



**OPERATIONAL DIRECTIVE NO. 81 - 42**

**Last Modified: January 6, 2017**

**Effective: July 6, 2024**

**SUBJECT: MIAMI INTERNATIONAL AIRPORT (MIA) TAXICAB OPERATIONS**

**PURPOSE:** To ensure efficient taxi service at Miami International Airport (MIA); to provide a fair and manageable system for equitable fare opportunities for the taxicab industry; and to establish policies and procedures for the operation of taxicabs while engaging in the transportation of passengers and baggage to, at, and from MIA.

**I. AUTHORITY:**

- A. Operational Directive No. 99-03, Aviation Department Written Directive System.
- B. Operational Directive No. 99-2, Aviation Department Operational Directives
- C. Chapter 25-1.2, 25-4.1 - Miami-Dade County Code, Miami-Dade Aviation Department Rules and Regulations
- D. Chapter 31 - Miami-Dade County Code, Vehicles for Hire.
- E. Miami-Dade County Ordinance 81-85, For-Hire Vehicle (Taxicab) Regulatory Ordinance.

**II. DEFINITIONS:**

- A. Airport – Miami International Airport (MIA), owned by Miami-Dade County and operated by the Miami-Dade Aviation Department (MDAD)
- B. Ambassador Taxicab – The Ambassador Taxicab Program requires taxicabs be equipped with the latest technologies and safety features and provides passengers certain amenities and benefits. Only taxicabs and chauffeurs who obtain the Ambassador Cab designation will be authorized to provide service at MIA, including the Miami Intermodal Center (MIC).
- C. ARTS – Airport Regional Taxicab Service. A specific taxicab operation designed to provide service within predetermined and geographically defined airport zones. At MIA these taxicabs are blue in color and must have also obtained Ambassador Cab designations.
- D. DTPW-PTRD – Refers to the Department of Transportation and Public Works – Passenger Transportation Regulatory Division



- E. Holding/Pick up Zones – Areas throughout the Terminal curbside arrivals area designated for taxi operations and overseen by taxi Starters (refer to Annex 5).
- F. MDAD – Miami-Dade Aviation Department
- G. MIA – Miami International Airport
- H. Odd/Even Dates – Odd and even dates refer to the calendar dates ending in either an odd number (1, 3, 5, 7, 9) or an even number (0, 2, 4, 6, 8). This system is used for scheduling purposes and restricting access to the Taxi Storage Lot.
- I. Starter – An authorized Aviation Department employee who dispatches taxicabs to the designated taxicab holding/pickup zones.
- J. Toll Receipt – Proof of payment maintained by taxi drivers to retain evidence of fees paid when departing the Taxi lot.
- K. Taxi Storage Lot – an MDAD designated lot used to accommodate taxicabs prior to entering the Terminal arrivals area.
- L. Washout – A situation arising when a taxicab driver has followed the sequence from the first to the last lower drive level taxi pickup zone and has no fare because there are no passengers and no scheduled arrivals.

### **III. POLICY**

Taxicab drivers and taxicabs having obtained the Ambassador Taxicab designation and operate in compliance with the standards and conditions set forth in this Operational Directive (OD) and Chapters 25 and 31 of the County Code shall have the right to provide transportation services at MIA. Additionally:

- A. Miami-Dade law enforcement officers, authorized Aviation Department personnel, and representatives of the DTPW-PTRD will administer and enforce the applicable ground transportation provisions established by this OD.
- B. Taxicab drivers may enter the Departures/Ticketing Upper Level for the strict purpose of dropping off passengers. Passengers may be dropped off at the curbside lane adjacent to the Terminal. Discharging passengers at any other area is prohibited. Once passengers have been discharged, taxicab drivers are prohibited from picking up new passengers on the Departures/Ticketing Upper Level and must immediately depart the Airport or proceed to the Taxi Storage Lot in accordance with the Taxi Indicator Light System and other procedures outlined in this OD.



