

GREATER ORLANDO AVIATION AUTHORITY

**GROUND TRANSPORTATION
RULES AND REGULATIONS
FOR
ORLANDO INTERNATIONAL AIRPORT**

ADOPTED JUNE 18, 1986

AS AMENDED ON:

OCTOBER 1, 1998, DECEMBER 10, 1998, OCTOBER 19, 1999, OCTOBER 1, 2002,
NOVEMBER 1, 2003, JANUARY 3, 2006, JUNE 22, 2006, OCTOBER 1, 2006,
MARCH 19, 2008, OCTOBER 15, 2008, APRIL 1, 2010, JULY 20, 2011,
AUGUST 21, 2013, AUGUST 20, 2014, DECEMBER 10, 2014, FEBRUARY 1, 2015,
MAY 18, 2016, SEPTEMBER 21, 2016, JULY 1, 2017, MAY 16, 2018, JUNE 19, 2019,
FEBRUARY 19, 2020, JULY 21, 2021, SEPTEMBER 21, 2022, SEPTEMBER 27, 2023
AND DECEMBER 11, 2024

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SECTION 1
INTRODUCTION AND GENERAL PROVISION

1.1 **Objective.** The objective of these Rules and Regulations is to promote high quality and reasonably priced ground transportation services consistent with public safety and convenience, to ensure the efficient movement of Passengers to and from the Airport, to foster respectful competition among providers of ground transportation services, and to develop revenues for support of the Airport.

1.2 **Adoption of Rules and Regulations Shall Not Constitute Grant of Rights.** The adoption of these Rules and Regulations is not intended to, and shall not be construed to grant any property right or expectation to any person whomsoever. The Authority expressly reserves the right to amend these Rules and Regulations at any time and in any respect, as well as the right to amend concession agreements entered into by the Authority and its concessionaires. Additionally, the Authority reserves the right to limit or restrict access to any area of the Airport without the issuance of prior notice, for reasons including, but not limited to, safety and security of the general public, construction or renovation work at the Airport, or acts of God. Any person who determines to invest time or financial resources in ground transportation operations at the Airport does so with full knowledge of the foregoing provisions, and shall have no right or standing to make any claim whatsoever against the Authority by reason of any subsequent amendment to these Rules and Regulations, any amendment to a concession agreement or any limitation or restriction of access to the Airport as aforesaid.

1.3 **Severability.** Any and all provisions, and any and all portions of provisions, of these Rules and Regulations are severable from all other provisions or portions of provisions of these Rules and Regulations. If any one or more provisions or portions of provisions of these Rules and Regulations are declared invalid, unconstitutional or unenforceable by applicable federal, state and local laws, the valid judgment or decree of a court of competent jurisdiction, such invalidity, unconstitutionality or unenforceability shall not affect any of the remaining provisions or portions of provisions of these Rules and Regulations. Such federal, state and local laws shall supersede the relevant provisions or portions of provisions of these Rules and Regulations.

1.4 **Discretion.** Whenever any provision of these Rules and Regulations provides that certain action may be taken only with the consent or approval of the Authority Chief Executive Officer or a specific Authority representative, or if a determination or judgment is to be made by the Authority Chief Executive Officer or a specific Authority representative, such consent or approval may be granted or withheld, or such determination or judgment shall be made, in the sole and absolute discretion of the Authority Chief Executive Officer or a specific Authority representative.

1.5 **Observation of All Laws.** Operators, Permit Holders, Concessionaires, Drivers and Affiliates shall at all times comply with the provisions of these Rules and Regulations, all other rules, regulations and policies of the Authority, Chapter 55 of the City Code, and all other applicable federal, state and local laws, rules, regulations and ordinances including, but not limited to, the United States Department of Transportation Federal Motor Carrier Safety Administration and Florida Department of Transportation registration, and must comply with 49 CFR Section 27 (non-discrimination on the basis of disability) and 49 CFR Section 27.71 (a). The Authority may conduct or contract with a third party to conduct investigative actions or Commercial Vehicle inspections on Airport property to ascertain compliance with these Rules and Regulations, all other rules, regulations, and policies of the Authority, Chapter 55 of the City Code, and all other applicable federal, state, and local laws, rules, regulations and ordinances.

1.6 **General Civil Rights for Contracts, Leases, and Other Airport Agreements.** The Operator assures that it will comply with pertinent statutes, Executive Orders and such rules as are promulgated to assure that no person shall, on the grounds of race, creed, color, national origin, sex, age or handicap be excluded from participating in any activity conducted with or benefitting from Federal assistance. This Provision obligates the Operator or its transferee for the period during which Federal assistance is extended to the airport program, except where Federal assistance is to provide, or is in the form of personal property or real property or interest therein or structures or improvements thereon. In these cases, the Provision obligates the Operator for the longer of the following periods:
(a) the period during which the property is used by the Authority or any transferee for a purpose for which Federal assistance is extended, or for another purpose involving the provision of similar services or benefits; or (b) the period during which the Authority or any transferee retains ownership or possession of the property. In the case of contractors, this Provision binds the contractors from the bid solicitation period through the completion of the contract.

SECTION 2 DEFINITIONS

- 2.1 **Active Loading.** The term “Active Loading” means engaging in boarding Passengers and/or Luggage into a Commercial Vehicle at the Airport.
- 2.2 **Active Unloading.** The term “Active Unloading” means engaging in disembarking of Passengers and/or Luggage from a Commercial Vehicle at the Airport.
- 2.3 **Affiliate.** The term “Affiliate” means all persons who, individually, collectively or in any combination, as an owner, partner, shareholder, officer, employee, driver, independent contractor, individual, agent, any person directly or indirectly controlling or controlled by, or under direct or indirect common control with such specified person, or acting pursuant to contractual terms and conditions to jointly or individually provide commercial GT Operations at the Airport.
- 2.4 **Airport.** The term “Airport” means the approximate 14,675 acres of property designated by the City of Orlando as the Orlando International Airport, including all roadways, terminals, facilities, and parking areas.
- 2.5 **Airport Employee.** The term “Airport Employee” means an individual employed or contracted to work at the Airport . For the purposes of these Rules and Regulations, the company employing an Airport Employee at the Airport is a Permit Holder.
- 2.6 **Airport Gross Receipts.** The term “Airport Gross Receipts,” when used with respect to Off-Airport Rental Vehicle Operators, shall have the meaning set forth in Section 11.1, when used with respect to Off-Airport Parking Operators, shall have the meaning set forth in Section 12.1.
- 2.7 **Arrivals Curb.** The term “Arrivals Curb” means the roadway curb adjacent to the Arrivals Level.
- 2.8 **Arrivals Level.** The term “Arrivals Level” means the space inside Terminals A, B and C where Baggage Claim (excluding the Baggage Claim in Terminals A and B located on the Ground Transportation Level) is located .
- 2.9 **Authority.** The term “Authority” means the Greater Orlando Aviation Authority, a political subdivision of the State of Florida and an agency of the City of Orlando, Florida.
- 2.10 **Authorized Representative.** The term “Authorized Representative” means an owner, partner, officer, manager or designated company representative for the Permit Holder or Concessionaire as listed on the Permit Application on file with the Authority.
- 2.11 **B52 Park.** The term “B52” Park means the public park north of and adjacent to the North Park Place Economy Satellite Lot.
- 2.12 **Baggage Claim.** The term “Baggage Claim” means the baggage claim areas located on the Arrivals Levels, and for Terminals A and B only, the Ground Transportation Level including, but not limited to doorways, exterior curbs, elevator and escalator landings, and tenant office space.
- 2.13 **Baggage Claim Meet and Greet Area.** The term “Baggage Claim Meet and Greet Area” means those areas located on the Arrivals Levels and Ground Transportation Levels of Terminals A and B as indicated on the map attached hereto as Exhibits “A-1, A-2” and “A-3” (as such locations may be changed from time to time by the Chief of Operations).
- 2.14 **Cell Phone Lots.** The term “Cell Phone Lots” means the parking areas reserved for persons in Non-Commercial Vehicles waiting to pick up arriving Passengers.
- 2.15 **Chief Executive Officer.** The term “Chief Executive Officer” means the Chief Executive Officer of the Authority, or his or her designee.

- 2.16 **Chief of Operations.** The term “Chief of Operations” means the Chief of Operations of the Authority, or his or her designee.
- 2.17 **City.** The term “City” means the City of Orlando, Florida.
- 2.18 **Class I Vehicle.** The term “Class I Vehicle” means a Commercial Vehicle that has a length of twenty-three (23) feet or less, including any trailers or attachments.
- 2.19 **Class II Vehicle.** The term “Class II Vehicle” means a Commercial Vehicle that does not qualify as a Class I Vehicle, and that has a length of thirty (30) feet or less, including any trailers or attachments.
- 2.20 **Class III Vehicle.** The term “Class III Vehicle” means any Commercial Vehicle that does not qualify as a Class I or Class II Vehicle.
- 2.21 **Commercial Lane.** The term “Commercial Lane” means, collectively and singularly, the Ground Transportation Roadways located on Level 1 of the Airport adjacent to Terminals A, B, and C – on the map attached hereto as Exhibit “D-1” and “D-2”.
- 2.22 **Commercial Vehicle and Vehicle.** The terms “Commercial Vehicle” and “Vehicle” mean any vehicle on Airport property, for the purpose of transporting the Vehicle, or Passengers, for compensation regardless of whether the compensation for such service is paid for directly or indirectly by the Passengers being transported, excluding those operated by a governmental entity or pursuant to contracts with the Authority where such Vehicle is fulfilling a contractual obligation owed to the Authority. The ownership of the Vehicle does not affect the classification of the Vehicle as “Commercial.”
- 2.23 **Congestion Fee.** The term “Congestion Fee” means the fee of \$1.20 imposed for a Vehicle accessing the Arrivals Curb to pick up Passengers, which fee may be changed from time to time.
- 2.24 **CVPA.** The term “CVPA” (Commercial Vehicle Parking Area) means, collectively and singularly, the parking areas adjacent to the Commercial Lanes for Terminals A and B, and any other area of Airport property (other than the Holding Areas) designated by the Chief of Operations, where Drivers are authorized to park and leave Commercial Vehicles unattended while engaging in performance of Meet and Greets – on map attached hereto as Exhibit “D-1.”
- 2.25 **Concessionaire.** The term “Concessionaire” means a Person or Operator that has entered into a valid, written concession agreement with the Authority by way of a competitive proposal process, pursuant to which, in part, the Operator agrees to pay the Authority a portion of its revenues to include revenue in exchange for certain privileges at the Airport and in the Terminal.
- 2.26 **Courtesy Vehicle.** The term “Courtesy Vehicle” means any Commercial Vehicle engaged in transporting Passengers between the Airport and any Facility of a Permit Holder without any direct charge to the Passengers.
- 2.27 **Cruise Line Operator.** The term “Cruise Line Operator” means a Permit Holder who provides Meet and Greet and ground transportation service to its cruise ship Passengers. The Meet and Greet service must be performed in accordance with these Rules and Regulations. If a Cruise Line Operator uses a Transportation Concessionaire to transport its guests from the Airport, all compensation payable by the Cruise Line Operator to the Transportation Concessionaire shall be included in the Transportation Concessionaire’s Airport Gross Receipts. For the purpose of these Rules and Regulations, a Cruise Line Operator is not required to own or lease the Vehicles used in providing the transportation, so long as the Vehicles being used are owned or leased by a Person who holds a Permit with the Authority.
- 2.28 **Cruise Transfer Operator.** The term “Cruise Transfer Operator” means a Permit Holder who provides Meet and Greet and ground transportation service to cruise ship Passengers. The Meet and Greet service must be performed in accordance with these Rules and Regulations. If a Cruise Transfer Operator uses a Transportation Concessionaire to transport its guests from the Airport, all compensation payable by the Cruise Transfer Operator to the Transportation Concessionaire shall be included in the Transportation Concessionaire’s Airport Gross Receipts.

For the purpose of these Rules and Regulations, a Cruise Transfer Operator is not required to own or lease the Vehicles used in providing the transportation, so long as the Vehicles being used are owned or leased by a Person who holds a Permit with the Authority.

2.29 **Departures Curb.** The term “Departures Curb” means the roadway curb adjacent to the Departures Level.

2.30 **Departures Level.** The term “Departures Level” means the space inside Terminals A, B and C where the airline ticket counters are located.

2.31 **Destination Management.** The term “Destination Management” means the business of the design and implementation of events, activities, tours, transportation and program logistics for groups and conventions.

2.32 **Destination Management Company.** The term “Destination Management Company” (“DMC”) means a Person whose main business is provision of Destination Management services. Destination Management Companies must hold a valid Florida Seller of Travel License or meet the required exemption qualifications. If a Destination Management Company uses a Transportation Concessionaire to transport its guests from the Airport, all compensation payable by the Destination Management Company to the Transportation Concessionaire shall be included in the Transportation Concessionaire’s Airport Gross Receipts. For the purpose of these Rules and Regulations, a Destination Management Company is not required to own or lease the Vehicles used in providing the transportation, so long as the Vehicles being used are owned or leased by a Person who holds a Permit with the Authority.

2.33 **Digital Network.** The term ‘Digital Network’ means any online-enabled technology application service, website, or system offered or used by a TNC which enables the prearrangement of rides with TNC Drivers.

2.34 **Driver.** The term “Driver” means an individual who operates a Commercial Vehicle.

2.35 **Drop Fee.** The Taxicab meter rate for the initial metered increment of time or distance as set by the City of Orlando.

2.36 **Dwell Time Fees.** The term “Dwell Time Fees” means fees, inclusive of any applicable Florida sales tax, charged for the use of Level 1 that are assessed as provided in Section 8 of these Rules and Regulations on the basis of the amount of time a Commercial Vehicle spends on Commercial Lane.

2.37 **Economy Satellite Lots.** The Term “Economy Satellite Lots” means the revenue generating public parking lots located on Airport Property but remote from the Terminals A, B, and C that are operated by the Authority either directly or through a contractor (individually referred to as North Park Place, South Park Place and West Park Place).

2.38 **Electronic Control Devices.** The term “Electronic Control Devices” means various technological items used to record Commercial Vehicle movements, attached to each Vehicle of a Permit Holder that records Vehicle activity pertaining to the entry and exit to the Commercial Lanes and GT Concourses including but not limited to transponders.

2.39 **Express Pick-Up.** The term “Express Pick-Up means, collectively and singularly, the roadways located on Level 1 of the Airport under Terminals A, B, and C, including, but not limited to, doorways, exterior curbs, elevator and escalator landings, and tenant office space.

2.409 **Facility.** The term “Facility” means any location that a Permit Holder or Operator owns, leases, subleases or otherwise has the right to occupy real property or has or keeps personal property or from which that Permit Holder, Operator, or Affiliate conducts its GT Operations, on either a permanent or temporary basis.

2.41 **Fiscal Year.** The term “Fiscal Year” means the Authority’s fiscal year which runs from October 1 to September 30.

2.42 **Floating Decal.** A Permit Decal that is assigned to a Permit Holder but not any particular Vehicle.

2.43 **Gross Receipts.** The term “Gross Receipts,” when used with respect to Off-Airport Rental Vehicle Operators, shall have the meaning set forth in Section 11.2, when used with respect to Off-Airport Parking Operators, shall have the meaning set forth in Section 12.2, and when used with respect to Resort Transfer Operators shall have the meaning set forth in Section 13.1,

2.44 **Ground Transportation Agent.** The term “Ground Transportation Agent” means a Person empowered by the Authority to supervise and control ground transportation operations (“GT Operations”), to enforce or aid in the enforcement of these Rules and Regulations, or to assist the traveling public in utilizing ground transportation services. The term “Ground Transportation Agent” shall include law enforcement officers and private investigators hired or utilized by the Authority.

2.45 **Ground Transportation Level.** The term “Ground Transportation Level” means the space inside the Terminals where ground transportation services are available adjacent to Level 1.

2.46 **Group.** The term “Group” means at least thirty (30) Passengers or more, who are bound together by a common event, such as a business conference, training seminar, cruise, trade organization, special event, school trip, or church group and who have pre-arranged ground transportation from the Airport prior to their arrival.

2.47 **GT Concourse.** The term “GT Concourse” means, collectively and singularly, the roadways located on Level 1 of the Airport under Terminals A, B and C, including, but not limited to, doorways, exterior curbs, elevator and escalator landings, and tenant office space.

2.48 **GT Operations.** The term “GT Operations” means engaging in a business that provides ground transportation to Passengers for compensation, which may be arranged by any means, including but not limited to a Mobile Internet Application or an internet site (other than the conduct of such operations by a Person that is not a Concessionaire but that conducts such operations pursuant to a contract with the Authority). GT Operations include but are not limited to engaging in actions such as a Vehicle-for-Hire, Starter, Courtesy Vehicle Operator, Cruise Line Operator, Cruise Transfer Operator, Destination Management Company, Resort Transfer Operator, Resort Transportation Service Operator, Transportation Aggregator, and Tour Operator, Off-Airport Rental Vehicle Operator, Off-Airport Parking Operator, P2P Operator, TNC, or performing Passenger Meet and Greets.

2.49 **GTC.** The term “GTC” means the Ground Transportation Committee of the Authority.

2.50 **Holding Areas.** The term “Holding Areas” means the parking areas accessible to Commercial Vehicles at the South Park Place Satellite Lot as indicated on the map attached hereto as Exhibit “B,” or any other area designated by the Chief of Operations.

2.51 **Inactive Permit Holder.** The term “Inactive Permit Holder” means a Permit Holder that did not renew its Permit with the Authority on or before the end of a Permit term.

2.52 **Level 1.** The term “Level 1 Ground Transportation Curb” means the ground level roadways identified as the Commercial Lanes, CVPAs and GT Concourses in the Terminals.

2.53 **Loading Zone.** The term “Loading Zone” means a parking space or a group of parking spaces located in a Commercial Lane or at the GT Concourse, designated as an area for parking, loading or unloading Commercial Vehicles by certain Permit Holders, and a class of Permit Holders engaging in certain types of GT Operations, Authority vehicles or certain other vehicles..

2.54 **Luggage.** The term “Luggage” means a Passenger’s items, including but not limited to, carry-on luggage, suitcases, duffel bags, boxes, sporting equipment, pets, or any other item belonging to or in the possession of a Passenger.

2.55 **Meet and Greet.** The term “Meet and Greet” means the act of meeting a Passenger whose transportation has been pre-arranged prior to the initial meeting of the Passenger and Driver or other Affiliate on Airport property.

2.56 **Mobile Internet Applications.** The term “Mobile Internet Applications” or “apps” means a software application developed for use on small mobile wireless computing devices such as smartphones or any other electronic device.

2.57 **Non-Airport Customer.** The term “Non-Airport Customer” means an Operator’s customer who has not traveled through the Airport in connection with the ground transportation services they have received from the Operator.

2.58 **Non-Commercial Vehicle.** The term “Non-Commercial Vehicle” means a vehicle that is not engaged in GT Operations at any time while at the Airport.

2.59 **Non-Concessionaire Operator.** The term “Non-Concessionaire Operator” means an Operator that is a Permit Holder, but is not a Concessionaire.

2.60 **North Terminal Complex.** The term “North Terminal Complex” or “NTC” means, collectively, the landside Terminal building and the airside Terminal buildings, including Terminals A and B, at the Airport located at One Jeff Fuqua Boulevard, Orlando, FL 32827.

2.61 **NOV.** The term “NOV” means a Notice of Violation prepared by a Ground Transportation Agent at or around the time of any incident that the Ground Transportation Agent believes constitutes a violation of these Rules and Regulations. An NOV may also be based upon evidence provided from an entity contracted with the Authority to electronically record GT activities at the Airport or date and time stamped photos from third parties that the Ground Transportation Agent reasonably believes to be reliable. The form shall set forth, at a minimum, the name of the Person involved (if known,) the name of the Permit Holder(s) or company involved (if known) and the nature of the alleged violation.

2.62 **Off-Airport Parking Operator.** The term “Off-Airport Parking Operator” means a Person other than the Authority that is engaged in the business of operating one or more Parking Facilities providing parking services to Passengers and is required to be a Parking Permit Holder.

2.63 **Off-Airport Rental Vehicle Operator.** The term “Off-Airport Rental Vehicle Operator” means a Person engaged in the business of renting or leasing Vehicles to Passengers that is not a Concessionaire.

2.64 **Operator.** The term “Operator” means any Person that engages in GT Operations.

2.65 **Operating Agreement.** The term “Operating Agreement” means an agreement between the Authority and an Operator governing the Operator’s GT Operations at the Airport. An Operating Agreement will allow the Operator to conduct GT Operations without obtaining a Permit. TNCs and P2Ps may have Operating Agreements with the Authority. The Authority may enter into an Operating Agreement with Persons engaged in GT Operations who do not clearly fit into a Permit category of the GTR&R.

2.66 **Out-of-Town Shuttle Operator.** The term “Out-of-Town Shuttle Operator” means an Operator that is an Out-of-Town Shuttle Permit Holder that provides ground transportation services to Passengers traveling to outlying Service Zones (as displayed on the map attached hereto as Exhibits “E” and “F”) and in accordance with the provisions of these Rules and Regulations and their Permit Application.

2.67 **Out-of-Town Shuttle Service Center.** The term “Out-of-Town Shuttle Service Center” means a commercial Facility which serves as a primary point of service in a Service Zone for Passengers being transported to the Airport by an Out-of-Town Shuttle Operator, pursuant to Section 7.7.

2.68 **Parking Facility.** The term “Parking Facility” means a parking lot not operated by the Authority that is a Facility operated by an Off-Airport Parking Operator who operates a commercial parking business.

2.69 **Parking Garages.** The term “Parking Garages” means the public parking garages located immediately adjacent to and atop the Terminals A, B, and C (individually referred to as the A-Side Parking Garage, the B-Side Parking Garage, the North Terminal Top Parking Garage, Hyatt Valet, and Terminal A and B Curbside Valet and Parking Garage C, located next to the Train Station).

- 2.70 **Passenger.** The term “Passenger” means the individual, customer, client, guest, or family member being transported to, across, or from the Airport.
- 2.71 **Peer-to-Peer Vehicle Sharing Program.** The term “Peer-to-Peer Vehicle Sharing Program” shall have the same meaning as “peer-to-peer car sharing program” in Section 627.7483(1), Florida Statutes.
- 2.72 **Peer-to-Peer Operator.** The term “Peer-to-Peer” or “P2P” Operator means an entity which operates a Peer-to-Peer Vehicle Sharing Program. whose business, in whole or in part, advertises, makes reservations, contracts with Persons seeking to rent Vehicles with Persons making Vehicles available for rent, such as Vehicle owners or lessees, collects revenues or provides ancillary services normally provided by rental Vehicle companies, through a Mobile Internet Application or internet site, to connect Passengers seeking to rent and receive delivery of Vehicles on the Airport, with Vehicles that are available for Airport delivery and drop-off by Vehicle providers for compensation. All third-party providers of Vehicles for P2P Operators are not the P2P Operator, but are Affiliates of the P2P Operator.
- 2.73 **Per Trip Fee.** The term “Per Trip Fee” means the fee charged by the Authority for a Trip by a TNC, which fee will be the same specified in the Authority’s Ground Transportation Rules and Regulations for a taxicab. The fee is subject to change from time to time, within the Authority’s sole discretion. The fee is subject to change from time to time, within the Aviation Authority’s sole discretion.
- 2.74 **Permit.** The term “Permit” means authorization by the Authority to conduct GT Operations at the Airport in accordance with these Rules and Regulations.
- 2.75 **Permit Application.** The term “Permit Application” means Authority forms completed by an Operator or Permit Holder pursuant to the process of obtaining a Permit to conduct GT Operations at the Airport.
- 2.76 **Permit Decal.** The term “Permit Decal” means a sticker issued by the Authority to a Permit Holder indicating that a Commercial Vehicle is part of a Permit Holder’s fleet authorized to conduct GT Operations at the Airport.
- 2.77 **Permit Holder.** The term “Permit Holder” means an Operator to whom the Authority has issued a Permit, including, but not limited to, the company owner, officer, director, shareholder, partner, or Driver.
- 2.78 **Person.** The term “Person” means any individual or any corporation, partnership, joint venture, or other legal or business entity.
- 2.79 **Privilege Fee.** The term “Privilege Fee” means a fee, inclusive of any applicable Florida sales tax, charged for the privilege of directly or indirectly accessing and using Airport property, garages, or roadways for commercial gain that is assessed as provided in Section 8 of these Rules and Regulations or as provided in a Concessionaire’s written agreement with the Authority.
- 2.80 **Renewal Permit Holder.** The term “Renewal Permit Holder” means an active Permit Holder who has obtained a Permit for a new succeeding Permit term.
- 2.81 **Rental Vehicle Operator.** The term “Rental Vehicle Operator” means a Person that is engaged in the business of operating a rental Vehicle facility at the Airport as a Concessionaire, and for the purpose of these Rules and Regulations, is a Permit Holder.
- 2.82 **Resort.** The term “Resort” means a business providing vacation elements of accommodation and recreation facilities, which include theme parks, with a self-contained commercial establishment which attempts to provide for most of a vacationer’s wants while remaining on the premises, such as food, drink, lodging, sports, entertainment and shopping.
- 2.83 **Resort Transfer Operator.** The term “Resort Transfer Operator” (“RTO”) means a Person providing transportation for Passengers to a resort hotel(s), with the express permission of the Resort. The Passenger

transportation must be performed in accordance with these Rules and Regulations and may only be provided to prearranged Passengers. If a Resort Transfer Operator uses a Transportation Concessionaire to transport its guests from the Airport, all compensation payable by the Resort Transfer Operator to the Transportation Concessionaire shall be included in the Transportation Concessionaire's Airport Gross Receipts. For the purpose of these Rules and Regulations, a Resort Transfer Operator is not required to own or lease the Vehicles used in providing the transportation, so long as the Vehicles being used are owned or leased by a Person who holds a Permit with the Authority.

2.84 **Resort Transportation Service Operator.** The term "Resort Transportation Service Operator" ("RTSO") means a Resort providing transportation for Passengers to its resort hotel(s). The Passenger transportation must be performed in accordance with these Rules and Regulations and may only be provided to prearranged Passengers. If a Resort Transportation Service Operator uses a Transportation Concessionaire to transport its guests from the Airport, all compensation payable by the Resort Transportation Service Operator to the Transportation Concessionaire shall be included in the Transportation Concessionaire's Airport Gross Receipts. If A Resort Transportation Service Operator does not use a Transportation Concessionaire to transport its guests from the Airport, it must use a permitted Resort Transfer Operator and all compensation payable by the Resort Transportation Service Operator to the Resort Transfer Operator shall be included in the Resort Transfer Operator's Gross Receipts. For the purpose of these Rules and Regulations, a Resort Transportation Service Operator is not required to own or lease the Vehicles used in providing the transportation, so long as the Vehicles being used are owned or leased by a Person who holds a Permit with the Authority.

2.85 **Rules and Regulations.** The term "Rules and Regulations" or "GTR&R" means these Ground Transportation Rules and Regulations for Orlando International Airport, adopted June 18, 1986, by the Authority, as amended.

2.86 **Schedule on File.** The term "Schedule on File" means the schedule provided by an Out-of-Town Shuttle Permit Holder indicating the number and frequency of daily Trips to and from the Airport, to include arrival and departure times.

2.87 **Security Deposit.** The term "Security Deposit" means the form and/or amount of security required of the Permit.

2.88 **Service Counter.** The term "Service Counter" means the Authority authorized areas, including self- service kiosks, identified on the contractual agreement or Space Use Agreement with the Authority where a Transportation Concessionaire, Rental Vehicle Operator, Cruise Line Operator, Cruise Transfer Operator, Resort Transfer Operator, Resort Transportation Service Operator, or Tour Operator conducts GT Operations or provides their services to Passengers. Service Counters for GT Operators authorized to receive Service Counters are limited to GT Operators who receive in excess of 90,000 Passengers per year on flights arriving at the Airport, to the extent Service Counters are available. For operational efficiency purposes, the Chief Executive Officer may allow other entities to lease Service Counters when he or she deems necessary, within his/her sole discretion.

2.89 **Service Receipt.** The term "Service Receipt" means a written, accurate, and verifiable record of transportation services by a Permit Holder provided to a Passenger.

2.90 **Service Zone.** The term "Service Zone" means the transportation service areas in which an Out-of-Town Shuttle Permit Holder is authorized to operate, specified by the Authority, as provided in Exhibits "E" and "F".

2.91 **Solicitation.** The term "Solicitation" means actions by a Driver, Affiliate, or any other Person on Airport property which constitutes advertising, offering, arranging, agreeing to, or transporting of Passengers, in violation of Section 5.

2.92 **South Terminal Complex.** The term "South Terminal Complex" or "STC" means, collectively, the landside and airside portions of the Terminal C building, at the Airport located at 10200 Jeff Fuqua Boulevard, Orlando, FL 32827, and the Train Station.

- 2.93 **Space Use Agreement.** The term “Space Use Agreement” means the written contract between the Authority and a Person which provides designated use of space at the Airport for a contractual time period.
- 2.94 **Starter Agreement.** The term “Starter Agreement” means a written agreement among Taxicab Operators setting forth matters as provided in Section 7.
- 2.95 **Starter Costs.** The term “Starter Costs” means the actual monthly costs incurred by the Person(s) employing Taxicab Starters or, if less, any monthly amounts set forth in a Starter Agreement as the maximum monthly reimbursable Taxicab Starter Costs.
- 2.96 **Starter Fees.** The term “Starter Fees” means, with respect to each Taxicab Operator, a monthly starter cost charge proportionately divided amongst Taxicab Operators based on their actual percentage of monthly outbound Taxicab trips, the numerator of which is the number of outbound Taxicab trips made by such Taxicab Operator during such month and the denominator of which is the number of outbound Taxicab trips made by all Taxicab Operators during such month.
- 2.97 **Starter.** The term “Starter” means an Affiliate of a Transportation Concessionaire, Taxicab Operator, or Courtesy Vehicle Operator who facilitates GT Operations by meeting or arranging transportation for arriving Passengers in accordance with these Rules and Regulations. For the purpose of Taxicab Operators, a Taxicab Starter means the individual employed by one or more of the Taxicab Operators who facilitates Taxicab transportation for arriving Passengers and ensures the accurate and orderly, non-preferential loading and departure of Taxicabs from the Taxicab Loading Zones.
- 2.98 **Statement of Receipts.** The term “Statement of Receipts” means a statement prepared by a Permit Holder setting forth that Permit Holder’s Gross Receipts and Airport Gross Receipts for a calendar month. The Statement of Receipts shall be in the form required by the Chief of Operations and shall set forth information demonstrating to the satisfaction of the Chief of Operations that the Permit Holder’s Airport Gross Receipts during a particular month represents all of its Gross Receipts.
- 2.99 **Suspension.** The term “Suspension” means the prohibition of entering Airport property for the purpose of conducting GT Operations, including but not limited to activity such as operating a Commercial Vehicle, performing Meet and Greets, Starter activity, destination management services, and tour operations. For the purpose of this section, Suspension of a Permit Holder shall mean the prohibition of the Permit Holder and its Commercial Vehicles from being at the Airport conducting GT Operations; and a Suspension of an Airport Employee shall mean the prohibition of working at the Airport as an Employee or Contractor.
- 2.100 **Taxicab.** The term “Taxicab” shall have the meaning set forth in Chapter 55 of the City Code.
- 2.101 **Taxicab Loading Zones.** The term “Taxicab Loading Zones” means, collectively and singularly, the areas located in the Commercial Lanes, on Arrivals Curb of Terminal A and B, and Level 6 of Terminal C designated by the Authority for loading Taxicabs, or other areas deemed by the Chief of Operations.
- 2.102 **Taxicab Operator.** The term “Taxicab Operator” means an Operator that operates Taxicabs and is a Permit Holder.
- 2.103 **Taxicab Staging Area.** The term “Taxicab Staging Area” means the parking area adjacent to the entry end of each Commercial Lane intended for the parking of Taxicabs prior to being called to the Taxicab Loading Zones. One lane in each Taxicab Staging Area will be the designated CVPA for use by Vehicles-for-Hire when conducting a Meet and Greet of a prearranged Passenger.
- 2.104 **Temporary Permit Decal.** The term “Temporary Permit Decal” means a permit other than a Permit Decal issued by the Authority to a Permit Holder indicating that a Commercial Vehicle is part of a Permit Holder’s fleet authorized to operate at the Airport.
- 2.105 **Terminals.** The term “Terminals” means, collectively, the Terminals A, B, and C and the Train Station at the Airport.

- 2.106 **Terminal A.** The term “Terminal A” refers to the Terminal on the north side of the North Terminal Complex, as depicted on Exhibit “G”.
- 2.107 **Terminal B.** The term “Terminal B” refers to the Terminal on the south side of the North Terminal Complex, as depicted on Exhibit “G”.
- 2.108 **Terminal C.** The term “Terminal C” refers to the Terminal located in the South Terminal Complex, as depicted on Exhibit “G”.
- 2.109 **Terminal Complex.** The term “Terminal Complex” means an Airport facility with one or more Terminals.
- 2.110 **Tour Operator.** The term “Tour Operator” means a Person whose main business is to provide vacation elements, including transportation arrangements combined with land and/or sea accommodations to individuals or Groups but only on a prearranged basis. Tour Operators must hold a valid Florida Seller of Travel License or meet the required exemption qualifications. If a Tour Operator uses a Transportation Concessionaire to transport its guests from the Airport, all compensation payable by the Tour Operator to the Transportation Concessionaire shall be included in the Transportation Concessionaire’s Airport Gross Receipts. For the purpose of these Rules and Regulations, a Tour Operator is not required to own or lease the Vehicles used in providing the transportation, so long as the Vehicles being used are owned or leased by a Person who holds a Permit with the Authority.
- 2.111 **Train Station.** The term “Train Station” means the Automated People Mover Terminal building adjacent to the Terminal C Complex, as depicted on Exhibit “G”.
- 2.112 **Train Station Curb.** The term “Train Station Curb” means the Commercial and Public vehicle curb available at the Train Station.
- 2.113 **Transportation Aggregator.** The term “Transportation Aggregator” means a Person who operates as a ground transportation broker, holding the prearranged ground transportation reservation for a Passenger but utilizing Vehicles owned or leased by other Permit Holders with whom the Passenger does not have a reservation. Additionally, a Person may qualify to be a Transportation Aggregator only if they do not meet the criteria of any other Permitted Operator. If a Transportation Aggregator uses a Transportation Concessionaire to transport its guests from the Airport, all compensation payable by the Transportation Aggregator to the Transportation Concessionaire shall be included in the Transportation Concessionaire’s Airport Gross Receipts. For the purpose of these Rules and Regulations, a Transportation Aggregator is not required to own or lease the Vehicles used in providing the transportation, so long as the Vehicles being used are owned or leased by a Person who holds a Permit with the Authority.
- 2.114 **Transportation Concessionaire.** The term “Transportation Concessionaire” means a Concessionaire that provides ground transportation service for Passengers in accordance with the written agreement with the Authority and these Rules and Regulations and is a Permit Holder.
- 2.115 **Transportation Network Company.** The term “Transportation Network Company” or “TNC” means any entity operating in the State of Florida in accordance with section 627.748, Florida Statutes, using a digital network to connect a rider to a TNC driver providing prearranged rides. TNCs shall enter into Operating Agreements with the Authority in accordance with section 627.748, Florida Statutes.
- 2.116 **Travel Plaza.** The term “Travel Plaza” means the facility located on South Jeff Fuqua Boulevard, providing food, convenience items and regular gas station services.
- 2.117 **Trip.** The term “Trip” means a Commercial Vehicle entering the Airport for the purpose of conducting GT Operations or transporting a Passenger(s) in a Commercial Vehicle to and/or from the Airport.
- 2.118 **Trips in Excess of Schedule.** The term “Trips in Excess of Schedule” means any Trip operated by an Out-of-Town Shuttle Operator not in accordance with the Schedule on File. Only the transportation of a pre-arranged Passenger(s) may be operated as a Trip in Excess of Schedule.

2.119 **Electronic Control Device.** The term “Electronic Control Device” means the Electronic Control Device attached to each Vehicle of a Permit Holder that records Vehicle activity pertaining to the entry and exit to the Commercial Lane and GT Concourses.

2.120 **Unattended Vehicle.** The term “Unattended Vehicle” means a Vehicle that is parked without the Driver being within three (3) feet of the Vehicle.

2.121 **Unpermitted Person.** The term “Unpermitted Person” means a Person conducting GT Operations for which it does not hold a Permit or have an Operating Agreement with the Authority.

2.122 **Vehicle-for-Hire.** The term “Vehicle-for-Hire” shall have the meaning set forth in Chapter 55 of the City Code.

2.123 **Vehicle-for-Hire Loading Location Meet and Greet.** The term “Vehicle-for-Hire Loading Location Meet and Greet” means a Vehicle-for-Hire Affiliate who is performing a Passenger pick up at a designated Vehicle-for-Hire Loading Zone that was prearranged by a Passenger through a Mobile Internet Application (app) or platform that connects Passengers to Vehicle-for-Hire Operators that are authorized to pick up Passengers and Luggage at the Airport.

**SECTION 3
COMMERCIAL VEHICLES: PERMIT REQUIRED**

3.1 **Permit Required.** With the exception of entities with whom the Authority has entered into an Operating Agreement, each Person that desires to conduct GT Operations shall secure a Permit prior to conducting any GT Operations. A Transportation Network Company that desires to pick up Passengers at the Airport shall enter into a Transportation Network Operating Agreement prior to conducting any such operations. P2P Operators must enter into P2P Operating Agreement in order to conduct GT Operations. Non-Permitted Affiliates of P2P Operators are entitled to operate on the Airport only for activities that are arranged and reported through a P2P Rental Operator with a P2P Operating Agreement, otherwise non-permitted Affiliates are precluded from conducting any GT Operations without a Permit All Persons arranging for GT Operations must either have a Permit or Operating Agreement, or are limited to arranging for GT Operations on the Airport on behalf of Off Airport Rental Vehicle Operators, P2P Operators, or Rental Vehicle Operators who hold a current valid Permit or are Concessionaires Cruise Line Operators, Cruise Transfer Operators, Destination Management Companies, Resort Transportation Service Operators, Resort Transfer Operators, Transportation Aggregators, and Tour Operators utilizing other Persons to provide ground transportation services must utilize a Permit Holder.

3.2 **Types of Permits.** Operators may apply for one or more of the following classes of Permits:

3.2.1 **Out-of-Town Shuttle (S) Permit.** A Permit issued to an Out-of-Town Shuttle Operator.

3.2.2 **Taxicab (T) Permit.** A Permit issued to Taxicab Operators.

3.2.2.1 **Taxicab (T-C) Permit.** A Permit issued to Taxicab Operators for the City Taxicab fleet.

3.2.3 **Non-Concessionaire (N) Permit.** A Permit issued to Operators to operate Commercial Vehicles that are not eligible to be issued a ground transportation permit in one of the other Permit categories listed in Section 3.2.

3.2.4 **Off-Airport Rental Vehicle Operator (R) Permit.** A Permit issued to Off-Airport Rental Vehicle Operators.

3.2.5 **Vehicle-for-Hire (V) Permit.** A Permit issued to Operators to operate Vehicles-for-Hire.

3.2.6 **Concessionaire (C) Permit.** A Permit issued to Transportation Concessionaires.

3.2.7 **Off-Airport Parking Operator (P) Permit.** A Permit issued to Off-Airport Parking Operators.

3.2.8 **Cruise Line Operator (CL) Permit.** A permit issued to Cruise Line Operators.

3.2.9 **Cruise Transfer Operator (CT) Permit.** A permit issued to Cruise Transfer Operators.

3.2.10 **Destination Management Company (DM) Permit.** A Permit issued to Destination Management Companies.

3.2.11 **Resort Transfer Operator (RTO) Permit.** A Permit issued to Resort Transfer Operator.

3.2.12 **Resort Transportation Service Operator (RTSO) Permit.** A Permit issued to Resort Transportation Service Operators.

3.2.13 **Transportation Aggregator (TA) Permit.** A Permit issued to Transportation Aggregators.

3.2.14 **Tour Operator (TO) Permit.** A Permit issued to Tour Operators.

3.3 **Term of Permits.** The term of the first Permit issued to an Operator shall be for a period from the date the Operator becomes a Permit Holder until midnight on the 30th day of September of the next even numbered year following the date the Operator becomes a Permit Holder. The term of the second and each succeeding Permit shall be for a period from 12:00 a.m. on the first day of October following the end of the term of such Operator's next-preceding Permit, regardless of when said second or succeeding Permit is actually issued, until midnight of the 30th day of September of the next even numbered year. From time to time the Authority, at its sole option, may extend the term of a Permit to facilitate Airport requirements.

3.4 **Permit Application.** Each Operator desiring to obtain or renew a Permit shall submit to the Authority's Airport Operations – Ground Transportation Services Office a Permit Application, which form shall be established by the Chief of Operations and may be amended from time to time by the Chief of Operations. If an Operator fails to disclose complete and accurate information on the Permit Application, the Chief of Operations may reject, revoke or suspend the Permit of the Operator or Permit Holder. In addition to any other requirement established by the Chief of Operations on such form, each Permit Application shall include at a minimum the following requirements:

3.4.1 **Fee.** For new or renewal Permit, or for any ownership change of an existing Permit, a non-refundable Permit Application fee in the amount of \$100.00. An additional non-refundable late fee in the amount of \$50.00 will be applied to an Inactive Permit Holder applying for Permit. For the purpose of this Section 3.4.1, Transportation Concessionaires will be excluded from this provision.

3.4.2 **Insurance.** A current insurance policy for coverage within the State of Florida that satisfies all requirements as specified in Section 4.7.

3.4.3 **Good Standing Certificate.** If the Operator is a corporation or a limited partnership, the Authority will verify a certificate evidencing that the Operator is either a Florida corporation or limited partnership in good standing in the State of Florida or is a foreign corporation or limited partnership authorized to transact business in the State of Florida.

3.4.4 **Fictitious Name.** If the Operator (including a sole proprietorship) operates under a fictitious name, the Authority will verify the Operator's fictitious name registration with the State of Florida.

3.4.5 **Articles of Incorporation.** If the Operator conducts business under a corporation, the Authority will verify the information registered with the State of Florida evidencing the Articles of Incorporation.

3.4.6 **Lease Agreements.** If the Operator leases any of the Vehicles in its fleet from another Person, a copy of the valid lease agreement for each such Vehicle the Operator desires to operate under its Permit evidencing to the satisfaction of the Chief of Operations that the lease agreement is contractual and binding. Cruise Line Operators, Cruise Transfer Operators, Destination Management Companies, Tour Operators, Transportation Aggregators, Resort Transfer Operators and Resort Transportation Service Operators shall not be required to own or lease Vehicles used to conduct GT Operations, but must provide the names of all Permit Holders through whom it will conduct GT Operations.

3.4.7 **Registrations.** A copy of the registration for each Vehicle that the Operator desires to operate under its Permit. This subsection shall not apply to Cruise Line Operators, Cruise Transfer Operators, Destination Management Companies, Tour Operators, Transportation Aggregators, Resort Transfer Operators and Resort Transportation Service Operators who are not using Vehicles owned or leased by them to conduct their GT Operations. Resort Transfer Operators must provide the information requested by the Authority identifying the vehicles that will be used exclusively by the Resort Transfer Operator to provide the GT Operations.

