



**OGS Ground Transportation
Operating Guidelines
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Courtesy Hotel/Motel Shuttle Operators:

- a. **Pick Ups:** Courtesy Hotel/Motel Shuttle Operators shall stage vehicles and conduct passenger pick-ups only within the designated shuttle pick-up staging area at OGS.
 - i. *See Appendix B: Ground Transportation Staging Areas*
- b. **Drop Offs:** Courtesy Hotel/Motel Shuttle Operators may drop customers off at any location along the Airport terminal curb that is not a designated pick-up staging area at OGS. When dropping passengers off, Operators shall choose a safe location that is also convenient for the customer. Operators should always use discretion in determining the safety of a drop off location and whether or not the drop off location is permissible considering all relevant roadway laws, rules and regulations.
- c. **Entering The Terminal:** If a Courtesy Hotel/Motel Shuttle Operator representative needs to enter the Airport terminal for a restroom break, to purchase something from a concessionaire shop or vending machine, or to check a flight status, the Operator shall stage their vehicle within the designated Courtesy Hotel/Motel Shuttle pick up location. The Operator shall stage in a manner that will not obstruct the flow of traffic or prevent other Operators from entering/departing the staging area. Time spent in the terminal shall be kept to a minimum to avoid traffic congestion.
 - i. Prior to leaving the vehicle and entering the terminal, the Operator must ensure that there are no passengers present in the vehicle. Next, the Operator shall secure the vehicle and place a reader board in a location that is highly visible to customers as well as Airport personnel that are responsible for patrolling the terminal curbside.
 - 1. The reader board shall read “Temporarily Out Of Service” or “Will Return Momentarily”. Operators shall not solicit customers when entering the Terminal.

For Hire Shuttle/Bus Operators:

- a. **Pick Ups:** For Hire Shuttle/Bus Operators shall stage vehicles and conduct passenger pick-ups only within the designated shuttle pick-up staging area at OGS.
 - i. *See Appendix B: Ground Transportation Staging Areas*
- b. **Drop Offs:** For Hire Shuttle/Bus Operators may drop customers off at any location along the Airport terminal curb that is not a designated pick-up staging area at OGS. When dropping passengers off, Operators shall choose a safe location that is also convenient for the customer. Operators should always use discretion in determining the safety of a drop off location and whether or not the drop off location is permissible considering all relevant roadway laws, rules and regulations.
- d. **Entering The Terminal:** If a For Hire Shuttle/Bus Operator representative needs to enter the Airport terminal for a restroom break, to purchase something from a concessionaire shop or vending machine, to announce scheduled bus departure times or to check a flight status, the Operator shall stage their vehicle within the designated For Hire Shuttle/Bus Pick Up location. The Operator shall stage in a manner that will not obstruct the flow of traffic or prevent other Operators from entering/departing the staging area. Time spent in the terminal shall be kept to a minimum to avoid traffic congestion.
 - i. Prior to leaving the vehicle and entering the terminal, the Operator must ensure that there are no passengers present in the vehicle. Next, the Operator shall secure the vehicle and place a reader board in a location that is highly visible to customers as well as Airport personnel that are responsible for patrolling the terminal curbside.
 - 1. The reader board shall read “Temporarily Out Of Service” or “Will Return Momentarily”. Operators shall not solicit customers when entering the Terminal.

Taxi Cab Operators:

- a. **Pick Ups:** Taxi Cab Operators shall stage vehicles and conduct passenger pick-ups in either the designated staging area or the designated prearranged staging area at OGS. The customer pick-up location depends on whether or not the customer(s) receiving service have a reservation with the Operator.
 - i. *See Appendix B: Ground Transportation Staging Areas*
 - ii. **Non-Reserved customer pick-up:** While conducting pick-ups for passenger(s) that have **not** made a reservation with Operator, Operator shall stage vehicles in the designated staging area at OGS.
 1. While staged in the staging area, customers shall be loaded in order of the stalls. The Operator vehicle that is in the first staging stall shall receive the first customer fare, the Operator vehicle in the second staging stall shall receive the second customer fare, and so on.
 2. If a customer(s) prefers the services of one Operator over another, the customer(s) may select a specific Operator. Operator vehicles within the staging area may be loaded out of order to accommodate customers that specify a preferred Operator.
 - a. If a customer approaches an Operator that is not first in the walk up line, then the Operator must specifically ask the customer if the Operator's represented company is the customer's preferred provider of ground transportation services. The Operator shall not attempt to sway the customer's preference in ground transportation services while engaging the customer.
 - b. If the customer replies indicating that the Operator is not the customer's preferred Operator, or the customer has no preference for an Operator, then the Operator must refer the customer to the first Operator vehicle in the staging area.
 - c. If the customer replies indicating that they do prefer the services of the Operator over the other Operators in the staging area, then the Operator's vehicle may be loaded out of order to accommodate the customer's preference.
 - d. Operator representatives shall not back-load their represented company when a customer specifies they prefer

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the services of one operator over another. The first company vehicle in line takes the fare.

