



**A SERVICE OF THE  
BROWARD COUNTY BOARD OF COUNTY COMMISSIONERS**

**OPERATIONAL GUIDELINES  
FOR  
GROUND TRANSPORTATION SERVICES  
AT  
FORT LAUDERDALE-HOLLYWOOD INTERNATIONAL AIRPORT**

**(Established Pursuant to Sec. 2-50 of the Broward County Code of Ordinances)**



**[WWW.FLL.NET](http://WWW.FLL.NET)**

**TABLE OF CONTENTS**

Introduction ..... 3

Registration of Ground Transportation Providers and TNCs ..... 5

Additional Requirements for Ground Transportation Providers ..... 7

EXHIBIT 1 -Designated Curbside Locations for Ground Transportation Services(Lower Level)..... 14

EXHIBIT 2 -Designated Curbside Locations for Ground Transportation Services(Upper Level) ..... 15

EXHIBIT 3 -Delivery Locations - Lower Level ..... 16

EXHIBIT 4 -Prearranged Assembly Areas ..... 17

EXHIBIT 5 -Taxicab Staging Lot..... 19

EXHIBIT 6 - Charter/Cruise Buses, Shared-Ride Concession, and Ride-Sharing (TNC) Staging Lot ..... 20

EXHIBIT 7 -Airport Boundary Map ..... 21

EXHIBIT 8 -Ground Transportation Service Provider Application ..... 22

## Introduction

Section 2-50 of the Broward County Code of Ordinances (the “Code”) requires the Broward County Aviation Department (“BCAD”) to establish operational guidelines governing the privilege of engaging in ground transportation services at Fort Lauderdale-Hollywood International Airport (“FLL” or “Airport”). The rules and procedures set forth herein, hereinafter known as the “Operational Guidelines,” are established by BCAD pursuant to Section 2-50 of the Code.

It is the policy of Broward County (“the County”), through BCAD, to promote and provide adequate, efficient, and accessible ground transportation services at FLL. These Operational Guidelines are established in coordination with such policy, and to facilitate the efficient utilization of the roadway system and terminal curbside space at FLL while respecting the concept of free enterprise.

The County has engaged a curbside management company (“Curbside Manager”) to manage the ground transportation services at FLL. The Curbside Manager is tasked with the joint responsibility of implementing these Operational Guidelines in coordination with BCAD personnel, and as further stated herein.

These Operational Guidelines are posted at FLL.NET and are subject to periodic revisions by BCAD. See <http://www.broward.org/Airport/passengers/Transportation/Pages/Cruise-and-Ground-Transportation.aspx>.

When BCAD determines a need to update these Operational Guidelines, all ground transportation providers enrolled in FLL’s Ground Transportation Program will be notified via the email listed on the signed documents titled “Airport Motor Vehicle Operator Application” or noted in any agreement entered into with the County. However, it is imperative that all ground transportation providers periodically review these Operational Guidelines located online at FLL.NET to ensure continual compliance.

Pursuant to Section 2-50 of the Code, all persons must comply with these Operational Guidelines, as may be amended from time to time. Chapters 2 and 22-½ also have various provisions that pertain to ground transportation services at FLL. Notably, pursuant to Chapter 22-½ of the Code, it shall be unlawful to operate any motor vehicle “for hire” upon the streets of Broward County without first obtaining a current valid permit required by the provisions of Chapter 22-½ of the Code. Additionally, it shall be unlawful for any limousine or motor carrier with a vehicle or vehicles, including courtesy vehicles, as such terms are defined in the Code, to operate at FLL without a contract, license, lease, or permit issued by the County or BCAD for operations at FLL.

All ground transportation providers must comply with these Operational Guidelines and the provisions of Chapter 2 and Chapter 22-½ of the Code.

**ALL PERSONS WHO FAIL TO COMPLY WITH THE CODE, INCLUDING CHAPTER 2 AND CHAPTER 22-1/2, MAY RECEIVE A CIVIL PENALTY PURSUANT TO CHAPTER 8-1/2 OF THE CODE. FAILURE TO MAKE TIMELY PAYMENT OF SUCH CIVIL PENALTIES, OR TO MAKE A TIMELY APPEAL THEREOF, MAY RESULT IN THE SUSPENSION OR REVOCATION OF THE PERSON'S CONTRACT, LICENSE, LEASE, OR PERMIT WITH THE COUNTY.**

It is imperative that ground transportation providers review all provisions of the Code and these Operational Guidelines in detail to avoid violations and penalties. The enforcement of the Code, these Operational Guidelines, and any other rules and regulations pertaining to FLL are vested in the Broward County Sheriff and each of his or her deputies, the authorized representatives of the County, and any other enforcement officers and persons as may be lawfully authorized.

## Registration of Ground Transportation Providers and TNCs

It shall be unlawful to operate any "Motor Vehicle" for hire, as such term is defined in Chapter 22-½ of the Code, upon the streets of Broward County (including FLL) without first obtaining a current, valid permit in accordance with the provisions of Chapter 22-½ of the Code. Additionally, it shall be unlawful for any person to drive, operate, or control any "Motor Vehicle" for compensation over any street in Broward County (including FLL) without first obtaining a chauffeur's registration in accordance with the provisions of Chapter 22-½ of the Code. Applications for such permits and chauffeur's registrations shall be made with: Environmental Protection and Growth Management Department - Environmental and Consumer Protection Division ("ECPD"), located at the Broward County Government Center West, 1 North University Drive, Bldg. B, Plantation, Florida 33324. Contact the ECPD at (954) 765-1700 and/or <http://broward.org/consumer> for further details.