3.4.8 **Cruise Transfer Operator or Cruise Line Operator Affiliation.** Any Permit Holder providing GT Operations for a Cruise Transfer Operator or Cruise Line Operator must provide the name of such Cruise Transfer Operator or Cruise Line Operator to the Authority as part of its application. Any Cruise Transfer Operator or Cruise Line Operator must identify the Permit Holders with whom it will conduct GT Operations and provide proof of any agreements with cruise companies for whom it is providing services.

3.4.9 **Resort Transportation Service Operator or Resort Transfer Operator Affiliation.** Any Permit Holder providing GT Operations for a Resort Transportation Service Operator or Resort Transfer Operator must provide the name of such Resort Transportation Service Operator or Resort Transfer Operator to the Authority as part of its application. Any Resort Transportation Service Operator or Resort Transfer Operator must identify the Permit Holders through whom it will conduct GT Operations.

3.4.10 **Transportation Aggregator Affiliation.** Any Permit Holder providing GT Operations for a Transportation Aggregator must provide the name of such Transportation Aggregator to the Authority as part of its application. Any Transportation Aggregator must identify the Permit Holders through whom it will conduct GT Operations.

3.4.11 **Tour Operator Affiliation.** Any Permit Holder providing GT Operations for a Tour Operator must provide the name of such Tour Operator to the Authority as part of its application. Any Tour Operator must identify the Permit Holders through whom it will conduct GT Operations and agreements with any Person for whom it is providing services.

3.4.12 **City Permits.** If the Operator desires a Vehicle-for-Hire Permit or a Taxicab Permit, evidence of a current City Vehicle Permit for each Vehicle that the Operator desires to operate under its Vehicle-for-Hire or Taxicab Permit.

3.4.13 **Business Reviewing Services.** The Authority will verify the Operator's customer service reviews with business reviewing services. Negative reviews or ratings may disqualify an Operator from obtaining or renewing a Permit, unless the Operator can explain, to the satisfaction of the Authority, that the review or rating is unjustified.

3.4.14 **Address Designation and Telephone Contact.** The email and mailing address designations the Permit Holder is required to provide pursuant to Section 10.1.3. In addition, each Permit Holder is required to have a verifiable physical address for the Permit Holder business address; a P.O. Box will be allowable as a mailing address but not allowable as a business address, and a listed and working telephone number for Authority contact. Failure to maintain a valid and verifiable business address or telephone will be cause for the Authority to immediately revoke the Permit and cancel the Permit Holder's business account.

3.4.15 **Information Changes.** The Permit Holder shall be responsible for providing immediate written notice to the Authority for any and all changes pertaining to Section 3.4. The written notice shall be delivered by email, or certified mail or hand delivered to the Airport Operations – Ground Transportation Services Office. For the purpose of this section, such immediate written notice also applies to Section 10.1.3.

3.4.16 **Additional Requirements for Out-of-Town Shuttle Permit Holders.** GT Operators requesting an Out-of-Town Shuttle Permit shall be required to submit company information pursuant to Section 7.7 for consideration by the Chief of Operations, who will authorize each new Out-of-Town Shuttle Permit based on the determination of Passenger market demand and the current supply of Out-of-Town Shuttle Operators. If the Chief of Operations deems an Out-of-Town Shuttle Permit Holder is not in compliance with this Section 3.4.16 or Section 7.7, the Out-of-Town Shuttle Permit will be revoked and the Permit Holder will be required to immediately comply with this Section 3.4.16 and Section 7.7 in its entirety prior to consideration by the Chief of Operations to reinstate the Out-of-Town Shuttle Permit.

3.4.16.1 **Occupational License.** An Operator requesting to become an Out-of-Town Shuttle Permit Holder shall be required to provide a copy of a current and valid occupational license issued by a governmental entity located in the Service Zone of the Operator. Pursuant to Section 7.7.2, the address on the occupational license must be the same as the Out-of-Town Shuttle Service Center address listed on the Out-of-Town Shuttle Permit Application on file with the Authority. The Out of Town Shuttle Permit Holder must provide a renewal or replacement occupational license not less than thirty (30) calendar days prior to the expiration of the previous occupational license, and pursuant to Section 7.7.2, the address on the renewal occupational license must be the same as the Out-of-Town Shuttle Service Center address listed on the Out-of-

Town Shuttle Permit Application on file with the Authority. Failure to keep such occupational license current and valid shall be cause for the Chief of Operations to revoke the Out-of-Town Shuttle Permit.

3.4.16.2 **Fares and Operating Schedule on File.** An Operator requesting to become an Out-of-Town Shuttle Permit Holder shall, at the time of initial Permit Application and renewal of each Permit, provide a schedule of fares intended to be charged to its Passengers, and a schedule of Trips it intends to operate to and from the Airport. The schedule of fares submitted with the Permit Application must be consistent with that on file with the City of Orlando Vehicle-for-Hire Department. It shall be the responsibility of the Permit Holder to assess fares in compliance with its schedule of fares, operate its Vehicles in accordance with its Schedule on File with the Authority, and to keep both the schedule of fares and operating schedule accurate and current by providing the Chief of Operations with written notification of changes at least seven (7) business days in advance. Failure to keep such schedule of fares and Schedule on File accurate and current shall be cause for the Chief of Operations to revoke the Out-of-Town Shuttle Permit.

3.5 **Additional Requirements for Resort Transfer Operators.** GT Operators requesting a Resort Transfer Operator Permit shall be required to submit a list of vehicles exclusively dedicated to providing ground transportation services for the Resort Transfer Operator and shall provide copies of registrations and proof of insurance for such vehicles as part of their Permit application. Those vehicles identified as providing exclusive services for the Resort Transfer Operator shall have Privilege Fees incurred under Section 8.4.7 waived. Resort Transfer Operators utilizing vehicles not exclusively dedicated to the provision of Resort Transfer services shall pay Dwell and Privilege Fees on such vehicles and the services provided by such vehicles shall be included in the Resort Transfer Operator's Gross Receipts. The Resort Transfer Operator shall identify all such non-exclusive vehicles in its monthly report.

3.6 **Issuance of Permit.** Except for Out-of-Town Shuttle Permits, Vehicle-for-Hire Permits and Taxicab Permits, the Authority shall issue a Permit of the class requested by an Operator to each Operator that submits an executed Permit Application that the Authority determines is complete and satisfactory. The Authority shall issue Vehicle-for-Hire Permits and Taxicab Permits only to Operators that submit executed applications that the Authority determines are complete and satisfactory that are also holders of City Permits for the operation of Vehicles-for-Hire or Taxicabs, respectively. At the discretion of the Chief of Operations, there may be a moratorium placed on the issuance of new Permits.

3.7 **Time for Becoming Permit Holder.** An Operator shall be deemed to be a Permit Holder pursuant to satisfying the requirements of this Section 3 and upon issuance by the Authority of Permit Decals, of any Temporary Permit to the Operator, or, in the case of Operators conducting GT Operations through other Permit Holders, upon issuance of the letter confirming issuance of the Permit. Each new Permit Holder will be required to complete to the satisfaction of the Authority a GT orientation class provided by Airport Operations – Ground Transportation Services prior to issuance of a Permit.

3.8 **Refusal to Issue or Renew Permit.** The Authority will neither issue a Permit to, nor renew a Permit of, any Operator or Permit Holder either owing money to the Authority, failing to fully complete the Permit application or failing to provide the information necessary as part of Permit application, or under a period of suspension until all required information is provided, full payment of such money, or expiration of all applicable suspension periods. In addition, the Authority will not issue a Permit to any Affiliate, owner, officer, director, shareholder, partner or Authorized Representative for Authority purposes that is (i) a Permit Holder or, (ii) within the five (5) year period immediately prior to the Operator's application for a Permit or Permit Holder's application for a renewal Permit, was an officer, director, shareholder, partner or Authorized Representative of a Permit Holder either owing money to the Authority or under a period of suspension, until full payment of such money and expiration of all applicable suspension periods.

3.9 **Permit Decals and Electronic Control Devices.** Except for Out-of-Town Shuttle Operators, Taxicab Operators, Operators conducting GT Operations through other Permit Holders, and Permit Holders authorized to hold Floating Permits, the Authority shall issue a number of Permit Decals at no cost to a Permit Holder equal to the number of Vehicles the Permit Holder has requested and is authorized to operate at the Airport. For Permit Holders

other than Transportation Concessionaires, there will be a non-refundable administrative fee of \$15.00 for each Electronic Control Device issued. Permit Decals mailed to the Permit Holder in accordance with the mailing requirements as specified in Section 10.1.3 shall be deemed conclusive evidence of compliance with requirements of this Section 3.9.

3.9.1 **Emergency Taxicab Operations.** As needed in the case of an emergency, the Chief of Operations may authorize additional Taxicabs without Permit Decals to operate at the Airport. For purposes of Section 3.9 an emergency is defined as any occasion when the Chief of Operations determines that the number of available Taxicabs is inadequate to serve Passenger demand.

3.9.2 **Floating Permit Decal.** A Permit Holder shall be authorized to hold a Floating Permit Decal (i.e. a Permit Decal that is assigned to a Permit Holder but not any particular Vehicle) if the Permit Holder demonstrates to the satisfaction of the Chief of Operations that the Permit Holder has a business necessity for a Floating Permit Decal. Floating Permit Decals must be displayed in a manner prescribed by the Authority, which is to be visible and displayed on the Vehicle dashboard at the lower corner of the front windshield on the driver's side.

3.9.3 **Temporary Permit Decal.** An Operator or Permit Holder may be authorized by the Chief of Operations to hold a Temporary Permit Decal for a Vehicle if the Operator or Permit Holder demonstrates to the satisfaction of the Chief of Operations that there is a business necessity for a Temporary Permit Decal. Temporary Permit Decals must be displayed in a manner prescribed by the Authority, which is to be visible and displayed on the Vehicle dashboard at the lower corner of the front windshield on the driver's side.

3.9.4 **Permit Decal and Electronic Control Device Displayed.** Except for Floating Permit Decals and Temporary Permit Decals, each Permit Decal and Electronic Control Device shall be permanently affixed to the Vehicle for which it was issued using the original adhesive in the Permit Decal and Electronic Control Device and not in any other manner. The Permit Decal and Electronic Control Device must be displayed in the manner prescribed by the Authority. The Permit Decal must be visible and displayed in the lower corner of the front windshield on the driver's side. The Electronic Control Device must be visible and displayed below the rearview mirror on the front windshield. An Operator or Permit Holder is prohibited from operating any vehicle in a commercial manner unless the valid Permit Decal and valid Electronic Control Device assigned to that vehicle have been properly affixed to the vehicle. Permit Holders who source their own Electronic Control Devices and fail to provide the Electronic Control Device information to Ground Transportation Services shall be considered in violation of this Section and may be issued a Notice of Violation for Failure to Affix Permit Decal.

3.9.5 **Special Move Permit** The Authority may issue a Special Move permit to non-Permit Holder Operators of Commercial Vehicles for limited access to the Commercial Lanes and GT Concourses to pick up and drop off Passengers and Luggage provided the Vehicle Operator submits proof of insurance with minimum policy limits as shown in Section 4.7.3, provides its vehicle registration(s), and pays a non-refundable fee of \$15 for each trip through a Commercial Lane. Any non-Permit Holder Operator with twenty (20) separate days of Special Move activities in any twelve (12) month period shall be required to become a Permit Holder in accordance with Section 3.1.

3.10 **Addition or Reduction of Vehicles.** Except for Out-of-Town Shuttle and Taxicab Operators as set forth in Section 3.9 a Permit Holder may add or reduce the number of Vehicles in its fleet if it submits to the Chief of Operations for each Vehicle it is adding or reducing, written evidence as provided in Section 3.4.15 that the Vehicle has been added to or removed from the Permit Holder's insurance policy, with a copy of any lease agreement for the added Vehicle, a copy of the Vehicle registration and, if the Vehicle is a Vehicle-for-Hire or Taxicab, evidence of a current City Vehicle Permit. In addition, if the Permit Holder is required to provide a Security Deposit pursuant to Section 4.1, the Permit Holder shall provide, for each Vehicle added, the required Security Deposit during the first Permit term in which the Vehicle is part of the Permit Holder's fleet in the amount prescribed in Section 4.1 as if the Permit Holder had never held a Permit.

3.10.1 **Reduction of Vehicle Requirement.** The Permit Holder is required to return to the Authority the Permit Decal and Electronic Control Device for each Vehicle reduced from its fleet. If the Permit Holder fails to return the Permit Decal and Electronic Control Device of a Vehicle as directed by the Authority, the Permit Holder shall pay a non-refundable fine as provided in Section 3.13.1.

3.11 **Renewal of Permit.** Provided that a Permit Holder is not disqualified from renewal by Section 3.8 the Chief of Operations shall renew a Permit upon receipt and satisfactory review of a new Permit Application completed pursuant to Section 3.4. The Authority will email a renewal notice to each Permit Holder. Each Permit Holder that desires to renew its Permit shall complete a Permit Application as directed by the renewal notice on or before the date specified in the renewal notice which date shall be not later than the second Friday in July. If the renewal date falls on a day the Authority is not open for business, the due date shall be the next available business day. If the renewal application is submitted after the second Friday in July and before September 30, the Permit Holder shall also submit a late renewal fee of \$100, in addition to the renewal Permit fee of \$100. If the Permit renewal application is not submitted by September 1, there is no guarantee that the Permit will be renewed by October 1. Any Permit not renewed by October 1 shall be suspended and the Permit Holder will become an Inactive Permit Holder. Submission of a Permit renewal application after October 1 will be subject to the late renewal fee of \$100 and the renewal Permit fee of \$100. If a Permit is not renewed, the return of the Permit Holder's Security Deposit shall be in accord with Section 4.6.1.

3.12 **Permit Non-Transferable.** No Permit and no Permit Decal may be transferred, assigned, or loaned, and no Permit or Permit Decal may be used by any Person other than the Permit Holder to whom such Permit or Permit Decal was issued.

3.13 **Permit Decals and Electronic Control Devices Remain Property of the Authority.** All Permit Decals and Electronic Control Devices issued by the Authority to a Permit Holder shall at all times remain the property of the Authority. All Permit Decals and all Electronic Control Devices issued to a Permit Holder shall be returned to the Authority on demand.

3.13.1 **Failure to Return Permit Decal and Electronic Control Device.** If a Permit Holder reduces a Vehicle in its fleet, or forfeits its Permit with the Authority, all Permit Decals and Electronic Control Devices issued by the Authority shall be returned to the Authority. If a Permit Holder loses or fails to return the Permit Decal and Electronic Control Device of a Vehicle as directed by the Authority, the Permit Holder shall pay a non-refundable fine of \$50.00 for each Permit Decal for each Vehicle for which the Permit Decal was not returned, and a non-refundable fine of \$50.00 for each Electronic Control Device for each Vehicle for which the Electronic Control Device was not returned.

3.14 **Sale of Company.** The owner, partner, officer, manager or director of a Permitted Operator that is sold and which will continue to conduct GT Operations at the Airport shall comply with all of the requirements imposed by the Chief of Operations for such continued GT Operations.

3.15 **Individuals and Entities Conducting GT Operations Without a Permit or Operating Agreement.** Persons and their Affiliates who conduct GT Operations without a Permit or Operating Agreement are subject to the penalties provided in Section 9.15 of these Rules and Regulations, including Trespass Warning, NOV with fine, towing, and arrest.

3.16 **Updates to Permit Applications.** Transportation Aggregator Permit Holders and RTO Permit Holders shall update the names of any Permitted GT Operators providing services on their behalf identified in their Permit application to notify the Authority of any entities being deleted or added within fifteen (15) days of such change.

**SECTION 4
SECURITY DEPOSIT AND INSURANCE**

4.1 **Security Deposit.** To secure its obligations under these Rules and Regulations, each Permit Holder shall, prior to issuance by the Authority of any Permit Decal for any Permit term, provide the Authority with a Security Deposit in the form of cash, a bond or a letter of credit (collectively referred to as “Security Deposit”).

4.1.1 **Concessionaires.** Each Concessionaire shall provide the Security Deposit required by the Concessionaire’s agreement with the Authority.

4.1.2 **Taxicab Operators.** Each Taxicab Operator shall provide the Authority a Security Deposit in an amount equal to four (4) times the average monthly total of Privilege Fees, Congestion Fees, and Starter Fees that the Permit Holder owed the Authority as calculated using previous operating reports from the past twelve (12) months, if available. If the Taxicab Operator has never held a Taxicab Permit, the Security Deposit shall be in an amount reasonably estimated by the Chief of Operations to be equal to four (4) times the average monthly Taxicab Privilege Fees, Congestion Fees, and Starter Fees such Taxicab Permit Holder will owe the Authority.

4.1.3 **Off-Airport Rental Vehicle Operators and Off-Airport Parking Operators.** Each Off-Airport Rental Vehicle Operator and each Off-Airport Parking Operator shall provide the Authority a Security Deposit in an amount equal to four (4) times the average monthly Dwell Time Fees and Privilege Fees the Permit Holder owed the Authority as calculated using previous operating reports from the past twelve (12) months, if available. If the Off-Airport Rental Vehicle Operator or Off-Airport Parking Operator has never held an Off-Airport Rental Vehicle Permit or an Off-Airport Parking Operator Permit or is not otherwise renewing such a Permit, the Security Deposit shall be in an amount reasonably estimated by the Chief of Operations to be equal to four (4) times the average monthly Dwell Time Fees and Privilege Fees the Permit Holder will owe to the Authority

4.1.4 **Cruise Line Operators, Cruise Transfer Operators, Resort Transfer Operators, Resort Transportation Service Operators, Transportation Aggregators, and Tour Operators.** Each Cruise Line Operator, Cruise Transfer Operator, Resort Transfer Operator, Resort Transportation Service Operators Transportation Aggregator, and Tour Operator (each an “Operator” for purposes of this Section) shall provide the Authority a Security Deposit in an amount equal to four (4) times the average monthly total of Privilege Fees the Operator owed the Authority as calculated using previous operating reports from the past twelve (12) months, if available.

4.1.5 **All Other Non-Concessionaire Operators.** Non-Concessionaire Operators shall provide the Authority a Security Deposit in an amount equal to two (2) times the average monthly total of Dwell Time Fees and Privilege Fees the Non-Concessionaire Operator owed the Authority according to the audit as calculated using previous operating reports from the past twelve (12) months, if available. The Authority reserves the right to require additional Security Deposit from a Permit Holder when an audit, based upon previous operating reports and financial penalties for Notices of Violation, indicates a Permit Holder’s operating activity and compliance with these Rules and Regulations exceeds its Security Deposit on account, but at no time will the required Security Deposit of the Permit Holder be less than the fixed amounts established for a new Operator as specified in Section 4.1.6.

4.1.6 **First Time Non-Concessionaire Operators.** If a Non-Concessionaire Operator has never held a Permit or is not otherwise renewing a Non-Concessionaire Operator Permit, the required Security Deposit on account shall be as follows:

4.1.6.1 For Operators with one (1) Vehicle for which a Permit Decal and Electronic Control Device will be issued, the fixed sum of \$500.00.

4.1.6.2 For Operators with two (2), three (3), four (4), or five (5) Vehicles for which a Permit Decal and Electronic Control Device will be issued, the fixed sum of \$1,000.00.

4.1.6.3 For Operators with more than five (5) Vehicles for which a Permit Decal and Electronic Control Device will be issued, the fixed sum of \$2,500.00.

4.1.6.4 For Off-Airport Rental Vehicle Operators, Off-Airport Parking Operators, and Taxicab Operators the security deposit shall be an amount reasonably estimated by the Chief of Operations to be sufficient to equal four (4) times the estimated total of monthly Dwell Fees, Privilege Fees, and in the case of Taxicab Operators only, Starter Costs and Congestion Fees, but not less than \$2,500.

4.1.6.5 For Cruise Line Operators, Cruise Transfer Operators, Resort Transfer Operators, Resort Transportation Service Operators, Transportation Aggregators, and Tour Operators, the fixed sum of \$2,500.00.

4.1.7 **Satisfaction of Multiple Security Deposit Obligations.** If a Permit Holder is required to provide the Authority with Security Deposit under two or more provisions of this Section 4.1, the Permit Holder may provide the Authority with a single form of Security Deposit provided that the amount of such Security Deposit is not less than the total amount required under the provisions of this Section 4.1 to which the Permit Holder is subject.

4.2 Form, Provision and Term of Bonds and Letters of Credit.

4.2.1 **Form.** Each letter of credit and bond shall be in a form approved by the Authority as depicted in exhibit R-1 and R-2. .

4.2.2 **Renewal and Replacement Bonds or Letters of Credit.** A Permit Holder must provide a renewal or replacement bond or letter of credit not less than sixty (60) calendar days prior to the expiration of the previous bond or letter of credit.

4.2.3 **Term of Letter of Credit.** Any letter of credit must remain in force until one hundred twenty (120) calendar days after expiration of the term of the Permit to which the letter of credit relates. A Letter of Credit must contain a condition that it shall be deemed automatically extended without amendment for one (1) year from the expiration date herein, or any future date, unless ninety (90) calendar days prior to any expiration date the bank on which the Letter of Credit is drawn, shall notify the Authority by registered mail that such bank elects not to consider the Letter of Credit renewed for any such additional period.

4.2.4 **Release of Bonds and Letters of Credit.** The Authority shall release each prior bond or letter of credit upon its determination that all financial obligations have been satisfied and receipt of a replacement bond or letter of credit which complies with the requirements of this Section 4.2.

4.2.5 **Qualification of Companies Underwriting Bonds and Letters of Credit.** Any Contract Bond shall be for a period of at least one (1) year, and shall be written by a company that meets at least one of the following criteria: (i) has at least one investment grade long-term debt rating from Moody's Investors Service ("Moody's"), Standard & Poor's Financial Services ("S&P") or Fitch Ratings ("Fitch"); or (ii) has a Financial Strength rating of A- or better from A.M. Best Company ("A.M. Best"). Any Letter of Credit provided hereunder shall be on a form provided by the Authority and must be issued by an FDIC-insured bank that meets a minimum of one of the following criteria: (i) has at least one investment grade long-term debt rating from Moody's, S&P or Fitch; or (ii) has a Financial Strength rating of A- or better from A.M. Best; or (iii) has at least \$100 million in total assets, has maintained this asset level for the past three years, and has maintained a Tier 1 (core) risk based capital ratio of at least 6.0% for the past three years. In addition, no bank that is subject to enforcement by any regulatory agency may provide a Contract Bond or Letter of Credit. Notwithstanding the foregoing, the Chief Executive Officer may accept any Contract Bond or Letter of Credit which he determines to be acceptable in his sole discretion.

4.3 **Application and Restoration of Security Deposit.** Any security provided by a Permit Holder may be applied by the Authority against any amount charged to a Permit Holder under these Rules and Regulations including, but not limited to, Dwell Time Fees, Privilege Fees, Congestion Fees, interest charges, and penalties

imposed under these Rules and Regulations. If the Authority applies any amount from Security Deposit in its possession, the Permit Holder shall restore its Security Deposit to the full amount required within twenty (20) calendar days of such application. Such Security Deposit may also be applied by the Authority to pay the non-refundable administrative fee(s) for any Permit Decal(s) and Electronic Control Device(s) a Permit Holder loses, destroys, has stolen or destroyed, or fails to return to the Authority upon termination or expiration without renewal of the Permit Holder's Permit or otherwise upon demand of the Authority.

4.4 **Additional Security Deposit.** If the Authority requires additional Security Deposit based upon an audit of previous operating reports and financial penalties for Notices of Violation of the Permit Holder, the Permit Holder is required to remit the additional amount within twenty (20) calendar days of demand. If the Permit Holder fails to remit its restoration of Security Deposit, or additional Security Deposit as required, the Permit Holder will be placed on Suspension until full payment of all applicable fees, interest, and penalties are paid to the Authority.

4.5 **Application of Cash Security Deposit to Renewal Permits.** The amount of Security Deposit provided in the form of cash held by the Authority for a Permit Holder that has not been applied to any charges or penalties and that has not been returned to the Permit Holder shall be credited to that Permit Holder's Security Deposit for the next Permit term for a Renewal Permit Holder.

4.6 **Return of Security Deposit.** Return of Security Deposit will be identified as below:

4.6.1 **Non-Renewing Permit Holder.** For an Inactive Permit Holder who is not obligated to the Authority for any amount charged to the Permit Holder, the Authority shall return that Permit Holder's Security Deposit to the Permit Holder. Security Deposits for Off-Airport Parking Operators, Off-Airport Rent-A-Vehicle Operators, Cruise Line Operators, Cruise Transfer Operators, Resort Transfer Operators, Resort Transportation Service Operators, Tour Operators, and Transportation Aggregators will not be returned until the certification of fees reports are submitted and approved as required in Section 8.11. If the Permit Holder provided security in the form of cash, the Authority shall mail a check to the Permit Holder at its address on file with the Authority. If the Permit Holder provided a Security Deposit in the form of a bond or a letter of credit, upon written request of the Permit Holder, the Authority shall release the bond or letter of credit as specified in section 4.6.1.1.

4.6.1.1 Security Deposit refund due to Non-Renewing of Permit shall be refunded within sixty (60) calendar days following first day of November of each even numbered year or the date specified in the renewal notice sent pursuant to Section 3.11

4.6.2 **Out of Business (OOB) Permit Holder.** If a Permit Holder decides to cease GT Operations at the Airport and the Permit Holder is not obligated to the Authority for any amount charged to the Permit Holder, the Authority shall return that Permit Holder's Security Deposit to the Permit Holder. If the Permit Holder provided security in the form of cash, the Authority shall mail a check to the Permit Holder at its address on file with the Authority. If the Permit Holder provided a Security Deposit in the form of a bond or a letter of credit, upon written request of the Permit Holder, the Authority shall release the bond or letter of credit as specified in section 4.6.2.1.

4.6.2.1 Security Deposit refund due to Non-Renewing of Permit shall be refunded within eight (8) weeks following timely submission of completed Out of Business (OOB) forms.

4.6.3 **Excess Security Deposit Permit Holder.** A Permit Holder's excess Security Deposit will be returned to the Permit Holder by the Authority if the excess Security Deposit amount is calculated to be in excess of thirty (30%) percent of the amount of Security Deposit required according to Section 4.1. At no time shall the amount of Security Deposit required of a Permit Holder be less than the amount specified in Section 4.1. If the Permit Holder provided security in the form of cash, the Authority shall mail a check to the Permit Holder at its address on file with the Authority. If the Permit Holder provided a Security Deposit in the form of a bond or a letter of credit, upon written request of the Permit Holder, the Authority shall release the bond or letter of credit as specified in section 4.6.3.2.

4.6.3.1 Authority's Security Deposit audit is conducted twice in the Authority's Fiscal Year; January and July.

4.6.3.2 Authority shall process refund for eligible excess Security Deposit within sixty (60) calendar days following first day of February and August in the Authority's Fiscal Year.

4.6.3.3 Authority shall process refund for eligible excess Security Deposit to a Permit Holder whether a written request to the Authority for consideration of the return of excess Security Deposit is received or not.

4.6.3.4 Eligibility for excess Security Deposit refund shall be based on Permit Holder's permitted vehicles and average of the prior twelve (12) months Commercial Lane fees.

4.7 **Insurance.**

4.7.1 **Concessionaires.** Each Concessionaire shall fulfill any insurance requirements contained in its concession agreement with the Authority. If no insurance requirements are contained in such agreement, the Concessionaire shall comply with the insurance requirements of Section 4.7.4.

4.7.2 **Cruise Line Operators, Cruise Transfer Operators, Destination Management Companies, Resort Transfer Operators, Resort Transportation Service Operators, Transportation Aggregators, and Tour Operators.** Each Cruise Line Operator, Cruise Transfer Operator, Destination Management Company, Resort Transfer Operator, Resort Transportation Service Operator, Transportation Aggregator, and Tour Operator (each an "Operator" for purposes of this Section) must procure and maintain (and maintain on file with the Authority) the following insurance policy (or surety bond in lieu thereof) issued by a good and responsible insurance or surety company to the satisfaction of the Authority:

4.7.2.1 Commercial General Liability which includes contractual liability, with limits of not less than One Million Dollars (\$1,000,000) per occurrence. Any self-insured retention or deductible shall not exceed \$10,000.

4.7.2.2 If Operator will have employees inside the Terminals in connection with a lease or Space Use Agreement with the Authority, or conducting Meet and Greet activities, then the Operator shall also maintain Worker's Compensation in the statutory amount as required by the laws of Florida and Employers Liability with limits of liability of not less than \$100,000 "each accident", \$500,000 "disease -policy limit", and \$100,000 "disease-policy – each employee."

4.7.2.3 If Operator provides ground transportation using its own Vehicles, whether leased or owned, then the requirements of Section 4.7.3 shall apply.

4.7.3 **All Permit Holders.**

4.7.3.1 **Policy.** Pursuant to Section 3.4.2 and this Section 4.7.3, each Permit Holder that is not a Concessionaire must procure and maintain (and maintain a copy on file with the Authority) a liability and property damage insurance policy (or surety bond in lieu thereof) issued by a good and responsible insurance or surety company to the satisfaction of the Authority, which policy or bond covers each and every Commercial Vehicle for which a Permit Decal has been or will be issued in an amount not less than the following:

4.7.3.1.1 For each Commercial Vehicle permitted with the City of Orlando under the Code of Ordinances, Chapter 55, coverage shall be issued, at a minimum, in the amounts required pursuant to section 324.041, Florida Statutes.

4.7.3.1.2 For each Commercial Vehicle not regulated by City of Orlando under the Code of Ordinances, Chapter 55, equipped to carry nine (9) or fewer Persons, including the Driver, coverage shall be issued, at a minimum, in the amounts of One Hundred and Twenty-Five

Thousand Dollars (\$125,000.00) for injuries per person in any one occurrence or accident and Two Hundred and Fifty Thousand Dollars (\$250,000.00) per occurrence or accident with Fifty Thousand Dollars (\$50,000.00) for property damage in any one accident.

4.7.3.1.3 For each Commercial Vehicle not regulated by City of Orlando under the Code of Ordinances, Chapter 55, equipped to carry ten (10) or more Persons, including the Driver, coverage shall be issued, at a minimum, in the amounts of One Million Dollars (\$1,000,000.00) combined single limit. Permit Holders operating with One Million Dollars (\$1,000,000.00) in coverage may provide such coverage with Self-Insured Retention (SIR), providing that the SIR does not exceed Ten Thousand Dollars (\$10,000.00).

4.7.3.2 **Form of Policy.** Each insurance policy or surety bond shall be evidenced on a form of certificate approved by the Chief of Operations. Each Permit Holder will provide one current insurance policy for coverage within the State of Florida with the following requirements:

4.7.3.2.1 Issued by the Insurance Carrier/Underwriter;

4.7.3.2.2 Lists the legal business name and address of the Permit Holder;

4.7.3.2.3 Declares required levels of coverage for any and all Vehicles listed within the policy;

4.7.3.2.4 Declares the “City of Orlando” and “Greater Orlando Aviation Authority” as Additional Insured;

4.7.3.2.5 Evidencing to the satisfaction of the Chief of Operations that the Operator has secured verifiable insurance complying with the requirements of this Section 4.7 and Section 3.4.2.

4.7.3.3 **Excess Policies.** Liability insurance may be combined to meet the limit of liability required, but only if the umbrella or excess liability is a “follow form” policy.

4.7.3.4 **Authority as Additional Insured.** Pursuant to Section 4.7.3.2 and Section 3.4.2, each insurance policy (or surety bond in lieu thereof) shall name the “Greater Orlando Aviation Authority” and the “City of Orlando” each as an additional insured. Any adverse material change in insurance coverage for the named insured shall obligate the Permit Holder to provide notice in writing to the Authority. The Authority may utilize a third party to collect proof of insurance and manage the review and insurance compliance. Permit Holders shall remit and respond to any request for proof of insurance..

4.7.3.5 **Taxicabs.** The policies required above shall apply to all taxicabs in the fleet of a Taxicab Permit Holder.

4.7.4. **Insurance Audit.** The Authority shall conduct periodic audits of Permit Holder’s insurance coverages to verify compliance with these Rules and Regulations. Failure to comply shall result in penalty as specified in sections 9.5 and 9.16.2.

4.8 **Indemnification.** By acceptance of a Permit, each Permit Holder agrees to indemnify, defend and hold completely harmless the Authority, the City and the members, officers, employees and agents of each, from and against any and all liabilities, losses, suits, claims, demands, judgments, fines, damages, costs and expenses (including all costs for investigation and defense thereof including, but not limited to, court costs, paralegal and expert fees and reasonable attorneys’ fees) (collectively “Losses”) which may be incurred by, charged to or recovered from any of the foregoing by reason or on account of any personal injury or property damage caused by a Permit Holder, its Drivers or Affiliates unless such Losses are proximately caused by Authority negligence . The provisions of this Section 4.8 shall survive the expiration of any Permit term.

SECTION 5
GENERAL PROVISIONS GOVERNING SOLICITATION

5.1 **Solicitation.** No Affiliate may engage in Solicitation at the Airport. Except as provided in Section 5, Affiliates are prohibited from offering transportation services, or transporting Passengers whose transportation is not arranged prior to the Passenger's and the Affiliate's initial meeting on Airport property. If a Passenger asks for transportation services or transportation information, the Affiliate shall direct the requesting Passenger to a Ground Transportation Agent or to any information center designated by the Authority for the provision of ground transportation information. If a Passenger asks an Airport Employee for transportation services or transportation information, the Airport Employee is required to direct the Passenger to the appropriate information center designated by the Authority for the provision of ground transportation information or to the location of the Concessionaire or other Permitted GT Operator, as specifically requested by the Passenger. Each Affiliate performing a Meet and Greet shall be solely responsible for verifying that his or her Passenger is pre-arranged; incorrect belief that a Passenger is pre-arranged shall not be a defense to a charge of Solicitation.

5.1.1 **Advertising on the Authority's Web Site.** No Permit Holder or Affiliate may link from the Authority's web site without the express consent of the Chief Executive Officer. The Chief Executive Officer reserves the right to immediately remove any company from the Authority's web site, with or without cause.

5.2 **Actions That Constitute Solicitation.** It is a violation of Solicitation for an Affiliate to arrange or provide transportation for a Passenger unless the transportation was arranged prior to the Passenger's initial meeting with the Affiliate at the Airport. Additionally, except as described in Section 5.3 below, unless a Passenger's transportation has been arranged prior to the Passenger's and Affiliate's initial meeting on Airport property, the following actions of an Affiliate constitute Solicitation:

5.2.1 Engaging in a conversation regarding GT Operations with any Passenger on Airport property for the purpose of, arranging for the transportation of the Passenger or providing, transportation to a non-prearranged Passenger;

5.2.2 Employing, inducing, arranging for or allowing any Person to initiate or engage in a conversation regarding GT Operations with any Passenger on Airport property for the purpose of arranging or providing transportation for a Passenger or providing transportation to a non-prearranged Passenger;

5.2.3 Offering ground transportation services on Airport property to any Passenger;

5.2.4 Agreeing to transport any non-prearranged Passenger from Airport property;

5.2.5 Displaying or carrying a sign that advertises transportation in violation of this Section 5 or Sections 6.7, 6.8, 6.9, 6.10, 6.11, 6.12 or 6.13;

5.2.6 Distributing literature on Airport property that discusses or describes GT Operations;

5.2.7 Except as provided in Section 5.3 below, transporting any Person at the Airport who is not a prearranged Passenger;

5.2.8 The action of an Airport Employee discussing, offering or directing Passengers to ground transportation services other than those provided by the Taxicabs, Transportation Concessionaire(s), Out-of-Town Shuttle Operators or Rental Vehicle Concessionaires;

5.2.9 The action of an Airport Employee employing, inducing, or arranging ground transportation services for a Passenger other than that which was pre-arranged by the Passenger;

5.2.10 An Airport Employee receiving, or agreeing to receive compensation from any Affiliate for offering or arranging ground transportation services for a Passenger;

5.2.11 The actions of an Out-of-Town Shuttle Operator to discuss, offer, or arrange transportation services to any Person at the Airport to a location other than the Service Zone (as displayed on the map attached hereto as Exhibits “E” and “F”) serviced by such Out-of-Town Shuttle Operator; or the actions of an Out-of-Town Shuttle Operator to discuss, offer, or arrange transportation services to any Person at the Airport who is not a pre-arranged Passenger when the Out-of-Town Shuttle Operator is operating outside the Schedule on File;

5.2.12 The actions of a Rental Vehicle Operator Affiliate to discuss, offer, or arrange ground transportation services to any Person at the Airport who is not a pre-arranged Passenger while not within the authorized Service Counter;

5.2.13 The actions of a Rental Vehicle Operator Affiliate to discuss, offer, or arrange ground transportation services to any Person at the Airport who is a pre-arranged Passenger with another Operator

5.2.14 The actions of any Affiliate of a GT Operator with whom a Passenger has a prearranged reservation to discuss, offer or arrange ground transportation services by another GT Operator with whom the Passenger does not have its prearranged reservation.

5.2.15 The actions of a Transportation Concessionaire Operator to discuss, offer, or arrange ground transportation services to any Person at the Airport who is not a pre-arranged Passenger while not in the authorized Service Counter;

5.2.16 Unauthorized advertising display or unauthorized link to the Authority’s web site;

5.2.17 Actions by a Permit Holder dispatching a vehicle to pick up at the Airport using a vehicle that has not been issued a valid City of Orlando Vehicle-for-Hire permit if required, and/or a valid Aviation Authority Vehicle-for-Hire permit, or the actual or intended pick up of a Passenger by the Driver of such non-permitted vehicle. The financial penalty for such violation by a Permit Holder or a Driver shall be assigned to both the Driver involved and the Permit Holder, however the Suspension from operating at the Airport shall be served only by the Driver.

5.2.18 Agreement or cooperation between a Taxicab Starter and Taxicab Driver that d offers or arranges GT Operations contrary to the Taxicab Starter System and Taxicab Dispatch procedures at the Airport.

5.2.19 Conducting GT Operations for another Permit Holder’s Passenger without first notifying the Authority.

5.3 **Actions That Do Not Constitute Solicitation.** The following actions do not constitute Solicitation:

5.3.1 Actions by a Taxicab Starter that would otherwise be considered Solicitation so long as such actions are in accordance with these Rules and Regulations and such actions occur while the Starter is in the Taxicab Loading Zone or any other location approved by the Authority in writing and is working as a Taxicab Starter while arranging transportation for Taxicab Operators;

5.3.2 Actions by an employee of a Transportation Concessionaire Starter who is working in a Service Counter that would otherwise be considered Solicitation, so long as such actions are in accordance with the contractual agreement with the Authority;

5.3.3 Actions by an employee of a Transportation Concessionaire in giving Passengers who are customers of such Transportation Concessionaire directions to the Transportation Concessionaire’s Vehicles so long as the employee is located on the Ground Transportation Level of the Terminals in a location agreed upon by the Authority and the Transportation Concessionaire;

5.3.4 Demand transportation provided by an employee of a Transportation Concessionaire as long as the Passenger has arranged the transportation through the Service Counter, Transportation Booth, or company Dispatch Office;

5.3.5 Actions at the direction of a Rental Vehicle Operator by an Affiliate of a Rental Vehicle Operator who is working within a Service Counter leased from the Authority by such Rental Vehicle Operator that would otherwise be considered Solicitation, so long as such actions occur while the Affiliate is within the Service Counter;

5.3.6 Actions by an Affiliate of a Rental Vehicle Operator directing Passengers seeking Off-Airport Rental Vehicle Operators or other Operators to the Authority's website or to an Authority customer service ambassador.

5.3.7 Actions by an Out-of-Town Shuttle Operator that would otherwise be considered Solicitation so long as the Out-of-Town Shuttle Operator conducts such actions in accordance with the Out-of-Town Shuttle Permit Application while in the assigned Out-of-Town Shuttle area and does not attempt to transport, offer to transport, agree to transport, or transport a Passenger to a location other than the Service Zone (as displayed on the map attached hereto as Exhibits "E" and "F") serviced by such Out-of-Town Shuttle Operator;

5.3.8 Actions by a Courtesy Vehicle Driver or an employee acting to ensure the orderly loading of Courtesy Vehicles (known in this Section 5.3.8as "Starter") that would otherwise be considered Solicitation so long as such actions occur while the Courtesy Vehicle Driver or Starter is working as a Courtesy Vehicle Driver or a Starter in the Courtesy Vehicle Loading Zone, and does not initiate conversation with a Passenger, direct a Passenger to other ground transportation services, or offer services to a Passenger who has not pre-arranged transportation with such Permit Holder;

5.3.9 Actions by a Driver of a Taxicab or other Vehicle-for-Hire in transporting any Passenger from Airport property if the Passenger is loaded into the Driver's Commercial Vehicle by a Starter in accordance with these Rules and Regulations;

5.3.10 Actions by employees of any airline in arranging for transportation for any Passenger of such airline;

5.3.11 Advertising or including a link to the Authority's web site; provided, however, that such actions are authorized by the Chief Executive Officer;

5.3.12 Conducting a Meet and Greet in accordance with these Rules and Regulations.

5.4 **Consequences of Solicitation.** Persons who engage in Solicitation are subject to the penalties for Solicitation provided in Section 9.4 of these Rules and Regulations, including Suspension and a fine. In addition, a trespass warning will be issued against the individual engaging in Solicitation.

SECTION 6
OTHER PROVISIONS GOVERNING GROUND TRANSPORTATION OPERATIONS

6.1 **Improper Conduct.** Affiliates shall not engage in improper conduct or threatening behavior on Airport property, or in a manner that threatens or jeopardizes the safety and wellbeing of another person. Improper conduct includes, but is not limited to, boisterous or threatening conversations, profanity, fighting, refusing to transport a Passenger in accordance with these Rules and Regulations, or failure to cooperate with or respond to any hand signal or verbal request, direction or question of a Ground Transportation Agent in the performance of his or her official duties, or the unlawful carriage or transport of a weapon for firearm as defined in Chapter 790 of the Florida Statutes, without first obtaining the permission of the Chief Executive Officer.

6.2 **Misleading Information.** No Affiliate may provide false information concerning his, her or its own ground transportation service at the Airport or any other service at the Airport.

6.3 **Permit Decal and Electronic Control Device.** A Commercial Vehicle may not operate pursuant to a Permit unless the Authority has issued a valid Permit Decal and has registered a valid Electronic Control Device for that Vehicle, displayed as required under Section 3.94. Providing false Electronic Control Device information to a GT Agent shall constitute Improper Conduct.

6.4 **Identification of Permit Holder on Vehicle.** Each Vehicle shall contain identification of the name or the fictitious name registered with the State of Florida of the Permit Holder on the exterior side of the Vehicle or on the front license plate of the Vehicle, or in the case of a Vehicle-for-Hire, as required by Chapter 55 of the City Code. A Permit Holder conducting GT Operations with a Pre-arranged Passenger at the request of another Permit Holder must display on a sign on the Vehicle dashboard the name, or fictitious name registered with the State of Florida, of the Permit Holder on whose behalf the GT Operations are being conducted. Such a sign must be visible from outside the Vehicle of a size as follows:

6.4.1 at least 8" x 10" in size but not larger than 15" x 15" in size if the sign is hand-written or lettered;

6.4.2 at least 4" x 8" in size but not larger than 15" x 15" in size if the sign is not hand-written or lettered (i.e. professional signs);

6.4.3 have a diagonal screen measurement of at least 9 inches if the sign is an electronic computer device.