- iii. **Reserved (Prearranged) customer pick-up:** While conducting pick-ups for customer(s) that have made a reservation with an Operator, Operator shall stage vehicles in the prearranged staging area at OGS (appendix B).

Prearranged Staging Locations: If all the prearranged staging stalls are full upon a prearranged Operator's arrival at the Airport, then the Operator may stage in the bus staging location.

1. The procedures for conducting prearranged pick-ups must be followed regardless of whether an Operator is staged in the designated prearranged staging stalls.
2. Passenger Manifest Requirements: When an Operator is conducting a prearranged pick up, the Operator must be able to produce a passenger manifest that details the following information: name of passenger or party being picked up and the scheduled arrival time of passenger(s) being picked up.
3. While conducting a prearranged pick-up, Operators may wait for their customer(s) in the prearranged staging area, **OR** Operators may park in the prearranged staging area and then enter the Airport baggage claim area to conduct a meet and greet pick-up for the prearranged customer fare.
 - a. If an Operator enters the Airport baggage claim, the meet and greet procedures detailed herein under **“Meet and Greet Procedures”** must be adhered to.
4. Prearranged Cancellations: If an Operator is staged in the prearranged staging area at the terminal and the Operator's prearranged fare does not occur for any reason, then the Operator must exit the staging area and circle around in order to enter the staging area. Operators are not permitted to reverse/back-up their vehicle from the prearranged staging area to enter the staging area.
5. Prearranged Crew Pickup: All prearranged taxi and shuttle pick-ups of uniformed flight crew members must stage in the designated

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areas and if needed, drivers may leave their vehicle unattended to enter the terminal to greet and assist the flight crew members. Curbside pick-ups of uniformed flight crew members at the curb of the terminal is authorized, **but** prolonged staging of prearranged vehicle is not. All procedures for conducting prearranged pick-ups must be followed.

- iv. **Prearranged luggage pick-up:** If an Operator has a contract with an airline to pick up and deliver passenger luggage that did not arrive to the airport on time or was not claimed at the airport, then the Operator shall stage vehicles in the air freight parking area while conducting the luggage pick-up.
 1. The Operator conducting the luggage pick-up must prominently display a reader board on the Operator's vehicle dashboard prior to entering the terminal to conduct the luggage pick-up.
 - a. The reader board shall read "Luggage Pick-Up"
 - b. The Operator is not required to carry a reader board on their person while entering the terminal for a prearranged luggage pick-up.
 - c. The Operator conducting the luggage pick-up may only pick up luggage, and may not solicit or return to the Operator's vehicle with passengers while conducting a prearranged luggage pick-up.

- v. **Special pick-up provisions for passenger(s) with mobility issues;** Passenger(s) with mobility issues include disabled customer(s), customer(s) with luggage that cannot easily be transported to the staging line, and customer(s) with children that cannot easily be transported to the staging line.
 1. Passenger(s) with mobility issues may be picked up at the Airport terminal curbside rather than within a staging line. When conducting curbside pick-ups, the following procedures must be adhered to:
 - a. Passenger(s) must initiate the request for a curbside pick-up while on-site at OGS. Requests for curbside pick-up may be initiated by the customer(s) during the meet and greet process (prearranged passengers only), or the customer(s) may initiate the request by approaching an Operator's vehicle while the vehicle is staged in the walk up staging area or the prearranged staging area.

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- b. Operators may not initiate a curbside pick-up with customer(s). Operator vehicles must remain staged within a designated staging area at OGS until a customer initiates a curbside pick-up request.
 - c. Once a customer initiates a curbside pick-up request, Operator shall instruct the customer(s) to return/wait at the requested pick-up location along the Airport terminal curbside. The Operator shall let the customer know that they will be there momentarily to pick the customer(s) up. Operator may then relocate their vehicle from the staging area to the Airport curbside for the purpose of conducting the customer pick-up.
- b. Drop Offs:** Taxi Cab Operators may drop customers off at any location along the Airport terminal curbside that is not a designated pick-up staging area at OGS. When dropping customers off, Operators shall choose a safe location that is also convenient for the customer. Operators should always use discretion in determining the safety of the drop off location and whether or not the drop off location is permissible considering all relevant roadways laws, rules and regulations. Operators should also use discretion to determine whether or not the drop off location is suitable based on the circumstances that are occurring along the Airport terminal curbside at the time of drop off.
- i. In addition to the Airport terminal curbside, Operators may also drop customers off in the designated or prearranged pick-up staging area(s).
 - 1. Customers may be dropped off in the pick-up staging area(s), provided the safety of the customer is not compromised considering the circumstances that are occurring in the staging area at the time of drop off.
 - 2. If it is more convenient for the customer or the customer requests to be dropped off at the Airport terminal curbside, then the customer shall be dropped off at the Airport terminal curbside rather than within the designated pick-up staging line.
- c. Meet and Greet Procedures:** Operators have the option to conduct a meet and greet pick up with the Operator's prearranged customers. Operators are not required to conduct meet and greet pick-ups and may choose to follow the basic pick up procedures instead. If Operators choose to conduct a meet and greet pick up, the following procedures must be adhered to:
- i. Operators may enter the Airport baggage claim area in order to conduct a Meet and Greet with Operator's customers. When entering the Airport