All vehicles providing "Prearranged Ground Transportation Services" at FLL, as such term is defined in Chapter 2 of the Code, including "Motor Vehicles" and "Courtesy Vehicles," as such terms are defined in Chapter 22-½ of the Code, must display a decal issued by BCAD in accordance with the provisions of Chapter 2 of the Code. Decals will not be issued without first obtaining the necessary permits from ECPD. Such decals are in the form of automatic vehicle identification transponders ("AVI"), and must be placed on the windshield by the Curbside Manager. Applications for decal shall be made to the Curbside Manager located at 3550 SW 2nd Avenue, Building #7, Fort Lauderdale, Florida 33315. A fee will be charged for each decal. Only a business check or money order will be accepted.

Transportation Network Company ("TNC"), for the purposes of these Operational Guidelines, means each individual, partnership, association, corporation, or other entity that uses a digital network platform or software application service to connect passengers to TNC Services (hereinafter defined) provided by TNC Drivers (hereinafter defined) as provided in Section 627.748, Florida Statutes. "TNC Services" means transportation of a passenger using a TNC Vehicle (hereinafter defined) that is used by a TNC Driver to provide ground transportation services to or from FLL, prearranged through a TNC's digital network platform or software application service. "TNC Driver" means an individual who uses a TNC Vehicle to provide prearranged ground transportation services through a TNC's digital network platform or software application service. TNC Vehicle means each vehicle registered and used by a TNC Driver to provide TNC Services.

Before providing TNC Services at FLL, all TNCs must either (1) apply for an AVI with BCAD through the Curbside Manager ("Option 1") or (2) apply with BCAD through the Curbside Manager and enter into an agreement with the County allowing its TNC Drivers to provide TNC Services ("Option 2"). TNCs electing Option 1 must receive a decal, in the form of an AVI, for all TNC Vehicles for tracking and billing purposes. TNCs electing Option 1 or Option 2 shall make application directly to the Curbside Manager on the Application Form (see **Exhibit 8**). Completed forms and required information are to be mailed or delivered to the Curbside Manager at 3550 SW 2nd Avenue, Building #7, Fort

Lauderdale, Florida 33315, for processing and approval before providing TNC Services. TNCs shall contact the Curbside Manager at 953-359-5522 for further details.

## **Additional Requirements for Ground Transportation Providers**

### **A. Requirements for Ground Transportation Providers (Except TNCs)**

1. Entities providing ground transportation services at FLL (individually, “Ground Transportation Provider,” and collectively, “Ground Transportation Providers”) must ensure that their drivers are familiar with these Operational Guidelines.
2. Ground Transportation Providers must ensure that their drivers do not pick-up or drop-off persons in drive thru lanes that are designated for the flow of active vehicular traffic or in any area that is designated for a different provider.
3. Ground Transportation Providers must ensure that their drivers comply with these Operational Guidelines.

Violations of the above may result in civil penalties to the Ground Transportation Provider pursuant to Chapter 8-½ of the Code.

### **B. Requirements for TNCs**

1. All TNCs that enter into an agreement (“Operating Agreement”) with the County allowing its TNC Drivers to provide TNC Services (i.e., Option 2) shall establish and maintain a Geofence, as the term is defined in the Operating Agreement, that prohibits each of its TNC Drivers from receiving any requests for any passenger Pick-ups at the Airport while the TNC Vehicle is located within Airport or Port Everglades (“Port”) property, except as set forth in paragraph 2. For purposes of the Geofence, the Port property is depicted in Exhibit A to the Operating Agreement and the Airport property is depicted in **Exhibit 7** hereto. “Pick-up” means each time a TNC Driver accesses Airport property and stops to pick up one or more passengers from the Airport Terminals.
2. All TNCs that enter into an Operating Agreement with the County allowing its TNC Drivers to provide TNC Services (i.e., Option 2) shall establish and maintain technology that requires each of its TNC Drivers to be in the Charter/Cruise Buses, Shared-Ride Concession and Ride-Sharing (TNC) Staging Lot identified in **Exhibit 6** and located at 1800 SW 34<sup>th</sup> Street, Fort Lauderdale, FL 33315, when accepting Pick-up requests.

Violations of the above may result in civil penalties to the TNC pursuant to Chapter 8-½ of the Code.

### **C. Requirements for Drivers**

The following rules must be followed by the drivers of each of the applicable Ground Transportation Providers. Violations of the below may result in civil penalties to the applicable driver pursuant to Chapter 8-½ of the Code.

1. *Taxicabs*

- a. Drivers must not loiter in the Ground Transportation Areas (“GTAs”)
- b. Drivers must not leave their vehicles unattended at FLL.
- c. Drivers must not repair their vehicles at FLL. Drivers must follow the instructions of the Curbside Manager regarding any emergency repairs.
- d. Drivers must not stop, stand, or park on Perimeter Road at the entrance to the Taxicab Staging Lot identified in **Exhibit 5**. If the Taxicab Staging Lot is full, drivers must depart the area and may return when the lot re-opens.
- e. Drivers must not obstruct the normal business of the Taxicab Staging Lot.
- f. Drivers must follow the instructions of the Curbside Manager regarding staging at FLL.
- g. Drivers must load passengers in the designated taxicab dispatch areas on the lower level Terminal curbs or GTAs. Passenger loading outside of designated areas, including the upper level depicted on **Exhibit 2**, is strictly prohibited.
- h. Drivers must ensure that their vehicles properly display the decal issued by BCAD and the permit issued by ECPD.
- i. Drivers must comply with the current FLL Taxicab Program and must be operating under a fully executed Taxicab Program Contract.
- j. Drivers are prohibited from accepting any street hails, soliciting rides, or picking-up passengers other than through the dispatch of the Curbside Manager.
- k. Drivers must ensure that their vehicles have an operating meter with no flat rates, except for those approved by BCAD.
- l. Drivers must communicate with the Curbside Manager in person, via email, or via phone.
- m. Drivers must ensure that their vehicles have working meter and credit card machines. The Curbside Manager will advise all guests while loading about this requirement and will verify that it is in fact in working order.