6.5 **Engine Idling.** Unless a Commercial Vehicle is engaged in Active Loading or Active Unloading a Driver shall not allow his or her Vehicle engine to idle and shall turn the engine off.

6.6 **Vehicle-for-Hire Driver Identification.** Each Vehicle-for-Hire Driver shall, at all times while on duty and in any area of Airport property, have his or her valid non-expired City driver's permit displayed on his or her person on the outer garment of the upper portion of the body and shall hand such permit upon request to a Ground Transportation Agent for inspection.

6.7 **Meet and Greet Guidelines.**

The following information summarizes Meet and Greet guidelines for the various areas of the Terminal:

Departures Levels: Meet and Greet activity for transportation services is prohibited except that the Chief of Operations may authorize charitable organizations approval to conduct Meet & Greet services on the Departures Levels.

Arrivals Levels: For Terminals A and B, Affiliates may perform Meet and Greet activity in the Baggage Claim Meet and Greet Area as depicted in Exhibit A-2. For Terminal C, Affiliates may perform Meet and Greet activity in the Baggage Claim Meet and Greet Area as depicted in Exhibit A-3-.

Arrivals Curb: Pre-Arranged taxicabs may conduct Meet and Greet activities on the Arrivals Curb in accordance with the provisions of Section 6.8.

Ground Transportation Levels: Affiliates of Permit Holders who do not have a Service Counter may perform Meet and Greet activity in the Baggage Claim Meet and Greet Area as depicted in Exhibits A-1 and A-4, and at designated Commercial Vehicle Loading Zones. Meet and Greet activity for a Group may be conducted at overflow locations as authorized by the Chief of Operations, provided such Meet and Greet activity is conducted in accordance with these Rules and Regulations. Destination Management Companies, Cruise Line Operators, Cruise Transfer Operators, Resort Transfer Operators, Resort Transportation Service Operators, Transportation Aggregators, and Tour Operators may perform Meet and Greet activity in the Commercial Lane, provided that such activity is conducted in accordance with the limitations set forth in these Rules and Regulations. Rental Vehicle Operators, Resort Transfer Operators, Resort Transportation Service Operators, Cruise Line Operators, Cruise Transfer Operators, Transportation Concessionaires, and other tenants will be permitted to perform Meet and Greet activities on the Ground Transportation Levels of Terminals A and B in areas in accordance with a valid lease or Space Use Agreement with the Authority and these Rules and Regulations.

Affiliates will be limited to two (2) Meet and Greet representative on the Arrivals Levels for each individual party, family or Group that is being met. For Permit Holders who do not have a lease or Space Use Agreement with the Authority, and who have Meet and Greet representatives meeting a Group, one (1) additional Meet and Greet representative may be located at the foot of each escalator on the Ground Transportation Level provided that the Affiliate is able to provide on demand by the Authority, a valid manifest that lists the individual Passengers Meet and Greet Information or a copy of a contractual agreement for transportation with the group, and that the Meet and Greet is performed in accordance with the limitations set forth in these Rules and Regulations. In such a case, the Permit Holder must notify the Ground Transportation Office by email that it is expecting arrivals of a Group at least two (2) days in advance. Failure to notify the Authority of the need to provide Meet and Greet services to a Group shall be an Unauthorized Presence Violation.

Meet and Greets in other areas of the Airport are prohibited except as authorized by the Chief of Operations. The actions of a Driver of a Courtesy Vehicle are exempted from this Section 6.7, as long as such actions do not include the Driver leaving the Courtesy Vehicle to Meet and Greet the Passenger(s).

6.7.1 **Baggage Claim Meet and Greet Area.** Affiliates may only enter the Baggage Claim Meet and Greet area to perform a Meet and Greet as set forth in this Section 6.7.1.

6.7.1.1 **Meet and Greet Time Limits.** When performing a Meet and Greet, an Affiliate may enter Baggage Claim Meet and Greet Area not more than fifteen (15) minutes prior to the arrival of a domestic flight and five (5) minutes prior to the arrival of an international flight. The Affiliate may remain in the Baggage Claim Meet and Greet Area not more than thirty (30) minutes after the arrival of a domestic flight and one (1) hour after the arrival of an international flight. An Affiliate meeting a delayed Passenger arrival and needing to remain in the Baggage Claim Meet and Greet Area beyond the time limits specified in this Section 6.7.1.1, shall call the on-duty Ground Transportation Agent at 407-408-6825 to request such permission which shall normally be granted. Flight arrival times shall be determined utilizing the Authority's flight monitors posted in the Holding Areas and throughout the Terminal. No Affiliate may enter Baggage Claim for the purpose of checking flight information, and all Affiliates can receive flight information by telephone number 407-825-8463.

6.7.1.2 **Baggage Claim Meet and Greet Area.** Except as provided in Section 6.7.1.3, Affiliates performing Meet and Greets in the Baggage Claim Meet and Greet Area shall stand only in the Baggage Claim Meet and Greet Area while waiting to meet their Passengers. If an Affiliate believes that he or she missed the Passenger or group he or she was meeting, such Affiliate may continue to wait in the Baggage Claim Meet and Greet Area in accordance with Section 6.7.1.1

but shall contact a Ground Transportation Agent (407-408-6825) for authorization (but not Ground Transportation Agents stationed in information booths in Baggage Claim). No Affiliate performing a Meet and Greet may meet his or her Passenger at or around any Baggage Claim carousel.

6.7.1.3 **Persons in Baggage Claim and Outside Meet and Greet Area.** No Affiliate may be in Baggage Claim or outside the Baggage Claim Meet and Greet Area unless he or she:

6.7.1.3.1 is in the company of his or her pre-arranged Passenger for the purpose of assisting with Luggage;

6.7.1.3.2 is en route to or from the Baggage Claim Meet and Greet Area;

6.7.1.3.3 is en route to or from the Baggage Claim exits;

6.7.1.3.4 is performing a Meet and Greet for a Passenger who is in a wheelchair; or

6.7.1.3.5 is an Affiliate of a Person designated as a Resort Transfer Operator, Resort Transportation Service Operator, Cruise Line Operator, Cruise Transfer Operator, Tour Operator or Destination Management Company and authorized to conduct operations from kiosks and/or counters and is by the kiosk or counter.

6.7.1.4 **Personal or Other Business in Baggage Claim.** No Affiliate may enter Baggage Claim on personal business or any other business unrelated to the provision of Meet and Greet services except when such Affiliate is acting as a Skycap, Starter, non-Driver personnel of a Transportation Concessionaire, is engaging in the business of baggage delivery service and is in Baggage Claim for the express purpose of collecting baggage from an airline, or is himself or herself traveling on a flight that arrived at the Airport within one (1) hour of the time the Affiliate is present in Baggage Claim. An Affiliate may meet friends and relatives arriving at the Airport if the Affiliate conducts himself or herself as if he or she were meeting a Passenger in a commercial capacity and performs such actions in accordance with this Section 6.

6.7.2 **Commercial Lane and GT Concourse.** An Affiliate doing business as a Vehicle-for-Hire Operator may only enter a Commercial Lane or GT Concourse to conduct GT Operations as set forth in Sections 5 and 6 and will be required to have the necessary pre-arranged Passenger information.

6.7.2.1 When conducting GT Operations pursuant to a Meet and Greet (except authorized demand service provided by Taxicabs, Out-of-Town Shuttles, and Transportation Concessionaire(s)), an Affiliate may enter a Commercial Lane or GT Concourse to park in the CVPA in accordance with the time limits specified in Section 6.7.1.1. When conducting GT Operations pursuant to a Meet and Greet and performing such Meet and Greet in the Commercial Lane (other than the CVPA), an Affiliate may arrive no earlier than five (5) minutes after the arrival of a domestic flight and twenty (20) minutes after the arrival of an international flight, and must depart in accordance with the time limits specified in Section 6.7.1.1. For the purposes of this Section 6.7.2, an Affiliate may only use the Commercial Lane to load Passenger(s) and should not be construed as authorization to park and wait for Passengers. Flight arrival times will be determined pursuant to Section 6.7.1.1.

6.7.3 **Vehicle-for-Hire Loading Location Meet and Greet.** A Vehicle-for-Hire Affiliate must conduct a Vehicle-for-Hire Loading Location Meet and Greet in accordance with this Section 6.7.3, and only in designated Loading Zones in a GT Concourse when it is open, or in a Commercial Lane when access to the GT Concourse is closed. To qualify to conduct a Vehicle-for-Hire Loading Location Meet and Greet the Affiliate must:

6.7.3.1 be assigned a Passenger pickup by a Mobile Internet Application (app);

6.7.3.2 upon request, allow a Ground Transportation Agent the opportunity to observe and record the prearranged Passenger pickup information displayed on the Affiliate's smartphone or electronic computer device;

6.7.3.3 the prearranged Passenger Meet and Greet information displayed on the smartphone or electronic computer device must include, at a minimum:

6.7.3.3.1 the first name of the Passenger;

6.7.3.3.2 the first name of the Driver;

6.7.3.3.3 show the time the Passenger made the prearrangement for transportation, and;

6.7.3.3.4 must show the real-time relative location of the both the Vehicle-for-Hire Affiliate and the prearranged Passenger to be picked up.

6.7.3.4 **Driver to Stay With Vehicle.** A Vehicle-for-Hire Affiliate performing a Vehicle-for-Hire Loading Location Meet and Greet must at all times stay with his or her vehicle throughout the process of entering the GT Concourse or Commercial Lane, locating the Passenger, loading the Passenger and Luggage and departing from the GT Concourse or Commercial Lane. Failure of the Affiliate to stay with the vehicle while conducting a Vehicle-for-Hire Loading Location Meet and Greet shall constitute an Unattended Vehicle violation.

6.7.3.5 **Meet and Greet Sign Waiver.** Provided that the Vehicle-for-Hire Affiliate performing a Vehicle-for-Hire Loading Location Meet and Greet complies with the requirements in Section 6.7.3, the Affiliate need not have a Meet and Greet sign meeting the informational content and physical requirements of Section 6.10.1.

6.7.3.6 **Vehicle-for-Hire Loading Meet and Greet Time Limitation.** A Vehicle-for-Hire Affiliate performing a Vehicle-for-Hire Loading Location Meet and Greet may enter a GT Concourse or Commercial Lane to pick up a Passenger not more than thirty (30) minutes after a Passenger made the prearrangement for transportation through a Mobile Internet Application (app).

6.8 **Pre-Arranged Taxicab Meet and Greet Guidelines.** Pre-Arranged Taxicab Affiliates may perform Meet and Greet activity in designated areas on the Arrivals Curb, but may not leave the Taxicab unattended or wait for their Passenger. Pre-Arranged Taxicab Loading on the Arrivals Curb is strictly pull-up, pickup and go. The Affiliate shall have a Meet and Greet sign that includes the information listed in Section 6.10, and if using a Mobile Internet Application, the Passenger's name and the time the pickup was arranged. In person Meet and Greet Activity must be conducted on the Ground Transportation Level of Terminals A and B.

6.9 **Additional Meet and Greet Guidelines.** Affiliates conducting Meet and Greet activity shall, at all times while at the Airport, display appropriate attire. Costume or character apparel is prohibited, but themed uniforms are not, so long as faces are not covered by a mask (other than a mask worn for health reasons). If an Affiliate is deemed to be in violation of the Meet and Greet Guidelines as provided in Section 6.7, Authority personnel, in addition to writing a NOV, may direct or escort any Affiliate either to the Baggage Claim Meet and Greet Area or out of the Airport, depending on the Ground Transportation Agent's assessment of the Affiliate's Meet and Greet status. Affiliates performing Meet and Greet must wear a visible badge on their outer garment on the upper portion of the body with their name and identifying the Permit Holder for whom they are conducting Meet and Greet services. Failure to wear the badge will be deemed a Failure to Produce Permit Violation.

6.10 **Sign Requirement.** An Affiliate performing a Meet and Greet at a designated Baggage Claim Meet and Greet Area must have a valid and verifiable Meet and Greet Sign prior to entry in to a Commercial Lane or GT Concourse to pick up a Passenger, and except as provided in Section 6.12 below, an Affiliate performing a Meet

and Greet at a designated Baggage Claim Meet and Greet Area shall, at all times while at the Airport for a Meet and Greet, comply with the following requirements:

6.10.1 **Appearance.** The Meet and Greet sign shall:

6.10.1.1 be at least 8" x 10" in size but not larger than 15" x 15" in size if the sign is hand written or lettered;

6.10.1.2 be at least 4" x 8" in size but not larger than 15" x 15" in size if the sign is not hand written or lettered (i.e. professional signs);

6.10.1.3 have a diagonal screen measurement of at least 9 inches if the sign is an electronic computer tablet, and;

6.10.1.4 include the name of the Permit Holder with whom the Passenger or Group has made their reservation and contain the Passenger's name, or the logo of the group or company being met and, displayed on either the face or back of the sign, the name of the airline and arriving flight number. Affiliates using an electronic computer device Meet and Greet sign may provide through other media the airline and flight number if they are not displayed on the screen of the electronic computer device. See Exhibit "P" for the identification of where Meet and Greet Signs are required.

6.10.2 **Display and Meet and Greets in a Commercial Lane or GT Concourse.** Except for Operators of Transportation Concessionaire Vehicles loading Passengers in their Designated Commercial Lane spaces, Courtesy Vehicle Operators staying with their Vehicles in the Commercial Lanes, Taxicab Operators dispatched to a Taxicab Loading Zone by a Starter, Out-of-Town Shuttle Operators, and Affiliates performing a Vehicle-for-Hire Loading Location Meet and Greet, an Affiliate performing a Meet and Greet at the Airport must have a valid and verifiable Meet and Greet sign pursuant to Section 6.10.1. An Affiliate performing a Meet and Greet shall be required to display the Meet and Greet sign at all times while in the Baggage Claim Meet and Greet Area. For the purpose of this Section 6.10.2, an Affiliate conducting a Meet and Greet on the Arrivals Levels and the Commercial Lane, including a CVPA, or GT Concourse must have and display a Meet and Greet sign in compliance with all requirements pursuant to this Section 6, except that Drivers not leaving their Vehicle unattended in a Commercial Lane, including a CVPA, or GT Concourse need not have a Meet and Greet sign meeting the physical requirements of Section 6.10.1, but must have the passenger Meet and Greet information available in paper or electronic format, and must present such information for inspection to a Ground Transportation Agent upon request.

6.11 **Additional Information.** If a Meet and Greet sign contains the logo or name of a Group, the Affiliate must carry and be able to provide either the name and flight information for each Passenger in the group (i.e. a Passenger manifest) or a copy of a contractual agreement for transportation with the Group, as specified in this Section 6.

6.12 **Meet and Greet Without Sign.** An Affiliate may perform a Meet and Greet without the use of a sign if the Driver or Affiliate obtains prior authorization from the Chief of Operations, which such authorization shall be granted only in cases where the Driver or Affiliate demonstrates to the satisfaction of the Chief of Operations that the use of a sign would present a crowd control hazard or a security risk.

6.13 **Provision of Meet and Greet Information.** Other than an Affiliate performing a Vehicle-for-Hire Loading Location Meet and Greet, an Affiliate performing a Meet and Greet while at the Airport must provide upon request of any Ground Transportation Agent, the name of the Permit Holder for whom the Affiliate is operating, together with verifiable information concerning the Passenger's name, arrival date, airline, flight number and flight arrival time, or a copy of a contractual agreement for the provision of Meet and Greet Services in accordance with Section 6.11. An Affiliate's refusal to respond when asked if he or she has a Meet and Greet shall be deemed an admission that the Affiliate has a Meet and Greet and shall constitute a failure to provide the required information, and the Ground Transportation Agent may escort or direct the Affiliate out of the Airport. An Affiliate performing a Vehicle-for-Hire Loading Location Meet and Greet shall be required to provide the Meet and Greet information in

Section 6.7.3. An Affiliate’s refusal or inability to provide all the information required by Section 6.7.3 shall constitute a Failure to Provide Meet and Greet Information.

6.14 **Loitering on Ground Transportation or Arrivals Levels of Terminals or Commercial Lane.** Except for conducting a Meet and Greet in the Baggage Claim Area pursuant to this Section 6, no Affiliate may loiter on the Ground Transportation or Arrivals Levels of the Terminals, or in a Commercial Lane. For purposes of this Section 6.14, the term “loiter” means an occasion when an Affiliate remains in the Ground Transportation or Arrivals Levels of the Terminals, or a in the Commercial Lane (not including the CVPA), or on the GT Concourse for a continuous period of more than five (5) minutes and is not with his or her Vehicle or with his or her pre-arranged Passenger, or at the designated Meet and Greet area. The provisions of this Section 6.14 shall not apply to (i) Taxicab Starters or (ii) employees of Transportation Concessionaires (iii) employees of Rental Vehicle Operators (iv) employees of Resort Transportation Service Operators, Resort Transfer Operators, Cruise Line Operators, Cruise Transfer Operators , or Tour Operators, whose responsibility it is to provide passenger directions to the Vehicles so long as the employees are in a location of the Airport agreed upon in the lease or Space Use Agreement with the Authority.

6.15 **Vehicle-for-Hire Information Requirements.** At the request of the Chief of Operations, Permit Holders that are a Vehicle-for-Hire must submit to the Authority within five (5) business days any or all information required to be submitted to the City of Orlando Vehicle-for-Hire Administrator in accordance with Chapter 55 of the City Code. Such information shall include, but not be limited to, Vehicle-for-Hire rates on file, driver trip reports and dispatcher reports.

6.16 **Vehicle-for-Hire Service Receipt Requirements.** Upon request of a Passenger, a Vehicle-for-Hire Affiliate must provide a receipt for the transportation services provided. The receipt which may be sent electronically to the Passenger must provide the name of the Affiliate Driver and the name of the Permit Holder of such Vehicle that provided transportation to the Passenger. If the electronically provided receipt provides only the first name of the Affiliate Driver, then the receipt must also provide a picture of the Affiliate Driver and the full name of the Permit Holder of such vehicle that provided transportation to the Passenger.

6.17 **Passenger Loading.** The provisions of this Section 6.17 apply to the loading of a Commercial Vehicle when it is operated as a Non-Commercial Vehicle, as well as when it is operated in a commercial capacity. See Exhibit “P” for a summary of where Loading may occur. The provisions of this Section 6.17 do not apply to TNCs or to P2P Operators and Affiliates, who are governed by the provisions in the their Operating Agreements.

6.17.1 Level 1.

6.17.1.1 **CVPA.** Commercial Vehicles engaged in the performance of Meet and Greets may load in the CVPAs except for Class I and Class II Vehicles-for-Hire that do not exceed seven feet in height may load in the CVPAs only when the GT Concourses are not open. (CVPA map attached hereto as Exhibit “D-1”).

6.17.1.2 **Commercial Lanes.** All Commercial Vehicles may load in the Commercial Lane spaces except for Class I and Class II Vehicles-for-Hire that do not exceed seven feet in height may load in a Commercial Lane space only when the GT Concourses are not open. A Vehicle loading Passengers and/or luggage in a Commercial Lane is to be parked in a space designated for that Vehicle, and shall not be parked for loading in a portion of the Commercial Lane intended to serve as a traffic thru lane. (Commercial Lane map attached hereto as Exhibits “D- 1” and “D-2”).

6.17.1.3 **GT Concourse.** Commercial Vehicles authorized or required to use the GT Concourses for loading Passengers and Luggage shall park only in designated parking spaces to conduct a Meet & Greet or load Passengers and Luggage. Commercial Vehicles are not to be stopped, parked or loading Passengers and Luggage in a through lane or on a raised pedestrian crosswalk.

6.17.1.3.1 Class I and Class II Vehicles-for-Hire not exceeding seven feet in height are required to load passengers and luggage in the GT Concourses whenever they are open

for use. Vehicles-for-Hire that exceed seven feet in height or thirty feet in length shall be required to load in either the Commercial Lanes or CVPAs. (GT Concourse map attached hereto as Exhibits “C-1” and “C-2”). Class I and Class II Vehicles-For-Hire who provide ground transportation exclusively for airline crew members may load in the Commercial Lane spaces designated for the “Airline Crew Shuttle.”

6.17.1.3.2 Class I and Class II Non-Concession (N) vehicles not exceeding seven feet in height have the option, at the discretion of the Affiliate, to load Passengers and Luggage in the GT Concourses whenever they are open for use. Class I and Class II Non-Concession (N) vehicles not loading in the GT Concourses will be required to load Passengers and Luggage in the Commercial Lanes or CVPAs.

6.17.1.4 **Loading Zones.** No Commercial Vehicle may load in a Loading Zone in which that Vehicle is not authorized to load. Such action will constitute a violation for “Unauthorized Parking,” except that Class I and Class II Vehicles-for-Hire that do not exceed seven feet in height that are loading in a Commercial Lane or CVPA when the GT Concourses are open shall constitute an Unauthorized Loading violation. Vehicles-for-Hire that exceed seven feet in height due solely to the addition of a roof mounted luggage carrier may load in the Commercial Lanes provided the luggage carrier is a fully enclosed rigid-case carrier with a manufacturer’s minimum rated capacity of 10 cubic feet. Commercial Vehicles not actively loading while other Commercial Vehicles are waiting to access the same Loading Zone must exit the Loading Zone and then return to complete Passenger loading. Such action will constitute a violation for “Unauthorized Parking.”

6.17.2 **Arrivals Curb.** Other than Taxicabs issued with a Permit pursuant to Sections 3.2.2 and 3.2.2.1, no other Commercial Vehicle may load Passengers or Luggage on the Arrivals Curb. TNC Drivers who also have an Operating Agreement with the Authority may load Passengers on the Arrivals Curb if the Passenger requested a Prearranged Ride through the TNC’s Digital Network.

6.17.3 **Departures Curb.** No Commercial Vehicle may load Passengers or Luggage on the Departures Curb.

6.17.4 **Holding Areas.** No Commercial Vehicle may load Passengers or Luggage in the Holding Areas.

6.17.5 **Parking Garages.** No Commercial Vehicle may load Passengers or Luggage in the Parking Garages. Commercial Vehicles loading Passengers or Luggage in violation of this Section 6.17.6 are subject to being towed at the Permit Holder’s expense by the Authority if the Driver is not present or refuses to move the vehicle.

6.17.6 **Economy Satellite Lots.** No Commercial Vehicle may load Passengers or Luggage in an Economy Satellite Lot. Commercial Vehicles loading Passengers or Luggage in violation of this Section

6.17.7 are subject to being towed at the Permit Holder’s expense by the Authority if the Driver is not present or refuses to move the vehicle.

6.18 **Passenger Unloading.** The provisions of this Section 6.18 apply to the unloading of a Commercial Vehicle when it is operated as a Non-Commercial Vehicle as well as when it is operated in a commercial capacity. The provisions of this Section 6.18 do not apply to P2P Operators and Affiliates, who are governed by provisions in the P2P Operating Agreement.

6.18.1 **Level 1.**

6.18.1.1 **CVPA.** Commercial Vehicles may unload Passengers and Luggage in the CVPAs, except that Class I and Class II Vehicles-for-Hire not exceeding seven feet in height may not use a CVPA at any time the GT Concourses are open for use.

6.18.1.2 **Commercial Lanes.** All Commercial Vehicles may unload Passengers and Luggage in the Commercial Lane spaces except for Class I and Class II Vehicles-for-Hire not exceeding seven feet in height. A vehicle unloading Passengers and/or Luggage in a Commercial Lane is to be parked in a space designated for that Vehicle, and shall not be parked for unloading in a portion of the Commercial Lane intended to serve as a traffic thru lane.

6.18.1.3 **Loading Zones.** No Commercial Vehicle may unload in a Loading Zone in which that Vehicle is not authorized to load or unload. Such action will constitute a violation for “Unauthorized Parking,” except that Class I and Class II Vehicles-for-Hire that do not exceed seven feet in height unloading in a Commercial Lane or CVPA when the GT Concourses are open shall constitute an Unauthorized Unloading Violation.

6.18.2 **Arrivals Curb.** No Commercial Vehicle may unload Passengers or Luggage on the Arrivals Curb.

6.18.3 **Departures Curb.** Class I Vehicles, and Class II and Class III stretch limousines may unload Passengers and Luggage on the Departures Curb. All other Commercial Vehicles are required to unload Passengers and Luggage on Level 1.

6.18.4 **Departures Curb Authorized Unloading Lanes.** Commercial Vehicles authorized to unload on the Departures Curb must unload Passengers and Luggage in either the first (preferred) or second lane from the Terminal curb. Unloading in either the third or fourth lane from the curb constitutes an Unauthorized Unloading violation.

6.18.5 **Holding Areas.** No Commercial Vehicle may unload in the Holding Areas.

6.18.6 **Parking Garages.** No Commercial Vehicle may unload in the Parking Garages, except for a Passenger with a current reservation with a Rental Vehicle Operator. Commercial Vehicles unloading Passengers or Luggage in violation of this Section 6.18.6 are subject to being towed at the Permit Holder’s expense by the Authority if the Driver is not present or refuses to move the vehicle.

6.18.7 **Economy Satellite Lots.** No Commercial Vehicle may unload Passengers or Luggage in an Economy Satellite Lot. Commercial Vehicles unloading Passengers or Luggage in violation of this Section 6.18.7 are subject to being towed at the Permit Holder’s expense by the Authority if the Driver is not present or refuses to move the vehicle.

6.19 **Parking.** The provisions of this Section 6.19 apply to the parking of a Commercial Vehicle when it is operated as a Non-Commercial Vehicle as well as when it is operated in a commercial capacity. See Exhibit “P” for a description of where parking may occur. Parking of Permit Holder Vehicles in any unauthorized areas on Airport property shall be considered an Unauthorized Parking Violation. The provisions of this Section 6.19 do not apply to P2P Operators and Affiliates, who are governed by the provisions in the P2P Operating Agreement.

6.19.1 **Level 1.**

6.19.1.1 **CVPA.** Class I and Class II Vehicles-for-Hire not exceeding seven (7) feet (in the North Terminal Complex) and ten (10) feet (in the South Terminal Complex) in height are prohibited from parking in the CVPAs at any time the GT Concourses are open for use. No Commercial Vehicle may park in a CVPA unless its Driver is at the Airport for the purpose of performing a Meet and Greet or unloading a Passenger. A Commercial Vehicle Operator that enters the Commercial Lane and discovers no available parking in the CVPA must contact a Ground Transportation Agent or leave a message to that effect by telephone at 407-408-6825.

6.19.1.2 **Commercial Lanes.** Class I and Class II Vehicles-for-Hire not exceeding seven (7) feet (in the North Terminal Complex) and ten (10) feet (in the South Terminal Complex) in height are prohibited from parking in the Commercial Lane spaces at any time the Terminal A and B GT Concourses are open for use. Class I and Class II Vehicles-for-Hire not exceeding eleven (11) feet in height are prohibited from parking in the Commercial Lane spaces at any time the Terminal A and B

GT Concourses are open for use. Vehicles-for-Hire are prohibited from parking in the Commercial Lanes except for Active Loading or Unloading in designated spaces for such activity. All other Commercial Vehicles, including Out-of-Town Shuttles pursuant to Section 7.7.7, may park in the Commercial Lane. A Vehicle parked in a Commercial Lane is to be parked in a space designated for that Vehicle, and shall not be parked in a portion of the Commercial Lane intended to serve as traffic thru lane.

6.19.1.3 **GT Concourse.** Commercial Vehicles authorized or required to park in the GT Concourses for loading Passengers and Luggage shall park only in designated parking spaces to conduct a Meet & Greet or load Passengers and Luggage. Commercial Vehicles are not to be stopped, parked, or loading Passengers and Luggage in a through lane or on a raised pedestrian crosswalk.

6.19.1.3.1 All Class I and Class II Vehicles-for-Hire not exceeding seven (7) feet (in the North Terminal Complex) and ten (10) feet (in the South Terminal Complex) in height must park in designated spaces in the GT Concourses when conducting a Meet and Greet whenever the GT Concourses are open for use.

6.19.1.3.2 Class I and Class II Non-Concession (N) vehicles not exceeding seven (7) feet (in the North Terminal Complex) and ten (10) feet (in the South Terminal Complex) in height have the option, at the discretion of the Affiliate, to park in designated parking spaces the GT Concourses when conducting a Meet & Greet.

6.19.1.3.3 No Commercial Vehicle may Park in a GT Concourse unless its driver is at the Airport for the purpose of performing a Meet and Greet. A Vehicle-for-Hire Driver that enters a GT Concourse and discovers no available parking spaces must contact a Ground Transportation Agent or leave a message to that effect by telephone at 407-408-6825.

6.19.1.4 **Taxicab Staging Area.** Taxicabs issued a permit pursuant to Sections 3.2.2 and 3.2.2.1 are authorized to park in the Taxicab Staging Areas prior to proceeding to the Taxicab Loading Zones. Taxis are not limited in parking duration while in the Taxicab Staging Areas. Provided space is available, Class I and Class II vehicles not required to use the GT Concourses when open, and Class III Vehicles-for-Hire may park in the lane of the Taxicab Staging Area that is the designated CVPA lane. For the Terminal A Taxicab Staging Area, lane number six is the designated CVPA lane. For the Terminal B Taxicab Staging Area, lane number eight is the designated CVPA lane.

6.19.2 **Loading Zones.** No Commercial Vehicle may park in a Loading Zone in which that Vehicle is not authorized to park. No Courtesy Vehicle Permit Holder authorized to park in any Loading Zone may (i) park more than two (2) Courtesy Vehicle at one time in any area of one Loading Zone, (ii) operate more than a total of three (3) Courtesy Vehicles in a Commercial Lane at one time or (iii) remain parked while not actively loading while Vehicles are waiting to load. Such action will constitute a violation for “Unauthorized Parking.”

6.19.3 **Parked Blocking Traffic.** A Driver of a Commercial Vehicle may not park such a vehicle in any manner that blocks or significantly impedes the normal flow of traffic in a Commercial Lane, GT Concourse, CVPA, Taxi Staging Area, Holding Area or any roadway on Airport property A Ground Transportation Agent upon observing a Commercial Vehicle that in his/her opinion is blocking or significantly impeding the normal flow of traffic shall request the Driver to promptly relocate the vehicle to a location that does not block or impede the normal flow of traffic. Failure of the Driver to promptly respond to the request of the Ground Transportation Agent shall be considered an Unauthorized Parking violation.

6.19.4 **Arrivals Curb.** Other than Taxicabs issued with a permit pursuant to Sections 3.2.2 and 3.2.2.1, no other Commercial Vehicle may park on the Arrivals Curb.

- 6.19.5 **Departures Curb.** No Commercial Vehicle may park on the Departures Curb.
- 6.19.6 **Holding Areas.** Only Commercial Vehicles with a valid Permit Decal and Electronic Control Device conducting GT Operations may park in the Holding Areas and shall park only in designated spaces appropriate for the type of Permit Decal.
- 6.19.7 **Parking Garages.** No Commercial Vehicle may park in the Parking Garages. Commercial Vehicles parking in violation of this Section 6.19.7 are subject to being towed at the Permit Holder's expense by the Authority if the Driver is not present or refuses to move the vehicle.
- 6.19.8 **Economy Satellite Lots.** No Commercial Vehicle may park in an Economy Satellite Lot. Commercial Vehicles parking in violation of this Section 6.19.8 are subject to being towed at the Permit Holder's expense by the Authority if the Driver is not present or refuses to move the vehicle.
- 6.19.9 **Cell Phone Lot and B52 Park.** With the exception of Commercial Vehicles utilizing electric vehicle charging stations, no Commercial Vehicle may park in the cell phone lot(s) or the B52 Park at the Airport.
- 6.19.10 **Travel Plaza.** Unless utilizing available services in the Travel Plaza, no Commercial Vehicle may park in the Travel Plaza at the Airport for more than ten (10) minutes after utilizing services in the Travel Plaza.
- 6.19.11 **Express Pick Up.** No Commercial Vehicle may park in an Express Pick Up other than a Class I or Class II Vehicle-for-Hire not exceeding seven feet in height which is required to park in the GT Concourse when conducting a Meet and Greet whenever the GT Concourses are open for use, or a Class I or Class II Non-Concession (N) Vehicle not exceeding seven feet in height which is parked in a GT Concourse at the option of the Affiliate.
- 6.19.12 **Limits of Parking Duration.** No Commercial Vehicle may remain in a Commercial Lane or GT Concourse for more than one (1) hour at a time. No Commercial Vehicle may park in any Holding Area for more than five (5) hours at a time. Any Commercial Vehicle that is parked in violation of this Section 6.19.12 will be issued a NOV and be towed away, at the Permit Holder's expense, by the Authority if the Driver is not present or refuses to move the Vehicle.
- 6.20 **Authorization to Load, Unload or Park.** The Chief of Operations may authorize Commercial Vehicles to load, unload or park in areas that they would not otherwise be authorized to load, unload or park if the Chief of Operations grants such authorization on terms and conditions uniformly applied.
- 6.21 **Unattended Vehicles.** No Driver shall be more than three (3) feet away from his or her Vehicle while the Vehicle is parked on Level 1 (excluding the CVPA, GT Concourse and Taxicab Staging Area), Arrivals Curb, Departures Curb or the Train Station Curb. Unattended Vehicles will be cited and towed away by the Authority at the Permit Holder's expense.
- 6.22 **Use of Holding Areas.** Affiliates may use Holding Areas only when conducting GT Operations. Affiliates are subject to these Rules and Regulations while in the Holding Areas. Unauthorized parking or unauthorized use of the Holding Area will result in the immediate towing and relocation of such vehicle at the owner's expense.
- 6.23 **Invalid Classification of Commercial Vehicles.** The Chief of Operations shall immediately revoke the Permit Decal of any Commercial Vehicle of a Permit Holder for which it has been found by the Chief of Operations to be incorrectly classified into a smaller vehicle classification based on information provided by the Permit Holder. When correct and verifiable information pertaining to the vehicle's size has been received from the Permit Holder which results in the correct vehicle classification, the Chief of Operations shall issue a new Permit Decal indicating the correct vehicle classification. Permit Holders and Drivers shall be required to allow a Ground Transportation Agent the opportunity to measure and otherwise evaluate a Commercial Vehicle displaying a Permit Decal to ascertain whether it is correctly classified.

Failure to provide an opportunity to measure or otherwise evaluate a Commercial Vehicle shall be considered Improper Conduct.

- 6.24 **Careless Vehicle Operation.** A Driver operating a Commercial Vehicle while transporting a Passenger off Airport, who fails to operate the Vehicle in a careful and prudent manner by not following the rules of the road such as traffic signs, traffic control devices, going against direction of traffic, yielding to pedestrians at a crosswalk, or operating the Commercial Vehicle in a manner that is indifferent to public safety, shall be deemed to have committed Improper Conduct. Such failure may be documented by a written Passenger complaint.
- 6.25 **Customer Service Requirement.** Drivers and Affiliates are expected to provide quality customer service to their Passengers by exhibiting behavior that is courteous, friendly and helpful when delivering the passenger to his/her destination. Failure to provide such quality customer service as documented by a Passenger complaint shall be deemed to be a Customer Service Violation. Authority may investigate GT Permit Holders' customer service by any reasonable business means, including use of "secret shoppers" to verify compliance with the requirements of these GTR&R. Permit Holders must respond to the customer within forty-eight (48) hours of receipt of a customer service complaint. Failure to respond to a customer service complaint within forty-eight (48) hours shall be deemed as Customer Service Violation for the Permit Holder and Affiliate identified in the complaint.
- 6.26 **Fare Payment by Credit Card.** Permit Holders must, at a minimum, accept VISA, MasterCard, and American Express credit cards from Passengers for payment of fares, at no additional cost to the Passenger, and must affirm this policy when discussing fare payment by credit card.
- 6.27 **Authority Access to Permit Holder Apps (Applications).** All Permit Holders who provide customer and/or Driver Mobile Internet Applications (apps) must provide access to Authority Ground Transportation Agents to such applications without the requirement to have a credit card to establish access, and shall not take actions which result in such access being denied. Failure to provide initial access to customer or Driver apps, or to cancel established access, shall be reason for the Chief of Operations to suspend the operating Permit of the Permit Holder until such time as access is provided.
- 6.28 **Relocation of Ground Transportation Operation.** On a continuing basis, the Authority shall continue monitoring GT Operation activities in the Terminals. The Chief Executive Officer may relocate Permit Holder(s) within the Terminals as necessary for operational efficiency.
- 6.29 **Electric Vehicle Charging Stations.** Affiliates are authorized to utilize the electric vehicle charging stations in the Cell Phone Lots. Affiliates and Permit Holders shall be responsible for the charging fees.
- 6.30 **Facility Lease to Other Permitted Operator.** Any Permit Holder leasing a portion of its Facility to another entity conducting GT Operations shall notify the Authority within five (5) business days of entering into the lease.
- 6.31 **Courtesy Vehicle Service to Other Permitted Operator.** Any Permit Holder that allows another entity to utilize its Courtesy Vehicle in connection with conducting GT Operations shall notify the Authority within five (5) business days of entering into the arrangement with the other entity. A Permit Holder shall be subject to a violation for Solicitation if conducting GT Operations for another Permit Holder without first notifying the Authority.
- 6.32 **Services Provided to All Terminal Complexes.** Permit Holders providing Courtesy Vehicles or Cruise Line Operators, Cruise Transfer Operators, Resort Transfer Operators, Resort Transportation Service Operators, Out-of-Town Shuttle Operators, Off-Airport Rental Vehicle Operators, Concessionaire, Off- Airport Parking Operators, Transportation Aggregators and Tour Operators must provide pickup and drop off services to all Terminal Complexes their customers are flying in or out of. Failure to comply with the Section as documented by a customer complaint submitted to the Authority or observed by the Authority shall be a Customer Service Violation.

SECTION 7
TAXICAB, TRANSPORTATION CONCESSIONAIRE AND OUT-OF-TOWN SHUTTLE OPERATIONS

7.1 **Taxicab Starter System.** At all times when there is any flight activity at the Airport, there shall be one Taxicab Starter stationed in each Taxicab Loading Zone (unless the Chief Executive Officer otherwise agrees). Taxicab Operators with Taxicab Permits will collectively enter into a Starter Agreement, to be approved by the Chief of Operations. Each Taxicab Operator shall abide by these Rules and Regulations and any such Taxicab Starter policy developed by the Authority and shall, if requested by the Chief Executive Officer, provide Taxicab Starters (provided, however, that in such case, the Taxicab Starter Costs of such Taxicab Operator, in excess of the portion of Taxicab Starter Costs attributable to such Taxicab Operator as Starter Fees, shall be reimbursed to such Taxicab Operator). The Taxicab Operator consortium will be collectively responsible for all actions of Taxicab Starters, including any and all penalties and Suspensions for a Taxicab Starter's violation of these Rules and Regulations. Unless specifically stated otherwise, the violation of any portion of Sections 7.1 through 7.3 by a Driver of a Taxicab or a Taxicab Starter shall be deemed a Category II Taxicab Violation with penalties described in Section 9.7.4, except for violations which result in the loss of revenue to the Authority shall be deemed to be an Evading Fees Violation as indicated in Section 9.6.5.

7.2 **Taxicab Dispatch Procedures.**

7.2.1 **Assignment of Ranks Within Holding Areas.** The Chief of Operations shall assign, and may from time to time alter the assignment of, lanes or portions of lanes within the Holding Areas ("ranks") to Taxicab Operators in a configuration determined by the Chief of Operations to be most efficient in order to provide an opportunity for each Taxicab Operator to achieve a percentage of Taxicab Trips from the Airport approximately equal to the percentage of City taxicab permits held by such Taxicab Operator.

7.2.2 **Arrival to Holding Area.** Upon arrival at the Airport, Taxicab Drivers who desire to make Passenger pickups from the Taxicab Loading Zones are required to proceed to the Holding Area designated by the Authority and to the rank within the Holding Area assigned to the Taxicab Operator under whose Permit the Taxicab is operated. Upon entering a Holding Area, all Taxicabs are required to proceed to the first available position in their respective rank(s).

7.2.3 **Full Holding Area.** Drivers of incoming Taxicabs who find that their assigned rank(s) is/are full upon such Taxicab's entry into the Holding Area shall either depart the Airport or travel to any alternative Holding Area as may be authorized by the Chief of Operations.

7.2.4 **Progression Within the Holding Area.** Within the Holding Area, each Taxicab shall move toward the Holding Area exit by directly following the Vehicle ahead of it.

7.2.5 **Exit from the Holding Area.** The signal for the next Taxicab to move forward shall be controlled by the Taxicab Starter(s) based on customer demand. The Authority may install electronic, auditory or other mechanical aids to assist and verify proper Taxicab exit from the Holding Area.

7.2.6 **Demand Taxicab Service.** Taxicab Drivers dispatched to a Taxicab Loading Zone to provide demand service will be issued a dispatch ticket indicating the Taxicab Permit Holder's name, the Taxicab number and the assigned Commercial Lane or Arrivals Curb location for loading.

7.2.7 **Pre-Arranged Taxicab Service.** Taxicab Drivers who are picking up a pre-arranged Passenger in accordance with the Meet and Greet requirements in Sections 6.7 through 6.13 shall first report to the Taxicab Holding Area to advise the Taxicab Starter of the prearranged Passenger pick up before entering the Pre-Arranged Taxicab Loading Zone identified in Section 6.8 to pick up a Passenger.

7.2.8 **Direction to Taxicab Loading Zones and Offering Services to the Public.** Upon exiting the Holding Area, each Taxicab shall proceed to the Taxicab Loading Zone designated by the Taxicab

Starter(s). In loading Vehicles, Taxicab Starters shall ensure as often as practical that the Taxicab which has remained in a Taxicab Loading Zone the longest is provided with the next Passenger(s) requesting service. The customer shall have the right, however, to select any Taxicab in any Taxicab Loading Zone. A Taxicab Starter or Driver shall not refuse service to any Passenger requesting service, except as authorized by a Taxicab Starter Agreement and except for the exclusions provided for in Chapter 55 of the City of Orlando Vehicle-for-Hire ordinance.

7.2.9 **Additional Taxicabs.** As needed in the case of an emergency, the Chief of Operations may authorize additional Taxicabs to operate at the Airport. For purposes of this Section 7.2.2 an emergency is defined as any occasion when the Chief of Operations determines that the number of available Taxicabs is inadequate to serve Passenger demand.

7.2.10 **Loading Passengers on the Arrivals Curb of Terminal A and B.** Taxicabs may only load Passengers on the Arrivals Curb of Terminal A and B if a Starter is present.

7.3 **Taxicab Customer Service Requirements.**

7.3.1 **Fare Payment by Credit Card.** Permit Holders and Drivers of Taxicabs (“T” Permit Decal) must, at a minimum, accept VISA, MasterCard, and American Express credit cards from Passengers for payment of fares, at no additional cost to the Passenger, and must affirm this policy when discussing fare payment by credit card. Each Taxicab must display notice of each credit card accepted for payment in a legal manner on the top of the right rear passenger window of the Taxicab on both the interior and exterior of the window in a horizontal manner, and adjacent to the taxicab meter in the interior of the taxicab. In addition, notice for each credit card accepted for payment will be posted at each Taxicab Starter station. Each Taxicab Permit Holder shall be responsible for providing its Drivers with electronic credit card processing devices.

