Bangor International Airport
Ground Transportation Rules and Regulations

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Section 1.00 Introduction

1.01 Purpose

The purpose of these rules and regulations at the Bangor International Airport are to promote high quality and reasonably priced ground transportation services according to public safety and convenience to ensure a safe transport of passengers and property to and from Airport property. This also creates competition among the ground transportation providers and drivers. The ground transportation providers and drivers will deliver the highest quality service possible.

1.02 Applicability

These rules and regulations apply to all commercial ground transportation services operating at the Bangor International Airport.

Section 2.00 Definitions

Whenever used in this document the following terms will have the meaning hereinafter indicated:

Access Permit -- A permit allowing the commercial ground transportation provider or driver access to the Airport terminals and corresponding roadways for the purpose of transporting passengers or property in a commercial vehicle other than a Bus.

Airport-- The land and development known as the Bangor International Airport and owned and operated by the City of Bangor. The airport includes all facilities necessary for the landing and takeoff of all aircraft, with accommodations and servicing of all types of aircraft.

Airport Director-- The Administrator and/or Manager for the Airport.

Airport Roadways-- Vehicular ways on Airport Property designated and made available temporarily or permanently by the Airport as a way for the public to have access to the Airport.

Baggage Delivery Service-- A business that delivers airline passenger baggage, operating between the Airport and destinations determined by the contractors on an un-scheduled basis.

Bus-- An unmetered commercial passenger vehicle which carries more than 15 persons, including the driver, and operates on a fixed route for a fare.

Commercial Ground Transportation Driver-- Anyone operating any type of commercial ground transportation vehicle or engaged in commercial ground transportation services. Also referred to as “driver.”

Commercial Ground Transportation Provider-- An entity engaged in the transportation of persons or property for hire. Also referred to as “provider.”

Commercial Ground Transportation Services--The transportation of persons or property for compensation.

Commercial Ground Transportation Vehicle -- Any vehicle engaged in transporting persons or property for compensation, regardless of whether the customer pays for the charge for such service directly or indirectly. Such vehicles shall include, without limitation, taxicabs (reserved and non-reserved), livery vehicles, hotel/motel courtesy vehicles, shuttle services, buses, limousines, other courtesy vehicles and baggage delivery vehicles. Also referred to as “vehicle.”

Courtesy Vehicle-- A vehicle provided by a Hotel or other business entity that carries passengers to and from the Airport at no charge to the customer.

Cruising-- Picking up passengers at any location on Airport property other than a taxicab staging area or in front of a terminal.

Customer-- Any person or persons on Airport property (terminal/roadways/hotel/parking areas) requiring the Ground Transportation services. Customer will be referred to interchangeably as "Passenger."

Decal/Permit/Device/Icon/etc…-- Visible evidence of an Access Permit issued as a sticker, App based ID, or other device to be placed on a commercial vehicle other than a Bus in the spot designated by the Airport Director. The decal allows the vehicle access to the Airport property for transportation of persons and property to or from the Airport. Vehicles using an App system must be able to show their affiliation on demand by Airport representatives.

Dispatch Center-- Any person, firm, association, partnership or corporation that provides dispatching services, including any form of electronic dispatch, to owners of taxicabs or liveries, in the City of Bangor.

Driver-- See "commercial ground transportation driver."

Drop Off Service-- A for hire service which drops off passengers originating from another location at the Airport, but never picks up any passengers from the Airport.

For Hire-- The transportation of passengers for compensation.

LEO-- A law enforcement officer assigned duty, whether temporary or permanent, at the Airport.

Limousine-- Any unmetered luxury vehicle designed to carry no less than five and not more than fourteen passengers behind the driver's seat, which is of a type built or modified for use as a luxury "stretch limousine" and is used for the transportation of passengers for-hire, solely by pre-arrangement, on a reserved hourly or flat rate basis.

Livery-- A motor vehicle available for the transportation of passengers for hire, having the following characteristics. Livery includes shuttle services:

A. A seating capacity of at least three and no more than fifteen passengers behind the driver's seat;

B. Hired by means of a request or contract arranged in advance of the time transportation is needed;

C. Charge is by flat fee or by the minute;

D. A price estimate is provided to the customer in advance of pickup; and

E. Does not operate on a fixed route.

Non-Reserved-- Has not accepted a fare at the present time. (See Section 6.01)

Reserved-- Has accepted a fare and is no longer available for hire. (See Section 6.02)

Solicitation-- Written or verbal communication that is not initiated by the customer that is meant to sell a service.