2. *Courtesy Vehicles, including Hotel/Motel and Off-Airport Parking Shuttles*

- a. Drivers must pick-up on the lower level at designated GTAs, and must drop-off on the upper level.
- b. Drivers must only use the GTAs for active loading. Staging in the GTAs or blocking other ground transportation services is strictly prohibited.
- c. Drivers must not leave their vehicles unattended at FLL.



- d. Drivers must ensure that their vehicles properly display the decal issued by BCAD and the permit issued by ECPD.

3. *Charter Bus Operations, including Cruise Buses*

- a. Drivers must ensure that their buses are thirteen (13) feet in height or less.
- b. Drivers must only load/unload at designated bus loading/unloading areas.
- c. Drivers must park parallel to the curb. No angled parking is allowed.
- d. Drivers of Cruise/Charter Buses must not offload on the lower level without prior approval by BCAD or the Curbside Manager.
- e. Drivers must only access the terminal GTA curb when all passengers are ready for immediate loading.
- f. Drivers must ensure that passengers remain on the curb until the bus is ready for loading.
- g. Drivers must ensure that their passengers retrieve their baggage only from the curbside of the bus. Drivers are prohibited from allowing passengers to retrieve baggage from the roadway side of the bus.
- h. Drivers must ensure that their vehicles properly display the decal issued by BCAD and the permit issued by ECPD.
- i. Drivers must comply with the rules, procedures, and requirements set forth in the Cruise Operations & Ground Transportation Handbook located online at:  
<http://www.broward.org/Airport/passengers/Transportation/Pages/Cruise-and-Ground-Transportation.aspx>

4. *Prearranged Limousines, Sedans, and Vans*

- a. Drivers may park in the designated areas in Level 1 of the Palm Parking Garage or Level 2 of the Hibiscus Parking Garage at FLL in order to meet and collect passengers at the designated prearranged meeting areas located in the baggage claim areas of the Terminals (see **Exhibit 4**).
- b. Drivers waiting for their passengers in the dedicated waiting areas may hold one 12" x 12" sign (hard copy or digital) stating the name of the passenger and the transportation company. No other signs are allowed.
- c. Upon receiving notification that their passengers and baggage are immediately available for pick-up, drivers must load their passengers in the curbside areas located at the GTAs on the lower level (see **Exhibit 1**).

- d. If passengers are not available, the driver vehicle must depart the Terminal curb, GTA, or terminal roadway.
- e. Drivers must load from designated loading lanes only; not from drive thru lanes.
- f. Drivers must ensure that passengers load using curbside doors only.
- g. Driver shall have in their possession, available for inspection, adequate evidence of prearranged passenger information to include passenger name, flight information, pick-up time, and destination.
- h. Drivers must ensure that their vehicles properly display the decal issued by BCAD and the permit issued by ECPD.
- i. Drivers are prohibited from accepting any street hails, soliciting rides, or picking-up passengers other than by prearrangement.

5. *Transportation Network Companies (TNCs)*

- a. TNC Drivers may accept requests for passenger Pick-ups at the Airport only as authorized by these Operational Guidelines.
- b. TNC Drivers may accept requests for passenger Pick-ups only while in the Charter/Cruise Buses, Shared-Ride Concession and Ride-Sharing (TNC) Staging Lot identified in **Exhibit 6** and located at 1800 SW 34<sup>th</sup> Street, Fort Lauderdale, FL 33315. Pick-up requests cannot be accepted while in any other location.
- c. TNC Drivers may only enter the Airport roadway system after accepting a Pick-up request and upon notification that the passengers and their baggage are immediately available for pick-up. If passengers are not available and ready for immediate loading or unloading, the TNC Driver must depart the Airport roadway system immediately.
- d. TNC Drivers may only load in the curbside areas located in the lower level GTAs (see **Exhibit 1**).
- e. TNC Drivers must not dwell/stage on Airport property other than at the Charter/Cruise Buses, Shared-Ride Concession and Ride-Sharing (TNC) Staging Lot.
- f. TNC Drivers must conduct themselves in an orderly and proper manner so as not to annoy, disturb, or be offensive to others. All TNC Drivers must conduct themselves at all times in a courteous manner toward the public and in accordance with the rules, regulations, and policies developed by County, as may be amended from time to time.
- g. TNC Drivers must ensure that their vehicles display Trade Dress (hereinafter defined) that is identifiable from at least fifty (50) feet away, as determined by BCAD. "Trade Dress" means a logo, insignia, or emblem that is attached to or visible from the exterior of a TNC Vehicle that identifies the TNC with which the TNC Vehicle is affiliated.

- h. TNC Drivers must ensure that their vehicles are registered with the TNC.
- i. TNC Drivers must load from designated loading lanes only; not from drive thru lanes.
- j. TNC Drivers must ensure that passengers load using curbside doors only.
- k. TNC Drivers must comply with all directions of the Curbside Manager.
- l. TNC Drivers must have in their possession, available for inspection, adequate evidence of a TNC passenger ride confirmation. This confirmation shall be on the digital platform used by a TNC to connect TNC Drivers and passengers and must display the name of the TNC Driver and information on the TNC Vehicle, including license plate number.
- m. TNC Drivers must ensure that their vehicles properly display the decal issued by BCAD if working under a TNC that elected to use the AVI system instead of entering into an Operating Agreement with the County.
- n. TNC Drivers must not accept any street hails, solicit rides, or pick-up passengers other than by prearrangement through a TNC digital platform.