7.3.2 **Taxicab Meter.** In accordance with the City of Orlando Vehicle-for-Hire ordinance, Chapter 55 of the City Code of Ordinances, the fare for a Taxicab trip is to be determined by a Taxicab meter set to calculate fares at the rate determined by the City of Orlando. Prior to starting a trip originating from the Airport, a Taxicab Driver is required to reset the Taxicab meter to show the City of Orlando authorized Taxicab Drop Fee (minimum charge). Highway tolls and the Airport taxi surcharge may be added to the Taxicab meter when they are incurred. The Taxicab meter shall not be covered or in any manner obscured from the Passenger’s ability to see the Taxicab meter at all times during the trip.

7.3.3 **Fee Recovery Charge.** Any charge to the Passenger for reimbursement of Airport fees (“Fee Recovery Charge”) shall be separately stated on the receipt. Neither Section 7.3.3., nor any other provision of the Ground Transportation Rules and Regulations shall be construed as an endorsement or approval by the Authority of a method or practice by an Taxicab Operator of charging its customers a separate fee to recover, in whole or in part, fees payable by a Taxicab Operator to the Authority, and a Taxicab Operator shall not state or imply to its customers that any such fee charged by a Taxicab Operator to its customers is mandated, or authorized, or taxed by the Authority. Any Fee Recovery Charge charged to customer shall never exceed the Privilege Fees owed to the Authority. If a Taxicab Operator separately states a Fee Recovery Charge on signage, website, or any publication, the amount separately stated shall be labeled on the signage, website, or publication only as a “Fee Recovery Charge,” or such other label as the Authority directs.

7.3.4 **Customer Receipt.** Prior to Loading a Passenger into a Taxicab, the Taxicab Starter is to provide the dispatch ticket for that trip to the Passenger, regardless of whether the fare will be charged on a credit card or paid in cash, as the reverse of the dispatch ticket serves as a receipt for service and identifies the number of the Taxicab providing service.

7.3.5 **Taxicab Inspections.** The Authority may conduct, or engage a third party to conduct, random Taxicab inspections to ascertain that Taxicabs are maintained in clean and first-class conditions and meet or exceed all requirements contained in Chapter 55 of the Orlando Code of Ordinances and the Authority’s Ground Transportation Rules and Regulations.

7.3.6 **Short Haul Fare Violation.** No Taxicab Driver or Taxicab Starter may refuse a Passenger requesting service on the basis that the Passenger is traveling to a short haul destination. No Taxicab Driver assigned a short haul destination shall complain of such in the presence of the Passenger or in any way provide diminished customer service to the Passenger going to a short haul destination. Providing diminished customer service or complaining of a short haul destination to the Passenger of such destination shall, as documented by a Passenger written complaint, be deemed to be a Taxicab Violation.

7.3.7 **Secured Credit Card Payment and GPS Vehicle Tracking Devices.** All Taxicabs must have a Taxicab Permit Holder wholly-owned and issued secured credit card payment processing and GPS tracking devices installed in permitted vehicles operating at the Airport. No other Person should have access to these devices other than the Taxicab Permit Holder. Failure to comply with this requirement shall subject the Taxicab Permit Holder to immediate Suspension of its Permit.

7.4 **Taxicab Starter Responsibilities.** The Taxicab Starter shall be responsible for the following, and failure to comply with this Section shall be deemed a Taxicab Violation:

7.4.1 Ensuring the smooth, orderly loading and departure of Taxicabs;

7.4.2 Maintaining order in the Taxicab Loading Zones;

7.4.3 Calling Taxicabs forward from the Holding Area to the Taxicab Loading Zones in the manner prescribed by the Chief of Operations in connection with rank assignments;

7.4.4 Reporting to the Authority and, as appropriate, to the City Police Department all occurrences or incidents which appear to constitute violations of law, Chapter 55 of the City Code or other applicable law, the Taxicab Starter Agreement, or these Rules and Regulations;

7.4.5 Ensuring Taxicab trips are processed on a non-preferential basis and in accordance with the guidelines established in this Section 7;

7.4.6 Ensuring that each Driver displays his or her City driver's permit and each Taxicab displays its Permit Decal, Electronic Control Device, City Vehicle Permit, and Credit Card displays as specified in Section 7.3.1;

7.4.7 Directing Passengers to alternative forms of transportation requested, including Passengers with out-of-town transportation needs (e.g. areas serviced by Out-of-Town Shuttle Operators). Failure to provide accurate information will constitute a violation of these Rules and Regulations for Misleading Information;

7.4.8 Offering taxi service as provided in this Section 7 and the Taxicab Starter Agreement, and advising Passengers of authorized Taxicab rates, if requested;

7.4.9 Attempting to settle on-site disputes among Taxicab Drivers either through individual efforts or through assistance of the Authority and/or the City Police Department;

7.4.10 Maintaining and delivering to the Authority in a timely manner an accurate daily log which reflects, for each outbound Taxicab trip, the number of the Taxicab making such trip, the Taxicab Operator that holds the Permit for the Taxicab, the number of Passengers, the destination (by zone or otherwise), and the time of departure;

7.4.11 Maintaining and delivering to the Authority an accurate monthly log which reflects the number of outbound Taxicab trips from the Airport made by Vehicles associated with each Taxicab Operator, and separately reporting all prearranged taxicab trips;

7.4.12 Investigating and responding to (or ensuring that the subject Taxicab Operator investigates and responds to) Passenger complaints regarding Starter service (whether complaints are received verbally or in writing and whether received by the Taxicab Starter directly from the Passenger, customer or the Authority). The Starter shall provide to the Authority a copy of any written complaint or a written description of any verbal complaint and a copy of the written response to each complaint. All Taxicab Operators shall conduct and cooperate in investigations of Passenger or customer complaints (whether conducted by the Authority or by a Starter) and shall respond to any customer or Passenger complaints concerning Taxicab service provided by such Taxicab Operator when requested to do so by the Chief Executive Officer or a Taxicab Starter.

7.5 **Records to Be Provided.** At the request of the Chief of Operations, each Taxicab Operator shall provide within five (5) business days, any records required to be maintained by such Taxicab Operator pursuant to Chapter 55 of the City Code.

7.6 **Transportation Concessionaire.** The Transportation Concessionaire will be responsible for providing ground transportation services in accordance with the Concession Agreement with the Authority. The Transportation Concessionaire will be responsible for its Affiliates in GT Operations at the Airport, and if such actions constitute a violation of these Rules and Regulations, the Transportation Concessionaire will be responsible for any and all penalties and Suspensions resulting from a violation of these Rules and Regulations separate and aside from any action taken by the Authority regarding the Concession Agreement with the Authority.

7.7 **Out-of-Town Shuttle Operator.** GT Operators requesting an Out-of-Town Shuttle Permit shall be required to submit a Permit Application with company information pursuant to this Section 7.7 for consideration by the Chief of Operations, who will authorize each new Out-of-Town Shuttle Permit and additional Out-of-Town Shuttle Vehicle Permit Decals based on the Authority's determination of Passenger market demand and the current supply of Out-of-Town Shuttle Operators. If the Chief of Operations determines an Out-of-Town Shuttle Permit Holder is not in compliance with Section 7.7 or Section 3.4.16, the Out-of-Town Shuttle Permit will be revoked and the Permit Holder will be required to immediately comply with Section 3.4.16 and this Section 7.7 in its entirety for consideration by the Chief of Operations to renew the Out-of-Town Shuttle Permit. Out-of-Town Shuttle Permit Holders shall comply with the following requirements.

7.7.1 **Out-of-Town Business Model.** An Operator requesting to become an Out-of-Town Shuttle Permit Holder will be required to submit a completed Out-of-Town Shuttle Permit Application and provide additional company information that lists at a minimum (i) the location and nature of the Out-of-Town Shuttle Service Center (ii) the year, make, and model of each Commercial Vehicle to be used for transportation service by the Operator (iii) the list of Trips between the Airport and Out-of-Town Shuttle Service Center that will be the actual Operator's Schedule on File.

7.7.2 **Out-of-Town Shuttle Service Center.** An Operator requesting to become an Out-of-Town Shuttle Permit Holder shall be required to provide and maintain an Out-of-Town Shuttle Service Center located in the intended Service Zone of the Operator, to be used as a GT Operations service point between the Airport and the Service Zone. The address of the Out-of-Town Shuttle Service Center must be verifiably registered in the name of the company, or Operator, as listed on the occupational license and county tax records. If the Out-of-Town Shuttle Service Center is not listed on county tax records, a legal and binding contract that specifies the verifiable address for the company or Operator is required. The Out-of-Town Shuttle Service Center must be an actual location and address, not a P.O. Box.

7.7.3 **Out-of-Town Shuttle Dispatch Service.** An Operator requesting to become an Out-of-Town Shuttle Permit Holder shall be required to provide and maintain an Out-of-Town Shuttle Dispatch Service with continuous twenty-four hour per day telephone service for Passenger contact.

7.7.4 **Fares and Schedule on File.** An Operator requesting to become an Out-of-Town Shuttle Permit Holder shall, at the time of initial Permit Application and renewal of each Permit, provide a schedule of fares intended to be charged to its Passenger, and a schedule of Trips it intends to operate to and from the Airport. The schedule of fares submitted with the Permit Application must be consistent with that on file with the City of Orlando Vehicle-for-Hire Department. It shall be the responsibility of the Permit Holder to

assess fares in compliance with its schedule of fares, operate its Vehicles in accordance with its Schedule on File with the Authority, and to keep both the schedule of fares and Schedule on File accurate and current by providing the Chief of Operations with written notification of changes at least seven (7) business days in advance. Failure to keep such schedule of fares and operating schedule accurate and current shall be cause for the Chief of Operations to revoke the Out-of-Town Shuttle Permit.

7.7.5 **Service Zone.** An Out-of-Town Shuttle Operator shall have the privilege of providing demand ground transportation service from the Airport to the one (1) specific Service Zone listed on the Permit Application and as authorized by the Chief of Operations. The Service Zone is the out of town area, which is located northeast, southeast, southwest, or northwest of the Airport, as depicted in Exhibits “E” and “F”.

7.7.6 **Prohibited Service Zone.** An Out-of-Town Shuttle Operator shall be prohibited from providing ground transportation service from the Airport utilizing a Vehicle with an Out-of-Town Shuttle Permit to any location within the tri-county area of Orange, Seminole and Osceola counties, as depicted in Exhibits “E” and “F”, or any Service Zone other than that which the Out-of-Town Shuttle Operator is authorized to provide service to in accordance with their current Permit Application.

7.7.7 **Commercial Lane Requirements.** There shall be no more than one (1) Out-of-Town Shuttle Vehicle per Permit Holder in either Commercial Lane at any one time, except when either providing Trips in Excess of Schedule as specified in Section 7.7.13, or when an Out-of-Town Shuttle Permit Holder may operate an additional Vehicle(s) that has been permitted as either a Vehicle-for-Hire (V Permit) or as a Non-Concessionaire (N Permit) Vehicle in compliance with Section 7.7.8.

7.7.8 **Permit Restrictions.** By requesting and accepting one (1) or more Out-of-Town Shuttle Vehicle decals, a Permit Holder agrees to use such permitted Vehicle(s) exclusively to provide Out-of-Town Shuttle service in accordance with the requirements and restrictions for this category of ground transportation service. Such permitted Vehicle(s) shall not be used to provide either pre-arranged or demand service to any location in the tri-county area as described in Section 7.7.6, or any Service Zone from which the Out-of-Town Shuttle Operator is prohibited from providing service. An Out-of-Town Shuttle Permit Holder may request and be issued Permits to operate additional Vehicles as either Vehicles-for-Hire (V Permit) or as Non-Concessionaire (N Permit), in accordance with the requirements and restrictions in either of those categories, provided that such permitted Vehicles shall not be used to provide service as an Out-of-Town Shuttle and will not be authorized to be in the Out-of-Town Shuttle area designated on the Commercial Lane.

7.7.9 **Advertising Requirements and Restrictions.** An Out-of-Town Shuttle Permit Holder may be linked from the Authority’s web site provided it operates exclusively as an Out-of-Town Shuttle, and does not hold Permit Decals to operate as a Vehicle-for-Hire (V Permit) or as a Non-Concessionaire (N Permit) and does not advertise any destination to which the Permit Holder is prohibited from providing transportation service. The Out-of-Town Shuttle Permit Holder must display and advertise in a professional and visible manner on the exterior of each Out-of-Town Shuttle Vehicle, the authorized destination area(s) located within the Service Zone of the Permit Holder. An Out-of-Town Shuttle Permit Holder shall not list any destination, attraction or location which lies within a Service Zone that the Permit Holder is not authorized to service or the tri-county area of Orange, Seminole and Osceola counties.

7.7.10 **Vehicle Requirements.** Limousines, luxury sedans and luxury vans shall not be permitted to operate as Out-of-Town Shuttles.

7.7.11 **Schedule on File and Compliance.** An Out-of-Town Shuttle Permit Holder shall submit to the Chief of Operations a daily Schedule on File to which it intends to provide ground transportation service to and from the Airport. There shall be a minimum of four (4) daily round Trips between the Service Zone and the Airport, seven (7) business days every week, with at least one (1) departure from the Airport prior to 1:00 p.m. and one (1) departure from the Airport after 6:00 p.m. each day. Terminals A, B and C shall be provided service on each round Trip. An Out-of-Town Shuttle Permit Holder shall be obligated to operate each Trip on its schedule. At least 70% of these Trips are required to be completed and operated on time as defined in Section 7.7.12. Unannounced random schedule compliance checks will be conducted by

the Chief of Operations who will revoke the Out-of-Town Shuttle permit of any Out-of-Town Shuttle Permit Holder that fails to achieve at least 30% schedule compliance in two consecutive schedule compliance checks. The Chief of Operations will upon revocation of the Out-of-Town Shuttle permit issue either a vehicle-for-Hire (V) or Non-Concession (N) permit as appropriate at the request of the former Out-of-Town Shuttle Permit Holder. A Permit Holder that has its Out-of-Town Shuttle permit revoked by the Chief of Operations under this Section 7.7.11 may not reapply to operate as an Out-of-Town Shuttle Operator for a period of one year. A Permit Holder may request to change its Schedule on File not more than once every three (3) months, and shall request authorization from the Chief of Operations at least seven (7) business days in advance of the schedule change. An Out-of-Town Shuttle Permit Holder's Schedule on File must only list arrival times at the Airport on the quarter hour, with a maximum transit time of fifteen (15) minutes between any Terminal.

7.7.12 On Time Compliance. An Out-of-Town Shuttle Vehicle shall be considered on time if it arrives in the Commercial Lane within thirty (30) minutes of its scheduled arrival time on file with the Authority. For purpose of this Section 7.7.12, any entry into the Commercial Lane of an Out-of-Town Shuttle Vehicle that is not within thirty (30) minutes of its arrival time according to the Schedule on File shall be deemed to be a Trip in Excess of Schedule and will be subject to the pre-arranged Passenger requirements specified in Section 6. Such entry by the Out-of-Town Shuttle Vehicle will not be credited to the Permit Holder for the purpose of compliance with the operating schedule as specified in Section 7.7.11. Out-of-Town Shuttle Vehicles shall depart the Commercial Lane at the departure time listed on the Schedule on File unless waiting for a delayed pre-arranged Passenger and in such case in accordance with Section 6.7.2.1. Failure to depart the Commercial Lane at the time listed on the Schedule on File will constitute a violation of "Unauthorized Parking" and the Out-of-Town Shuttle Operator will be required to depart the Commercial Lane as directed by the Ground Transportation Agent.

7.7.13 Trips in Excess of Schedule on File. An Out-of-Town Shuttle Permit Holder may operate Trips in excess of its Schedule on File, but must restrict Passengers to those who have pre-arranged transportation prior to the Vehicle's entry onto Airport property and shall be required to load such Passengers in the space on the Commercial Lane designated for Out-of-Town Shuttles. In no case shall demand Passengers be provided transportation by an Out-of-Town Shuttle Operator on a Trip which is not included on the Schedule on File.

7.7.14 Failure to Charge Rate on File. An Out-of-Town Shuttle Operator shall charge its Passenger(s) only those fares on file with the Authority.

7.7.15 Fare Payment by Credit Card. Out-of-Town Shuttle Operators must, at a minimum, accept VISA, MasterCard, and American Express credit cards from Passengers for payment of fares, at no additional cost to the Passenger. Each Out-of-Town Shuttle Vehicle must display notice of each credit card accepted for payment in a legal manner on the exterior of the Vehicle, and in the interior of the Vehicle. Failure to comply with this requirement will be deemed a violation of "Misleading Information" as specified in Section 9.7.1.

7.7.16 Voluntary Suspension of Service. An Out-of-Town Shuttle Permit Holder may elect to voluntarily suspend service at the Airport on a temporary basis no more than three (3) times within any twelve (12) month period, provided such request is submitted in writing to the Chief of Operations in accordance with Section 3.4.15. Such written notice shall indicate the start date of the voluntary suspension period, as well as the anticipated date of return to service. In anticipation of resuming service at the Airport and pursuant to Section 7.7.11, the Permit Holder will be required to submit a new daily Schedule on File seven (7) business days in advance of the anticipated return to service at the Airport. An Out-of-Town Shuttle Permit Holder who elects and receives a voluntary suspension of service at the Airport will be prohibited from its Vehicles entering the Airport during such suspension period, and the Permit Holder will be deemed in violation of Permit Holder Operating While Under Suspension for entering the Airport in violation of this Section 7.7.16.

7.7.17 Refusal of Fares. No Out-of-Town Shuttle Operator may refuse transportation service to a Passenger requesting demand service in accordance with these Rules and Regulations.

7.7.18 **Records to Be Provided.** At the request of the Chief of Operations, each Out-of-Town Shuttle Operator shall provide within five (5) business days, any records required to be maintained by such Out-of-Town Shuttle Operator pursuant to Chapter 55 of the City Code.

7.7.19 **Out-of-Town Shuttle Operator Responsibility.** The Out-of-Town Shuttle Operator will be responsible for providing ground transportation services in accordance with these Rules and Regulations and the Authority's Permit Application. The Out-of-Town Shuttle Permit Holder will be responsible for its Affiliates engaged in GT Operations at the Airport, and if such actions constitute a violation of these Rules and Regulations, the Out-of-Town Shuttle Permit Holder will be responsible for any and all penalties and Suspensions resulting from a violation of these Rules and Regulations, in addition to any action taken by the Authority as specified in the Permit Application with the Authority.

SECTION 8 FEES

8.1 **Payment of Fees.** Each Permit Holder shall pay all applicable Dwell Time Fees, Privilege Fees, Congestion Fees, and Taxicab Starter Fees.

8.1.1 **Payment of Dwell Time, Privilege, and Congestion Fees.** All Permit Holders must pay all applicable Dwell Times Fees, Privilege Fees, and Congestion Fees on a monthly basis based on Commercial Lane activity monitored by Electronic Control Devices. For each Permit Holder paying Dwell Time Fees, Privilege Fees, and Congestion Fees on a monthly basis, the Permit Holder will be required to have a Permit Decal and Electronic Control Device on each Vehicle for the purpose of collecting revenue control information.

8.1.2 **Electronic Control Device.** Each Electronic Control Device shall be affixed to the Commercial Vehicle for which it was issued in the manner prescribed by the Authority. All Electronic Control Devices issued by the Authority to a Permit Holder shall at all times remain the property of the Authority, and Electronic Control Devices issued to a Permit Holder shall be returned to the Authority on demand. If a Permit Holder loses or destroys an Authority issued Electronic Control Device, or has an Electronic Control Device stolen or destroyed, the device shall be replaced solely at the Permit Holder's cost and expense for a non-refundable fee of \$50.00. Permit Holders must immediately notify the Airport Operations – Ground Transportation Services Office if an Electronic Control Device is lost, destroyed, or stolen, and the Permit Holder will be responsible for any and all fees for an Electronic Control Device until such time as notification is received.

8.1.3 **Permit Decal and Electronic Control Device Requirement.** Permit Holders are required to operate each Vehicle with the specific Permit Decal and Electronic Control Device assigned to the Vehicle. Failure to operate a Vehicle with the specific Permit Decal and Electronic Control Device assigned to the Vehicle will be a violation of Failure to Affix Permit Decal.

8.1.4 **Consumer Price Index Fee Adjustment.**

8.1.4.1 **Dwell Fees, Congestion Fees and T, S, N, and V Permit Privilege Fees.** The Chief of Operations shall annually conduct a review of the Consumer Price Index (CPI) for the per-trip Dwell Fees, Congestion Fees, and Privilege Fees for T, S, N, and V Permits. The review will use the Consumer Price Index, United States Average, Urban Wage Earners and Clerical Workers (CPI-W) to determine the increase in the index since the fees were last set. If the review determines the CPI-W increased at least five percent (5%) since the fees were last set, a recommendation will be made to the Ground Transportation Committee to increase the per-trip Dwell Fees, Privilege Fees, and Congestion Fee up to an amount approximately equal to the increase in the CPI-W since the fees were last set. The Chief of Operations shall notify all Permit Holders of any adjustment of the per-trip Dwell Fees and T, S, N, and V Permits Privilege Fees at least 30 calendar days prior to the implementation of the new fees.

8.1.4.2 **CL, CT, RTO, RTSO, TA, and TO Permits.** The Chief of Operations shall annually conduct a review of the Consumer Price Index (CPI) for the Privilege Fees for CL, CT, RTO, RTSO, TA and TO Permits. The review will use the CPI-W to determine the increase in the index since the fees were last set. If the review determines the CPI-W increased at least five percent (5%) since the fees were last set, a recommendation will be made to the Ground Transportation Committee to increase the Privilege Fees for CL, CT, RTO, RTSO, TA and TO Permits up to an amount approximately equal to the increase in the CPI-W since the fees were last set. The Chief of Operations shall notify all Permit Holders of any adjustment of the Privilege Fees for CL, CT, RTO, RTSO, TA and TO Permits at least 30 calendar days prior to the implementation of the new fees.

8.2 **Evading Fees.** Affiliates are prohibited from committing or attempting to commit any act that causes the Authority's revenue control system to fail to detect the presence of the Affiliate's Commercial Vehicle on the Ground Transportation Level, or in the case of the Driver of a Taxicab (T Permit), failing to report to the Taxicab Starter located in the Holding Area to advise of a prearranged Passenger pick up in accordance with Section 7.2.7.

8.3 **Dwell Time Fees.** Permit Holders shall pay Dwell Time Fees identified in Exhibit “Q”:

8.3.1 **Vehicle-for-Hire (V) Permit Holders and Taxicab (T) Permit Holders.** V Permit Holders shall be charged the rates reflected in Exhibit “Q” for each half-hour period the Vehicle is on Level 1, or any part thereof.

8.3.1.1 **Taxicab Meet and Greets.** Drivers or Affiliates with a T Permit that perform Meet and Greets outside the demand Taxicab operations provided by Starters (as specified in Section 7.2.7) are subject to the the same Privilege Fees as Taxicabs. Taxicab Drivers and Permit Holders are required to report all Taxicab Meet & Greets to the Taxicab Starters who will separately report such trips to the Ground Transportation Services office monthly.

8.3.2 **Off-Airport Parking Operator (P), Off-Airport Rental Vehicle Operator), Non-Concessionaire (N), and Out-of-Town Shuttle (S) Operator.** P, R, N, and S Permit Holders shall be charged the rates reflected in Exhibit “Q” as follows:

8.3.2.1 **Class I Vehicles.** Class I Vehicles shall be charged for each t ten-minute period the Vehicle is on Level 1, or any part thereof;

8.3.2.2 **Class II Vehicles.** Class II Vehicles shall be charged for each fifteen-minute period the Vehicle is on Level 1, or any part thereof

8.3.2.3 **Class III Vehicles Operated by R and P Permit Holders.** Class III Vehicles shall be charged for each twenty-minute period the Vehicle is on Level 1, or any part thereof

8.3.2.4 **All Other Class III Vehicles.** All other Class III Vehicles shall be charged for each twenty-minute period the Vehicle is on Level 1 , or any part thereof.

8.3.3 **Cash Payment of Dwell Time and Privilege Fees.** In certain cases involving a Commercial Vehicle without a Permit Decal or Electronic Control Device, the Chief of Operations may grant an exception to Section 8.1.1 and authorize the Affiliate to pay the applicable Dwell Time Fee and Privilege Fee in cash.

8.3.4 **Dual Permit Holder Operations.** A Permit Holder is restricted from providing other GT Operations at the Airport that are not authorized and in accordance with the Permit Holder’s Permit Application with the Authority. Permit Holders are required to disclose such other ground transportation service to the Authority in the manner provided in Section 3.4, and the Permit Holder will be required to obtain any and all other required permits. In addition, the Permit Holder will pay Dwell Time Fees according to the highest category pursuant to the Permit Decal. The Chief of Operations reserves the right to immediately revoke the Permit of an Operator that fails to disclose ground transportation services as specified in Section 3.4 or fails to comply with this Section 8.3.4.

8.4 **Privilege Fee.**

8.4.1 **Concessionaire (C) Permit Holders.** C Permit Holders shall be assessed Privilege Fees as provided in that Concessionaire’s concession agreement with the Authority.

8.4.2 **Cruise Line Operator (CL) Permit Holders, Cruise Transfer Operator (CT) Permit Holders, Resort Transportation Service Operator (RTSO) Permit Holders, Transportation Aggregator (TA) Permit Holders, and Tour Operator (TO) Permit Holders.** Each Cruise Line Operator, Cruise Transfer Operator, Resort Transportation Service Operator, Transportation Aggregator, and Tour Operator (each referred to in this section 8.4.2 as an “Operator”) shall pay Privilege Fees of \$0.50 per Passenger departing the Airport.

8.4.3 **Resort Transfer Operator (RTO) Permit Holders.** RTO Permit Holders utilizing vehicles exclusively operated on behalf of the RTO Permit Holder shall not be required to pay Privilege

Fees reflected in Exhibit “Q” for those vehicles. Vehicles not exclusively dedicated to the RTO GT Operations shall pay Privilege Fees reflected in Exhibit “Q” and the RTO Permit Holder shall also be assessed Privilege Fees as fol.3.1.1 Ten percent (10%) of the RTO’s Airport Gross Receipts for \$1 up to and including \$10,000,000;

8.4.3.1 Twelve and one half percent (12.5%) of the RTO’s Gross Receipts for \$10,000,001 up to and including \$18,000,000; plus

8.4.3.2 Fifteen percent (15%) of the RTO’s Gross Receipts above \$18,000,000.

8.4.4 **Taxicab (T) Permit Holders.** T Permit Holders shall be assessed Privilege Fees reflected in Exhibit “Q”, per Taxicab Trip from the Airport or over any part of Airport property, except for those Trips pursuant to Section 8.3.1.1. The number of Taxicab Trips made from the Airport or over any part of Airport property shall be determined based on the logs maintained by the Starters, or other methods of auditing used by the Authority pursuant to Section 7.4.10. Taxicab Operators that provide GT Operations for Meet and Greets pursuant to Section 8.3.1.1 will be assessed fees as specified in Section 8.3.1.1 and 8.4.7.

8.4.5 **Off-Airport Rental Vehicle Operator @ Permit Holders.** R Permit Holders shall be assessed Privilege Fees in the amount of ten percent (10%) of the Off-Airport Rental Vehicle Operator’s Airport Gross Receipts.

8.4.6 **Off-Airport Parking Operator (P) Permit Holders.** P Permit Holders shall be assessed Privilege Fees in the amount of ten percent (10%) of the Off-Airport Parking Operator’s Airport Gross Receipts

8.4.7 **Non-Concessionaire (N), Vehicles-for-Hire (V), Out-of-Town Shuttle (S), and Pre-Arranged Taxicab (T) Permit Holders.** N, V, S, and T Permit Holders shall be assessed Privilege Fees reflected in Exhibit “Q”:

8.4.8 **Starter Fees.** Each Taxicab Operator shall pay its Starter Fees.

8.4.9 **Partial Privilege Fee Credit/Waiver for Picking Up or Dropping Off Passengers at Both North Terminal Complex and South Terminal Complex.** The Hotels qualifying as an N Permit Holder and S Permit Holders who pickup and drop-off in both the North Terminal Complex and the South Terminal Complex shall receive the following credit/waiver provided that the Permitted vehicle reaches the second Terminal Complex within twenty (20) minutes of departure from the first Terminal Complex:

8.4.9.1. **Amount of Credit/Waiver.** The amount to be credited/waived is the amount attributable to the Privilege Fees for a vehicle of the Class claiming to have completed pickups or drop-offs in both Terminal Complexes. Only one Privilege Fee will be waived for qualifying stops in the second Terminal Complex, even if more than one stop occurs. As of October 1, 2023, for a Class I vehicle such credit/waiver will be \$3.20, for a Class II vehicle such credit/waiver will be \$6.40, and for a Class III vehicle such credit will be \$4.85.

8.4.9.2 **Methodology Until Software is Updated.** Once operationally available the credit/waiver will be processed through the Authority’s transportation management software provider. Until such time, the credits/waiver described in this Section for Hotels qualifying as an N Permit Holder or S Permit Holder will have to be submitted by a Privilege Fee Credit/ Waiver Report (Exhibit S) on or before the fifth Business Day of the month following the month the Privilege Fees were incurred. Failure to submit the Privilege Fee Credit/ Waiver Report by the deadline will preclude application of the Privilege Fee Credit/ Waiver to the Permit Holder’s invoice for Privilege Fees for that month.

8.5 **Congestion Fees.** Commercial Vehicles authorized to pick up Passengers on the Arrivals Level of the North Terminal (Taxicabs and TNCs) shall be assessed a Congestion Fee for each pickup.

8.6 **Monthly Billing and Time for Payment.** Each Permit Holder paying Dwell Time Fees and Privilege Fees on a monthly basis and each Permit Holder responsible for paying Starter Fees and Congestion Fees shall pay all such fees as follows:

8.5.1 **Billing of Dwell Time Fees.** Each Permit Holder will be billed monthly for Dwell Time Fees incurred during the prior month. Billed Dwell Time Fees are due upon receipt and must be received by the Authority within twenty (20) calendar days of the date of the bill.

8.6.2 **Billing of Privilege Fees.**

8.6.2.1 **Concessionaires.** Each Concessionaire will be billed for and shall pay its Privilege Fees in accordance with the provisions of that Concessionaire's concession agreement with the Authority.

8.5.2.2 **Taxicab (T) Permit Holders, Non-Concessionaire (N) Permit Holders, Vehicle-for- Hire (V) Permit Holders, and Out-of-Town Shuttle (S) Permit Holders.** Each Taxicab (T) Permit Holder, Non-Concessionaire (N) Permit Holder, Vehicle-for-Hire (V) Permit Holder, and Out-of-Town Shuttle (S) Permit Holder will be billed monthly for Privilege Fees incurred during the prior month. Billed Privilege Fees are due upon receipt and must be received by the Authority within twenty (20) calendar days of the date of the bill.

8.6.2.3 **Off-Airport Rental Vehicle Operators.** The Authority must receive, on or before the 15th day of each calendar month, each Off-Airport Rental Vehicle Operator's Privilege Fees due with respect to the immediately preceding calendar month, together with a monthly Statement of Receipts (Exhibit "H") for the immediately preceding calendar month. The Off-Airport Rental Vehicle Operator shall submit a Statement of Receipts even if such Off-Airport Rental Vehicle Operator earned no Airport Gross Receipts during the immediately preceding calendar month. If an Off-Airport Rental Vehicle Operator had no Airport Gross Receipts, the Statement of Receipts shall set forth the Off-Airport Rental Vehicle Operator's Gross Receipts during the immediately preceding month and shall demonstrate to the satisfaction of the Chief Executive Officer that none of such Gross Receipts constituted Airport Gross Receipts.

8.6.2.4 **Off-Airport Parking Operators.** The Authority must receive, on or before the 15th day of each calendar month, each Off-Airport Parking Operator's Privilege Fees due with respect to the immediately preceding calendar month, together with a monthly Statement of Receipts (Exhibit "I") for the immediately preceding calendar month. The Off-Airport Parking Operator shall submit a Statement of Receipts even if such Off-Airport Parking Operator earned no Airport Gross Receipts during the immediately preceding calendar month. If an Off-Airport Parking Operator had no Airport Gross Receipts, the Statement of Receipts shall set forth the Operator's Gross Receipts during the immediately preceding month and shall demonstrate to the satisfaction of the Chief Executive Officer that none of such Gross Receipts constituted Airport Gross Receipts.

8.6.2.5 **Cruise Line Operators, Cruise Transfer Operators, Resort Transportation Service Operators, Transportation Aggregators, and Tour Operators.** Each Cruise Line Operator, Cruise Transfer Operator, Resort Transportation Service Operator, Transportation Aggregator, and Tour Operator shall be referred to in this section 8.5.2.5 as an "Operator." The Authority must receive, on or before the 15th day of each calendar month, each Operator's Privilege Fees due with respect to the immediately preceding calendar month, together with a monthly Passenger Count Report (Exhibit J) for the immediately preceding calendar month detailing daily and monthly counts for Passengers the Operator transported from the Airport. The Operator shall submit a Passenger Count Report even if Operator did not transport Passengers during the immediately

preceding calendar month. Such Report shall additionally identify the Permit Holders providing the ground transportation services for the Operator.

8.6.2.6 **Resort Transfer Operators.** The Authority must receive, on or before the 15th day of each calendar month, each Resort Transfer Operator's Privilege Fees due with respect to the immediately preceding calendar month, together with a monthly Statement of Receipts (Exhibit "K") for the immediately preceding calendar month, which shall include receipts associated with vehicles both exclusively dedicated and not exclusively dedicated to the RTO GT Operator. The Statement of Receipts shall identify all entities providing vehicles transportation service for the Resort Transfer Operator. The Resort Transfer Operator shall submit a Statement of Receipts even if such Resort Transfer Operator earned no Gross Receipts during the immediately preceding calendar month. Such Report shall additionally identify the Permit Holders providing the ground transportation services for the Operator

8.6.2.7 **Destination Management Companies.** The Authority must receive, on or before the 15th day of each calendar month, each Destination Management Company's Permit Holder Report on Activity (Exhibit "L") identifying the Permit Holders with which it contracted to provide GT Operations, as well as a daily and monthly Passenger Count for the preceding month. The Destination Management Company shall submit the Permit Holder Report on activity even if it did not conduct any GT Operations at the Airport in the preceding month.

8.6.2.8 **Failure to Furnish Information.** If an Off-Airport Rental Vehicle Operator, Off- Airport Parking Operator, Cruise Line Operator, Cruise Transfer Operator, Destination Management Company, Resort Transportation Service Operator, Resort Transfer Operator, Transportation Aggregator, or Tour Operator fails to furnish to the Authority any monthly Statement of Receipts, monthly Passenger Count Reports, monthly Permit Holder Report on Activity, annual Certified Written Statement, or annual statement in lieu of Certified Written Statement within the time required by Sections 8.5.2.2., 8.5.2.3., 8.5.2.4., , 8.5.2.5, 8.5.2.6, 8.5.2.7, 8.6, or 8.11 such Person shall pay within ten (10) calendar days of the date of the demand letter therefore by the Authority as additional fees, a special handling fee of One Hundred Dollars (\$100.00) per statement per day until such statement is delivered to the Authority. This remedy shall be in addition to any and all other remedies provided in these Rules and Regulations or by law

8.7. **Billing of Starter Fees and Congestion Fees.** Each Taxicab Operator will be billed monthly for the Starter Fees and Congestion Fees incurred during the prior month. Billed Starter Fees are due upon receipt and must be received by the Authority within twenty (20) calendar days of the date of the bill.

8.8 **Place for Payment.** Remittance of any Dwell Time Fee, Privilege Fee, Congestion Fee or Taxicab Starter Fee shall be made in accordance with the payment options identified on Exhibit "M".

8.9 **Failure to Pay Fees.** No Permit Holder may operate at the Airport unless the Permit Holder has timely paid all applicable Dwell Time Fees, Privilege Fees, Congestion Fees and Taxicab Starter Fees, fees associated with any Notice of Violation, or other financial fee pursuant to Section 8 and 9. The Permit Holder shall pay to the Authority, in addition to any and all other late fees and penalties, interest on any overdue sum which shall accrue at the rate of the lesser of eighteen percent (18%) per annum or the maximum rate of interest allowed by law from the last day on which the sum should have been.

8.9.1 **Non-Sufficient Fund Fee.** A non-refundable fee will be applied to a Permit Holder that remits a check that is returned to the Authority for non-sufficient funds, and the Permit Holder will be immediately placed on Suspension until all applicable fees, late fees, and penalties are paid in full.

8.10 **Reinstatement Fee.** Prior to being allowed to return to service at the Airport, a Permit Holder that has been placed on Suspension due to its failure to fulfill financial obligations pursuant to Sections 8 and 9; failure to renew its Permit by the deadline in Section 3.11 or failure to comply with insurance requirements set forth in Sections 3 and 4; or whose Permit has been revoked for providing false or fake information required for permitting under

Section 3, including failure of a Permit Holder to provide accurate information upon which to determine the correct classification of a vehicle as stated in Section 6.23; will be required to pay a non-refundable reinstatement fee of \$100.00 in addition to any and all other late fees and penalties due by the Permit Holder.

8.11 **Disputing Billed Charges.** Permit Holders disputing invoiced charges must notify the Authority on or before the due date of payment for the disputed Dwell Time or Privilege Fees. A Permit Holder will be deemed to have waived any dispute regarding charges if notice is not provided as required under this Section.

8.11 **Annual Certification.**

8.11.1 **Certified Written Statement Required for Off-Airport Rental Vehicle Operators and Off-Airport Parking Operators.** By December 31 of each year, each Off-Airport Rental Vehicle Operator and Off-Airport Parking Operator (each referred to in this Section 8.11.1 as an “Operator,”) without demand and at its own cost and expense, shall provide the Authority a schedule of Gross Receipts and Privilege Fees paid as set forth below, accompanied by an independent auditor’s report expressing an unmodified opinion on such schedule as of the end of that Fiscal Year, prepared in accordance with generally accepted auditing standards and these Rules and Regulations and certified by an independent certified public accountant licensed to practice in the State of Florida who is not an employee of the Operator or a Certified Public Accountant who holds a valid temporary permit to practice in the State of Florida at the time the certification is issued and who is not an employee of the Operator, or an out of state licensed Certified Public Accountant who is not an employee of the Operator. In the event of conflict between the requirements of generally accepted auditing standards and these Rules and Regulations, the provisions hereof shall govern. Such report on audit shall set forth, both for each month during the term and of the Permit cumulatively for the term of the Permit:

8.11.1.1 the Operator’s Gross Receipts;

8.11.1.2 the Operator’s Airport Gross Receipts;

8.11.1.3 the Privilege Fees the Operator incurred;

8.11.1.4 the Privilege Fees the Operator actually paid to the Authority; and

8.11.1.5 the difference, if any, between the Privilege Fees the Operator incurred and the Privilege Fees such Operator actually paid to the Authority, along with an explanation for the difference, plus the amount of interest accrued as of the date of such statement calculated at the rate of 18% per annum, or, if less, the maximum rate of interest allowed by law from the date the Privilege Fees should have been paid to the date of actual payment by the Operator.

8.11.2 **Certified Written Statement Required for Resort Transfer Operators.** By December 31 of each year, each Resort Transfer Operator without demand and at its own cost and expense, shall provide the Authority a schedule of Gross Receipts and Privilege Fees paid as set forth below, accompanied by an independent auditor’s report expressing an unmodified opinion on such schedule as of the end of that Fiscal Year, prepared in accordance with generally accepted auditing standards and these Rules and Regulations and certified by an independent certified public accountant licensed to practice in the State of Florida who is not an employee of the Operator or a Certified Public Accountant who holds a valid temporary permit to practice in the State of Florida at the time the certification is issued and who is not an employee of the Operator, or an out of state licensed Certified Public Accountant who is not an employee of the Operator. In the event of conflict between the requirements of generally accepted auditing standards and these Rules and Regulations, the provisions hereof shall govern. Such report on audit shall set forth, both for each month during the term and of the Permit cumulatively for the term of the Permit:

8.11.2.1 the Operator’s Gross Receipts;

8.11.2.2 the Privilege Fees the Operator incurred;

8.11.2.3 the Privilege Fees the Operator actually paid to the Authority; and

8.11.2.4 the difference, if any, between the Privilege Fees the Operator incurred and the Privilege Fees such Operator actually paid to the Authority, along with an explanation for the difference, plus the amount of interest accrued as of the date of such statement calculated at the rate of 18% per annum, or, if less, the maximum rate of interest allowed by law from the date the Privilege Fees should have been paid to the date of actual payment by the Operator.

8.11.3 Certified Written Statement Required for Cruise Line Operators, Cruise Transfer Operators, Resort Transportation Service Operators, Transportation Aggregators, and Tour Operators. By December 31 of each year, each Cruise Line Operator, Cruise Transfer Operator, Resort Transportation Service Operator, Transportation Aggregator, and Tour Operator (each referred to in this Section 8.11.3 as an “Operator,”) without demand and at its own cost and expense, shall provide the Authority a statement of Passenger counts and Privilege Fees due and amounts paid, accompanied by an independent auditor’s report expressing an unmodified opinion on such statement as of the end of that Fiscal Year, prepared in accordance with generally accepted auditing standards and these Rules and Regulations and certified by an independent certified public accountant licensed to practice in the State of Florida who is not an employee of the Operator or a Certified Public Accountant who holds a valid temporary permit to practice in the State of Florida at the time the certification is issued and who is not an employee of the Operator, or an out of state licensed Certified Public Accountant who is not an employee of the Operator. In the event of conflict between the requirements of generally accepted auditing standards and these Rules and Regulations, the provisions hereof shall govern. Such report on audit shall set forth, both for each month during the term and of the Permit cumulatively for the term of the Permit:

8.11.3.1 the Passengers transported as part of Operator’s GT Operations;

8.11.3.2 the Privilege Fees the Operator incurred;

8.11.3.4 the Privilege Fees the Operator actually paid to the Authority; and

8.11.3.5 the difference, if any, between the Privilege Fees the Operator incurred and the Privilege Fees such Operator actually paid to the Authority, along with an explanation for the difference, plus the amount of interest accrued as of the date of such statement calculated at the rate of 18% per annum, or, if less, the maximum rate of interest allowed by law from the date the Privilege Fees should have been paid to the date of actual payment by the Operator.