Taxicab-- A motor vehicle available for the transportation of passengers for hire, having the following characteristics:

A. A seating capacity of nine passengers or fewer, including the driver;

B. Operated on call and demand;

C. Operated without fixed routes or termini;

D. The destination and route of which are under the control of the passenger or passengers being carried therein; and

E. The fares for which are at rates per mile, or fraction thereof, or wait time, or both.

Taximeter-- A mechanical instrument or device by which the fare for hire of the taxicab is automatically calculated, either for distance traveled or waiting time or both, and plainly and accurately indicated in figures that are illuminated and clearly visible to the passenger.

Taxicab Staging Area-- Area designated by the Airport Director for parking and queuing of Bangor non-reserved taxicabs.

Terminals-- The passenger terminal buildings at the Airport.

Transportation Network Company (TNC)-- an organization that provides pre-arranged transportation services for compensation using an online-enabled platform to connect passengers with drivers using the driver's personal vehicle. TNC's include companies such as Lyft, UberX, and Sidecar.)

TNC Staging Area/Cell phone line-- Area designated by the Airport Director for queuing of TNC vehicles and others using cell phones to coordinate a pickup at the curb with arriving passengers.

Section 3.00 Laws Regulations and Rules to be observed

Commercial ground transportation services providers and vehicles shall follow all applicable laws, regulations, rules and ordinances, and have the required permits. Airport permits will not be considered valid if carried by drivers with an invalid driver's license or taxicab driver's license, or if a driver is operating a vehicle displaying invalid license plates, inspection stickers, permits or other tags. Such drivers may be cited as Parking without a valid permit by Parking Enforcement. All persons engaged in commercial ground transportation services at the Airport, whether as a driver, employee, provider or representative of a provider, shall at all times comply with the provisions of these rules and regulations.

All providers shall be responsible for ensuring that their drivers, employees and other representatives comply with these rules and regulations. Any person or company, covered under this policy and operating at the airport, that violates these rules and regulations will be subject to penalties up to and including suspension and/or termination from serving the Airport.

All issues dealing with State policy or rules concerning commercial ground transportation should be directed to the Director of Commercial Transportation in Augusta.

Section 4.00 General Provisions Governing Commercial Ground Transportation Services

4.01 Access to Airport

All commercial ground transportation drivers (other than Bus drivers) are required to obtain authorization from the Airport Director in order to have access to the airport property for the purpose of providing transportation for people and property to and from the Airport. In order to receive this permission, a Memorandum of Agreement must be in place, or the company must complete the Access Permit form as provided by the Airport and establish contact with the Airport Security office for processing of the form. Upon approval of the form and receipt of the applicable payment the driver will be given a decal to serve as visual proof that they are authorized to be at the Airport. Said decal shall be displayed in the spot specified by the Airport Director. (Refer to Section 9.04 for location of decal) TNC company drivers will maintain a "digital Decal" on their smart phone, which will be presented upon demand by Airport personnel on the curb. Buses are not required to have an access permit but must abide by all other Rules and Regulations contained in this document. Except for buses and drop-off services, no person shall operate a commercial ground transportation service at the Airport without complying with the Access Permit decal requirements.

4.02 Vehicle Types and Reporting

Vehicle descriptions and types are described in City Ordinance and these regulations.

Per City of Bangor regulations, A vehicle may not be licensed, nor used, as both a taxicab and a Shuttle or Limousine.

4.03 Solicitation

No person providing commercial ground transportation service at the Airport shall engage in solicitation of business, fares or passengers on Airport property. The following exceptions are permitted:

a. Having name of provider and company identification markings on taxicab or vehicle.

b. Response to a customer's general request or inquiry about transportation provided that the driver directs the customer to the next taxi in line.

c. Any other activity which is specifically permitted under these Rules and Regulations.

d. Ground transportation providers that have signed MOAs, or obtained access permits to operate at the Airport, are allowed the opportunity to advertise/display on the Passenger Reservation Board at baggage claim on the ground floor of the domestic terminal, or in the General Aviation terminal. Ground Transportation Providers must enter into an agreement with the current airport advertising concessionaire. Contact information for all ground transportation providers may also be displayed on that page of the Airport's webpage as well, if requested.

Note - Each customer has the right to choose their mode of transportation and their provider and/or driver.

4.04 Fees and Charges

The Airport shall establish and assess appropriate fees and charges to be paid by the commercial ground transportation providers. Such fees are to support the purpose as stated in section 1.00 and to be fair, non-discriminatory and reasonable.

4.05 Compliance with Laws and Rules

Commercial ground transportation vehicles shall strictly comply with all laws and ordinances affecting ground transportation services at the Airport. These laws include the State of Maine and City of Bangor laws, and also the regulations of the Maine Department of Transportation, ICC regulations applicable to the operations contemplated herein and these Rules and Regulations of the Airport applicable to said providers and drivers.

