are made.
3. The interior of Vehicles, including the trunk, shall be maintained in a condition free of grease, dirt, and trash. Passengers shall be able to use the vehicle's seats and trunk without soiling or damaging their clothing or luggage. Interior seat fabric must not be ripped. Adequate climate control must provide a reasonable level of Passenger comfort.
4. Vehicles must display the Operator's name/logo with a sign, wrap, or decal. Operator name/logo shall be in clear view on the side of the vehicle or on the dash.
5. All Vehicles are subject to visual inspection, at any time, by the Authority. Operator shall make the vehicle available for inspection immediately upon request. If a violation is noted during the inspection, the driver will be asked to cease activities at the airport until repairs are made and a reinspection of the vehicle is scheduled with the Authority.
6. The presence of any hazardous material on, under or about the vehicle resulting in any contamination of the Airport is strictly prohibited. Operator will promptly take all actions, at its sole cost and expense, as are necessary to remedy and remove any such hazardous materials, disabled vehicles and special wastes and any other environmental contamination as is necessary to protect the public health and the environment from actual or potential harm and to bring the contaminated area into compliance with all environmental requirements.

I. Driver Requirements

1. Due to safety and security demands, drivers of commercial vehicles are prohibited from leaving vehicles unattended, without the prior written approval of the MSCAA Manager of Ground Transportation, or their designee.
2. Drivers must be attired in either a company prescribed uniform or, at a minimum, suitable apparel including a shirt with a closeable collar and proper footwear. Operator identification should appear on the shirt or outer jacket of company uniforms. Drivers are not to wear t-shirts, tank tops, shorts, or cut-offs. Dress code is subject to change at MSCAA's discretion.
3. Drivers shall provide polite, friendly customer service and be knowledgeable of Memphis and the surrounding area.

J. Solicitation

1. Approaching or initiating a conversation with any person with the purpose of, while on Airport property, or seeking or trying to obtain passengers for a ground transportation service, is prohibited.

2. Except for taxicab concessions, all other Operators must have a pre-arranged trip to access the Commercial Drive. Operators must be prepared to confirm the pre-arranged trip upon request from MSCAA staff or their agents.

K. Meet and Greet

1. Drivers are permitted to hold signs (may not exceed 15" x 15" nor be less than 8" x 11" in size) within the immediate vicinity of their vehicle in order to provide wayfinding for the intended passenger(s). The sign may not exceed 15" x 15" nor be less than 8" x 11" in size and must be of professional quality. Computer generated signs are acceptable. These services must be conducted in such a manner that does not obstruct the normal flow of pedestrian traffic through MEM terminal.
2. Drivers must remain with their vehicles and are not permitted to help meet and greet passengers inside the MEM terminal, unless another employee remains with the vehicle at all times. See Item #4 for additional requirements.
3. Individuals conducting meet and greet services shall be prepared to provide information about the individual or group being met, including the passenger's name, flight number, and arrival time.
4. In order to conduct meet and greet services inside the terminal, the operator will need to coordinate this at a minimum of 72 hours in advance with the Terminal Operations Department via terminalops@flymemphis.com. Activities inside the terminal will require a facility access permit with the MSCAA and required insurance. If signs are to be placed in the baggage area to identify the location of transportation, it must be a standard poster board and can either be placed on an easel or within a signpost. Signs must be of professional quality and require prior written approval of the Director of Terminal Operations. Tables and chairs can be provided, if requested and approved.

L. Special Event/Large Commercial Activity Coordination

1. Coordinators of events requiring a single large pickup or multiple pickups using charter/coach buses or limo services shall contact the MEM Ground Transportation staff 30 to 45 days prior to the event to establish a plan of coordination at gt@flymemphis.com or (901) 922-8011.
2. Operators and organizations must be prepared to provide MSCAA with a copy of an agreement or letter, to the satisfaction of MSCAA, detailing services being provided to events, groups, or individuals. Operators and organizations found violating the meet and greet services guidelines will be required to discontinue their activities immediately, and Operators may be subject to suspension or revocation of their contractual operating privileges at MEM.

SECTION III - TRAFFIC MOVEMENT AND RESTRICTIONS

The Airport's terminal roadway consists of two levels with separate drive segments on each level. The entrance drive divides into the upper Departures and lower Arrivals roadways. The exiting traffic from both terminal levels is merged with vehicles from the parking facilities.

The orderly flow of traffic through the commercial drive is important to MSCAA and all Operators. It is mandatory to obey all rules of driving courtesy, speed, and safe operation. Drivers must use the lanes and areas assigned. During emergencies and special events, traffic may be directed contrary to this requirement.

Operators shall follow the posted speed limits on-airport property: 25 MPH on inbound and outbound lanes and 10 MPH on the commercial lane. Drivers of commercial vehicles must yield to pedestrians whether in a crosswalk or not. All drivers of commercial vehicles should be alert to traffic and pedestrian conditions and adjust their speed accordingly.