6. *Shared Ride Concession Operator*

- a. The Airport's concessionaire that operates on-demand shared ride limousines, sedans and vans is permitted to load passengers in designated share ride loading zones located on the lower level only (see **Exhibit 1**). On-demand vehicle drivers are only permitted to stage in designated GTA 0 located at the east end of Terminal One in their assigned area.

7. *Off-Airport Rental Car*

- a. Drivers are prohibited from picking-up or dropping off in/at Terminal curbs or GTAs.
- b. Drivers must use the Consolidated Rental Car Facility Bus Stop #7 designated for off airport rental car shuttle buses.
- c. Drivers servicing both off-airport rental car and off-airport parking must use the Consolidated Rental Car Facility Bus Stop designated for off airport rental car shuttles.
- d. Drivers must ensure that their vehicles properly display the decal issued by BCAD and the permit issued by ECPD.

8. *All Vehicles, including TNCs*

- a. Drivers must not stop, stand, or park at any place other than areas designated for ground transportation services.
- b. Drivers of delivery vehicles must not stop, stand, or park at any place other than an area designated by BCAD, and shall not impede or hinder the safe movement of traffic at the FLL.
- c. Driver must not stop, stand, or park a vehicle in an officially designated restricted use zone. A “restricted use zone” is defined as an area where parking, standing, or stopping is reserved for an authorized vehicle.
- d. Drivers must not leave their vehicles unattended at FLL.
- e. Drivers must not litter. All garbage must be placed in garbage disposal receptacles.
- f. Drivers must not distribute literature or solicit funds.
- g. Drivers must not repair, clean, or perform any maintenance on any vehicles while Airport property
- h. Drivers must not loiter in traffic lanes.
- i. Drivers must not pick up any passengers on the upper level.
- j. Drivers must not tamper with or disable any decals, permits, or other devices used for tracking.
- k. Drivers must not use foul language or unprofessional behavior while on Airport property.
- l. Drivers must not use Emergency Exit doors for non-emergency purposes.

D. Curbside Delivery

The following rules must be followed by drivers. Violations of the below may result in civil penalties to the applicable driver pursuant to Chapter 8-½ of the Code.

1. Deliveries lower level are only approved for the locations depicted in **Exhibit 3**.
2. Gate 100 and parking Garages - Deliveries are permitted at all times.
3. Vehicles must be attended at all times.
4. All vehicles are subject to security inspection.
5. Deliveries are not authorized on the upper level.

**Note:** Should an organization need a special accommodation, BCAD is willing to coordinate special needed deliveries to ensure that operational impacts are mitigated.