Further, commercial ground transportation providers and drivers will procure or cause to be procured all licenses, insurance, and permits and pay all fees necessary for the conduct of operations contemplated by these Rules and Regulations.

4.06 Provider and Driver Awareness and Understanding

The provider shall provide a copy of these Rules and Regulations to all company drivers. The provider shall ensure that its drivers are aware of and understand these rules.

5.00 Operating Requirements

5.01 Conduct

a. Drivers shall conduct and carry on their business at the Airport so as to maintain a friendly, cooperative relationship. Drivers shall not engage in open or public disputes, disagreements or conflicts.

b. Drivers shall conduct themselves in an orderly and proper manner at all times so as not to annoy, disturb or be offensive to passengers and others at the Airport. Drivers shall not provide misleading information to any person.
c. Inappropriate language such as profanity, racial or ethnic slurs or slang, including inappropriate gestures, are considered offensive behavior and are not permitted. These behaviors will lead to a revocation of operating privileges at the Airport.
d. Drivers, during their working hours, are not permitted in the first floor of the domestic terminal except:
    - With the permission of a Security Officer or a LEO, and in order to handle some necessary task. In this case the vehicle will be inspected before the driver leaves it unattended. See Security Officers for assistance.
    - Drivers for all forms of transportation must meet at the curb, unless a passenger is identified as disabled and company policy allows the driver to meet and assist the passenger in the building. In those rare instances, a sign must be used to identify the driver to the passenger, and a Security Officer must have inspected the vehicle.
e. City Taxi drivers staged at the International Arrivals waiting area, who need to use the rest rooms or check the flight monitor, should do so only in the International Arrivals building. For those needing to use the restaurant, they shall enter and exit the restaurant via the International Arrivals building.
f. Drivers shall not interfere with other drivers.
g. Drivers shall not use or allow their vehicles to be used for sleeping, unnecessary lounging or gathering of persons other than passengers. Drivers may, however, share space in one vehicle while waiting for passengers.
h. Proper appearance and personal hygiene must be maintained and the manner of dress guidelines must be followed as outlined in **section 5.06**.
i. No driver may operate his/her vehicle while under the influence of an intoxicating beverage or drug which impairs his/her abilities.
j. No carrying gasoline or flammable motor fuel while transporting passengers.
k. No loitering.
l. No one may occupy a vehicle for prostitution, selling illegal drugs or any unlawful act.
m. No smoking while in vehicles.
n. No driver shall operate his/her vehicle with a suspended license.
o. No line cutting in taxi or TNC staging area.
p. Drivers in front of the domestic terminal shall always be at their vehicle. If the driver is reserved and waiting for a customer, the driver will display the customer's name on a sign so that the customer can identify the vehicle that is here for them.
q. Drivers will not be allowed to leave their vehicles unattended.
r. Unreserved drivers in the staging areas shall be at or near their vehicles.

5.02 Traffic and Movement Considerations

a. The first vehicle in a staging line gets the next customer, unless the customer chooses another provider. The customer will always have the ability to choose their own provider.

b. There shall be a designated area in front of the terminal for Shuttle Operations, the first unreserved City taxi, and another for TNC pickups. These areas are spaced far enough apart to prevent most interaction and all conflict. Taxi and TNC drop offs can happen at all other areas along the curb and should not include any loitering.
c. After dropping off a customer, the driver must go all the way around the Airport roadway and get in the back of their respective line before picking up another customer, unless the driver is already reserved to pick up another customer.
d. Drivers will load and unload passengers in front of the terminal building at the designated area(s) without blocking crosswalks. Drivers should not load or unload in the travel lanes if at all possible.
e. These rules will change rapidly and dramatically depending on the National Threat Level. In the event of a threat to the airport, the airport will create a new system in areas where we are allowed to accommodate some form of ground transportation system.
f. Drivers should operate their vehicles in a safe and reasonable manner and in compliance with all Federal, State laws and Local Ordinances.
g. No blocking traffic.
h. No vehicles are to be repaired at the Airport unless the repair is necessary to move the vehicle from the Airport.
i. All vehicles are also approved for passenger and flight crew pick up and drop offs at the International terminals and the General Aviation terminal.

