

Commercial Vehicle Policy Update

Process Goals & Objectives

- Improve ground transportation participation at DLH for passengers arriving and departing from Terminal
- Improve customer experience
- Improve wayfinding for all passengers and Commercial Vehicle Operators
- Reduce congestion at Terminal curbside
- Rollout new technology that will provide accurate operational data
- Improve safety

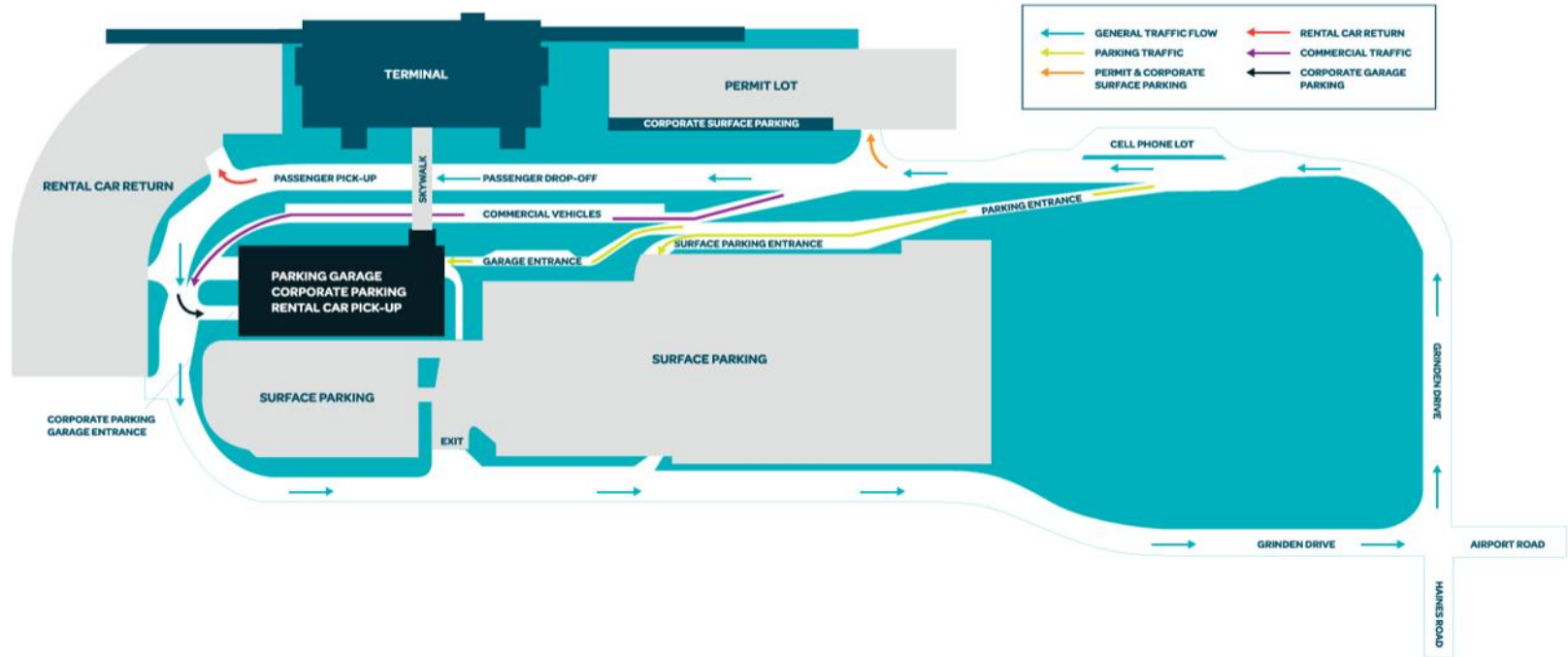
Commercial Vehicle Policy Update

Duluth International Airport
February 2025

Agenda

- Welcome
- Introductions
- Background
- Affected Parties & Exempt Operators
- Permit Requirements
- Proposed Changes
- Commercial Vehicle Lane Layout
- Fees
- Timeline for Implementation & Remaining Steps
- Questions & Feedback

Airport Layout



Background

- Last update to Commercial Vehicle Policy was in 2018
- Reduction in permitted Commercial Vehicles since pandemic
- Increase in customer complaints due to unavailability of transportation options leaving DLH
- Passenger wayfinding improvements needed
- Desire to increase Commercial Vehicle participation
- Need to accommodate a variety of different types of operators
- New Commercial Vehicle Lane technology-system currently used is at end of life
- Update Commercial Vehicle Lane vehicle queue & staging areas
- New Commercial Vehicle Rate Structure

