



Reno-Tahoe Airport Authority

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July 1, 2024

Ground Transportation Operators – Transportation Policies and Procedures

1. While the Airport Authority reserves the right to regulate all aspects of Ground Transportation (GT) activities pursuant to Landside Operating Policy and the GT Permit; a valid GT Permit *is* required to pick up passengers at the airport.
2. Ground Transportation Companies *are* required to have a GT Permit with Reno-Tahoe Airport Authority (RTAA) and comply with the conditions outlined in the Permit to pick-up passengers.
3. Any infraction of the Policies and Procedures listed below witnessed by airport staff in person or on airport surveillance will be subject to a fine and blocked from the GT area for ten days for the first infraction and permanently for the second infraction, unless otherwise stated below.
4. Ground Transportation Operators picking up passengers at the Reno-Tahoe International Airport *are* required to be fitted with a transponder before they will be permitted to operate at the RTAA.
5. Drivers; the expectation is that drivers will be clean, courteous, and professional. Drivers are not only a reflection of the company they work for, but of the region and of the RTAA.
6. All vehicles must conduct loading of passengers inside the fenced GT Area and with or without passengers, will be charged the current fee based on the Master Fee Resolution.
7. “Tailgating” or “Piggybacking” into or out of the GT Area *is* prohibited and Ground Transportation providers *will be* subject to a fine of \$100 and may be blocked from operating (picking up passengers) at the airport for ten days for the first infraction and permanently for the second infraction. The TSA and the RTAA consider this a very serious infraction.
8. Leaving a vehicle unattended inside the GT Area at any time for any reason *is* prohibited. A Ground Transportation provider leaving a vehicle unattended inside the GT Area *will be* subject to a fine of \$100 and blocked from operating (picking up passengers) at the airport for ten days for the first infraction and permanently for the second infraction. The TSA and the RTAA consider this a very serious infraction.
9. Back-Loading is prohibited at Reno-Tahoe International Airport. Back-Loading is picking up passengers at any location outside of the GT Area. Back-Loading can occur anywhere on Airport property, but most frequently occurs in the Parking Garage, at the front curb or in the vendor parking area north of GT. Ground Transportation providers caught Back-Loading *will be* subject to a fine of \$100 and blocked from the GT Area for ten days for first infraction and subject to permanent loss of operating privileges at the airport for a second infraction.

10. Unless specifically authorized, Ground Transportation providers are not permitted to park in the garage, if needing to go inside the airport to retrieve the passenger, they may park in the Limousine/Shuttle parking area at Reno-Tahoe International Airport. Ground Transportation providers parking in this area must still enter the GT to pick up the passenger or they may receive a Back-Loading fine, see section 9.

11. As of May 20th, 2024, all commercial passenger drop-offs must be made in the Ground Transportation. Ground Transportation providers caught dropping-off passengers outside of the designated will be subject to a fine of \$100 and blocked from the GT Area for ten days for first infraction and subject to permanent loss of operating privileges at the airport for a second infraction.