5.03 Vehicle Conditions

a. No dents larger than six inches in diameter.
b. No rust greater than one inch in diameter and no visible primer.
c. Clean appearance on inside and out.
d. No foul or unpleasant interior odors inside.
e. No loose trash or large amounts of dirt or sand in the interior passenger area, whether or not the area is currently occupied by a passenger.
f. No unsightly tears or soil spots in upholstery.
g. No unsightly tears or soil spots in the carpets.
h. All lights must be working.
i. No missing or hanging mirrors, trim, or body work.
j. No cracks on windshield or windows.
k. No fluid leaks.
l. Heater and air conditioner must be working.
m. Bumper must be intact.
n. No missing hubcaps, except where custom or aluminum wheels are standard equipment.
o. Seat belts for all passenger seats must be visible and in working order.
p. All doors must be in working order.
q. Valid State vehicle registry sticker must be visible.
r. Access Permit decal properly displayed in designated area.
s. The Airport reserves the right to conduct random inspections.
t. Drivers shall allow their vehicle to be inspected at any time.
u. Proof of Insurance must be available.

5.04 Operational Requirements

a. Cruising on Airport property is prohibited.
b. A driver must take the most expeditious route to the location the passenger desires, unless the passenger requests an alternative route.
c. A driver must give the passenger a receipt if requested.
d. Items left in any vehicle covered under this policy must be turned into the Bangor Police Department at the Airport inside the domestic terminal.
e. Drivers shall have proof of all licenses required by law.
f. City taxi companies must give a list of names of all of their drivers to the Bangor Police Department representative inspecting city taxis, and update this list as necessary when changes may occur.
g. All commercial ground transportation providers will provide the Airport Director in writing within three (3) business days of any change of address, contact information or change in business status.

5.05 Additional Operational Requirements for Taxicabs

a. If the driver in the first spot has to leave his/her vehicle while in front of the domestic terminal (i.e. restroom), he/she will make contact with the Parking Enforcement Officer or LEO, or the vehicle will be ticketed and/or towed.
b. Reserved, pre-arranged taxis for passenger pick up, must first report to either a parking enforcement officer or the LEO at the Airport before leaving a vehicle unattended.
c. No customer will be charged more than the fare according to the published fare schedule.
d. If a dispatcher receives a call for a pickup at the Airport, and that dispatcher currently has a vehicle sitting in the staging area, the company must use the first available vehicle in the line as the reserved taxi for that fare. If a customer requests a driver by name and that driver is not in the staging area the dispatcher may have the driver in the staging area notify Parking enforcement that a reserved taxi from his company will be arriving at special request from the customer. Parking must be given one hour notice of these special arrangements in order for the company to preserve their spot in the staging area. If there is no notification to parking enforcement of this special request and a vehicle from the same company occupies one of the first two spots, that vehicle must go to the end of the line to allow for the special fare.
e. Livery vehicles or courtesy vehicles operating by contract on a flat fee basis, for businesses or institutions in the area, shall be treated as reserved shuttle services or courtesy vehicles as appropriate within these regulations. Contracts must be verifiable and on file with the Airport Security office and the contracted company name must be displayed on the white board used by the reserved livery or courtesy vehicle in order for livery vehicle or courtesy vehicle companies to operate in this fashion. If picking up for Days Inn hotel for example, the White Board should say “Days Inn”.
f. Providers and Drivers shall not deny equal professional services to any person for reasons of race, color, religion, sex, handicap, familial status, or national origin. Providers and Drivers shall not be parties to any plan or agreement to discriminate against a person or persons on the basis of race, color, religion, sex, handicap, familial status or national origin. Additionally, no Provider or Driver may deny service based on the distance of a trip, their convenience or monetary gain.

5.06 Dress Standards for Drivers

a. Collared shirt with sleeves is preferred; short sleeves are approved but shirts without sleeves are prohibited.
b. Khaki style pants are preferred. Clean and neat jeans without rips, tears or holes are acceptable.
c. Khaki style shorts are approved. Gym/workout type clothing of any sort is not permitted.
d. No clothing with logos, pictures or markings other than the Taxi Company information are permitted. Having the company name and/or logo is acceptable and encouraged on all professional work wear worn by drivers.
e. Clean shoes (no sandals, or open toed footwear).
f. Well-groomed and an overall clean appearance.

Section 6.00 Commercial Ground Transportation Drivers

6.01 Taxicabs Non-Reserved

a. Licenses- All City taxicabs must be licensed by the City of Bangor, be registered as "Hire" and have an Access Permit with a decal in order to pick up passengers.
b. All rules and regulations are to be followed by all drivers.
c. Each taxicab provider shall have a copy of its maximum rates and charges in each vehicle available for passengers to review.
d. All taxicabs must be legal pursuant City of Bangor Ordinance, chapter 278.

6.02 Taxicab Reserved

a. Licenses- All taxicabs must be licensed and be registered as "Hire". They must also have an Access Permit with a valid date in order to pick up passengers.
b. Reserved taxicabs may load and unload passengers only on a reserved basis.
c. The taxicab driver may pick up or drop off reserved passenger(s) only.
d. A reserved taxi cannot pick up non-reserved, walk up, passengers.
e. Any reserved taxi that operates at the Airport without an access permit may be ticketed for parking in an area without a valid permit.
f. No soliciting of other passengers is allowed while acting as a reserved vehicle.

