

KARRATHA AIRPORT PASSENGER TRANSPORT VEHICLE OPERATORS

Document Control Statement – This policy is maintained by Karratha Airport. Any printed copy may not be up to date and you are advised to check the electronic copy at on the City website to ensure that you have the current version. Alternatively, you may contact Customer Service on (08) 9186 8555

1. OBJECTIVES

The objectives of this Policy are to:

- a) provide guidelines for the operation of ground transport services, namely for Passenger Transport Vehicle Operators at Karratha Airport;
- b) provide for and encourage Passenger Transport Vehicle Operators to utilise ground transport infrastructure at Karratha Airport;
- c) protect the amenity and character of Karratha Airport;
- d) ensure consistency and quality of ground transport services for patrons of Karratha Airport; and
- e) maintain an appropriate level of safety in the ground transport operations at Karratha Airport.

2. PRINCIPLES

2.1 Application and Interpretation of Policy

- a) This Policy applies to Passenger Transport Vehicle Operators and Drivers at Karratha Airport.
- b) This Policy is to be read in conjunction with the *Transport (Road Passenger Services) Act 2018 (the Act)*.
- c) If a provision of the Policy is inconsistent with the Act, the Act prevails.
- d) References to legislation includes any subsidiary legislation, amendments, and replacement legislation as and when such amendments or replacements occur.
- e) Words used in this Policy have the same meaning as is given to them in the Act.
- f) Plurals of words relate to the singular of those words, and vice versa.

2.2 Definitions

City means City of Karratha.

Driver means an individual driving a vehicle providing the ground passenger transport service on behalf of an Operator.

Operator means a provider of ground passenger transport services who:

- a) operates out of Karratha Airport; and
- b) offers **Community Transport** (the transport of passengers undertaken by a not-for-profit service whose purpose is to improve the community they service); or
- c) offers **Courtesy Transport** (transport provided to a customer, where the transport is additional to the primary service provided and attends the Airport for purpose of provision of passenger ground transport services more than once per day); or
- d) holds one of the following current Government of Western Australia Department of Transport, Passenger Transport Vehicle (PTV) Authorisations:
 - 1. **On-demand Rank or Hail (OD-RH)** (also known as taxis);
 - 2. **On-demand Charter (OD-C)**;
 - 3. **Regular Passenger Transport (RPT)**; or
 - 4. **Tourism Passenger Transport (TPT)**.

Passenger Transport Vehicle (PTV) means a vehicle used or intended to be used in providing a passenger transport service.

2.3 Policy Provisions

2.3.1 Applying to become an Operator

Applications to become an Operator are to be made to the Karratha Airport Management Office and should include:

- a) a copy of the current Government of Western Australia Department of Transport, Passenger Transport Vehicle Authorisation Document with details of all vehicles under that Authorisation (Excluding Community and Courtesy transport);
- b) driver ID document for PTV OD-RH and OD-C Authorisations;
- c) completed Karratha Airport PTV Operator Application form; and
- d) pay any applicable fees and charges

On review and acceptance of the above documents, Karratha Airport Management Office will issue the Operator with a Permit to use the Bus and Taxi lane.

2.3.2 All Operators

The following requirements apply for all authorised Operators and Drivers undertaking ground transport services at Karratha Airport:

- a) the Operator must at all times meet the Department of Transport (DoT) licence and policy conditions;
- b) the Operator must provide a copy of the Government of Western Australia DoT, Passenger Transport Vehicle Authorisation Document with vehicle details to Airport Management upon application for or renewal of the Authorisation, and otherwise upon reasonable request;
- c) vehicles above 22 seat capacity are not permitted to enter the bus and taxi lane and must utilise the designated bus parking area;
- d) each vehicle must hold a Karratha Airport authorised PTV permit and affix the PTV permit sticker in a visible location on the windscreen of the vehicle;
- e) Karratha Airport PTV permits and their associated sticker and proximity card are strictly non-transferrable;
- f) it is an offence to bring or consume alcohol at Karratha Airport other than where the facility is licensed under the *Liquor Control Act 1988*. Operators and Drivers are not to otherwise supply or permit consumption of alcohol within the Airport boundary;
- g) the Operator is not entitled to a booth or advertising within the Airport terminal or car park. This advertising restriction includes, but is not limited to, the installation of any type of advertising device, structure or equipment (e.g. stands or the like). To facilitate meeting and greeting of passengers, a Driver is authorised to hold up to an A4 sized tablet or clipboard with a company name, destination or passengers name on it;
- h) rude, discourteous or nuisance behaviour to Airport staff, Airport contractors, passengers, Operators or Drivers will not be tolerated;
- i) the City retains the exclusive right to make determination regarding an Operator's continuing access to the Airport;
- j) Operators and Drivers must promote a professional image at all times whilst at Karratha Airport and operating from the bus and taxi lane with regards to attire, conduct, hygiene, noise, presentation and vehicular suitability;
- k) double parking or other blocking of any car park roads, lanes and entries will not be tolerated in any circumstance;
- l) Operators and Drivers must comply with all reasonable operational requests from Karratha Airport Management and Front of House staff;
- m) Operators are to immediately report any incidents or emergencies to Airport Management in addition to any relevant emergency services; and
- n) Operators are required to remit full payment of applicable fees and charges for access to ground transport lanes, as determined by the City's Fees and Charges.

The City reserves the right to amend existing or introduce new fees and charges as necessary for regulation of growth and operations.

