

DEPARTMENT OF PORT CONTROL

CLEVELAND HOPKINS INTERNATIONAL AIRPORT (CLE)

Commercial Vehicle Rules & 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 vehicle operators will be required to show a valid vehicle registration, proof of Insurance and PUCO Authority, along with providing a valid email address and phone number; and
- Commercial vehicles are required to register with the Ground Transportation Office located inside the Terminal at CLE on baggage claim level across from carousel # 3.

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.
- A pick-up and a drop off of a customer, are 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 on a monthly basis;
- In the event that 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.

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, Rideshare and Taxi Providers, will drop off customers at curbside on the upper roadway, commonly known as Departure level of CLE;
- Limousine, 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 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 15 minutes

Penalties/Violations:

- Any provider or its employees, independent contractors who violate the terms of this agreement will be subject to violations under section 571.99 of the City's codified ordinance.
- 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.
- Solicitation of any kind is strictly prohibited. Any violation will result in expulsion from the commercial provider program.
- If Lot access cards are issued, any lost credential will result in a replacement fee of \$50.00.

Department of Port Control

Cleveland Hopkins International Airport (CLE)

November 1, 2022 – October 31, 2023

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

Company Name: _____

Billing Address: _____

Billing Address 2: _____

City: _____ State: _____ Zip: _____

Contact Name: _____ Title: _____

Contact E-Mail Address: _____

Office Phone #: _____ Cell Phone #: _____

Company website: _____

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

PUCO registration expiration date: _____ (attach receipt; not required for courtesy shuttles)

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: _____ (Company Name)

Print Name: _____

Signature: _____ Date: _____