6.03 Buses

a. A scheduled or non-scheduled bus driver has the non-exclusive privilege of staging, loading and unloading passengers and luggage at areas designated by the Airport Director. Such vehicles may load/unload only passengers whose transportation by such vehicle has been arranged prior to such vehicle's entry onto Airport property, unless for passengers desiring to ride on a scheduled bus service.

6.04 Hotel/Motel Courtesy vehicles) and Shuttle Services

a. Shuttle vehicles and courtesy vehicles will load and unload only in designated areas in front of the domestic and international terminals, and as needed at the General Aviation Terminal.
b. Privileges Granted – Shuttle vehicle drivers and hotel courtesy vehicle drivers, have the non-exclusive privilege to load and unload passengers and flight crews, as well as their customer's property and transport them to the provider's location or scheduled destination.

c. Access Permit – The hotel courtesy provider or Shuttle service provider must schedule an appointment with the Security office (992-4601 bgrsecurity@flybangor.com) to obtain an Access Permit and payment of the required fees. The Access Permit must be displayed in the vehicle at any time the driver is conducting company business at the Airport.
d. Rules and Regulations – The vehicle operator must comply with all other applicable requirements of these rules and regulations.
e. The vehicle shall have a professional looking sign with the word "RESERVED" near the top, displaying the commercial ground transportation provider's name, and/or the hired passenger, group or company name. No soliciting of other passengers is allowed while acting as a reserved vehicle.

6.05 Baggage Delivery Service

a. The baggage delivery service shall operate in front of the terminal, or in any area designated by the Airport Director to load bags. Individuals must remain with their vehicles except to enter the terminal to check on the flight status, or retrieve baggage. Additionally, vehicles must not be left in front of the terminal for more than thirty (30) minutes at a time. For vehicles meeting flights that have been delayed, that must either be moved to the long term lot, or leave the premises and return when the flight is arriving.
b. Privileges Granted- The baggage delivery service providers have the non-exclusive privilege to load and unload baggage and property made in connection with their contract with the airlines and are not authorized to carry passengers.
c. Access Permit- The baggage delivery service must schedule an appointment with the Security Office (992-4601, bgrsecurity@flybangor.com) to obtain an Access Permit and payment of the required fees. The Access Permit must be displayed in the vehicle at any time the provider and/or driver is conducting company business at the Airport.
d. Rules and Regulations-The baggage delivery service provider and all drivers must comply with all other applicable requirements of these rules and regulations.

6.06 Limo/Black car/Livery Service (generic term Limousine)

a. Limousine services shall operate in front of the terminal to load/unload passengers and baggage in the areas designated by the Airport.
b. Privileges Granted – Limousine providers have the non-exclusive privilege to load and unload passengers.
c. If a vehicle must be left unattended the driver must coordinate with Parking Enforcement to inspect their vehicle. After a successful inspection, drivers may enter the terminal to assist identified passengers.
d. Reserved vehicles may not pick up passengers they were not called for and must refer others to the next taxi in the taxi curb staging area.
e. Vehicles shall have a professional looking sign with the word "RESERVED" near the top, displaying the commercial ground transportation provider's name, and/or the hired passenger, group or company name. No soliciting of other passengers is allowed while acting as a reserved vehicle.

6.07 TNC Service

a. TNC services shall operate in front of the terminal to load in designated areas, and unload passengers and baggage in an area available and convenient to the customer.
b. Privileges Granted – TNC providers have the non-exclusive privilege to load and unload passengers.
c. TNC vehicles will wait in the designated TNC/Cell phone area until assigned a passenger or until the passenger is available for pickup, as appropriate.
d. If a vehicle must be left unattended the driver must coordinate with Parking Enforcement to inspect their vehicle. After a successful inspection, drivers may enter the terminal to pick up their passenger(s). Reserved vehicles may not pick up passengers they were not called for and must refer others to the next taxi in the taxi curb staging area.
e. If a TNC driver must enter the terminal to greet a customer the TNC driver shall have a professional looking sign with the word "RESERVED" near the top, displaying the commercial ground transportation provider's name, and/or the hired passenger, group or company name. No soliciting of other passengers is allowed while acting as a reserved vehicle.
f. Any TNC driver that operates at the Airport without an approved airport agreement in place for that TNC may be ticketed for parking in an area without a valid permit.
g. TNC agreements will be in place and approved before July 1st, on the same schedule as visible permits as their digital permit works in the same way. The digital permit is invalid without an approved agreement.

