Document Control Statement – The electronic reference copy of this Policy is maintained by Karratha Airport Ground Transport Any printed copy may not be up to date and you are advised to check the electronic copy at http://intranet/ to ensure that you have the current version. Alternatively, you may contact Karratha Airport Ground Transport.

1. OBJECTIVE

The objective of the policy is to provide guidelines for the operation of ground transport services, namely for shuttle service operators at Karratha Airport.

2. PRINCIPLES

2.1 DEFINITION OF SHUTTLE SERVICES

Pursuant to the Transport Coordination Act 1966 Applicable as of 11 October 2007:

"A shuttle provides a regular service with either a pre-defined origin or destination (operators may nominate a number of points) and a general geographical area of coverage for the opposite end of the service. They may also undertake the reverse trip. For example, a service providing a pickup at the airport and drop-off within the CBD and subsequently picking up in the CBD and dropping off at the airport.

Operators may nominate a number of locations within their pre-defined origin or destination but cannot have general geographical areas at both ends of the trip."

2.2 POLICY PROVISIONS

This policy is relevant to operators holding a current Government of Western Australia Department of Transport shuttle service omnibus licence with the airport stated as either their pre-defined origin or destination only. Tour and charter omnibus licence holders are referred to in the separate policy AP-GO-TCO Karratha Airport Ground Transport Tour and Charter operators.

Council adopt as general guidelines the following requirements for organisations undertaking these ground transport services to and from Karratha Airport.

- The operator must provide a copy of the Omnibus licence details to airport management annually. The licence must include the shuttle service licence number and the details of all vehicles under that licence number.

- The operator must at all times meet the Department of Transport licence and policy conditions for omnibus licences and in particular shuttle service licensing.

- Each vehicle must hold an authorised airport bus permit and display the permit sticker in a visible location on the vehicle.

- No shuttle service vehicle is to drop off or pick up passengers in the front general public drop off/pick up lane. Vehicles found to do so will incur an infringement and possible revocation of proximity card and airport parking access.

- If no bay is available in the bus pick-up drop-off lane, drivers must continue through and park in the designated bus parking area. Blocking of car park roads and entries will not be tolerated and infringements will apply.

- It is an offence to bring or consume alcohol at Karratha Airport except where the facility is licensed under the *Liquor Control Act 1988*. Any driver found to supply alcohol for consumption by them or their passengers, or supply on behalf of a passenger within the airport boundary will face immediate removal from the airport and be reported to the police and the Department of Transport.

- 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). However, to facilitate identification and to enable meeting and greeting of passengers, an operator's driver will be authorised to hold an A4 sized tablet or clipboard with their company's name and the passengers name on it similar to this example.

- Rude or discourteous behaviour to airport staff, passengers or other drivers will not be tolerated and will be reported to the Department of Transport. The driver may be asked to immediately leave the airport by airport staff or their representatives and must comply with this request.

- On the receipt of a complaint about an operator, their service or staff the Council will require the operator to respond within 3 working days with a written report, which is to be detailed and acceptable in relation to the matter raised.

- Should the Council receive three complaints about the operator, their service or staff the Council will require the operator to show cause why their agreement to offer a service at the airport should not be suspended or terminated. The Council retains the right to make determination regarding an operators continuing access to the airport.

- Should the Council identify non-compliance with Airport policies, such as this document, the Council will require the operator to show cause why their permission to offer a service at the airport should not be suspended or terminated. The Council retains the right to make determination regarding an operators continuing access to the airport.

- There is no designated parking space/bay within the airport car park for shuttle service operators.

- Operators are requires to remit full payment for access to ground transport lanes in accordance with the Conditions of Entry posted at the barrier gates.

3. CONSEQUENCES

This policy represents the formal policy and expected standards of the Shire. Appropriate approvals need to be obtained prior to any deviation from the policy. It is imperative that Councillors and Officers retain appropriate documentation to substantiate their expenditure. Elected Members and Employees are reminded of their obligations under the Shire's Code of Conduct 2011 to give full effect to the lawful policies, decisions and practices of the Shire.

4. ROLES AND RESPONSIBILITIES

4.1 DOCUMENTED EVIDENCE

A complying operator will be required to provide to Council copies of current documentation:

- Copies of all drivers Motor Drivers Licence with the required F or T extension. This is additional to holding an appropriate category of MDL applicable to the type of vehicle being driven
- Year, make, model, seating capacity and registration of the vehicle to be licensed
- Provide a general description of the service you intend to provide
- Nominate the origin/destination location or locations
- A timetable to which you will operate
- Nominate the fares to be charged
- Nominate the area of service
- Copies of the Omnibus Licence provided by the Department of Transport, Government of Western Australia

5. REFERENCES TO RELATED DOCUMENTS

Omnibus Licence Policy Department of Transport, Government of Western Australia
Omnibus Licensing Shuttle Service Department of Transport, Government of Western Australia
Karratha Airport Bus Parking & Conditions of Use (AP-GT-COU)

Policy Number:	AP-GT-SSO
Previous Policy Number:	AP-GT-SSO
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Next Review:	30 November 2016
Responsible Officer:	Airport Commercial Coordinator

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