- C. Taxicab drivers will pay to the Airport the fee authorized by County Ordinance 81-85, Section XIII D, and as periodically amended by the Board of County Commissioners, for the purpose of recovering a portion of the costs to provide taxicab service at MIA.
- D. Taxicab drivers operating at the Airport must comply with the Taxi Indicator Lighting System installed at MIA.
- E. Taxicabs shall use the following routes to enter the Taxi Storage Lot, use of any other ingress routes by taxicabs, without passengers, is prohibited:
  - 1. All entries must be made from either (1) State Road 112 or southbound NW 42<sup>nd</sup> Avenue to the North Service Road exit labeled Commercial Vehicle Exit to the West Service Road; (2) westbound Central Boulevard (NW 21<sup>st</sup> Street) exit labeled Cargo Area/Commercial Vehicles to the West Service Road. Refer to Annex 1.
  - 2. No taxi shall use the inbound ramp exit labeled Cargo/Area/Commercial Vehicles from Central Boulevard to the West Service Road between the hours of 6:00 a.m. and 6:00 p.m. as indicated in posted signage. Refer to Annex 2.
- F. Taxicabs are specifically restricted from entering any area of the Airport for the purpose of waiting, turning around, stopping, or standing except in the areas designated for such purposes as described herein.
- G. Taxi Storage Lot Daily Access:
  - 1. Vehicles with For-Hire License numbers that end in an odd number digit shall be authorized to enter the Taxi Storage Lot between the hours of 6:00 a.m. and 7:00 p.m. on odd numbered calendar days, while vehicles with For-Hire License numbers ending in an even digit shall be allowed to enter during the same time window on even calendar days. Outside of the time period stated above (i.e. after 7:00 p.m.), access to the Taxi Storage Lot will not be restricted by its For-Hire License number and both odd and even numbers can enter.
  - 2. At 6:00 a.m. each day, vehicles which do not correspond to the odd or even designation of the current calendar day and who have not yet paid the appropriate taxi fee, must exit the MDAD Taxi Storage Lot and depart the airport property. Those taxicabs that do not correspond but have paid the fee may continue in the queue for passenger pick up.
  - 3. During special County events, or if operational demand dictates, the Aviation Department will have the authority to allow additional Taxi Cabs access to the Taxi Storage Lot, regardless of the Odd/Even designation for the specific day(s). The Aviation Department will contact the additional taxi drivers through existing taxicab application platforms or any other available means.
- H. Only on-duty registered taxi drivers are allowed in the Taxi Storage Lot. Whoever enters or remains at the Airport, or portion thereof, without being fully authorized, licensed or invited may be warned or ordered by authorized Aviation Department personnel or a law



enforcement officer to depart the premises. Refusal of this order commits the offense of trespass resulting in commensurate law enforcement action.

- I. Private vehicles will not be permitted to park at any time in the Taxi Storage Lot, unless previously granted permission by MDAD Landside Supervisors or a designated representative and for MDAD related business only. Unauthorized vehicles will be cited and removed as illegally parked vehicles at the owner's expense.
- J. Taxicabs are prohibited from parking in any airport public parking facility or garage.

#### **IV. PROCEDURES:**

Unless otherwise directed by Landside Operations personnel, Taxicab drivers are only allowed to pick up passengers at authorized Taxi Pick Up Zones and when adhering to the procedures as further described below.

##### **A. TAXI STORAGE LOT INDICATOR LIGHTING SYSTEM**

1. Taxicab drivers operating at the Airport must comply with the Taxi Indicator Lighting System, installed by MIA, to indicate the availability status of the Taxi Storage Lot and/or the Metering lot.
2. There are two systems of Taxi Indicator Lights throughout the airport. One system indicates the lots are open or closed using a blue (open) or yellow (closed) light, respectively. The other, a solar panel lighting system, indicates the word "OPEN" or "CLOSED" when activated. Taxi indicator lights are positioned at the listed below and depicted in Annex 4:
  - LeJeune Road southbound and south of NW 31 Street
  - LeJeune Road southbound and north of NW 21 Street
  - MIA's Central Boulevard (NW 21 Street), inbound and outbound, in the vicinity of the West Service Road overpass
  - At the entrance to the Taxi Storage Lot
  - Terminal Departure Level Exit
  - Airport Exit # 5 McLaughlin Drive
  - SR 112 westbound prior to the LeJeune Road exit
  - North Service Road Entrance from SR 112 and southbound LeJeune Road