Section 7.00 Solicitation

There is no unauthorized solicitation allowed anywhere on the Airport property. Clothing with Company logos and/or names are allowed, provided that no further information is included.

Section 8.00 Procedures In Case of Accident

Any driver that is in an accident that occurs on Airport property where there is damage to a vehicle or an injury to a person must report the accident to the law enforcement officer on duty at the Airport, or to the Bangor Police Department.

Section 9.00 Access Permit

9.01 Obtaining an Access Permit

The process to obtain access permits is as follows:

<u>For Taxicab Providers and all other Commercial Ground Transportation Providers (e.g. Hotel/Motel Courtesy, Shuttle Services, Limos, Baggage Delivery Companies, etc.) desiring to service Bangor International Airport:</u>

1. Obtain Bangor International Airport ***Access Permit Application*** from ***either*** the City Clerk's office at Bangor City Hall, the Airport receptionist, or the Airport Security office. (992-4601 or via email at bgrsecurity@flybangor.com)

2. Return completed Airport Access Permit Application to Airport Security office with required access permit charge(s) and/or required annual fee(s), by appt. by calling 992-4601 or via email at bgrsecurity@flybangor.com. The application process may also be completed VIA US Postal service/ mail:
   Attn: Security Office
   Bangor International Airport
   287 Godfrey Blvd.
   Bangor, Maine 04401

   Please mail checks only, NO CASH. All Checks made payable to the City of Bangor.
3. The Airport Security office will call the operator and/or driver within five (5) business days to pick up airport decals/permits or if requested we will mail back the permits and a receipt for the check.

It is the Company's responsibility to schedule an appointment for annual renewals.

For TNC Providers:

1. A TNC provider must have an approved agreement with the Bangor International Airport Director or his designee before beginning operations at the Airport on July 1st of each year.

It is the Company's responsibility to the approve agreements before beginning operations.

9.02 Effective Dates

The Access Permit will be issued, and be valid for a period of 1 year ***(July 01 - June 30)***. Commercial ground operators desiring to start service during the fiscal year shall pay the full year price. Cost will reduce per quarter for all providers starting later in the year. In October costs will reduce by one quarter, in January costs will reduce by half, and from April1 until June 30, all costs for access will be one quarter of the annual amounts listed.
TNC payments will occur on a monthly basis, based on a trip fee count for pickups for the past month. This data will be provided by the TNC.

9.03 Issuance of Access Permit
Issuance of a visible, access permit is conditional upon:

1. Submission of a completed, signed application form.
2. Payment of appropriate fees.

The Airport Director has the right to request more information. No person under suspension will be given an Access Permit. Upon approval of the application, an Access Permit shall be issued and shall constitute a binding agreement to comply with these rules and regulations. In the event an application is denied, the permit fee submitted shall be refunded. No Access Permit is required for Bus services , or drop off services.

9.04 Obtaining a visible Decal

Upon approval of an access permit and payment, the vehicle will be issued a decal for that year from the Airport Security office. Unless otherwise directed by the Airport Manager, ***the decal shall be hung from the vehicle's rear view mirror so the front of the decal is visible to the public***. Only the current year's decal is permitted to be displayed in the vehicle.

9.05 Replacement Decal

The fee for re-issuance of a decal due to damage, wear, change of vehicle, or any reason other than the mechanical failure of the vehicle or necessary replacement of windshield is $15.00 per decal. This fee will be prorated as well and as described for all other fees.

9.06 Decal Violations

A commercial ground transportation provider or driver is in violation if the provider or driver:

a. Operates a commercial vehicle at the Airport with an expired decal or no decal at all.

b. Displays a decal in a non-authorized vehicle at the Airport or in a different vehicle than the one the access permit was issued to.

c. Forges, alters, or counterfeits a decal.

d. Possesses a forged, altered, or counterfeited decal.

Vehicles operating without a valid permit will be ticketed by Parking Officers for Parking without a valid permit.

If a temporary suspension is warranted, the provider is responsible for removal of the access permit and delivery to Airport Security, Parking Enforcement, or a City of Bangor LEO immediately. If the provider fails to return the permit within five (5) days, this will constitute an additional violation and may result in a lengthened suspension time.

TNC providers will be required to restrict the access of drivers we no longer permit.

Section 10.00 Renewals

The Access Permit expires at 11:59pm on June 30th of the year shown on the decal. The renewal process is described in sections 9.01 to 9.03.