Commercial traffic staging and routing at MEM may be adjusted during active construction at MEM. As adjustments are made to traffic movement, all permitted and contracted commercial service providers will receive notification online at www.flymemphis.com/commercial-gt-services.

SECTION IV – PENALTIES OF NON-COMPLIANCE

Commercial Ground Transportation Operators are responsible for the conduct and actions of their drivers. Any violation of these Rules and Regulations will be considered a violation of the terms of the Permit or contract agreement between the Operator and MSCAA.

MSCAA's Manager of Ground Transportation or their designee may impose fines, suspension, or revocation upon Operators who, after due investigation, are found to have violated any of the Rules and Regulations contained herein.

Operators will receive notification from MSCAA Ground Transportation Department within 7 days of the offense with assessed penalties.

A. PROHIBITED ACTS

1. In addition to violation of State of TN traffic laws on Airport Property, fines and/or suspensions may be imposed for any of the prohibited acts, including, but not limited to the following:
 - a. Utilizing Vehicles not on the approved Inventory list;
 - b. Bypassing the authorized entry point(s);
 - c. Loading/unloading in inappropriate zones;
 - d. Unauthorized staging or waiting in Loading Zones;
 - e. Soliciting fares, stationing or waiting in Loading Zones;
 - f. Driver not with a vehicle;
 - g. Disobeying regulatory signs;
 - h. Refusal of fares, except under authorized conditions;
 - i. Unprofessional conduct;
 - j. Use of profane language;
 - k. Providing misleading information as to other Commercial Ground Transportation;
 - l. Failure to pay applicable fees;
 - m. Not having required permit(s) or contract, if applicable;
 - n. Failure to comply with MSCAA's representative's or agent's instructions;
 - o. Obstructing roadways;
 - p. Double parking;
 - q. Violation of meet/greet rules;
 - r. Continuing to conduct commercial services on Airport when privileges have been suspended;
 - s. Driving in an unsafe manner, including but not limited to speeding, backing vehicles on commercial drives, stopping in crosswalks to load or unload, and failing to yield to pedestrians; and
 - t. Failure to make proper vehicle repairs.

B. FINES/SUSPENSION

Failure to abide by the Rule and Regulations may lead to suspension, temporary discontinuance of Operator's privilege to operate on MEM airport property, or issuance of fines against the Operator. Unless otherwise stated in the individual operating permit or contract, MSCAA has established the following guidelines for fines:

First offense	\$ 25.00 fine and/or suspension
Second offense	\$ 50.00 fine and/or suspension
Third offense	\$100.00 fine and/or suspension

1. Fines must be paid within 30 days of notification; except if an appeal is received. Any unpaid fines could result in the Vehicle in question being denied access to the staging Areas entirely.
2. TNC Operators are required to immediately report to the MSCAA any TNC Driver operating at MEM with a TNC Digital ID that is not operating properly. Failure to comply may subject the TNC Operator to a \$500 fine plus the Authority's estimated lost revenue.
3. MSCAA may take any other administrative action that, in its sole discretion, deems appropriate for failure to comply, including but not limited to, suspension or permanent revocation of all ground transportation privileges.

C. REVOCATION

1. Revocation of an Operator's privilege to operate at MEM, may be imposed for any violation of these Rules and Regulations, including, but not limited to:
 - a. Failure to pay applicable fees or fines within 30 days of receiving notice from MSCAA;
 - b. Not having required permit(s), if applicable, within 30 days of receiving notice from MSCAA;
 - c. Non-current or no insurance certificate or unsatisfactory evidence of insurance coverage;
 - d. Charging customers unposted rates;
 - e. Conduct detrimental to the orderly operation of MEM;
 - f. Conducting illegal activities on MEM premises that result in a misdemeanor or a felony conviction; and
 - g. Driver conviction of a felony for activities off MEM premises.

D. APPEAL

An Operator or Driver may appeal a fine, suspension or revocation in writing to the Director of Terminal Operations within 7 days of notification of the violation and penalty. Appeals must be in writing and delivered in person or via mail: Memphis International Airport, Attn: Director of Terminal Operations, 2491 Winchester Road, Suite 113, Memphis, TN 38116.

The Director of Terminal Operations must schedule an appeal hearing within 30 days of receipt of the appeal notice. Hearings will take place at Memphis International Airport and will follow appropriate hearing protocols overseen by the MSCAA General Counsel. The results of an appeal hearing are final.

ADDENDUM A – DEFINITIONS

The following terms specifically apply to these Rules and Regulations. If there is a conflict between the definition of a term in this addendum and the Operator's agreement/permit, the term shall have the meaning set forth in this addendum.