- MIA Central Blvd westbound exit to West Service Road
  - LeJeune Road northbound center median North of NW 14 Street
  - Northbound Airport Access Road from SR 836 West
  - NW 37TH Avenue southbound to NW 21st Street
  - NW 37TH Avenue northbound to NW 21st Street
  - NW 37TH Avenue westbound on NW 21st Street
3. Open or blue lights indicate that the Taxi Storage Lot is OPEN and taxicabs may proceed directly into the Taxi Storage Lot during the hours of operation and in accordance with the access route described in this OD.
  4. If the indicator system shows that the Taxi Storage Lot is CLOSED, all taxicabs must exit the airport, refer to exit routes in Annex 3. Taxicabs shall not loiter in any area of the airport property waiting for the Taxi Storage Lot to open. As such, taxicabs may not block intersections, park on roadways or sidewalks, or station themselves in any designated area at MIA, including but not limited to the cellphone lot, the entrance to the airport, or access roads within the airport.
  5. If the indicator system shows the Taxi Storage Lot is OPEN and taxicab drivers wish to enter the lot, taxicab drivers may use Exit 5 labeled McLaughlin Drive, turning left onto the North Service Road and proceeding to the West Service Road to follow the route as detailed in this policy under Section III paragraph E. Taxicab drivers are prohibited from using Exit 5 when the Taxi Storage Lot is CLOSED.

## **B. TAXI STORAGE LOT**

1. Upon entering the Taxi Storage Lot, taxicab drivers must proceed to the next available line. Taxicabs are dispatched on a first-in/first-out basis. Taxicab drivers voluntarily leaving the Taxi Storage Lot before their line is called will lose their place in that line.
2. Taxicab drivers must maintain an orderly first-in/first-out sequence at each taxi holding/pick up zone.
3. All taxicab drivers must follow the directions and instructions of the Starters at all times.
4. Drivers must move their vehicles at the Taxi Storage Lot when the Starter calls a line or a series of lines for passenger demand at the Terminal holding/pick up zones. Those who do not move are subject to a citation and having their vehicles towed.
5. Drivers that lose their place in line when proceeding to the Terminal cannot pass others in order to regain their position.



6. Once a Starter dispatches a line, taxicab drivers must proceed to the cashier's booth, pay the required fee, and obtain a receipt confirming payment. This receipt is to be maintained to evidence departure from the Taxi Storage Lot.
7. Drivers shall exit towards MIA Arrival/Baggage Claim Lower Level starting at Concourse D, curbside, as referenced in Annex 5.
8. As lines become depleted, Starters will direct taxicabs, maintaining the first-in/first-out sequence, beginning in Concourse D, to the other Concourses.
9. The Starter will ensure that an adequate number of taxis are available at each taxi pickup zone beyond the designated passenger kiosk by moving one or more taxis down the line as required by passenger demand.
10. Taxicab drivers who lose their place in line at the Terminal are not permitted to break the first-in/first-out sequence at any taxi holding/pick up zones and proceed ahead to the next zone, unless authorized by a Starter.
11. If a washout occurs, the Starter at the Concourse J taxi holding/pick up zone will contact via radio the Starter at Concourse D to determine which holding/pick up zone position has flight activity. The taxi will be washed out to the first holding/pick up zone position with activity. If there is no flight activity at any of the positions, the position with the next scheduled flight will be the washout position the driver will be dispatched to.
12. Taxicabs that have been washed out will re-enter the Concourse D taxi holding/pick up zones using only authorized routes and proceed to the three washout destinations they are directed to.
13. Taxicab drivers may not pick up passengers in other areas other than the MIA Arrival/Baggage Claim Lower Level unless directed otherwise by a Starter.

### **C. DRIVER REQUIREMENTS**

1. Drivers must remain next to their vehicles, except when parked in the Taxi Storage Lot.
2. Drivers are prohibited from any form of solicitation.
3. Drivers are prohibited from entering the MIA Departures/Ticketing Upper Level unless they are dropping-off passengers except as authorized by MDAD.
4. Drivers must dispose of garbage, papers, refuse, or other forms of trash in receptacles provided for such purposes.
5. Drivers must use all restroom and comfort station facilities in a clean and sanitary manner.