Section 11.00 Indemnification

By applying for an Access Permit or signing a Memorandum of Agreement(MOA) in the case of TNCs., each commercial ground transportation provider agrees it shall protect, defend, reimburse, indemnify and hold the city, its agents, employees and officers, free and harmless at all times from and against any and all claims, liability expenses, losses, costs, fines (including, but not limited to, attorney fees) and damages, and causes of action of every kind and character against or from City, its agents, officers or employees, by reason of any damage to property, or bodily injury (including, but not limited to, death) incurred or sustained from, or incident to its operations at or relating to the Airport and the provider's and any driver's violation of any federal, state or local law or regulations, unless said injury or damage is caused by the sole negligence of the City, its officers or employees.

The foregoing express obligation of indemnification shall not be construed to negate or abridge any other obligation of indemnification running to City, which exists in law or equity, and the extent of the provider's and/or driver's obligation of indemnification shall not be limited by any provision for insurance hereunder.

By applying for an Access Permit or signing an MOA, each commercial ground transportation provider acknowledges that the City disclaims, and the provider and all drivers agree to release the City, its agents, officers and employees from, any and all liability, whether in contract or tort (including strict liability, negligence and nuisance), for any loss, damage or injury of any nature whatsoever sustained by provider, its driver(s), its officers, employees, agents and invitees, unless such loss, damage or injury is caused by City's sole negligence. The parties hereto expressly agree that under no circumstances shall the City, its officers, employees or agents, be liable for indirect, consequential, special or exemplary damages whether in contract or tort (including strict liability, negligence and nuisance) such as, but not limited to, loss of revenue or anticipated profits or any other damage related to the use of the Airport premises and the privileges granted under these Rules and Regulations.

Section 12.00 Insurance

Beginning no later than the effective date of the access permit, the commercial ground transportation provider and/or driver shall have insurance equal to or greater than the city minimum required by state law.

a. If the law does not provide minimum insurance limits, the required minimum shall be according to the Maine Tort Claims Act ($400,000)
b. The providers and/or drivers can carry their own insurance solely for their own account provided such additional insurance does not impair the insurance required to have an access permit.
c. In the event the provider and/or driver fails to maintain, or causes to be maintained the full coverage required by the access permit, the Director may immediately terminate the right of the provider and/or driver to provide commercial ground transportation services at the Airport.
d. The provider and drivers understand that the Airport's insurance does not extend to cover injury or loss to the provider or driver or their employees or agents that occurs on Airport property. The provider and all drivers expressly waive any claims against the Airport for such injury or loss.
e. All operator and/or driver liability insurance required hereunder shall be an occurrence policy and shall be primary to any insurance or self-insurance maintained by the City of Bangor.

Section 13.00 Assignment of Access Permit

Commercial ground transportation providers or drivers shall not assign, transfer, or delegate in whole or in part the Access Permit or the provider's or driver's role or responsibilities described under these rules and regulations. If a change in ownership occurs the Airport Director may credit permit fees already paid by the prior owner to the new owner's account.

Section 14.00 Complaints

Complaints of any kind must be filed in writing and given to the Airport's Security office. That office will handle passenger complaints unless passenger complaints are filed with the provider.

Section 15.00 Enforcement and penalties for violations

a. *Enforcement*-It shall be the responsibility of the Parking Enforcement officer(s) to monitor and spot check the ground transportation providers and drivers for enforcement of these rules. The authority of the parking enforcement officers shall never, at any time, abridge the authority of any LEO. The LEO shall reserve the right to randomly inspect and monitor the ground transportation providers and drivers. The Airport Director, staff, and/or security officer will also monitor the performance of the providers and drivers. The Airport's Security office shall have the lead responsibility to investigate any complaints regarding the activities or performance of any ground transportation provider or driver, or any apparent violation of these rules and regulations. The provider or driver in question must be given notice of the charges against him or her and the opportunity to present his/her version of the incident to the security office. The Security Office will conduct an investigation into any incident and present all facts to the Assistant Airport Director. The Assistant Airport Director will determine if a violation has occurred. The Airport will have 10 business days upon notification of the incident to determine if a violation occurred and issue discipline. Upon determining that a violation has occurred the operator and/or driver or company will be issued the appropriate disciplinary action.

b. *Penalties* – If it is determined that any commercial ground transportation provider or driver has violated these rules and regulations, the operator and/or driver may be subject to any of the following penalties:
   i. For violations that involve criminal conduct or any threatened harm to any person:
      A. Permanent suspension
   ii. For violations not included in i above:
      A. 1st Violation: Warning, or up to seven (7) day suspension(s)
      B. 2nd Violation: Warning, or up to thirty (30) day suspension(s)
      C. 3rd or Subsequent Violation: Warning, or up to one-hundred and eighty (180) day suspension(s) or access permit suspended permanently.