Affected Parties

- Taxis
- Hotel Shuttles
- Commercial Shuttle (Landline)
- Limousine Service
- Transportation Network Companies
 - Uber & Lyft
- Peer-to-Peer Car Sharing Operators
 - TURO

Exempt Operators

- Delivery Vehicles
- Public Transportation
- Emergency Vehicles

Permit-Base Requirements

- Operator must have a valid City License, if applicable. Copy of City License MUST be submitted to Airport in order to receive Airport Permit
- Operator must complete an application with the Airport, obtain the appropriate Permit, and pay the approved Permit Fee
- Operators must have all drivers acknowledge and review the basic Airport Customer Service Program as part of completing the Permit application process
- Drivers/Operators must display City License, if applicable, and Airport issued Permit at all times while operating on Airport property
- All permits to be renewed on an annual basis

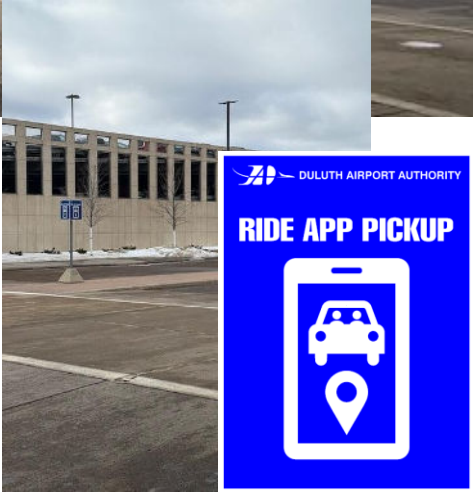
Proposed Changes

- Fee & Rate Structure: A per vehicle permit fee as well as a per-trip fee per pick up or drop off, will apply
- Airport permitting & fees will apply to all Airport pick-ups and drop-offs
- All Taxi/Limo/Shuttle Operators must use Commercial Vehicle Lane for all pick-ups and drop-offs
- Ride Share operators are now utilizing Commercial Vehicle Lane
- NO CURBSIDE PICK-UPS OR DROP-OFFS AT ANYTIME
- RFID Tag & LPR (License Plate Recognition) will be used for activity reporting
- Queue & Staging Areas:
 - New wayfinding signage installed for vehicle queueing in Commercial Vehicle Lane
 - If Commercial Vehicle Lane is full, Cell Phone Lot is to be use for staging

Commercial Vehicle Lane Queue & Staging Areas



Commercial Vehicle Lane Queue & Staging Areas



Fees

- Taxi/Limo/Shuttle Permit (Annual)-----\$25.00 Per Each Vehicle
- Taxi/Limo/Shuttle Per Trip Fee ----- \$1.50 Per Pick-up & Drop-Off

Payment Collection:

- All vehicles will go through the permit process up-front and payment for the permit will be collected.
- **Credit Card Payment Information is REQUIRED to pay for each trip on a monthly basis.**
- A report will be pulled monthly to determine # of trips.
- Payment will be processed **automatically** on a monthly basis.
- Trip information will be shared with the operator when invoice and payment is processed.

Timeline & Implementation

- March 5, 2025 Commercial Vehicle Information Session
- April 15, 2025 Public Hearing
- TBD Technology Installation – Pending
- TBD Go Live Date - Pending

Questions, Comments & Feedback?

For Further Follow-up Please Contact:

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Enforcement

- Enforcement will be reinforced in the Commercial Vehicle Lane, using in-person monitoring, license plate recognition software, and commercial vehicle lane technology to monitor.
- Use of commercial vehicle lane by all entities will improve the ability to enforce by making violators more easily identifiable.
- Rideshare entities will be contacted to ensure appropriate markings/lighting are used.
- Commercial Vehicle Policy includes a section regarding violations/fees if rules are not followed.

Comparative Airport Fees

- Rochester, MN: Annual Permit Fee \$0, Per Trip Fee \$3.00
- Rapid City, SD: Annual Permit Fee \$200.00, Per Trip Fee \$2.00
- Central Wisconsin: Annual Permit Fee \$1,200 Per Year (MAG) or Per Trip Fee \$1.00
- Grand Forks, ND: Annual Permit Fee \$200
- Appleton Airport, WI: Annual Permit Fee \$2,000 deposit, \$3.00 per pickup. Proposed to include drop off