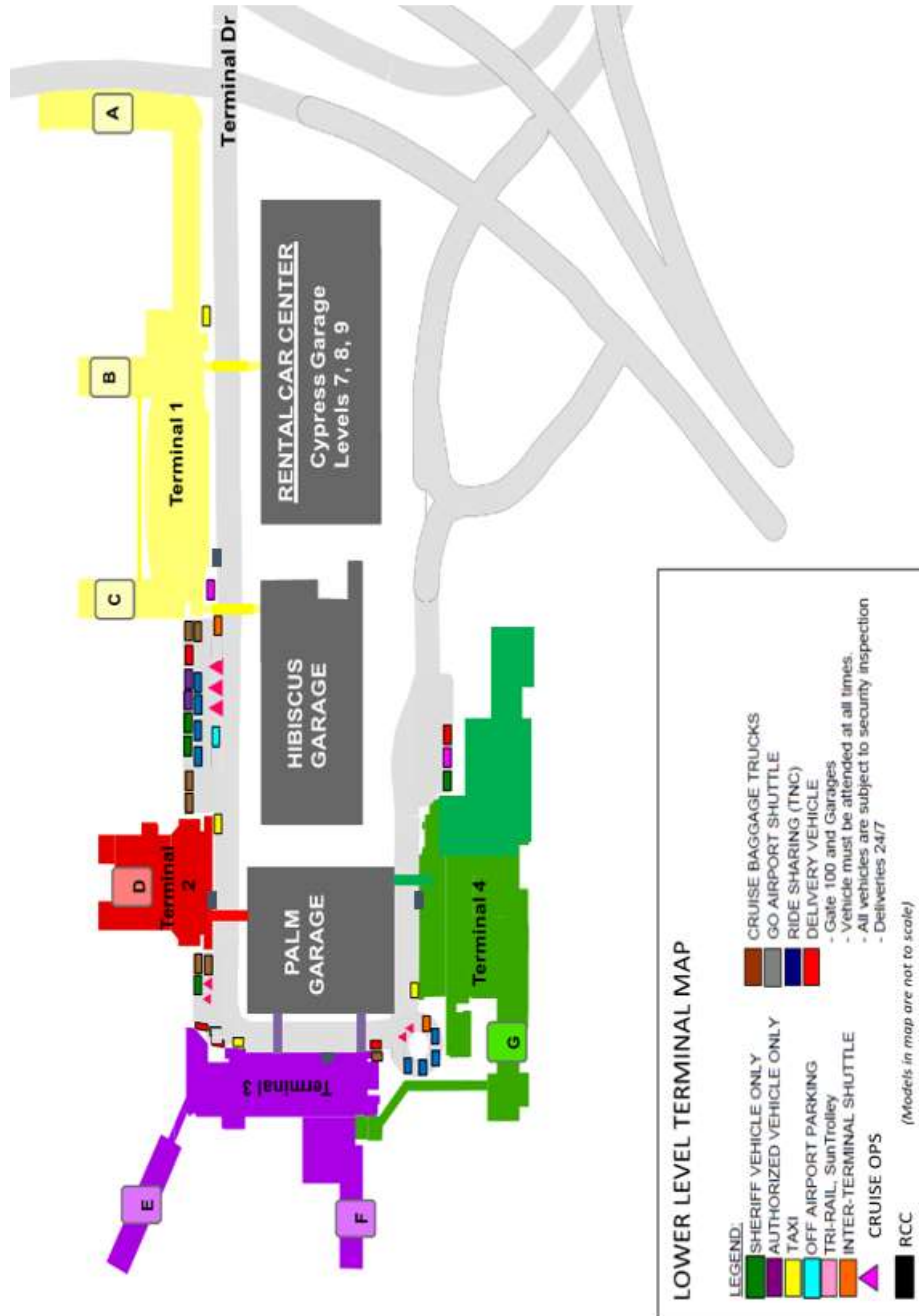
E. Ground Transportation Staging Lots

1. Taxicabs are authorized to utilize the Taxicab Staging Lot depicted on **Exhibit 5**. If/when the lot reaches capacity, the Curbside Manager will direct the drivers to leave the area until space is available. Drivers must not stage on the roadway shoulder along 10th Street, or elsewhere on Airport property, except as authorized pursuant to these Operational Guidelines.
2. GO Airport Shuttle & Executive Car Service (“GO Airport Shuttle”) (FLL Airport concessionaire for on-demand shared ride limousines, sedans, and vans), Airport permitted prearranged charter buses with a seating capacity of over 20 passengers, and TNC Drivers are authorized to utilize the Charter Cruise Bus, Shared Ride Concession, and Ride Sharing Staging Lot depicted on **Exhibit 6**. If/when the lot reaches capacity, the Curbside Manager will direct the drivers to leave the area until space is available. Drivers must not stage on the roadway shoulder along 10<sup>th</sup> Street, or elsewhere on Airport property, except as authorized pursuant to these Operational Guidelines.
3. Dispatch from the staging lot(s) is as follows: Taxicabs will be dispatched by the Curbside Manager in accordance with the FLL Taxicab Program. GO Airport Shuttle vehicles will be dispatched directly by Go Airport Shuttle personnel. Prearranged charter buses must remain in the lot until notified by their company dispatchers that their passengers are assembled and ready for immediate boarding at the Airport Terminal curb.
4. BCAD has adopted policies, procedures, and rules governing use of the Staging Lot(s). Copies are given to permitted users and are available through the Curbside Manager. Any personal property will be taken to Lost and Found if the owner cannot be located. All efforts will be made to identify the owner of the lost item. No outside items are permitted in the staging lots such as folding tables, chairs, or banners. There is also no dumping of trash or other items into the dumpsters located in each of the staging lots.

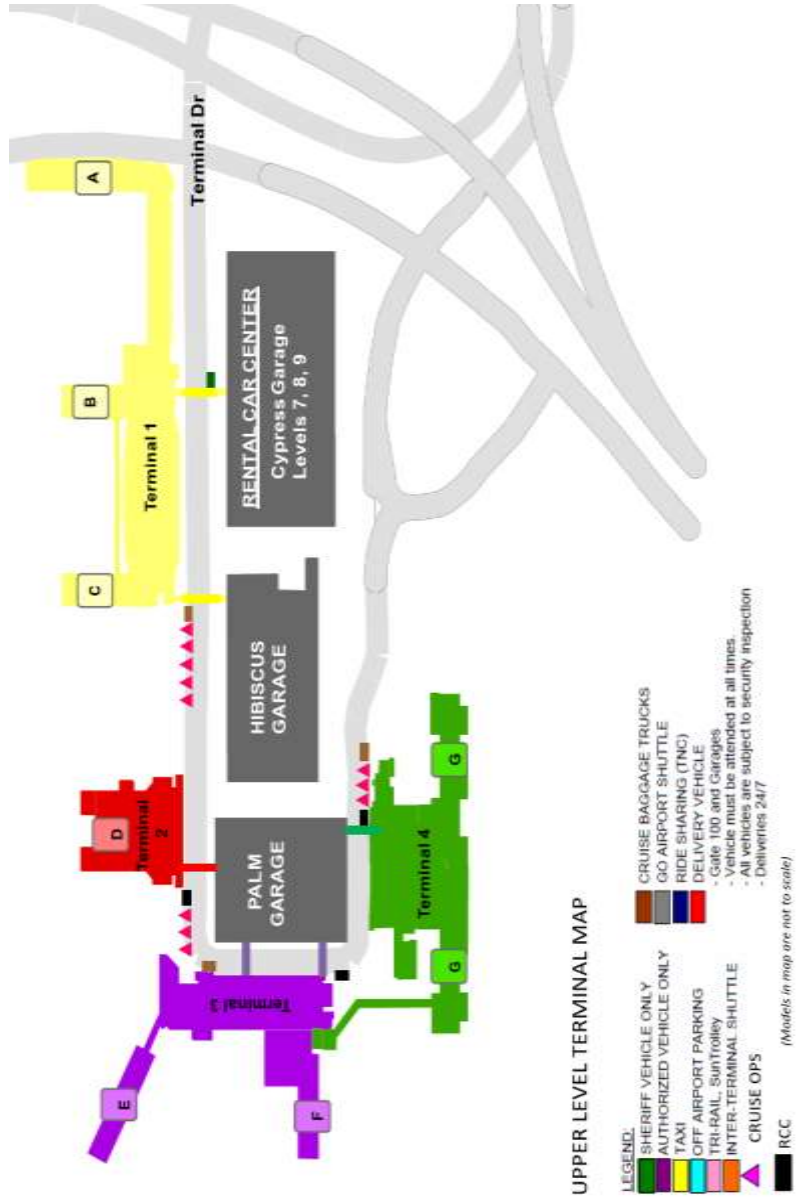
F. Prearranged Assembly Areas

1. Drivers are prohibited from standing at the base of escalators or at exit door vestibules. Drivers are subject to periodic credential checks by employees of the Broward Sheriff’s Office, the County, BCAD, or the Curbside Manager. Drivers must have in their possession a valid chauffeur’s registration and a trip sheet with passenger names and flight information. Solicitation of passengers who have not prearranged ground transportation services with the driver’s company shall be subject to enforcement action in accordance with County Ordinances. (see **Exhibit 4**).

