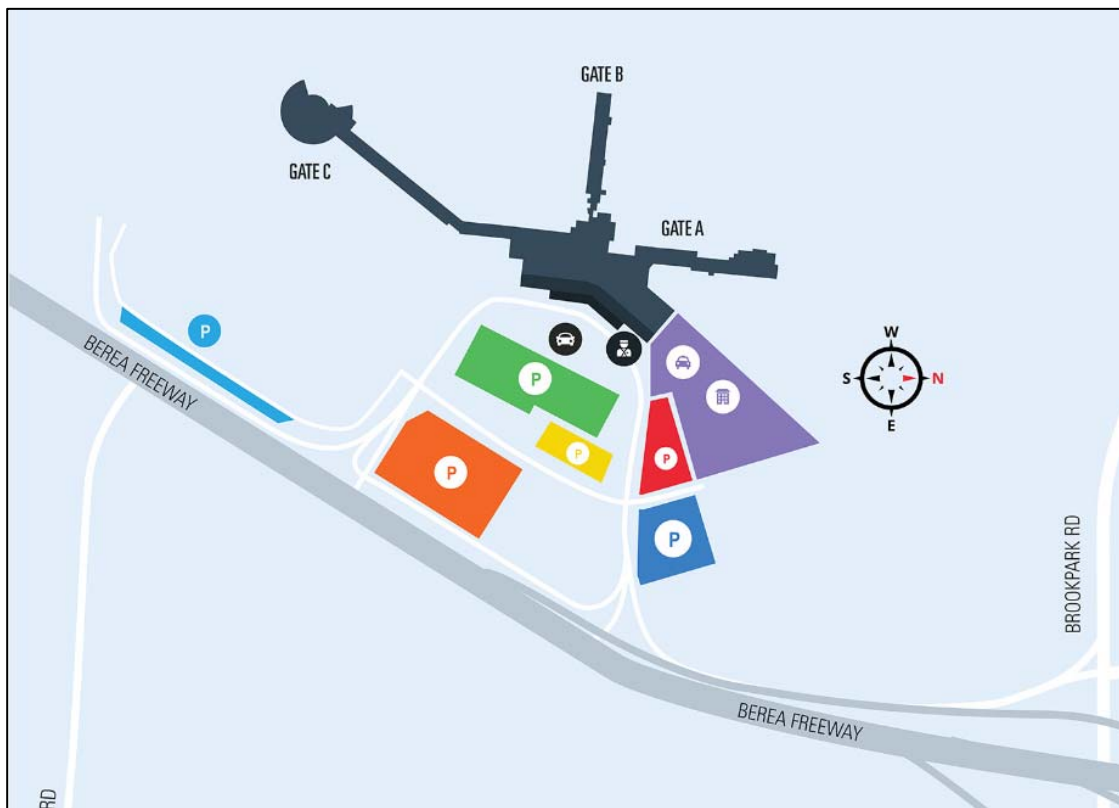


Cleveland Hopkins International Airport

Commercial Vehicle Rules and Regulations



Agreement and Permit.

The following rules and regulations have been promulgated to provide Ground Transportation Providers with the requirements for operating a commercial vehicle (i.e. Limousine, Shuttle, Rideshare etc.) at CLE.

Overview:

- Commercial Vehicles are defined as any vehicle that uses the CLE Roadways to conduct business and/or that generates revenue for an individual or a company; this includes hotels and non-profit organizations.
- Commercial vehicles are required to register all company vehicles doing business at the Airport on an annual basis with the Ground Transportation Office. The Ground Transportation Office is located inside the on the Baggage Claim Level of the Terminal at CLE, across from Carousel #3.
- Commercial vehicle operators will be required to show a valid vehicle registration, ACORD Certificate of General Liability Insurance*, USDOT Certificate (for vehicles with a GVW of 10,000 lbs. or more), a valid email address and phone number.
 - * General Liability Insurance Required:
 - 1 to 15 Passengers = \$1.5 Million
 - 16+ Passengers = \$5.0 Million

City Ordinances:

571.13 Vehicles for Hire

No person shall operate any vehicle for hire or TNC carrying passengers unless such operation has been approved by the Airport Management and subject to such terms and conditions as may be prescribed.