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terminal to conduct a meet and greet pick up, Operator shall stage their vehicle in the designated prearranged pick up staging area at OGS.

- ii. The Operator conducting the meet and greet pick up must place a reader board in a visible location on the dashboard of the Operator's vehicle prior to the Operator leaving the vehicle unattended in the designated prearranged pick up staging area at OGS. The reader board shall be displayed so that it is visible to Airport staff responsible for patrolling the Airport terminal curbside, and to all customer(s) that may approach the vehicle while it is unattended.
 - iii. The reader board that is left in the vehicle shall include the following language/information:
 1. Information required: "Conducting a Prearranged Pick Up" or "Driver Will Return Momentarily"
 2. Information not required, but encouraged: List identifying information for prearranged party being met
 - iv. The Operator conducting the meet and greet pick up must also carry a reader board at all times while in the Airport baggage claim. The reader board shall identify the Operator conducting the pick-up and the party that is being met; reader boards are necessary so that the Operator is easily identifiable by customers. The Operator must ensure that the reader board is prominently displayed at all times while in the Airport terminal.
 - v. The Operator conducting the meet and greet pick up must also carry a passenger manifest while conducting the meet and greet pick up. The manifest shall detail the following information: name of passenger or party being picked up and the scheduled arrival time of passenger(s) being picked up. When conducting meet and greet pickups in baggage claim, Operators must carry and be able to present the passenger manifest to Ogdensburg International Airport personnel upon request.
 - vi. The Operator may not solicit passengers while conducting a meet and greet pick-up inside of the Airport Terminal.
- d. Entering The Terminal:** Taxi Cab drivers may enter the Airport terminal for a restroom break, to make purchases from concessionaire shop or vending machine, or assist passengers with luggage under the following conditions.
- i. The taxi is parked in a designated taxi staging area
 - ii. Place a reader board on dash with the wording "Driver Will Return Momentarily"
 - iii. Refrain from congregating
 - iv. Refrain from soliciting of passengers

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- v. If the Taxi Cab Operator is at the Airport on personal business, the operator shall NOT leave their vehicle within the designated taxi cab staging area(s).

Limousine Operators:

- a. **Pick Ups:** Limousine Operators may only conduct prearranged pick-ups while operating at OGS. Limousine Operators shall stage vehicles and conduct passenger pick-ups in the designated prearranged staging area at OGS.
 - i. *See Appendix B: Ground Transportation Staging Areas*
 1. Prearranged Staging Locations: If the prearranged staging stalls are full upon a prearranged Operator's arrival at the Airport, then the Operator may stage in the pre-arranged taxi staging location, see map, Appendix B.
 - a. The procedures for conducting prearranged pick-ups must be followed regardless of where the Operator is staged.
 2. Prearranged Staging Location (Oversized/Stretch Limousines): If the Operator is conducting a pick-up in an oversized/stretch limousine that will not fit in one prearranged staging stall, then the Operator representative may stage within the designated Shuttle Bus pick-up location. Limousines that will fit in one prearranged parking stall must stage within the prearranged staging area and may not stage in the Shuttle Bus pick-up location.
 - a. If an Operator representative is conducting a pick-up in an oversized/stretch Limousine from the Shuttle Bus pick-up location, then the Operator representative may NOT leave the vehicle unattended to conduct meet and greet pick up procedures.
 3. Passenger Manifest Requirements: When an Operator is conducting a pick-up, the Operator must be able to produce a passenger manifest that details the following information: name of passenger or party being picked up and the scheduled arrival time of passenger(s) being picked up.
 4. While conducting a pick-up Operators may wait for their customer(s) in the prearranged staging area, **OR** Operators may park in the prearranged staging area and then enter the Airport baggage claim area to conduct a meet and greet pick-up for the prearranged customer fare. If an Operator representative is conducting a pick-up in an oversized/stretch Limousine from the Shuttle Bus pick-up location, then the Operator representative may NOT leave the vehicle unattended to conduct meet and greet pick up procedures.
 - a. If an Operator enters the Airport baggage claim, the meet and greet procedures detailed under **Meet and Greet Procedures** must be adhered to.