8.11.4 Statement in Lieu of Certified Written Statement. In lieu of the Certified Written Statement required under Section 8.11.1, 8.11.2, and 8.11.3, and by December 31 of each year, any Off-Airport Parking Operator that has Airport Gross Receipts of less than \$100,000.00, any Off-Airport Rental Vehicle Operator that has Airport Gross Receipts of less than \$500,000.00, any Resort Transfer Operator that has Gross Receipts of less than \$500,000.00, and any Cruise Line Operator, Cruise Transfer Operator, Resort Transportation Service Operator, Transportation Aggregator, and Tour Operator that has fewer than 200,000 annual Passengers during a Fiscal Year may submit to the Authority a written statement prepared by such Operator, containing the information required by Section 8.11.1, 8.11.2, or 8.11.3, provided that the statement is notarized and its truth is attested to by either an officer or director of such Operator (if such Operator is a corporation) or a partner or the owner of such Operator (if such Operator is a partnership or proprietorship) who shall sign such statement under oath. See Exhibit “N-1” for a sample statement in lieu of certified written statement by a Certified Public Accountant for Off-Airport Parking Operators and Off- Airport Rental Vehicle Operators, and See Exhibit “N-2” for a sample statement in lieu of certified written statement by a Certified Public Accountant Resort Transfer Operators. See Exhibit “O” for a sample statement in lieu of certified written statement by a Certified Public Accountant for Cruise Line Operators Cruise Transfer Operators, Resort Transportation Service Operators, Transportation Aggregators, and Tour Operators. By submitting a statement authorized under this Section 8.11.4, an Operator agrees that the Authority may audit or examine (or hire an agent to audit) any or all records or accounts maintained by that Operator pursuant to Section 8.11 to determine the accuracy of the Operator’s statement and that the Operator may be subject to paying the Authority’s reasonable cost of performing the audit or examination.

8.11.5 **Requirement to Satisfy Underpayment.** If either the Certified Written Statement submitted pursuant to Section 8.11.1, 8.11.2, or 8.11.3, the statement submitted pursuant to Section 8.11.4, or the audit performed pursuant to Section 8.12.6 reveals that the amount of Privilege Fees an Operator actually incurred and should have paid to the Authority during a Permit year is greater than the total of such Privilege Fees the Operator paid to the Authority, then the Operator shall pay the difference to the Authority, without demand, at the time it submits to the Authority such statement or, in the case of an audit, within thirty (30) calendar days of notice by the Authority of the difference, together with payment of interest which shall accrue on such difference at the rate of eighteen percent (18%) per annum, or, if less, the maximum rate of interest allowed by law, calculated from the date the Privilege Fees should have been paid to the date of actual payment by the Operator.

8.11.6 **Refund of Overpayment.** If the Privilege Fees actually paid by an Operator during a Permit year exceed the Privilege Fees such Operator actually incurred, then the Operator shall be entitled to a credit in the amount of the excess against the Privilege Fees next due and owing from the Operator to the Authority. If the Operator does not renew its Permit, then the Authority shall refund the difference to the Operator within thirty (30) calendar days of the Authority's receipt of the Operator's Certified Written Statement or statement in lieu of Certified Written Statement or Authority's completion of its audit or examination.

8.11.7 **Certification of Fees for Permit Holders Closing Out Their Business.** Any Operator subject to the provisions of this Section 8.11 who closes out its business and surrenders its Permit Decals, if applicable, will provide to the Authority either a Certified Written Statement as required in Section 8.11.1, 8.11.2, or 8.11.3, or a Statement in Lieu of a Certified Written Statement as required in Section 8.11.4, as appropriate, for that portion of the Permit year the Permit Holder was operating and submitting monthly reports. The return of any Security Deposit as described in Section 4.6 will be withheld until such time as the certification of fees report required in this Section 8.11.7 has been received by the Authority and approved by the Authority's Finance Department. Failure of the Permit Holder to provide the certification of fees report as required in this Section 8.11.7 within 120 calendar days after notifying the Authority in writing of intent to return operating Permit Decals, if applicable, and closing out their business relationship with the Authority will result in forfeiture of any security deposit remaining after the Authority deducts for unpaid amounts due the Authority including but not limited to Notices of Violation, Commercial Lane Dwell and Privilege fees, for Permit Decals and Electronic Control Devices, if applicable, that were not returned to the Authority, and any other amounts due but not paid the Authority.

8.12 Books and Records to be Maintained.

8.12.1 **Maintenance of Books and Records by Off-Airport Rental Vehicle Operators and Off-Airport Parking Operators.** During any Permit term, and for a period of four (4) years thereafter, each Off-Airport Rental Vehicle Operator and Off-Airport Parking Operator (each referred to in this Section 8.12.1 as an "Operator") shall maintain complete and accurate original books and records of all receipts from its operations in a form consistent with accounting principles generally accepted in the United States of America ("U.S. GAAP"). Operator's original books and records shall be maintained in sufficient detail to allow the Authority or its representative to inspect, examine or audit, in accordance with generally accepted auditing standards, Operator's Gross Receipts and Airport Gross Receipts and such original books and records shall contain records of all the Operator's receipts in connection with its operations computed or recorded in accordance with U.S. GAAP consistently applied except to the extent such principles or standards may conflict with the provisions of these Rules and Regulations. Operator shall supply to the Authority, within thirty (30) calendar days of the Authority's written request, the books and records required to be maintained, and any other financial or statistical reports or records that the Authority may reasonably request for the purpose of determining the accuracy of the Gross Receipts and Airport Gross Receipts reported by the Operator. In addition, the Operator shall account for all revenues and receipts of any nature related to transactions in connection with these Rules and Regulations entered into at its Facility or at any separate facility operated by the Operator hereunder in a manner, which segregates in detail those transactions from other transactions of the Operator and which supports the amounts reported to the Authority

in the Operator's monthly Statement of Receipts prepared in accordance with Section 8.5.2.3 and 8.5.2.4. At a minimum, the Operator's accounting for such revenues and receipts shall include the following: (i) a separate sequential numbering series, exclusively for the Authority, identifying the location of each transaction, for transactions in connection with these Rules and Regulations, and (ii) a compiled report of rental agreements, or parking tickets showing all Airport Gross Receipts and Gross Receipts and all exclusions from Airport Gross Receipts and Gross Receipts by location and category and by individual rental agreements. The report shall be itemized by location and subtotaled by day and totaled by month. The monthly total shall correspond with the amounts reported to the Authority under Sections 8.5.2.3 and 8.5.2.4, and shall be reconciled to the amounts posted on the Operator's general ledger if different or offset or netted with other amounts posted to the general ledger and shall be reconciled to the amounts posted to the Operator's general ledger if different or offset or netted with other amounts posted to the general ledger. If, prior to the expiration of the above stated four (4) year record retention period, any litigation, claim or audit is commenced by the Authority, or any claim is made or litigation commenced relating to these Rules and Regulations by the Authority, the Operator, or a third party, must retain such original books and records until the litigation, claim or audit has been finally resolved. Such original books and records shall be maintained in the form of (a) electronic media compatible with or convertible to format compatible with computers utilized by the Authority at its offices, (b) a "computer run" hard copy or, upon request, a computer text file recorded on electronic media in a format that is compatible with, and that can be imported into Microsoft Excel, that details monthly transactions by rental agreement or parking ticket number, or (c) legible microfiche or microfilm, together with access to a microfiche or microfilm reader. Such original books and records shall be maintained consistent with U.S. GAAP, shall be segregated from the Operator's original books and records relating to operations other than pursuant to a Permit, shall contain records of all applicable individual agreements and receipts associated with such agreements for each of the Operator's Airport Facilities and shall contain a breakdown of such receipts into the components of Gross Receipts and any exclusions therefrom. Such original books and records shall be maintained in a manner to allow for the audit or examination required in Section 8. Daily business reports shall not suffice to take the place of records of such agreements and receipts properly recorded in the Operator's general ledger, revenue journals and/or summaries. The Operator shall also keep complete records of all other transactions pertaining to the business conducted at each of the Operator's Airport Facilities. If requested, the Operator shall provide the Authority with a computer file compatible with Authority software that details monthly transactions pursuant to Sections 8, 11 and 12.

- 8.12.2 **Maintenance of Books and Records by Resort Transfer Operators.** During any Permit term, and for a period of four (4) years thereafter, each Resort Transfer Operator shall maintain complete and accurate original books and records of all receipts from its operations in a form consistent with accounting principles generally accepted in the United States of America ("U.S. GAAP"). Operator's original books and records shall be maintained in sufficient detail to allow the Authority or its representative to inspect, examine or audit, in accordance with generally accepted auditing standards, Operator's Gross Receipts and such original books and records shall contain records of all the Operator's receipts in connection with its operations computed or recorded in accordance with U.S. GAAP consistently applied except to the extent such principles or standards may conflict with the provisions of these Rules and Regulations. Operator shall supply to the Authority, within thirty (30) calendar days of the Authority's written request, the books and records required to be maintained, and any other financial or statistical reports or records that the Authority may reasonably request for the purpose of determining the accuracy of the Gross Receipts and Passenger counts reported by the Operator. In addition, the Operator shall account for all revenues and receipts of any nature related to transactions in connection with these Rules and Regulations, in a manner which segregates in detail those transactions from other transactions of the Operator and which supports the amounts reported to the Authority in the Operator's monthly Statement of Receipts prepared in accordance with Section 8.5.2.6. At a minimum, the Operator's accounting for such revenues and receipts shall include the following:
- (i) a separate sequential numbering series, exclusively for the Authority, for transactions in connection with these Rules and Regulations, and
 - (ii) a compiled report of rental agreements,

reservations, agreements, or parking tickets showing all Gross Receipts and all exclusions from Gross Receipts by category and by individual reservation. The report must be subtotaled by day and totaled by month. The monthly total shall correspond with the amounts reported to the Authority under Section 8.5.2.6, and shall be reconciled to the amounts posted on the Operator's general ledger if different or offset or netted with other amounts posted to the general. If, prior to the expiration of the above stated four (4) year record retention period, any litigation, claim or audit is commenced by the Authority, or any claim is made or litigation commenced relating to these Rules and Regulations by the Authority, the Operator, or a third party, must retain such original books and records until the litigation, claim or audit has been finally resolved. Such original books and records shall be maintained in the form of (a) electronic media compatible with or convertible to format compatible with computers utilized by the Authority at its offices, (b) a "computer run" hard copy or, upon request, a computer text file recorded on electronic media in a format that is compatible with, and that can be imported into Microsoft Excel, that details monthly transactions by reservation, or (c) legible microfiche or microfilm, together with access to a microfiche or microfilm reader. Such original books and records shall be maintained consistent with U.S. GAAP, shall contain records of all applicable individual agreements and receipts associated with such agreements, and shall contain a breakdown of such receipts into the components of Gross Receipts and any exclusions therefrom. Such original books and records shall be maintained in a manner to allow for the audit or examination required in Section 8. Daily business reports shall not suffice to take the place of records of such agreements and receipts properly recorded in the Operator's general ledger, revenue journals and/or summaries. If requested, the Operator shall provide the Authority with a computer file compatible with Authority software that details monthly transactions pursuant to Sections 8, 11 and 12.

8.12.3 **Maintenance of Books and Records by Cruise Line Operators, Cruise Transfer Operators, Resort Transportation Service Operators, Transportation Aggregators, and Tour Operators.**

During any Permit term, and for a period of four (4) years thereafter, each Cruise Line Operator, Cruise Transfer Operator, Resort Transportation Service Operator, Transportation Aggregator, and Tour Operator (each referred to in this Section 8.12.3 as an "Operator") shall maintain complete and accurate original books and records from its operations in a form consistent with accounting principles generally accepted in the United States of America ("U.S. GAAP"). Operator's original books and records shall be maintained in sufficient detail to allow the Authority or its representative to inspect, examine or audit, in accordance with generally accepted auditing standards, Operator's Passenger counts. Operator shall supply to the Authority, within thirty (30) calendar days of the Authority's written request, the books and records required to be maintained, and any other financial or statistical reports or records that the Authority may reasonably request for the purpose of determining the accuracy of the Passenger counts reported by the Operator. In addition, the Operator shall account for all transactions in connection with these Rules and Regulations in a manner which supports the amounts reported to the Authority in the Operator's monthly Passenger Count Report prepared in accordance with 8.5.2.5. At a minimum, the Operator's accounting for Passenger counts shall include the following: (i) a compiled report of transactions showing all Passenger counts reported in the Passenger Count Reports prepared in accordance with Section 8.4.2 and 8.5.2.5, which report shall be subtotaled by day, by month and the monthly total shall correspond with the amounts reported to the Authority under Section 8.5.2.5 and shall be reconciled to the amounts posted in Operator's general ledger if different or offset or netted with other amounts posted to the general ledger; and (ii) such other records (including but not limited to original source documents) which would normally be examined by an independent certified public accountant in performing an examination of Operator's books and records to verify Passenger counts. If, prior to the expiration of the above stated four (4) year record retention period, any litigation, claim or audit is commenced by the Authority, or any claim is made or litigation commenced relating to these Rules and Regulations by the Authority, the Operator, or a third party, must retain such original books and records until the litigation, claim or audit has been finally resolved. Such original books and records shall be maintained in the form of (a) electronic media compatible with or convertible to format compatible with computers utilized by the Authority at its offices, (b) a "computer run" hard copy or, upon request, a computer text file recorded on electronic media in a format that is compatible

with, and that can be imported into Microsoft Excel, that details monthly transactions information, or (c) legible microfiche or microfilm, together with access to a microfiche or microfilm reader. Such original books and records shall be maintained consistent with U.S. GAAP, shall contain records of all applicable individual reservation. Such original books and records shall be maintained in a manner to allow for the audit or examination required in Section 8. Daily business reports shall not suffice to take the place of records of such agreements and receipts properly recorded in the Operator's general ledger, revenue journals and/or summaries. If requested, the Operator shall provide the Authority with a computer file compatible with Authority software that details monthly transactions pursuant to Sections 8, 11 and 12.

8.12.4 **Inspection Rights.** The Authority and/or its duly authorized representative shall have the right, at any time during a Permit term and for four (4) years after the end of such term, upon reasonable notice and during reasonable business hours and in a manner that is not unduly disruptive of the Operator's business, to inspect the Operator's original books and financial records including, but not limited to, the Operator's general ledger. The Operator shall, if requested, freely lend its own assistance in making such inspection, and, if such records are maintained in electronic or other machine-readable format, shall provide the Authority and/or its representative such assistance as may be required to allow complete access to such records including providing such records in electronic read-only format compatible with computers utilized by the Authority if requested by the Authority.

8.12.5 **Inspection Outside Orlando.** If the Operator's original books and records are not available for inspection within the City, the Operator shall, as directed by the Authority, either (i) transport said original books and records to the primary offices of the Authority within thirty (30) calendar days of the Authority's determination pursuant to Section 8.12.6 or (ii) allow representatives of the Authority to inspect the Operator's original books and records at a location where the Operator maintains the books and records within forty-five (45) calendar days of the Authority's determination pursuant to this Section 8.12.5.

8.12.6 **Audit Rights.** The Authority shall have the right, upon reasonable notice to the Operator, to make an audit or cause an audit, examination or inspection to be made of the Operator's original books and records and computerized accounting systems relating to the Operator's operations (including, but not limited to, those books and records the Operator is required to maintain under Section 8.12.1, 8.12.2, or 8.12.3 above) in order to determine the correctness of the fees paid by the Operator to the Authority for any Permit term which ended no more than four (4) years prior to the date of commencement of such audit. Such audit, examination, or inspection may include, but is not limited to, a review of general, input, processing, and output controls of information systems, using read-only access, for all computerized applications used to record financial transactions and information. The Operator shall, if requested, freely lend its own assistance in making such audit, examination or inspection, and, if such records are maintained in electronic and other machine-readable format, shall provide the Authority and/or its representative such assistance as may be required to allow complete access to such records within thirty (30) calendar days from the original request. The Operator also shall lend such assistance and support freely to the Authority as the Authority may reasonably request in the conduct of any customer origin/destination or other survey as the Authority deems necessary.

8.12.7 **Computer Records.** If printed hard copies of the Operator's books and records are not available, the Operator shall afford the Authority computer modem access to the records pertaining to the Operator's operations at each of its Airport Facilities or read only computer file, compatible with Authority software.

8.12.8 **Other Information.** In addition to the books and records specifically required herein, the Operator shall, upon reasonable notice, supply to the Authority any other financial or statistical reports or records that the Chief Executive Officer may request for the purpose of determining the accuracy of the Gross Receipts, r Airport Gross Receipts, or Passenger counts reported by the Operator. Such reports or records shall be provided within thirty (30) calendar days after request thereof and, in the event that exclusions, deductions or allocations reducing Gross Receipts are not supported or substantiated by such records, all such amounts shall be deemed Gross Receipts for purposes of determining amounts payable to the Authority.

8.12.9 **Record-Keeping Equipment Required.** In addition to maintaining the books and records required by Section 8.12.1, 8.12.2, or 8.12.3, each Operator shall cause to be installed in any Facility, and shall at all times use, such cash registers, credit card processing equipment and devices, invoicing machines, rental agreements, sales slips and other accounting equipment, devices and forms as are reasonably necessary to record properly, accurately and completely all of the Operator's sales and transactions from and on the Facility.

8.12.10 **Requirement to Satisfy Underpayment.** If the audit performed pursuant to Section 8.12.6 reveals that the amount of Privilege Fees an Operator actually incurred and should have paid to the Authority during a Permit term is greater than the total of such Privilege Fees the Operator paid to the Authority, then the Operator shall pay the difference to the Authority, without demand, within thirty (30) calendar days of notice by the Authority of the difference, together with payment of interest which shall accrue on such difference at the rate of eighteen percent (18%) per annum, or, if less, the maximum rate of interest allowed by law, calculated from the date the Privilege Fees should have been paid to the date of actual payment by the Operator. The Authority also reserves the right to require a revised annual certification of fees, submitted in accordance with Section 8.11.1, 8.11.2, or 8.11.3 at the Permit Holder's expense, if any underpayments are identified.

8.12.11 **Refund of Overpayment.** If an audit reveals that the Privilege Fees actually paid by an Operator during a Permit term exceed the Privilege Fees such Operator actually incurred, then the Operator shall be entitled to a credit in the amount of the excess against the Privilege Fees next due and owing from the Operator to the Authority. If the Operator does not renew its Permit, then the Authority shall refund the difference to the Operator within thirty (30) calendar days of the Authority's completion of its audit.

8.12.12 **Audit Expenses.** If an audit, examination, or inspection reveals that the amount of Privilege Fees an Operator actually incurred and should have paid to the Authority during any Fiscal Year is more than two percent (2%) greater than the amount of Privilege Fees the Operator paid the Authority, or the audit, examination, or inspection reasonably determines the books & records of an Operator are deemed un-auditable, the Operator shall reimburse the Authority for the entire cost of the audit, examination, or inspection then the Operator shall reimburse the Authority for the entire cost of the audit, examination or inspection.

8.12.13 **Travel Expenses.** If an inspection, examination, or an audit is performed at a location outside the City, the Operator shall reimburse the Authority for travel expenses incurred in connection with such inspection, examination, or audit, in accordance with the Authority's adopted travel policy, from the office of the person or persons performing the inspection, examination, or audit and the location at which the books and records are maintained or the audit is performed for each day of travel and on-site work. After the work is complete, the Authority shall bill the Operator for such travel expenses and the Operator shall promptly pay such bill.

8.12.14 **Failure to Pay Expenses.** Failure to pay any required audit expenses or travel expenses shall constitute a failure to comply with the Operator's financial obligations and the Authority shall have such rights as if the Operator failed to pay a Dwell Time Fee or a Privilege Fee.

8.12.15 **Revenue Control Procedures.** If the audit performed under Section 8.12.6 or inspection performed under Sections 8.12.4 or 8.12.5 establishes that the Operator has understated and underpaid its fees to the Authority for any Permit term by two percent (2%) or more, and that such understatement and underpayment was the result of a deficiency in the Operator's revenue control procedures, then in addition to any other requirements under these Rules and Regulations, the Operator, in consultation with the Authority, shall implement revised revenue control procedures reasonably calculated to eliminate such deficiency.

8.12.16 **Significant Under-Reporting of Gross Receipts.** If the audit performed under Section 8.12.6 or inspection performed under Sections 8.12.4 or 8.12.5 establishes that the Operator has understated and underpaid its fees to the Authority by 30% or more, then the Operator will be deemed to be significantly under-reporting, non-compliant with its financial obligations, and its Permit shall be suspended.

8.12.17 **Inspection and Audit Rights Survive Expiration.** The Authority's rights under Section 8.12 to inspect and audit the books and records of a Permit shall survive the expiration or earlier termination of any Permit.

8.12.18 **Conflict Between Rules and Regulations and Accounting Practices.** To the extent permitted by law, in the event of any conflict between any provision of these Rules and Regulations and U.S. GAAP or generally accepted auditing standards, the provisions of these Rules and Regulations shall control even where these Rules and Regulations reference such principles or standards. In particular, without limitation, an Operator shall maintain all original books and records required under these Rules and Regulations to the full extent required hereunder, even if some or all of such records would not be required under such general principles or standards.

SECTION 9
PENALTIES FOR VIOLATIONS OF THESE RULES AND REGULATIONS

9.1 **Violations by Drivers and Affiliates.** All Concessionaires (including Rental Vehicle Operators), Permit Holders, Drivers, Affiliates, Authorized Representatives, Airport Employees and other Persons are subject to these Rules and Regulations. Permit Holders, are responsible for obtaining the latest version of these Rules and Regulations and ensuring all current and future employees become familiar with, and comply with, these Rules and Regulations. Permit Holders, are responsible for the actions of their Affiliates performing GT Operations at the Airport. Permit Holders, and other Persons are responsible for performing due diligence background checks of all its Affiliates who perform GT Operations at the Airport. A violation of these Rules and Regulations committed by an Affiliate or Airport Employee shall be attributed to the Affiliate or Airport Employee and to the Permit Holder that a preponderance of the evidence indicates the Affiliate or Airport Employee was operating for at the time of such incident.

9.1.1 **Failure to Provide Vehicle-for-Hire Information.** A Permit Holder that fails to submit information as specified in Section 6.15 will be suspended from operating at the Airport until such time as the Chief of Operations deems satisfaction of the information requested.

9.2 **Permit Holder Operating While Suspended.** If a Permit Holder operates, or allows its Affiliates to operate at the Airport, while the Permit Holder's operating privileges are suspended, such Permit Holder will be required to pay \$1,000.00.

9.3 **Driver or Affiliate Operating While Suspended.** If an Affiliate operates at the Airport while that Affiliate's operating privileges are suspended, such Affiliate will be suspended from operating at the Airport for a period of six (6) months and the Authority will cause a six (6) month trespass warning to be issued to the Affiliate. The Permit Holder will be required to pay \$1,000.00.

9.4 **Solicitation.** If an Affiliate engages in Solicitation in violation of Section 5, such Affiliate will be issued a Trespass Warning, and suspended from operating at the Airport for a period of thirty (30) calendar days. In addition, the Permit Holder will be required to pay \$500.00.

9.4.1 **Out-of-Town Shuttle Solicitation.** If an Affiliate of a Permit Holder that is an Out-of-Town Shuttle Operator, engages in Solicitation in violation of Section 5 or Section 7, such Affiliate will be suspended from operating at the Airport for a period of thirty (30) calendar days and the Out-of-Town Shuttle Permit Holder will be required to pay \$500.00.

9.4.2 **Transportation Concessionaire Solicitation.** If an Affiliate of a Transportation Concessionaire engages in Solicitation in violation of Section 5 or Section 7, such Affiliate will be suspended from operating at the Airport for a period of thirty (30) calendar days and the Transportation Concessionaire will be required to pay \$500.00.

9.4.3 **Rental Vehicle Operator Solicitation.** If an Affiliate of a Rental Vehicle Operator engages in Solicitation in violation of Section 5 or Section 11, or engages in Solicitation by actions that are not approved and in accordance with the Rental Vehicle Operator's Concession Agreement with the Authority, such Affiliate will be suspended from operating at the Airport for a period of thirty (30) calendar days and the Rental Vehicle Operator will be required to pay \$500.00.

9.4.4 **Airport Employee Solicitation.** If an Airport Employee engages in Solicitation in violation of Section 5, the MCO Identification Badge of such Airport Employee will be revoked and the Airport Employee will be prohibited from working at the Airport for a period of thirty (30) calendar days. The Company the Airport Employee was operating for at the time of the Solicitation will be required to pay \$500.00.

9.4.5 **Permit Holder Solicitation.** If an Affiliate of a Permit Holder engages in Solicitation in violation of Section 5 at the Airport, the Affiliate will be prohibited from working at the Airport for a period of thirty (30) calendar days and the Permit Holder will be required to pay \$500.00.

9.4.6 **Taxicab Solicitation.** If a Taxicab Starter and/or Taxicab Driver engage in Solicitation in violation of Section 5, such Taxicab Starter and/or Taxicab Driver will be suspended from operating at the Airport for a period of thirty (30) calendar days and the Taxicab Permit Holder will be required to pay \$500.00.

9.4.7 **Conducting GT Operations for another Permit Holder without Notifying the Authority.** If an Affiliate of a Permit Holder engages in Solicitation in violation of Section 5.2.19, such Affiliate will be suspended from operating at the Airport for a period of thirty (30) calendar days and the Permit Holder will be required to pay \$500.00.

9.5 **Operating Without a Valid Certificate of Insurance.** If it is determined that a Permit Holder or its Affiliate is operating at the Airport without a valid certificate of insurance, such Permit Holder will be immediately suspended from operating at the Airport and become subject to a \$1,000 financial penalty for failure to maintain a current certificate of insurance. The Permit Holder will be required to provide a new certified certificate of insurance to the Authority and pay a reinstatement fee prior to resuming GT Operations at the Airport.

9.6 **Category I Violations.** If an Affiliate commits any of the acts set forth in this Section 9.6, such Affiliate will be suspended from operating at the Airport for a period of ten (10) calendar days and the Permit Holder will be required to pay \$250.00.

9.6.1 **Improper Conduct.** Engaging in improper conduct in violation of Sections 6.1, 6.3, 6.23, or 6.24.

9.6.2 **Unauthorized Presence.** Presence in Baggage Claim, Commercial Lane, GT Concourse or Holding Area while not actively engaged in a Meet and Greet in violation of Section 6.7. An Affiliate shall be deemed to be present in the Baggage Claim, Commercial Lane, GT Concourse or Holding Area while not actively engaged in a Meet and Greet as specified in Section 6 when (i) the Affiliate states that he or she does not have a Meet and Greet as required in Section 6; (ii) the Affiliate is present for unauthorized purposes or exceeds the authorized number of Meet and Greet persons as specified in Section 6.7, (iii) the Affiliate is present outside the time limits set forth in Section 6.7, or attempts to enter a Loading Zone after the time restriction in Section 6.7.3.6 or (iv) the Permit Holder has failed to notify the Authority that it will be conducting a Meet and Greet for a Group as required in Section 6.7.

9.6.3 **Failure to Provide Meet and Greet Information.** When an Affiliate advises a Ground Transportation Agent that he or she is performing a Meet and Greet, being unable to, refusing to, or otherwise failing to provide all of the information required pursuant to Section 6.11 or providing two or more inaccurate items of information pursuant to Section 9.8.4, or an Affiliate's refusal or inability to provide all the information required for a Vehicle-for-Hire Loading Location Meet and Greet as described in Sections 6.7.3 and Section 6.13.

9.6.4 **Unauthorized Loading.** Loading in an unauthorized location in violation of Section 6.17, except as specified in Section 6.17.

9.6.5 **Evading Fees.** Evading detection of a Commercial Vehicle on Level 1 in violation of Section 8.2, or a Taxicab Permit Holder or Affiliate failing to report a Taxicab Meet and Greet in violation of Section 7.2.7, or violations of Sections 7.1 through 7.4 which result in the loss of revenue to the Authority.

9.6.6 **Trips in Excess of Schedule.** When an Affiliate of an Out-of-Town Shuttle Permit Holder is unable to provide the Meet and Greet information required in Sections 6.13 in violation of Sections 7.7.12 and 7.7.13.

9.6.7 **Out-of-Town Shuttle Schedule Compliance.** When an Out-of-Town Shuttle Operator fails to operate at least 80% of its Schedule on File in violation of Section 7.7.11. Only the financial penalty associated with this Category I Violation shall apply and be assessed to the Permit Holder. Schedule Compliance Violations shall be counted toward Multiple Violations and Multiple Suspensions, as described in Section 9.10.2 and 9.10.3, but shall apply only to the Permit Holder.

9.7 **Category II Violations.** If an Affiliate commits any of the acts set forth in this Section 9.7, such Affiliate, will be suspended from operating at the Airport for a period of three (3) calendar days and the Permit Holder will be required to pay \$150.00.

9.7.1 **Misleading Information.** Providing any Person with false or inaccurate information in violation of Section 6.2, or an Out-of-Town Shuttle Permit Holder or its Vehicle that violates Section 7.7.15 or advertises an unauthorized location pursuant to Section 7.7.9.

9.7.2 **No Permit Decal or Electronic Control Device.** Operating a Commercial Vehicle belonging to a Permit Holder that has not been issued a valid Permit Decal or a valid Temporary Permit Decal and Operating a Commercial Vehicle belonging to a Permit Holder without an Electronic Control Device, in violation of Section 3 or Section 8.

9.7.3 **Loitering on Ground Transportation or Arrivals Level of Terminals.** Loitering on the Ground Transportation or Arrivals Level of the Terminals or in a Commercial Lane in violation of Section 6.14.

9.7.4 **Taxicab Violation.** The violation of any portion of Sections 7.1 through 7.4 by the Affiliate of a Taxicab or a Taxicab Starter, except that a violation of Sections 7.1 through 7.4 which results in the loss of revenue to the Authority shall be deemed to be a Category I violation as indicated in Section 9.6.5.

9.7.5 **Customer Service Violation.** The violation of Section 6.25, 6.32, 11.23, 12.3, and 13.12 by any Driver or Affiliate.

9.8 **Category III Violations.** If an Affiliate commits any of the acts set forth in this Section 9.8 such Affiliate, will be suspended from operating at the Airport for a period of one (1) day and the Permit Holder will be required to pay \$100.00.

9.8.1 **Outside Meet and Greet Area.** Standing or walking outside the Meet and Greet area when the Affiliate is not en route to or from the Meet and Greet area in violation of Section 6.7, or exceeding the maximum number of greeters in each Meet and Greet area in violation of Section 6.7.

9.8.2 **No Meet and Greet Sign.** Failing to have a Meet and Greet Sign in violation of Sections 6.10 or 6.11.

9.8.3 **Improper Meet and Greet Sign.** Having a Meet and Greet Sign that fails to meet the requirements of Section 6.10.

9.8.4 **Incorrect Meet and Greet Information.** Providing a Ground Transportation Agent with incorrect Meet and Greet information for one of the following:

9.8.4.1 a name for which there is no reservation on the flight indicated by the Affiliate;

9.8.4.2 a non-existent or inaccurate flight number for the airline indicated by the Affiliate in violation of Section 6.11, 6.12 or 6.13;

9.8.4.3 an inaccurate flight arrival time for the airline indicated by the Affiliate in violation of Sections 6.11, 6.12 or 6.13.

9.8.5 **Failure to Permanently Affix Permit Decal and Electronic Control Device.** Operating a Commercial Vehicle that has been issued a valid Permit Decal and Electronic Control Device but the

Permit Decal or Electronic Control Device is not permanently affixed or has not been affixed to the proper Vehicle. For the purposes of this Section 9.8.5, a valid Temporary Permit that is not visible on the Commercial Vehicle in violation of Sections 3.9 will be deemed a violation of Failure to Affix Permit Decal.

9.8.6 **Engine Idling.** Idling a Vehicle engine in violation of Section 6.5.

9.8.7 **Failure to Produce Permit.** A Driver or Affiliate that operates a Vehicle-for-Hire, and fails to produce a valid non-expired City driver's permit upon request of a Ground Transportation Agent while in any area of Airport property in violation of Section 6.6, or an Affiliate of a Permit Holder who fails to wear a badge on the outer garment of the upper portion of their body while conducting a Meet and Greet in violation of Section 6.9.

9.8.8 **Unattended Vehicle.** Leaving a Vehicle unattended in violation of Section 6.21, which requires a Driver to be within three (3) feet of his or her Vehicle, while on Level 1 (except for vehicles parked in a GT Concourse or CVPA on Level 1), Arrivals Curb, Departures Curb, or the Train Station Curb, or in violation of Section 6.7.3.4 which requires an Affiliate performing a Vehicle-for-Hire Loading Location Meet and Greet to stay with his or her vehicle throughout the process of entering a GT Concourse or Commercial Lane, locating a Passenger, loading the Passenger and Luggage and departing the GT Concourse or Commercial Lane.

9.8.9 **Unauthorized Unloading.** Unloading in an unauthorized location in violation of Section 6.18, except as specified in Section 6.18.

9.8.10 **Charging Rate Not on File.** A Vehicle-for-Hire Operator that charges a Passenger a rate other than that on file with the City Vehicle-for-Hire Administrator, or in the case of a Concessionaire or Out-of-Town Shuttle Operator, a rate different than that on file with the Authority.

9.8.11 **Failure to Provide Service Receipt.** The failure of a Vehicle-for-Hire Operator to provide a Service Receipt to a Passenger in violation of Section 6.16.

9.9 **Category IV Violations.** If an Affiliate or Permit Holder commits any of the acts set forth in this Section 9.9 the Permit Holder will be required to pay \$50.00

9.9.1 **No Vehicle Identification.** Operating a Commercial Vehicle that fails to be properly identified in violation of Section 6.4.

9.9.2 **Unauthorized Parking.** Parking in an unauthorized location or manner in violation of any portion of Sections 6.19, 6.22, or 7.7.7.

9.9.3 **Unauthorized Advertising.** An Out-of-Town Shuttle Vehicle that fails to advertise the Service Zone location(s) for which service is provided and authorized as required in Section 7.7.9.

9.10 **Suspension for Multiple Violations.** Affiliates who are deemed to have committed multiple violations as specified in this Section 9.10 shall be subject to additional Suspensions and financial penalties. Any Person, Permit Holder, may request historical information for NOVs issued to an Affiliate by contacting the Airport Operations – Ground Transportation Services Office. If after expiration or exhaustion of all hearing and appeals rights, it is deemed an Affiliate engaged in Solicitation in addition to a violation pursuant to Section 9.6, 9.7 or 9.8 during the same incident, the lesser violation(s) will not be considered pursuant to Section 9.10.2.

9.10.1 **Multiple Solicitations.** In addition to all applicable penalties pursuant to Section 9.4, if an Affiliate, engages in Solicitation two (2) times in any twelve (12) month period, the Chief of Operations shall, after expiration or exhaustion of all hearing and appeals rights with respect to the second Solicitation, suspend such Affiliate, from operating at the Airport for a period of six (6) months and the Permit Holder for which the representative Affiliate was operating at the time of the second Solicitation will be required to pay \$1,000.00. If after the second Solicitation, an Affiliate, engages in a subsequent

Solicitation, the Chief of Operations shall, after expiration or exhaustion of all hearing and appeals rights with respect to the subsequent Solicitation, indefinitely suspend such Affiliate, from operating at the Airport and the Permit Holder for which the Affiliate was operating at the time of the subsequent Solicitation, will be required to pay \$1,000.00. Any such financial penalty shall be due and any applicable Suspension period shall be effective as specified in Section 10.2. Any such notice shall be emailed to the email addresses specified in Sections 3.4.10 and 10.1.3.

9.10.2 Multiple Other Violations. In addition to all applicable penalties pursuant to Sections 9.6, 9.7 and 9.8 if an Affiliate, commits one or more of any of the violations punishable pursuant to Section 9.6, 9.7 or 9.8 on four (4) separate occasions (i.e. four (4) separate incidents) in any twelve (12) month period, the Chief of Operations shall, after expiration or exhaustion of all hearing and appeals rights with respect to the violation amounting to the fourth occasion, suspend such Affiliate from operating at the Airport for a period of six (6) months for the fourth violation and the Permit Holder for which the Affiliate was operating at the time of the fourth occasion will be required to pay \$500.00. If after the fourth occasion (separate incidents) of violation pursuant to Sections 9.6, 9.7 or 9.8, an Affiliate, engages in a subsequent violation pursuant to Sections 9.6, 9.7 or 9.8, the Chief of Operations shall, after expiration or exhaustion of all hearing and appeals rights with respect to the subsequent violation, indefinitely suspend such Affiliate from operating at the Airport and the Permit Holder , for which the Affiliate was operating at the time of the fourth, and each subsequent violation will be required to pay \$500.00. Any such financial penalty shall be due and any applicable Suspension period shall be effective as specified in Section 10.2. Any such notice shall be emailed to the email addresses specified in Section 3.4.10 and 10.1.3.

9.10.3 Multiple Violations related to Customer Service Requirement. If an Off-Airport Rental Vehicle Operator or Off-Airport Parking Operator commits one or more of any of the Customer Service violations pursuant to Section 11.23 and 12.3 on four (4) separate occasions (i.e. four (4) separate incidents) in any twelve (12) month period, the Chief of Operations shall, after expiration or exhaustion of all hearing and appeals rights with respect to the violation amounting to the fourth occasion, , make the determination that the Off-Airport Rental Vehicle Operator or Off-Airport Parking Operator has committed an infraction for Multiple Violations and will be required to pay \$500.00. If after the fourth occasion (separate incidents) of violation pursuant to Sections 11.23 and 12.3, an Off-Airport Rental Vehicle Operator, or Off-Airport Parking Operator engages in a subsequent violation pursuant to Sections 11.23 and 12.3, the Chief of Operations shall, after expiration or exhaustion of all hearing and appeals rights with respect to the subsequent violation, , require the Off-Airport Rental Vehicle Operator or Off-Airport Parking Operator to pay \$500. Any such financial penalty shall be due and any applicable Suspension period shall be effective as specified in Section 10.2 Any such notice shall be emailed to the email addresses specified in Section 3.4.10 and 10.1.3.

9.10.4 Multiple Suspensions Pursuant to this Section. If an Affiliate is suspended pursuant to Section 9.10.1 or 9.10.2 two (2) or more times in any twelve (12) month period, the Chief of Operations shall, indefinitely suspend such Affiliate from operating at the Airport. The Permit Holder for which the Affiliate was operating at the time of the second or subsequent Suspension will be required to pay the financial penalty pursuant to sections 9.10.1 and 9.10.2. Any such financial penalty shall be due and any applicable Suspension period shall be effective as specified in Section 10. Any such notice shall be emailed to the email addresses specified in Section 3.4.10 and 10.1.3.

9.10.5 Permit Revocation. If an Off-Airport Rental Vehicle Operator or an Off-Airport Parking Operator accumulate two (2) Multiple Violations pursuant to Section 9.9.3 within a twelve (12) month period, the Chief of Operations shall, after expiration or exhaustion of all hearing and appeals rights with respect to the fourth occasion leading to the second Multiple Violation, revoke such Operator's Permit. The permit revocation shall be effective on the second Tuesday after the date the Chief of Operations emails the permit revocation notice and the notice shall state such date. The permit revocation notice shall be emailed to the email addresses specified in Section 3.4.10 and 10.1.3.

9.10.6 Determination of Time of Violation. For purposes of determining whether the number of multiple violations specified in Sections 9.10.1 or 9.10.2 occurred within the twelve (12) month period

specified, an Affiliate shall be deemed to have committed a violation on the date the incident actually occurred.

9.10.7 **Determination of Time of Suspension.** For purposes of determining whether the number of Suspensions specified in Section 9.10.4 occurred within the twelve (12) month period specified, the period shall be measured from the last day of the first Suspension period to the first day of the second or subsequent Suspension period.

9.11 **Insurance Violations.** Upon the expiration or cancellation without renewal of a Permit Holder's policy of insurance, the Chief of Operations shall, without proceeding before the GTC, immediately suspend the Permit Holder's Permit. The Chief of Operations shall notify the Permit Holder of the Suspension via telephone and email on the day the Chief of Operations suspends the Permit Holder's Permit. Any unexpired Permit shall be immediately reinstated upon providing proof, satisfactory to the Chief of Operations, that the Permit Holder has the insurance required by these Rules and Regulations and full payment by the Permit Holder of any and all administrative and penalty fees.

9.12 Failure to Maintain Information Required by Sections 3 and 4.

9.12.1 **Suspension.** If a Permit Holder:

9.12.1.1 fails to submit or remit any Dwell Time Fee, Privilege Fee, Congestion Fee, Taxicab Starter Fee, Delivery Fee, or Statement of Receipt;

9.12.1.2 fails to maintain the requirements of Sections 3 and 4;

9.12.1.3 fails to pay any financial penalty, administrative fee, or late fee on or before the last day for payment thereof;

9.12.1.4 fails to return any Security Deposit to the full required amount within twenty (20) calendar days of recovery by the Authority of any amount from the Security Deposit; or fails to remit required additional Security Deposit within twenty (20) calendar days;

9.12.1.5 fails to comply with the requirements of Sections 8.11 or 8.12;

9.12.1.6 fails to pay any financial penalty pertaining to a Notice of Violation or administrative cost associated with an NOV hearing or an appeal imposed by the Chief Executive Officer for which the Permit Holder or Authorized Representative requested and is responsible for;

9.12.1.7 fails in any other respect to meet its obligations set forth in Section 8 of these Rules and Regulations and a penalty for such failure isn't otherwise set forth herein;

9.12.1.8 fails to provide access to a Permit Holder's customer and Driver app (application) to Authority Ground Transportation Agents as required by Section 6.27;

9.12.1.9 fails to submit its Permit renewal application as required by Section 3.11 such that its Permit is not renewed by October 1 of each even year;

9.12.1.10 is found to have significantly under-reported its Airport Gross Receipts or Privilege Fees under Section 8.12.16;

then the Chief of Operations shall, without proceeding before the GTC, immediately suspend the Permit Holder's Permit. The Chief of Operations shall notify the Permit Holder of the Suspension via telephone and email on the day the Chief of Operations suspends the Permit Holder's Permit. The Permit Holder's Permit shall be immediately reinstated upon, as applicable, full payment of the overdue sum together with any required interest, penalties, late fee, Reinstatement Fee, delivery of the Statement of Receipts, delivery of the annual certification, payment or restoration of the required security deposit, delivery of proof of the

existence of a valid bond or letter of credit in the required amount, the Permit Holder allowing the Authority to inspect the Permit Holder's books and records, or demonstration to the Authority, to the satisfaction of the Authority, in the case of significant under-reporting, that it has corrected the deficiencies that led to the significant under-reporting.

9.12.2 **Payment Plans.** Financial penalties associated with NOVs are not eligible for remittance under a payment plan. Requests for such arrangements shall not be considered.

9.12.3 **Recovery Against Security.** In addition to, and without waiving the right to suspend a Permit Holder's Permit, if any Permit Holder that is required to provide security fails to submit or remit full payment of any Dwell Time Fee, Delivery Fee, Privilege Fee, Congestion Fee or Taxicab Starter Fee within twenty (20) calendar days of the due date thereof or fails to pay any financial penalty on or before the last day for payment thereof, the Authority may recover the overdue sum under the security the Permit Holder is required to provide under Section 4.1, in which event the Permit Holder shall be obligated to return its security to the full required amount as provided in Section 4.3 and Section 4.4 above. By exercising its rights with respect to the security, the Authority does not waive its right to compel the Permit Holder to remit any portion of the overdue sum that has not been satisfied from the security. If the Permit Holder demonstrates to the satisfaction of the Chief of Operations that it is making a good faith effort to submit any overdue sum, the Chief of Operations may postpone (for such period as the Chief of Operations may allow) or forego proceeding against such security without waiving its right to so proceed in the future.