Commercial Ground Transportation Service - The act of providing the carriage of persons or property to or from the MEM in a Commercial Vehicle. These services are typically provided in the following type vehicles: taxicabs, limousines, shuttles, charter buses, private/ courtesy vehicles, delivery vehicles, public transit buses, hotel/motel shuttle, parking shuttles, fixed base operator (FBO) shuttles, transportation network companies (TNCs) and occasional users.

Geo-fence – A virtual perimeter for TNC Operators. A TNC Operator shall at all times be able to demonstrate to Authority that it has installed Authority-approved Geo-Fence monitoring software that is triggered by or with the TNC Mobile App that allows Authority to track TNC Drivers upon entrance and travel within the Geo-Fence area of MEM.

Limousine/Shuttle - Commercial vehicle for hire operated pursuant to an agreement/permit with MSCAA, with unmetered rates predetermined on a point-to-point basis with adequate baggage storage space and operating on routes from MEM to specified points of destination on a prearranged basis.

Loading Zones - Designated spaces for the loading or unloading of passengers and property.

Staging Areas - Designated locations at MEM where authorized commercial vehicles may wait for eventual access to designated passenger loading zones.

Taxicab Concessionaire - The holder of a valid City of Memphis permit and an executed taxicab concession agreement/permit with MSCAA granting the right to make passenger pickups at a designated loading zone in chauffeur-driven passenger vehicles seating six (6) persons or less, including the driver, that are used for the general transportation of persons, not on a regular schedule, over the streets, on routes or destinations determined by the passenger.

TNC Driver – A person who is under contract with a TNC Operator to provide transportation services for hire, by use of such person's personal vehicle, to passengers connected to the TNC operator by pre-arrangement through the TNC's online-enabled application or digital platform. The term "driver" shall include TNC Drivers for purposes of these rules and regulations, unless specifically stated otherwise herein.

TNC Digital ID – A TNC-issued Digital ID available on a TNC Driver's mobile device, which shall allow the Authority to confirm the driver's identity by color photo, vehicle make, model, and color, license plate number, certificate of insurance, vehicle location on street map in real time, and the electronic equivalent of a waybill that meets criteria set forth in the permit issued by Authority to the TNC.

TNC Mobile App – The Authority-approved smart phone mobile application technology utilized by a TNC to conduct business operations at MEM

TNC Operator – A transportation network company (TNC) that uses an online-enabled platform to connect passengers with TNC drivers and an effective, executed commercial ground transportation agreement with MSCAA authorizing TNC drivers to make passenger pickups at designated loading zones. The terms “commercial ground transportation operator” and “operator,” as defined above, shall include TNC Vehicles for purposes of this Appendix A, unless specifically stated otherwise herein

TNC Vehicle – A passenger vehicle for hire that is a personal vehicle measuring less than 24 feet in length and 9 feet in width, having a seating capacity for up to seven (7) persons, inclusive of the TNC driver, and under the legal control of a TNC operator to provide prearranged transportation for hire to passengers connected to the TNC operator using the TNC’s online-enabled application or digital platform. The term “commercial vehicle,” as defined in Paragraph 1.2 of these Rules and Regulations, shall include TNC vehicles for purposes of this Appendix A, unless specifically stated otherwise herein

ADDENDUM B – PERMIT APPLICATION INSTRUCTIONS

The Commercial Drive Operating Permit Application can be found at: www.flymemphis.com/commercial-gt-services

Complete the application online and click SUBMIT when all required fields are filled, and documents have been attached.

The application must include the following:

1. Certificate of Public Necessity and Convenience, if required by the City of Memphis;
2. Certificate of Insurance (COI);
3. Certificate of Good Standing;
4. Vehicle Inventory List (due at the time of application and any subsequent renewal); and
5. Any other documents or information requested by MSCAA.

The application will be reviewed by the Ground Transportation Department for completeness and accuracy. If additional information is needed, a representative will reach out via email within three (3) business days.

Once the review is completed and the application is accepted, Operator will be directed to make the first payment, as necessary.

Upon receipt of initial payment, MSCAA will email the signed Perming for Company's electronic signature.

When all signatures have been received, the Operator will be notified that the Permit process is complete, and the Operator is free to begin operations.

