

**METROPOLITAN AIRPORT AUTHORITY  
OF ROCK ISLAND COUNTY, ILLINOIS**



Quad City International Airport  
2200 69<sup>th</sup> Avenue, P O Box 9009  
Moline, IL 61265

January 7, 2020

Commercial Operator(s)

To whom it may concern:

Late February, 2019, the Board of Commissioners for the Metropolitan Airport Authority of Rock Island County, IL, (MAA) approved a new rates & charges ordinance. In order to continue or begin operations on airport property, commercial operators must have an annual business permit and monthly fees paid to enter or access airport facilities *if you do not have an existing lease or agreement already established*. Commercial operators include local taxis, shuttles (including hotel shuttles & courtesy vehicles) and privately hired or for-profit ground transportation services.

Please fill out the attached commercial operator permit application. There is no physical permit sticker or certificate issued. We have an on-line pay link for all fees to be paid based on receiving an invoice, at [www.qcairport.com](http://www.qcairport.com), under the payments heading at the top of the website menu. Information is posted on the Public Announcements page of the Airport website at <https://www.qcairport.com/notices>. All forms including the tariff sheet are included in this packet.

Fines for non-compliance will begin April 1, 2019.

A handwritten signature in black ink, appearing to read "Ben Leischner", written in a cursive style.

Benjamin J. Leischner, A.A.E.  
Executive Director  
[bleischner@qcairport.com](mailto:bleischner@qcairport.com)

Enclosures: Permit application, tariff sheet, guidelines & minimum standards, checklist of items needed by MAA.



# CHECKLIST

- **Commercial Operator Permit Application and Documentation**

- **Permit Application**

Be sure to select a payment option for permit fee and monthly fee payments.

Note: All future charges will be invoiced monthly.

- **Insurance Coverage: Copy of Certificate of Insurance, with details as follows:**

The Metropolitan Airport Authority of Rock Island County, IL shall be designated as an Additional Insured on both general liability and auto.

- **Copy of Business License from City, County, or State where company is registered.**

- **Review and return a signed copy of the last page of the Rules & Regulations for Commercial Operators (Minimum Standards)**

*The items listed on this sheet must be returned by mail or in person to the MAA offices, along with permit and annual permit application fee. Do not mail cash. Checks, Cashier's check, or online payment accepted at [qcairport.com](http://qcairport.com), see "Payments" section at top of menu.*

MAA  
Attn: Commercial Operator Permits  
P O Box 9009  
Moline, IL 61265

MAA Administrative Offices  
2200 69<sup>th</sup> Avenue, West End  
Moline, IL 61265  
M-F, 8-12; 1-4:30.  
Closed weekends and holidays.



## **Ground Transportation Guidelines for Commercial Ground Transportation/Taxi/Shuttle Operators**

The following ground transportation guidelines outline the general expectations of all parties involved in providing and utilizing ground transportation services at the Quad City International Airport (QCIA) in Moline, IL. Suggestions are welcome and will be given consideration for future policy updates. Ordinance No. 04-11 was passed by the Board of Commissioners on March 16, 2004, which modified the original ordinance as it related to taxicabs and livery services. It is important to remember that “the Authority wishes to ensure that persons using the QCIA have available public ground transportation that such transportation be offered in a reasonable manner and not affect the efficient use of the airport facilities by others.”

## **Permit & Monthly Fees for Commercial Operators, Protocols for Ground Transportation Operators**

Companies licensed to provide taxi or livery services in Iowa or Illinois are required, after the passing of a rates & charges ordinance by the MAA Board of Commissioners on February 19, 2019, to pay an annual permit fee of \$125.00 and monthly fees of \$100.00 in order to conduct business on airport property. This agreement is not the same as a ground transportation licensee agreement which some local area providers may hold, and which may change in the future at the discretion of the MAA.

Companies choosing not to participate in the required-by-ordinance permit process are **prohibited from doing business on the grounds of the airport** which includes picking up and dropping off passengers. Reference the violations on the attached rates & charges (tariff) sheet, or visit [qcairport.com/notices](http://qcairport.com/notices).

Ground Transportation providers are limited to picking up only pre-arranged (appointment-based) fares curbside. There is NO WAITING for non-appointment based business after passengers are dropped off. All directional signage should be followed, and new or additional signage may be added at the discretion of the MAA in the future. No taxi or livery service provider is allowed to verbally solicit a fare on airport property.