      (1 day penalty results in a 24 hour suspension.)
   iii. Operating at Airport while on suspension or for violating any of these rules and regulations during a period of suspension may result in permanent suspension
   iv. All violations will be cumulative over a three (3) year period for the purpose of tracking the number of violations under subparagraphs i and ii above.

The Airport reserves the right to suspend a provider or driver on their first offense when necessary. The Airport reserves the right to issue any penalties it deems necessary for any violation that may occur.

c. In the event of the suspension of any provider or driver, that provider or driver shall not be permitted to operate at the Airport during the period of suspension.

d. The Airport Director reserves the right to suspend an provider's or driver's access permit or to suspend any person operating under an Access Permit immediately upon receipt of a report from the LEO or Parking Enforcement Officer which alleges that a serious violation has occurred, and which action poses a threat to the public or to safe operations at the Airport and that such violation is reasonably likely to recur or to continue.

e. In addition to the foregoing, the LEO or Parking Enforcement Officer has the right to remove any provider or driver from Airport property if the LEO believes that such provider or driver poses an immediate threat to public safety, or if an on-duty provider or driver is in the terminal in violation of these rules and regulations.

f. The LEO or Parking Enforcement Officer shall promptly make a full report of any incident to the Airport Director. Unauthorized entrance on or use of Airport property, after an order to leave, will be considered to be trespassing, and may be enforced accordingly, in addition to any other sanction, which may be imposed under these rules and regulations.

g. Should a commercial ground transportation provider have an on-site contract/agreement with the Bangor International Airport, and one or more Access Permits issued to said provider is suspended or terminated by the Airport authorities as a result of a violation of these Ground Transportation Rules & Regulations, said contract/agreement may be suspended or terminated at the Airport's sole discretion.

Section 16.00 Severability Clause

If any word, phrase, clause, paragraph, section or other part of these rules and regulations shall ever be held to be invalid or unconstitutional by a court of competent jurisdiction, the remainder of these rules and regulations and the application of such word, phrase, clause, sentence, paragraph, section or other part of these rules and regulations to any other person or circumstances shall not be affected thereby.

Section 17.00 Adoption of Rules and Regulations Shall Not Constitute Grant of Rights

The adoption of these rules and regulations and the issuance of permits hereunder are not intended to and shall not be construed to grant any property right or expectation to any person whomsoever. The City and Airport reserve the right to manage and direct the operations of the Airport, the right to amend these rules and regulations at any time and in any respect, as well as the right to amend the agreements and Airport access permits. The Airport also has the right to limit access to any area of the Airport without 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 an act of nature.

Anyone investing or participating in a ground transportation service at the Airport does so with full knowledge of all rules and regulations. They shall have no right or standing to make any claim whatsoever against the Airport by reason of any subsequent amendment to these rules and regulations and amendment to any agreement or permit or any limitation or restriction of access to the Airport as aforesaid.

The Airport Administration reserves the right to change, alter or amend any part or section of the Rules and Regulations at any time.

Section 18.00 Captions

The captions or heading or these rules and regulations are for convenience only and in no way define, limit or describe the scope of intent of any provision hereof. Any use of the male pronoun herein shall be deemed to include the female.

Section 19.00 Effective Date **Effective date:** *June 1, 2026*

Section 20.00 Annual Fees

Ground Transportation Annual Fees

Category	Decal Fee (per vehicle)	Annual Fee (Flat)
A.) Bangor Licensed Taxi	$25.00/Decal	1-5 Vehicles = $150.00
(Non-reserved)		6-10 vehicles =$250.00
		11-15 vehicles =$350.00
		16-20 vehicles =$450.00
B.) Hotel/Motel & Shuttle Services	$25.00/Decal	$150
C.) Baggage Delivery	$25.00/Decal	$150
D.) Non-Bangor, Out-of-Town Taxi	$25.00/Decal	n/a
(Reserved, pre-arranged)		
E.) Limousine/Reserved Black Car Services	$25.00/Decal	n/a
F.) Bus Services	n/a	n/a
G.) TNC Providers	Flat Trip Fee per Pickup	$1.25

NOTE: Permitting costs will now be prorated on the front end by quarter. Permits purchased for 3 quarters of the year, will costs 3 quarters of the above total amount. Again, this will only occur during permitting. Money will not be refunded if permits are returned a quarter early.

Airport Contacts:

Parking Enforcement

If not out front, a parking enforcement officer can be reached by dialing 992-4601 and asking the security office to either page the officer or respond to the curb to assist. The answering machine in that office is typically checked on the hour by the office.

Badge Desk	992-4601 during Business Hours
	992-4612 during Business Hours
Rodney Madden	992-4607 during Business Hours
Francis Robbins	992-4608 during Business Hours
Off Hours	Via email bgrsecurity@flybangor.com