2.3.3 On-demand Rank or Hail (OD-RH) (also known as Taxis)

- a) When parking in the bus and taxi lane, Taxis must only park in the 5 designated taxi bays.
- b) If none of the 5 designated taxi bays are available in the bus and taxi lane, Drivers must continue through and park in the short term parking area.
- c) The Taxi Driver must stay with the vehicle at all times whilst parked in the bus and taxi lane. Where a Taxi Driver needs to leave their vehicle to meet a passenger in the Airport terminal or attend to any personal needs, the Driver must exit the bus and commercial lane and park in the short term car park in compliance with the standard terms and conditions applicable to users of the short term car park

2.3.4 On-demand Charter (OD-C) & Tourism Passenger Transport (TPT)

If no bay is available in the bus and taxi lane, OD-C and TPT Drivers must continue through and park in the designated bus parking area.

2.3.5 Regular Passenger Transport (RPT)

- a) Authorisation issued to Operators under the RPT category who wish to operate out of Karratha Airport must have Karratha Airport stated as either their pre-defined origin or destination.
- b) No RPT vehicle is to drop off or pick up passengers in the general public short term drop off and pick up lane. Vehicles found to do so will incur an infringement and possible revocation of proximity card and Airport parking access.
- c) If no bay is available in the bus and taxi lane, drivers must continue through and park in the designated bus parking area.

2.3.6 Courtesy and Community Transport

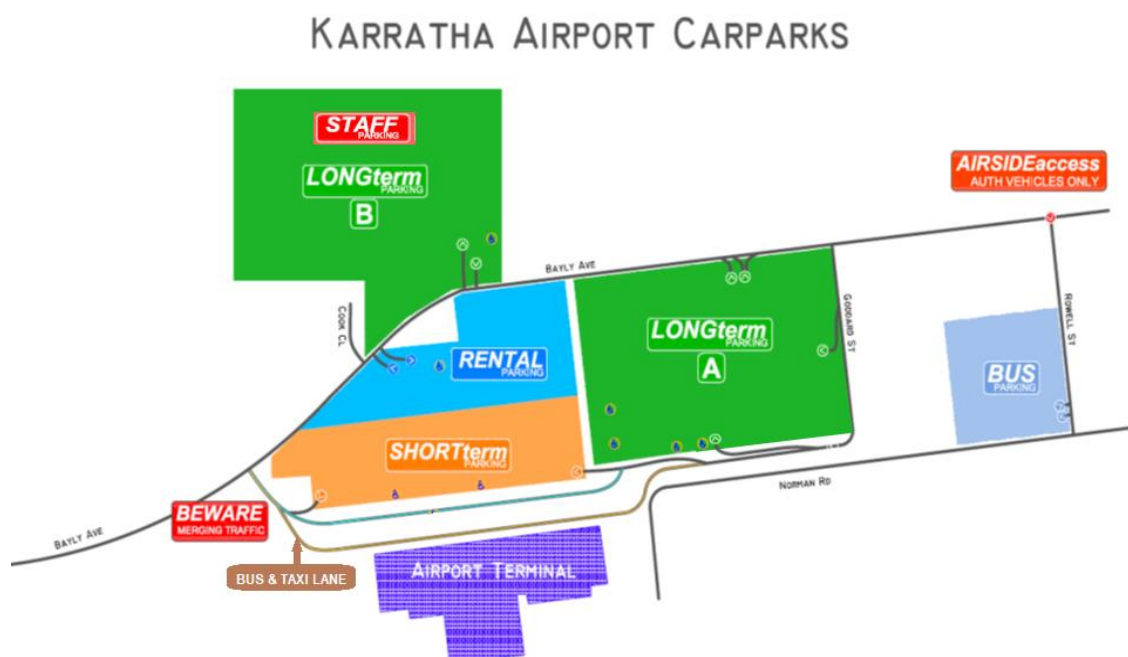
If no bay is available in the bus and taxi lane, drivers must continue through and park in the short term car park.

2.3.7 Penalties

Failure to observe any of the above policy provisions may, as determined by the City to be appropriate, result in any or all of the following penalties:

- a) an Operator and/or Driver being immediately required to leave the Airport;
- b) issuance of infringement(s) in accordance with the City's *Parking and Parking Facilities Local Law 2010* (as amended);
- c) be reported to the police or Department of Transport; and/or
- d) suspension of the Operator's Karratha Airport PTV permit or Driver's Airport access.

2.3.8 Site Map



3. CONSEQUENCES

This policy represents the formal policy and expected standards of the City of Karratha. Appropriate approvals need to be obtained prior to any deviation from the policy. Elected Members and Employees are reminded of their obligations under the Council's Code of Conduct to give full effect to the lawful policies, decisions and practices of the City of Karratha.

4. ROLES AND RESPONSIBILITIES

It is the responsibility of all Drivers and Operators to adhere to the policy, direction and legislation.

Airport Management are accountable for implementing the policy and ensuring that every person or organisation contracted to or acting on behalf of Council adheres to this policy.

Council is responsible for the application of the policy. Council is responsible for the review of the policy.

5. REFERENCES TO RELATED DOCUMENTS

- *Transport (Road Passenger Services) Act 2018*
- *City of Karratha Parking and Parking Facilities Local Law 2010 as amended*
- *Liquor Control Act 1988*
- *Karratha Airport Passenger Transport Vehicle Operator Application*

Policy Number:	TBA
Previous Policy Numbers:	AP-GT-SSO; AP-GT-TCO; AP-GT-TO
Resolution Numbers:	TBA
Last Review:	November 2019
Next Review:	November 2022
Responsible Officer:	Airport Commercial and Terminal Coordinator

This policy takes effect from the date of adoption by Council and shall remain valid until it is amended or deleted.