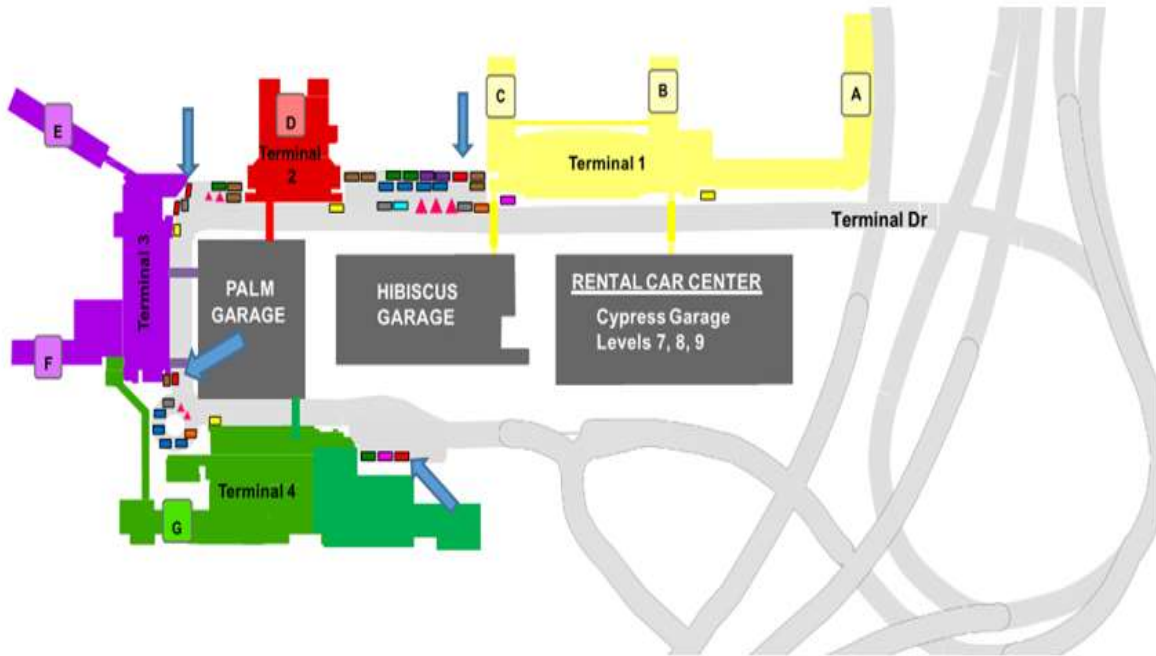
# EXHIBIT 1 - Designated Curbside Locations for Ground Transportation Services (Lower Level)