## **Customer’s Bill of Rights & Responsibilities, Airport Authority Expectations:**

- >To ride in a clean, safe, secure vehicle, which has an Iowa or Illinois license to operate as such (**identified as TX or LIVERY**)
- >To be transported by a driver who has a current **chauffeur’s registration**, available for inspection, in their possession
- >To be transported by a driver who is neat in appearance, providing professional and courteous service
- >To smoke only with driver permission, and not if no smoking signage or placards are present in the vehicle
- >To pay for the transportation based on an operating taximeter, on a website, as may be posted in a displayed rate case (if applicable) or verbally quoted to me in advance.
- >To be transported to my destination by means of the most direct and economical route, unless I agree to or instruct the driver otherwise, and to have a price quoted to me in advance, prior to accepting a ride
- >To report any compliments or complaints with the vehicle or driver in a timely manner to the MAA offices.

## **Driver & Permit Holders Rights, Responsibilities, Vehicle Requirements**

Drivers must wear a badge, nametag, or display the company name or logo on a shirt, cap, jacket, etc. in order to be easily identifiable to the customer. The driver's name and license shall also be displayed inside the vehicle.

All drivers are required to accept passengers who have disabilities, including those accompanied by a service animal. A driver may not discriminate based on race, sex, religion, sexual orientation, age, and/or disability. If special transportation services (i.e. a lift device) are required, the driver will inform the passenger of possible alternatives.

A driver is not required to transport intoxicated persons, disorderly persons, persons who are knowingly violating federal, state or local law, or persons whom the driver has just cause to have fear of personal safety or damage to the vehicle.

A driver shall not smoke while transporting a passenger if the passenger so requests. A driver may request that a passenger not smoke, and this can be indicated by a sign posted in the vehicle.

Drivers shall use discretion when using cellular phones or other electronic devices while passengers are in their vehicle or while their vehicles are moving, as well as abiding by current laws as to the use of cell phones and similar.

All drivers shall present a neat and orderly appearance and shall be clean in dress and in person. Shirts with collars are requested and must have sleeves. Shirts may not have holes or offensive lettering or statements. Slacks, pants or jeans shall be clean with no holes or tears in them.

MAA maintains a zero-tolerance policy for off-color jokes, profanity, or similar inappropriate banter with customers, the public, or airport personnel. Sleeping in vehicles for hire on airport property is not allowed.

A driver is encouraged to ask if the customer has already contacted a different company for service, or has a previous appointment. The preferred method is to allow that ride/reservation to continue as reserved unless the passenger indicates that they have cancelled or called off the previously reserved service.

Every vehicle shall have printed on the outside of one door, on each side of the vehicle, lettering or logo/name which is clearly readable with the company name. Interior company identification in the vehicle is also preferred.

All vehicles shall be clean and well maintained in appearance inside and out, and free of offensive odors. Vehicles shall be comfortable for passengers and free of debris. If the vehicle has a trunk, it shall be kept clear of unnecessary articles to allow for luggage storage.

All vehicles must be equipped with some form of communication device capable of summoning emergency aid.

All vehicles are subject to MAA inspection.

Certificates of insurance must be provided to MAA declaring amounts of coverage greater than or equal to the amount required by the appropriate government which registered the taxi or livery company.

The MAA (Metropolitan Airport Authority of Rock Island County, IL) must be named as an additional insured for both general liability and auto insurance coverage. Vehicles being leased to independent contractors by taxicab or livery companies are not eligible to participate at this time OR must comply with all previously listed rules, regulations and requirements.

The MAA will display company information, including reservation telephone numbers and websites, for all paid/permitted commercial operators at <https://www.qcairport.com/transportation>, and under the visual website heading of “transportation” on the airport website.

The public safety department is available 24 hours/day to address safety concerns at 309-757-1739. Compliance issues should first be addressed to Public Safety. Should issues not be resolved in a timely manner, contact Benjamin Leischner, Executive Director, at the administrative offices during regular business hours.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*Please include a **COPY** of this signed sheet with the other requested items.*

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2200 69<sup>th</sup> Ave., PO Box 9009, Moline, IL 61265  
309-764-9621