ADDENDUM C – INSURANCE AND FEES

Fees shall be assessed based on the operator type and corresponding fee schedule set forth below. This fee schedule is subject to all terms and conditions of the Commercial Drive Permit and any other applicable fees and charges. All fees are due upon permit issuance and 10 days before the renewal. (additional fees for access control technology, may apply)

Operator Type	Fee Schedule	Insurance Requirements
Hotel/Motel Shuttle	A minimum annual guarantee based on \$3.00 multiplied by the number of rooms assigned to Operator’s property.	CGL \$1M per occurrence, \$2M GA; Auto \$1M CSL; SWC: \$500k EL; \$5M U/XSL
Limo/Shuttle	A minimum monthly guaranteed fee of \$125 is due prior to the Operator commencing operations. Either the monthly fee or six percent (6%) of the Operator’s monthly gross revenue, whichever is greater but not to exceed \$500, is due on or before the first day of each month. A \$250 security deposit is due at the time the Permit issued. Monthly reports are due by the 5 th business day of the following month to GT@flymemphis.com	CGL \$1M per occurrence, \$2M general aggregate; Auto \$1M CSL; SWC; \$500k EL; \$1M U/XSL (less than 16 passengers) or \$5M (16 or more passengers)
Off-Airport Parking	Ten percent (10%) of the gross revenue generated from the parking of vehicles for people using the Airport from its off-airport vehicle parking operation.	CGL \$1M per occurrence, \$2M GA; Auto \$1M combined single limit; SWC; \$500k EL; \$1M U/XSL
Bus – Coach/Charter	An access fee of \$10 for each entrance to MEM’s Commercial Drive is due monthly and is based on the number of times the bus accesses the Commercial Drive. An invoice will be submitted to the Operator monthly.	CGL \$1M per occurrence, \$2M GA; Auto \$1M CSL; SWC; \$500k EL; \$5M U/XSL
Taxicab	Two Hundred Dollars (\$200) per year for each annual Airport Taxicab Permit. Each operator is allowed up to 15 taxicabs on its permit. In addition, two dollars (\$2.00) per trip is due per taxicab prior to entering the commercial drive to load passengers.	Auto \$1.5M CSL; SWC; \$500k EL
Occasional User/ Courtesy Vehicle	A fee of \$20 for vehicles less than 25 feet in length or \$40 for vehicles 25 feet or greater in length.	Not Applicable
TNCs	Setup fee = \$10,000. An annual fee of \$2,000 is due prior to the start of operations. The annual fee is due on or before January 1st each year thereafter. A \$2.00/trip is due on or before the 15th day of each month and is based on the previous month’s activity of TNC Vehicles as tracked by TNC Operator utilizing the Authority’s geofence.	CGL \$1M per occurrence, \$2M GA; Auto \$1M CSL; SWC: \$500k EL; \$5M U/XSL

Insurance abbreviations:

CGL - Commercial General Liability GA - General Aggregate
 CSL - Combined Single Limit SWC – Statutory Workers Comp
 EL - Employers Liability U/XSL - Umbrella / Excess Liability

Insurance

Operator shall furnish MSCAA with a certificate of insurance evidencing the required coverage prior to the commencement of operations at the Airport. Operator agrees to submit an insurance certificate(s) such that MSCAA has a certificate evidencing current required coverage at all times. The certificates must be signed by a person authorized by the insurer(s) to bind coverage on their behalf. If required, copies of endorsements providing coverage for additional insureds, permitting waiver of subrogation, and earlier notice of cancellation shall also be provided to MSCAA. **Description of Operations section must include the following verbiage: Memphis-Shelby County Airport Authority its Commissioners, officers, directors, employees and agents as Additional Insured for all liability coverages.**

Renewal certificates are to be provided to MSCAA or MSCAA's agent before the required insurance policies expire. MSCAA's acceptance of certificates of insurance shall not limit or relieve Operator of its duties under this Agreement. Valid insurance certificate and policy endorsement shall be submitted to the MSCAA's third-party certificate of insurance management firm:

EXIGIS LLC
C/O Memphis-Shelby County Airport Authority
P.O. Box 947
Murrieta, CA, 92564

Should Operator receive written notice prior to the cancellation, termination, revocation of or any adverse material change to any insurance required herein, the Operator shall immediately provide notice of same to MSCAA. If any of the insurance is cancelled, Operator shall cease operations until proof of such insurance can be provided. Operator's failure to provide and/or maintain the required insurance coverage throughout the term of this Agreement shall constitute a breach of this Agreement and shall be grounds for immediate cancellation of its permit (or for TNCs – contract) by MSCAA.

Fees

If any fees are not received by the due date, Operator shall be liable for a monthly late charge equal to five percent (5%) of the total unpaid balance subject to late charges or \$15.00, whichever is greater. Prior unpaid late charges will be included in the total unpaid balance for the purpose of calculating subsequent monthly late charges. The late charges are due one month from the date late charges are calculated. It is understood and agreed that the late charge is not a waiver of any other rights the Authority has in this Agreement.

In the event payment of fees should become delinquent for a period of thirty (30) days or more, the Authority shall have the right to deny Operator access to the commercial drive without notice until such time as the delinquent fees is paid in full. Any costs that are incurred by the Authority for attorney fees or collection agency fees will be reimbursed to the Authority by Operator for the collection of delinquent fees.