6. Drivers must not deposit, blow or spread any bodily discharge on the ground or in the pavement on the airport property other than directly into a fixture provided for that purpose.
7. Drivers must not feed or encourage the congregation of birds or other animals on Airport property.
8. Drivers must load and unload the baggage of their passengers. This is to include pets or service animals with their carriers.
9. Drivers must not engage in any business or commercial activity; or sell, or offer for sale, any merchandise, food, beverage, or service while on Airport property.

## **V. AIRPORT REGIONAL TAXICAB SERVICE (ARTS)**

Pursuant to Resolution R-700-22 effective July 19, 2022, flat rate fares for geographically defined zones served by ARTS were eliminated. The meter fare, with a minimum charge of \$15, applies to trips originating at MIA. Taxicabs providing service within the ARTS system must possess a valid permit issued by the DTPW-PTRD and must comply with the general terms and conditions of the ARTS permit, County and State laws, specifically Chapters 25 and 31 of the Miami-Dade County Code and this OD. In addition, the Department may require each taxicab to be equipped with an Automatic Vehicle Identification (AVI) device.

- A. ARTS taxis are not prohibited from entering the Airport when the Taxi Indicator Lights indicate CLOSED or yellow and may enter the Taxi Storage Lot.
- B. ARTS taxis must enter the Airport via the approved routes and signage indicated in this OD to access the Taxi Storage Lot.
- C. Upon entering the Airport, ARTS taxis will proceed to the Taxi Storage Lot, line up in the designated sequence storage lane. ARTS taxis are to proceed in an orderly manner to the cashier's tollbooth only when directed by the Starter.
- D. ARTS drivers must remain with their vehicles at all times while at the Terminal.
- E. ARTS taxis will pick up passengers at the Arrival/Baggage Claim Lower Level only.
- F. ARTS taxis must strictly adhere to directions issued by Starters.
- G. ARTS taxis holding/pick up zones are determined by the Starters and passenger demand throughout the Terminal curbside.
- H. ARTS taxis will move in sequence from the Taxi Storage Lot and holding/pick up zone to the individual holding/pick up zone only when directed by the Starter and must remain in



place until a fare is obtained or until directed by the Starter to move down the line to another ARTS taxi holding/pick up area. The Starter may move one taxi or multiple taxis down the line as required by passenger demand.

- I. Upon learning that there are no ARTS taxis at the Terminal, or in route to the Terminal from the Taxi Lot, Landside personnel will immediately assign ARTS passengers to the first available regular taxi driver. All regular taxis assigned ARTS passengers are prohibited from refusing the fare or charging other than the minimum fare or meter rate, whichever is greater. Upon completion of the ARTS trip, drivers will return to the Taxi Lot and follow established procedures.
- J. The Starter may double load passengers in an ARTS taxi when passenger demand depletes the supply of available ARTS taxis.
- K. ARTS taxis are prohibited from entering the Arrival/Baggage Claim Lower Level unless they have been sequenced from the Taxi Storage Lot and possess the required toll receipt.
- L. All policies, procedures, fees, and charges applicable to registered taxicab operations will apply to the ARTS taxis, unless specifically addressed otherwise in this Section.

#### **VI. EFFECTIVE DATE:**

This OD shall become effective 15 days subsequent to its filing with the Clerk of the Circuit Court as Clerk of the County Commission. This OD shall remain in effect until revoked or amended.

#### **VII. ENFORCEMENT:**

Violations of the above policy may result in citations, fines, and/or removal from airport property.

#### **VIII. AMENDMENTS:**

MDAD reserves the right to amend this OD at any time and from time to time, and notice of such amendment will be mailed to all affected parties who register with MDAD. The terms of such amendments shall be applicable to all as of the effective date of such amendment.

#### **IX. SEVERABILITY:**

If any court of competent jurisdiction determines that any provision in this OD is illegal or void, the remainder of this OD shall continue in full force and effect. If such court rules that any



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charge, fee, or security deposit requirement is illegal or void, the Aviation Director is authorized and directed to impose a charge, fee or security deposit requirement that complies with the court order or applicable provisions of law, which shall become effective on the date of imposition and shall continue until modified by the Miami-Dade County Board of County Commissioners