9.12.4 **Court.** In addition to, and without waiving the right to suspend a Permit Holder's permit, if the Chief of Operations elects not to exercise its rights with respect to the security or if the security is insufficient to satisfy the amount of any overdue sum, the Authority may seek to recover the payment(s) due and owing in an appropriate court of law and, in such event, the Authority shall be entitled to recover its attorney's fees and costs incurred in such action.

9.12.5 **Audit.** If any Permit Holder fails, within twenty (20) calendar days of the due date thereof, to submit any required Statement of Receipts, the amount of Dwell Time Fees, or Privilege Fees due and owing shall be determined on the basis of an audit performed pursuant to Section 8.12. Prior to the time an audit is complete, the Authority shall have the right to charge and, upon written notice to pay from the Authority, a Permit Holder shall pay to the Authority an amount equal to one hundred twenty five percent (125%) of the highest monthly Privilege Fee and of the highest monthly Dwell Time or Delivery Fee paid by the Permit Holder to the Authority during the immediately preceding twelve (12) month period. Once the audit is complete, the Permit Holder shall, within seven (7) calendar days of notice of any amount due, pay to the Authority the difference between the amount paid pursuant to this Section 9.12.5 and the amount determined to be due and owing pursuant to the audit if the amount determined to be due and owing pursuant to the audit is greater than the amount paid. If the amount determined to be due and owing is less than the amount paid, the Authority shall refund or credit the difference to the Permit Holder. The Permit Holder shall reimburse the Authority for its reasonable cost of performing, or of hiring an agent to perform, such audit or, if the Permit Holder fails to do so, such failure shall be deemed a failure of the Permit Holder to meet its financial obligations and the Authority shall have the rights set forth in this Section 9.12.

9.13 **Identification of Affiliate.** If the Authority is unable to identify an Affiliate who is believed to have committed a violation but is able to identify the Permit Holder under whose Permit the unknown Affiliate was operating at the time of the alleged violation and the Permit Holder fails to provide the identity of the Affiliate by the due date of the resulting NOV then the Permit Holder shall be treated as the Affiliate for purposes of imposition of the penalty. If, in the opinion of the Chief of Operations, extenuating circumstances exist that prevent the Permit Holder from determining the identity of the Affiliate, the Chief of Operations may waive the requirements of this Section 9.13. For Drivers of Vehicles-for-Hire, their identification shall be determined by the name displayed on their City of Orlando driver's permit, if produced by the Driver upon request of a Ground Transportation Agent, at the time a Notice of Violation is written or produced.

9.14 Authority to Tow Vehicles.

9.14.1 The Authority has, pursuant to its enabling legislation, each and every power which any Florida municipality may exercise with respect to the operation of the airport under the provisions of the general laws of Florida. Fla. Stat § 332.08(1)(b)(2014) provides that municipalities that establish airports have the power: to adopt and amend all needful rules, regulations, and ordinances for the management, government, and use of any properties under its control, whether within or without the territorial limits of the municipality; to appoint airport guards or police, with full police powers; to fix by ordinance or resolution, as may be appropriate, penalties for the violation of such rules, regulations, and ordinances, and enforce such penalties in the same manner in which penalties prescribed by other rules, regulations, and ordinances of the municipality are enforced.”

9.14.2 The Authority has determined that the safety of the traveling public is served by rules governing GT Operations at the Airport, namely, that Drivers and their Affiliates have followed both the City’s permitting requirements, if applicable, as well as the Authority’s. Failure to follow these requirements may put the travelling public at risk. The towing of Vehicles used in conducting GT Operations removes the immediate threat to the travelling public and encourages Drivers and their Affiliates to obtain the required permits. Towing is a means reasonably necessary for the accomplishment of preserving the safety of the travelling public.

9.15 Operations by Person that is not a Permit Holder

9.15.1 Trespass Warning, Fine, Towing, and Ground Transportation Agent Imposed Immediate Suspension.

9.15.1.1 **Issuance of Trespass Warning, Notification, Towing, and Fine.** A Ground Transportation Agent shall issue an NOV upon the initial observation of an Unpermitted Person who engages in any GT Operations on Airport property, and shall have the Vehicle immediately removed by towing. The Ground Transportation Agent shall gather information to enable notification to be emailed to the Person and any Affiliate of the requirement to become permitted or to enter into an Operating Agreement with the Authority to be able to conduct GT Operations. Both the Person and any Affiliate shall receive a Notice of Violation and each shall be fined \$1,000.00 for each violation. In addition, the Ground Transportation Agent shall issue an immediately effective trespass warning to the Person. The trespass warning shall continue at the discretion of the Chief of Operations until the expiration of one year from the date of its issuance. A copy of the trespass warning shall be given to the Person, and a copy will be sent to any Affiliate of the Person.

9.15.1.2 **Arrest and Towing.** If the same Person returns to the Airport and engages in any GT Operations on Airport property within the one year period covered by the trespass warning, a Ground Transportation Agent shall issue Notices of Violation to both the Person and the Affiliate of the Person, which Notice of Violation shall impose a \$1,000.00 fine upon the Person and the Affiliate of the Person, have the Vehicle immediately removed by towing, and also request the Orlando Police Department to have the Person arrested for trespassing, subject to the discretion of the Orlando Police Department.

9.15.1.3 **Vehicle Towing.** A Ground Transportation Agent who is required to have a Vehicle towed under Section 9.15.1.1 or Section 9.15.1.2 shall initiate vehicle towing procedures and request an Orlando Police Department law enforcement officer to respond to assist with towing the vehicle. The Ground Transportation Agent shall direct the towing company with whom the Authority has a contract to pick up the Vehicle and relocate the Vehicle to the Authority’s on-airport storage location. The Vehicle will be released to authorized parties upon receipt of payment of all costs associated with the towing, storage of the Vehicle, parking fees, and proof of payment of the applicable fines to the Authority.

9.15.1.4 **Fine Due Date and Request for hearings.** Unless the Person and any Affiliate request a hearing before the deadline, which shall be 3:30 P.M. on the fifteenth (15th) calendar day after issuance of the Notice of Violation, the fine shall be due in the Airport Operations – Ground Transportation office before the deadline. If the deadline falls on a day that is not a business day for the Authority, the fine shall be due before 3:30 P.M. on the first business day after the deadline. Either the Person or the Affiliate may request a hearing. Hearings shall be conducted in accordance with the provisions of Section 10.

9.15.2 **Affiliates Operating While Suspended.** At the time a Ground Transportation Agent observes, in his or her opinion, an Affiliate operating while suspended or operating a vehicle that has been suspended, the Agent shall issue an immediately effective trespass warning to the Affiliate. If the GTC determines that the Affiliate did not operate while suspended, the trespass warning shall be immediately rescinded. Otherwise, the trespass warning shall expire simultaneously with the expiration of the applicable Suspension period.

9.15.3 **Notice to Permit Holder.** If a Ground Transportation Agent issues a trespass warning or other immediate Suspension pursuant to Section 9.15.1.2 or 9.15.5 to an Affiliate of a Permit Holder, the Authority shall provide telephonic and email notice of issuance thereof to the Permit Holder under whose Permit the Affiliate was operating at the time the trespass warning was issued no later than the next business day.

9.15.4 **Personal Business at Airport.** If a Person subject to a trespass warning or other immediate Suspension pursuant to section 9.15.1.2 or 9.15.5 needs to utilize the Airport for personal business, such Person shall advise the Chief of Operations of his or her need to be present on Airport property, the time when such Person will be present on Airport property and the reason for his or her presence on Airport property. If approved by the Chief of Operations, presence on Airport property after such Person has received authorization and provided such notice shall not be deemed a violation of the trespass warning.

9.15.5 **Immediate Driver or Affiliate Suspension.** A Ground Transportation Agent may impose an immediate Suspension from the Airport of a duration as specified below to any Affiliate if the Ground Transportation Agent observes such Affiliate:

9.15.5.1 Engaging in the following:

9.15.5.1.1 who is fighting, threatening or assaulting another Person on Airport property shall be issued an immediate Suspension for a period of 45 calendar days;

9.15.5.1.2 who is disrupting the routine use of Airport facilities, the flow of Passengers through the Airport, the flow of traffic on Airport roadways, or engaging in the conduct that threatens the safety or welfare of any Person on Airport property shall be issued an immediate Suspension for a period of 30 calendar days;

9.15.5.1.3 who is using profanity or creating a disturbance on Airport property shall be issued an immediate Suspension for a period of 7 calendar days;

9.15.5.1.4 Provided that the on-duty Landside supervisor is advised of and approves of the immediate Suspension action to be imposed by the Ground Transportation Agent, and that the Ground Transportation Agent documents the immediately imposed Suspension in an incident report and issues a NOV if appropriate. Any such action shall be reviewed no later than on the second business day after the immediate Suspension of a Driver or Affiliate by the Manager of Ground Transportation Services or higher level of supervision. The review is to determine whether the action to impose an immediate Driver or Affiliate Suspension and the Suspension duration is appropriate.

9.15.5.1.5 If a Driver or Affiliate refuses to leave Airport property, or if the Driver or Affiliate returns to the Airport during any portion of Suspension imposed by a Ground Transportation Agent, a Trespass Warning shall be issued to enforce the Suspension.

9.15.6 **Landside Supervisor Trespass Warning Issuance.** The on-duty Landside supervisor may at his/her sole discretion issue a trespass warning to any Affiliate in accordance with department procedures for any incident which is deemed to have significantly disrupted the normal operation of the Airport.

9.16 **Revocation of Permit**

9.16.1 **Conducting GT Operations with Unpermitted Persons.** A Ground Transportation Agent shall issue an NOV upon the initial observation of an Affiliate of a Permit Holder who conducts GT Operations on behalf of an Unpermitted Person. The Ground Transportation Agent shall gather information to enable notification to be sent to the Unpermitted Person of the requirement to become permitted or to enter into an Operating Agreement with the Authority to be able to conduct GT Operations. The Permit Holder's Permit shall be immediately revoked, and the Permit Holder and Affiliate shall each receive a Notice of Violation and each shall be fined \$1,000.00 for each violation, and the Permit Holder will be required to pay a reinstatement fee prior to resuming GT Operations at the Airport.

9.16.2 **Inaccurate Permitting information.** The provision by a Permit Holder of false information in support of its Permit application or upon which to determine the correct classification of a vehicle as stated in Section 6.23 shall result in the immediate revocation of said Permit Decal and/or Permit, and the Permit Holder shall be fined \$1,000.00 for each violation.

9.17 **Reinstatement of Permit After Suspension.** Following a period of Suspension, a Permit Holder's operating privileges shall be immediately and automatically reinstated so long as the Permit Holder's Permit has not expired and the Permit Holder has paid all fees (including any reinstatement fee under Section 8.9), interest, financial penalties, late fees, and administrative fees, and has complied with these Rules and Regulations. In the case of a Suspension resulting from a violation for which corrective action is required, a Permit shall not be reinstated after a period of suspension unless, and until, the Permit Holder submits proof that the violation has been corrected.

9.18 **Courtesy Vehicle Operating Limitations.** The Chief of Operations, without proceeding before the Ground Transportation Committee, may suspend the permit of a Courtesy Vehicle Permit Holder for failing to notify the Authority of its arrangement to allow another entity to use its Courtesy Vehicles in accordance with Section 6.31. The Suspension of the Permit Holder's Courtesy Vehicle operating permit shall remain in effect until either the cause of the Suspension is corrected, or the Permit Holder proves to the satisfaction of the Chief of Operations that it will no longer transport the customers of another business entity and full payment by the Permit Holder of any and all administrative fees and penalty fees.

9.18.1 A Permit Holder who operates a Courtesy Vehicle for the benefit of its business and also uses the same Courtesy Vehicle to transport the customers of another business, regardless of whether the other business is owned by the Permit Holder shall be required to immediately cease such Courtesy Vehicle arrangements if the operating privilege of the other business entity company is suspended.

9.18.2 A Permit Holder who operates a Courtesy vehicle for the benefit of its business and also uses the same Courtesy Vehicle to transport the customers of another business entity that is not a Permit Holder, but is required under these Rules and Regulation to be a Permit Holder, will have its operating privileges at the Airport suspended.

SECTION 10
ISSUANCE OF NOVS, PROCEEDINGS BEFORE THE GTC AND APPEALS

10.1 **Issuance of Notice of Violation.** NOVs shall be issued as set forth in this Section 10.1.

10.1.1 **Delivery of Notice to Affiliate.** If an Affiliate is involved, the Ground Transportation Agent shall attempt to provide the Affiliate a copy of the NOV at the time of any incident that a Ground Transportation Agent believes constitutes a violation of these Rules and Regulations. If, for any reason (including the fact that the alleged violation occurred in the conduct of activities by a private investigator or was reported to the Authority by a Person other than a Ground Transportation Agent), the Ground Transportation Agent is unable to give the Affiliate a copy of the NOV at the time of the incident, a copy of the NOV shall be emailed to the Affiliate as set forth in Section 10.1.4 below. If no email address has been designated for the Affiliate or the email address was submitted by a Permit Holder and, based on the information contained in the NOV, the Chief of Operations reasonably believes that the Affiliate is no longer operating for the Permit Holder that submitted the address designation, the notice shall be sent to the Permit Holder for which the Affiliate was believed to have been operating at the time of the alleged violation.

10.1.2 **Delivery of Notice to Permit Holder.** The Chief of Operations shall issue a NOV to the Permit Holder by emailing a copy of the NOV to the Permit Holder at the email address on file with the Authority's Airport Operations – Ground Transportation Services Office.

10.1.3 **Address Designation.** Each Permit Holder shall designate an email address for emailing notices to Affiliates of the Permit Holder and shall update the email address list regularly, pursuant to Section 3.4.15 as needed to maintain current information. The designated email address shall be either the Affiliate's email address or the email address of the Permit Holder on file with the Authority. In addition, at any time prior to issuance of a NOV, the Affiliate may provide the Authority's Airport Operations – Ground Transportation Services Office with written notice of an email address at which the Affiliate desires to receive notices. Failure on the part of either a Permit Holder Affiliate to submit a timely and accurate written notice for a designated email address shall be deemed to be a designation of the Permit Holder's email address. If a Permit Holder and an Affiliate provide conflicting email addresses, the Authority shall send notice to the email address provided by the Affiliate. If the Permit Holder designates its own email address for any Affiliate, the Permit Holder shall be responsible for delivering any such notice to the Affiliate. Failure on the part of the Permit Holder to deliver any such notice shall neither relieve any Affiliate of the obligations set forth therein nor constitute a failure of the Authority to provide the required notice.

10.1.4 **Time for Emailing Notice.** If a NOV is issued at the time of an incident, the Authority shall email the NOV to the Permit Holder not later than four (4) business days after the date of the incident. If a NOV is not issued at the time of an incident and is issued as a result of the operations of a Ground Transportation Agent, other than the actions of a law enforcement officer or private investigator, an Out-of-Town Shuttle schedule compliance check, or enforcement resulting from the investigation into a Passenger complaint, the NOV shall be emailed no later than four (4) business days after the date of the incident, or if the NOV is issued as a result of actions of a law enforcement officer, private investigator, or investigation into a Passenger complaint, the date on which the Chief of Operations receives the last piece of information that causes the Chief of Operations to believe that the Permit Holder or Affiliate committed a violation of these Rules and Regulations. If the Authority is unable to comply with the emailing of notice requirements as provided in this Section 10.1.4 due to the Permit Holder's failure to provide the accurate email address information as provided in Section 3.4.14 and, Section 3.4.15, the Authority will exceed the emailing of notice requirements and consider such NOV valid and delivered when accurate Permit Holder information is obtained and the emailing notice satisfied. .

10.1.5 **Incident Report.** The Ground Transportation Agent shall prepare an incident report for each Notice of Violation written or issued which documents an alleged violation of these Ground Transportation Rules and regulations, or Chapter 55 of the Code of the City of Orlando.

10.1.6 **Recording of Meetings.** All meetings of the GTC shall be recorded and if an Affiliate or Permit Holder decides to appeal the decision of the GTC with respect to any matter considered at a meeting of the GTC, such individual may request in writing a copy of the recording from the Chief of Operations.

10.2 **Due Date and Suspension Period Commencement.** Unless an Affiliate to whom a NOV was issued requests a hearing by the deadline, which shall be 3:30 P.M. on the fifteenth (15th) calendar day after the date of any NOV, any financial penalty shall be due in the Airport Operations – Ground Transportation Services Office by the deadline and any Suspension period shall commence on Tuesday of the first week after the deadline. If the deadline date falls on a day that is not a business day for the Authority, the financial penalty shall be due before 3:30 P.M. on the first business day after the deadline and the Suspension shall commence on Tuesday of the first week after the due date of the financial penalty. For purposes of this Section 10.2, if a NOV was issued at the time of the incident, or unable to be issued at the time of the incident by the Ground Transportation Agent, the date of the NOV shall be the date of the incident. If a NOV is issued pursuant to Section 10.1.4 and as a result of actions of a law enforcement officer, private investigator, an Out-of-Town Shuttle schedule compliance check, or investigation into a Passenger complaint which results in emailing the NOV after four (4) business days and before thirty (30) calendar days, the date of the NOV shall be the date the Chief of Operations emails the NOV to the Affiliate or Permit Holder. An Affiliate who requests a hearing but then subsequently pays the financial penalty without participating in a hearing shall have their Suspension begin the Tuesday of the week following their scheduled NOV hearing. The Affiliate shall also be responsible for paying the \$100 administrative fee provided for in Section 10.5.2.3.

10.2.1 **Commencement of Multiple Suspensions.** All multiple Suspensions will be administered and applied on a consecutive basis as deemed by the Chief of Operations.

10.3 **Hearing Request.** A Driver, Affiliate, or Permit Holder to whom a NOV has been issued may request a hearing before the GTC by calling the Chief of Operations at 407-825-6687. The Chief of Operations will schedule a NOV hearing at the earliest available time. The Chief of Operations will attempt to advise via telephone (by calling the telephone number indicated by the Affiliate, or Permit Holder in its request for a hearing) of the time and date of the scheduled hearing not later than four (4) business days following the first telephonic request for a hearing. The Authority shall email notice of the hearing schedule, to include a copy of the NOV and its accompanying Operations incident report, in the manner provided in Sections 10.1.1 or 10.1.2 as applicable, and the notice shall be deemed conclusive evidence of compliance with the notice requirements of this Section 10.3. Requests by an Affiliate or Permit Holder for additional records pertaining to a NOV will be processed in accordance with Authority's procedures for public records.

10.4 **Review of NOV.** Prior to any NOV hearing, the Chief of Operations may withdraw from consideration any NOV the Chief of Operations determines, in his or her reasonable discretion, fails to make out prima facie proof the violation was committed. If the Chief of Operations withdraws a NOV, he or she shall notify the Affiliate involved in writing and shall deliver such notice in the same manner as provided in Section 10.1 for initial delivery of a NOV.

10.5 **GTC Meetings.**

10.5.1 **GTC Meeting Schedules.** GTC meetings, including NOV Hearings, shall be scheduled by the Chief of Operations and may be held on any business day of the Authority.

10.5.2 **NOV Hearings.**

10.5.2.1 **Presence of Ground Transportation Agent.** If an Affiliate requests a hearing before the GTC, the Ground Transportation Agent who issued the NOV, if applicable, shall be present (and may be asked to provide testimony) at the NOV hearing. Unless an absence is the result of health or family emergency, if such Ground Transportation Agent is not present at the hearing and the Affiliate or proper representative requests the opportunity to have the GTC ask questions of such Ground Transportation Agent, the NOV shall be dismissed. If the absence is the result of health or family emergency, the Chief of Operations shall reschedule the hearing as soon as reasonably practicable.

10.5.2.2 **Presence of Person Requesting Hearing.** The Affiliate that requests an NOV hearing shall be required to appear or shall be represented as provided in Section 10.5.2.4 at the meeting of the GTC at which such action is considered, to present facts, documentation, Passenger information and witnesses to refute the alleged violation. The GTC, in its sole discretion, may determine what information and witness the Affiliate may present at the hearing. At such meeting, Authority staff may also present evidence (including witnesses) in support of the NOV. All questions are to be asked by members of the GTC, and the Affiliate must direct his or her questions to the GTC.

10.5.2.3 **Absence or Failure to Appear Before GTC.** If the Affiliate that requested an NOV hearing fails to appear or be properly represented at the NOV hearing, then, unless such absence is excused and rescheduled by the Chief of Operations for reasons of health or family emergency upon presentation of acceptable verifying documentation as appropriate, the NOV shall be treated as if a hearing were never requested. In such event, the GTC shall not consider the NOV, and any financial penalty shall be due before 3:30 P.M. on Tuesday of the week following the NOV hearing and Suspension shall commence on Tuesday of the week following the NOV hearing. The discretion by the Chief of Operations to reschedule a NOV hearing at the request of the Affiliate for reasons of health or family emergency will be limited to a one (1) time consideration, and the Affiliate will be required to appear at the rescheduled NOV Hearing without exception. If the Affiliate requests a hearing for a NOV that has been issued and fails to appear before the GTC as scheduled and without authorized absence by the Chief of Operations, such Affiliate will be assessed an administrative fee of \$100.00 in addition to any financial penalty and Suspension associated with the NOV. Such financial penalty and administrative fee will be due before 3:30 P.M. on Tuesday of the week following the NOV hearing. Failure to remit the administrative fee will result in the Suspension of such Affiliate that requested the NOV hearing.

10.5.2.4 **Representation Before GTC.** A Permit Holder may be represented before the GTC by a principal of the Permit Holder, , or an attorney. A representative of the Driver or Affiliate, may be represented by himself, herself, a principal of the Permit Holder, , or an attorney. A Permit Holder, , Driver or Affiliate may be represented by a trade organization or a representative thereof only if the Permit Holder Driver or Affiliate is present at the NOV hearing or represented as provided in the immediately preceding two sentences. A representative of the Permit Holder, or Driver or Affiliate, may utilize the assistance of an interpreter or a person who can facilitate communication only if the representative of the Permit Holder, or Driver or Affiliate, is present at the NOV hearing.

10.5.2.5 **Evidence.** The GTC may consider any and all evidence that a reasonable person would use in making a decision including, but not limited to, hearsay evidence.

10.5.2.6 **GTC Determinations.** The GTC shall make a finding at the NOV hearing, with respect to each violation, as to whether or not these Rules and Regulations were violated. In order for the GTC to conclude that a violation was committed, the evidence must establish that it was more likely than not (a preponderance of the evidence) that the violation was committed.

10.5.2.7 **Effect of Decision by GTC; Appeal Procedure.** Unless an appeal to the Chief Executive Officer is timely filed in the Authority's Airport Operations – Ground Transportation Services Office as set forth in Section 10.6, a decision of the GTC is final and any financial penalty shall be due before 3:30 p.m. on Tuesday of the week following the NOV hearing and any Suspension period shall commence on Tuesday of the week following the NOV hearing.

10.6 **Appeals.**

10.6.1 **Filing of Appeal.** An Affiliate who is present, or is properly represented pursuant to Section 10.5.2.4 at an NOV hearing may appeal any decision of the GTC to the Chief Executive Officer by delivering a written request for appeal to the Authority's Airport Operations – Ground Transportation Services Office prior to 3:30 p.m. on Monday of the week following the NOV hearing. The request must

state the specific reason(s) the Affiliate believes the GTC made an incorrect decision. If after a review of the request for appeal the Chief Executive Officer determines the request for appeal fails to include a specific and valid reason for an appeal meeting, the Chief Executive Officer will not consider the appeal and the applicable financial penalty and/or Suspension period will be due and/or will commence on the Tuesday of the second week following the NOV hearing. In such case, the Chief Executive Officer shall notify the Affiliate in writing, in the manner provided in Sections 10.1.1 and 10.1.2, as applicable, of the fact that the appeal will not be considered. By failing to timely submit a written request for appeal to the Chief Executive Officer, an Affiliate shall be deemed to have waived the right to any further review of the decision of the GTC. Once an appeal has been filed, the obligation to pay any financial penalty and the imposition of any Suspension period shall be stayed until a final decision has been rendered by the Chief Executive Officer.

10.6.2 **Appeal Meeting.** If an appeal to the Chief Executive Officer is properly requested and approved, the Chief Executive Officer shall schedule a meeting with the Affiliate appealing the GTC decision, and any Authority staff members or other persons the Chief Executive Officer determines is appropriate. The Chief Executive Officer shall notify the Affiliate of the date and time of the appeal meeting by emailing a notice thereof in the manner provided in Sections 10.1.1 and 10.1.2, as applicable. If the Affiliate fails to appear at the scheduled meeting, the Chief Executive Officer shall uphold the decision of the GTC and such Affiliate will have no further right of appeal and will be assessed an Administrative Fee of \$100.00 in addition to any financial penalty and Suspension associated with the NOV. Such financial penalty and administrative fee will be due before 3:30 p.m. on Tuesday of the week following the appeal meeting and Suspension will commence on Tuesday of the week following the appeal meeting.

10.6.3 **No New Evidence.** The Chief Executive Officer shall not consider any evidence or argument that was not presented to the GTC for its consideration unless the Chief Executive Officer determines that such evidence or argument could not reasonably have been discovered or developed prior to the NOV hearing.

10.6.4 **Determination.** The Chief Executive Officer shall announce his or her determination at the time of his or her meeting with the appellant. The Chief Executive Officer may uphold or reverse the decision of the GTC or may direct the GTC to reconsider its decision in light of new or additional evidence that the Chief Executive Officer determines could not reasonably have been discovered prior to the NOV hearing. If the Chief Executive Officer directs the GTC to reconsider its decision, the Chief of Operations shall send notice of such meeting in the manner provided in Section 10.1.1 and 10.1.2, as applicable. The determination to direct the GTC to reconsider its decision shall be a one-time exception, and the determination of the GTC and/or appeal meeting following the reconsideration of said violation will become a final determination.

10.7 **Financial Penalty and Administrative Cost Due Date and Commencement Date for Suspension.** The Permit Holder and/or other Affiliate will be responsible for any financial penalty, administrative cost, or Suspension imposed. The financial penalty and/or administrative cost imposed shall be due before 3:30 p.m. on Tuesday of the week following the NOV hearing or appeal meeting and any Suspension period shall commence on Tuesday of the week following the NOV hearing or appeal meeting.

**SECTION 11
OTHER PROVISIONS GOVERNING RENTAL VEHICLE OPERATORS AND
OFF-AIRPORT RENTAL VEHICLE OPERATORS**

11.0 **Other Provisions Governing Off-Airport Rental Vehicle Operators.** The following provisions govern Off-Airport Rental Vehicle Operators:

11.1 **Airport Gross Receipts.** Means Gross Receipts derived from, or in connection with, any rental of an Vehicle to a customer who, at any Facility of an Off-Airport Rental Vehicle Operator operated under the terms of the Ground Transportation Rules and Regulations, within forty-eight (48) hours following customer's deplaning at the Airport, either (i) executes an agreement to rent an Vehicle from an Off-Airport Rental Vehicle Operator, including agreements subsequently cancelled and associated fees, or (ii) takes delivery of an Vehicle rented from an Off-Airport Rental Vehicle Operator. The Authority shall presume that one hundred percent (100%) of all Gross Receipts earned by an Off-Airport Rental Vehicle Operator are Airport Gross Receipts unless the Off-Airport Rental Vehicle Operator demonstrates otherwise to the satisfaction of the Chief Executive Officer. Such one hundred percent (100%) presumption shall apply, without limitation, for purposes of the monthly statement, the payment requirements, and the certification requirements of Section 8. In order to establish that less than one hundred percent (100%) of all Gross Receipts are Airport Gross Receipts, the Off-Airport Rental Vehicle Operator, at a minimum, shall segregate and maintain all rental agreements made with customers who did not arrive at the Airport within such 48-hour period, together with a statement (which shall be included in the rental agreement or attached thereto) completed by such customer, in the following form:

I hereby certify that I did not deplane at Orlando International Airport within 48 hours prior to renting the Vehicle described in this agreement.

Signature

Printed Name

Street Address

City, State, Zip Code

() _____
Telephone Number

Date

The Gross Receipts derived by an Off-Airport Rental Vehicle Operator pursuant to any rental Vehicle agreement that does not contain, or have attached thereto, such fully executed statement, shall be deemed Airport Gross Receipts. A report of all rental Vehicle transactions with customers who did not deplane within forty-eight (48) hours setting forth such transactions and receipts which are deducted shall accompany the Gross Receipts Report, attached hereto as Exhibit "H."

11.2 **Gross Receipts.** Means all amounts billed or received by an Off-Airport Rental Vehicle Operator or any subcontractor of an Off-Airport Rental Vehicle Operator from, or in connection with, its operations from any customer who is transported by any means from the Airport to a Facility, or otherwise derived by an Off-Airport Rental Vehicle Operator from its operations under the Ground Transportation Rules and Regulations, from or in

connection with the short-term or long-term rental or lease of Vehicles, including any additional services or accessories contracted for, delivered, rented to, or picked up by a customer at any Facility operated hereunder, as shown on the rental agreement, except that Gross Receipts shall not include the following:

11.2.1 Sums recovered by an Off-Airport Rental Vehicle Operator for damage to, or for loss, abandonment, or conversion of Vehicles or other property of an Off-Airport Rental Vehicle Operator. (However, this exclusion does not include any sums received by an Off-Airport Rental Vehicle Operator in lieu of rent for those Vehicles);

11.2.2 Documented credits and refunds to customers, including, but not limited to, such documented credits and refunds made in response to customer complaints, customer service or satisfaction adjustments for transactions to any customer transported by any means from the Airport to any Facility operated by an Off-Airport Rental Vehicle Operator hereunder;

11.2.3 Proceeds from the sale of an Off-Airport Rental Vehicle Operator's capital assets;

11.2.4 Amounts separately stated on a rental agreement and actually collected from a customer as a reimbursement for the Privilege Fee payable by an Off-Airport Rental Vehicle Operator to the Authority. Any such collected amount shall hereinafter be referred to as a "Privilege Fee Recovery Charge", which charge, in accordance with Section 11.16, is not to be construed as being mandated, authorized, or taxed by the Authority;

11.2.5 The amounts of any federal, state, or municipal sales or use taxes, other government-imposed surcharges, or other fees or charges mandated by the governmental entity to be imposed upon an Off-Airport Rental Vehicle Operator's customers and collected by an Off-Airport Rental Vehicle Operator, separately stated on the customer rental Vehicle agreement, and which are payable directly to the taxing authority or the State of Florida by an Off-Airport Rental Vehicle Operator. The daily Florida tire and battery surcharge is also excludable, only to the extent of the amount collected from the customer which is remitted to the State. Any such amounts collected from the customer and remitted to the State which are in excess of the amount imposed by the State shall be deemed includable in Airport Gross Receipts. No exclusion shall be allowed for license or tag fees, or other amounts collected from a customer which recoups operating costs. Gross Receipts shall not be reduced by taxes levied on an Off-Airport Rental Vehicle Operator's facilities, equipment, real or personal property, payroll taxes, income taxes, or taxes on frequent flyer miles paid directly to the airline, or other operating costs or cost recoveries.

11.2.6 Any discounts separately stated on a rental agreement at the time of rental and shown on the rental agreement (without markup or additional fees), which are recorded and reported in separately documented accounts from non-excludable discounts.

11.2.7 The actual cost of any toll, toll violation, parking or traffic ticket but not any administrative fee charged to or received from a customer in connection with such toll payment services, toll violation, parking or traffic ticket.

11.3 Gross Receipts shall include receipts derived from collision damage waivers, loss damage waivers, or similar charges, including any sums received by an Off-Airport Rental Vehicle Operator in lieu of rent for those Vehicles, fueling or re-fueling charges, personal accident insurance, any other insurance product, , child restraints, drop charges, additional driver fees, underage or overage driver, global positioning navigational system equipment and/or service and satellite service, guaranteed reservations, carbon credits, early or late return, premium location, transporting, or administrative fees charged to customers, including Internet reservation transactions, and all other transactions and charges of whatever nature, including any fees, surcharges and all other charges, arising from or incidental to an Off-Airport Rental Vehicle Operator's activities unless expressly excluded by the Ground Transportation Rules and Regulations, whether separately stated or not. (* Note – If an Off-Airport Rental Vehicle Operator includes the use of a global positioning navigational system equipment and/or service and satellite service, a toll service program fee, or any other service or item free of charge to a customer, the amount that would have customarily been collected for such service or item shall be included in Gross Receipts).

11.4 Gross Receipts shall not be reduced by reason of any commission, volume discount, or other amount paid out or rebated by an Off-Airport Rental Vehicle Operator to travel agents or others, with respect to any such rental or provision of insurance, including volume discounts, corporate discounts, or any other discounts, unless such discounts are separately stated on a customer's rental agreement at the time of rental, and are granted pursuant to a written marketing plan. The retroactive adjustment of Gross Receipts for volume discounts or rebates, corporate discounts or rebates, dividends, or refunds to any customer or any third party upon attainment of a specified volume of rentals attributable to revenue, receipts, or volume, or as part of any other written marketing plan which does not list the discount on the rental agreement at the commencement of the rental transaction, or any other designation of any nature, or for any purpose, is prohibited.

11.5 Gross Receipts shall include all receipts derived from, or in connection with, the extension or renewal of any rental Vehicle agreement entered into with any customer transported by any means from the Airport to a Facility, regardless of the location at which the rental agreement is renewed or extended, or Vehicle exchanged or returned.

11.6 Gross Receipts shall include any charge an Off-Airport Rental Vehicle Operator customarily makes for goods or services, even though an Off-Airport Rental Vehicle Operator fails to actually collect such a charge, provided, however, that Gross Receipts shall not be reduced by any discount to a customer that was not listed on the rental agreement at the commencement of the rental transaction. Notwithstanding the foregoing, if, pursuant to a written marketing plan conducted in conjunction with another person or entity, an Off-Airport Rental Vehicle Operator is reimbursed by another person or entity for a portion of the discount provided by an Off-Airport Rental Vehicle Operator to its customers, the amount of such reimbursement shall be included in Gross Receipts.

11.7 Gross Receipts shall include all amounts billed to or received from customers by any subcontractor(s) or other provider(s) used by an Off-Airport Rental Vehicle Operator on account of goods, services, or products provided by such subcontractor(s) or other provider(s), regardless of what portion, if any, of such amounts are received or retained by an Off-Airport Rental Vehicle Operator.

11.8 Gross Receipts shall include amounts paid or payable to an Off-Airport Rental Vehicle Operator in exchange for coupons, vouchers, or negotiated rates which are redeemed at any Facility operated by an Off-Airport Rental Vehicle Operator.

11.9 Gross Receipts shall include any receipts of an Off-Airport Rental Vehicle Operator coming within this definition of Gross Receipts, notwithstanding the treatment of such receipts for an Off-Airport Rental Vehicle Operator's own accounting purposes, and notwithstanding the location at which any Vehicle is ultimately returned.

11.10 The full amount of any transaction made on installment or credit, shall be recorded in the month during which such rental is concluded, regardless of the time when an Off-Airport Rental Vehicle Operator receives payment (whether full or partial) thereof.

11.11 An Off-Airport Rental Vehicle Operator shall not exchange Vehicles, modify the accounting treatment of receipts, or rename or redefine rentals, services, or products in any manner that would deprive the Authority the amounts that would otherwise be payable to the Authority.

11.12 Gross Receipts shall not be reduced by any credit loss sustained by an Off-Airport Rental Vehicle Operator, including (i) bank charges, (ii) uncollectible credit accounts, (iii) charges made by collection agencies, (iv) any financing discount which may apply by reason of an Off-Airport Rental Vehicle Operator's acceptance or use of credit cards, or by any reason of any other credit arrangement, or (v) bad debt losses.

11.13 Gross Receipts shall not be reduced by any fees paid to a P2P Operator by virtue of an agreement between the P2P Operator and an Off-Airport Rental Vehicle Operator whereby the Off-Airport Rental Vehicle Operator's Vehicles are listed on the P2P Operator's Mobile Internet Application or internet site. The total amount of receipts from rentals through a P2P Operator Mobile Internet Application or internet site is included in the P2P Operator's Gross Receipts.

11.14 In the computation of Gross Receipts from any rental made by an Off-Airport Rental Vehicle Operator to which a discount was applied, unless the discount by its terms applied only to specified components of the consideration for the rental, the discount shall be deemed to apply equally to all components of the consideration received by an Off-Airport Rental Vehicle Operator, for or in connection with such rental, whether or not any such component would be treated as Gross Receipts hereunder, and shall not be treated as applicable only to a certain component or components of such consideration.

In particular, without limitation, a discount shall never be treated in the computation of Gross Receipts hereunder as applicable only to components of such consideration which constitute Gross Receipts, such as time and mileage charges, and as not applicable to other components of such consideration which do not constitute Gross Receipts hereunder. If a discount granted by an Off-Airport Rental Vehicle Operator with respect to a Vehicle rental applies by its terms to only certain components of the consideration received by an Off-Airport Rental Vehicle Operator for or in connection with that rental Vehicle, then such discount shall be applied in accordance with its terms in the computation of Gross Receipts hereunder.

However, the Authority and any employee or agent acting on its behalf, shall be entitled to presume that any discount granted by an Off-Airport Rental Vehicle Operator with respect to a rental applies equally to all items of consideration received by an Off-Airport Rental Vehicle Operator for, or in connection with, that rental, unless the Off-Airport Rental Vehicle Operator demonstrates to the satisfaction of the Chief Executive Officer that such discount, by its terms, applies only to certain components of such consideration. The provisions of this Section 11.14 shall apply, notwithstanding the fact that the discount in question may have been granted pursuant to a written marketing plan. In no event may an Off-Airport Rental Vehicle Operator deduct from Gross Receipts discounts, credits, rebates, or deductions for fuel or free fuel.

11.15 In no event shall an Off-Airport Rental Vehicle Operator's Gross Receipts from any rental be a negative amount for purposes of the Ground Transportation Rules and Regulations.

11.16 Neither Section 11.2.4., nor any other provision of the Ground Transportation Rules and Regulations shall be construed as an endorsement or approval by the Authority of a method or practice by an Off-Airport Rental Vehicle Operator of charging its rental Vehicle customers a separate fee to recover, in whole or in part, fees payable by an Off-Airport Rental Vehicle Operator to the Authority, and an Off-Airport Rental Vehicle Operator shall not state or imply to its customers that any such fee charged by an Off-Airport Rental Vehicle Operator to its customers is mandated, or authorized, or taxed by the Authority. Any Privilege Fee Recovery Charge charged to customer shall never exceed ten percent (10%) of Airport Gross Receipts. An Off-Airport Rental Vehicle Operator shall not have the option of collecting a Privilege Fee Recovery Charge, including the Privilege Fee Recovery Charge in Gross Receipts, and paying the Privilege Fee with respect to the collected amount. If an Off-Airport Rental Vehicle Operator separately states a Privilege Fee Recovery Charge on signage, website, publication, or any rental agreement, the amount separately stated shall be labeled on the signage, website, publication or the rental agreement only as a "Privilege Fee Recovery Charge," or such other label as the Authority directs. Any such amounts not labeled in accordance with this Section 11.16 and/or which exceed ten percent (10%) of Airport Gross Receipts shall be deemed includable in Gross Receipts.

11.17 An Off-Airport Rental Vehicle Operator forfeits exclusion of all discounts, deductions, credits and refunds to customers, or any other amounts that reduce Gross Receipts in the event otherwise allowable discounts, deductions, credits and refunds to customers, or any other amounts that reduce Gross Receipts, are commingled with any non-excludable amounts.

11.18 Complimentary Vehicles including, but not limited to, Vehicles provided to employees, Tour Operators, their Affiliates, representatives or other third parties for the promotion of business, or Vehicles otherwise provided in exchange for goods, services, or accommodations are included in Gross Receipts.

11.19 If a Vehicle is exchanged, Gross Receipts from that rental shall continue to be included in Gross Receipts under the Ground Transportation Rules and Regulations, even if a new or replacement rental agreement is issued to customer.

The intentional diversion, through direct or indirect means, of rental Vehicle receipts includable in Gross Receipts, as defined in Section 11.2 of the Ground Transportation Rules and Regulations is prohibited. In addition to all other remedies available by law, the Authority shall have the right to immediately revoke the Off-Airport Rental Vehicle Operator's permit upon a determination by the Authority that Off-Airport Rental Vehicle Operator has intentionally diverted Gross Receipts as described herein.

11.20 Unless receipts are expressly and particularly excluded from Gross Receipts under Section 11.2, such receipts shall be included in Gross Receipts. Receipts derived from sources similar, but not identical to those described herein, shall also be included in Gross Receipts, unless expressly excluded by the Ground Transportation Rules and Regulations.

11.21 In the event a Rental Vehicle Operator is, or becomes merged or affiliated (including as parent or subsidiary, or through common ownership or control) with an Off-Airport Rental Vehicle Operator at the Airport, and the Rental Vehicle Operator and such Off-Airport Rental Vehicle Operator fail to demonstrate that they operate as separate entities, all receipts of such affiliated Off-Airport Rental Vehicle Operator shall be included in Gross Receipts of the Rental Vehicle Operator. In the event of a dispute, such failure of the Rental Vehicle Operator and the Off-Airport Rental Vehicle Operator to demonstrate operation as separate entities is determined solely by the Chief Executive Officer. For purposes of the Ground Transportation Rules and Regulations, conditions and activities demonstrating a failure to operate as separate entities include, but are not limited to:

11.21.1 any circumstance in which one or more individuals serve as an officer, director, manager, or in any other position in which the individual makes significant management decisions for each company, regardless of the individual's title, of both the Rental Vehicle Operator and the entity conducting an Off-Airport Rental Vehicle Operation at the Airport, whether or not the individual is compensated, financially or otherwise, by one or both companies, or the entity conducting the Off-Airport Rental Vehicle operation;

11.21.2 maintaining a joint reservation system;

11.21.3 writing rental agreements for, or otherwise acting as agents for one another;

11.21.4 failing to act as arms-length competitors in all dealings with one another, and such failure affects the Off-Airport Rental Vehicle Operator's Gross Receipts;

11.21.5 utilizing the same or similar trademarks or trade names;

11.21.6 using a combined accounting system or an accounting system which makes it difficult, in the opinion of the Chief Executive Officer, for the Authority to separately audit the Gross Receipts of the two entities;

11.21.7 jointly owning or leasing an Vehicle fleet, or entering into an Vehicle fleet lease agreement with one another; and

11.21.7.1 the Off-Airport Rental Vehicle Operator has the ability to take, either temporarily or permanently, all or any part of either company's portion of any jointly owned or leased Vehicle fleet, or the Vehicle fleet leased by the Rental Vehicle Operator to, or from the Off-Airport Rental Vehicle Operator; and

11.21.7.2 the Rental Vehicle Operator is in any manner prevented from obtaining Vehicles from any third party, or the Off-Airport Rental Vehicle Operator fails to give the Rental Vehicle Operator notice of its intent to take Vehicles sufficient to allow the Rental Vehicle Operator to obtain Vehicles from another source to meet its customer demand for the period during which the Off-Airport Rental Vehicle Operator will take the Vehicles from the Rental Vehicle Operator.