## EXHIBIT 2 - Designated Curbside Locations for Ground Transportation Services (Upper Level)



### EXHIBIT 3 - Delivery Locations - Lower Level

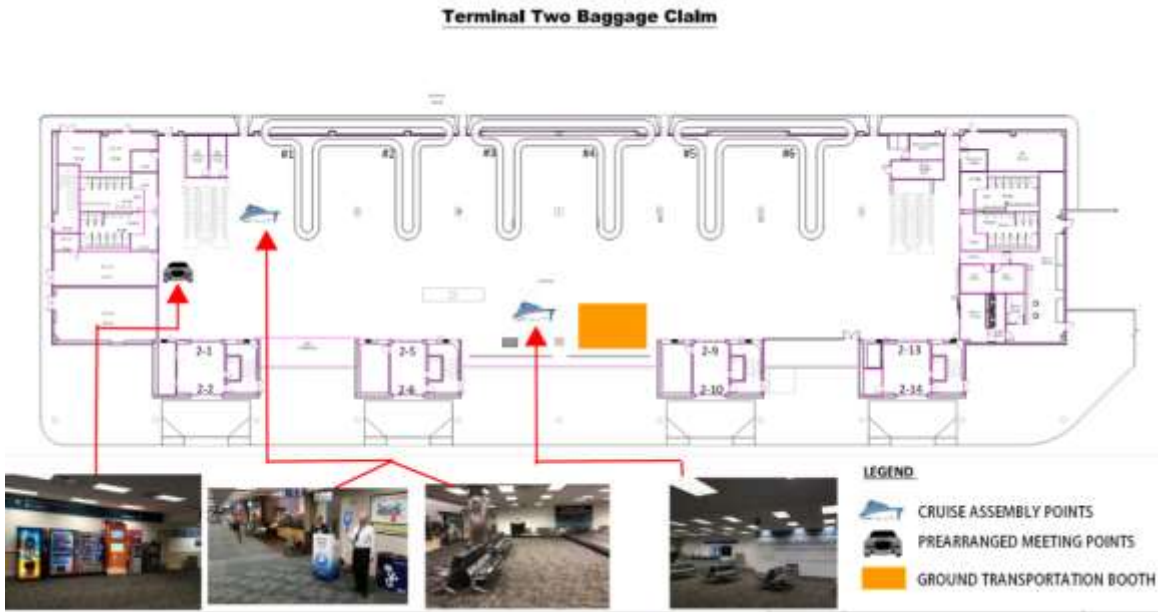
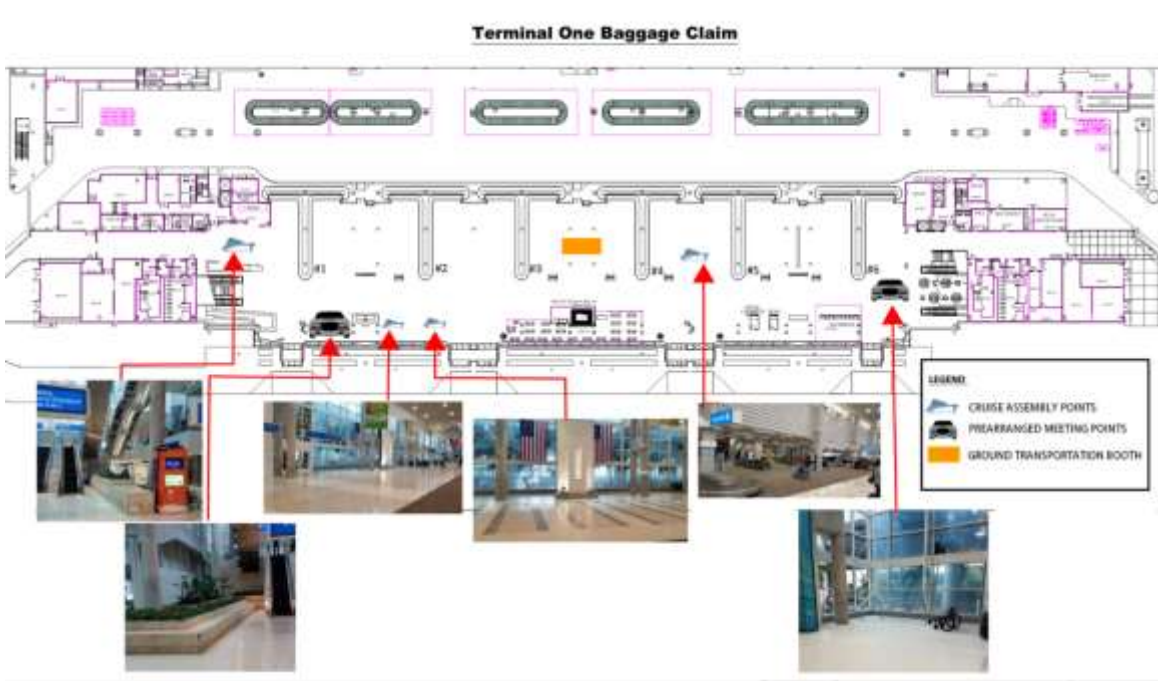