571.15 Commercial Activities

No person shall use the Airport for conducting revenue-producing activities without securing an appropriate permit for such activity and the approval of the Airport Management.

Per Trip User Fee:

- A trip is defined as any transport of people or a person using a commercial vehicle.
- Commercial vehicles will be assessed a \$4.00 Per Trip User Fee.
- The pick-up and a drop-off of a customer is considered as separate trips.

Billing/Payments:

- Fees will be calculated via the License Plate Recognition Program and will be invoiced by the 20th of the month following activity.
- All Providers are required to submit their self-reporting trips monthly.
- If contact information such as billing address, e-mail address, or phone number changes, you must notify the Ground Transportation office of the change immediately; Payments are due within thirty days of the invoice date. Payments in the form of check or money order can be mailed to the following address:

Treasurer, City of Cleveland
Bank of New York Mellon Trust
P.O. Box 70275
Cleveland, OH 44190-0275

- To pay via credit card or to set up a credit card on file for recurring payments, please contact Accounts Receivable at (216)265-6039. Please note that American Express is not accepted; Electronic Funds Transfer (EFT) is also available by request.
- In the event a payment is dishonored due to insufficient funds or otherwise, a \$25.00 return fee will be assessed against your account.
- Failure to make timely payments is subject to the following penalties: Suspension/Revocation of access card; (if applicable) and
- Finance charge computed at the prime rate as established by KeyBank, Cleveland, Ohio, or such other national commercial bank as the City may reasonably designate from time to time, and in effect on the first day of the month preceding such delinquency, compounded monthly, from the date such amount is due and outstanding until payment has been made in full.

Vehicle Owner/Driver Responsibilities:

- All vehicles must be registered with CLE's Ground Transportation Office.
- Providers shall present proof, upon request, that all drivers have a current driver's license background and criminal record check.
- Drivers should receive customer service training from their company and should have a good general knowledge of how to navigate the city of Cleveland and its surrounding areas;
- Drivers must be well groomed and dressed in business casual clothing; and
- Drivers cannot be inebriated or under the influence of drugs, or found to be smoking.
- When drivers are on Airport property, they will be required to wear a name tag displaying the driver's name and the company he/she represents.
- Any driver attempting to find his/her passenger inside the terminal must exhibit an electronic display showing the customers name who he/she is waiting for.
- There are three locations inside the terminal where a driver will be allowed to wait for a passenger. They are:
 1. North end of baggage claim next to the information desk across from the escalators.
 2. In the middle of the terminal on baggage claim level next to the info desks.
 3. At the south end of baggage claim next to the information desk across from carousel 9.

City Ordinances:

571.11 Accidents, Reports

Participants and witnesses to any accident occurring on Airport property shall make a full report of same to the Airport Management with names and addresses of parties concerned, a the first opportunity.

571.15 Commercial Activities

No person shall use the Airport for conducting revenue-producing activities without securing an appropriate permit for such activity and the approval of the Airport Management.

Equipment:

- Commercial vehicles must be clearly identified with the company's name and numbered on rear or passenger side of the vehicle;
- All vehicles used to transport customers must be in good appearance, clean, no older than five (5) years old, and in good mechanical condition; and
- Vehicles cannot have any dents larger than the size of a golf ball nor show any signs of rust.

Operating Locations:

- Limousine/Black Car Service operators will be required to pick-up in the Ground Transportation Center and drop off at curbside on the roadways.
- Rideshare and Taxi Providers, will drop off customers at curbside on the Upper Roadway, commonly known as Departure level of CLE.
- Rideshare and Taxi Providers will pick up customers at curbside on the Lower Roadway, commonly known as Arrivals or Baggage Claim level.
- Taxi providers will also pick up on the Taxi Lane.
- Shuttle providers will have an assigned area in the Ground Transportation Center for all drop-offs and pick-ups of customers.
- Shuttles will have a dwell time limit of 5 minutes.
- Unattended vehicles will be towed.
- If a limo company is in good standing with the Airport, the company may be considered for an on-site space lease on the Baggage Claim Level for the purpose of offering transportation services for customers seeking a ride. Limited spaces will be leased on a month-to-month basis. The charge will be based on the fair market value of the leased area. Transportation operators will be required to stay within the leased area and display a schedule of rates based on a radius of 75 miles.