11.21.7.3 entering into an agreement with (i) a person or entity that jointly owns or controls a Rental Vehicle Operator, and the entity conducting an Off-Airport Rental Vehicle operation at the Airport, or (ii) a person or entity owned or controlled by, affiliated, as a direct or indirect parent

organization with, or in any other way affiliated with, the person or entity that jointly owns or controls a Rental Vehicle Operator, and the entity that conducts an Off-Airport Rental Vehicle Operation, for the provision of an Vehicle fleet, and:

11.21.7.4 the person or entity leasing the Vehicle fleet to a Rental Vehicle Operator has the ability to take all or any part of the Vehicle fleet from the Rental Vehicle Operator, either temporarily or permanently; and

the Rental Vehicle Operator is, in any manner prevented from leasing Vehicles from any third party, or the person or entity leasing the Vehicle fleet to the Rental Vehicle Operator fails to give the Rental Vehicle Operator notice of its intent to take Vehicles in time sufficient to allow the Rental Vehicle Operator to obtain Vehicles from another source to meet its customer demand for the period during which the person or entity leasing the Vehicle fleet to the Rental Vehicle Operator, will take the Vehicles from the Rental Vehicle Operator.

11.22 **Other Provisions Governing Rental Vehicle Operators.** The following provisions govern Rental Vehicle Operators:

11.22.1 The Rental Vehicle Operator will be responsible for conducting Rental Vehicle Operations in accordance with the Concession Agreement with the Authority. The Rental Vehicle Operator will be responsible for its Affiliates or any other Person engaged in rental Vehicle operations at the Airport, and if such actions constitute a violation of these Rules and Regulations, the Rental Vehicle Operator will be responsible for any and all penalties and Suspensions resulting from a violation of these Rules and Regulations, separate and aside from any action taken by the Authority regarding the Concession Agreement with the Authority.

11.23 **Customer Service Requirement.**

11.23.1 The Off- Airport Rental Vehicle Operators are expected to provide quality customer service to their customers by being truthful, honest, and exhibiting behavior that is courteous, friendly and helpful when assisting the customer. Failure to provide such quality customer service as documented by a customer written complaint shall be investigated by the Authority and deemed to be a Customer Service Violation. In this case, the Off-Airport Rental Vehicle Operator shall be treated as the Affiliate for the purpose of imposition of the penalty. Authority may investigate Off-Airport Rental Vehicle Operators' customer service by any reasonable business means, including use of "secret shoppers" to verify compliance with the requirements of these GTR&R.

11.23.2 The Off- Airport Rental Vehicle Operators shall maintain a sufficient number of properly trained personnel to ensure that all customers receive prompt and courteous service at all times, and respond promptly to customer complaints. Off- Airport Rental Vehicle Operators shall provide transportation to the Airport for customers returning Vehicles within one hour of a customer returning a Vehicle to the Off- Airport Rental Vehicle Operator's Facility, or of a Passenger arriving at the Off-Airport Rental Vehicle Operator's Facility without necessarily renting a Vehicle.

11.23.3 The Off-Airport Rental Vehicle Operators shall hold customer reservations for a minimum period of six (6) hours from the expected pickup time listed on the reservation.

11.23.4 Customers who utilize their own insurance to provide automobile liability coverage for the rental Vehicle cannot be required by the Off-Airport Rental Vehicle Operator to procure insurance provided by the Off-Airport Rental Vehicle Operators. The Off-Airport Rental Vehicle Operator may require the customer to sign a waiver indicating the customer has sufficient personal automobile insurance and is electing not to purchase insurance from the Off-Airport Rental Vehicle Operator.

11.23.5 Violations of this Section 11.23 shall be deemed a Customer Service Violation.

SECTION 12
PROVISIONS APPLICABLE ONLY TO OFF-AIRPORT PARKING OPERATORS

12.1 **Airport Gross Receipts.** With respect to Off-Airport Parking Operators, the term “Airport Gross Receipts” means Gross Receipts of an Off-Airport Parking Operator derived from or in connection with parking, shuttle transportation or Courtesy Vehicle transportation provided to a Person who parks a motor vehicle at any Facility of that Off-Airport Parking Operator and is transported to or from the Airport by any Commercial Vehicle. It shall be presumed that all Gross Receipts of an Off-Airport Parking Operator are Airport Gross Receipts unless the Off-Airport Parking Operator demonstrates otherwise to the satisfaction of the Chief Executive Officer. Such one hundred percent (100%) presumption shall apply, without limitation, for purposes of the monthly statement, the payment requirements, and the certification requirements of Section 8. In order to establish that less than all Gross Receipts are Airport Gross Receipts, the Off-Airport Parking Operator shall, at a minimum, segregate and maintain records of all parking transactions for Persons who did not use the Airport, together with a statement, signed upon execution of a parking agreement that is signed no less frequently than once per month (which shall be included in the parking agreement or attached thereto) completed and separately signed by such customer, in the following form:

I hereby certify that I did not use Orlando International Airport during the time period my vehicle was parked at this facility.

Signature

Printed Name

Date

The Gross Receipts derived by an Off-Airport Parking Operator pursuant to any parking agreement that does not contain or have attached thereto such statement separately signed by the customer shall be deemed Airport Gross Receipts. A report of all parking transactions with customers who did not use the Airport during the period their Vehicle was parked at the Facility setting forth such transactions and receipts which are deducted shall accompany the Gross Receipts Report.

12.2 **Gross Receipts.** With respect to Off-Airport Parking Operators, the term “Gross Receipts” means all amounts billed or received by an Off-Airport Parking Operator or an Affiliate of the Off-Airport Parking Operator or any contractor/subcontractor from or in connection with the parking of vehicles at any Facility of that Off-Airport Parking Operator, or the provision of shuttle transportation or Courtesy Vehicle transportation between such Facility and the Airport.

12.2.1 **Inclusion in Gross Receipts.** Gross Receipts include, but are not limited to:

12.2.1.1 all amounts billed to or received from customers, including reservation, transportation, and Dwell Fees, of any Affiliate of the Off-Airport Parking Operator or any contractor/subcontractor, including but not limited to Internet airport parking reservation sites, used by the Off-Airport Parking Operator, to provide parking service, shuttle transportation, or Courtesy Vehicle transportation regardless of what portion, if any, of such amounts are received or retained by the Off-Airport Parking Operator;

12.2.1.2 amounts paid or payable in exchange for coupons or vouchers which are redeemed at a Facility;

12.2.1.3 amounts of discounts given to any customer resulting from a trade or swap of products or services for parking service or from the customer’s purchase or promise to purchase any service or

product from any person other than or in addition to parking service, shuttle transportation or Courtesy Vehicle transportation; and

12.2.1.4 charges customarily made for parking service, shuttle transportation, or Courtesy Vehicle transportation even though not actually collected.

12.2.1.5 complimentary parking, including but not limited to parking provided to Tour Operators, their Affiliates or representatives, or other third parties for the promotion of business or parking, or otherwise provided in exchange for goods, services or accommodations are included in Gross Receipts.

12.2.2 **Exclusion from Gross Receipts.** Gross Receipts shall not include:

12.2.2.1 amounts of separately-stated discounts actually given to the customer that are available generally to the public or a class of persons of the public so long as the discounts are not included as part of Gross Receipts pursuant to Section 12.2.1, above;

12.2.2.2 amounts separately stated and actually collected from a customer as reimbursement for the Privilege Fee payable by the Off-Airport Parking Operator to the Authority. Any such collected amount shall hereinafter be referred to as a “Privilege Fee Recovery Charge”, which charge, in accordance with Section 12.2.11, is not to be construed as being mandated, authorized, or taxed by the Authority;

12.2.2.3 amounts separately stated and received from the sale of any product or service other than parking service, shuttle transportation, or Courtesy Vehicle transportation;

12.2.2.4 amounts of documented credits and refunds separately stated and actually made to customers;

12.2.2.5 amounts of any separately-stated federal, state or local sales or other taxes payable to a governmental entity (other than the Authority) and required by the taxing authority to be imposed upon the Off-Airport Parking Operator’s customers and collected by the Off-Airport Parking Operator. Any such amounts collected from the customer and remitted to the State which are in excess of the amount imposed by the State shall be deemed includable in Airport Gross Receipts; or

12.2.2.6 proceeds from the sale of capital assets.

12.2.3 **No Negative Receipts.** In no event shall an Off-Airport Parking Operator’s Gross Receipts from any transaction be negative in any receipt category. An Off-Airport Parking Operator shall account separately for any exclusions from Gross Receipts and for prepaid, discounted and free parking in its general ledger, revenue journals, and/or summaries.

12.2.4 **Discounts.** In the computation of Gross Receipts from any parking transaction made by the Off-Airport Parking Operator to which a discount was applied, unless the discount by its terms applied only to specified components of the consideration for the parking transaction, the discount shall be deemed to apply equally to all components of the consideration received by the Off-Airport Parking Operator for or in connection with such parking transaction, whether or not any such component would be treated as Gross Receipts hereunder, and shall not be treated as applicable only to a certain component or components of such consideration. In particular, without limitation, a discount shall never be treated in the computation of Gross Receipts hereunder as applicable only to components of such consideration which constitute Gross Receipts hereunder and as not applicable to other components of such consideration which do not constitute Gross Receipts hereunder. If a discount granted by the Off-Airport Parking Operator with respect to a parking transaction applies by its terms to only certain components of the consideration received by the Off-Airport Parking Operator for or in connection with that parking transaction, then such discount shall be applied in accordance with its terms in the computation of Gross Receipts hereunder. However, the

Authority and any employee or agent acting on its behalf shall be entitled to presume that any discount granted by the Off-Airport Parking Operator with respect to a parking transaction applies equally to all items of consideration received by the Off-Airport Parking Operator for or in connection with that parking transaction unless the Off-Airport Parking Operator demonstrates to the satisfaction of the Chief Executive Officer that such discount, by its term, applies only to certain components of such consideration. The provisions of this Section 12.2.4 shall apply notwithstanding the fact that the discount in question may have been granted pursuant to a written bona fide marketing plan. In no event may the Off-Airport Parking Operator deduct from Gross Receipts discounts, credits, rebates or deductions for fuel or free fuel.

12.2.5 **Commissions.** Gross Receipts shall not be reduced by reason of any commission or other amount paid or rebated by an Off-Airport Parking Operator to any third party.

12.2.6 **Credit Loss.** Gross Receipts shall not be reduced for (i) bank charges; (ii) uncollectible credit accounts; (iii) charges made by collection agencies; (iv) financing discounts which may apply by reason of the Off-Airport Parking Operator's acceptance or use of credit cards or by reason of any other credit arrangement; or (v) bad debt losses.

12.2.7 **Calculation of Gross Receipts.** Gross Receipts shall be computed in accordance with accounting principles generally accepted in the United States of America ("U.S. GAAP") except to the extent such principles or standards may conflict with provisions of these Rules and Regulations or a written agreement between the Off-Airport Parking Operator and the Authority.

12.2.8 **Gross Receipts Include All Receipts.** Any receipts of an Off-Airport Parking Operator coming within the definition of Gross Receipts hereunder shall be treated as such notwithstanding the treatment of such receipts for an Off-Airport Parking Operator's own accounting purposes.

12.2.9 **Installment or Credit Sales.** The full amount of any transaction made on installment or credit shall be recorded in the month during which such transaction is made, regardless of the time when the Off-Airport Parking Operator actually receives payment (whether full or partial) thereof.

12.2.10 **Changes.** The Off-Airport Parking Operator shall not modify the accounting treatment of receipts, or rename or redefine parking, services or products in any manner that would deprive the Authority of amounts that would otherwise be payable to the Authority.

12.2.11 **Customer Notification of Fee.** Neither Section 12.2.2.2 nor any other provision of these Rules and Regulations shall be construed as an endorsement or approval by the Authority of a method or practice by an Off-Airport Parking Operator of charging its customers a separate fee to recover, in whole or in part, fees payable by the Off-Airport Parking Operator to the Authority, and the Off-Airport Parking Operator shall not state or imply to its customers that any such fee charged is mandated, or authorized, or taxed by the Authority. Any Privilege Fee Recovery Charge charged to the customer shall never exceed ten percent (10%) of Airport Gross Receipts. The Off-Airport Parking Operator shall not have the option of collecting a Privilege Fee Recovery Charge, including the Privilege Fee Recovery Charge in Gross Receipts, and paying the Percentage Fee with respect to the collected amount. If the Off-Airport Parking Operator separately states a Privilege Fee Recovery Charge on any signage, website, publication or receipt, the amount separately stated shall be labeled on the receipt only as a "Privilege Fee Recovery Charge" or other such label as the Authority directs. Any such amounts not labeled in accordance with this Section 12.2.11 and/or which exceed ten percent (10%) of Airport Gross Receipts shall be deemed includable in Gross Receipts.

12.2.12 **Commingled Discounts.** The Off-Airport Parking Operator forfeits exclusion of all discounts, deductions, credits and refunds to customers, or any other amounts that reduce Gross Receipts in the event otherwise allowable discounts, deductions, credits and refunds to customer, or any other amounts that reduce Gross Receipts, are commingled with any non-excludable amounts.

12.2.13 **Exclusions from Gross Receipts.** Unless receipts are expressly and particularly excluded from Gross Receipts under Section 12.2.2, such receipts shall be included in Gross Receipts. Receipts derived

from sources similar, but not identical to those described herein, shall also be included in Gross Receipts, unless expressly excluded by these Rules and Regulations.

12.3 **Customer Service Requirement.** The Off-Airport Parking Operators are expected to provide quality customer service to their customers by being truthful, honest, and exhibiting behavior that is courteous, friendly and helpful when assisting the customer. Failure to provide such quality customer service as documented by a customer written complaint shall be investigated by the Authority and deemed to be a Customer Service Violation. In this case, the Off-Airport Parking Operator shall be treated as the Affiliate for the purpose of imposition of the penalty. Authority may investigate Off-Airport Parking Operators' customer service by any reasonable business means, including use of "secret shoppers" to verify compliance with the requirements of these GTR&R.

12.3.1 The Off- Airport Parking Operators shall maintain a sufficient number of properly trained personnel to ensure that all customers receive prompt and courteous service at all times, and respond promptly to customer complaints.

12.3.2 Violations of this Section 12.3 shall be deemed a Customer Service Violation.

SECTION 13
PROVISIONS APPLICABLE ONLY TO RESORT TRANSFER OPERATORS

13.1 **Gross Receipts.** With respect to Resort Transfer Operators, the term “Gross Receipts” means all amounts billed or received, derived or earned by Company or any subcontractor, affiliate, employee, independent contractor, or agent of Company from or in connection with Ground Transportation trips originating from the Terminal; amounts received from any source whatsoever, including, but not limited to, all fares received and other charges levied on outbound trips, whether for passengers, baggage delivery or any other purpose, and regardless of how such amounts are computed or levied; it is expressly provided however that such term shall not include.

13.1.1 Bona fide tips to drivers, unless the cost of the trip has been reduced in consideration for a tip; or

13.1.2 The amount of any separately-stated federal, state and local sales or use taxes imposed upon Operator’s customers and collected by, and due from, Operator; or

13.1.3 Amounts separately stated on a reservation and actually collected from a customer as a reimbursement for the Privilege Fee payable by a Resort Transfer Operator to the Authority. Any such collected amount shall hereinafter be referred to as a “Privilege Fee Recovery Charge”, which charge, in accordance with Section 13.11, is not be construed as being mandated, authorized, or taxed by the Authority.

13.2 Gross Receipts shall not be reduced by reason of any credit loss sustained or financing discount that may be applicable by reason of the acceptance or use of credit cards or by reason of any other credit arrangements.

13.3 If any charge customarily made by Operator for goods and services is not assessed, or any discounts prorated against all amounts received or billed charged or collected, the amount of Operator’s customary charge therefore shall nevertheless be included in determining Gross Receipts; provided, however, Operator shall not be required to include discounts granted to customers if such discounts (including discounts given to any travel agent, convention representative or group representative as part of any familiarization trip) are given pursuant to a bona fide written marketing plan (which may include discounts given to charitable organizations). The discounts granted through a bona fide written marketing plan will not be included in Gross Receipts even if such discount is given through a third party. Notwithstanding the foregoing, if, pursuant to such a written marketing plan conducted in conjunction with another person or entity, Operator is reimbursed by another person or entity for all or any portion of the discount provided by Operator to its customers, the amount of such reimbursement shall be included in Gross Receipts.

13.4 Commissions paid to travel agents or others or any other amounts paid or rebated shall not be deducted from Gross Receipts.

13.5 All computations in the determination of Gross Receipts shall be made in accordance with accounting principles generally accepted in the United States of America (“U.S. GAAP”), except that, in the event of any conflict between U.S. GAAP and these GTR&R, the GTR&R shall govern and any such provisions shall not be limited by such principles or standards.

13.6 In reporting Gross Receipts, only those amounts associated with outbound trips and round trips should be reported. Round trips shall be reported at the full one-way fare, except that, if the round trip is arranged pursuant to a bona fide written marketing plan, the trip shall be reported at one-half the round trip fare less one-half the discount granted pursuant to such bona fide written marketing plan.

13.7 Gross Receipts shall include all amounts billed or received, derived or earned from customers from Ground Transportation trips originating from the Terminal Complexes by any subcontractors or other providers used by Operator on account of goods, services or products provided by such subcontractors or other providers, regardless of what portion, if any, of such amounts are received or retained by Operator.

13.8 Gross Receipts shall include any receipts or amounts billed or received, derived or earned by Operator coming within this definition of Gross Receipts notwithstanding the treatment of such receipts for Operator's own accounting purposes.

13.9 The full amount of any transaction made on installment or credit shall be recorded in the month during which such transaction is made, regardless of the time when Operator receives payment (whether full or partial) therefor.

13.10 In no event shall Operator's Gross Receipts from any trip be a negative amount for purposes of these GTR&R.

13.11 **Customer Notification of Fee.** Neither Section 13.1.3. nor any other provision of these Rules and Regulations shall be construed as an endorsement or approval by the Authority of a method or practice by an Operator of charging its customers a separate fee to recover, in whole or in part, fees payable by the Operator to the Authority, and the Operator shall not state or imply to its customers that any such fee charged is mandated, or authorized, or taxed by the Authority. Any Privilege Fee Recovery Charge charged to the customer shall never exceed the percentage of Gross Receipts applicable to such Operator. The Operator shall not have the option of collecting a Privilege Fee Recovery Charge, including the Privilege Fee Recovery Charge in Gross Receipts, and paying the Percentage Fee with respect to the collected amount. If the Operator separately states a Privilege Fee Recovery Charge on any signage, website, publication or receipt, the amount separately stated shall be labeled on the receipt only as a "Privilege Fee Recovery Charge" or other such label as the Authority directs. Any such amounts not labeled in accordance with this Section 13.11 and/or which exceed the allowable percentage of Gross Receipts shall be deemed includable in Gross Receipts.

13.12 **Customer Service Requirement.** Operators are expected to provide quality customer service to their customers and Passengers by being truthful, honest, and exhibiting behavior that is courteous, friendly and helpful when assisting the customer or Passenger. Failure to provide such quality customer service as documented by a customer or Passenger complaint shall be investigated by the Authority and deemed to be a Customer Service Violation. In this case, the Operator shall be treated as the Affiliate for the purpose of imposition of the penalty. The Authority may investigate Operator's customer service by any reasonable business means, including use of "secret shoppers" to verify compliance with the requirements of these GTR&R. The Operators shall maintain a sufficient number of properly trained personnel to ensure that all customers receive prompt and courteous service at all times, and respond promptly to customer complaints. Violations of this Section 13.12 shall be deemed a Customer Service Violation.

Exhibit "A-1"
Meet and Greet Area (Ground Transportation Level) Terminals A and B

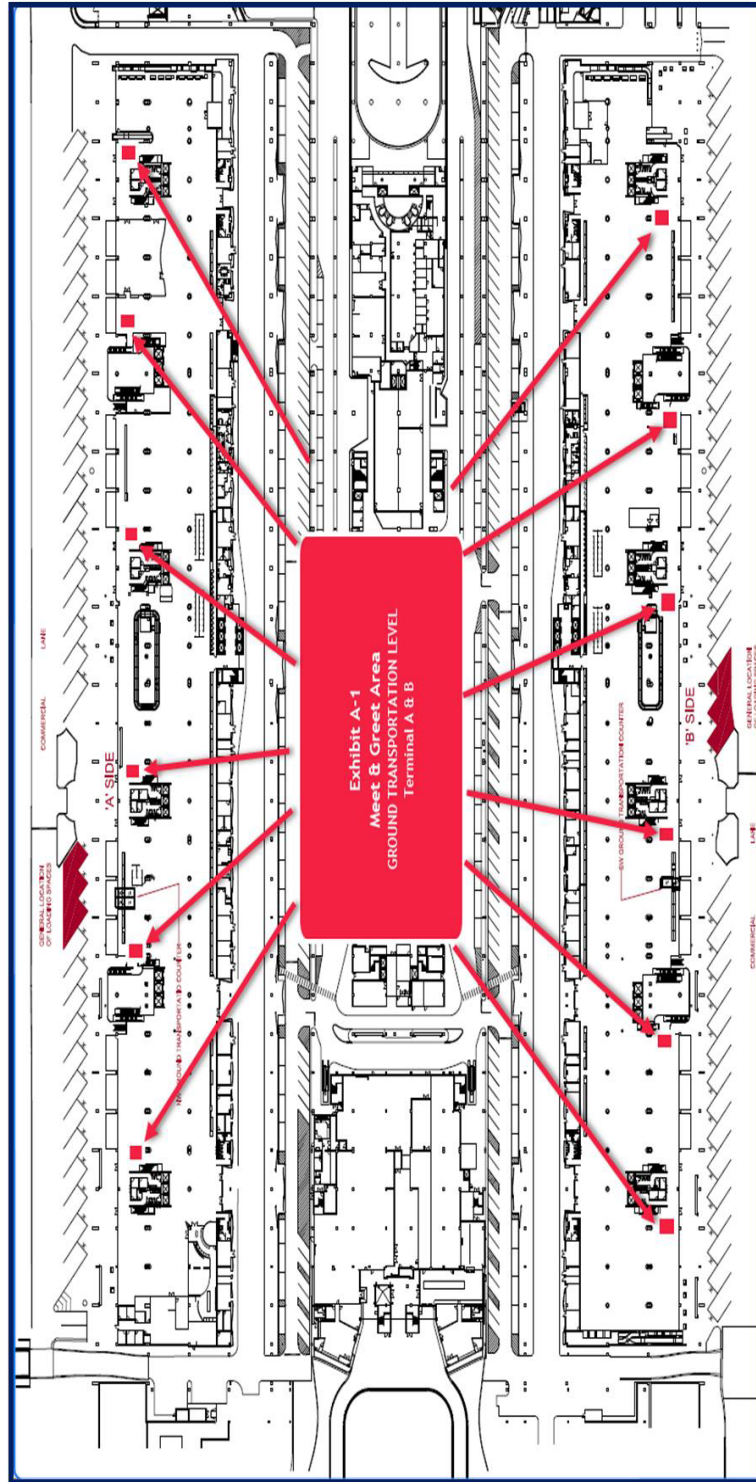


Exhibit "A-2"
Meet and Greet Area (Arrivals Level) Terminals A and B

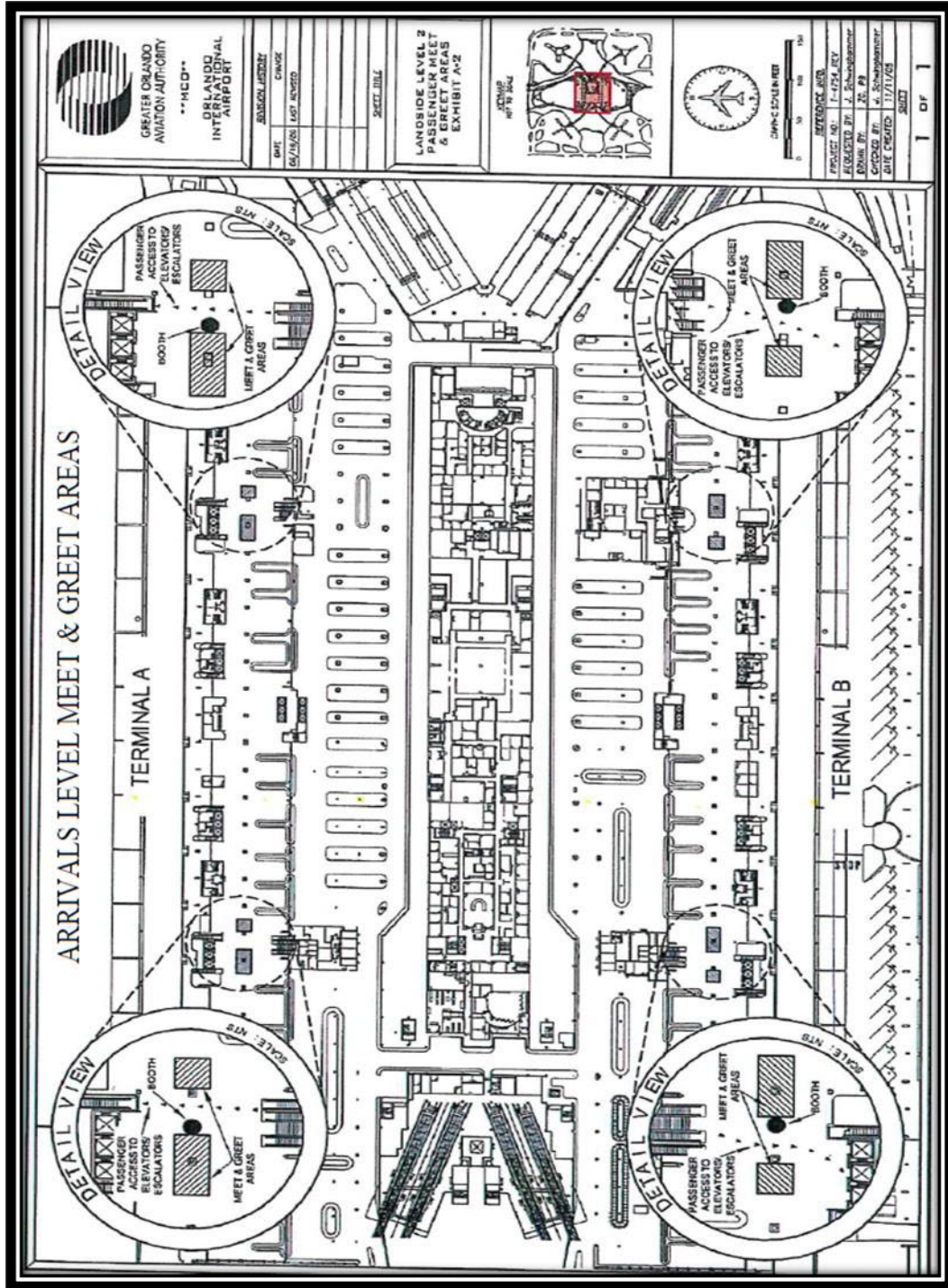


Exhibit "A-3"
Meet and Greet Area (Arrivals Level) Terminal C

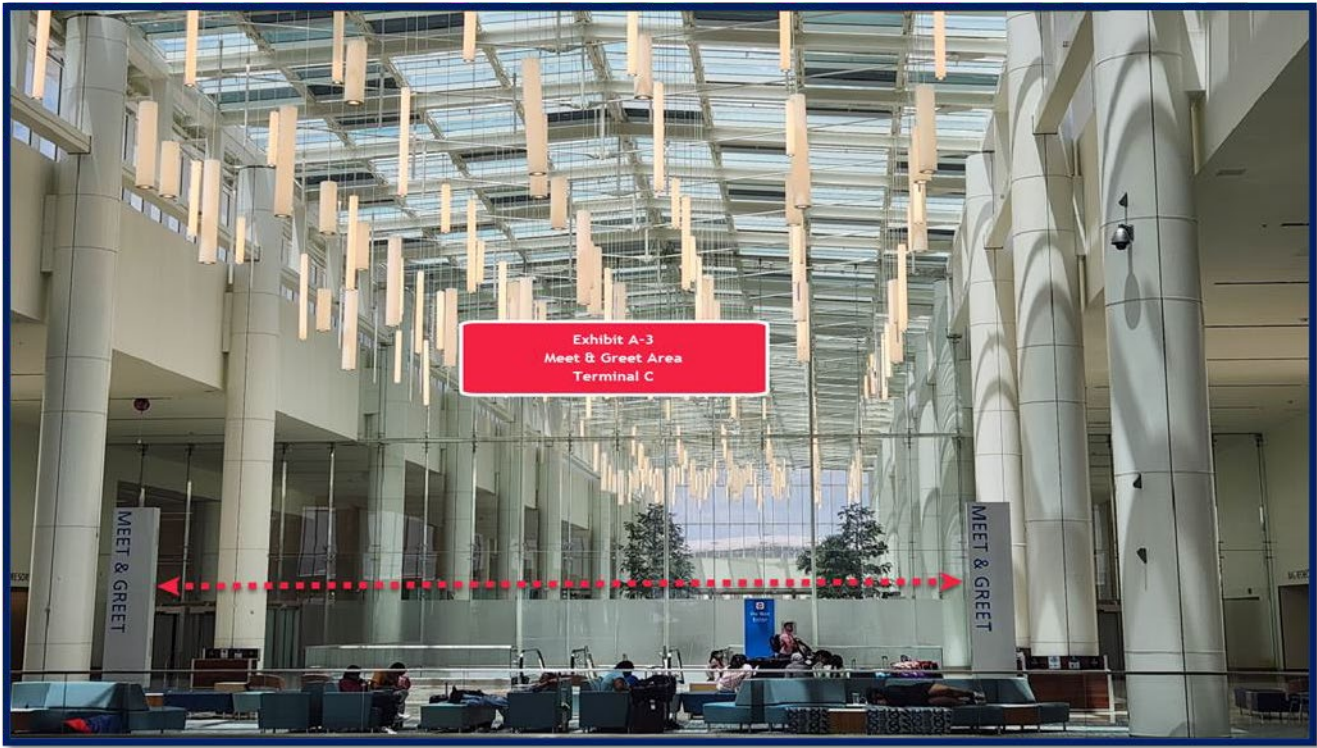


Exhibit "A-4"
Meet and Greet Area (Ground Transportation Level) Terminal C



Approved location is the tiled area between the two (2) columns.

Exhibit "B"