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- b. Meet and Greet Procedures:** Operators have the option to conduct a meet and greet pick up with the Operator's prearranged customers. Operators are not required to conduct meet and greet pick-ups and may choose to follow the basic pick up procedures instead. If Operators choose to conduct a meet and greet pick up, the following procedures must be adhered to:
- i. Operators may enter the Airport baggage claim area in order to conduct a meet and greet with Operator's customers. When entering the Airport terminal to conduct a meet and greet pick up, Operator shall stage their vehicle in the designated prearranged pick up staging area at OGS.
 - ii. The Operator conducting the meet and greet pick up must place a reader board in a visible location on the dashboard of the Operator's vehicle prior to the Operator leaving the vehicle unattended in the designated prearranged pick up staging area at OGS. The reader board shall be displayed so that it is visible to Airport staff responsible for patrolling the Airport terminal curbside, and to all customer(s) that may approach the vehicle while it is unattended.
 - iii. The reader board that is left in the vehicle shall include the following language/information:
 1. Information required: "Conducting a Prearranged Pick Up" or "Driver Will Return Momentarily"
 2. Information not required, but encouraged: List identifying information for prearranged party being met
 - iv. The Operator conducting the meet and greet pick up must also carry a reader board at all times while in the Airport baggage claim. The reader board shall identify the Operator conducting the pick-up and the party that is being met; reader boards are necessary so that the Operator is easily identifiable by customers. The Operator must ensure that the reader board is prominently displayed at all times while in the Airport terminal.
 - v. The Operator conducting the meet and greet pick up must also carry a passenger manifest while conducting the meet and greet pick up. The manifest shall detail the following information: name of passenger or party being picked up and the scheduled arrival time of passenger(s) being picked up. When conducting meet and greet pickups in baggage claim, Operators must carry and be able to present the passenger manifest to Ogdensburg International Airport personnel upon request.
 - vi. The Operator may not solicit passengers while conducting a meet and greet pick up inside of the Airport terminal.

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- b. Drop Offs:** Limousine Operators may drop customers off at any location along the Airport terminal curbside that is not a designated pick-up staging area at OGS.
- vii. When dropping customers off, Operators shall choose a safe location that is also convenient for the customer. Operators should always use discretion in determining the safety of the drop off location and whether or not the drop off location is permissible considering all relevant roadways laws, rules and regulations. Operators should also use discretion to determine whether or not the drop off location is suitable based on the circumstances that are occurring along the Airport terminal curbside at the time of drop off.
- c. Entering The Terminal:** If a Limousine Operator representative enters the Airport terminal for a restroom break, a concessionaire stop or vending machine, or to check a flight status, etc. the Operator shall NOT leave their vehicle within the designated limousine staging area(s). Instead, Operators shall enter an available/open Airport Pay Parking Lot and park within an available parking stall. Operators are responsible for any fees accrued while parked in the Airport Pay Parking Lot and may not solicit customers while in the terminal.

Offsite Airport Parking Lot Shuttle Operators:

- a. **Pick Ups:** Off-site Airport Parking Lot Shuttle Operators shall stage vehicles and conduct passenger pick-ups only within the designated shuttle pick-up staging area at OGS.
 - i. *See Appendix B: Ground Transportation Staging Areas*
- b. **Drop Offs:** Off-site Parking Lot Shuttle Operators may drop customers off at any location along the Airport terminal curb that is not a designated pick-up staging area at OGS. When dropping passengers off, Operators shall choose a safe location that is also convenient for the customer. Operators should always use discretion in determining the safety of a drop off location and whether or not the drop off location is permissible considering all relevant roadways laws, rules and regulations.
- e. **Entering The Terminal:** If an Offsite Parking Lot Shuttle Operator representative needs to enter the Airport terminal for a restroom break, to purchase something from a concessionaire shop or vending machine, or to check a flight status, the Operator shall stage their vehicle within the designated Offsite Parking Lot Shuttle pick up location. The Operator shall stage in a manner that will not obstruct the flow of traffic or prevent other Operators from entering/departing the staging area. Time spent in the terminal shall be kept to a minimum to avoid traffic congestion.
 - i. Prior to leaving the vehicle and entering the terminal, the Operator must ensure that there are no passengers present in the vehicle. Next, the Operator shall secure the vehicle and place a reader board in a location that is highly visible to customers as well as Airport personnel that are responsible for patrolling the terminal curbside.
 - 1. The reader board shall read “Temporarily Out Of Service” or “Will Return Momentarily”. Operators shall not solicit customers when entering the Terminal.