Penalties/Violations:

- Any provider, its employees, or independent contractors who violate the terms of this agreement will be subject to violations under section 571.99 of the City's codified ordinance.
571.99 Penalty
(a) Whoever violates any provision of this chapter, for which no other penalty is provided, is guilty of a 4th degree misdemeanor.
(b) Whoever violates section 571.06 is guilty of a 1st degree misdemeanor
(c) Whoever violates Section 571.91 is guilty of a minor misdemeanor.
- Three (3) violations by a driver of any commercial vehicle will result in immediate revocation of permits(s)/authorization to operate at CLE.
- Any Provider who fails to register with the Airport, comply with the rules and regulations or pay the Per Trip User Fee will be suspended from operating on all properties of the Department of Port Control.
- If Lot access cards are issued, any lost credential will result in a replacement fee of \$50.00.

Solicitation of CLE Customers

- Solicitation will result in immediate removal of the **driver and the company** from Airport property and expulsion from all revenue generating transportation related programs.

City Ordinances:

571.07 Soliciting

No person shall solicit funds for any purpose while at the Airport unless prior approval has been received from the Airport Management.

Commercial Vehicles Application
January 1, 2023 – December 31, 2023

Permit for Operation of a Commercial Vehicle (*City of Cleveland Codified Ordinance Section 571.91*)

Company Name: _____

	Local Office	Billing Office
Address		
Contact Name		
E-Mail Address		
Office Number		
Cell Phone Number		

Company website: _____

Certificate of Insurance expiration date: _____ (ACORD form attached)

USDOT Number: _____ (attach certificate; required for vehicles with a GVW of 10,000 lbs. or more)

TO BE COMPLETED BY APPLICANT				CLE GT Office
MAKE & YEAR	MODEL	LICENSE PLATE #	SWIPE CARD #	ISSUE DATE

(If needed, attach list of additional vehicles)

I hereby acknowledge that I understand the rules, regulations, and policies contained within this application, including but not limited to payment of a \$4.00 per trip user fee for Commercial Ground Transportation Vehicle services to, from or on Airport property as required by Codified Ordinance 571.91, and that all Commercial Ground Transportation Vehicle drop off and pick up activity shall be conducted in a location designated by the Department of Port Control, and furthermore, I understand that the Department of Port Control may modify or amend any or all of these rules, regulations, and policies and that violation may result in a fine, revocation of an Airport issued permit and/or criminal Penalties.

I confirm that I, _____ am an authorized signatory for _____.
(Print Name) (Company Name)

Signature: _____ Date: _____

Submit completed form to gndtrans1@clevelandairport.com

Commercial Vehicles Application – Additional Vehicles List
January 1, 2023 – December 31, 2023

Company Name: _____

(For renewals, if you already have swipe cards assigned, please list the first five digits only.)

	TO BE COMPLETED BY APPLICANT				CLE GT Office
	MAKE & YEAR	MODEL	LICENSE PLATE #	SWIPE CARD #	ISSUE DATE
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					

Commercial Vehicle Permit Application Checklist

Company Name: _____

All commercial vehicle providers are required to complete all documents and email/scan to the CLE Ground Transportation Office at gndtrans1@clevelandairport.com

All completed documents must include:

- Completed and signed application
- Current copies of vehicle registrations for all vehicles intended to be used for airport transportation service
- Ohio Department of Transportation Certificate for vehicles with a GVW of 10,000 lbs. or more
- Current proof of liability insurance coverage. The proof must be presented on an authorized **ACORD Certificate of Liability Insurance** form completed by your insurance company, naming Cleveland Hopkins International Airport as the certificate holder.
No other proof of insurance will be accepted.
 - General Liability Insurance required:
 - 1 to 15 Passengers = \$1.5 Million
 - 16+ Passengers = \$5.0 Million

All documents will be reviewed to ensure accuracy and compliance with requirements as listed above. Incomplete documents will NOT be granted a permit or registration until such time all documents are in accordance with the CLE Ground Transportation conditions.