Exhibit "C-1"
Ground Transportation Concourse – Terminal A and B

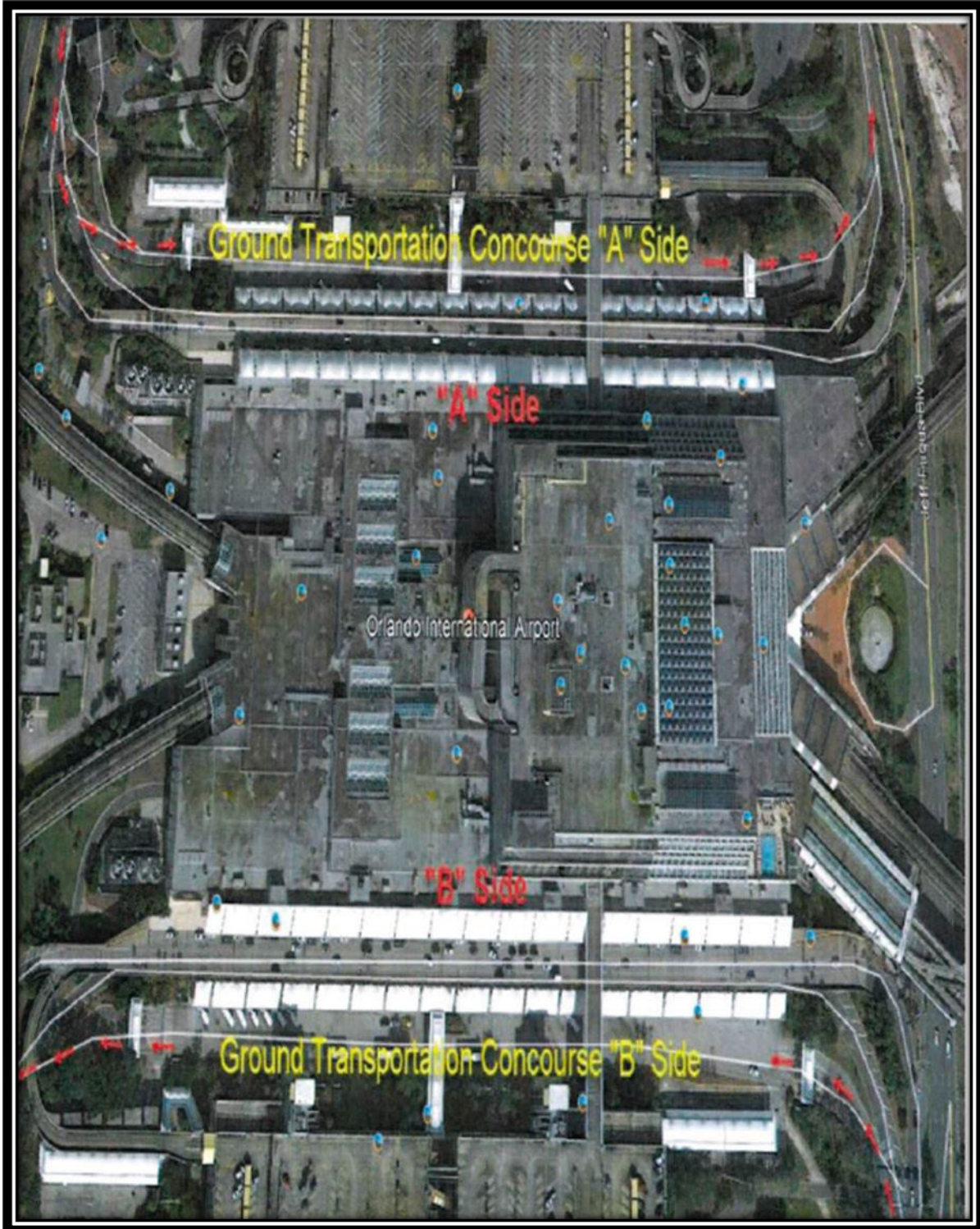


Exhibit "C-2"
Ground Transportation Concourse – Terminal C

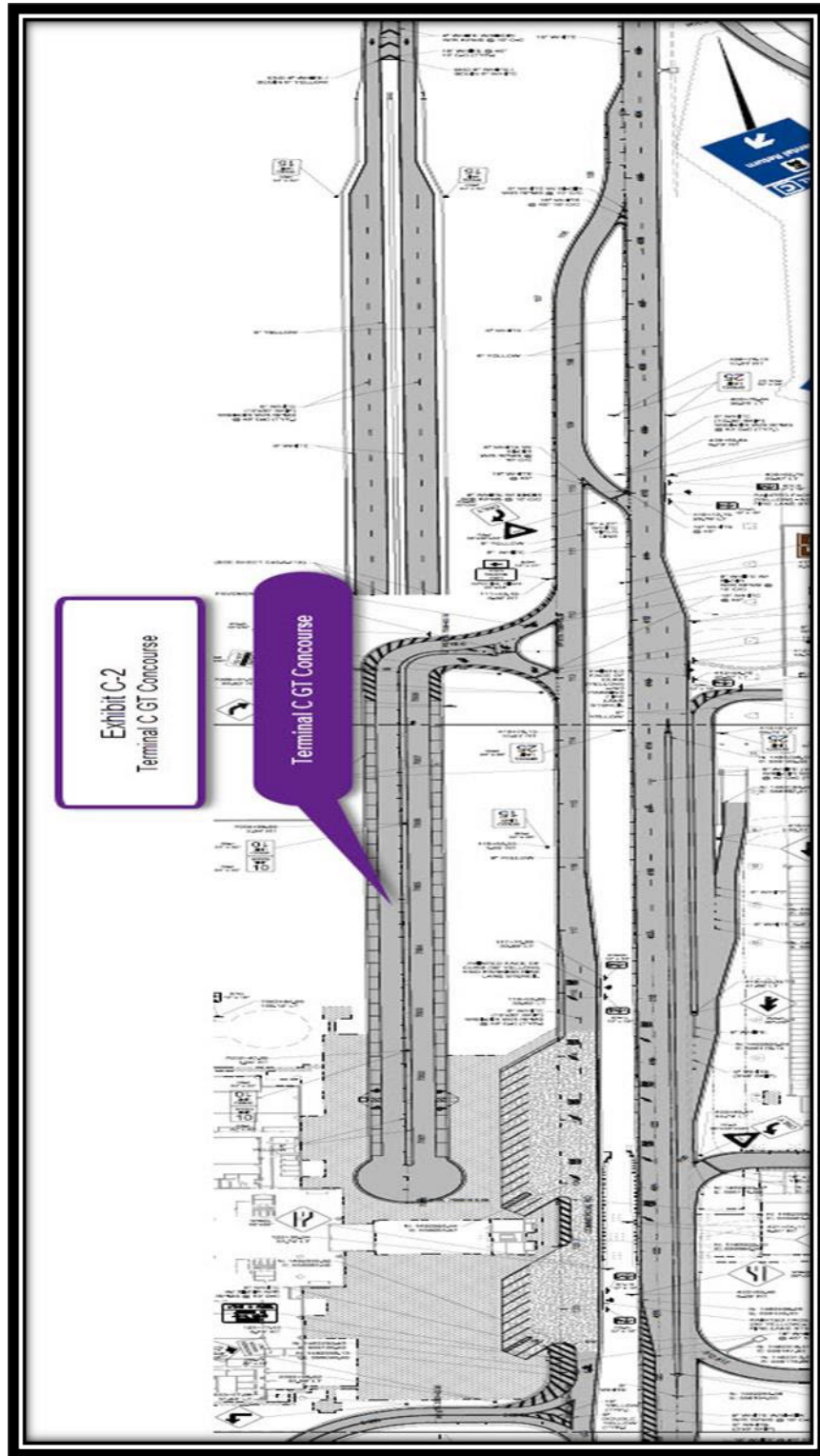


Exhibit "D-1"
Commercial Lane and CVPA – Terminal A and B

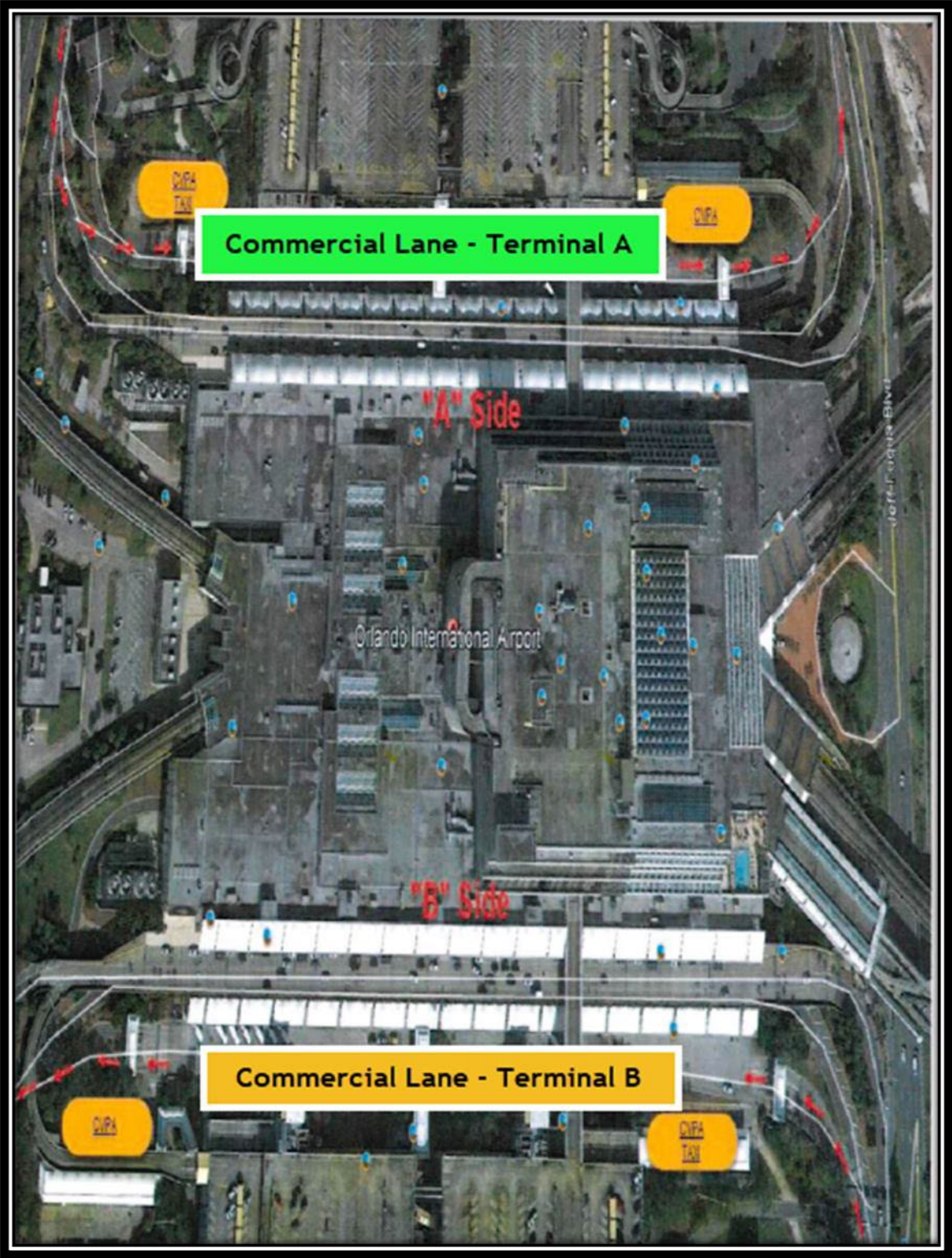


Exhibit "D-2"
Commercial Lane – Terminal C

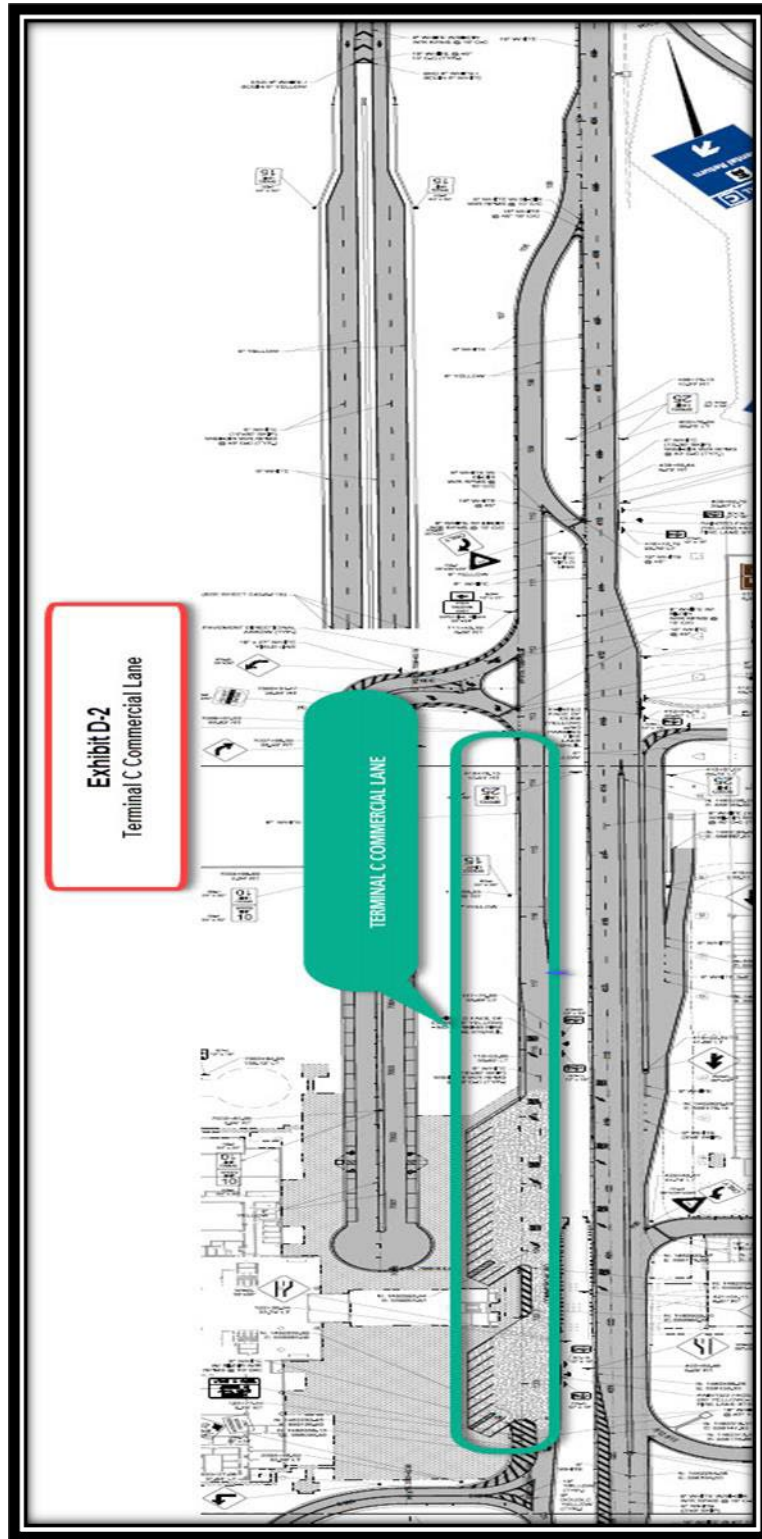


Exhibit "E"
Out-of-Town Shuttle Service Zones

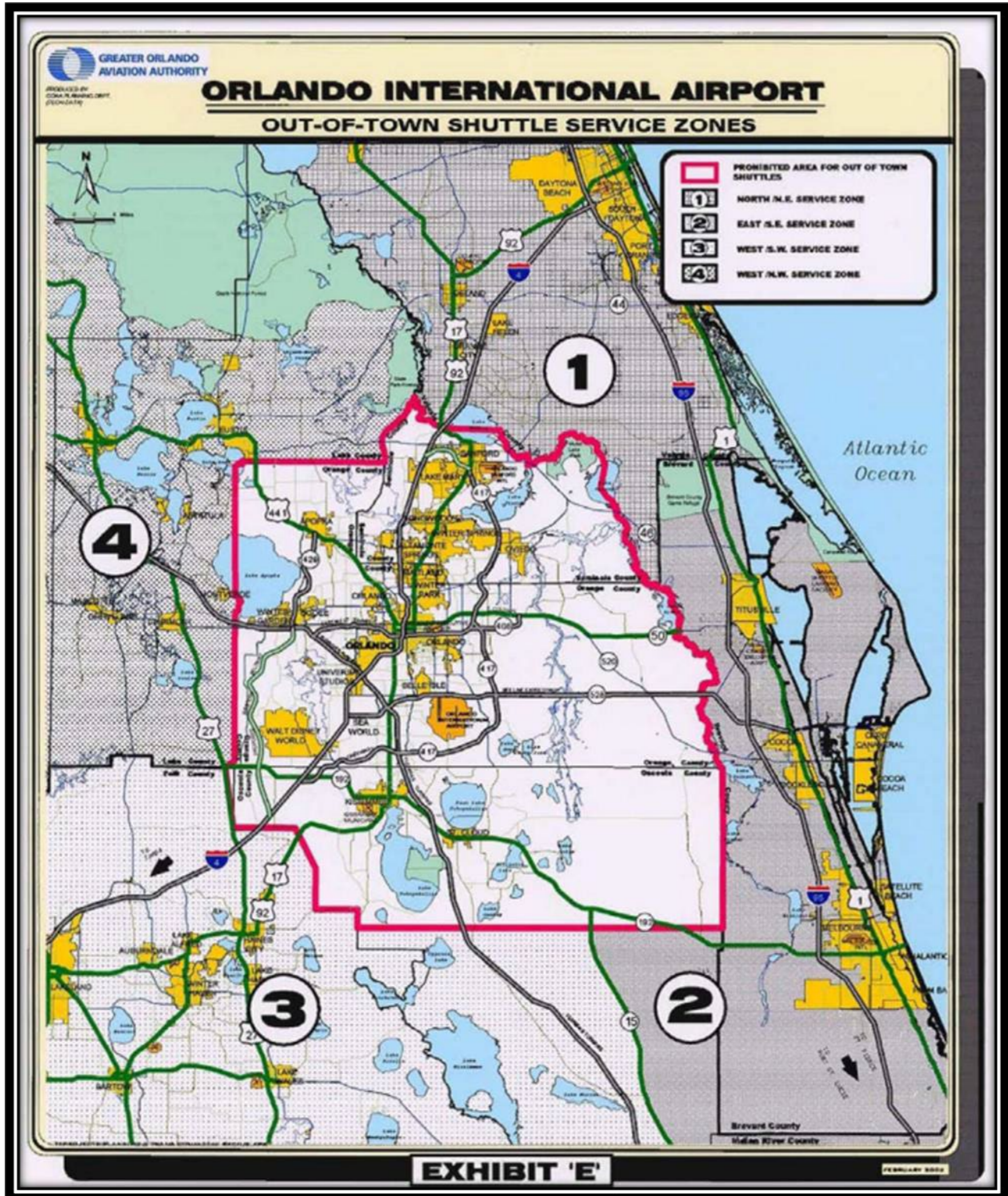


Exhibit "F"
Out-of-Town Shuttle Service Zones

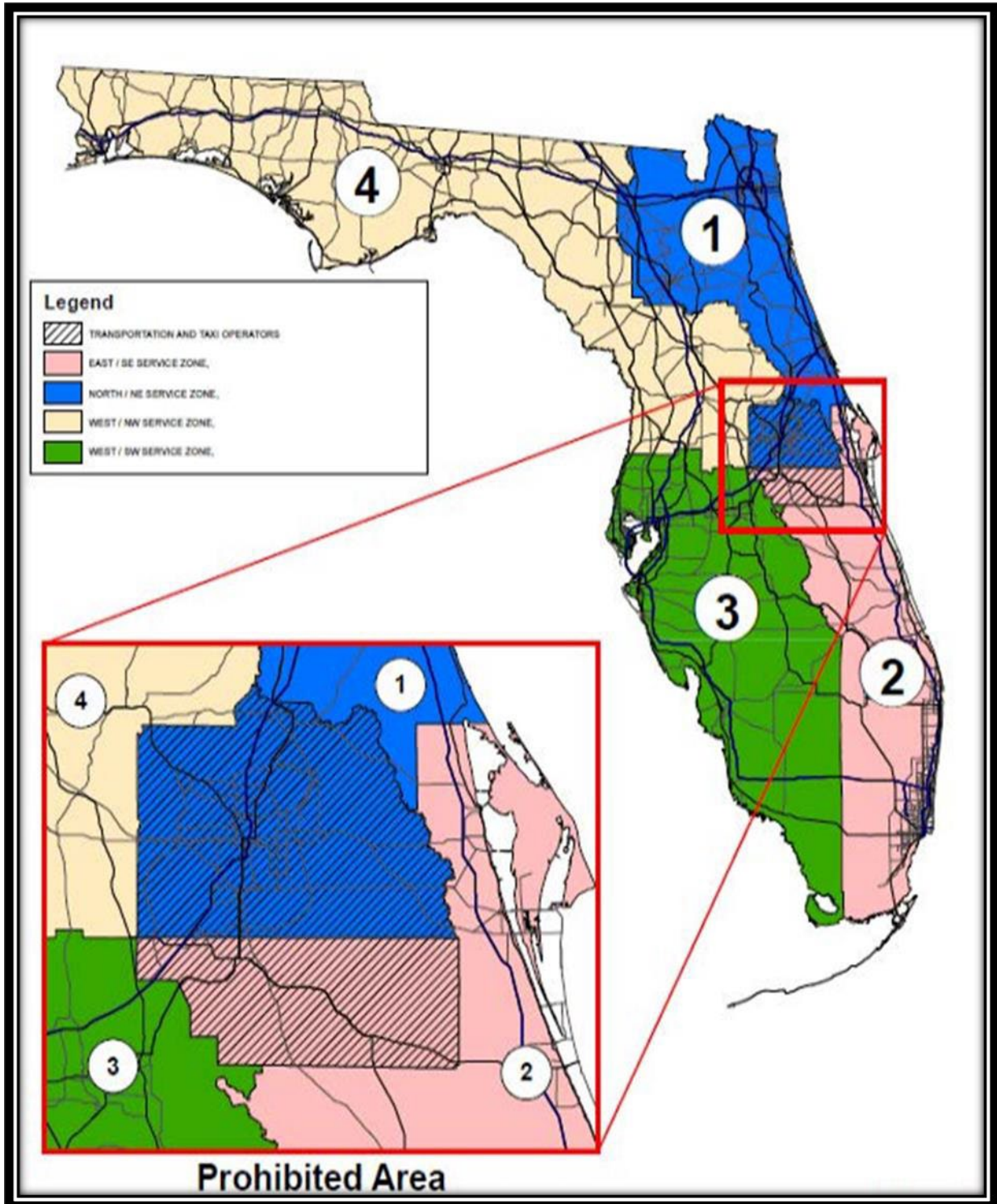


Exhibit "G"
Aerial of Airport

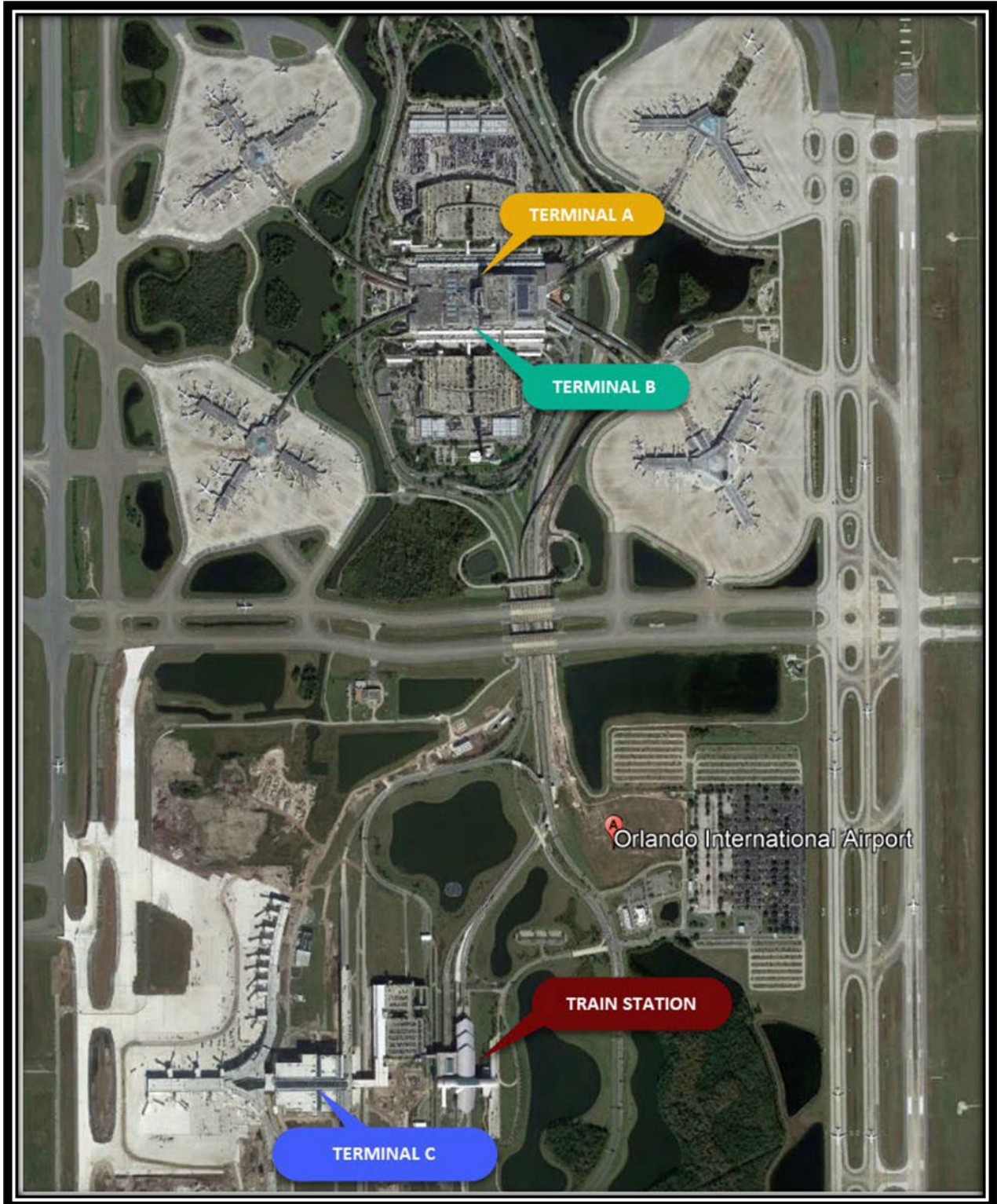


Exhibit "H"

**GREATER ORLANDO AVIATION AUTHORITY
OFF-AIRPORT RENTAL VEHICLE OPERATOR
GROSS RECEIPTS* REPORT
Itemized Certified Statement**

REPORT FOR MONTH: _____ YEAR _____

COMPANY NAME: _____

ADDRESS: _____

PHONE NUMBER: _____

GROSS RECEIPTS:	(Including contract extensions, renewals, foreign automobiles):	<u>MONTHLY</u>	<u>PERIOD-TO-DATE</u>
	Time and Mileage:	\$ -	\$ -
11.3	All CDW & LDW:	\$ -	\$ -
11.3	All Other insurance:	\$ -	\$ -
	Equipment (GPS, Satellite, Third Party Services, etc.):		
11.3		\$ -	\$ -
11.3	Baby Seat:	\$ -	\$ -
11.3	Upgrades:	\$ -	\$ -
11.3	Under 25 & Additional Driver:	\$ -	\$ -
11.3	Drop Charge:	\$ -	\$ -
11.3	Intercity Fee:	\$ -	\$ -
11.3	Fuel Service Charge:	\$ -	\$ -
11.3	Fuel Purchase:	\$ -	\$ -
11.3	Vehicle License Recovery Fee:	\$ -	\$ -
11.3	State Surcharges Collected:	\$ -	\$ -
	Other Charges and Receipts (Attach Itemization):	\$ -	\$ -
	State Surcharge:	\$ -	\$ -
	Other Revenue (Pre-Paid Tolls, Pre-Paid Online reservations, etc.)	\$ -	\$ -
11.3	Missing Amount Received in Lieu of Rent for Loss of Use (including Administrative Fees)	\$ -	\$ -
	Subtotal	\$ -	\$ -
11.4	LESS: Customer Service Discount or Coupon as stated on rental agreement	()	()
11.2.5	LESS: Surcharges payable to State of Florida	()	()
11.7	Charges billed or received from customers by any subcontractor, Affiliates, tour operators, Internet reservations or other provider:	\$ -	\$ -
11.3	Amounts received in lieu of rent for loss of use (including administration fees):	\$ -	\$ -
	Adjustments/Credits Claimed (ATTACH EXPLANATION)	\$ -	\$ -
	Gross Receipts Subject to Privilege Fees	\$ -	\$ -
	LESS: Deduction for Customers Not Deplaing within 48 hours (Attach Report)	()	()
	Total Airport Gross Receipts	\$ -	\$ -
	Privilege Fee	x 10%	10%
	PRIVILEGE FEE DUE	\$ -	\$ -

* See Section 11.1 and 11.2 of the Ground Transportation Rules & Regulations for the definitions of Gross Receipts and Airport Gross receipts.

I do hereby certify that, as an authorized representative for the Off-Airport Rental Vehicle Operator, the above receipts report is in accordance with the terms of the Ground Transportation Rules and Regulations, and is a true statement of the Off-Airport Rental Vehicle Operator's receipts.

_____ Signature	_____ Printed Name
_____ Title	_____ Date

Exhibit "I"

**GREATER ORLANDO AVIATION AUTHORITY
OFF-AIRPORT PARKING OPERATOR
MONTHLY GROSS RECEIPTS REPORT**

REPORT FOR MONTH: _____ YEAR _____

COMPANY NAME: _____

ADDRESS: _____

PHONE NUMBER _____

1 **Airport Gross Receipts:** "Airport Gross Receipts" means Gross Receipts of an Off-Airport Parking Operator derived in connection with parking, shuttle transportation or Courtesy Vehicle transportation provided to a Person who parks a motor vehicle at any Facility of that Off-Airport Parking Operator and is transported to or from the Airport by any Commercial Vehicle. (See Section 12.1 and 12.2 of the Ground Transportation Rules & Regulations for the complete definition of Off-Airport Parking Operator's Airport Gross Receipts and Gross Receipts respectively.)

2 Multiply Airport Gross Receipts (line A) by 10% to determine the Privilege Fee due. Place this amount on Line B, below.

Airport Gross Receipts Line A: \$ _____ - _____

X 10%

Privilege Fees Due Line B: \$ _____ - _____

3 Remit payment of the Privilege Fee shown on Line B and this report no later than the 15th day of the month immediately following the reporting month.

I do hereby certify that, as an authorized representative for the Off-Airport Parking Operator, the above receipts report is in accordance with the terms of the Ground Transportation Rules and Regulations, and is a true statement of the Off-Airport Rental Vehicle Operator's receipts.

Signature

Printed Name

Title

Date

Exhibit "J" Monthly Passenger Count report

GREATER ORLANDO AVIATION AUTHORITY
CRUISE TRANSFER OPERATOR, CRUISE TRANSPORTATION OPERATOR,
RESORT TRANSPORTATION SERVICE PROVIDER, TRANSPORTATION
AGGREGATOR, AND TOUR OPERATOR
MONTHLY PASSENGER PRIVILEGE FEE REPORT

REPORT FOR MONTH: _____ YEAR _____

COMPANY NAME: _____

ADDRESS: _____

PHONE NUMBER _____

Days of Month	Passenger Number	x Privilege Fee \$0.50	List permitted entities providing transportation
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			
26			
27			
28			
29			
30			
31			
32. Total			

Remit payment of the Privilege Fee shown on Line 32 and this report no later than the 15th day of the month immediately following the reporting month.

I do hereby certify that, as an authorized representative for the Operator identified above, the above monthly passenger privilege fee report is in accordance with the terms of the Ground Transportation Rules and Regulations, and is a true statement of the number of Operator's Passengers, and that the Permitted entities identified provided ground transportation services

Signature

Printed Name

Title

Date

Exhibit "K"
RT Monthly Statement of Receipts

GREATER ORLANDO AVIATION AUTHORITY

RESORT TRANSFER OPERATOR MONTHLY GROSS RECEIPTS REPORT

Report for month: _____ Year: _____

Company Name: _____

Address: _____

Phone Number: _____

Gross Receipts: Gross Receipts" means all amounts billed or received, derived or earned by Company from or in connection with Ground Transportation trips originating from the Terminal. (See Section 13.1 of the Ground Transportation Rules and Regulations for the complete definition of Resort Transfer Operator's Gross Receipts.)

Report of Trips and Passenger Counts

Day	Number of Bus Trips	Passenger Count
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		
26		
27		
28		
29		
30		
31		

Gross Receipts: _____

% of Gross Receipts _____

\$1 - \$10,000,000 x 10%

\$10,000,001 - \$10,000,000 x 12.5%

above \$10,000,000 x 15%

TOTAL: _____

I do hereby certify that, as an authorized representative for the Resort Transfer Operator, the above report is in accordance with the terms of the Ground Transportation Rules and Regulations, and is a true statement of the Resort Transfer Operator's bus trips, passenger counts and receipts.

Company _____

Signature _____

Title _____

Date _____, 202_

Exhibit "L"

DMC Monthly Passenger Count Report

GREATER ORLANDO AVIATION AUTHORITY
DESTINATION MANAGEMENT COMPANY
MONTHLY PASSENGER COUNT REPORT

REPORT FOR MONTH: _____ YEAR _____

COMPANY NAME: _____

ADDRESS: _____

PHONE NUMBER _____

Days of Month	Passenger Number	List permitted entities providing transportation
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
16		
17		
18		
19		
20		
21		
22		
23		
24		
25		
26		
27		
28		
29		
30		
31		
32. Total		

I do hereby certify that, as an authorized representative for the Operator identified above, the above monthly passenger count report is in accordance with the terms of the Ground Transportation Rules and Regulations, and is a true statement of the number of Operator's Passengers, and that the Permitted entities identified provided ground transportation services for this month.

Signature _____ Printed Name

Title _____ Date

Exhibit "M"
Payment Options

Payment Options for GOAA Invoices

Wire Transfers

ABA # 121000248
Account # 2000048897325
GOAA Airport Facilities Revenue Account
Wells Fargo Bank, N.A.
800 N. Magnolia Avenue, 7th Floor
MAC: Z0244-084
Orlando, FL 32803-3252

SWIFT Code for International Wires is WFBIUS6S

Remittance information must be sent to GOAA-AR-reporting@goaa.org

ACH Instructions

ABA # 121000248
Account # 2000048897325
GOAA Airport Facilities Revenue Account
Wells Fargo Bank, N.A.
800 N. Magnolia Avenue, 7th Floor
MAC: Z0244-084
Orlando, FL 32803-3252

Remittance information must be sent to GOAA-AR-reporting@goaa.org

Lock Box

Greater Orlando Aviation Authority
P.O. Box 946634
Atlanta, GA 30394-6634

Overnight Address

Greater Orlando Aviation Authority
Lockbox Services - 86434
MAC Y1372-045
3585 Atlanta Ave.
Hapeville, GA 30354

Online Electronic Check Payment

www.orlandoairports.net/airport-business/

To use this option an active email address, invoice number and company number are needed.
Invoice and company numbers are available at the top of the GOAA invoice.

Exhibit "N-1"
Off-Airport Rental Car/Parking Statement in Lieu of Certified Written Statement

OFF-AIRPORT PARKING AND RENTAL VEHICLE OPERATORS
SCHEDULE OF GROSS RECEIPTS AND PRIVILEGE FEES
PERMIT TERM ENDING SEPTEMBER 30, _____

MONTH	Gross Receipts	LESS: Non-Airport Customer	Airport Gross Receipts	Privilege Fees Incurred	Privilege Fees Actually Paid	Difference (Incurred and Paid, if any)
OCTOBER	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
NOVEMBER	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
DECEMBER	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
JANUARY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
FEBRUARY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
MARCH	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
APRIL	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
MAY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
JUNE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
JULY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
AUGUST	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
SEPTEMBER	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTALS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

Note: May only be used by Off-Airport Parking Operators reporting Airport Gross Receipts of less than \$100,000, and Off-Airport Rental Vehicle Operators reporting Airport Gross Receipts of less than \$500,000. Operators with Airport Gross Receipts which exceed these limits must have their certification of fees be performed by a Certified Public Accountant. The Authority reserves the right to audit the gross receipts, pursuant to the Ground Transportation Rules and Regulations, Section 8.12

As an owner, officer or director of _____
I attest that the above schedule of Gross Receipts and Privilege Fees presents fairly, in all material respects, the monthly gross receipts for the ground transportation permit year from October 1, _____ through September 30, _____, as defined in Ground Transportation Rules and Regulations.

Attested by:

Printed Name, title and date

Signature

Notary

Exhibit "N-2"
RT Statemnet in Lieu of Certified Written Statement

RESORT TRANSFER OPERATORS
SCHEDULE OF GROSS RECEIPTS AND PRIVILEGE FEES
PERMIT TERM ENDING SEPTEMBER 30, _____

MONTH	Gross Receipts	LESS:		Privilege Fees Incurred	Privilege Fees Actually Paid	Difference (Incurred and Paid, if any)
		Non-Airport Customer	Airport Gross Receipts			
OCTOBER	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
NOVEMBER	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
DECEMBER	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
JANUARY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
FEBRUARY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
MARCH	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
APRIL	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
MAY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
JUNE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
JULY	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
AUGUST	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
SEPTEMBER	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTALS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

Note: May only be used by Resort Transfer Operators reporting Gross Receipts of less than \$500,000. Operators with Gross Receipts which exceed these limits must have their certification of fees be performed by a Certified Public Accountant. The Authority reserves the right to audit the gross receipts, pursuant to the Ground Transportation Rules and Regulations, Section 8.12

As an owner, officer or director of _____
I attest that the above schedule of Gross Receipts and Privilege Fees presents fairly, in all material respects, the monthly gross receipts for the ground transportation permit year from October 1, _____ through September 30, _____, as defined in Ground Transportation Rules and Regulations.

Attested by:

Printed Name, title and date

Signature

Notary

Exhibit "P"
M&G Signs, Parking & Loading

MEET & GREET SIGN, PARKING AND LOADING REQUIREMENTS

TYPE PERMIT	DEMAND (NOT PREARRANGED)		PREARRANGED MEET & GREET		PREARRANGED MEET & GREET IN TERMINAL **	
	M&G SIGN?	Commercial Lane designated taxi spaces. Dispatched by Bullpen Starter.	M&G SIGN?	Commercial Lane Vehicle-for-Hire designated spaces. Must notify Bullpen Starter of prearranged passenger pick up.	M&G SIGN?	Unattended parking in the CVPAs. Must notify Bullpen starter of prearranged passenger pick up.
"T" TAXI	NO	Commercial Lane designated taxi spaces. Dispatched by Bullpen Starter.	YES	Commercial Lane Vehicle-for-Hire designated spaces. Must notify Bullpen Starter of prearranged passenger pick up.	YES	Unattended parking in the CVPAs. Must notify Bullpen starter of prearranged passenger pick up.
"S" OUT-OF-TOWN SHUTTLES	NO	Commercial Lane designated Out-of-Town Shuttle spaces.	YES	Commercial Lane designated Out-of-Town Shuttle spaces.	YES	Unattended parking in the CVPAs.
"V" VEHICLE-FOR-HIRE	N/A	N/A	YES	GT Concourses when open for Class 1 & 2 under 7 feet in height. When closed: Commercial Lane designated Vehicle-for-Hire spaces for loading.	YES	GT Concourses when open for Class 1 & 2 under 7 feet in height. When closed: Commercial Lane CVPAs for unattended parking.
"C" CONCESSIONAIRE	NO	Commercial Lane designated Concessionaire spaces.	NO	Commercial Lane designated Concessionaire spaces. If using vehicle required to use the GT Concourse when open.	YES	GT Concourses when open for Class 1 & 2 under 7 feet in height. When closed: Commercial Lane CVPAs for unattended parking.
"P" PARKING	N/A	N/A	NO	Commercial Lane designated RAC/Parking spaces.	YES	Unattended parking in the CVPAs.
"R" OFF-AIRPORT RENT-A-CAR	N/A	N/A	NO	Commercial Lane designated RAC/Parking spaces.	YES	Unattended parking in the CVPAs.
"N" NON-CONCESSION	N/A	N/A	YES	Commercial Lane designated or unassigned space as appropriate. GT Concourses optional for vehicles less than 30 feet in length and 7 feet in height.	YES	Unattended parking in the CVPAs. Use of GT Concourse optional for vehicles less than 30 feet in length and 7 feet in height.
"N" NON-CONCESSION COURTESY CAR	N/A	N/A	NO	No Meet & Greet sign IF driver stays with vehicle in the Commercial Lane.	YES	Unattended parking in the CVPAs. Optional use of GT Concourse if vehicle is less than 30 feet in length and 7 feet in height.

* Meet & Greet performed at the vehicle in the Commercial Lane or GT Concourse. Driver does not leave vehicle; passenger comes to the vehicle.
** Meet & Greet performed inside the terminal in designated Meet & Greet locations. Vehicle Unattended in the GT Concourse or C/PA.

EXHIBIT Q COMMERCIAL GT RATE TABLE

GTC APPROVED - October 31, 2024

BOARD APPROVED - December 11, 2024

EFFECTIVE - January 1, 2025

CLASS I Sedans, Vans	TIME INTERVALS -- BLOCKS OF <u>10</u> MINUTES								
PERMIT TYPE	01-10*	11-20	21-30	31-40	41-50	51-60	PF***	DT*** (1st Increase)	DT*** (2nd Increase)
Rental Vehicle (R1) and Parking (P1)**	\$0.95	\$3.80	\$6.65	\$9.50	\$12.35	\$15.20	10%	\$0.95	\$2.85
Out-of-Town Shuttle (S1)	\$4.15	\$7.00	\$9.85	\$12.70	\$15.55	\$18.40	\$3.20	\$0.95	\$2.85
Non-Concession (N1)	\$4.15	\$7.00	\$9.85	\$12.70	\$15.55	\$18.40	\$3.20	\$0.95	\$2.85
CLASS II Minibuses	TIME INTERVALS -- BLOCKS OF <u>15</u> MINUTES								
PERMIT TYPE	01-15*	16-30	31-45	46-60	61-75	75-90	PF***	DT*** (1st Increase)	DT*** (2nd Increase)
Rent-A-Car (R2) and Parking (P2)**	\$2.85	\$8.55	\$14.25	\$19.95	\$25.65	\$31.35	10%	\$2.85	\$5.70
Out-of-Town Shuttle (S2)	\$9.25	\$14.95	\$20.65	\$26.35	\$32.05	\$37.75	\$6.40	\$2.85	\$5.70
Non-Concession (N2)	\$9.25	\$14.95	\$20.65	\$26.35	\$32.05	\$37.75	\$6.40	\$2.85	\$5.70
CLASS III BUSES	TIME INTERVALS -- BLOCKS OF <u>20</u> MINUTES								
PERMIT TYPE	10-20*	21-40	41-60	61-80	81-100	101-120	PF***	DT*** (1st Increase)	DT*** (2nd Increase)
Rent-A-Car (R3) and Parking (P3)**	\$5.70	\$15.15	\$24.60	\$34.05	\$43.50	\$52.95	10%	\$5.70	\$9.45
All Others (C3, N3, S3)	\$7.70	\$142.40	\$17.10	\$21.80	\$26.50	\$31.20	\$4.85	\$2.85	\$4.70
VEHICLES-FOR-HIRE	TIME INTERVALS -- BLOCKS OF <u>30</u> MINUTES								
PERMIT TYPE	01-30*	31-60	61-90	91-120	121-150	151-180	PF***	DT*** (1st Increase)	DT*** (2nd Increase)
Vehicle-For-Hire (V1)	\$7.00	\$10.80	\$14.60	\$18.40	\$22.20	\$26.00	\$3.20	\$3.80	\$3.80
Vehicle-For-Hire (V2 & V3)	\$10.20	\$14.00	\$17.80	\$21.60	\$25.40	\$29.20	\$6.40	\$3.80	\$3.80
TAXIS	TIME INTERVALS -- DEMAND BASED								
Privilege Fee Only	\$5.80								

* First Increment/Interval includes Privilege Fee where applicable.
** Off Airport Rental Vehicle and Off Airport Parking operators share same fee structure.
All GT Rates stop accruing fees at a maximum of 3 hours Dwell Time
PF*** - Privilege Fees
DT*** - Dwell Time Fees
Privilege and Dwell Time (First & Second Increase) - Rounded -off to the nearest \$0.50
Includes Sates Tax @ 6.5% on Dwell fee

Exhibit "R-1"

**IRREVOCABLE STAND-BY LETTER OF CREDIT FOR
GROUND TRANSPORTATION (GT) OPERATIONS PERMIT HOLDER
GREATER ORLANDO AVIATION AUTHORITY**

_____ [Date]

IRREVOCABLE LETTER OF CREDIT NO. _____

EXPIRY DATE: _____

AGGREGATE AMOUNT: _____ and _____/100 Dollars

BENEFICIARY: Greater Orlando Aviation Authority
One Jeff Fuqua Boulevard
Orlando, FL 32827-4399

Dear Sir or Madam:

On behalf of _____, (the "Company"), we hereby issue this irrevocable stand-by letter of credit (the "Letter of Credit") in your favor up to the aggregate amount stated above, available by one or more sight drafts drawn by you on us.

Each draft hereunder must state, "Drawn on _____ [Bank Name] Irrevocable Letter of Credit No. _____, dated _____ 20__", and must be accompanied by a Statement of Certification in the form attached hereto as Exhibit A (which is incorporated in this Letter of Credit by this reference). Such Statement of Certification must be signed by the Chief Financial Officer or the Supervisor of Revenue Control of the Greater Orlando Aviation Authority (the "Aviation Authority"), or by his or her designee, and must provide the certification required in A and either B or C, or both:

- A. Certification that Company has failed to faithfully perform one or more of its obligations to the Aviation Authority under the Ground Transportation Rules and Regulations, adopted June 18, 1986, as amended from time to time (the "Agreement"), by the Aviation Authority; and,
- B. Certification of (i) the amount of damages and expenses which, in his determination, the Aviation Authority has suffered or incurred as a result of such failure by Company, and/or (ii) the amount of any fees, charges and other sums past due and remaining unpaid from Company to the Aviation Authority under such Agreement, together with the amount of any interest thereon to the extent required or allowed under such Agreement; and/or
- C. Certification (1) that Company has failed to provide to the Aviation Authority a contract bond or stand-by letter of credit to replace this Letter of Credit on or before the date such replacement was due under such Agreement, or in the form required or otherwise in accordance with the requirements of the Agreement, and (2) certification of the amount of the required replacement contract bond or letter of credit.

Each draft drawn hereunder shall be in an amount which does not exceed, as applicable, such total amount of damages and expenses and fees, charges and other sums past due and remaining unpaid,

together with any interest thereon, and/or the amount of the required replacement contract bond or letter of credit, as certified in the Statement of Certification submitted with such draft.

Additionally, each draft drawn hereunder shall be paid from the funds of _____ **[Bank Name]**. If a drawing is made hereunder at or prior to 11 a.m., Eastern Standard or Daylight Savings Time (whichever is applicable), on a business day, payment shall be made to the Aviation Authority or to its designee of the amount specified at our branch where such drawing is made, in immediately available funds, not later than 3 p.m., Eastern Standard or Daylight Savings Time (whichever is applicable), on the same business day or such later time and business day as you may specify. If a drawing is made by your after 11 a.m., Eastern Standard or Daylight Savings Time (whichever is applicable), on a business day, payment shall be made to the Aviation Authority or to its designee of the amount specified, in immediately available funds, not later than 3 p.m., Eastern Standard or Daylight Savings Time (whichever is applicable), on the next business day thereafter, or such later time and business day as the Aviation Authority may specify.

This Letter of Credit must remain in force until one hundred twenty (120) days after the expiration of the term of the Permit under the Agreement, and is deemed to be automatically extended without amendment for one (1) year from the expiration date of the term of the Permit under the Agreement, or any future expiration date, unless the Aviation Authority is notified by the Bank ninety (90) days prior to any expiration date of the Agreement by the _____ **[Bank Name]** by Registered Mail that _____ **[Bank Name]** elects not to renew the Letter of Credit for any such additional period.

This Letter of Credit is subject to the Uniform Customs and Practice for Documentary Credits (2007 Rev.), International Chamber of Commerce Publication No. 600 (“UCP 600”), and Article 5 of the Uniform Commercial Code of the State of Florida; in the event of any conflict, UCP 600 will control. Except that, notwithstanding the provisions of Article 17 of UCP 600 to the contrary, if this Letter of Credit would have otherwise expired by its terms during a period when Bank’s business has been interrupted by Acts of God or other causes beyond our control, our obligations hereunder shall continue for ninety (90) days following the date of our resumption of normal business operations.

We hereby engage with _____ **[Bank Name]** that all drafts drawn hereunder in compliance with the terms of this Letter of Credit will be duly honored upon presentation to us as provided herein.

_____ **[Bank Name]**

By: _____

Title: _____

EXHIBIT A

GROUND TRANSPORTATION (GT) OPERATIONS PERMIT HOLDER

GREATER ORLANDO AVIATION AUTHORITY

STATEMENT OF CERTIFICATION FORM

TO: _____[Bank Name]

DATE: _____, 20__

RE: _____[Bank Name]

Irrevocable Letter of Credit Number _____

The undersigned, who is either the Chief Financial Officer or the Chief Accountant of Revenue Control of the Greater Orlando Aviation Authority (the "Aviation Authority"), or is his or her duly authorized designee, hereby certifies to _____[Bank Name] that [A and either B or C, or both, are required]:

A. _____ (the "Company") has failed to faithfully perform one or more of its obligations to the Aviation Authority under the Ground Transportation Rules and Regulations, adopted June 18, 1986, as amended from time to time (the "Agreement"), by the Aviation Authority; and that

B. In the determination of the undersigned, the amount of damages or expenses which the Aviation Authority has suffered or incurred as a result of such failure by Company, and/or the amount of any fees, charges or other sums past due and remaining unpaid from Company to the Aviation Authority under such Agreement, together with the amount of any interest thereon to the extent required of allowed under such Agreement, totals \$ _____; and/or

C. Company has failed to provide to the Aviation Authority a replacement contract bond or stand-by letter of credit on or before the date required in the Agreement, or has failed to provide the same in the form required or otherwise in accordance with the requirements of the Agreement, and that the amount of the required replacement bond or letter of credit is \$ _____.

Dated this _____ day of _____, 20__.

GREATER ORLANDO AVIATION AUTHORITY

By: _____

Printed Name: _____

Title: _____

Exhibit "R-2"

**BOND FORM FOR GROUND TRANSPORTATION (GT) OPERATIONS
NON-CONCESSION PERMIT HOLDER
GREATER ORLANDO AVIATION AUTHORITY**

KNOW ALL MEN BY THESE PRESENTS:

That _____, a corporation organized under the laws of the State of Florida (hereinafter referred to as the "Principal"), and _____ a corporation of the State of _____, which is licensed to do business in the State of Florida (hereinafter referred to as the "Surety"), are held and firmly bound unto the Greater Orlando Aviation Authority (hereinafter called the "Aviation Authority") in the full and just sum of _____
(\$ _____) (the "Sum") covering the period _____ through September 30, 2022, inclusive, to the payment of which Sum and truly to be made, the said Principal and Surety bind themselves, their heirs, administrators, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, under the terms of the Commercial Ground Transportation Rules and Regulations (hereinafter referred to as the "Agreement") for the Aviation Authority, adopted June 18, 1986 and as subsequently amended, which Agreement are hereby incorporated by reference and made a part hereof, the Principal is required to provide this Bond to the Aviation Authority as a condition of receiving a Permit under such Agreement;

NOW, THEREFORE, THE CONDITION OF THIS OBLIGATION IS SUCH that if the Principal shall well and truly comply with all of its obligations under the Agreement, and the Principal shall pay over, make good, and reimburse to the Authority all sums required by it to be paid, and all loss and damage (including reasonable attorney's fees) which the Authority may sustain by reason of an failure or default on the part of the Principal, then this obligation shall be void; otherwise it shall remain in full force and effect.

In the event that the Principal shall default in any of the terms of the Agreement during the period in which this Bond is in effect, the Surety shall remain liable to the Aviation Authority beyond the date of the expiration hereof for all sums provided for in the Agreement remaining unpaid as of the date of expiration of this Bond and for all loss or damage (including reasonable attorney, paralegal, and expert witness fees and other legal or court costs) resulting from such default up to the amount of the Sum.

In the event that Principal becomes a debtor under any chapter of the Federal bankruptcy laws, or becomes subject to any other statute providing for the recovery of transfers of payments or property, the obligations of the Surety hereunder shall include the obligation to reimburse the Aviation Authority for any transfers or payments under the Agreement made by Principal to the Aviation Authority prior to the commencement of such proceedings to the extent that such transfers or payments are voided and recovered from the Aviation Authority by Principal, or by a creditor of Principal, or by a trustee, receiver, custodian or similar official appointed for Principal or for substantially all of Principal's assets. Provided, however, that the obligations set forth in the preceding sentence shall be reduced pro tanto upon: (1) the entry of a final, non-appealable order of a court of competent jurisdiction permitting the Aviation Authority to retain all or any portion of such transfers or payments; (2) the execution of an agreement and approval thereof (if in the reasonable exercise of the Aviation Authority's judgment such approval is necessary) by a final non-appealable order of a court of competent jurisdiction permitting the Aviation Authority to retain all or any portion of such transfers or payments; or (3) the expiration of the applicable

statute of limitations with respect to the avoidance and recovery of such transfers or payments without any claim therefore having been made against the Aviation Authority.

In the event the Surety fails to fulfill its obligations under this Bond, then the Surety shall also indemnify and save the Aviation Authority harmless from any and all loss, damage, cost, and expense (including reasonable attorneys' fees) arising from or in connection with the enforcing of the Surety's obligations hereunder. This paragraph shall survive the expiration of this Bond.

The Surety's obligations hereunder shall be direct and immediate and not conditional or contingent upon Aviation Authority's pursuit of its remedies against Principal. The Surety's obligations hereunder shall remain in full force and effect notwithstanding (i) amendments or modifications to the Agreement without the Surety's knowledge or consent, (ii) waivers of compliance with, or of any default under, the Agreement granted by the Aviation Authority to the Principal without the Surety's knowledge or consent, or (iii) the rejection of the Agreement and the discharge of Principal from its obligations under the Agreement as a result of any proceeding initiated under the Federal bankruptcy laws, and as the same may hereafter be amended, or under any similar state or federal law, or any limitation of the liability of Principal or its estate as a result of any such proceeding, or the assumption by Principal as a result of any such proceeding, notwithstanding the finding by a court of competent jurisdiction that Principal has provided the Aviation Authority with adequate assurance of future performance under the Agreement.

This Bond has been negotiated and executed in and shall be governed by and construed in accordance with the laws of the State of Florida. The execution of this Bond by Surety shall constitute Surety's consent in the event of any litigation arising under this Bond to the personal jurisdiction of, venue in and, convenience of the forum of the Circuit Court for Orange County, Florida and the U.S. District Court for the Middle District of Florida for such purposes.

[THIS SPACE LEFT INTENTIONALLY BLANK]

IN WITNESS WHEREOF, the Principal and the Surety have caused these presents to be executed and their seals affixed this ___ day of _____, 20_.

Signed, sealed and delivered
in the presence of:

“PRINCIPAL”

WITNESSES: _____.

Printed Name: _____

By: _____

Printed Name: _____

Printed Name: _____

Official Title: _____

(SEAL)

“SURETY”

WITNESSES: _____

Printed Name: _____

By: _____

Printed Name: _____

Printed Name: _____

Official Title: _____

(SEAL)

(Countersigned by Florida Registered Agent)

Printed Name: _____

NOTE: If Principal and Surety are corporations, the respective corporate seals shall be affixed and attached.

Surety shall execute and attach a certified copy of Power-of-Attorney appointing individual Attorney-in-Fact for execution of Payment Bond on behalf of Surety.