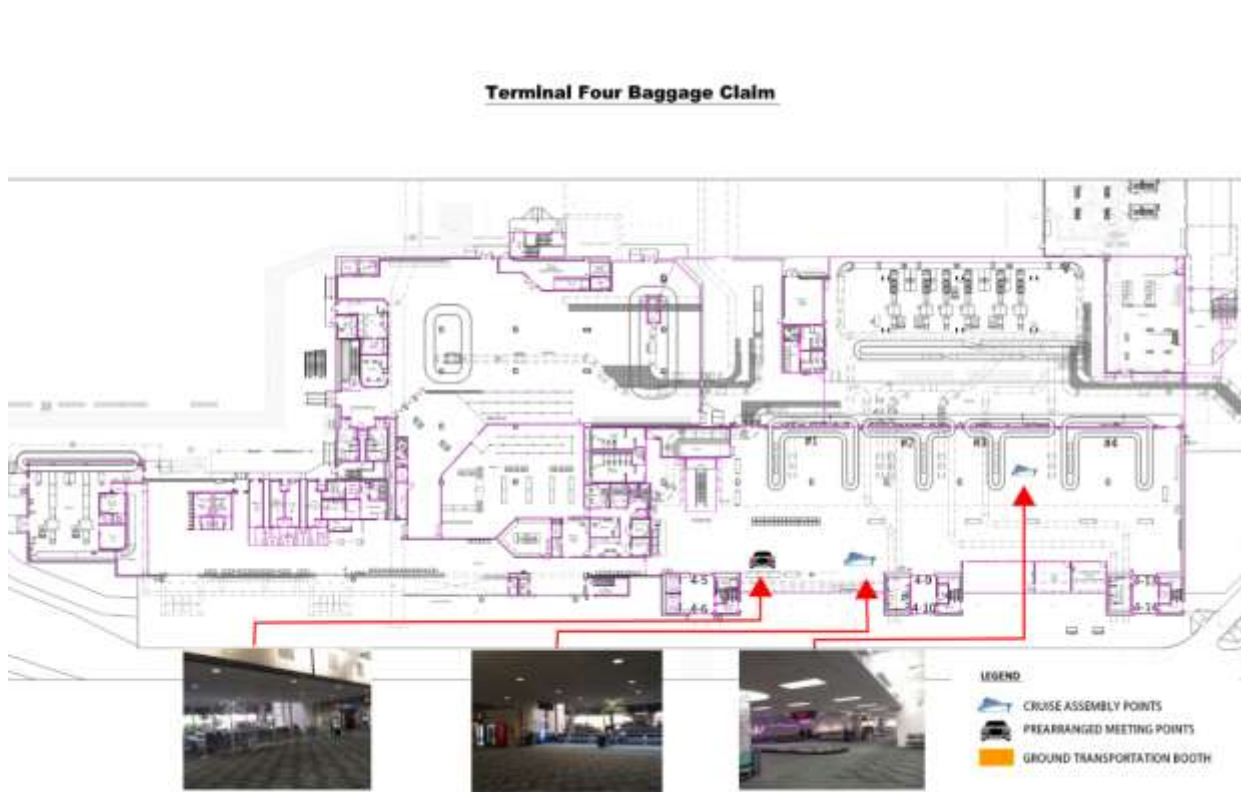
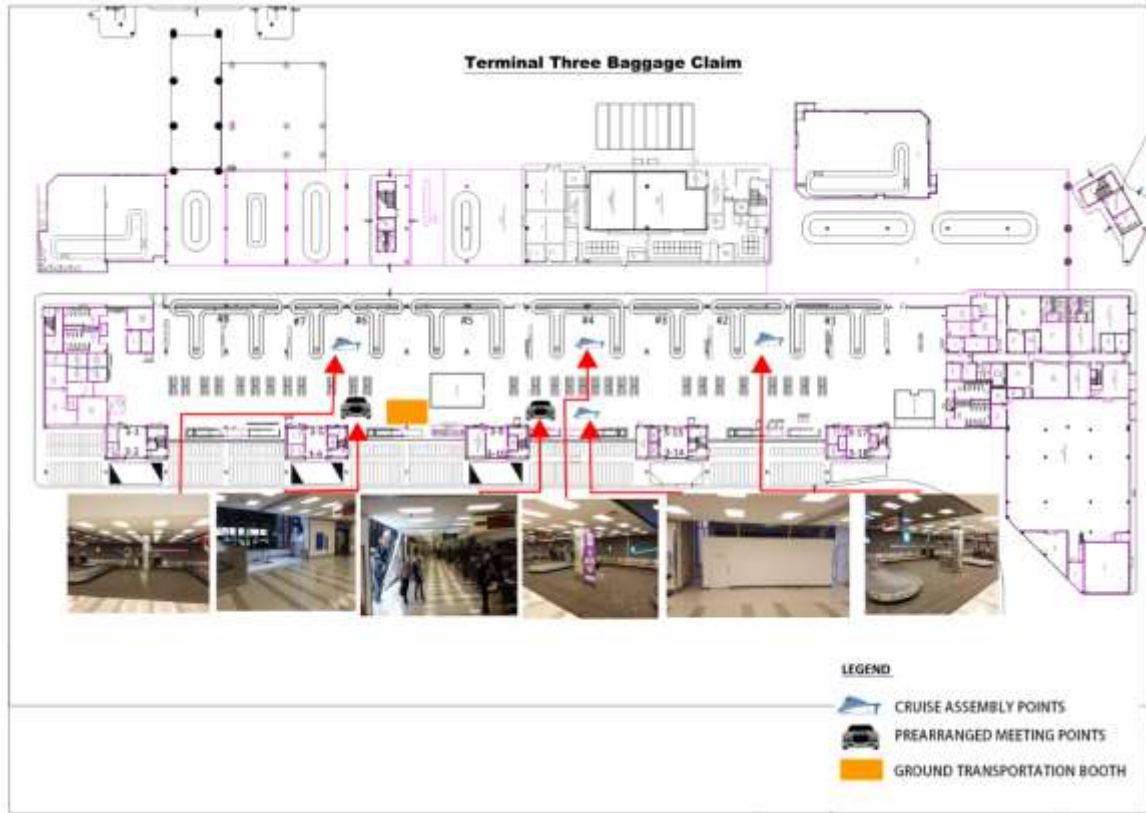
#### Delivery Policy |

- 24/7 lower level only
- Gate 100 and Garages
- Vehicles must be attended at all times and are subject to security inspections



# EXHIBIT 4 - Prearranged Assembly Areas





**EXHIBIT 5 - Taxicab Staging Lot**



**Address: 500 NE 10<sup>th</sup> Street, Dania Beach, Florida, 33004**

## EXHIBIT 6 - Charter/Cruise Buses, Shared-Ride Concession, and Ride-Sharing (TNC) Staging Lot



Directions: FROM I-95: Take S.R. 84 East to S.W. 4<sup>th</sup> Ave., go South (right turn) to Perimeter Road, and follow roadway to Westside of Airport. The staging area will be on the left side. FROM US1: Take S.R. 84 West to S.W. 4<sup>th</sup> Ave., follow directions above to Perimeter Road.

## EXHIBIT 7 - Airport Boundary Map



Airport property consists of all areas in solid yellow, all areas with a yellow, blue diagonal hatch, and all areas in light orange.

**EXHIBIT 8 - GROUND TRANSPORTATION SERVICE PROVIDER APPLICATION**

**Prearranged**

**Courtesy Operator**

**TNC**

DATE OF APPLICATION \_\_\_\_\_

OPERATOR NAME \_\_\_\_\_

DBA \_\_\_\_\_

ADDRESS \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

TELEPHONE \_\_\_\_\_ CELL \_\_\_\_\_

FAX \_\_\_\_\_ EMAIL \_\_\_\_\_

NUMBER OF VEHICLES BEING REGISTERED (Not applicable to TNC applying for an Operating Agreement)

\_\_\_\_\_

AUTHORIZED REPRESENTATIVE \_\_\_\_\_

The undersigned hereby agrees to pay all applicable fees and charges to operate its vehicles in accordance with the rules and regulations issued by Broward County Environmental Engineering and Permitting Division and Broward County Aviation Department.

Signature \_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_

BCAD FINANCE ACCOUNT NUMBER \_\_\_\_\_