**Ralph Cutié, Aviation Director**

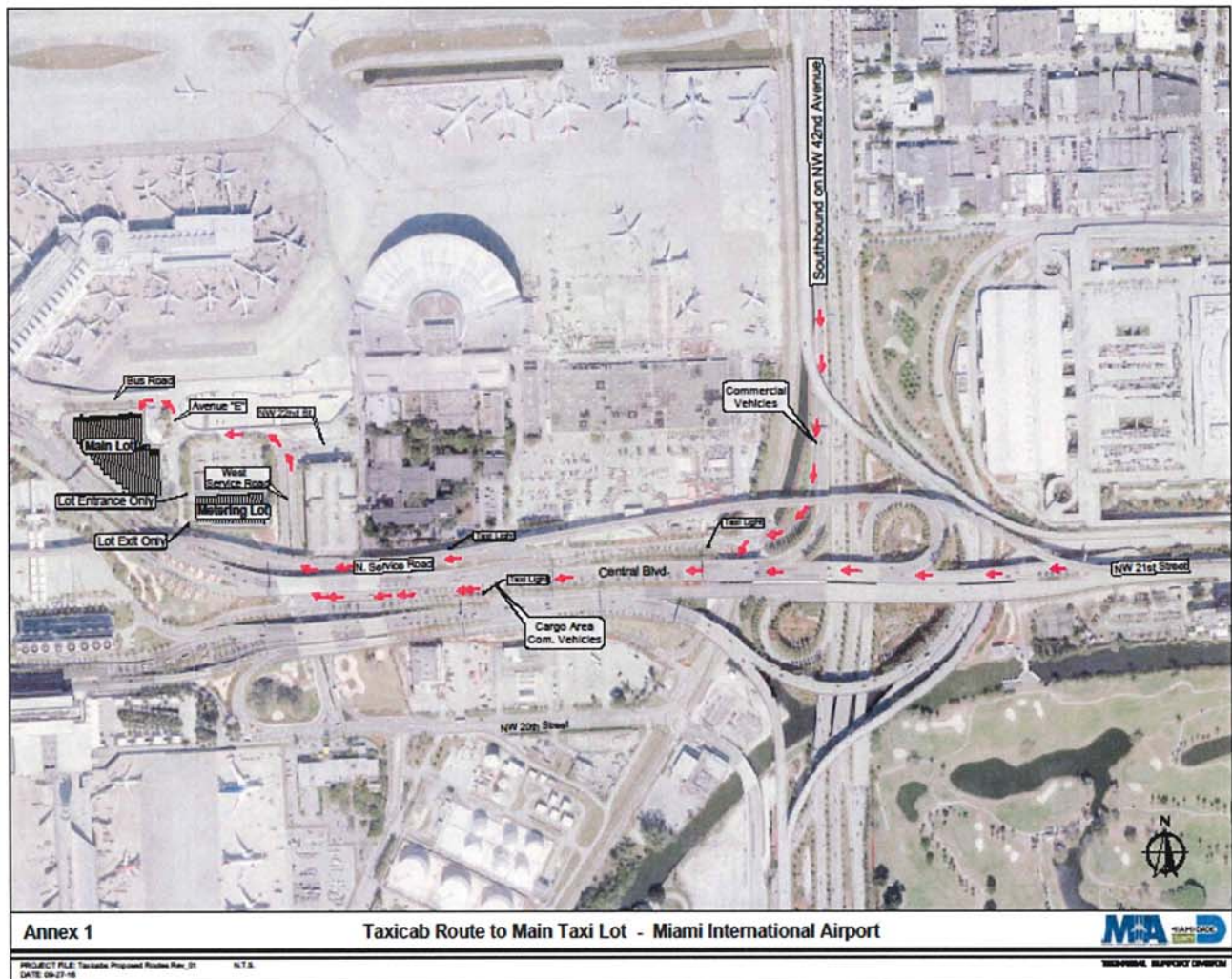
**Date:**

6/20/24

**Annexes:**

- Annex 1 – MIA – Taxicab Route to Main taxi Lot
- Annex 2 – MIA – Central Boulevard (NW 21<sup>st</sup> Street) Westbound exit to West Service Road
- Annex 3 – MIA – Taxi Route Leaving Airport When Taxi Lots are Full
- Annex 4 – MIA Taxi Indicator Lights
- Annex 5 – MIA – Arrival/Baggage Claim Lower Curbside.









**Annex 2 – Central Boulevard (NW 21<sup>st</sup> Street) Westbound exit to West Service Road – Miami International Airport**



