**department of port control cleveland hopkins international airport (CLE)**

**Taxi Provider Rules/Regulations. Agreement and Permit.**

The following rules and regulations have been promulgated to provide qualified (CLE) Taxi Cab Providers

with the requirements for conducting passenger transportation to CLE. **Luggage pick-up and drop off is not permitted on the roadways without prior permission by CLE.**

**Overview:**

* Taxi Cabs are defined as any vehicle that uses the CLE Roadways to conduct business at CLE; and will conduct such business in a designated staging area – Taxi Lane Queue – CLE named vehicles only;
* Providers will be required to show a valid vehicle registration, proof of Insurance and PUCO / UCR Authority, along with providing a valid email address and phone number;
* Providers are required to register with the Ground Transportation Office located inside the Terminal at CLE on baggage claim level across from carousel # 3;
* Any Provider in violation of the said rules and regulations may be subject to ticketing, towing, revocation of credentials or criminal penalties by the City of Cleveland; and
* The Department reserves the right to deny issuance of credentials to any applicants not in compliance; and reserves the right to recapture the Provider area for other uses.

**Per Trip User Fee:**

* A trip is defined as any transport of people or a person using a Taxi Cab;
* Commercial vehicles will be assessed a $4.00 Per Trip User Fee for the first 100,000 trips in a calendar year for each company using its own vehicles; and
* A pick-up and a drop off of a customer, are considered as separate trips – All NON-CLE providers are permitted to drop off.

**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; 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, on an annual basis, that all drivers have a current criminal record and driver’s license background 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:**

* Vehicles must be clearly identified with the CLE 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:**

* Taxi Cab Providers, will pick up customers at curbside in the Taxi Queue on the lower level/roadway at the south end of the Terminal Building of CLE;

**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.