



Reno-Tahoe Airport Authority

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July 1, 2022

Airport Taxi Operators – Transportation Policies and Procedures

1. While the Airport Authority reserves the right to regulate all aspects of Ground Transportation (GT) activities pursuant to Board Resolution No. 497 and the GT Permit; for clarification, a GT Permit *is not* required to operate a vehicle that is only dropping off passengers at the airport. However, a valid GT Permit *is* required to pick up passengers at the airport.
2. Taxi 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. Taxi cabs 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. Taxi 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. To comply with the RTAA Board of Trustee's Resolution No. 497, 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. Taxi cabs *are* required to have a prepaid balance of at least \$2 to enter the Taxi Queue. When accounts reach \$4 and \$2 remaining, a yellow light will be displayed when entering the Taxi Queue. At that time, please make a deposit to your account in order to maintain uninterrupted access to the Taxi Queue.
8. Deposits to taxi accounts are to be made at:
gtams.adcompsystems.com/RNO/webportal/ with a minimum of \$5 with a Debit/Credit Card. Deposits can also be made in person at the Landside Operations Administrative offices with a minimum \$20 per deposit and increments of \$5 after the minimum. Debit or Credit Cards are NOT accepted in person at the Landside Office.
9. All taxi cabs *are* required to first enter the Taxi Queue in order to be dispatched to the GT (passenger pick up area), even if they have a "Special Request" or "Personal Call" for immediate dispatch (this includes out of area Taxis and Handicapped pick up vehicles).
10. "Special Requests" and "Personal Calls" may only be requested by passengers to extension 6552 from the Taxi Stand telephone located outside north of the Baggage Claim. Requests can also be made by customers or by Taxi Company Management to telephone number 775-328-6552. The exception to this is for out of area taxis with prearranged passenger pickups.

11. In an effort to minimize traffic congestion and ensure passenger safety, “Special Requests” and “Personal Calls” wait time inside the Ground Transportation area will be limited to 30 minutes. The Airport Authority reserves the right to move taxis that exceed the wait time back into the Taxi Queue.
12. The taxi stand phone is for customer use ONLY. Taxi drivers and Taxi company representatives are PROHIBITED from using the taxi stand phone. Taxi Drivers observed using the taxi stand phone will be subject to fines and suspension, Taxi Company representatives observed using the taxi stand phone may have their GT permit revoked.
13. “Tailgating” or “Piggybacking” into or out of the GT Area *is* prohibited and taxi drivers *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.
14. Leaving a taxi cab unattended inside the GT Area at any time for any reason *is* prohibited. A taxi driver leaving a taxi cab 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.
15. Nevada State law (NRS 706.8847) prohibits, and carries penalties for, refusing to take a fare (for example a passenger who wants to go a short distance). Taxi drivers refusing a fare *will be* subject to a fine of \$100 and blocked from the GT area for five days for the first infraction, ten days for second infraction and subject to permanent loss of operating privileges at the airport for a third infraction.
16. 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. Taxi drivers 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.
17. The RTAA has provided a shelter, trash can and portable toilets at the Taxi Queue that are a benefit for taxi drivers to use while they wait to be dispatched. The expectation is that the shelter, portable toilets and the surrounding area will be kept clean and free of trash. Do not place trash in the portable toilets. Unauthorized items left in the Taxi Queue overnight will be permanently disposed of. If you discover a problem with any of these amenities, please call 328-6552.
18. Unless specifically authorized, Taxis are not permitted to park in the garage or in the Vendor/Limousine parking area at Reno-Tahoe International Airport.